

## **Minnesota Homeless Management Information System (HMIS)**

### **Memorandum of Understanding for the Governance and Operation of Minnesota's HMIS Among the 10 Minnesota Continuums of Care, the HMIS Lead Agency, and the Minnesota HMIS Governing Board**

#### **A. Goals and Objectives**

This Memorandum of Understanding (MOU) is intended to confirm agreements between each of the ten Continuums of Care (CoC) in Minnesota, the Institute for Community Alliances (ICA), and the Minnesota HMIS Governing Board (HMIS Governing Board) for the operation of Minnesota's Homeless Management Information System (HMIS). As such, each MOU sets forth the general understandings, terms, authority, services, and specific responsibilities of each party relating to key aspects of the governance and operation of the HMIS.

#### **B. Background**

By federal mandate, each CoC across the United States is responsible for selecting an HMIS software solution that complies with the U.S. Department of Housing and Urban Development (HUD) data collection, management, and reporting standards. There are ten regional Continuums of Care in Minnesota, namely: Central, Hennepin County, Northeast, Northwest, Ramsey County, Suburban Metro Area CoC (SMAC), Rochester/Southeast, Southwest, St. Louis County, and West Central. Minnesota's ten CoCs have jointly agreed to operate a statewide HMIS and to provide HMIS oversight through a shared HMIS Governing Board. In addition, each CoC provides funding to support the statewide Minnesota HMIS.

#### **C. Purpose of HMIS**

HMIS is used to:

- aggregate data about the extent and nature of homelessness over time;
- produce an unduplicated count of homeless persons;
- understand patterns of service use;
- measure the effectiveness of homeless assistance projects and programs;
- comply with federal data collection and reporting requirements; and
- assist efforts to prevent and end homelessness (Coordinated Entry, case management, reducing duplication of data entry, data sharing, service collaboration, referrals, etc.).

Data produced are used for planning, education, and reporting to funders.

#### **D. Duration**

This MOU is effective January 1, 2023, to December 31, 2024.

#### **E. Designations**

HMIS Software - WellSky Community Services is designated as the official HMIS software for Minnesota's HMIS until June 30, 2024.

On November 16, 2023, The HMIS Governing Board voted to transition from WellSky Community Services, selecting Eccovia's ClientTrack to become the designated HMIS software.

HMIS Lead and System Administrator - The Institute for Community Alliances (ICA), a non-profit organization based in Des Moines, Iowa, is designated as the official statewide Minnesota HMIS lead agency (LA) and state system administrator (SSA) for all ten Minnesota CoCs.

**F. Specific Responsibilities of the Parties**

- a. Responsibilities of the ten Continuums of Care:
  - i. Formally grant the HMIS Governing Board the authority to:
    - 1. Designate a single information system as the official HMIS software for the geographic area; and
    - 2. Designate an HMIS Lead to operate the system.
  - ii. Provide for governance of the HMIS Lead, including:
    - 1. Participation in a shared HMIS Governance structure;
    - 2. Requiring that the HMIS Lead enter into written HMIS Agency Agreements with each Contributing HMIS Organization (hereinafter referred to as “CHO”) requiring the CHO to comply with federal regulations regarding HMIS;
    - 3. Holding CHOs responsible for failure to comply with regulations, including imposing sanctions, in partnership with the HMIS Governing Board and the HMIS Lead; and
    - 4. Imposing the participation fee, if any, charged by the HMIS, in partnership with the HMIS Governing Board and the HMIS Lead.
  - iii. Maintain documentation in compliance with federal regulations and with the MOU;
  - iv. Commit to use the statewide HMIS network and seek HUD and other resources to help fund the collective system;
  - v. Support and reinforce HMIS data collection and production of the following reports:
    - 1. Sheltered Point-in-Time Count;
    - 2. Housing Inventory Chart;
    - 3. System Performance Measures (SPMs);
    - 4. Longitudinal System Analysis (LSA)/Annual Homeless Assessment Report (AHAR);
    - 5. Annual Performance Reports (APRs); and
    - 6. Annual Community Needs and Gaps Analysis.
  - vi. Fund the system at a level as outlined by the HMIS Finance Committee (a committee of the HMIS Governing Board) in the Funding Policy;
  - vii. Develop Minnesota’s Quarterly Data Quality plan/process in conjunction with State Agencies, the HMIS Lead Agency, and the HMIS Governing Board; and
  - viii. Monitor HMIS data quality of CHOs within the CoC’s geographic area in accordance with Minnesota’s Quarterly Data Quality plan/process.
- b. Responsibilities of the designated Lead Agency, the Institute for Community Alliances:
  - i. Conduct day-to-day operational requirements of the HMIS software and system;
  - ii. Generate, develop, refine, make available, and submit reports as required for HUD compliance, including HUD funding application reporting requirements, System Performance Measures, sheltered Point-in-Time count, Housing

- Inventory Chart, LSA/AHAR, APRs, and other reporting that becomes a requirement by HUD during the timeframe of this MOU;
- iii. Assist the Continuums of Care with design and implementation of their Coordinated Entry System in HMIS;
  - iv. Assist the Continuums of Care with implementation of performance measures in HMIS, specifically System Performance Measure reports and data analysis to be used for community planning;
  - v. Ensure compliance with data transfer requirements for the Supportive Services for Veteran Families (SSVF) and Runaway and Homeless Youth (RHY) programs;
  - vi. Facilitate, monitor, and report to CoCs the participation of all agencies submitting data to HMIS;
  - vii. Ensure compliance with federal HMIS requirements;
  - viii. Implement and maintain compliance with written HMIS policies and procedures as approved by the statewide HMIS Governing Board and in accordance with § 580.31 for all CHOs;
  - ix. Execute a written HMIS Agency Agreement with each participating CHO and ensure the agreement includes: the obligations and authority of the HMIS Lead and CHO, the requirements of the security plan and privacy policy with which the CHO must abide, sanctions for violating the HMIS Agency Agreement, and an agreement that the HMIS Lead and the CHO will process Protected Identifying Information consistent with the agreement;
  - x. Serve as the applicant to the US Department of Housing and Urban Development (HUD) for CoC grant funds to be used for HMIS activities for the CoC's geographic area, as directed by the CoC and enter into grant agreements with HUD to carry out the HUD-approved HMIS activities;
  - xi. Support the Quarterly Data Quality monitoring plan/process and train end users, agencies and the CoC to obtain and retain high quality data from all CHOs;
  - xii. Implement and monitor a security plan, a data quality plan, and a privacy policy on a timeline agreed on by the CoC, HMIS Governing Board and HMIS Lead and in accordance with all HUD rules, notices, and guidance establishing the requirements of these plans. The HMIS Lead, in conjunction with the HMIS Governing Board, must review and update the plans and policy at least annually. During this process, the HMIS Lead must seek and incorporate feedback from the CoCs, State Agencies and other HMIS stakeholders;
  - xiii. Participate in the design of and follow the HMIS priorities established by the HMIS Governing Board;
  - xiv. Ensure transparency in resource management, prioritization, and operations. Provide regular reporting on resource management, as directed by the HMIS Governing Board;
  - xv. Support the use of HMIS by all homeless services providers where applicable;
  - xvi. Support the broad use of HMIS as a tool to document and end homelessness, and serve those experiencing it;
  - xvii. Interpret, visualize, and present data to the CoCs and HMIS Governing Board;
  - xviii. Ensure system performance, including the ongoing availability and accessibility of the HMIS software and system;

- xix. Provide HMIS and HMIS-subject related trainings to end users, agencies, coordinators, funders, and planners to ensure access and as needed for the purposes of: service delivery, documentation, coordinated entry, reporting, planning, and compliance, striving for good customer satisfaction in doing so;
- xx. Implement a customer feedback and improvement process to promote customer satisfaction;
- xxi. Encourage and support using HMIS to its maximum potential, including increasing functionality, incorporating innovations, and ensuring adaptivity, as appropriate; and
- xxii. Provide staff support in accordance with the HMIS Budget approved by the HMIS Governing Board.

c. Responsibilities of the HMIS Governing Board:

- i. Designate a single information system as the official HMIS software for the geographic area;
- ii. Designate and evaluate the performance of an HMIS Lead to operate the system;
- iii. In partnership with the Lead Agency, evaluate and monitor the performance of the HMIS software vendor;
- iv. Set a vision for HMIS, broader than its use as a required reporting tool, that supports the goal of preventing and ending homelessness;
- v. Work with the CoCs to ensure that HMIS has the capacity and quality data to be used for system planning, program monitoring and evaluation;
- vi. Develop and annually review, revise, and approve HMIS policies and procedures. These policies and procedures must comply with all applicable federal law and regulations, and applicable state or local governmental requirements. The HMIS Governing Board may not establish local standards for any CHO that contradicts, undermines, or interferes with the implementation of the HMIS standards as prescribed in b. xi. Privacy;
- vii. Develop and annually review, revise, and approve a data privacy policy as required by federal regulation. At a minimum, the privacy policy must include data collection limitations; purpose and use limitations; allowable uses and disclosures; openness description; access and correction standards; accountability standards; protections for victims of domestic violence, dating violence, sexual assault, and stalking; and such additional information and standards as may be established by HUD. Every organization with access to protected identifying information must implement procedures to ensure and monitor its compliance with applicable agreements and the requirements of this part, including enforcement of sanctions for noncompliance;
- viii. Develop and annually review, revise, and approve a data security policy as required by federal regulation;
- ix. Develop Minnesota's Quarterly Data Quality plan/process in conjunction with CoCs, State Agencies, and the HMIS Lead Agency;
- x. Develop and implement a plan for monitoring the HMIS to ensure that:
  - 1. CHOs consistently participate in HMIS;
  - 2. HMIS is satisfying the requirements of all regulations and notices issued by HUD;

3. The HMIS Lead is fulfilling the obligations outlined in its HMIS Governance Charter and Agreement with the CoC, including the obligation to enter into written Agency Agreements with each CHO.
  - xi. Oversee and monitor HMIS funds, functionality, and performance;
  - xii. Provide directions and guidance on HMIS practices; and
  - xiii. Set HMIS priorities, budget, and policies.

#### **G. Lead Agency Deliverables and Timeframes**

Following is an outline of core deliverables. The timeframe listed indicates whether the deliverable is an expectation of on-going operations, effective on the date of agreement, or a deliverable due to begin on a specific date. In addition to these deliverables, the HMIS Governing Board may establish quarterly, annual, or other time-bound priorities for Lead Agency work.

Notwithstanding the foregoing, in 2024, the ongoing deliverables of the Lead Agency may be temporarily reduced to allow the Lead Agency to transition HMIS software.

#### **Ongoing Deliverables**

<b>Compliance and Oversight</b>	
HMIS Standards: Operate HMIS in compliance current HMIS Technical Standards, HUD HMIS Data Standards and other applicable state or federal laws, assuring providers are trained and monitored on how to be compliant with said standards and laws.	<b>Ongoing</b>
Data Privacy: Operate HMIS in compliance with data privacy and data security regulations/requirements (state, federal, and funder), assuring providers are trained and monitored on how to support compliance.	<b>Ongoing</b>
Adherence to Minnesota HMIS Policies and Procedures: Make recommendations to the HMIS Governing Board on improvements to policies related to compliance, system quality or functionality.	<b>Ongoing</b>
Participation: Review, monitor and report HMIS bed coverage rates to the CoC and the HMIS Governing Board, making recommendations and supporting improved coverage.	<b>Annually with additional reviews as designated by the HMIS Governing Board</b>
<b>Data Quality</b>	
Provide a minimum of quarterly reports to CoCs on data quality. Make recommendations for improvements to data quality and support local agencies, state agencies and CoCs on continuous quality improvement efforts.	<b>Quarterly</b>
<b>Contract with Software Vendor</b>	
Manage contract with WellSky on behalf of the HMIS Governing Board providing regular updates to the Governing Board members	<b>Ongoing</b>
<b>Collaboration and Communication</b>	
Staff and engage in HMIS Governing Board and Committee meetings and attend CoC, and other homelessness-related meetings.	<b>Ongoing</b>

Host and manage the Minnesota HMIS website.	Ongoing
Provide emails to HMIS users and stakeholders regarding compliance, education, awareness and input.	Ongoing
<b>User Training and Support</b>	
Help Desk: Provide System Administrator and analyst staffing of help desk services between hours of 8:30-4:30 workdays AND provide after-hours emergency response to system outages. Requests for help should be responded to within 4 hours.	Ongoing
New User Trainings: Provide an online, self-paced new user training curriculum.	Ongoing
Program specific training: Provide customized trainings for specific programs to help ensure all data elements and other funder requirements are understood and reported.	Ongoing
Maximize use of HMIS: In accordance with the priorities established by the HMIS Governing Board, support and train on the use of enhanced and customized system functions that enable agencies and CoCs to improve quality of service, assess effectiveness of programs and the overall system, gain efficiencies, reduce duplication of data entry and encourage overall desire to use HMIS as a tool to prevent and end homelessness.	Ongoing
<b>Budget</b>	
Provide budget reports that clearly compare fiscal year-to-date actuals (income and expenses), summarized by categories, to original and revised budgets.	Monthly
<b>Reporting and Customized System Set-up</b>	
Customized Reports: Respond to and support requests from CoCs, state agencies and CHOs for customized reports. Respond to requests within 10 business days. Follow HMIS Governing Board protocol on prioritization of customized report requests.	Ongoing
HUD: Ensure HMIS reports are available for required HUD mandates, performance measures, annual/activity reports (PIT, HIC, SPM, APR, LSA/AHAR) and for data requested during the annual NOFA competition.	Ongoing
Coordinated Entry: Support continued improvement of Coordinated Entry processes within HMIS.	Ongoing
Modules: Support set-up, training, and customization for HMIS modules into system functioning. Modules will be identified as needed by the HMIS Governing Board.	Ongoing
<b>Local System Administration</b>	
State Agency and CoC staff trained and licensed as LSAs will have the ability to run reports and see within their designated and approved tree structure.	Ongoing

#### **H. Performance and Evaluation of Services**

- a. Monthly reports will be provided by ICA to the HMIS Governing Board, the CoCs and the State Agencies. The detailed format and content will be negotiated by the parties, but shall:
  - i. clearly articulate the status of deliverables, identifying any relevant information related to responsibilities (issues, delays, challenges, solutions, recommendations, etc.);
  - ii. report financial and resource expenditures;
  - iii. provide updates on funder or federal policy/regulatory updates and changes;
  - iv. provide updates on WellSky and Community Services;
  - v. provide updates on Eccovia and ClientTrack and ClientInsight; and
  - vi. identify system functions or innovations that will improve efficiencies, workflow, data quality, performance, or outcomes.
- b. The HMIS Governing Board will evaluate Lead Agency performance annually. If performance is not compliant with the responsibilities and deliverables in this MOU, the HMIS Governing Board reserves the right to renegotiate or not renew this agreement.

#### **I. Payment Standards**

Payment standards and dates are covered under individual funder contracts.







#### **J. Period of Agreement and Modification/Termination**






This MOU becomes effective January 1, 2023 and shall remain in effect until December 31, 2024.

This MOU can be terminated for non-compliance by either party with a 30-day written notice.

Modification of this MOU can occur at the request and mutual agreement of all three parties.


**The signatures of the parties indicate their agreement with the terms and conditions set forth in this document.**

Continuum of Care	Name of Authorized Representative	Signature of Authorized Representative	Date
Central	Tim Poland		03/05/2024
Hennepin	Laura DeRosier		03/05/2024
Northeast	Cara Oakland		02/27/2024
	Patricia Beech-Dziuk		03/05/2024
Northwest	Barbara Johnson		03/06/2024
Ramsey	Leigh Ann Ahmad		02/27/2024

Continuum of Care	Name of Authorized Representative	Signature of Authorized Representative	Date
Saint Louis	Courtney Cochran		02/27/2024
Southeast	Jennifer Prins		02/27/2024
Southwest	Lillian Lamoreux		03/11/2024
Suburban Metro Area	Laquita Love-Limo		02/27/2024
West Central	Carla Solem		02/27/2024

#### The Institute for Community Alliances

Name of Authorized Representative Britt Heinz-Amborn

Signature of Authorized Representative 

Date 02/27/2024

#### Minnesota's HMIS Governing Board

Name of Board Chair Annie McCabe

Signature of Board Chair Annie McCabe

Date 03/01/2024

#### Minnesota's HMIS Governing Board

Name of Board Chair Laura DeRosier

Signature of Board Chair Laura DeRosier

Date 03/01/2024



# HMIS MOU Addendum - MOU Joint Responsibilities

October 28, 2021

This document is intended to further clarify partner responsibilities referenced in the HMIS Memorandum of Understanding (MOU) between the ten Minnesota Continuums of Care (CoC), the HMIS Governing Board (HGB), and Institute for Community Alliances (ICA). Specifically, this agreement details responsibilities of shared roles listed in the MOU and lists roles and timelines that are not fully clarified in the MOU.

Each partner agrees to the following roles reference in the HMIS MOU:

1. **Contributing HMIS Organizations (hereinafter referred to as “CHOs”) agreements and compliance:**
  - A. ICA will follow the guidelines for new projects and new agencies to determine what CHOs are eligible for entering into HMIS, vetting requests, communicating, and making final decisions on ambiguous requests with CoCs and the HMIS Policy and Prioritization Committee.
  - B. ICA will enter into Agreements with CHOs and provide CoCs with a copy of all signed agreements.
  - C. ICA will provide a report to the CoCs each August on project and agency participation in HMIS in coordination with the QDQ workgroup.
  - D. ICA shall notify the CoCs of all projects who are removed access to HMIS within the CoC. Similarly, CoCs should notify ICA if an agency should be removed from HMIS.
  - E. As part of the quarterly QDQ review, with information provided by ICA, CoCs will verify that CHOs:
    - have a signed Agency Agreement,
    - have paid their annual fee,
    - have reviewed users to assess whether they are up to date,
    - are compliant with current HUD data privacy and security standards, and
    - have reviewed users to assure they are current, have regularly used HMIS, and are up to date on required training.
    - ICA will provide supporting data to help complete this checklist.Documentation of completion of this checklist signed by the CoC shall be kept by the respective CoCs.
  - F. CoC Coordinators and ICA will work with CHOs to bring them into compliance as needed.
2. **Commit to use the statewide HMIS network and assure resources are available to fund the system:**
  - A. The HMIS Finance committee will collect and review the ICA audit annually. Confirmation and findings of review shall be distributed to CoCs for use with annual ranking and review process.
  - B. The CoCs and State contributing agencies will follow HMIS policies.

- C. All partners agree that a fully funded HMIS is needed to assure compliance with federal funders, support state program funding, and help meet the goal of preventing and ending homelessness in Minnesota. As such, each partner will strive to meet the annual funding formula set by the HMIS Finance Committee.
- D. Partners not fulfilling their funding requirement may be subject to limited use of HMIS, including access of ICA reports, staffing support and other technical support.
- 3. **Assure HUD reports are submitted on time and in an efficient manner using quality data:**
  - A. In advance of reporting deadlines, ICA will develop project plans in coordination with the CoCs to assure the following reports are submitted in a timely manner with quality data. Reports include Annual Performance Reports (APRs), Point-in-Time Counts (PIT), Housing Inventory Counts (HIC), Longitudinal System Analysis (LSA), System Performance Measures (SPMs), and annual community needs and gaps analysis.
- 4. **Assure current, clean, and quality data is available to help prevent and end homelessness:**
  - A. ICA will provide CoCs with a Quarterly Data Quality (QDQ) report that includes both participating and non-participating HMIS providers. ICA and CoCs will follow the annual QDQ Monitoring Plan.
- 5. **Assure an evaluation the HMIS Lead Agency, Vendor and Policies.**
  - A. ICA and the HMIS Board shall be responsible for the following system, software and lead agency review:












	How often?	Who initiates?	Responsible to review and approval.	When does it happen?	Communication of results.
Annual contract with software vendor	Annually	ICA	HMIS Governing Board	September	HMIS Communications Committee
Software and software vendor review	Every 3 years	ICA	HMSI Governing Board		
Emergency review for software vendor	As concerns arise	HMIS Governing Board	HMIS Governing Board		
Lead Agency/System Administrator evaluation	Annually	HMIS P&P Committee	HMIS Governing Board	September	Annual meeting

- B. Review shall include:

Review	Criteria and or document used for review
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
Annual contract with software vendor	<ul style="list-style-type: none"> <li>• Ability to fulfill previous years contract timelines and deliverables</li> <li>• Ability to fulfill new desired contract timelines and deliverables</li> <li>• Cost analysis</li> </ul>
Software and software vendor review	<i>HMIS Software Vendor Capacity Checklist</i>
Emergency review for software vendor	A significant or consistent lack of delivery, or lack of quality delivery, on contract deliverables, including not adhering to timeline.
Lead Agency (LA)/System Administrator (SA) evaluation	<p>At a minimum:</p> <ul style="list-style-type: none"> <li>• LA has the technical knowledge and expertise to manage HMIS</li> <li>• LA establishes, communicates, and follows workplan with identified timeline for activities</li> <li>• LA is able to correctly and in a timely manner add, remove, and update users, projects and CHOs</li> <li>• LA is able to provide training for users, projects and CHOs</li> <li>• LA is able assess and conduct HMIS vendor and software performance</li> <li>• LA is able to work with HMIS vendor and MN stakeholders to customize HMIS workflows, projects, and reports.</li> <li>• LA is able to work with HMIS vendor to implement HUD UDE changes by October 1<sup>st</sup> each year.</li> <li>• LA is able to submit and/or support CoCs in submitting the HIC, PIT, LSA and SPMs annually.</li> <li>• LA is able to monitor and work with HMIS stakeholders to improve HMIS data quality.</li> <li>• LA is able to maintain communication with HMIS stakeholders on system improvements, issues, updates, requirements, and changes.</li> <li>• LA is able to maintain a helpdesk that can troubleshoot and resolve HMIS issues, either internally or in coordination with HMIS vendor</li> <li>• LA is able to host an HMIS website with information and access to current training information, dashboards, governance materials, and policies</li> <li>• LA is able to host user groups at least quarterly</li> <li>• LA is able to help promote use of HMIS as a tool to prevent and end homelessness</li> <li>• LA is able to monitor compliance with HMIS data privacy, security, confidentiality standards.</li> <li>• LA is able to develop and implement a training plan for HMIS end-users that ensures all required HMIS participants have received training and orientation on HMIS, funder, CoC, and HUD policies and protocols related to HMIS.</li> </ul>

## Signatures of HMIS MOU Partners

Continuum of Care	Name of Authorized Representative	Signature of Authorized Representative	Date
Central	Tim Poland		03/05/2024
Hennepin	Laura DeRosier		03/05/2024
Northeast	Cara Oakland		02/27/2024
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Northwest	Barbara Johnson		03/06/2024
Ramsey	Leigh Ann Ahmad		02/27/2024
Saint Louis	Courtney Cochran		02/27/2024
Southeast	Jennifer Prins		02/27/2024
Southwest	Lillian Lamoreux		03/11/2024
Suburban Metro Area	Laquita Love-Limo		02/27/2024
West Central	Carla Solem		02/27/2024

### The Institute for Community Alliances

Name of Authorized Representative Britt Heinz-Amborn

Signature of Authorized Representative 

Date 02/27/2024

**Minnesota's HMIS Governing Board**

Name of Board Chair Annie McCabe

Signature of Board Chair Annie McCabe

Date 03/01/2024

**Minnesota's HMIS Governing Board**

Name of Board Chair Laura DeRosier

Signature of Board Chair Laura DeRosier

Date 03/01/2024

# HMIS Software Vendor Capacity Checklist

1. The HMIS Software is available for CoC use, with limited unplanned downtime for maintenance.
2. The HMIS Software Vendor maintains backup, restoration and recovery procedures, off-site secured data storage, and emergency technical support.
3. The HMIS Software Vendor provides a disaster recovery plan.
4. The HMIS Software has sufficient security protocols in place including: end-to-end data encryption, automatic time out or lock out, concurrent login prevention, username and password access requirements, at least 128- bit+ encryption, SSL certificate, user log(s) and an automated audit trail.
5. The HMIS Software can protect data to the different federal and local privacy laws as needed, these laws are not universally applicable (i.e. HIPAA, 42 CFR Part 2).
6. The HMIS Software has features that allows those with disabilities or with special needs to enter and report data (508 Compliance).
7. The HMIS Software contains all the Project Descriptor Data Elements (PDDE) and response categories.<sup>i</sup>
8. The HMIS Software contains all the Universal Data Elements (UDE) and response categories.<sup>ii</sup>
9. The HMIS Software contains all the common Program Specific Data Elements (PSDE) and response categories.<sup>iii</sup>
10. The HMIS Software contains all the individual federal partner Program Specific Data Elements (PSDE) and response categories.<sup>iv</sup>
11. The HMIS Software contains all the Metadata Elements (ME).<sup>v</sup>
12. The HMIS Software can manage record deduplication via a client record merger feature or other functionality.<sup>vi</sup>
13. The HMIS Software has sufficient protocols to prevent duplicate client record creation.
14. The HMIS Software can collect data at different points throughout the data collection process, including the building of client records for street outreach projects for data prior to Date of Engagement.
15. The HMIS Software provides access to historical data and has the ability to archive client level data after 7 years.<sup>vii</sup>
16. The HMIS Software can dynamically manage households as members join and depart from the household.<sup>viii</sup>
17. The HMIS Software Vendor meets HUD and federal partner deadlines for implementing data element, response category and report specification updates.<sup>ix</sup>
18. The HMIS Software provides up-to-date HUD-required reports Annual Progress Report (APR), Longitudinal Statistical Analysis (LSA), System Performance Measures (HUD SPM), Consolidated Annual Performance Evaluation Report (CAPER), and Data Quality Framework.<sup>x</sup>
19. The HMIS Software provides up-to-date federal partner reports for HUD, SAMHSA, RHY, and the VA.<sup>xi</sup> The HMIS Software can create a valid CSV export per the current HUD CSV Specifications.<sup>xii</sup>
20. The HMIS Software has a data dictionary, clear naming conventions and transparency in table structure to support reporting and data import and export.
21. The HMIS Software can allow for flexible sharing of data by data element, program and agency in accordance with CoC privacy protocols and the client's wishes.
22. The HMIS Software allows the HMIS Administrator(s) to manage user access through a username, password and role-based access.

23. The HMIS Software has multiple, tiered levels of system access that provides access to only necessary data collection and reporting functionality for the HMIS user to complete their responsibilities.
24. The HMIS Software Vendor offers training or supports local HMIS Lead training development and delivery on data entry, work flow, security and privacy protocols and reporting.
25. The HMIS Software Vendor is timely when responding to feature enhancements, issues, errors, or system bugs.
26. The HMIS Software Vendor is timely when responding to CoC and HMIS Leadership questions, issues and concerns.
27. The HMIS Software Vendor provides dedicated customer service representation for HMIS Administrator(s).
28. The HMIS Software Vendor has an easily distinguishable testing environment that mirrors the production environment.
29. The HMIS Software is available for online data entry and real-time data access.
30. The HMIS Software can provide a resource directory that details the agency and program information as well as program eligibility and real time vacancies to facilitate the coordinated entry process.
31. The HMIS Software provides the ability to make eligibility-informed referrals and track referral outcomes. The HMIS Software can upload documents to client files.
32. The HMIS Software provides a customizable prioritization function that can be accessed by HMIS users for coordinated entry process purposes.
33. The HMIS Software can collect assessment data for the coordinated entry process.
34. The HMIS Software has a bed and unit management feature to allow for expedient entry and exit into specific beds and units that feeds to real time vacancy.
35. The HMIS Software can print assessments, reports, and documents.
36. The HMIS Software can be securely accessed from multiple devices including computers, smart phones and tablets.
37. The HMIS Software provides report capabilities that have drill down functionality to assure the data contained within reports is valid.
38. The HMIS Software provides ad hoc reporting capabilities accessible to HMIS administration.
39. The HMIS Software can import and export data to the latest HUD CSV specifications.xiii
40. The HMIS Software has logical workflow that eliminates redundant data entry and prevents wasted effort of data entry across multiple screens or modules.
41. The HMIS Software displays system alerts that detail system-level information, agency-specific information and HMIS user level action items.
42. The HMIS Software provides a tool for case management including, case notes, goal plans and housing plans.
43. The HMIS Software has the ability manage and report sheltered and unsheltered Point In Time (PIT) data.
44. The HMIS Software can track geocoded data that can be turned into maps.
45. The HMIS Software can upload a photo to identify the client.
46. The HMIS Software has barcode, scan card or biometric capabilities for data entry.
47. The HMIS Software can collect electronic signatures.
48. The HMIS Software provides report functionality that allows for export into other common report platforms (Tableau, SPSS).
49. The HMIS Software allows for real time data analysis.
50. The HMIS Software provides agency and project level reporting capabilities for use by HMIS users beyond HUD and federal partner required reports (client served reports, dashboards).

51. The HMIS Software provides rating and ranking reporting capabilities to aid with the CoC Application.
52. The HMIS Software provides the ability to manage data by various and multiple funding sources.
53. The HMIS Software has coordinated entry process reports available (including reports for prioritization, referral, and active list management purposes).
54. The HMIS Software produces e-mail notification for HMIS user level action items.
55. The HMIS Software provides data element and response category definitions within the workflow for HMIS users.
56. The HMIS Software allows for HMIS users to reset their passwords without HMIS System Administrator assistance.

- i. *HMIS Data Standards Manual: <https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>*
- ii. *Ibid*
- iii. *Ibid*
- iv. *Ibid*
- v. *Ibid*
- vi. *HEARTH Act, Title IV, Subtitle A, S. 402(f)(3)(a)*
- vii. *2004 Technical Standards 5.2.1 Storage Requirements. "HMIS data must be stored at the central location for a minimum of seven years after the date of collection by the central coordinating body or designee of the CoC."*
- viii. *HMIS Data Standards. Data Dictionary 5.9 Household ID "Persons may join a household with members who have already begun a project start or may leave a project although other members of the household remain in the project. A common Household ID must be assigned to each member of the same household. Persons in a household (either adults or children) who are not present when the household initially applies for assistance and later join the household should be assigned the same Household ID that links them to the rest of the persons in the household. The early departure of a household member would have no impact on the Household ID."*  
*<https://www.hudexchange.info/resources/documents/HMIS-Data-Dictionary.pdf>*
- ix. *HUD and federal partners occasionally update HMIS data standards to improve data collection and reporting capabilities across HMIS implementations. Current HMIS data standards are available at: <https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>*
- x. *HMIS Guidebooks, Templates, and Resources for CoC Grant-Funded Programs: <https://www.hudexchange.info/programs/hmis/hmis-guides/#coc-resources>*
- xi. *Federal partner Program Manuals: <https://www.hudexchange.info/programs/hmis/hmis-guides/#hmis-federal-partner-grantees-resources>*
- xii. *HMIS CSV Export Specifications: <https://hudhdx.info/VendorResources.aspx>*
- xiii. *Ibid*