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