HMIS

The Data Does Matter!

Maine Homeless Management Information System
(Maine HMIS)

Roles and Responsibilities

July 2017

Contents

About this Document

This document details, in general, the key roles and responsibilities of the Maine Continuum of Care (MCoC), The Maine Homeless Management Information System Lead Agency (HMIS Team), and the Maine HMIS Participating Agencies (Participating Agency). More complete and detailed listings of duties are available in the Maine HMIS Governance Model and the Maine HMIS Policies and Procedures Manual.

MaineHousing is designated by the MCoC as the Maine HMIS Lead Agency (Lead Agency). In Maine, the development of an HMIS system is part of a larger strategic vision which allows agencies to share information for the shared purpose of better serving the needs of people who are homeless. HMIS is designed to protect client confidentiality while at the same time bringing together the agencies and people who can provide assistance.

In addition to the Roles and Responsibilities listed here, all Maine HMIS Participating Agencies must make themselves knowledgeable of, and adhere to, all of the requirements and directives outlined in the following documents if applicable to their agency:

- The Agency Participation Agreement;

- User Policy and Agreement;

- The Maine HMIS Governance Model;

- The Maine HMIS Data Quality Plan and Best Practices Guide;

- The Maine HMIS Data Sharing Agreements;

- The HUD HMIS Data Standards Manual (https://www.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual-2017.pdf);

- The HMIS Data Dictionary (https://www.hudexchange.info/resources/documents/HMIS-Data-Dictionary-2016.pdf);

- and the HUD 12/09/2011 Proposed Rule of Homeless Management Information Systems Requirements (https://www.federalregister.gov/documents/2011/12/09/2011-31634/homeless-management-information-systems-requirements).

Additional resources and information pertaining to Maine HMIS, and the above mentioned documents, can be found at https://mainehmis.org.

Maine Continuum of Care (MCoC)

COCs can apply to HUD for McKinney-Vento funding. Local agencies wishing to access these funds must do so through their local CoC's application for funding. HUD requires that every CoC work together to implement a shared data system designed to provide an un-duplicated count of homeless individuals, provide information on the number of people who are homeless, related demographics, and their needs over time. In Maine, this work is accomplished by the MCoC. For additional information and detail please refer to:

- www.mainehomelessplanning.org.

Additionally, MaineHomelessPlanning.org assists with the year round planning process for the MCoC, the Point in Time Annual Count (PIT), ongoing Data Analysis and Performance Measures, and captures details about the outcomes of Maine's Plan to End and Prevent Homelessness.

Advisory Council

The Maine HMIS Advisory Council (Advisory Council) is made up of Participating Agencies from the MCoC, and the Lead Agency.

Advisory Council key responsibilities include:

- support the Maine HMIS operations in the following areas; resource development, consumer involvement, quality assurance, and accountability;

- meet at least quarterly, at which time the Maine HMIS decisions can be raised for discussion and/or approval;

- participate in developing policies and procedures to ensure data and accountability;

- determine the guiding principles that should underlie the implementation activities of the Maine HMIS;

- select the minimal data elements to be collected by all participating in the MCoC- Funded programs and the intervals for data gathering;

- and evaluate and revise the Maine HMIS Governance Model that defines processes and responsibilities between the Maine HMIS Implementation and the MCoC.

Data Committee

The MCoC Data Committee (Data Committee) is comprised of Participating Agencies, and the Lead Agency. The Data Committee reviews data analysis, systems mapping, the PIT, and other data-related issues and topics within the MCoC. The Data Committee also oversees the quality of the data that is put into HMIS and is responsible for developing and implementing an ongoing data quality plan.

Key MCoC Data Committee responsibilities include:

- coordinate the resolution of data issues;

- recommend community level data quality plans and standards;

- recommends policy and procedures for Maine HMIS as it relates to the data, including software application, data elements to be collected, and intervals for data gathering;

- consider the effectiveness, and what improvements can be made, to the intake process;

- work with Participating Agencies to identify training needs to improve data quality;

- review Participating Agency data quality reports for compliance with the data quality benchmarks;

- and provides regular data quality reports to the MCoC Board on the quality of the MCoC's data.

Lead Agency

HUD requires that every CoC work together to implement a shared data system designed to provide an un-duplicated count of homeless individuals, information on the number of people who are homeless, related demographics, and their needs over time. The HMIS Lead Agency works with the Participating Agencies to meet this goal. MaineHousing is the designated Lead Agency.

Key Lead Agency Responsibilities include:

- ensure system availability;

- ensure funds are used for the intended purpose and are in compliance with all Federal, State and contract regulations;

- obtain and retain necessary provider and user agreements;

- ensure confidentiality, privacy, and security;

- running and submitting required Federal reports;

- all matters related to hiring and staffing the HMIS Team who serve as subject matter experts for the HMIS application and its appropriate use;

- oversight of the Maine HMIS implementation;

- project management and guidance of the annual grant application process;

- review the data quality reports for the MCoC and all MCoC programs;

- provide expertise and data quality reports at least monthly to the MCoC Data Committee;

- interface with providers on data quality issues and assist in troubleshooting to correct data discrepancies;

- ensure that all appropriate providers and corresponding data are included in each report;

- if there are missing or incorrect providers on the list, confirm those with the program provider(s);

- monitor and audit the quality of provider and program data entry on a regular basis and provides reports to the MCoC Data Committee;
- provide expertise at, and attend HMIS-related meetings.

The Director of Homeless Initiatives & The Manager of Homeless Initiatives

Both the Director and Manager of Homeless Initiatives are responsible for oversight of the Maine HMIS implementation as the Lead Agency. They provide project management and guidance of the annual HMIS grant application process, which requires interface with the MCoC including process and procedures. They conduct HMIS grant planning, budgeting, and invoice approval activities; including the technical budget, narratives and Annual Progress Report submission to HUD for each grant year. They also oversee and supervise the HMIS Team.

HMIS Administrative and Support Staff

HMIS Administrative Support Staffs provide ongoing administrative support functions to the HMIS Team on an ongoing basis.

HMIS System Administrator

The HMIS System Administrator creates and maintains database reports, obtains statistics from homeless service providers, provides statistical analysis, and report writing using ART (Advanced Reporting Tool) for public, state and federal entities. Individual agencies, COC, and State of Maine agency partners depend on the person in this role to provide accurate data so they generate reports that are necessary to ensure program funding is maintained or increased. The HMIS System Administrator is also the main point of contact with the HMIS software vendor.

HMIS Application Specialist

The HMIS Application Specialist is responsible for day-to-day operation of the HMIS data collection system, ensuring project-level data quality according to the terms of the Participation Agreement and associated Data Quality Plan. The HMIS Application Specialist provides training and technical support to Participating Agencies. Also, the Application Specialist will be responsible following the security standards outlined in the Policies and Procedures. Identifying any, requests, or security breaches and other security-related concerns relayed from Agencies to the end users.

HMIS Training and Support Specialist

The HMIS Training and Support Specialist staff acts as the main point of contact for all HMIS training and technical support. They coordinate and participate in numerous projects regarding data collection and performance measurement.

Participating Agency

Participating Agencies are responsible for ensuring that HMIS data processing capabilities, including the collection, maintenance, use, disclosure, transmission, and destruction of data and the maintenance privacy, security, and confidentiality protections are in place for their individual programs and projects. A Participating Agency will include both an Agency Admin and End User(s).

Agency Administrator

Each Agency must designate at least one Agency Administrator (Agency Admin) who is the point person and specialist regarding the Maine HMIS for their agency. Some of the key roles of the Agency Admin are:

- running HUD Universal Data Elements, Data Incongruities Reports, and other data quality reports in ART at least monthly and upon request of the HMIS Team and/or the CoCs to check client data;

- completing the Agency Administrator training;

- informing the HMIS Team of all program changes at least 5 business days prior to the change;

- communicate and authorize personnel and security changes for End Users to the HMIS Team within 24 hours of a change; inactivating end users account when an End User leaves the agency or no longer needs HMIS access for any reason;

- **ensure that End Users are using the correct HMIS-related forms and are following the most current Maine HMIS procedures and work flow;**

- correct any data quality issues as soon as possible and notify the HMIS Team of findings and timelines for correction;

- provide technical support by troubleshooting data and escalating unresolved issues to the HMIS Team;

- review and update HIC information, or any other necessary federal reporting information to HMIS as required;

- attend Maine HMIS required meetings and conference calls;

- adhere to all of the policy and procedures outlined in the Maine HMIS Policies & Procedures Document.

End User

An End User has an active license to the HMIS and uses ServicePoint as their primary tool for client intake, and reporting. An End User is expected to do the following;

- at intake, gather and enter the most complete and accurate information about each client and the services they need according to the workflow provided at the HMIS training;

- **enter quality client data into HMIS in a timely and accurate manner and using the appropriate required work flow;**

- after the HMIS training, pass the certification test with a score of 80% or better;

- meet and follow the expectations of the Agency Admins;

- and adhere to all of the policy and procedures outlined in the Maine HMIS Policies & Procedures.

Document Record	
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