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| **Object** | **Content** |
| **Course Title** | HMIS 101 Module 3 |
| **Language Code** | en-US |
| **Palette Id** | hud |
| **Use System Fonts** | false |
| **First Page** | 001 |
| **Completion Page** | 011 |
| **Contents Page** | 001 |
| **Module Title** | Homeless Management Information Systems 101: Module 3: Basics of HMIS Governance for the CoC and HMIS System Administrator |
| **Abbreviated Module Title** | HMIS 101 Module 3 |
| **Notes** | These will not be included in course output |

# Course Title (for Word Outline Purposes Only)

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| **Object** | **Content** |
| **Unit Title** | Basics of HMIS Governance |
| **Abbreviated Title** | Basics of HMIS Governance |
| **Notes** | These will not be included in course output |

# Unit Title (for Word Outline Purposes Only)

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A1-HUD |
| **Menu Title** | Welcome to: HMIS 101 Module 3 |
| **Background Image** | ${CONTENT\_ROOT}/images/collage10.jpg |
| **Part** | Part 3: |
| **Title** | HMIS 101 |
| **Subtitle** | Basics of HMIS Governance for the CoC and HMIS System Administrator |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | B4-HUD |
| **Menu Title** | Purpose of Governance |
| **Header** | Purpose of Governance |
| **Image** | ${CONTENT\_ROOT}/images/collage10.jpg |
| **Bullets** |

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| Governance includes policies, procedures, and written agreements that:* Define the relationship between the CoC and the HMIS Lead and;
* Between the HMIS lead and Contributing HMIS Organization (CHO)
* Formalize roles and responsibilities
* Formalize leadership and oversight expectations
* Provides structure for decision-making
 | 0:03 |

 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide40.mp3 |
| **Audio Title** | Purpose of Governance |
| **Audio CC** | A governance structure is needed to ensure that HMIS administration and operation maximize provider participation, data quality,; adherence to the CoC's privacy-, confidentiality-, and security-related policies and procedures; and compliance with any other HUD HMIS-related requirements. A formal governance structure and the accompanying policies and procedures are essential to : defining the relationships between the CoC and the HMIS lead, and between the HMIS Lead and Contributing HMIS Organizations (CHOs); and clarifying roles and responsibilities, including the CoC's role in approving privacy, security, and data quality plans; the HMIS Lead Agency's role in developing and ensuring compliance with those plans; the role of each participating provider in overseeing agency compliance with data quality, privacy, and security standards; and the CoC's and HMIS Lead's joint roles in supporting and ensuring overall compliance with HMIS participation requirements. Recognizing that the circumstances of every CoC and HMIS implementation are different, HUD refrains from prescribing a single governance model, other than requiring that every CoC designate a single agency to serve as its HMIS Lead. |
| **Notes** | These will not be included in course output |

## Page Title

## Page Title

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A5-HUD |
| **Menu Title** | Governance Roles |
| **Image** | ${CONTENT\_ROOT}/images/collage10.jpg |
| **Header** | Governance Roles |
| **Subtitle** | There are many different roles involved in operating an effective HMIS.Roles and responsibilities are different for the following entities:* CoC
* HMIS Lead Agency
* Contributing HMIS Organizations (CHOs)
 |
| **Notes** | These will not be included in course output |

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| **Layout** |  |
| **Template** | B2-HUD-Icons |
| **Menu Title** | The CoC’s Role |
| **Header** | The CoC’s Role |
| **Image** | ${CONTENT\_ROOT}/images/coc.png |
| **Bullets** |

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| --- | --- |
| The CoC has ultimate responsibility for oversight and success of the HMIS. | 0:03 |
| It is also their responsibility to designate both the HMIS software and the HMIS. | 0:22 |
| * There can only be one HMIS Software designated and supported by the CoC.
 | 0:30 |
| * A CoC may choose to include data from other systems (system integration, comparable databases, data warehousing, etc.)
 | 0:34 |
| There can only be one HMIS Lead Agency designated and supported by the CoC. | 0:47 |

 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide43.mp3 |
| **Audio Title** | The CoC’s Role |
| **Audio CC** | The CoC has ultimate responsibility for oversight and success of the HMIS. Although the CoC designates an HMIS Lead Agency to oversee administration and operation of the HMIS, the CoC has ultimate responsibility for ensuring compliance with the HMIS Standards, including data quality, privacy, and security. It is also the CoC's responsibility to designate both the HMIS Software and the HMIS. There can only be one HMIS Software designated and supported by the CoC . A CoC may, however, choose to include data from other systems, and may choose to develop or participate in a data warehouse to enhance data analysis and performance measurement. There can only be one HMIS Lead Agency designated and supported by the CoC. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Object** | **Content** |
| **Layout** | Macintosh HD:Users:spencech:Desktop:crg.jpg |
| **Template** | CR-Grid |
| **Menu Title** | Governance Agreements |
| **Click and Reveal** |

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| **Layout** | **Show Tooltip** | **Columns** |
| click-and-reveal-grid-1x3-hud | false | 3 |

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| Click and Reveal Item 1 |
| **Label** | **Agreement 1:** HMIS Governance and Operations Agreement Between the CoC and the HMIS |
| **Reveal Text** | **HMIS Governance and Operations Agreement** Agreement between CoC and the HMISIncludes:* Description of the roles and responsibilities of CoC and HMIS regarding management of the HMIS
* Language on maintaining the system
* Working with the software provider
* Staffing and budgeting
* Policy and procedure development
* Helpdesk requirements
* Report generation requirements
* Maintaining privacy
* Data quality responsibilities
 |
| **Thumbnail** | ${CONTENT\_ROOT}/images/agreements/thumb1.jpg |
| **Reveal Image** | ${CONTENT\_ROOT}/images/agreements/detail1.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide42b.mp3 |
| **Audio CC Title** | HMIS Participating Agency Agreement |
| **Audio CC** | Secondly, the HMIS Participating Agency Agreement is the agreement between the HMIS Lead and the agencies operating programs that contribute data to the HMIS (called Contributing HMIS Organizations, or CHOs). It describes the respective roles and responsibilities of the HMIS Lead Agency and the CHOs with regard to HMIS policy and procedure adherence, including compliance with data quality, privacy, and security standards. |

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| Click and Reveal Item 2 |
| **Label** | **Agreement 2:** HMIS Participating Agency Agreement Between the HMIS Lead and the Contributing HMIS Organizations, or CHOs) |
| **Reveal Text** | **HMIS Participating Agency Agreement**Agreement between the HMIS Lead and Contributing HMIS Organizations (CHOs)Describes:* Respective roles and responsibilities
* Role in adhering to policies and procedures-compliance with data quality, privacy and security standards.
 |
| **Thumbnail** | ${CONTENT\_ROOT}/images/agreements/thumb2.jpg |
| **Reveal Image** | ${CONTENT\_ROOT}/images/agreements/detail2.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide42a.mp3 |
| **Audio CC Title** | HMIS Governance and Operations Agreement |
| **Audio CC** | There are 3 basic agreements for HMIS: The HMIS Governance and Operations Agreement is the agreement between the CoC and the HMIS. It describes the roles and responsibilities of both the CoC and the HMIS regarding the management of the HMIS. It includes language on maintaining the system, working with the software provider, staffing and budgeting, policy and procedure development, helpdesk requirements, report generation requirements, maintaining privacy, data quality responsibilities, and language around procedures in case a problem ever arises between the HMIS Lead Agency and the CoC. |

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| Click and Reveal Item 3 |
| **Label** | **Agreement 3:** End User Agreements Signed by Program and HMIS Staff |
| **Reveal Text** | **End User Agreements**Agreement signed by program and HMIS staff who have access to the system.Describes:* Acceptable use policies for HMIS
* Privacy and Security
 |
| **Thumbnail** | ${CONTENT\_ROOT}/images/agreements/thumb3.jpg |
| **Reveal Image** | ${CONTENT\_ROOT}/images/agreements/detail3.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide42c.mp3 |
| **Audio CC Title** | End User Agreements |
| **Audio CC** | Lastly, the End User Agreements are signed by program and HMIS staff who have access to the system. It describes the acceptable use policies for the HMIS, privacy and security requirements, and what will happen if the staff person does not comply with the Agreement. In combination, these agreements provide a safety net for all stakeholders in the HMIS, and in addition, provide clarity on roles and responsibilities. |

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| **Notes** | These will not be included in course output |

## Click and Reveal (Grid mode)

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| **Layout** |  |
| **Template** | B2-HUD-Image-Left |
| **Menu Title** | CoC's Role: Governance and Operations Agreement |
| **Header** | The CoC’s Role |
| **Image** | ${CONTENT\_ROOT}/images/slide6.png |
| **Bullets** |

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| The CoC and HMIS Lead should revisit the Governance Agreement on an annual basis to confirm that the Agreement continues to be relevant and to appropriately define the functions of the HMIS Lead and decision-making processes. | 0:03 |
| For instance...Is it clear when the HMIS Lead can make a decision and when the CoC should be involved? | 0:27 |
| Does the CoC expect that an HMIS Steering Committee should be convened and/or involved in certain types of decisions? | 0:32 |
| These details should be specified in the Agreement or companion materials, such as Policies and Procedures. | 0:39 |

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| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide45.mp3 |
| **Audio Title** | CoC's Role: Governance and Operations Agreement |
| **Audio CC** | The CoC lead must enter into a written agreement with the HMIS Lead Agency specifying the functions and responsibilities of the HMIS Lead Agency on behalf of the CoC . The CoC and HMIS Lead should revisit the Governance Agreement on an annual basis to confirm that the Agreement continues to be relevant and to appropriately define the functions of the HMIS Lead and decision-making processes. For instance...Is it clear when the HMIS Lead can make a decision and when the CoC should be involved? Does the CoC expect that an HMIS Steering Committee should be convened and/or involved in certain types of decisions? These details should be specified in the Agreement or companion materials, such as Policies and Procedures. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | B2-HUD-Icons |
| **Menu Title** | HMIS Lead Agency Role |
| **Header** | The HMIS Lead Agency's Role |
| **Image** | ${CONTENT\_ROOT}/images/slide7.png |
| **Bullets** |

|  |  |
| --- | --- |
| * Developing and monitoring HMIS policies and procedures
 | 0:07 |
| * Providing helpdesk functions
 | 0:10 |
| * Monitoring privacy and security
 | 0:12 |
| * HMIS budgeting and funding management
 | 0:15 |
| * System training and managing HMIS growth
 | 0:18 |
| The lead agency also interacts with the software vendors to make suggestions on improvements, identify and report "bugs," and identify best practices for utilizing the software. | 0:22 |

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| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide46.mp3 |
| **Audio Title** | The HMIS Lead Agency's Role |
| **Audio CC** | The HMIS Lead Agency acts on behalf of the CoC to manage the HMIS. This includes developing and monitoring HMIS policies and procedures, providing helpdesk functions, monitoring privacy and security, HMIS budgeting and funding management, system training, and managing the HMIS growth. The lead agency also interacts with the Software Vendors to make suggestions on improvements, identify and report " bugs," and identify best practices for utilizing the software. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | B2A-HUD-Icons |
| **Menu Title** | Contributing HMIS Organization (CHO) Role |
| **Header** | Contributing HMIS Organization (CHO) Role |
| **Image** | ${CONTENT\_ROOT}/images/slide9.png |
| **Bullets** |

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| **CHOs are responsible for:*** Ensuring that data entered into the system is timely, and up to date
* Program staff adheres to privacy and data security standards,
* Program staff adheres to any other applicable policies and procedures.
 | 0:03 |
| **HMIS Lead is responsible for:*** Monitoring the HMIS participation of CHOs
* Monitoring data quality and completeness
* Ensuring that appropriate privacy and security measures are in place and adhered to by staff for each program.
 | 0:20 |
| As a prerequisite for participation in HMIS, agencies must execute an HMIS Participation Agreement with the HMIS Lead. HMIS Participation Agreement outlines:* The roles, responsibilities, support and activities related to data collection and use of HMIS by programs operated by that agency.
 | 0:36 |
| Any agency or program staff contributing data to HMIS or accessing data from the HMIS -- for analysis, reporting, or staff oversight – must enter into an End User Agreement,End User Agreement outlines:* The expectations of the user to maintain client privacy;
* Insure timely, complete, and accurate data; and
* To protect the security of the HMIS system by appropriately managing user IDs and passwords.
 | 0:56 |

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| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide10.mp3 |
| **Audio Title** | Contributing HMIS Organization (CHO) Role |
| **Audio CC** | Agencies operating one or more programs which contribute data to HMIS are responsible for ensuring that data entered into the system is timely, and up to date, and that program staff adhere to privacy and data security standards, as well as any other applicable policies and procedures. In turn, the HMIS Lead is responsible for monitoring the HMIS participation of contributing HMIS organizations, monitoring data quality and completeness and ensuring that appropriate privacy and security measures are in place and adhered to by staff for each program. As a prerequisite for participation in HMIS, agencies must execute an HMIS Participation Agreement with the HMIS Lead. The Agreement outlines the roles, responsibilities, support and activities related to data collection and use of HMIS by programs operated by that agency. Any agency or program staff contributing data to HMIS or accessing data from the HMIS -- for analysis, reporting, or staff oversight – must enter into an End User Agreement, which outlines the expectations of the user to maintain client privacy, insure timely, complete, and accurate data and to protect the security of the HMIS system by appropriately managing user IDs and passwords. It is up to each participating agency to ensure appropriate client consent policies are in place and that these policies are communicated and understood by clients and staff. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | B2-HUD-Icons |
| **Menu Title** | Contributing HMIS Organization (CHO) Role |
| **Header** | Contributing HMIS Organization (CHO) Role |
| **Image** | ${CONTENT\_ROOT}/images/slide9.png |
| **Bullets** |

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| Contributing HMIS Organizations (CHOs) are required to comply with HMIS privacy and security Standards. | 0:03 |
| * Communicate HMIS policy and procedure requirements to data custodians and system users
 | 0:10 |
| * Monitor compliance and periodically review business controls and practices for effectiveness
 | 0:22 |
| * Establish business controls and practices to ensure compliance with HMIS policies
 | 0:32 |

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| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide11.mp3 |
| **Audio Title** | Contributing HMIS Organization (CHO) Role |
| **Audio CC** | Contributing HMIS Organizations (CHOs) are required to comply with HMIS privacy and security Standards. This includes understanding the privacy and security standards, communicating these policies to intake, data entry, and data analysis staff, and ensuring the staff understands their responsibilities. CHOs must also regularly monitor for staff compliance with privacy policies and work with the HMIS staff to regularly monitor for security compliance. In order to ensure compliance with HMIS policies and procedures, CHOs must establish business controls and practices that support compliance. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | A2-HUD-Icons |
| **Menu Title** | Contributing HMIS Organization (CHO) Role |
| **Image** | ${CONTENT\_ROOT}/images/slide7.png |
| **Header** | Contributing HMIS Organization (CHO) Role |
| **Subtitle** | Data Quality Compliance* Know data quality expectations for timeliness, completeness, and accuracy
* Communicate data quality expectations to data custodians and end users
* Monitor for compliance
 |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | M1 |
| **Menu Title** | Video: What advantages does system level data have for communities? |
| **Media Path** | ${MEDIA\_ROOT}/${CONTENT\_ROOT}/video/hmis\_slide51.f4v |
| **Media Poster Path** | ${CONTENT\_ROOT}/images/vidposter-slide51.jpg |
| **Media Title** | What advantages does system level data have for communities? |
| **Media Description** | Carol Walter, Executive Director of the Connecticut Coalition to End Homelessness |
| **Media CC Title** | What advantages does system level data have for communities? |
| **Captions** |

|  |  |
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| We also work a lot with communities on data investment. What that is really beginning to show them their data… so that they could begin to plan their system, and understand the dynamics | 0:01 |
| of their programs, the limitations of their programs, who they are serving and what is going on in terms of homelessness in the community. We are just at the point where we are beginning to provide system level reports for communities. There’s a long way to go with this. | 0:04 |
| The biggest benefit of that is understanding your system in a different way. When you are working at the front door of a shelter | 0:08 |
| there’s a lot of anecdotal level knowledge. Looking at system level data allows you to get beyond the anecdotal understanding of homelessness to see a system level of understanding of homelessness. | 0:12 |
| So that suddenly you understand that it’s a minority of people that use your shelters that are there long term and the majority of them move in and out very quickly. | 0:16 |

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| **Notes** | These will not be included in course output |

## Page Title