

**Louisiana Services Network  
Data Consortium (LSNDC)**

**Standard Policies  
and Procedures**

Version 2.0

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Developed by:  
LSNDC Policy Committee

Adopted by:  
LSNDC Board of Directors  
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**Louisiana Services Network Data Consortium (LSNDC)  
Standard Policies and Procedures  
Table of Contents**

<b>Introduction.....</b>	<b>ii</b>
<b>Benefits of LSNDC System.....</b>	<b>iii</b>
<b>Definitions.....</b>	<b>iv</b>
<b>Policy 1.0 Organization and Management of the LSNDC System.....</b>	<b>1</b>
<b>Policy 1.1 LSNDC Board of Directors.....</b>	<b>1</b>
<b>Policy 1.2 Fiscal Management.....</b>	<b>2</b>
<b>Policy 1.3 LSNDC State System Administrator Lead Organization.....</b>	<b>3</b>
<b>Policy 1.4 State LSNDC System Administrator.....</b>	<b>3</b>
<b>Policy 1.5 Regional Lead Agency Operating LSNDC Locally.....</b>	<b>4</b>
<b>Policy 1.6 Regional LSNDC System Administrator.....</b>	<b>5</b>
<b>Policy 1.7 Participating Agency.....</b>	<b>6</b>
<b>Policy 1.8 Agency Administrator.....</b>	<b>7</b>
<b>Policy 1.9 LSNDC User.....</b>	<b>8</b>
<b>Policy 1.10 HMIS Software Vendor.....</b>	<b>9</b>
<b>Appendix A LSNDC Board Membership List (Effective 9/20/2017).....</b>	<b>10</b>
<b>Appendix B LSNDC Data Quality Plan, v2.0 (Effective 10/1/2017).....</b>	<b>11</b>
<b>Appendix C LSNDC System Security Plan, v1.0 (Pending).....</b>	<b>12</b>
<b>Appendix D LSNDC Information Privacy Plan, v1.0 (Pending).....</b>	<b>13</b>

## INTRODUCTION

This document details the standard policies that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. All individuals accessing the LSNDC System must read and understand these policies. This document works in concert with the other LSNDC authored documents that establish baseline policies and procedures for data quality, system security, and client information privacy, as well as garner agreements amongst the various parties involved with the system. The affiliated documents are identified with each policy.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of representation from regional Homeless Management Information System (HMIS) lead agencies and Continua of Care lead organizations that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC establishes the minimum policies for appropriate administration, licensing, training, and compliance at the regional-level.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.

## Benefits of LSND System

### **LSND System benefits persons experiencing homelessness:**

Improvements in service delivery for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

### **LSND System benefits agencies, program managers and case managers:**

Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients' needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to provide unduplicated counts of persons experiencing homelessness and generate the program portions of the HUD Annual Progress Report (APR).

### **LSND System benefits the regional Continuum of Care:**

Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients' needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill federal reporting requirements, CoC evaluation and funding application requirements, and city-wide and system-level reports.

## Definitions

**Terms used in this manual may be new to users. Definitions of some of these terms are as follows:**

**Agency Administrator:** The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSND System Administrator.

**Authentication:** The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

**Client:** Any recipient of services offered by a Provider or Participating Provider.

**Collaborative Applicant:** The eligible applicant designated by the Continuum of Care (CoC) to collect and submit the CoC Registration, CoC Consolidated Application (which includes the CoC Application and CoC Priority Listing), and apply for CoC planning funds on behalf of the CoC during the CoC Program Competition. The CoC may assign additional responsibilities to the Collaborative Applicant so long as these responsibilities are documented in the CoC's governance charter.

**Continuum of Care (CoC):** The regional or local planning body that coordinates housing and services funding for homeless families and individuals, and includes transitional housing, permanent supportive housing for disabled persons, permanent housing, supportive services, and Homeless Management Information Systems (HMIS). is designed to promote community-wide goals to end homelessness; provide funding to quickly rehouse homeless individuals (including unaccompanied youth) and families while minimizing trauma and dislocation to those persons; promote access to, and effective utilization of, mainstream programs; and optimize self-sufficiency among individuals and families experiencing homelessness.

**Database:** An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

**Fiscal Agency:** The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

**HMIS:** Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

**HUD HMIS Data and Technical Standards (the Standards):** The most recent HUD Standards published for Continuum of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including “universal” and “program specific” data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC Standard Policies and Procedures is not required.

**LSNDC:** The non-profit 501©3 that operates the LSNDC System.

**LSNDC System:** The software system as well as the information input, generated or acquired in print or machine readable format.

**Participating Provider:** Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

**Provider:** ANY organization providing outreach, shelter, housing, employment and/or social services.

**Regional LSNDC Lead Agency:** Manages the LSNDC for their respective regional Continuum of Care

**Regional LSNDC System Administrator:** The job title of the person at the regional HMIS administrating agency who provides technical support and training to Users. This person has the second highest level of user access in *ServicePoint* and has full access to all user and administrative functions within the respective region.

**Server:** A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can “serve” many files to many client computers. A database server stores a data file and performs database queries for client computers.

***ServicePoint***<sup>™</sup>: A web-based software package managed by Mediware Information Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

**State LSNDC System Administrator:** The job title of the person who is responsible for the coordination and administration of the LSND C System. This person has the highest level of user access in *ServicePoint* and has full access to all user and administrative functions across the State.

**User:** An individual who uses a particular software package; in the case of the LSND C, the *ServicePoint* software.

**User License:** An agreement with a software company that allows an individual to use the product. In the case of *ServicePoint*, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSND C. User licenses cannot be shared.

**Policy 1.0 Organization and Management of the LSNDC System**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

**Purpose and Scope**

This policy establishes the organizational structure and role of the LSNDC System.

**Policy Statement**

The LSNDC System is the framework for operating a statewide HMIS in Louisiana. It is comprised of the regional Continua of Care (CoC) who are responsible for overseeing the management of data for measuring the communities' progress in ending homelessness. The LSNDC establishes the baseline HMIS-related guidelines and operating policies for the CoCs and their respective participants to effect compliance with regulations set by the Department of Housing and Urban Development (HUD).

**Procedure**

The LSNDC Board sets policies and standardizes documentation to ensure compliance with HMIS-related federal regulations for CoCs, which are executed at the regional level. Oversight of policy and procedural compliance by HMIS Participating Agencies is provided by the regional HMIS lead agencies, who have been appointed by the CoC lead organizations. The LSNDC Board also contracts with one or more organizations to provide state-wide system administration support. The LSNDC aims to set baseline policies and establish procedures within reasonable time frames that allow for CoCs to meet federal rules. Policies set by the LSNDC shall be reviewed annually, at a minimum.

**Affiliated Documents/Agreements/Plans**

*LSNDC Articles of Incorporation and By-laws*

*Louisiana Statewide HMIS Joint Governance Agreement*

*LSNDC Standard Policies and Procedures*

*LSNDC Agency Participation Agreement*

*LSNDC Data Quality Plan*

*LSNDC Information Privacy Plan*

*LSNDC System Security Plan*

**Policy 1.1 LSNDC Board of Directors**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

**Purpose and Scope**

This policy establishes requirements for the LSNDC Board of Directors regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**

The LSNDC Board of Directors is the governing body in control of the statewide HMIS system and is responsible for establishing baseline policies and requirements for HMIS participation, fundraising and resource development, and quality assurance. The Board is the final decision making authority of the LSNDC.

**Procedure**

The Board meets at least bi-monthly with one annual meeting. Membership of the LSNDC Board will be established according to the following guidelines:

- Target membership for the LSNDC Board of Directors will be the total sum of two agents from each Continuum of Care region, wherein the membership count can vary based upon the number of independent CoC regions within the state. The two representatives from

each CoC region shall be comprised of one appointee from the regional CoC Lead Agency and one appointee from the regional HMIS Lead Agency. The names and contact information of LSNDC Board members are listed in *Appendix A-- Louisiana Services Network Data Consortium (LSNDC) Board Membership*.

- Concerted effort will be made by the LSNDC Board to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

The LSNDC Board Members are responsible for, but not limited to, performing the following duties:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, Participating Agencies and service programs.
- Establishing the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance.
- Defining criteria, standards, and parameters for the release of aggregate data.
- Establishing the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance.
- Establish LSNDC participation fees for regional HMIS lead organizations;
- Selecting state administrators of the HMIS System.
- Selecting and contracting with an HMIS software vendor.

#### **Affiliated Documents/Agreements/Plans**

*LSNDC Articles of Incorporation and By-laws*

*Louisiana Statewide HMIS Joint Governance Agreement*

*LSNDC Standard Policies and Procedures*

#### **Policy 1.2 Fiscal Management**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

#### **Purpose and Scope**

This policy establishes requirements for the LSNDC Board regarding financial management of the corporation.

#### **Policy Statement**

In relation to fiscal management, the Board is the final decision making authority of the LSNDC. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable.

#### **Procedure**

The LSNDC Board shall adopt a budget; continuously monitor the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; and examine the report of the independent public accountants auditing the Corporation's accounts or the accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Fiscal Agent shall provide and ensure compliance of all financial policy and procedures and has the following responsibilities:

- Have custody of the funds of the Corporation.
- Shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation.

- Shall render a full report of transactions conducted to the Treasurer whenever required by the Board of Directors. The books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

**Affiliated Documents/Agreements/Plans**

*LSNDC Contract with Fiscal Agent*  
*LSNDC Standard Policies and Procedures*

**Policy 1.3 LSNDC State System Administrator Lead Organization**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

**Purpose and Scope**

This policy establishes requirements for the HMIS Lead Organization regarding administration and management of the State LSNDC State System Administrator.

**Policy Statement**

The LSNDC Board will contract with one or more organizations to provide LSNDC State System Administrator services (SSA). The organization(s) will be responsible for providing management and supervision of the SSA and adhering to the terms of the contract executed by LSNDC.

**Procedure**

The LSNDC Board, or its appointed committee, will identify a lead organization that is positioned to furnish release time for a Regional LSNDC System Administrator to perform the duties of the LSNDC State System Administrator for up to a maximum of 250 hours per fiscal year. The LSNDC shall reimburse the Lead Organization for expenses incurred by the release time of the LSNDC SSA, as identified in the terms of the contract between the LSNDC Board and the Lead Organization. The Lead Organization will be responsible for ensuring the LSNDC SSA performs the duties assigned to the position and documents services in accordance with the contract. The Lead Organization must also agree to terms of non-discrimination practices stated in the contract.

**Affiliated Documents/Agreements/Plans**

*LSNDC Contract with Statewide System Administrator Organization*  
*LSNDC Standard Policies and Procedures*

**Policy 1.4 State LSNDC System Administrator**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

**Purpose and Scope**

This policy establishes requirements for the LSNDC State System Administrator(s) regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**

The State Administrator(s) will be responsible for providing management and supervision of the LSNDC HMIS Statewide System and has full access to all user and administrative functions across the State. Statewide System Administrator services are necessary for executing practices and policies set by the Board and providing direct support to Regional LSNDC System Administrators. In the absence of the State LSNDC System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined.

## Procedure

The State LSNDC System Administrator(s) is responsible for providing the following services:

- Managing the day-to-day operations of the LSNDC System.
- Responding to all system-wide questions and issues.
- Providing quality assurance reports to the LSNDC Board.
- Manage system availability as informed by HMIS software vendor.
- Building Agency Assessments upon written request from Regional LSNDC System Administrators.
- Issuing Regional User Licenses to Regional LSNDC System Administrator.
- Ensuring that the LSNDC System, as a whole, is adhering to relevant HUD HMIS Data and Technical Standards.
- Providing support to Regional LSNDC System Administrators upon request.
- Managing version controls.
- Reporting regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support.
- Managing password recovery to Regional LSNDC System Administrators.
- Performing other duties assigned by the LSNDC Board of Directors.

## Affiliated Documents/Agreements/Plans

*LSNDC Contract with Statewide System Administrator Organization*

*Louisiana Statewide HMIS Joint Governance Agreement*

*LSNDC Standard Policies and Procedures*

*LSNDC Agency Participation Agreement*

*LSNDC Data Quality Plan*

*LSNDC Information Privacy Plan*

*LSNDC System Security Plan*

## Policy 1.5 Regional HMIS Lead Agency

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: Regional CoC

### Purpose and Scope

This policy establishes requirements for the Regional HMIS Lead Agency regarding administration and management of the LSNDC System at the CoC level.

### Policy Statement

The local Continuum of Care, led by the CoC's Collaborative Applicant, shall designate an agency to operate the LSNDC System locally. It is the role of the Regional HMIS Lead Agency to manage the HMIS at the regional level, under the oversight of the CoC Lead Organization established by the Collaborative Applicant, and be compliant HMIS operations and requirements specified in the HUD CoC Program interim rule, per Section 578.57.

### Procedure

The Regional HMIS Lead Agency is responsible for, but not limited to, the following duties:

- Comply with the terms of the Louisiana Statewide HMIS Joint Governance Agreement.
- Act as the fiduciary for the operation of LSNDC System locally.
- House the Regional System Administration and provide oversight of day-to-day operations.
- Manage the HMIS process locally, under the oversight of the CoC, and ensure local compliance with the LSNDC Data Quality Plan, LSNDC System Security Plan, and the LSNDC Information Privacy Plan.

- Enter into a contractual agreement, the LSND C Agency Partner Agreement, with organizations participating in HMIS within the CoC.
- Convene/coordinate End User Meetings and local group trainings.
- Provide data and collaborate with CoC and other community partners on homeless initiatives.
- Certify compliance and implementation of HUD HMIS Data Standards locally.
- Ensure the HMIS Participating Agencies receive timely and adequate technical support to optimize use of the system.
- Provide ongoing support to the Participating Agencies through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSND C System Administrator will acknowledge the receipt of inquiries in a timely manner.
- Provide access to documentation and manuals regarding the use of the LSND C System.

**Affiliated Documents/Agreements/Plans**

- LSND C Agency Participation Agreement*
- HMIS Governance Charter*
- LSND C Standard Policies and Procedures*
- LSND C Data Quality Plan*
- LSND C Information Privacy Plan*
- LSND C System Security Plan*

**Policy 1.6 Regional LSND C System Administrator**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: Regional Lead Agency Operating LSND C Locally

**Purpose and Scope**

This policy establishes requirements for the Regional LSND C System Administrator regarding access and usage of the LSND C System as well as the responsibilities for stewardship of the LSND C System.

**Policy Statement**

Each Continuum of Care must identify a Lead Agency to administer the LSND C System within the designated jurisdiction, and the Regional Lead Agency must designate a staff member as the Regional LSND C System Administrator to guide the system. The local administrator shall have regional administrative access. All Regional LSND C System Administrators have full access to all agency records within their CoC and may have access to other Continua within the LSND C system, where appropriate.

**Procedure**

The Regional LSND C System Administrator is responsible for, but not limited to, performing the following duties:

- Managing the day-to-day operations of the LSND C System at the regional level.
- Signing and understanding the LSND C End User Agreement.
- Supporting Participating Agencies, and its end users, in the use of LSND C System, address all questions and issues in a timely fashion.
- Communicating all pertinent statewide and regional LSND C information to the LSND C system end users within the service region.
- Providing training for staff of Participating Agencies on LSND C System standards, policies, and practices.
- Ensuring the LSND C End User Agreement is issued, read, and signed prior to the issuance of LSND C system software licenses.

- Issuing LSNDC system software licenses.
- Manage notification of upgrades and updates to end users.
- Monitor data quality, and ensure the Participating Agencies are adhering to the minimum standards set in the LSNDC Data Quality Plan.
- Manage password recovery for LSNDC end users
- Prepare formal reports for the local Continuum of Care, where needed.
- Mine database to respond to authorized requests of information, where feasible.
- Ensure participating providers are adhering to relevant HUD HMIS Data and Technical Standards.
- Perform onsite monitoring for Participating Agency to verify LSNDC standards and practices are being followed. Visits should be conducted annually at a minimum.
- Train all users on HUD updates and changes to HMIS Data Standards
- Advise and provide technical assistance for initiatives that use the LSNDC system for managing human service data, including Coordinated Entry
- Participate in LSNDC Technical Committee conference calls to share and benefit from lessons learned across state.
- Attend LSNDC Regional System Administrator trainings, whenever feasible.
- Report database problems/successes to State LSNDC System Administrator.
- Work with State System Administrator on statewide reporting requests.

**Affiliated Documents/Agreements/Plans**

- LSNDC Contract with Statewide System Administrator Organization*
- Louisiana Statewide HMIS Joint Governance Agreement*
- LSNDC Standard Policies and Procedures*
- LSNDC Agency Participation Agreement*
- LSNDC Data Quality Plan*
- LSNDC Information Privacy Plan*
- LSNDC System Security Plan*
- LSNDC End User Agreement*

**Policy 1.7 Participating Agency**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Regional System Administrator

**Purpose and Scope**

This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**

Each Regional Continuum of Care shall identify and solicit the participation of human service providers who contribute to the CoC's ability to measure system performance and progress towards ending homelessness. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Policies, LSNDC Data Quality Plan, LSNDC Information Privacy Plan, and LSNDC System Security Plan.

**Procedure**

Participating Agencies are to include, but are not limited to, providers of emergency shelters services, transitional housing programs, homeless outreach services, permanent housing providers, homeless prevention programs, and coordinated entry. In addition, each region may identify other service providers that could benefit from inclusion in the LSNDC system.

Before an agency can join the LSNDC System, a Participating Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation

must be adopted. The Participating Agency Agreement outlines responsibilities and duties of the LSND C and Participating Agency, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein. The signed Agreement must be kept on file by the Regional LSND C System Administrator agency. Only authorized Participating Agencies will be granted licenses to gain access to the LSND C System. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for ensuring that internal and external data-sharing practices align with the minimum requirements established by the LSND C Information Privacy Plan, or Regional CoC where applicable. Participating Agencies are responsible for maintenance of their computer hardware and internet connectivity.

**Affiliated Documents/Agreements/Plans**

- LSND C Contract with Statewide System Administrator Organization*
- Louisiana Statewide HMIS Joint Governance Agreement*
- LSND C Standard Policies and Procedures*
- LSND C Agency Participation Agreement*
- LSND C Data Quality Plan*
- LSND C Information Privacy Plan*
- LSND C System Security Plan*
- LSND C End User Agreement*
- LSND C Release of Information*

**Policy 1.8 Agency Administrator**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSND C Regional System Administrator

**Purpose and Scope**

This policy establishes requirements for the Agency Administrator regarding communication, access and usage of the LSND C System within the Agency Administrator’s Participating Agency.

**Policy Statement**

Each Participating Agency may identify a staff member to be the LSND C Agency Administrator. The LSND C Agency Administrator is the single point of contact for communication purposes and is responsible for ensuring the Participating Agency is adhering to the LSND C System standards, policies, and practices, as they pertain to the scope of responsibilities of the Participating Agency.

**Procedure**

The Regional LSND C System Administrator may delegate some system administration oversight responsibilities to an LSND C system end user for a Participating Agency. The Executive Director must submit in writing the name and contact information of the LSND C Agency Administrator to the Regional LSND C System Administrator. The Executive Director must notify the Regional LSND C System Administrator of changes in personnel in writing within one business day. If it is determined that the appointed LSND C Agency Administrator does not have the capacity to fulfill the obligations of this role, alternative arrangements must be made with the Regional LSND C System Administrator to ensure the Participating Agency is compliant with the LSND C System standards, policies, and practices.

Minimal guidelines for an Agency Administrator (AA) are as follows:

- Must have email, internet access, and a LSND C User License.
- May manage agency user authentication, with the responsibility of adding and removing licensed users for their agency, at the discretion of the Regional CoC.
- LSND C System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating

access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator within 24 hours.

- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Participating Provider's LSNDC System site
- Has access to all client data, user data and agency administration information for the Participating Provider; thus, the AA is responsible for the quality and accuracy of these data.
- Ensures the stability of the agency connection to the Internet and ServicePoint, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with HUD HMIS Data and Technical Standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level.
- Notifies the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System

**Affiliated Documents/Agreements/Plans**

*LSNDC Standard Policies and Procedures*

*LSNDC Agency Participation Agreement*

*LSNDC Data Quality Plan*

*LSNDC Information Privacy Plan*

*LSNDC System Security Plan*

*LSNDC End User Agreement*

*LSNDC Release of Information*

**Policy 1.9 LSNDC User**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Regional System Administrator

**Purpose and Scope**

This policy establishes requirements for the LSNDC User regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

**Policy Statement**

Only authorized persons have access to the LSNDC System. Access authorization is established through the assigned role of the LSNDC User and the issuance of a HMIS software license.

**Procedure**

All LSNDC Users will have access to LSNDC data that is appropriate to the duties of their position, wherein client and service information can be recorded and accessed on a "need to know" basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director, with the guidance of the LSNDC Regional System Administrator, where appropriate, shall select an appropriate level of access for each LSNDC User license issued. Each User will complete a training course and sign the LSNDC User Agreement prior to gaining access to the LSNDC System. The LSNDC User Agreement outlines responsibilities and duties of the LSNDC and User, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein.

The User is responsible for, but not limited to, the following:

- Adhering to the relevant LSNDC Standard Policies and Procedures as outlined in this document.
- Adhering to all LSNDC policies as detailed in the LSNDC User Agreement.
- Securing his/her log-in information so that it will not be shared with another including administrators or other staff, in accordance with the LSNDC System Security Plan.

- Disclosing LSNDC participation and data usage to all clients prior to collection and entry, in accordance with the LSNDC Information Privacy Plan and the LSNDC ROI.
- Entering and updating client data in accordance with the LSNDC Data Quality Plan.
- Notifies the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System, if and Agency Administrator has not been established by the Participating Agency.

**Affiliated Documents/Agreements/Plans**

- LSNDC Policies*
- LSNDC Agency Participation Agreement*
- LSNDC Data Quality Plan*
- LSNDC Information Privacy Plan*
- LSNDC System Security Plan*
- LSNDC End User Agreement*
- LSNDC Release of Information*

**Policy 1.10 HMIS Software Vendor**

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

**Purpose and Scope**

This policy establishes requirements and responsibilities of the HMIS software vendor to design, support, secure, and maintain the LSNDC system.

**Policy Statement**

The HMIS software vendor is the company responsible for the HMIS software and securing the servers that house the HMIS database. The LSNDC contracts with an HMIS software vendor to meet the needs of the system participants and ensure compliance with HUD HMIS Data and Technical Standards.

**Procedure**

The HMIS software vendor, *ServicePoint™*, holds the contract for the HMIS with the LSNDC and invoices the LSNDC and regional HMIS lead organization separately. The contract is renewed no less than annually. The LSNDC system uses is a server based system and all application level data backups are the vendor’s responsibility. HMIS Software Vendor will provide a highly available HMIS and will inform users in advance of any planned interruption in service. HMIS Software Vendor ensures availability of customer data in the event of a system failure. The HMIS vendor also ensures that the data is protected from unauthorized intrusions.

**Affiliated Documents/Agreements/Plans**

- LSNDC Contract with HMIS Software Vendor*
- LSNDC System Security Plan*

# **Appendix A**

## **Louisiana Services Network Data Consortium (LSNDC)**

### **Board Membership List** (Effective 9/20/2017)

**Louisiana Services Network Data Consortium (LSNDC)  
Board of Directors Membership List**

Effective Date: September 20, 2017

REGION BOS – Balance of State CoC

Parishes: Allen, Ascension, Beauregard, Calcasieu, Cameron, East Baton Rouge, East Feliciana, Iberville, Jefferson Davis, Natchitoches, Plaquemines, Pointe Coupee, Sabine, St. Bernard, West Baton Rouge, West Feliciana

CoC

Gordon Levine, Housing Finance Manager  
Louisiana Housing Corporation  
2415 Quail Drive  
Baton Rouge, LA 70808  
Phone: (225) 763-8700

HMIS

Eric Gammons, BoS System Administrator  
Capital Area Alliance for the Homeless  
153 N. 17<sup>th</sup> Street  
Baton Rouge, LA 70802  
Phone: (337) 255-5448

REGION I AND X - New Orleans/Jefferson Parish CoC

Parishes: Orleans and Jefferson

CoC

Robbie Keen, Director of Research  
UNITY of Greater New Orleans  
2475 Canal Street, Suite 300  
New Orleans, LA 70119  
Phone: (504) 821-4496x115

HMIS

Mr. Clifton Harris, HMIS Director  
VIA LINK  
2820 Napoleon Avenue  
New Orleans, LA 70115  
Phone: (504) 897-4877

REGION III - Houma-Terrebonne CoC

Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

CoC

Tara Nolan, Case Manager  
Gulf Coast Social Services  
320 Progressive Boulevard  
Houma, LA 70360  
Phone: (985) 851-4488

HMIS

Brooke Guidry, Operations Director  
Start Corporation  
420 Magnolia Street  
Houma, LA 70360  
Phone: (985) 879-3966

REGION IV - Lafayette/Acadiana CoC

Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

CoC

Leigh Rachal, Executive Director  
Acadiana Regional Coalition on  
Homelessness & Housing  
P.O. Box 3936  
Lafayette, LA 70502  
Phone: (337) 967-0995

HMIS

Andrew Zegura, HMIS System Administrator  
Catholic Services of Acadiana  
405 St. John Street  
Lafayette, LA 70501  
Phone: (337) 235-4972x105

REGION VI - Alexandria/Central Louisiana CoC

Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

CoC

Kendra Gauthier, Executive Director  
Central Louisiana Homeless Coalition  
P.O. Box 1303  
Alexandria, LA 71309  
Phone: (318) 443-0500

HMIS

Megan Vets, Database Administrator  
Central Louisiana Homeless Coalition  
P.O. Box 1303  
Alexandria, LA 71309  
Phone: (318) 443-0500

REGION VII - Shreveport/Bossier/Northwest CoC

Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Webster

CoC

Christa Pazzaglia, Executive Director  
HOPE Connections  
2350 Levy Street  
Shreveport, LA 71103  
Phone: (318) 670-4591

HMIS

Tosha Stamps, Director of System Outcomes  
HOPE Connections  
2350 Levy Street  
Shreveport, LA 71103  
Phone: (318) 670-4591

REGION VIII - Monroe/Northeast Louisiana CoC

Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll

CoC

Sarah Johnson, Program Coordinator  
HOME Coalition  
107 Ashford Drive, Apt.831  
West Monroe, LA 71291  
Phone: (318) 547-0407

HMIS

Kattina Trosclair, HMIS System Administrator  
The Wellspring  
1515 Jackson Street  
Monroe, LA 71202  
Phone: (318) 807-6200

REGION IX - Slidell/Livingston/Southeast Louisiana CoC

Parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

CoC

Amanda Mills, Executive Director  
Northlake Homeless Coalition  
P.O. Box 53  
Mandeville, LA 70471  
Phone: (985) 626-6681

HMIS

Erin Matheny, Director  
Northlake HMIS Data Project  
Southeastern Louisiana University  
SLU Box 10509  
Hammond, LA 70402  
Phone: (985) 549-5373

# **Appendix B**

## **Louisiana Services Network Data Consortium (LSNDC)**

### **Data Quality Plan, v3.0** (Effective 10/1/2017)

# **Appendix C**

## **Louisiana Services Network Data Consortium (LSNDC)**

### **System Security Plan, v1.0** (Pending)

# **Appendix D**

## **Louisiana Services Network Data Consortium (LSNDC)**

### **Information Privacy Plan, v1.0** (Pending)