MAINE HMIS Governance Model

The Maine HMIS governance model:

- Defines the relationship between the Maine HMIS implementation and the MCoC;
- Establishes organizational requirements for the HMIS implementation;
- Formalizes leadership and oversight expectations; and
- Provides structure for decision-making.

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The Maine Homeless Management Information System (Maine HMIS) Governance model is developed and formally documented between the HMIS Lead, Grantee, and Continuums of Care (CoC). It ensures that a formal agreement outlining management processes, responsibilities, decision-making structures, and oversight of the HMIS project has been executed (as evidence by a Memorandum of Understanding (MOU)). In order to be approved, the Maine HMIS Data Committee creates the Governance model; then looks to the MCoC leadership for full agreement and sign off.

Maine HMIS policy is agreed upon and revised when necessary through MCoC representation on the statewide Maine HMIS Data Committee. The Committee evaluates information regarding policy recommendations provided from the MCoC. The Committee reaches consensus on policy decisions and provides those to the MCoC for review and approval. Once the recommendations are approved by the MCoC, they are incorporated into Maine HMIS policy.

The MCoC Board, the MCoC, and the HMIS Lead agree to comply with HUD regulations and HUD guidance. If there is a conflict or a question of interpretation, HUD regulations and HUD guidance will control this HMIS charter.

The tables in this document show the responsible entities that govern the following HMIS activities:

- Planning and Software Selection
- HMIS Management and Operations – Governance and Management
- HMIS Management and Operations – Compliance Monitoring
- HMIS Management and Operations – Data Quality
- HMIS Policy Development and Oversight
- Other Federal Requirements

NOTE: Be sure to check the Maine HMIS website at https://mainehmis.org/ to ensure you have the most up-to-date version of this document. On the top of the home page, click documents and then HMIS Governance Documents. The Maine HMIS Glossary and the Maine HMIS Org Chart can also be found on the website.

MCoC Names: Maine Continuum of Care
MCoC Subcommittee: Maine HMIS Data Committee
HMIS Lead: MaineHousing

Governance Area	Responsible Entity				
Planning and Software Selection	MCoC	HMIS Lead	Maine HMIS Data Committee	Participating Agencies	Other
HMIS Planning and Strategic Activities – Ensures that activities related to HMIS growth and use are developed, reviewed regularly, and are in accordance with the MCoC's goals.	X	X	X		
HMIS Program Milestones Development – Identifies general milestones for project management, including training, expanded system functionality, etc.	X	X	X		
Universal Data Elements – Ensures that the HMIS is able to manage the collection of each data element and corresponding response categories for the Universal Data Elements as outlined in the Current HMIS Data Standard.		X			
Project-Specific Data Elements – Ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Project-specific data elements as outlined in the Current HMIS Data Standard..		X			
Unduplicated Client Records -Ensures the HMIS is able to generate a summary report of the number of unduplicated client records that have been entered into the HMIS.		X			
Required Federal Reporting – Ensures the HMIS is consistently able to produce a reliable required federal reports.		X			
HMIS Reports – 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 MCoC.	X	X			

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Governance and Management	**MCoC**	**HMIS Lead**	**Maine HMIS Data Committee**	**Participating Agencies**	**Other**
HMIS Governance Structure – 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 projects as been executed (as evidenced by a Memorandum of Understanding, Letter of Agreement, or similar such documentation).			X		
HMIS Governance Monitoring –Regularly monitors the HMIS Lead/Grantee on adherence to the agreement.	X				
HMIS Oversight Inclusive Participation – Ensures membership of the Maine HMIS Data Committee is inclusive of decision makers representing the MCoC.	X				
HMIS Technical Support – 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.		X			HUD, HMIS Vendor
HMIS Software Technical Support – 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.		X			HUD, HMIS Vendor
HMIS IT Issue Tracking – Maintains a regularly updated list of HMIS system service requests, activities, deliverables, and resolutions.		X			
HMIS IT Issue Monitoring (Community Level) – Regularly reviews HMIS System service requests, activities, deliverables and resolutions. Provides authoritative support when necessary to expedite IT issue resolution.		X			

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HMIS Staff Organization Chart – Maintains a current and accurate organization chart that clearly identifies all team members, roles and responsibilities, and general work activities/functions. Organization chart is available for review (see Appendix B: Organization Chart).		X		
HMIS Software Training – 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, includes train the trainer. Monitors and ensures system and data security.		X			HMIS Vendor
HMIS User Feedback – 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.		X	X	
System Operation and Maintenance – Responsible for the day-to-day operation and maintains the HMIS System.		X		

Governance Area	Responsible Entity				
Compliance Monitoring	**MCoC**	**HMIS Lead**	**Maine HMIS Data Committee**	**Participating Agencies**	**Other**
HMIS Management Issues – Ensures that the HMIS is managed in accordance to MCoC policies, procedures, and goals.	X	X	X		
Agency and Program HMIS Participation – Regularly monitors program and agency-level participation in HMIS	X	X			
NOFA, LSA, PIT, and HIC Participation – Ensures participation in the NOFA (Notice of Funding Availability), LSA (Longitudinal System Analysis), PIT (Point in Time), and HIC (Housing Inventory Chart).	X				
Client – Ensures the completion and documentation of Authorization for Disclosure of Health and/or Personal Information, as appropriate with the MCoC's Authorization for Disclosure of Health and/or Personal Information Policies and Protocols.		X		X	
Data and System Security – Ensures adherence by agency staff with the HMIS data and system security protocols as outlined by the MCoC and the Current HMIS Data Standard.		X		X	

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Governance Area	Responsible Entity				
Data Quality	MCoC	HMIS Lead	HMIS Advisory Council	Participating Agencies	Other
Data Quality Standards – Develops and enforces community level data quality plan and standards.	X	X	X		HUD
Universal Data Elements – Ensures the collection of each data variable and corresponding response categories on all clients served by HUD, other federally funded partners, the State of ME, and non-funded participating projects.	X	X	X	X	
Project-Specific Data Elements – Ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by HUD, other federally funded partners, the State of ME, and non-funded participating programs.	X	X	X	X	
Data Quality Reports – 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.		X		X	
Data Quality Reports – 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.		X			
Data Reports –data entry completion, quality, consistency, and timeliness is compliant with the CSV HUD reporting requirements for uploads to SAGE, HDX, and any other federal required upload repository systems.				X	HUD, HMIS Vendor
Data Quality Reports – Regularly runs and disseminates data quality reports **to the community planning entity** that indicate cross program levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.		X			
Data Quality Reports – 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.	X	X	X		HMIS End Users

Governance Area	Responsible Entity				
Policy Development and Oversight	**MCoC**	**HMIS Lead**	**Maine HMIS Data Committee**	**Participating Agencies**	**Other**
Client Confidentiality and Privacy Training – Provides regular training on client confidentiality and privacy requirements to intake staff, data entry staff and reporting staff at participating Agencies. Ensures all Agencies have sufficient privacy policies and protocols in place.		X		X	
MCoC System Performance Measurement Training – Provides regular training and guidance on program performance measurement.	X	X			HUD
MCoC Community Planning Goals and Objectives Training – Provides training and regularly reviews the progress of the Community Planning Goals and Objectives.	X	X			
Business Practices Training – Provides training and guidance on business practices to support MCoC and HMIS policies (MCoC-specific protocols, ethics, strategies for communication, etc.).	X	X	X		
Participating Agency Documentation – Maintains documentation of the number of participating Agencies (utilizing the HMIS system) is up-to-date. A comparative analysis of planned versus actual deployments at the project level is highly desired but not compulsory.		X			
Participation Rates – Provides regular reports on HMIS participation rates to MCoC Data Subcommittee. An analysis of agency-specific barriers with potential solutions is highly desired but not compulsory.		X			
Policies and Procedures – Ensures the existence and use of HMIS Policies and Procedures.		X	X		
Agency Participation Agreement – Ensures and maintains written agreements with participating Agencies that describes the protocols for participation in the HMIS. Also, Ensures and maintains written agreements with participating Agencies who share client level data that describes the level of data element or program information sharing among the data sharing HMIS Agencies.		X			
HMIS End-User Agreement – 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.		X		X	
Data Release – Ensures that the MCoC has a defined and documented HMIS data release protocol that governs release of all data from the HMIS.		X		X	

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Governance Area	Responsible Entity				
Other Federal Requirements	MCoC	HMIS Lead	Maine HMIS Data Committee	Participating Agencies	Other
Drug-Free Workplace – Ensures the HMIS Lead has adopted a drug-free workplace policy. The policy is posted and available for review.	X				
Homeless Client Participation – At least one homeless person or formerly homeless person participates in policymaking. Participation can include but is not limited to Maine HMIS Data Committee leadership, advisory committees, staff positions, and sub-committee positions.	X	X	X		
Conflict of Interest – The HMIS Grantee has adopted a conflict of interest policy for board members, staff, and volunteers.	X				
Equal Opportunity and Non-Discrimination Policy – The HMIS Grantee has adopted an equal opportunity and non-discrimination policy.	X				

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