

MaineHousing

Request for Information (RFI) for MaineHousing Homeless Management Information Systems (HMIS) Software



INTRODUCTION

Homeless Management Information System (Maine HMIS)

HUD requires that every Continuum of Care 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.

In Maine, development of an HMIS system is part of a larger strategic vision and dedicated statewide system, which will allow agencies to share information for the 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. Access to the HMIS system is restricted to homeless service providers, but aggregate data and periodic reports will be published and incorporated as they become available.

**Request for Information for Homeless Management Information System
(HMIS) Software**

Table of Contents

	Page
A. General Introduction	1
B. Schedule	1
C. Definitions	2
D. Purpose	4
E. Functionality	4
F. Technical Qualifications	<u>5</u>

I. Introduction and Schedule

A. General Introduction

The Maine State Housing Authority is seeking information from organizations or individuals interested in providing a hosted, Software-as-a-Service (SaaS) web data system or an on premise option that is a comprehensive homeless data solution for homeless projects operating in Maine. Homeless projects may be federally funded projects subject to U.S. Department of Housing and Urban Development (HUD) Homeless Management Information System (HMIS) requirements or locally funded service and housing projects serving homeless persons.

Inquiries Regarding RFI

Contact Information:

Cindy Namer, Director of Homeless Initiatives

MaineHousing

353 Water Street

Augusta, ME 04330

cnamer@mainehousing.org

B. Schedule

RFI is issued by MaineHousing	April 20, 2017
RFI Question and Answer period	April 20 – May 12, 2017
RFI submission due	May 19, 2017
Tentative Date for Oral Interviews / demonstrations	June 5 – 9, 2017

Submissions can come in any format the vendor chooses as long as it is professional and addresses all of the components of this RFI. A written description of how vendor addresses each element listed in Sections E. and F. below is preferred. It is expected that the submission will include more than the standard marketing materials available through a general online search. We will use all materials submitted to determine if an oral interview and/or demonstration is warranted.

Oral interviews and/or demonstrations will be conducted with respondents that meet all minimum requirements outlined in this RFI. These may be conducted on-site or remotely. Vendors should utilize a “live” database and not a PowerPoint Presentation. The demonstration will include execution of a variety of tasks such as data entry/updates of client level information, basic navigation, generation of reports via reporting tool, and generation of data quality reports via data quality tool.

Dates and times subject to change

C. Definitions

AHAR	Annual Homeless Assessment Report, a HUD report to the U.S. Congress that provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons
API	Application Program Interface - the API specifies how software components should interact with other programming components
APR	Annual Performance Report, an annual report required of each homeless project funded by HUD permanent supportive housing programs
CAPER	Consolidated Annual Performance and Evaluation Report, an annual report required of HUD funded projects, like ESG, to provide information on program accomplishments in meeting the program's performance outcome measures: maintain housing stability; improve access to care; and reduce the risk of homelessness for low-income persons and their families
CES	Coordinated Entry System, a system for placement of homeless and at risk households in services and housing using clearly defined prioritization criteria
CoC	Continuum of Care, a federal funding source for certain homeless programs and the designated region identified for receiving this federal funding
CSV	Comma-separated values, a file format used to store tabular data (numbers and text) in plain text and for data exchange between incompatible programs
ESG	Emergency Solutions Grants Program, a federal block grant program administered by HUD to provide shelter, rapid re-housing and other support to people experiencing homelessness
HIC	Housing Inventory Count, an annual bed and unit inventory of all emergency, transitional, permanent supportive housing, and rapid-rehousing in a CoC for homeless people
HIPAA	Health Insurance Portability and Accountability Act, privacy and data sharing law for health information
HMIS	Homeless Management Information System, a federally mandated data collection system used for storing client and program data and reporting about both clients and programs
HOPWA	Housing Opportunities for Persons with AIDS, a federal block grant program administered by HUD to provide housing and selected services to persons living with HIV/AIDS
HUD	U.S. Department of Housing and Urban Development, a federal department with many housing-related functions including the management of federal CoC and ESG funds and oversight of HMIS
HQS	Housing Quality Standards—a standard for housing inspections
PATH	Projects for Assistance in Transition from Homelessness program is administered by the Center for Mental Health Services, a component of the Substance Abuse and Mental Health Services Administration

PII	Personally Identifiable Information (PII) refers to information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.
PIT	Point-in Time count, a federally mandated community effort to conduct a one-day enumeration of people within a CoC who are unsheltered or living in a shelter, transitional housing program, or hotels or motels provided by rapid re-housing programs or other community-based programs
ROI	Release of Information
SAMHSA	Substance Abuse and Mental Health Services Administration, a federal administration serving people experiencing mental health needs and substance abuse
SaaS	Software as a Service
S+C	Shelter Plus Care, the CoC rental assistance program for homeless people with disabilities
SHP	Supportive Housing Program, the CoC program for housing, transitional housing and services for homeless people
SSVF	Supportive Services for Veteran Families, a Veterans Affairs funding stream for rapid re-housing and prevention services for veterans and their families
VA	The U.S. Department of Veterans Affairs
VASH	Veterans Affairs Supportive Housing, a permanent supportive housing program for veterans
VI -SPDAT	Vulnerability Index Service Prioritization and Decision Making Tool
XML	Extensible Markup Language, a markup language that defines a set of rules for encoding documents in a format which is both human-readable and machine-readable, and for use in representation of data structures and web services across the internet

D. Purpose

The purpose of this RFI is to help MaineHousing evaluate alternatives to the current HMIS system. The current software has been in place for over ten years, and best practice suggests it should be evaluated along with other HMIS systems that have come to market since the original purchase.

MaineHousing will consider the following guiding principles in the decision making process for the selection, purchase and implementation of hardware, software and technology training along with MaineHousing's strategic goals, risk appetite and budget.

E. Functionality

Core Product Functionality

1. Robust, easy to use system for community wide tracking of individual progress, program performance and community wide performance and trends.
2. Ability to accommodate a multiple CoC configuration for all data entry and reporting requirements.
3. Robust reporting system (both internal and external) for community performance and systems integration.
4. Comprehensive data system support for the administration of the Federal, State and local reporting requirements
5. Software can be used to make shelter reservations and process shelter check-ins according to HUD requirements.
6. Full Audit system that includes multi-level tracking for system users and administration.

User Experience

1. Intuitive and efficient workflow that maximizes the usability of the system for a diverse population of users.
2. Accessible in any major web browser and seamlessly responsive on a wide variety of mobile devices.
3. Robust: system is live for use at least 99.99% of time

Data

1. Data system consistently meets all federal HMIS system specifications and other relevant federal, state, and local requirements.
2. System must always be in compliance with the most current HUD HMIS Data Standards.
3. All data is owned by participating providers throughout the state of Maine and MaineHousing, and system will provide on demand real time export of all system data.
4. Software must offer flexible Coordinated Entry functionality in accordance with all Federal requirements
5. Open and flexible platform which maximizes opportunities for data integration across multiple software solutions through syncing live data and sharing data through import and export of data.
6. Data visualization tools and/or simple integration with third party data visualization systems to maximize the visibility of performance indicators.

Customization

1. Software must include basic customization tools to allow MaineHousing System Administrators the ability to add additional functionality without vendor intervention.

Vendor must have the ability to provide complex customization at a fair hourly rate.

F. Technical Qualifications

Core Functions

1. Solution facilitates the full and accurate collection of all federally mandated data HMIS elements and maintains current HMIS elements when new federal guidance or standards are issued.
2. System includes modules, workflows and interface to support project operations and oversight.
3. Support for multi-factor authentication or bar code scan cards for high-volume check-ins to shelter and other services/housing, including on tablets and/or other mobile devices.
4. System enables users to easily upload attachments to client files for sharing across sites and agencies (e.g. ROIs, eligibility documentation).
5. System fully supports operations of Coordinated Entry System, including accepting public online referrals, prioritizing referrals, generating a priority list, secure storage of documents, referrals to housing and services and tracking CES placements and CES performance.
6. System is robustly-functional and mobile-responsive on tablets and/or other mobile browsers (Please note if you have native iOS or Android applications as well) including specifically for:
 - a. Street Outreach
 - b. Coordinated Entry
 - c. PIT
 - d. HIC
7. All user interfaces are clean, modern and easy to use. System is consistent in user interface and functionality: buttons, terms, functions, placement, movement, transitions all look and work the same from any point of entry.
8. Includes a robust, well-documented, read/write REST API for integration with other systems, supporting the use of JSON and/or XML.
9. System supports reliable, easy-to-use processes for data sharing and integration with other systems.
10. System supports data completeness and data quality through automated systems, reports, or other processes.
11. System minimizes data duplication and data incongruence.
12. Customer support team is consistently available, responsive, and reliable.

Reporting

1. Robust auditing and compliance monitoring functionality
2. Solution includes a reporting tool that is integrated, immediate, extensive, supported, configurable, easy-to-use, and unlimited by size or frequency of query. The tool includes pre-built reports for HIC, PIT, APR for both CoC and HMIS programs, AHAR, SSVF, CAPER, and compliance reports for HOPWA, SAMHSA and VA programs as well as additional key reports, including at least:
 - a. Participant Enrollment & Dismissal
 - b. HUD System Performance Measures
3. Reports are easy-to-use and accessible by participating agency staff.
4. Vendor will be responsible for ensuring that the system is up to date with all federal requirements and recommendations for HMIS and associated reporting.
5. HMIS Administrator Reports (e.g. HMIS users, Sites, Projects, etc.)
6. Reports related to coordinated entry, project and system-level performance evaluation, and compliance monitoring
7. Reports can be saved in multiple formats such as CSV, PDF, etc.

Security

1. System supports two-factor authentication.

2. Reporting designed with privacy and security controls that are supported, extensively configurable, and easy-to-use.
3. Full compliance with HIPAA and applicable local, state, and federal privacy laws and regulations for protected personal information.
4. End-to-end encryption of all client data, including during transfer and at rest.
5. Role based access levels with permissions module.

MAINEHOUSING NONDISCRIMINATION NOTICE:

MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.