

Homeless Management Information System (HMIS) Governance Charter for COC KS-505

Contents

- 1.0 OVERVIEW..... 2
 - 1.1 Purpose of HMIS 2
 - 1.2 Purpose of HMIS Governance Charter 2
 - 1.3 Key Terms..... 3
 - 1.4 Period of Agreement and Modification/Termination..... 3
 - 1.4.1 Revision History..... 4
- 2.0 STAKEHOLDERS AND DESIGNATION OF ROLES..... 4
 - 2.1 Designation of HMIS Lead Agency 4
 - 2.2 Designation of HMIS System..... 5
- 3.0 STAKEHOLDER RESPONSIBILITIES MATRIX..... 5
 - 3.1 Planning..... 5
 - 3.2 Governance and Oversight 6
 - 3.3 Management & Operations 6
 - 3.4 Monitor & Compliance (Other)..... 7
 - 3.5 Privacy, Security and Disaster Recovery 7
 - 3.6 Budget, Financial..... 7
 - 3.7 Data Quality 8

1.0 OVERVIEW

1.1 Purpose of HMIS

The McKinney-Vento Homeless Assistance Act, as amended by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH), requires that the U.S. Department of Housing and Urban Development (HUD) ensure operation of community-wide Homeless Management Information System (HMIS) with consistent participation by recipients and sub-recipients of applicable federal grants. The HMIS has many uses:

- Collect unduplicated counts of individuals and families experiencing homelessness;
- Analyze patterns of use of assistance provided in a community;
- Measure the effectiveness of homeless assistance projects and programs; and,
- Provide information to project sponsors and applicants for needs analyses and allocation of funds.

Additionally, HMIS is essential to coordinate services, evaluate performance, ensure accountability in the use of public funds, and inform public policy. Ultimately, the HMIS serves as the foundation for all planning to prevent, reduce, and eliminate homelessness.

1.2 Purpose of HMIS Governance Charter

This governance charter outlines how KS-505’s Continuum of Care’s HMIS will be managed, the responsible parties and all other relevant items as required by the HUD’s Continuum of Care Program. KS-505 Continuum of Care covers the Johnson County Kansas geographic area.

Because strong governance is established when a comprehensive framework is defined and used, this charter incorporates best practices as outlined in [NHSD’s HMIS Governance 101](#).

<i>Item</i>	<i>Description</i>	<i>Section where identified in this charter</i>
Governance Model	The CoC will utilize the <i>HMIS Governing Committee Model</i> as identified in: https://files.hudexchange.info/resources/documents/HMISGrantAdmin_GovernanceModels_Handout.pdf	3.0 STAKEHOLDER RESPONSIBILITIES, <i>all sub-sections</i>
Governance Policy	Defines who has the authority to develop, review and approve policies and procedures.	3.0 STAKEHOLDER RESPONSIBILITIES, <i>all sub-sections except 3.3 Management and Operations</i>
Governance Process	Establishes the process of engaging in policy development and decision making forums.	3.0 STAKEHOLDER RESPONSIBILITIES, <i>sub-sections:</i> <ul style="list-style-type: none"> - 3.1 Planning - 3.2 Governance & Oversight - 3.5 Privacy, Security & Disaster Recovery - 3.6 Budget, Financial - 3.7 Data Quality

Governance Performance	Develops standardized monitoring and evaluation and ensures transparency and accountability.	3.0 STAKEHOLDER RESPONSIBILITIES, <i>all sub-sections</i>
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1.3 Key Terms

<i>CoC</i>	KS-505 Continuum of Care (CoC) membership is made up of those who agree to work together to end homelessness and the risk of homelessness among Johnson County residents <i>and</i> , where applicable, to participate in KS-505 CoC’s homeless management information system and coordinated entry system.
<i>CoC Board</i>	The KS-505 CoC Board acts on behalf of the broader CoC membership. The Board governs policies and procedures and directs the CoC more broadly. Relating to HMIS, the Board is responsible for governance and oversight.
<i>CoC Planning Agency</i>	United Community Services of Johnson County, Inc (UCS) is the lead Planning Agency for the COC responsible for coordinating, convening, organizing, monitoring, and submitting financial applications on behalf of the CoC.
<i>HMIS</i>	Homeless Management Information System
<i>HMIS Lead Agency</i>	The organization that manages, administers, and operates the overall HMIS on behalf of the CoC.
<i>HMIS User Committee</i>	A team made up of HMIS Users from the Partner Agencies with emphasis on improving the overall HMIS user experience by providing recommendations to the HMIS Lead Agency.
<i>Participating Agency (aka Partner Agency)</i>	Any organization that records, uses, or processes personally identifiable information (PII) in HMIS. Also known as a Covered Homeless Organization (CHO).
<i>Personally Identifiable Information (PII)</i>	Any information about a homeless client that (1) identifies a specific individual, (2) can be manipulated so that identification is possible, or (3) can be linked with other available information to identify a specific individual.

1.4 Period of Agreement and Modification/Termination

This HMIS Governance Charter supersedes the March 11, 2021 Charter and became effective on May 12, 2021 by vote of KS-505 CoC Board. The Charter will be updated and/or renewed within 36 months

of its effective date. It shall remain in effect until terminated by the parties. This Charter may be amended at any time, by written agreement of all parties.

Either party (KS-505 CoC Board or the HMIS Lead Agency) has the right to terminate this agreement with a 30 days prior written notice. Violation of any component may be grounds for immediate termination of this agreement.

1.4.1 Revision History

<i>Date Approved by Board</i>	<i>Revision</i>
8/28/2017	Board approved original Governance Charter which included both KS-505 and MO-604 and MARC as the HMIS Lead Agency for one shared HMIS.
3/11/2021	Board approved revised Governance Charter that removed shared HMIS relationship with MO-604 and included an updated format and text.
5/12/2021	Board approved revised Governance Charter updated to include components for a formal 3yr review of the HMIS Lead Agency (2.1) and HMIS system (2.2). These updates were recommended by HUD, that reviewed the Governance Charter as part of the 2019 HMIS Capacity Building NOFA.

2.0 STAKEHOLDERS AND DESIGNATION OF ROLES

- The KS-505 CoC Board is the primary decision-making body for HUD CoC funded programs for those experiencing homelessness in their geographic area, which is Johnson County Kansas.

Two key HMIS responsibilities of the CoC Board are the designation of an HMIS system and an agency to operate and manage that system. Both designations are included in the next subsection.

Furthermore, it is the role of the KS-505 Board to provide oversight of HMIS and actively participate with the HMIS Lead Agency in the management of the HMIS.

- The User Committee is made up of a representative from each Partner Agency and will be led by MARC. The role of this team is to improve the overall HMIS user experience through recommendations on issues that relate to procedures, data quality and security, software considerations. The team meets biannually and conducts a once a year survey to be discussed at one of the twice a year meetings.
- Other stakeholders included in this charter are Partner Agencies. Partner Agency staff enter data into HMIS, generate reports, and participate on the User Committee and thus are included in the Stakeholder Responsibility Matrix. Data entered by Partner Agency’s staff is owned by that organization.

2.1 Designation of HMIS Lead Agency

KS-505 designates the Mid-America Regional Council (MARC) as the HMIS Lead Agency for their HMIS system. The HMIS Lead Agency manages HMIS operations on KS-505’s behalf, and provides HMIS administrative functions at the direction of the CoC through the KS505 CoC Board.

Every 3 years the HMIS User Committee will review the performance of the HMIS Lead Agency and make recommendations to the CoC Board to either maintain the designated agency or select a new HMIS lead Agency.

2.2 Designation of HMIS System

CaseWorthy Inc. continues to be the existing HMIS vendor effective as of the date of this charter revision.

Every 3 years the HMIS User Committee will review the performance of the HMIS System and make recommendations to the CoC Board to either maintain the designated HMIS System or select a new HMIS System.

3.0 STAKEHOLDER RESPONSIBILITIES MATRIX

	<i>HMIS Lead Agency</i>	<i>CoC Board</i>	<i>Partner Agency</i>
3.1 Planning			
Designate a software product as the official HMIS product for the continuum area.		✓	
Enter into HMIS software agreement with HMIS vendor.	✓		
Designate an HMIS Lead to operate the HMIS.		✓	
Enter into HMIS Lead Agreement with the HMIS Lead Agency		✓	
Maintain documentation of compliance with the entirety of the HMIS Governance Charter.		✓	
Ensure the HMIS is administered in compliance with requirements prescribed by HUD.		✓	
Ensure HMIS is governed in accordance with CoC expectations.		✓	
Policies and Procedures Working with User Committee annually, develop and maintain HMIS Policies and Procedures documentation that meets HUD’s standards for data quality, privacy, and security.	✓		
Provide recommendations and input on HMIS Policies and Procedures.	✓	✓	✓
Responsible for approval of HMIS Policies and Procedures.		✓	

	<i>HMIS Lead Agency</i>	<i>CoC Board</i>	<i>Partner Agency</i>
Develop and execute an HMIS Participation Agreement with each agency that defines participation protocols, includes training criteria, consent protocols, system use, and privacy and security standards.	✓		
Prepare and maintain general HMIS project/strategic plan.	✓		
Prepare and implement a Data Release and Transfer Plan.	✓		
3.2 Governance and Oversight			
Oversee the work of the HMIS Lead Agency in the management of the HMIS system.		✓	
Training Develop and implement a Training Plan to ensure proper training for HMIS system users and to document training participation.	✓		
Approve a Training Plan and review reports on trainings delivered and participation.		✓	
Ensure user participation in training.			✓
Review the participation by Partner Agencies in providing data for the HMIS system.		✓	
Review reports from the HMIS Lead Agency on system use, and user input and feedback from individual users or of User Committee.		✓	
HMIS Vendor Develop and follow a defined monitoring process and tools to evaluate the performance of the HMIS vendor.	✓		
Approve Monitoring and Compliance plans and policies and review reports on HMIS vendor/system monitoring and compliance reviews.		✓	
Report to the KS-505 CoC Board on the results of monitoring of the HMIS vendor, and steps taken as needed for performance improvements.	✓		
Establish and manage a HMIS Users Committee.	✓		✓
3.3 Management & Operations			
Provide day-to-day management of the HMIS system.	✓		
Provide feedback to the HMIS vendor on configuration, customization, and maintenance.	✓		
Provide a Help Desk for assistance and other tools to support clients and agencies in the use of HMIS.	✓		

	<i>HMIS Lead Agency</i>	<i>CoC Board</i>	<i>Partner Agency</i>
Monitor Data Quality as part of daily operations.	✓		✓
Generate required HUD reports.	✓		✓
3.4 Monitor & Compliance (Other)			
Regularly monitor HMIS Lead Agency and Partner Agencies for general HMIS compliance.		✓	
Ensure Partner Agencies collect all necessary data to produce required reports.		✓	
Participate in any HUD (or other Grantee) Compliance Audits as required.	✓	✓	✓
3.5 Privacy, Security and Disaster Recovery			
Develop/maintain a Security, Privacy & Disaster Recovery Policy, and a plan to support compliance.	✓		
Approve the Security, Privacy & Disaster Recovery Policy and the compliance plan ensures the rights and privacy of clients.		✓	
Develop and implement a client consent protocol for use as a baseline practice among all HMIS users.	✓		
Develop and implement written agreements with Partner Agencies that share client level data. The agreements will describe the level of data elements or program information shared.	✓		
Adhere to the Security, Privacy & Disaster Recovery Policy, and compliance at both the agency and end user level.			✓

3.6 Budget, Financial			
Seek funds to support the HMIS system.	✓		
Establish Partner Agency fees for HMIS system use and collect fees from agencies. (fees are based on # of programs in CW)	✓		✓
Support HMIS by providing ongoing funding.		✓	
Develop HMIS budget, with identification of funding sources including Partner Agency contributions, and staffing requirements.	✓		

Approve HMIS budget, with identification of funding sources including Partner Agency contributions, and staffing requirements.		✓	
3.7 Data Quality			
Establish Data Quality Standards and Compliance Plan on behalf of CoC.	✓	✓	
Perform annual HMIS Data Quality monitoring of agencies.	✓		✓
Adhere to established data quality targets and assure participation in any remedial activities identified.			✓