

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) GOVERNANCE CHARTER of the CENTRAL LOUISIANA HOMELESS COALITION (CLHC)

PURPOSE:

The Central Louisiana Coalition to Prevent Homelessness, Inc., otherwise known as the Central Louisiana Homeless Coalition (CLHC), the coordinating body for the LA507 Alexandria/Central Louisiana Continuum of Care (CoC) manages and maintains a subsection of the state-wide Homeless Management Information System (HMIS) database operated by the Louisiana Service Network Data Consortium (LSNDC). The HMIS database is used to record and store client-level demographic and service data of participating service agencies to be aggregated to discern patterns and trends about the extent and nature of homelessness over time, produce unduplicated counts of homeless persons, discern and explain patterns of service usage and measure the effectiveness of participating projects. The purpose of this document is to serve as a Governance Charter for the oversight of the HMIS system.

DESIGNATION:

- The designated Regional HMIS Lead Agency is Central Louisiana Coalition to Prevent Homelessness, a private not-for-profit corporation operating in Alexandria.
- The designated HMIS software tool is the ServicePoint™ package by Bowman Systems of Shreveport, Louisiana.
- The CLHC CoC has contracted with the Louisiana Service Network Data Consortium (LSNDC) to participate in a state-wide HMIS database and improve delivery of HMIS-related services and enable participating agencies to better comply with federal regulations and the expectations of the US Department of Housing and Urban Development (HUD).

RESPONSIBILITIES OF THE CoC

The Central Louisiana Continuum of Care (CoC) shall:

- Work with the HMIS Lead Agency and the LSNDC to read and interpret any and all regulations, notices and other communications issued by HUD, and to annually review and, as necessary, revise any and all policies, procedures and plans related to the HMIS Project and the CoC Program.
- Identify and designate an HMIS Software tool for use by the participating agencies. The designated HMIS software tool is the ServicePoint™ package by Bowman Systems of Shreveport, Louisiana.
- Designate a non-profit or public legal entity to serve as the Regional HMIS Lead Agency. Once designated, the Regional HMIS Lead Agency will abide by the terms and conditions outlined in this governance charter and the Memorandum of Understanding signed by both parties. The designated Regional HMIS Lead Agency is Central Louisiana Homeless Coalition (CLHC), a private not-for-profit corporation operating in Alexandria, Rapides Parish, Louisiana.
- Contract with any organizations that will improve delivery of HMIS-related services and enable participating agencies to better comply with federal regulations and the expectations of the US Department of Housing and Urban Development (HUD). The CLHC CoC has contracted with the Louisiana Service Network Data Consortium (LSNDC) to participate in a state-wide HMIS database.

- In consultation with participating agencies, provide feedback and guidance to the HMIS Lead Agency in regards to its performance. This includes polling participating agencies through use of surveys and similar tools, receiving and interpreting comments from agencies, and interpreting the results of ServicePoint™ reports to determine data quality and other areas of concern.
- In consultation with participating agencies, establish guidelines and operating policies that are in compliance with federal regulation, Department of Housing and Urban Development (HUD) and Homeless Management Information System (HMIS) Data and Technical Standards. These policies and procedures shall be open to review to ensure the ongoing viability and responsiveness of policies to the project's environment.
- Provide support to the HMIS Lead Agency and to the HMIS Lead Administrator when the Lead Administrator is unable to perform his/her duties due to interference from a participating agency. This support may take the form of negotiating with the non-compliant agency, censoring said agency, or imposing some sort of punishment, including but not limited to recommending to the Department of Housing and Urban Development that granted funds be removed from the agency.
- Contribute data to the HMIS Lead Agency for reporting for the Point-in-Time (PIT) count, the Housing Inventory Count (HIC) and the Annual Homeless Assessment Report (AHAR), among other HUD reporting that the HMIS Lead Agency produces for CLHC CoC.
- Execute a Governance Agreement between the CLHC CoC and the LSNDL which delineates the obligations and authority of the Regional HMIS Lead Agency, the LSNDL state-wide system and the CLHC CoC. This agreement will include, directly or referenced, the requirements of the LSNDL Security Plan, Privacy Policy and Data Quality Plan; discussing possible sanctions for violating the agreement. This agreement will also require that the LSNDL, the HMIS Lead Agency, CLHC CoC and the regional participating agencies will process protected identifying information in a manner consistent with this agreement.
- Collaborate with the HMIS Lead Agency in all appropriate ways to ensure that the policy goals developed by CLHC are met. In particular, the Director of CLHC and the HMIS Lead Administrator will work together closely to share information, develop goals and address issues with ServicePoint™, data quality and participating agencies as they occur.
- Work with CoC participating agencies and the HMIS Lead Agency to develop performance benchmarks for CoC Program Project performance, including that of the HMIS Project.
- Gather reports from the CoC Program Project representatives and review the reports to determine if benchmarks have been met, then report that data to the CoC Ranking Committee to assist in reviewing and ranking projects for the CoC Program NOFA Competition.

RESPONSIBILITIES OF THE HMIS LEAD AGENCY [name the group](#)

The HMIS Lead Agency shall:

- Obtain and maintain all grants supporting the HMIS project, provide staffing and purchase the required licenses, equipment and supporting software for the CoC. As well, the HMIS Lead Agency will ensure that all participating agencies have the basic equipment needed to use ServicePoint™ and provide the requested data.
- Provide technical support for the entire CoC and all participating agencies, including assisting participating agencies with technical issues related to the HMIS project.
- Work with the vendor to ensure that data is collected, stored and reported on in compliance with all HUD regulations; and will determine if a different vendor should be selected to provide the regional HMIS if the current vendor fails to conform to HUD regulations.
- Provide training to all end users of ServicePoint™ within the participating agencies through both general training meetings of participating agencies, and through individual training either in a classroom setting or in a one-on-one setting at either the HMIS Lead Agency offices or at the requesting agency's offices. Introductory trainings will be offered at the discretion of the HMIS Lead Administrator, while general training will be scheduled as needed, and any additional training sessions will be offered at the HMIS Lead Administrator's discretion.
- Promote use of the HMIS through regular contact with users, participating agencies and similar organizations whose participation would benefit CLHC CoC and/or the organization itself.
- Execute a written HMIS Participation Agreement with each participating agency which delineates the obligations and authority of the HMIS Lead Agency, the LSNDL state-wide system and the participating agency. This agreement will include, directly or referenced, the requirements of the LSNDL Security Plan, Privacy Policy and Data Quality Plan; discussing possible sanctions for violating the agreement. This agreement will also require that the HMIS Lead Agency, LSNDL and the participating agency will process protected identifying information in a manner consistent with this agreement.
- Monitor and verify data collection from all recipients of CoC Program and Emergency Solutions Grant Program grants through the chosen HMIS platform, ensuring that data is being entered by all such agencies and working with the CoC and the participating agencies to address any deficiencies in data collection.
- Develop policies and procedures for all participating agencies in accordance with applicable HUD legislation. The HMIS Lead Agency will assist all participating agencies with access to protected identifying information to implement procedures and policies that ensure compliance with applicable agreements, and will monitor compliance and work with the CoC to enforce sanctions for non-compliance.
- Collaborate with the CoC in all appropriate ways to ensure that the policy goals developed by the CoC are met. In particular, the Director of the CoC and the HMIS Lead Administrator will work together closely to share information, develop goals and address issues with ServicePoint™, data quality and

participating agencies as they occur.

- Collaborate with the LSNDC to annually review and, as necessary, revise statewide system Privacy, Security and Data Quality Plans to ensure compliance with all HUD regulations, notices and other communications related to these topics. The HMIS Lead Agency must work with the LSNDC to create a security plan, an updated data quality plan and a privacy policy for presentation to the CoC within 6 months after the effective date of any HUD final rule establishing requirements for these plans. The HMIS Lead Agency will also seek and provide feedback from the CoC and the participating agencies to the LSNDC on these topics.
- The HMIS Lead Agency is also responsible for communicating these plans to all CLCHC participating agencies and ensuring those agencies comply with those plans. The HMIS Lead Agency will submit the updated LSNDC Security plan, data quality plan and privacy policy to the CoC for approval within 6 months after the effective date of any HUD final rule establishing requirements for these plans, and with 6 months after the date that any change is made to the local HMIS. The HMIS Lead Agency must implement the plans and policy within 6 months of the date of approval by the CoC.
- Monitor and verify the quality of the data entered into the HMIS system, ensuring that the data entered into the system is accurate, complete and conforms to federal HMIS requirements. The HMIS Lead Agency shall analyze the data to identify areas of concern and/or weakness and make recommendations to the participating agency as to how to correct them. As well, the HMIS Lead Agency will monitor the participating agencies for compliance with all appropriate security, privacy and data quality policies, regulations and procedures.
- Generate appropriate reports that reflect the cumulative data for the Continuum of Care as needed and/or upon request from the CoC, HUD, participating agencies, and other entities seeking this information as deemed appropriate by the HMIS Lead Agency and/or the CoC. The HMIS Lead Agency shall also be responsible for developing and creating new reports as requested and/or required by the CoC, HUD, and participating agencies. These reports shall document collective data from the entire Continuum of Care in such a way as to provide the requested information for such purposes as the Continuum of Care Program NOFA applications, PIT, HIC and AHAR reports, along with any other continuum-wide programs.

RESPONSIBILITIES OF PARTICIPATING AGENCIES:

The participating agencies are responsible for:

- Complying with HMIS Policy and Procedures approved by CoC
- Complying with Federal, State, and Local Laws about privacy and security of data
- Complying with all HMIS Policies and Procedures approved by the CLHC CoC, and all appropriate federal regulations regarding HMIS
- Complying with all federal, state and local laws regarding client and data privacy, security and confidentiality concerns. Should there be a conflict between such standards and other federal, state or local laws which the participating agency is required to obey, the participating agency must contact the HMIS Lead Administrator for direction and to appropriately revise/adjust the impacted Privacy,

Security and/or Data Quality Plans.

- Providing reporting to the CoC Standards Committee for measurement against established benchmarks.
- Working with the HMIS Lead Agency staff to maintain complete and correct data in the ServicePoint™ system.

Approved by the CoC on October 22, 2015
(date of CoC Meeting)