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HUD HMIS Assessment Overview

*Prepared for Alameda County
CoC (CA-502) HUD CoC
Committee*

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Agenda

- **Welcome & Introductions**
- **HMIS Assessment Background**
- **Initial Observations and Findings**
- **Overview of Recommendations**
- **Takeaways and Discussion**

Assessment Background



Assessment Background

- TA assignment from HUD in January 2019
- Discussions warranted a deeper dive into the current HMIS Governance Structure
- Onsite in February to assess:
 - HMIS Administration
 - Vendor transition
 - Coordinated Entry
 - HMIS Governance Structure

Onsite Interviewees and HMIS Stakeholders

Table 1.0 Alameda County HMIS Stakeholder Meetings: February 25th-28th 2019

Name	Alameda County CoC Affiliation
Patrick Crosby	HCD HMIS Lead
Riley Wilkerson	HCD HMIS Lead
Trevor Mells	HCD HMIS Lead
John Noe	HCD HMIS Lead
Elaine de Coligny	Everyone Home
Jessica Shimmin	Everyone Home
Julie Leadbetter	Everyone Home
Ruby Butler	Everyone Home
Teddie Pierce	Alameda County Care Connect Contractor
Andrew Wicker	City of Berkley- HUD CoC Board Chair
Robert Ratner	Alameda County Care Connect (AC3)- Alameda County
Lara Tannenbaum	City of Oakland-HUD CoC Committee Member
Nic Ming	City of Oakland-Oversight Committee Member
Katherine Naff	Berkley Food and Housing Project
Camille Mariateque	Berkley Food and Housing Project
Alameda County HMIS Oversight Committee	Governing body responsible for advising and overseeing the operation of the HMIS
HMIS End-User Focus Group	HMIS-participating agencies in Alameda County CoC

Observations and Findings



Areas for Capacity Building

Governance

- **Unclear Roles and Responsibilities**
 - HCD
 - EveryOne Home
 - HMIS Oversight Committee
- **Lack of Monitoring**
 - CoC to HMIS Lead
 - HMIS Lead to CHO's
 - HMIS Lead to Vendor
- **Lack of Data Quality Management**

HMIS Technology

- **HMIS Configuration**

Recommendations

Three Key Areas

Strengthen Governance

Evaluate HMIS Configuration

HMIS Administration

Governance

Define Roles and Responsibilities

- Update MOU to clearly define Roles and Responsibilities of each entity within the existing governance charter.
- Commitments reviewed, approved, and signed off on by the HMIS Oversight Committee and HUD CoC Committee (CoC Board).
- Establish clear and strong parameters and expectations to provide each entity with organizational direction ownership of duties as assigned.
- Build a foundation for strong accountability by developing a well-developed monitoring process.

Governance

Establish Clear Processes

- Monitoring of HCD (at least annually) based on clearly communicated expectations, supported by the requirements outlined in the MOU.
- Development and implementation of a monitoring tool with a defined and agreed upon process to be carried out by HMIS Oversight Committee.

HMIS

Evaluate Current Configuration

- Outline a transparent process to define goals and outcomes of a reconfiguration plan.
- Clearly state a defined process for working with vendor and HUD CoC Committee
- Include a timeline for contact made with vendor, system design and implementation options available, effects on the Coordinated Entry System, and the pros and cons of each implementation possibility.
- Communicate closely with those implementing Coordinated Entry and the HMIS staff to ensure a consistent and agreed upon understanding of the system redesign.
- The HMIS Configuration Project Plan should be reviewed and approved by the HMIS Oversight Committee.

HMIS Administration


Strengthen Current Capacity

- **Strengthen HMIS Lead Capacity**
 - consider increasing capacity of the HMIS team (specifically staff responsible for training, user support, reporting and technical capabilities)
 - consider implementing a “Train the Trainer” model
 - build out a Training Program
 - develop a communication plan to raise awareness around training opportunities

HMIS Administration

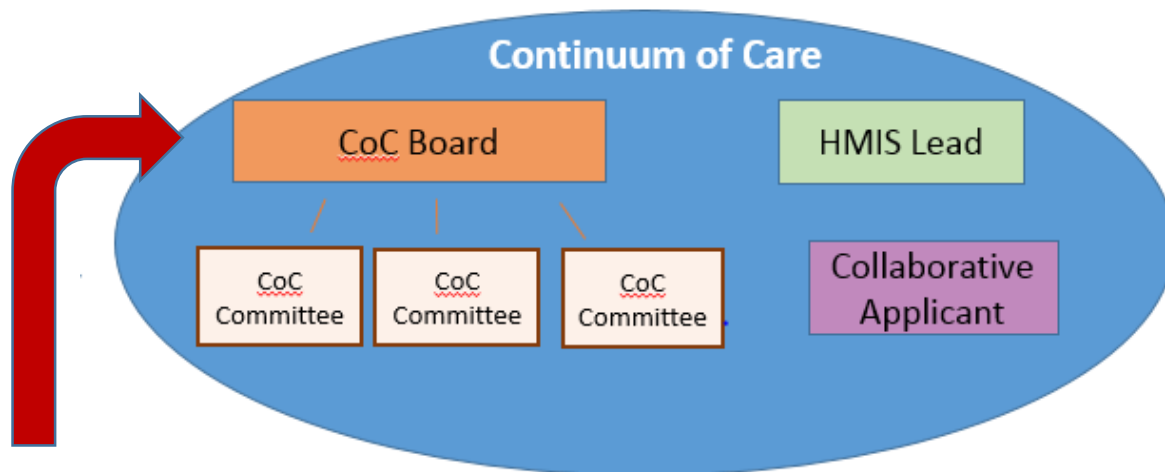
Strengthen Current Capacity

- **Develop Monitoring Plans**
 - HCD to End-Users
 - HCD to Vendor
- **Develop and enforce a Data Quality management program**
- **Outline agreed-upon expectations for meeting deadlines and communication.**
- **Develop, Document, and Enforce Formal Processes in order to:**
 - Request and prioritize reports
 - Update HMIS Policies and Procedures



Roles and Responsibilities for HMIS across the CoC

Organizational Structure of a CoC



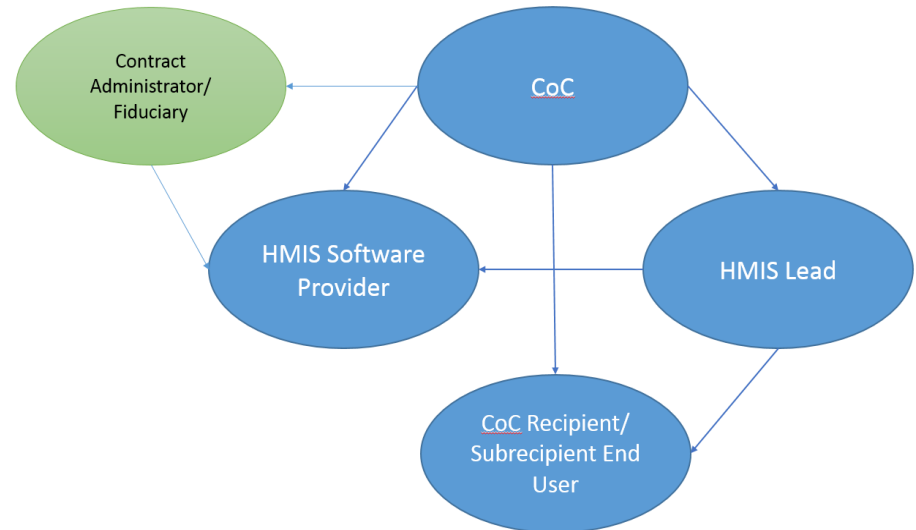
- The CoC assigns responsibilities to the **CoC Board** via the Governance Charter
- The **CoC Board** must be established by the CoC to act on its behalf, consisting of a subset of the CoC's general membership
- The **Collaborative Applicant** is an eligible applicant *designated* by the CoC to apply for HUD funds on the CoC's behalf. *Unless* granted additional responsibilities by the CoC that are documented in the governance charter, the collaborative applicant's sole responsibility is to:
 - Compile and submit the annual application to HUD for CoC Program funds
 - Apply for CoC planning funds on behalf of the CoC
- The CoC can establish **working groups or committees** that manage activities on behalf the CoC

HUD Requirements: CoC Program Interim Rule (§ 578.7(b))

The CoC is responsible for designating and operating an HMIS.

The CoC must:

- Designate a HMIS software
- Designate the HMIS Lead
- Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS
- Ensure consistent participation in the HMIS
- Ensure the HMIS is administered in compliance with requirements prescribed by HUD
- Develop and update annually a governance charter in consultation with the collaborative applicant and HMIS Lead





CoC Roles and Responsibilities in Context

- CoC HMIS Policy Review
 - The CoC has final authority to review, revise, and approve all policies and procedures that HMIS Lead is required to develop.
 - Includes: Data Quality Plan, Security Plan, Privacy Plan
- CoC Oversight
 - CoC oversight of the HMIS is established through a formal process. This process identifies the various entities that contribute to a successful HMIS and documents their responsibilities through a written Governance Charter or Agreement
- CoC Monitoring
 - The CoC must monitor the HMIS Lead annually
 - Monitoring of recipients/subrecipients by the CoC is required
 - Maintain HMIS Lead monitoring documentation for a minimum of 5 years
- Enforce HMIS Data Quality Plan
 - CoC will need to review and approve the DQ Plan
 - CoC should also be heavily involved in determining expectations for monitoring and compliance
 - This work should not fall on the shoulders of just the HMIS Lead Agency

Strengthening the CoC-HMIS Lead Partnership

- **Effective communication** between the CoC and HMIS Lead is crucial for maximizing the use and effectiveness of HMIS
- **Setting a joint vision for HMIS**
 - *Consider this: Is HMIS seen and used in the community as a tool to meet HUD's minimum reporting requirements, or is HMIS a community-wide information technology asset that supports ending homelessness?*
 - Develop budgets and identify funding sources to execute the vision
 - Use HMIS to drive data-informed decision-making and resource allocation processes. Resource allocation decision based on HMIS data will require a certain level of data quality to ensure funding decisions are made with data that is:
 - Accurate
 - Reliable
 - Valid
- Uphold **enforceable agreements** and develop standardized monitoring and evaluation processes

Key HMIS Governing Documents

- The CoC is ultimately the only decision making body, however it is through formally documented contractual agreements that a CoC can delegate its responsibilities to other organizations or workgroups.

Contractual agreements can enforce roles and responsibilities across the CoC, including for HMIS:

- **Governance Charter:** How HMIS implementation is operated
- **HMIS Memorandum of Understanding:** How HMIS is managed by CoC and HMIS Lead
- **HMIS Contract for Services**
 - How payment is made by the CoC to the HMIS Lead Agency, if applicable
 - Use of non-CoC funding sources
 - Fee structures and amounts
 - Legally binding once in effect
 - Must avoid conflicts of interest
- **HMIS Governance Committee By-Laws**
 - How a governance committee or similar entity operates
 - Defines voting, staffing, approval, and recusal policies for the governance committee



Questions and Discussion

Contact Us!

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