**Housing Continuum of Care of Bucks County**

**Homeless Management Information System Governance Charter**

This document outlines the administrative oversight for the Housing Continuum of Care of Bucks County (HCoC-BC)’s Homeless Management Information System (HMIS) implementation.

The parties responsible for the HMIS implementation in the HCoC-BC are outlined below briefly, with the highest level authority listed first:

* **The HCoC-BC Executive Committee**: designates the HMIS Lead Agency, the HMIS software for the CoC, and provides the highest level oversight of the implementation.
* **The HMIS Lead Agency**: provides the day-to-day management and fiscal administration of the HMIS. The HMIS Lead Agency is the County of Bucks Department of Community and Business Development.
* **The Data Management Committee**: serves as a forum in which HMIS-related issues, including policy and governance documents, are reviewed and recommended for approval. Any member of the CoC is allowed to participate on the Data Management Committee.
* **HMIS participating agency**: any agency that enters or reviews client-level data within the CoC’s designated HMIS.
* **HMIS end-user**: any person with an account within HMIS that enters or views client-level data.

**HCoC-BC Executive Committee**

Committee role and structure:

The HCoC-BC Executive Committee, on behalf of the HCoC-BC, is ultimately responsible for the CoC’s HMIS implementation. As such, the main responsibility of the Executive Committee is to ensure that the HMIS implementation is in compliance with all federal, state, and local regulations, to ensure the continued operation of the HMIS through administrative support and sufficient funding, and to promote the consistent use of HMIS data in CoC planning, program and system performance measurement, funding decisions, and reporting.

Responsibilities:

* Designates the HMIS Lead Agency.
* Designates, under recommendation by the Data Management Sub-Committee, a single information system as the official client tracking software for the HCoC-BC.
* Ensures that the HMIS for the HCoC-BC is operated in accordance with the provisions of the HEARTH Act and the Homeless Management Information Systems Requirements as published by HUD, as well as any applicable federal, state or other laws.
* Provides final approval of all policies and procedures for the HMIS implementation, including: the HMIS Governance Charter, the Data Quality Plan, the Security Plan, and the Policies and Procedures Manual.
* Provides final approval for the grant applications used to support the HMIS implementation and any associated reporting.
* Provides final approval on all high-level decisions regarding the HMIS, unless final approval is needed by the County Board of Commissioners, such as in the case of contracting or funding decisions.
* Ensures that the HMIS Lead Agency is able to meet HUD’s HMIS requirements by providing sufficient funding for the staffing and operational costs of the HMIS implementation, including making any final determinations on agency participation fees, training fees, or other HMIS participating agency contributions to support the HMIS implementation.
* Makes the final decision, under recommendation from the Data Management Sub-Committee, on joining a multi-Continuum HMIS.
* Ensures active representation by all HMIS participating agencies on the Data Management Sub- Committee, as defined by attendance at the annual HCoC-BC HMIS training, attendance at a total of at least two meetings per year, and ongoing compliance with the Data Quality Plan, the Security Plan, the Policies and Procedures Manual, and other HMIS governance documents.
* Monitors the Data Management Sub- Committee’s progress on its annual Work Plan and provides direction for work to be completed as needed.
* Provides final approval for public release of any reports provided by the HMIS system, Data Management Committee, or Outcomes Committee.

**Data Management Sub-Committee**

Committee role and structure:

The purpose of the Data Management Sub-Committee is to oversee the collection and use of data within the HCoC-BC. To this end, the Data Management Sub-Committee is responsible for ensuring agency-level compliance with the HCoC-BC’s Data Quality Plan and other policies and procedures, and that data collected is being used appropriately and ethically for any reporting, performance measurement, and gaps analysis conducted by the HCoC-BC.

All members of the HCoC-BC are encouraged to join the membership of the Data Management Sub-Committee. Representation from each HMIS participating agency is required semi-annually, though more frequent participation may be required.

Responsibilities:

* Conducts regular monthly meetings, publishes minutes from monthly meetings to the general CoC membership, develops an annual Work Plan, and provides Work Plan updates to the Executive Committee as requested.
* Reviews, revises, and sends to the Executive Committee for approval all policies and governance documents the HMIS Lead Agency is required to develop, including but not limited to: HMIS Governance Charter, Policies and Procedures Manual, Data Quality Plan, and Security Plan.
* Reviews and sends to the Executive Committee for approval all grant applications and related reports that fund the HMIS. Reviews the operating budget and provides recommendations regarding funding to support the ongoing viability of the HMIS implementation.
* Provides recommendations to the Executive Committee on agency participation fees, training fees, or other HMIS participating agency contributions as needed to support the HMIS.
* Reviews HMIS monitoring and data quality findings and makes recommendations of action to the Executive Board for agencies with continued findings. Provides ideas and support to increase data integrity as needed.
* Provides recommendations to the HMIS Lead agency on needed training and training materials.
* Conducts review of and makes recommendation on the single information system and/ or HMIS vendor for the HCoC-BC.
* Makes recommendations to the Executive Committee on all high-level decisions regarding the HMIS.
* Provides recommendation on joining other Continuums of Care in a multi-Continuum HMIS.
* Hosts an annual mandatory training for all HMIS participating agencies.
* Elicits consumer input and feedback as needed.

**HMIS Lead Agency**

Role and staffing:

The HMIS Lead Agency is designated by the Executive Committee of the HCoC-BC. The HMIS Lead Agency was designated to be the County of Bucks Department of Community and Business Development at the inception of the HMIS implementation in Bucks County, and will remain the HMIS Lead Agency unless the HCoC-BC Executive Committee and Data Management Sub-Committee, with final approval from the County of Bucks Board of Commissioners, designate a new HMIS Lead Agency.

HMIS activities are carried out by the following staff:

*HMIS Administrator*: provides the day-to-day administration of the HCoC-BC HMIS implementation, actively participate in CoC activities to encourage data use, and submits the grant applications and reports that fund the HMIS. Serves as the primary contact for the HCoC-BC HMIS implementation for agency users, the HCoC-BC, the HMIS software vendor, funders, and statewide, regional, or national HMIS planning groups.

*Assistant Project Administrator*: provides assistance in completing HMIS projects, provides basic technical assistance to users, participates in the submission of grant applications and reports, and monitors the operating budget of the HMIS implementation.

*Administrator*: provides oversight to the HMIS Administrator and Assistant Project Administrator on HMIS projects as needed, and assists in the grant application and reporting process to fund the HMIS.

Responsibilities:

* Oversees the day-to-day operation of the HCoC-BC HMIS implementation.
* Provides the staffing, as described above, and facility for the staffing of the HMIS.
* Develops the operating budget for and monitors the financial health of the HMIS implementation, and makes funding recommendations to the HCoC-BC Data Management Sub-Committee and Executive Committee to support the continued viability of the HMIS implementation.
* Serves as the applicant to HUD for any HMIS grants that will cover the HCoC-BC, including but not limited to the CoC Program Dedicated HMIS Grant and the CDBG Dedicated HMIS grant, and executes contracts for grants that support the HMIS.
* Executes a contract for services with the designated HMIS vendor and maintains compliance with this contract.
* Executes an HMIS participation agreement (MOU) with each HMIS participating agency and maintains compliance with the participation agreement.
* Develops the written policies and procedures for the HCoC-BC HMIS implementation and submits these to the Data Management Sub-Committee for review, including the HMIS Governance Charter, the Data Quality Plan, the Security Plan, the Policies and Procedures Manual, and other documents.
* Monitors compliance by all participating agencies with the policies and procedures of the HCoC-BC HMIS implementation in accordance with the monitoring policy, as described in the Data Quality Plan. Reviews monitoring findings with the Data Management Sub-Committee, and provides technical assistance to resolve monitoring findings as needed.
* Ensures all users have completed the appropriate documentation, security training, and system training needed to enter data into the HMIS system in accordance with all applicable policies and procedures, to pull reports as needed to fulfill grant requirements or other needs, and to use HMIS data securely and appropriately.
* Regularly reviews data quality reports and submits findings or trends to the HCoC-BC Data Management Sub-Committee, and provides recommendations and support for improving data integrity.
* Coordinates and submits the HCoC-BC’s Point in Time Count, Housing Inventory Chart, and Annual Homeless Assessment Reports, and makes the final reports available to the HCoC-BC. Provides any technical assistance needed to agencies to ensure reports are as accurate and complete as possible.
* Coordinates with the HCoC-BC committees on an ad-hoc basis, and provides any HMIS-generated reports requested by CoC committees within a reasonable timeframe.
* Actively participates in the HCoC-BC’s centralized intake and coordinated assessment planning process. Provides technical support, guidance, and training on use of HMIS by the Bucks County Housing Link staff.
* Is the official representative for the HCoC-BC’s HMIS implementation on state, regional, and national steering groups and regularly provides recommendations to the HCoC-BC to coordinate the HCoC-BC’s HMIS activities with these groups to the maximum extent feasible.

**HMIS Participating Agency Responsibilities**

HMIS participating agencies are responsible for ensuring compliance with the signed HMIS Memorandum of Understanding. Each agency will designate one Agency Manager who provides oversight and is the main contact person for any HMIS-related topic with the organization.

* Signs and complies with the County of Bucks Memorandum of Understanding.
* Provides agency-level representation on the Data Management Committee as needed.
* Provides timely authorization for new or removing users.
* Ensures users understand Data Quality Policy requirements and supports HMIS Administrator’s efforts to improve data quality when problems are identified within the agency.
* Requests training for users as needed.
* Designate an Agency Manager to serve as the primary contact for the agency.
* Designates a Security Officer (may be the same individual as the Agency Manager) to serve in compliance with duties outlined in the Security Plan.

**HMIS End- User Responsibilities**

HMIS end-users are responsible for reading and complying with all HCoC-BC HMIS guidance, policies, and procedures. After initial training is completed, each end-user is responsible for requesting additional training as needed. End-users may also be required to undergo training if data quality reports indicate that the user is not meeting the policies established in the Data Quality Plan.

* Reads and complies with all guidance and policies and procedures distributed by the HMIS Administrator, including the Data Quality Plan, Security Plan, and Policies and Procedures Manual.
* Attends online or in-person training as needed.
* Takes all necessary measures to ensure security and confidentiality of client information.
* Reports security incidents in compliance with Security Plan.
* Provides recommendations on use of software and software enhancements.