

Maine Continuum of Care (MCoC)

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) GOVERNANCE CHARTER

Approved and Adopted by the MCoC Board of Directors

Date: September 7, 2017

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1. Purpose

The Maine Continuum of Care (MCoC) operates a Homeless Management Information System (HMIS) to record and store client-level information about the numbers, characteristics, and needs of (1) persons who use homeless housing and supportive services and (2) persons who receive assistance for persons at risk of homelessness. Laws, regulations, and U.S. Department of Housing and Urban Development (HUD) notices governing HMIS can be accessed at <https://www.onecpd.info/hmis/hmis-regulations-and-notices/>.

HMIS is used to aggregate data about the extent of homelessness over time, produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless assistance projects and programs.

This MCoC Governance Charter (Governance Charter) works in conjunction with the Maine HMIS Governance Model adopted September 7, 2017 and is formally adopted by the MCoC and agreed to by the HMIS Lead Agency.

Capitalized terms that are not otherwise defined in this Governance Charter have the meanings set forth in the Maine HMIS Glossary attached hereto.

2. Maine Continuum of Care

The Maine Continuum of Care is responsible for:

- Designating a single information system as the official HMIS software for the geographic area. The MCoC designates ServicePoint© HMIS software supplied by Mediware as the official HMIS software for the MCoC.
- Designating an HMIS Lead to operate HMIS. The MCoC designates MaineHousing as the HMIS Lead Agency (Lead Agency) to operate the MCoC's HMIS System.
- Maintaining documentation evidencing compliance with this Governance Charter and federal regulations governing HMIS
- Reviewing, revising, and approving the policies and plans required by federal regulations governing HMIS and any notices issued by HUD regarding HMIS

3. Responsibilities of the Lead Agency

The Lead Agency is responsible for:

- Ensuring the operation of and consistent participation by recipients of CoC and Emergency Solutions Grant (ESG) funds, including oversight of the HMIS and any necessary corrective action to ensure that the HMIS is compliant with federal requirements
- Adopting written HMIS policies and procedures that apply to the Lead Agency, the Participating Agencies, and the MCoC in accordance with federal regulations governing HMIS
- Executing a written HMIS Participation Agreement with each Participating Agency, which includes the obligations and authority of the Lead Agency and Participating Agency, the

sanctions for violating the HMIS Participation Agreement, and an agreement that the Lead Agency and the Participating Agency will process Protected Identifying Information (PII) consistent with the agreement

- Serving as the applicant to HUD for CoC grant funds to be used for HMIS activities for the MCoC's geographic area, as directed by the MCoC, and entering into agreements with HUD to carry out the HUD-approved HMIS activities
- Monitoring and enforcing compliance by all Participating Agencies with HUD requirements and reporting on compliance to the MCoC and HUD
- Monitoring data quality and taking necessary actions to maintain input of high quality data from Participating Agencies
- Submitting a security plan, a data quality plan, and a privacy policy to the MCoC for approval within 6 months after the effective date of the final HMIS rule, or as otherwise directed by HUD. The Lead Agency must review and update the security plan, a data quality plan, and a privacy policy at least annually. During this process, the Lead Agency must seek and incorporate feedback from the MCoC and Participating Agencies. The Lead Agency must implement the security plan, a data quality plan, and a privacy policy within 6 months of the date of approval by the MCoC.
- Submitting to the MCoC an unduplicated count of clients served at least once annually and upon request from HUD.
- Submitting the following reports to HUD or the MCoC to meet HUD requirements including the following reports:
 - Sheltered point-in-time count
 - Housing Inventory Chart
 - Annual Homeless Assessment Report (AHAR)
 - Annual Performance Reports (APRs) for HMIS projects
 - HUD System Performance Measures
- Entering into a contract with vendor of ServicePoint© HMIS software that requires the vendor to comply with federal regulations governing HMIS and other HUD requirements concerning HMIS
- Charging no more than \$1,500 as the annual per user cost for participation in HMIS, which fee may be waived or reduced at the discretion of the Lead Agency
- Along each Participating Agency ensuring that HMIS processing capabilities remain consistent with the privacy obligations of the Participating Agency

4. Responsibilities of the Data Committee

The MCoC Data Committee (Data Committee) is comprised of Participating Agencies and the Lead Agency. The Data Committee is responsible for:

- Reviewing data analysis, systems mapping, the PIT, and other data-related issues within the MCoC
- Oversees the quality of the data that is put into HMIS and developing and implementing an ongoing data quality plan

- Reviewing and revising the privacy plan, security plan, and data quality plan for HMIS as well as any other HMIS policies and procedures required by HUD, at least annually
- Coordinating the resolution of data issues
- Recommending community level data quality plans and standards
- Recommending policy and procedures for Maine HMIS relating to the data, including software application, data elements to be collected, and intervals for data gathering
- Considering the effectiveness, and what improvements can be made, to the intake process
- Working with Participating Agencies to identify training needs to improve data quality
- Reviewing Participating Agency data quality reports for compliance with the data quality benchmarks
- Providing regular reports on the quality of the MCoC's data to the MCoC board of directors

5. Responsibilities of the HMIS Advisory Council

The Maine HMIS Advisory Council (Advisory Council) is comprised of Participating Agencies from the MCoC and the Lead Agency. The Advisory Council is responsible for:

- Ensuring that activities related to HMIS growth and use are developed, reviewed regularly, and are in accordance with the MCoC's goals
- Identifying general milestones for project management including training and expanded system functionality
- Managing and maintaining mechanisms for soliciting, collecting, and analyzing feedback from end users (such as satisfaction surveys, questionnaires, or focus groups), program managers, agency executive directors, and homeless persons. Feedback includes impressions of operational milestones and progress, system functionality, and general HMIS operations.
- Ensuring that the HMIS is managed in accordance with MCoC policies, procedures, and goals
- Developing and enforcing community level data quality plan and standards
- Ensuring the collection of each data variable and corresponding response category required for each client of Participating Agencies served by HUD, other federally funded partners, the State of Maine, and non-funded participating project.
- Regularly reviewing data quality reports at community planning level for data entry completion, consistency with program model, and timeliness as compared to the community data quality standards
- Ensuring the existence and use of HMIS policies and procedures
- Ensuring at least one homeless person or formerly homeless person participates in policymaking. Participation can include but is not limited to Advisory Council leadership, advisory committees, staff positions, and sub-committee positions.

6. Responsibilities of the 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 HMIS Agency Administrator and HMIS End Users.
- Complying with federal regulations regarding HMIS
- Complying with Federal, state, and local laws that require additional privacy or confidentiality protections. When privacy or security standards conflict with other federal, state, and local laws to which the Participating Agency must adhere, the Participating Agency must contact the HMIS Lead and collaboratively update the applicable policies for the Participating Agency to accurately reflect the additional protections.
- Implementing procedures to ensure and monitor its compliance with applicable agreements and requirements, including enforcing sanctions for noncompliance
- Along with the Lead Agency, ensuring that HMIS processing capabilities remain consistent with the privacy obligations of the Participating Agency

IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

All parties will demonstrate a commitment to work together and support each other to achieve stated project goals.

The MCoC agrees to provide representation to the HMIS Advisory Group, for the purpose of ensuring HMIS policy and practice that is both consistent with federal and state requirements, and with the local needs of the MCoC.

The Lead Agency and Participating Agencies agree to respond to recommendations by the MCoC as provided by them through the HMIS Advisory Group.

The Governance Charter will be renewed on an annual basis to confirm that the Governance Charter continues to be relevant and in compliance with HUD requirements.

This Governance Charter shall be effective upon ratification by the MCoC as evidenced by a vote of acceptance by the MCoC in accordance with its ratification and voting policies, formal acknowledgement of the ratification in the MCoC minutes, and by signature below of representatives duly authorized by the MCoC and the HMIS Lead Agency respectively.

This HMIS Governance Charter was ratified by the Maine Continuum of Care membership on September 7, 2017.

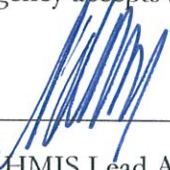


Signature of MCoC Representative

9/21/2017

Date

The HMIS Lead Agency accepts and agrees to this HMIS Governance Charter.



Signature of Maine HMIS Lead Agency Representative

9/25/17

Date

