

CARES Regional HMIS Governance Charter

The following document describes the governance responsibilities for the CARES Regional HMIS and participating agencies. This will apply to all CoCs in contract with CARES for HMIS System Administration.

Planning and Software Selection

HMIS Planning and Strategic Activities - CARES, Inc. will ensure that activities related to HMIS growth and use are developed, reviewed regularly, and in accordance with the CoC's goals.

HMIS Program Milestones Development – CARES, Inc. Identifies general milestones for project management, including training, expanded system functionality, etc.

Universal Data Elements – CARES, Inc. ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Universal Data Elements as outlined in the HMIS Data and Technical Standards.

Program-Specific Data Elements – CARES, Inc. ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Program-specific data elements as outlined in the HMIS Data and Technical Standards.

Unduplicated Client Records - CARES, Inc. ensures the HMIS is able to generate a summary report of the number of unduplicated client records that have been entered into the HMIS.

APR Reporting - CARES, Inc. ensures the HMIS is consistently able to produce a reliable APR.

HMIS Reports - CARES, Inc. ensures the HMIS generates other client served, utilization summary, and demographic reports both at the system and program levels for purposes of understanding the nature and extent of homelessness in the CoC.

HMIS Management and Operations - Governance and Management

HMIS Governance Structure – CARES, Inc. ensures a HMIS governance model is developed and formally documented between the HMIS Lead Agency/grantee and the community planning body(ies). Ensures that a formal agreement that outlines management processes, responsibilities, decision-making structures, and oversight of the HMIS project has been executed (as evidence by a Memorandum of Understanding, Letter of Agreement, or similar such documentation). CARES, Inc also regularly monitors the HMIS Lead/Grantee and the CoC HMIS Oversight entity on adherence to the agreement.

HMIS Oversight Inclusive Participation – The CoC ensures membership of the HMIS steering committee or advisory board is inclusive of decision makers representing the CoC and community.

HMIS Technical Support - CARES, Inc. provides technical expertise commensurate with the general HMIS program oversight; provides timely support on high level technical matters; reviews and authorizes HMIS Software changes in response to the changing requirements of participating agencies; and, generally reviews and authorizes special issues brought to it by participating agencies.

HMIS Software Technical Support – CARES, Inc. provides technical expertise commensurate with the requirements of the HMIS software and/or system; provides timely support on software technical matters; is responsible for implementation of authorized changes to the HMIS software and processes; and, generally implements resolutions to any special issues authorized by the HMIS Technical Support Entity within the software and/or overall system.

HMIS IT Issue Tracking – CARES, Inc. maintains a regularly updated list of HMIS system service requests, activities, deliverables, and resolutions.

HMIS IT Issue Monitoring (Community Level) - CARES, Inc. regularly reviews HMIS System service requests, activities, deliverables and resolutions. Provides authoritative support when necessary to expedite IT issue resolution.

HMIS Staff Organization Chart – CARES, Inc. maintains a current and accurate organization chart that clearly identifies all team members, roles and responsibilities, and general work activities/functions. This organization chart is available for review upon request to Nancy Chiarella, CARES, Inc. (518) 489-4130 x103 or nchiarella@caresny.org

HMIS Software Training - CARES, Inc. provides regular training on software usage, software and data security, and data entry techniques to participating agencies. Develops, updates, and disseminates data entry tools and training materials. Monitors and insures system.

HMIS User Feedback – CARES, Inc. manages and maintains mechanisms for soliciting, collecting, and analyzing feedback from end users, program managers, agency executive directors, and homeless persons. Feedback includes impressions of operational milestones and progress, system functionality, and general HMIS operations. Examples of feedback include satisfaction surveys, questionnaires, and focus groups

System Operation and Maintenance - CARES, Inc. is responsible for the day to day operation and maintain of the HMIS System.

HMIS Management Issues - CARES, Inc. ensures that the HMIS is managed in accordance to CoC policies, protocols, and goals.

HMIS Program Milestones Monitoring - CARES, Inc. monitors milestones, notes variances, and reports variances to CoC membership.

Agency and Program HMIS Participation – CARES, Inc. regularly monitors program and agency-level participation in HMIS via comparison of point-in-time census of beds/slots versus

clients served and reports findings to CoC on a regular basis. Evidence of monitoring reports are available for review.

AHAR Participation – CARES, Inc. ensures participation in the AHAR (Annual Homeless Assessment report).

Client Consent - Each Participating Agency ensures the completion and documentation of client consent, as appropriate with the CoC's Client Consent Policies and Protocols.

Data and System Security - CARES, Inc. ensures adherence by agency staff with the HMIS data and system security protocols as outlined by the CoC and the HUD HMIS Data and technical Standards.

Data Quality Standards - The CoC Data Quality Committee, in conjunction with CARES, Inc and the Advisory Committee's base standards, outlined in the Policy and Procedure manual, develops and enforces community level data quality plan and standards.

Universal Data Elements – CARES, Inc. ensures the collection of each data variable and corresponding response categories on all clients served by McKinney Vento funding.

Other

Program-Specific Data Elements – CARES, Inc. ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by McKinney Vento funding.

Data Quality Reports – CARES, Inc. regularly runs and disseminates data quality reports to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.

Data Quality Reports – CARES, Inc. provides technical assistance and training in response to data quality reports disseminated to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.

Data Quality Reports – CARES, Inc. regularly runs and disseminates data quality reports The CoC Data Committee that indicate cross program levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.

Data Quality Reports - The CoC Data Committee regularly reviews data quality reports at community planning level on data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.

HMIS Policy Development and Oversight

Client Confidentiality and Privacy Training - CARES, Inc. provides regular training on client confidentiality and privacy requirements to intake staff, data entry staff and reporting staff at participating agencies. CARES, Inc. also ensures all agencies have sufficient privacy policies and protocols in place.

Performance Measurement Training - The CoC Lead Agency provides regular training and guidance on program performance measurement.

Community Planning Goals and Objectives Training - The CoC Lead Agency provides training and regularly reviews the progress of the Community Planning Goals and Objectives.

Business Practices Training - The CoC Lead Agency provides training and guidance on business practices to support CoC and HMIS policies (CoC-specific protocols, ethnics, strategies for communication, etc.)

Program Funding Training and Orientation – The CoC Lead Agency ensures all required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, S+C, SRO, and HOPWA projects that target homeless) have received training and orientation on regulations pertaining to McKinney Vento.

Participating Agency Documentation – CARES, Inc. maintains documentation of the number of participating agencies (utilizing the system) is up-to-date. A comparative analysis of planned versus actual deployments at the project level is maintained by The CoC Data Committee.

Participation Rates – The CoC Data Committee regularly reviews and monitors the HMIS coverage rates of the CoC. If coverage rates have not achieved a 75% level of participation, can provide an explanation for the barriers to implementation at specific agencies. Ensures that ongoing engagement activities and barrier resolution are occurring with nonparticipating agencies.

Participation Rates – CARES, Inc. provides regular reports on HMIS participation rates to CoC Subcommittee. The CoC Data Committee is encouraged to create and keep and up to date analysis of agency-specific barriers with potential solutions.

Policies and Procedures - CARES, Inc. ensures the existence and use of HMIS Policies and Procedures.

Agency Participation Agreement – CARES, Inc. ensures and maintains written agreements with participating agencies that describes the protocols for participation in the HMIS.

Data Sharing Agreements – There is currently no data sharing within the CARES Regional HMIS.

HMIS End-User Agreement – **CARES, Inc.** ensures and Maintains a written agreement with each authorized user of the HMIS that defines participation protocols, including training criteria, consent protocols, system use, and privacy and security standards.

Client Consent – **CARES, Inc.** ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented client consent protocol for use as baseline practice among all participating HMIS users.

Data Release – **CARES, Inc.** ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented HMIS data release protocol that governs release of all data from the HMIS.

Other Federal Requirements

Drug-Free Workplace – **CARES, Inc.** has adopted a drugfree workplace policy. The policy is posted and available for Review.

Homeless Client Participation – **The CoC** is responsible to ensure the participation of at least one homeless person or formerly homeless person participates in policymaking. Participation can include but is not limited to governing board leadership, advisory committees, staff positions, and sub-committee positions.

Conflict of Interest – **CARES, Inc.** has adopted a conflict of interest policy for board members, staff, and volunteers.

Equal Opportunity and Non-Discrimination Policy – **CARES, Inc.** has adopted an equal opportunity and non-discrimination