October 2013 Steering Committee Meeting

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AGENDA

I. Call to Order
   a) Roll Call

II. World Homeless Day

III. Approval of Minutes:
   a) September 12, 2013 CoC Steering Committee Meeting

IV. Lead Agency Report

V. Old Business
   a) 2013 CoC Grant Update – Howard Burchman/Eva Thibaudeau
      • NOFA Update
      • Annual Renewal Demand
      • New Project Interest Submissions
      • Renewal Project Scores
      • Approval of 2013 Grievance Procedure (Resolution No. 12)
      • Approval of letters to programs related to performance (Resolution No. 13)
      • Next Steps
         1. Renewal Sub-Committee to make further recommendations
         2. New Project Selection Committee
   b) Coordinated Access Update – Eva Thibaudeau

VI. New Business
   a) HMIS Governance Charter- Eva Thibaudeau

VII. Public Comments

VIII. Adjournment

Next Steering Committee Meeting
Thursday, November 14, 2013
3:30 pm
Neighborhood Resource Center
815 Crosby Street
2012-2013 CoC Action Plan

1. Create a new service delivery model that allows services to be provided in-home or in close proximity to housing throughout the Houston, Harris County and Fort Bend County region by December 2013.
2. Create 2500 Permanent Supportive Housing Units targeted to the chronically homeless and frequent users of services by December 2015.
3. Rebalance the homeless response system based on need (as determined by data analysis) primarily through the reallocation and alignment of funding resources by December 2015.
4. Create and implement a coordinated assessment and triage system to connect people experiencing or at-risk of homelessness to the most appropriate housing model based on the agreed upon definitions and target criteria by 2014.
5. Implement a Change Management Process to minimize the change impacts and avoid distractions.
Steering Committee Meeting
September 12, 2013
Minutes

Present: Thao Costis (Provider Rep), Barbara Dawson (MHMRA), Tory Gunsolley (Houston Housing Authority), Donna Herron (Consumer Rep), Marilynn Kindell (Fort Bend County), Rebecca Landes (Provider Rep), Daphne Lemelle (Harris County), Dr. Laura Marsh (VA), Tom McCasland (Harris County Housing Authority), Eva Thibaudeau (Lead Agency Staff), Stephen Williams (Coalition)

Absent: Celene Meyer (Funders Together), Neal Rackleff (COH)

The meeting of the Continuum of Care (CoC) Steering Committee was held on September 12, 2013 at the Neighborhood Resource Center, 815, Crosby Street, pursuant to proper notification of all Steering Committee members.

Welcome and Introductions
Chairman Tory Gunsolley called the meeting to order at 3:38 pm. No quorum at 3:38 pm, but it was agreed that the committee would cover other business. Gunsolley conducted roll call. Lemelle arrived at 3:39 pm and a quorum was reached. McCasland arrived at 3:46 pm. Costis and Williams arrived at 4:03 pm.

Success Stories
Thibaudeau presented the monthly success story regarding Houston’s induction to the 2.5% club. Have housed at least 2.5% of baseline chronic homeless. Thibaudeau added that this is a community-wide effort and puts Houston on track to end chronic homelessness by the end of 2015.

Approval of Minutes
Minutes from August 8, 2013 were presented. A motion was made (Lemelle) and seconded (Marsh) to approve the minutes as presented. Motion was approved.

Lead Agency Report –Presented by Eva Thibaudeau
CoC Grant
• Due to the award of CoC planning money in the 2012 grant cycle, application fees for CoC grants will not be collected.

HMIS
• Received test and live modules from Client Track to build platform to conduct client and housing referral match in the HMIS system as part of Coordinated Access.

Other CoC Activities
• CoC Steering Planning Committee – rightsizing system and performance measurement to be upcoming focus.

Informational updates
• Advocacy information on federal funding and the Violence Against Women Act. Gunsolley urged those in attendance to reach out to elected officials this year as we are facing additional sequesters.

Old Business
• Grant update presented by Howard Burchman
  o Registration: HUD has been clear that there are insufficient dollars for all renewals and not all renewals in tier 2 will be funded. We need to look at how we can spend resources already awarded as the only dollars for new projects will come from reallocation.
  o We can expect a lot of changes to the Grant Inventory Worksheet (GIW) and we need to ensure that our GIW is 100% accurate.
  o Submitted no later than 8:59 pm on September 23, 2013.
• Renewal
  o Waiting on data from individual programs such as HMIS data quality, etc. Thibaudeau said that all programs have until end of day September 12, 2013 to submit their data.
• Transitional Housing
  o We need to ensure that we target those who are actually in transition – the priorities are those in recovery, who want sober housing, youth, families headed by young people. Eventually, the CoC will "transition" transitional housing.
• Next Steps:
  o To score all projects eligible for renewal; however, the score on renewal is not the same as the rank as submitted in the consolidated application to HUD. Again, the NOFA is naming its priorities, and HUD is very clear that the value is in housing, and Permanent housing has the highest value.
  o No comments from the Committee or public.
  o A motion was made (Dawson) and seconded (Kindell) to accept the prioritization and ranking process. Motion was approved.

New Business
• Results of 2012 CoC Grant Application – presented by Eva Thibaudeau
  o Coalition staff listened to HUD’s webinar and reviewed last year's submission to see why we scored lower in some areas. Burchman and his staff will also review and make recommendations. Scored 107.3/134; the threshold was 97. Will work on the small things to follow regulations and increase points, and present to the Steering Committee, hopefully at the October meeting. Thibaudeau noted that our CoC met most thresholds, and of the places getting TA, we are leading the pack.
• Transitional Housing Quick update:
  o A study looked at 17 programs in HMIS and reviewed to see how aligned TH is to convert to PSH or RRH by looking at APR data only. One half of the programs could convert easily to RRH, 3 were good for PSH, and more information was needed for the remaining 6. Thibaudeau emphasized that this is only a preliminary look, but is the beginning of next steps to get “boots on ground” and help prepare agencies for the next funding cycle. This study will help as we have conversations with agencies that may be interested in voluntarily converting.
• Healthy Community Initiative – presented by Mandy Chapman Semple
  o Recently state department of health services issued a request for information for new program called Healthy Community Collaboratives (HCC). Senator John Davis of Clear Lake was able to pass legislation supporting the development of HCC and received an appropriation of $25 million, of which
we could receive as much as $7.5 million (must be matched dollar-for-dollar by private funds). The RFI issued has a goal to develop HCCs that co-locate services for those with mental illness and are also homeless. Chapman Semple has drafted a letter of intent for our community to begin to reduce amount of migration of homeless population in order to receive services. This funding could work with our Coordinated Access system, and Champan Semple believes that Houston can be competitive. The city is working with partners to form an HCC and submit an application for funding. The RFP will be released September 20th and should be submitted in mid-November. Champan Semple will provide updates to the CoC as this concept evolves. Chapman Semple believes this collaborative should identify under the CoC’s purvue.

- A motion was made (Williams) and seconded (McCasland) to support the submission of the application for Healthy Community Collaborative funding. Motion was passed.

Public Comments

- Marilyn Brown (Coalition for the Homeless) introduced new Coalition staff member Sara Brown, who will provide administrative assistance to the CoC and Steering Committee.

Adjournment

A motion was made (Landes) and seconded (Herron) to adjourn the meeting. Upon approval, the meeting was adjourned at 4:23 pm.

Respectfully Submitted, Approved,

Celene Meyer, Secretary
Daphne Lemelle, Vice Chair
Tory Gunsolley, Chairman

Date
Lead Agency Report
October 10, 2013

A. Work Group Activities
   a. Networks, Initiatives and Affinity Groups
      i. Homeless Services Coordinating Council
         1. Met on October 2nd, 2013 – Panel discussed domestic violence services
      ii. Housing Houston’s Heroes
          1. Met September 27, 2013
          2. 140 a Month Committee met September 18 and October 2, 9, 2013
      iii. HMIS Support Committee
           1. Met September 11, 2013

B. CoC Grant
   a. Completed CoC registration in e-SNAPs on September 20, 2013
   b. Reviewed all CoC program APR’s
   c. Weekly conference calls with Housing Innovations regarding next steps
   d. Weekly communication sent to CoC provider members via email re: grant process
   e. Completed scoring spreadsheet for renewal projects
   f. Worked with 33 CoC funded programs to correct scores and, if needed amend their APR with HUD

C. HMIS
   a. Revised proposed CoC/HMIS Lead Agency Governance Agreement for consideration by CoC Steering Committee
   b. Hired HMIS Project Manager, Takeshia Richardson (start date September 30, 2013)
   c. Hosted quarterly HMIS Forum for Continuum on September 19, 2013

D. Other CoC Activities
   a. Participated in national “CoC Roundtable” a peer phone call in September 2013
   b. 100,000 Homes Campaign
      i. See attached report on August progress

E. Informational Updates
   • Federal Funding Update
      See attached
Houston’s August Housing Placement Feedback Report

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<table>
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<tr>
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<tbody>
<tr>
<td>August 2013 Housing Placements Target</td>
<td>37</td>
</tr>
<tr>
<td>August 2013 Actual Housing Placements</td>
<td>76</td>
</tr>
<tr>
<td>Total Housed to Date</td>
<td>1,013</td>
</tr>
<tr>
<td>Total Remaining to be Housed</td>
<td>1,487</td>
</tr>
<tr>
<td>Monthly Number Needing to be Housed to Meet 2.5% Target</td>
<td>63</td>
</tr>
<tr>
<td>September 2013 Housing Placement Target</td>
<td>44</td>
</tr>
<tr>
<td>October 2013 Housing Placement Target</td>
<td>52</td>
</tr>
<tr>
<td>November 2013 Housing Placement Target</td>
<td>63</td>
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</tbody>
</table>

**Housing Placements: Actual vs. Target**

- **August 2013 # Housed**: 80
- **Placement Target for August 2013**: 40
- **2.5% of Baseline Target**: 50

**% of Baseline Housed: Actual vs. Target**

- **Baseline Housed: % Achieved**: 3.00%
- **Baseline Housed: Target %**: 2.50%
October 4, 2013

Effects of Shutdown on HUD

On the morning of October 1, federal employees were required to show up for work to implement steps to close down federal activities. HUD’s shutdown contingency plan left fewer than 400 employees “excepted” from the shutdown to ensure that basic activities occur. The criteria for an activity to be excepted is “where the failure to address issues result in a threat to safety of life and protection of property.” Excepted activities include most functions of homeless assistance programs, the distribution of HUD block grants, and FHA insurance programs.

HUD’s largest rental assistance programs (tenant-based rental assistance, public housing, and project-based rental assistance) appear to have previously-obligated funding or advance appropriations funding to continue normal operations through October and, for the project-based program, “into November,” according to an October 2 update of HUD’s Contingency Plan. HUD also says in the October 2 update that it will continue to process project-based contract renewals during the shutdown to the extent there is available funding into November.

An October 4 memo from the Center on Budget and Policy Priorities states that since funding for the public housing and housing choice voucher programs are made for calendar years, Congress has already appropriated these resources. It is now a matter of whether or not HUD will have sufficient staff due to the shutdown to administer these funds. The administration of funds may fall under HUD’s plan to deploy staff excepted from the shutdown to prevent imminent threats to the safety of human life or the protection of property.

For tenant-based rental assistance, HUD has disbursed October housing assistance payments and administrative fees, but there are no payments beyond October scheduled at this time. HUD is not processing requests for tenant protection vouchers for public housing or multifamily actions.

HUD’s contingency plan predicts that most of the country’s 3,300 public housing agencies (PHAs) have the necessary funds to continue providing public housing assistance for the remainder of the month. Funding beyond October will depend in part upon the resources of individual PHAs.

Homeless Assistance activities that “protect against imminent threats to the safety of human life” are continuing, including housing for people with AIDS and supportive housing for veterans. HUD will disburse HOME Investment Partnerships program, Community Development Block Grants (CDBG), and other block grants for which funds have already been appropriated.

View HUD’s Contingency plan for additional details on agency functions that will continue or have already halted at: http://www.hud.gov. View the Center on Budget and Policy Priorities’ October 4 Memo on the shutdown’s impact on housing programs at: http://bit.ly/176QLiz
FOR INFORMATION ONLY

SUBJECT: Continuum of Care 2013 Grievance Procedure
DATE: 10/8/13

This Memorandum is to introduce to the Houston/Harris County Continuum of Care Steering Committee the updated 2013 Grievance Procedure.

Background

In order to provide a clear process for CoC grant applicants to follow in the case of appealing decisions made during grant funding processes, it is necessary to have an approved Grievance Procedure. A similar procedure was approved in the 2012 funding cycle and updates have been made to the 2013 version in order to reflect changes within the Lead Agency. In addition, the time allowed for a grieving entity to initiate a grievance has been expanded from twenty-four (24) hours to three (3) days.
GRIEVANCE PROCEDURE FOR APPLICANT ORGANIZATIONS

Section 1: Purpose

The purpose of the grievance procedure is to settle any grievance between an Applicant Organization and the CoC as quickly as possible to assure an efficient Consolidated Grant Application process.

Section 2: Eligibility

A grievance may be filed by any applicant organization that claims it has been adversely affected by:

1. Improper application of rules, regulations and procedures concerning participation in the Consolidated Grant application process;
2. Improper interpretation of rules, regulations and procedures concerning participation in the Consolidated Grant application process;
3. Disparity in the application of rules, regulations and procedures regarding participation in the Consolidated Grant application process;
4. Violation of rules, regulations or procedures concerning participation in the Consolidated Grant application process;
5. The score assigned by the Renewal Scoring Tool or Ranking and Prioritization Policy.

Section 3: Informal Resolution

An applicant organization should pursue, if possible, an informal resolution of his/her complaint with the CoC Lead Agency Director of Programs before filing a formal written grievance. The CoC Lead Agency Director of Programs is encouraged to work with the applicant organization to resolve grievances informally. Efforts at informal resolution are unrelated to the formal grievance procedure and do not extend to the time limits included in the procedure.

Section 4: Procedure for Filing Applicant Organization Grievances

1. The following steps must be followed in the order given. An applicant organization may not omit a step.
2. Time limits shall begin on the first working day after the applicable occurrence, filing, appeal, response or recommendation. Working days shall not include weekends or city and/or county holidays.
3. A copy of the grievance should be retained by the applicant organization and a copy should be filed in the applicant organization’s RFA file. All copies should note the date that the grievance was filed and the date and time that the CoC Lead Agency Director of Programs received the grievance.
Step 1

In order to be considered, a grievance must be filed in writing (email acceptable at grievance@homelesshouston.org) with the Coalition within three (3) business days from the occurrence; using the official grievance form.

The Coalition has three (3) business days from receipt of the grievance form to investigate, meet with the grievant and respond in writing using the official form.

Step 2

If the applicant organization is not satisfied with the determination, the applicant organization has twenty four (24) hours to file an appeal with the CoC Grievance Committee using the official form. The CoC Grievance Committee has three (3) business days to talk with the grievant.

Step 3

The CoC Grievance Committee then submits their recommendation to the CoC Steering Committee (email acceptable) which will review and respond in writing within three (3) business days.

Step 4

If the applicant is not satisfied with the determination, the applicant organization may appeal to HUD according to the procedures specified in 24 CFR 578.35.

Section 5: General Provisions

1. The Grievance Forms provided by the CoC Lead Agency should be used in pursuing a resolution of the grievance.
2. The applicant organization may represent itself or be represented by a chosen representative when presenting the organization’s grievance.

*Note: Grievance Forms attached below
Continuum of Care Grant Application Process
Grievance Form

Please type or print.

Applicant Organization:___________________________________________________________

Applicant Representative:_________________________  Job Title:________________________

Organization’s Address:___________________________________________________________

Organization’s Phone Number:_____________________________________________________

We have discussed this complaint with the CoC Lead Agency Director of Programs and received his/her verbal answer on (date)_________________________.  Because this answer is unacceptable to us, we wish to file a formal complaint.

Nature of grievance.  Explain how your organization was unfairly treated including names and dates.  (Use additional pages if needed.)

A just and fair solution of our grievance is:

We understand that if we wish to further appeal our complaint, we have twenty four (24) hours from response to submit a grievance form to the next level of appeal.  Grievances not appealed timely are considered settled at the previous level.

____________________                                            ____________________________________
Date                                                                            Signature

Copy retained by Applicant Organization. Copy retained in Applicant Organization RFA file. Applicant Organization submits a copy to proper appeals person.
Continuum of Care Grant Application Process
Grievance Form – CoC Lead Agency Response

Please type or print.

Applicant Organization: _______________________________________________________

Applicant Representative: _____________________________________________________

CoC Lead Agency Response to Applicant Organization’s Complaint:

If you wish to further appeal your complaint, you have twenty four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

_________________________________  _______________________________________
Date                                                                            Signature

CoC Lead Agency retains copy for Applicant Organization’s RFA file and returns original to applicant organization.
We have received the CoC Lead Agency’s response on (date) ________________. We are dissatisfied with the CoC Lead Agency Director of Program’s solution to our grievance. We hereby appeal to the CoC Steering Committee.

<table>
<thead>
<tr>
<th>Reason for further appeal. (Use additional pages if needed.)</th>
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<tbody>
<tr>
<td>Date       Signature</td>
</tr>
</tbody>
</table>

CoC Steering Committee Response:

| Date       Signature                                      |

The CoC Steering Committee decision is final.

*CoC Lead Agency retains copy for applicant organization’s RFA file and returns original to applicant organization.*
FOR INFORMATION ONLY

SUBJECT: Letters to programs related to performance
DATE: 10/8/13

This Memorandum is to notify the Houston/Harris County Continuum of Care Steering Committee of the need to address low performance in CoC grant funded agencies through written communication.

Background

As part of the 2013 Renewal Scoring Tool, the Renewal Threshold was approved as follows:

"Renewal Threshold:
All programs must be in compliance with HUD requirements, and PSH and TH projects must meet a threshold score of 20 or above in order for grants to be eligible for renewal; SSO projects must meet a threshold score of 50 or above in order for grants to be eligible for renewal or for projects to be converted to the new Coordinated Access grant. PSH and TH projects that do not meet threshold requirements will be reallocated. All projects are subject to final renewal requirements as dictated by the CoC NOFA.

The threshold scores will incrementally increase over the coming years to allow grantees time to take corrective action. Projects (except for SSOs) scoring between 20 and 50 must submit a corrective action plan and are ineligible to apply for new funds through the CoC in the year they are in corrective action. Projects with two consecutive years of “Corrective Action” status may be at risk of losing these funds per review and recommendation of the CoC Steering Committee."

Through the process of scoring programs based on APR and HMIS data, it was determined that three (3) Permanent Supportive Housing projects did not meet threshold (two due to having a score of zero, and one due to not being in compliance with the HUD requirement of entering data into the HMIS system). An additional few Permanent and Transitional Housing Projects scored between 20 and 50 and will be asked to submit a corrective action plan.
COORDINATED ACCESS STAFFING PLAN

Coalition for the Homeless (as Lead Agency for the CoC) provides Project Management and HMIS oversight (1 Staff)

TRAINED ASSESSORS
- 5 from re-purposed existing Information and Referral staff (Day Shelter, Emergency Shelter)
- 5 new positions needed for specialized placements (VA Drop-in Center, Jail, Day Shelter, Call Center)

HOUSING NAVIGATORS
- 4 from re-purposing existing case management staff

HOUSING PROGRAM STAFF
Existing program staff provide program assessment and supportive services
Coordinated Access Staffing & Implementation Plan

Staffing Plan

To execute a fully functional coordinated assessment and referral system three types of staff will be necessary: Assessors, Navigators, and a System Coordinator.

Assessors – perform initial triage assessment and any next step assessments, discuss housing options, and make referrals within the electronic coordinated access system.

<table>
<thead>
<tr>
<th>FTE</th>
<th>Placed at</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Call Center – location TBD</td>
</tr>
<tr>
<td>5</td>
<td>Beacon; staggered to cover 7 days per week and extended hours</td>
</tr>
<tr>
<td>1</td>
<td>VA Drop In Center</td>
</tr>
<tr>
<td>1</td>
<td>Jail In Reach</td>
</tr>
<tr>
<td>1</td>
<td>SoH Women’s &amp; Family Shelter</td>
</tr>
<tr>
<td>2-4</td>
<td>Harris Health System Emergency Departments</td>
</tr>
</tbody>
</table>

Navigators – assigned to chronically homeless or vulnerable individuals to assist in collecting the necessary documentation to navigate from housing referral to entrance into a housing program.

<table>
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<th>FTE</th>
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<tbody>
<tr>
<td>4</td>
<td>Beacon</td>
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</tbody>
</table>

System Coordinator – Responsible for overseeing the appropriate use of coordinated access, monitoring usage data and referral acceptance, and troubleshooting denials.

<table>
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<tr>
<th>FTE</th>
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<tbody>
<tr>
<td>1</td>
<td>Coalition</td>
</tr>
</tbody>
</table>
# Implementation Plan

## 1. Repurpose Current Front Door Staff

<table>
<thead>
<tr>
<th>FTE</th>
<th>Agency</th>
<th>Source of Funds</th>
<th>Placed At</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>SEARCH</td>
<td>City ESG, CDBG, and GR</td>
<td>VA, Beacon, Jail</td>
</tr>
<tr>
<td>1</td>
<td>Beacon/COTS</td>
<td>Private</td>
<td>Beacon</td>
</tr>
<tr>
<td>1</td>
<td>SoH</td>
<td>Private</td>
<td>SoH</td>
</tr>
<tr>
<td>2-4*</td>
<td>Hospitals</td>
<td>1115 Medicaid Waiver DSRIP Project</td>
<td>Hospital EDs</td>
</tr>
<tr>
<td>2</td>
<td>SEARCH</td>
<td>CoC SSO – Chronics Program</td>
<td>Beacon (Nav)</td>
</tr>
<tr>
<td>2</td>
<td>Beacon</td>
<td>Private</td>
<td>Beacon (Nav)</td>
</tr>
</tbody>
</table>

9 FTE’s repurposed at various front door agencies and placed at locations identified above.

*2-4 additional assessors possible within Harris Health System – TBD.

## 2. Add more funding in the ESG Outreach & Essential Service Buckets for utilization of the System (Coalition will give up some ESG HMIS money to achieve this.)

<table>
<thead>
<tr>
<th>FTE</th>
<th>Agency</th>
<th>Source of Funds</th>
<th>Placed At</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>SEARCH or Beacon</td>
<td>City/County ESG</td>
<td>Call Center TBD</td>
</tr>
<tr>
<td>3</td>
<td>SEARCH or Beacon</td>
<td>City County ESG</td>
<td>Beacon</td>
</tr>
</tbody>
</table>

5 FTE’s created by recategorizing City/Cty ESG HMIS funds and placed at locations identified above.

## 3. Utilize Coalition funds to establish and operate the coordinated access system.

<table>
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<tr>
<th>FTE</th>
<th>Agency</th>
<th>Source of Funds</th>
<th>Placed At</th>
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<tbody>
<tr>
<td>1</td>
<td>Coalition</td>
<td>CoC Planning &amp; HMIS</td>
<td>Coalition (Coord)</td>
</tr>
</tbody>
</table>

1 FTE created using Coalition funds.
SUBJECT: HMIS Governance Agreement
DATE: 10/10/13

This Memorandum is to notify the Houston/Harris County Continuum of Care Steering Committee of the need to execute a governance agreement with the HMIS Lead Agency in order to satisfy HUD’s requirements.

Background

HUD has issued guidance to CoC’s regarding how to fulfill the HMIS Governance Requirements even though the HMIS final rule is not in place. They encourage CoC’s to focus on the following for this grant cycle (from OneCPD website):

“CoCs

1. Is there a formal governance charter that includes a process for decision making around the HMIS? HMIS governance may be part of the larger CoC Governance Charter or it may be separate charter. If a CoC decides to have a separate charter for its HMIS, the CoC must reference the HMIS Charter in the CoC Governance Charter.
2. Is there a formal agreement between the CoC and HMIS Lead that clearly defines the roles and responsibilities of each?
3. Has the CoC formally approved/adopted these documents?”

After reviewing the Lead Agency MOU in place between the CoC and the Coalition for the Homeless of Houston/Harris County, it has been determined that the language in the MOU does not expressly address the criteria outlined by HUD. In order to remedy the situation and receive full points on the CoC grant score, an HMIS Governance Agreement is suggested to be enacted prior to the grant submission.
The Coalition for the Homeless of Houston/Harris County is the lead agency for the Houston/Harris County Continuum of Care (CoC) TX700 as well as the lead agency for the Houston/Harris County Homeless Management Information Systems (HMIS). The coverage area for both the CoC and HMIS includes: City of Houston, City of Baytown, City of Pasadena, City of Webster, Harris County and Fort Bend County, TX. The Coalition for the Homeless of Houston/Harris County approves all final decisions and contracts pursuant to HUD requirements in regards to HMIS.

This CoC/HMIS Governance Agreement serves to explain the roles and responsibilities of the Houston/Harris County CoC and the Coalition for the Homeless of Houston/Harris County Lead Agency. As of September 2008, ClientTrack is the software in use.

ClientTrack, Inc. houses the data for HMIS in an off-site facility. The data entered into HMIS is secured according to HUD privacy standards and meets HIPPA compliance. For the policies on data sharing please see the HMIS Policies and Procedures Manual. Changes regarding data sharing will be presented to the HMIS Support Committee for recommendations and feedback with the ultimate decision resting with the President/CEO and Director of Programs of The Coalition for the Homeless of Houston/Harris County.

**HMIS Staff:**

The HMIS department maintains the following staff:

**HMIS Lead Project Manager** – Provides general oversight of the operation and administration of the HMIS department. Assist with developing strategies for using data driven solutions for homeless assistance.

**HMIS System Administrator/Data Analyst** – Manages and maintains the HMIS system. Serve as a liaison between providers and ClientTrack, Inc., and assists with all technical needs of the system.

**HMIS Reporting Manager** – Generates and submits program and community-level reports from HMIS. Ensures providers comply with all data quality processes and procedures. Works closely with providers to clean up data issues, and improve data quality.

**HMIS Support Manager** – Perform site visits as needed to ensure providers comply with all polices and protocols. Provides help desk support via an issue ticketing system, telephone, and e-mails. Assist with HMIS training.

**HMIS Trainer** – Ensures proper HMIS training of all End Users (e.g. documentation, confidentiality, training timetable, etc.). Assist with site visits and help desk as needed.

**HMIS Support** – Administer the creation, operation, modification, and deletion of username and passwords of clients in the system. Manage participation agreements, system-user agreements, and user code of ethics policies.
HMIS Support Committee:

Members: The HMIS Support Committee includes representatives from the City of Houston, Harris County, Fort Bend County, one large agency, one medium agency and one small agency. The HMIS Reporting Manager leads the committee and one other HMIS staff member attends.

Responsibilities: The primary role of this committee is to guide policy decisions for the HMIS program. This committee will be responsible for providing input into the overall HMIS structure and assist in reviewing existing policies and procedures as well as recommending additional items as needed based HUD’s HMIS Data Standards, local needs to include both HUD funded and non-HUD funded agencies. The HMIS Support Committee will convene subcommittees as needed which will report back to the HMIS Support Committee recommendations for action.

Meetings: The HMIS Support Committee meets monthly. Members are asked to attend each meeting as the meeting dates for the year are set at the final meeting held in December. The HMIS Support staff member will e-mail committee members the agenda for each meeting. In addition, the HMIS Reporting Manager will e-mail additional HMIS updates released by HUD as they become available.

Final Approval: The Coalition for the Homeless of Houston/Harris County will have final authority for the HMIS structure as well as policies and procedures.

HMIS Quarterly Forum

The Houston/Harris County HMIS will conduct quarterly HMIS Forums open to the public and specifically participating agency HMIS users and managers. The Forum will offer aggregate community reports on performance measures and provide user training opportunities when necessary. Notice of the Forum will be sent in advance to the HMIS e-mail distribution list.

HMIS Policies and Procedures:

The Houston/Harris County HMIS currently has policies and procedures on file in the Coalition office and noted on the Coalition Website. The policies and procedures are reviewed on a yearly basis, with the assistance of the HMIS Support Committee. In addition, during site visits to homeless agencies by the HMIS Support Manager, agencies are asked to produce a copy of policies and procedures on file to ensure that each HMIS participating agency has a copy available upon request for clients. In addition, Coalition staff will ensure that each HMIS participating agency has a copy of the Privacy Notice clearly displayed when visiting agencies.

HMIS Data Sharing Policy:

The Houston/Harris County HMIS currently has a data sharing policy on file in the Coalition office. The policy is reviewed on a yearly basis, with the assistance of the HMIS Support Committee. Certain client data is shared between all organizations participating in the HMIS, regardless of whether a Release of Information or Memorandum of Understanding (ROI/MOU) has been executed and set up in ClientTrack. Other client data is shared only if there is an ROI/MOU in place and the form where the data was entered is marked with the security setting “Share with ROI/MOU.”
**CoC Roles and Responsibilities:**

The Houston/Harris County CoC will:

- Designate the HMIS Lead Agency with the approval of the CoC Steering Committee;
- Execute and review annually, this HMIS Governance Agreement;
- Review and approve, with the assistance of the HMIS Lead, the designated software, which as of the date of this agreement is ClientTrack;
- As of the date of this agreement, the approved HMIS software is ClientTrack. Any changes to this software must be approved by the CoC;
- Conduct quarterly review of HUD funded agency data within HMIS to ensure the funded agencies are in compliance with HMIS requirements;
- Conduct annual review with HMIS staff to ensure compliance with HMIS Standards;
- Review and assist with the annual updates to the HMIS Policies and Procedures;
- Work with HMIS to develop and maintain working relationships with area homeless service providers;
- Regularly attend HMIS Support Committee meetings;
- Work with HUD funded programs to ensure compliance with HMIS policies and procedures to include entering appropriate client level data and maintaining bed lists;
- Work with non-HUD funded agencies to promote HMIS usage;

**HMIS Roles and Responsibilities:**

The Houston/Harris County HMIS will:

- Execute HMIS participation agreements;
- Monitor compliance with applicable HMIS standards on a regular basis;
- Establish and review annually End User Agreements;
- Maintain and update as needed the files for HMIS software to include software agreements, HUD Technical Submissions, HUD executed agreements and Annual Progress Reports;
- Develop and maintain HMIS agency files to include original signed participation agreements, original signed user license agreements and all other original signed agreements pertaining to HMIS;
- Develop and update as needed a Data Quality Plan;
- Review and update HMIS Privacy Policy yearly;
- Develop and review annually the HMIS Security Plan, including disaster planning and recovery strategy;
- Review and update as needed HMIS Policies and Procedures;
- Provide copies of the Data Quality Plan, Privacy Policy, Security Plan and Policy and Procedures to the HMIS Steering Committee for review and feedback on an annual basis;
- Review national, state and local laws that govern privacy or confidential protections and make determinations regarding relevancy to existing HMIS policies;
- Provide new user training and refresher user training monthly;
- Pro-actively contact new users for immediate follow up and issuance of username and password to access HMIS in an effort to begin entry of data as soon as possible following training;
- Provide on-site technical support to agencies using HMIS for trouble-shooting and data input;
- Monthly review of HMIS data and bed lists to ensure that participating agency programs are using HMIS accurately;
- Provide assistance to agencies upon request for additional on-site training and support;
- Conduct unduplicated accounting of homelessness annually.
Roles and Responsibilities of Participating HMIS Agencies:

- Must comply with all applicable agreements;
- Execute and manage End User Agreements with all staff who have HMIS access;
- Comply with the HMIS Standards as appropriate;
- Accurately enter all required data into the HMIS system, including accurate and timely information into the bed data.

This agreement will be reviewed and updated annually by the Houston/Harris County CoC and the HMIS Lead Agency (Coalition for the Homeless of Houston/Harris County) to ensure compliance.

_____________________________________  ___________________
HMIS Lead Agency Director of Programs   Date

______________________________________  ___________________
CoC Steering Committee Chair    Date