

PORTLAND CONTINUUM OF CARE

Wednesday, September 17, 2014

10:30 – 11:30 PM

190 Lancaster Street

City of Portland Refugee Services

Conference Area

- I. Introductions**
- II. Update on HUD Appeal and Next Steps**
- III. HMIS – Cloudburst Group TA Survey Update – Next Steps/Review Committee**
- IV. HMIS Data Quality Standards (see attached) – Megan Spencer**
- V. Planning Grant Presentation – Anne Gass, Melanie Mondello**
- VI. Other Business**

**Next Meeting:
Wednesday October 15, 2014**

10:30 – 12:00 PM
REFUGEE SERVICES CONFERENCE AREA
190 Lancaster Street

Please contact:
Robert Duranleau
City of Portland
Health and Human Services Department
Social Services Division
(207) 482-5124, or rmd@portlandmaine.gov
if you have any questions.

CoC Application/GIW/Consolidated Application is posted on the City Website at:
<http://www.portlandmaine.gov/hhs/sscontinuumofcare.asp>

ADDENDUM 1 HMIS RELATED DEFINITIONS

The definitions listed here are standard definitions for terms used in Maine HMIS documents including the HMIS Data Quality Standards and the Maine HMIS Privacy Policy

42 CFR Part 2: Substance Abuse program specific confidentiality regulations

Annual Homeless Assessment Report (AHAR): HUD's annual report to Congress on the nature and extent of homelessness nationwide

Annual Performance Report (APR): A reporting tool used to track progress and accomplishments of HUD Shelter Plus Care (S+C), Supportive Housing Programs (SHP), Section 8 Moderate Rehabilitation for SRO, HOPWA, Continuum of Care (CoC), and Rural Housing Stability Program-funded projects on an annual basis

Client: An individual about whom a Contributing HMIS Organization (CHO) collects or maintains personally identifiable information:

1. because the individual is receiving, has received, may receive, or has inquired about assistance from a CHO; or
2. in order to identify needs, or to plan or develop appropriate assistance within the CoC

CoC Project (formerly referred to CoC Program): A project, which may or may not be funded by HUD, that provides services and/or lodging and is identified by the CoC as part of its service system, and whose primary purpose is to meet the specific needs of people who are homeless or at risk of homelessness. CoC projects can be classified as either one that provides lodging (lodging project) or one that does not provide lodging (services project)

Consolidated Annual Performance and Evaluation Report (CAPER): Annual performance report for the Consolidated Plan

Continuum of Care (CoC): HUD recognized organization composed of representatives of organizations including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons organized to carry out the responsibilities of the Continuum of Care established under 24 CFR part 578

Contributing CoC Project: A CoC project that contributes Protected Identifying Information (PII) or other client-level data to an HMIS

Contributing HMIS Organization (CHO): An organization that operates a project that contributes data to an HMIS

Coordinated Business Associates Agreement: Agreement executed by Agencies which choose to share client level details from some of their CoC Projects with other HMIS participating Agencies

e-snaps: Online registration, application & grants management system for HUD's CoC Projects

Head of Household: An adult client or minor (if no adult is present in the household) who is identified as the head of the household. Unless otherwise defined by a federal agency, it is up to each CoC to identify the criteria for identifying a head of household for purposes of HMIS data

ADDENDUM 1 HMIS RELATED DEFINITIONS

collection

HIPPA: Health Insurance Portability and Accountability Act

HMIS Data Standards: HUD provides communities with baseline data collection requirements developed by HUD and its federal partners

HMIS Lead agency: The organization designated by a CoC to operate the CoC's HMIS on its behalf MaineHousing is the designated organization

HMIS Participating Bed: For any residential homeless program, a participating HMIS bed is one where the CoC Project makes a reasonable effort to record all Universal Data Elements on all clients served in that bed and enter that information into the HMIS

HMIS Staff: Staff employed by the HMIS Lead Agency who have access to client-level data in HMIS for purposes of either program administration or system administration

HMIS Vendor: A contractor who provides materials or services for the operation of an HMIS. An HMIS vendor includes an HMIS software provider, web server host, data warehouse provider, as well as a provider of other information technology or support

Homeless Management Information System (HMIS): The information system designated by the CoC to comply with the requirements of the CoC regulation at 24 CFR 578 and in anticipation of a final rule for HMIS, which has been proposed but not yet finalized. The HMIS is used to record, analyze, and transmit client and activity data in regard to the provision of shelter, housing, and services to individuals and families who are experiencing homelessness or at risk of experiencing homelessness

Homelessness Data Exchange (HDX): An online tool designed to allow CoCs to submit data to HUD including the HIC, PIT, and AHAR

Household: For general HMIS purposes, a household is a single individual or a group of persons who apply together to a CoC project for assistance and who live together in one dwelling unit or, for persons who are not housed, who would live together in one dwelling unit if they were housed. This broad definition may be superseded by more prescriptive definitions of a household required by a particular agency

Housing Inventory Count (HIC): An inventory of beds for homeless persons, including seasonal and overflow beds

HUD Project Descriptor Elements: Data about each Continuum of Care (CoC) Project in the CoC jurisdiction is updated in the HMIS at least annually. With few exceptions, the CoC must collect program information in the HMIS on all CoC Projects within its jurisdiction, regardless of whether the program participates in the HMIS

Lodging Project: Provides overnight accommodations and whose primary purpose is to meet the specific needs of people who are homeless. This includes projects classified as the following under data element 2.8: Project Type: *Emergency Shelter, Safe Haven, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Permanent Housing*

Lodging: A bed, room, or other indoor space offered by a project to clients as lodging

Non-Contributory CoC Program: A CoC Program that does not contribute PII or other client-level data to an HMIS

ADDENDUM 1 HMIS RELATED DEFINITIONS

Protected Identifying Information (PII) or Protected Personal Information (PPI):

Information about a project participant that can be used to distinguish or trace the participant's identity, either alone or when combined with other personal or identifying information using methods reasonably likely to be used, which is linkable to the project participant

Services Project: A project that does not provide lodging and whose primary purpose is to provide services that meet the specific needs of people who are homeless or at risk of homelessness. This includes projects classified as the following under 2.8 Project Type: *Homelessness Prevention, Street Outreach, Day Shelter, Services Only, and Other*

Unaccompanied youth: An individual under the age of 18 with a household size of one

Unduplicated Count of Homeless Persons: An enumeration of homeless persons where each person is counted only once during a defined period of time

Universal Data Elements (UDEs): A group of data elements HUD requires to be collected by all projects participating in HMIS regardless of funding source. UDEs are the basis for producing unduplicated estimates of the number of people experiencing homelessness

User (HMIS User): An individual who has been authorized to use or enter data in the HMIS

User Policy, Responsibilities Statement and Code of Ethics: Agreement executed by Users and HMIS staff certifying that the User will abide by the rules of the HMIS and that HMIS staff has trained the User in security, confidentiality, and workflow within the system

VAWA: The Violence Against Women Reauthorization Act of 2013

Victim Service Provider: A private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. This term includes rape crisis centers, battered women's shelters, domestic violence transitional housing projects, and other projects

GENERAL INFORMATION

1.1 Purpose

The purpose of this Data Quality Maintenance Plan is to ensure access to data when it is needed – either pro-actively (for monitoring purposes, publishing information to increase awareness, or to meet reporting requirements) or reactively (in response to a request for information or to respond to inaccurate information).

The goals of the plan are:

- To implement monitoring, targeted training, and targeted support to assure that overall CoC data quality meets minimum standards.
- To identify issues and increase compliance rate for projects which are not meeting the minimum HMIS data quality standards for their program type.

DATA QUALITY REVIEW AND IMPROVEMENT PROCESS

2.1 DATA QUALITY REVIEW

The Data Quality Review is the core process for assuring consistent and quality HMIS data. The overall data quality review will be based on the data standards outlined in Addendum 3 – Maine HMIS Fields and Data Standards By Program Type. All HMIS participating projects, are expected to achieve and maintain the data quality standard and will be part of the review process.

The data entry, data review, and data quality improvement cycle is a continuous never ending process. For HMIS data to present accurate and consistent information on homelessness, it is critical that the HMIS data be the best possible representation of reality as it relates to homeless people and the programs that serve them. The review process will review accuracy, timeliness of information and when appropriate review data beyond the minimum standards.

Review process:

- On or about the 10th of each month HMIS staff will run a data completeness and DKR (Don't Know and Refused) by data standard report for all data entered by providers for previous month
 - A version to this data completeness and DKR by data standard report will be available to all HMIS users to run at any time to monitor their programs data quality score.
- At month end, HMIS staff will run a second data completeness and DKR (Don't Know and Refused) by data standard report for all data entered by providers for previous month including data updated during the month.

- On the first of each month, a data completeness and DKR for the CoC will be distributed to the CoCs with client counts and data quality standards performance for the previous month.

2.1 Data Quality Improvement process

The Data Quality Improvement process provides a structure for identifying individual user and agency needs for extra training, identifying data collection issues, and providing targeted support. This process will help to ensure sufficient data on clients, their demographic characteristics, and service use to facilitate confident reporting and analysis on the extent and characteristics of homelessness including:

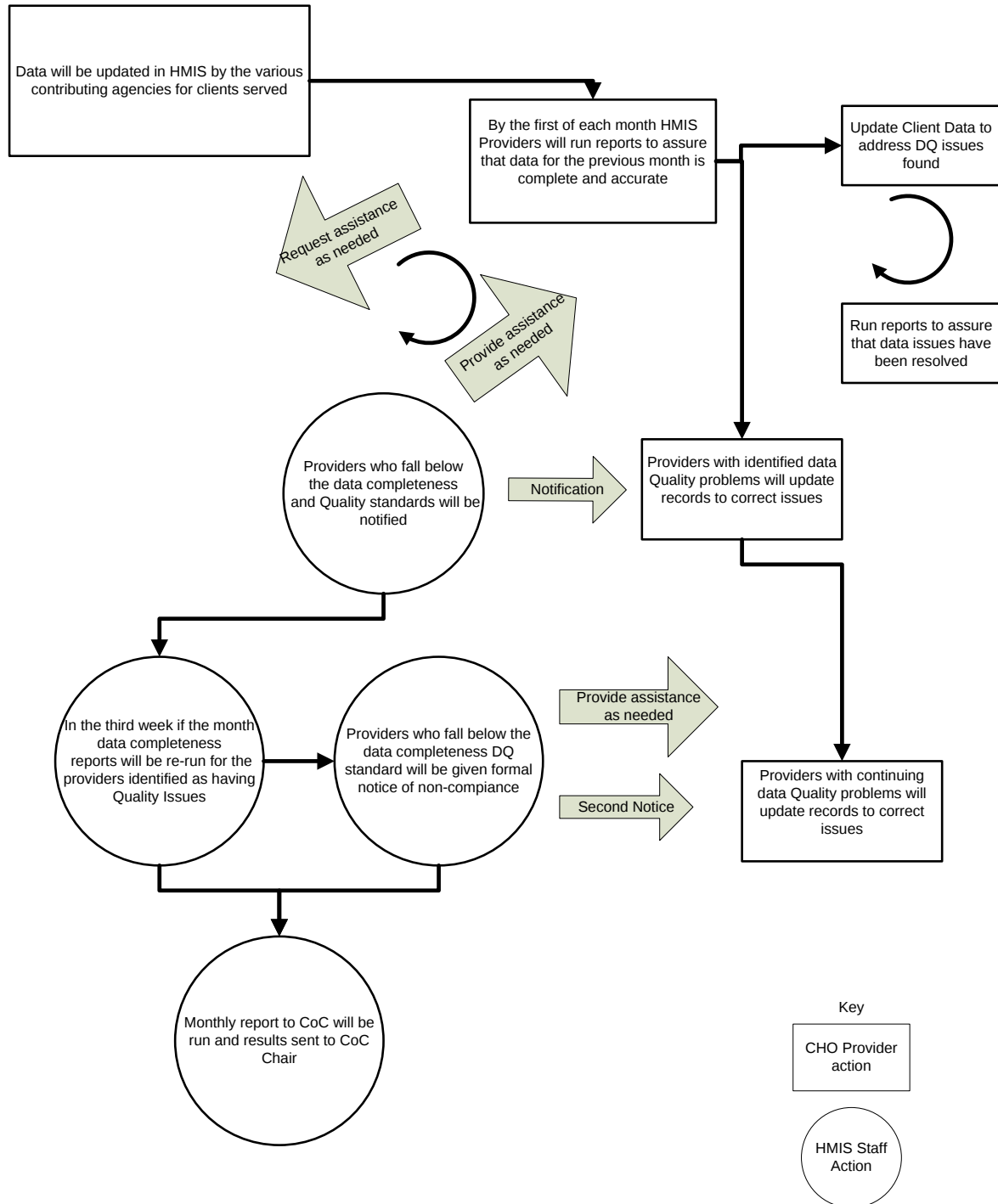
- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

To assure this, all HMIS participating programs, are expected to achieve and maintain the appropriate general data quality standard for their type of program and will be part of the review process.

Data Quality Improvement process:

- Where reporting shows that data quality falls below the data quality standard for a given provider
 - The provider will be contacted by HMIS staff to advise them that their data quality is below standard.
 - The provider's data quality score will be recorded in the data quality log maintained by the HMIS lead agency
 - The primary contact for the agency with below standard data will be contacted by email to advise them of the finding.
 - The provider will be given at least 10 days from the HMIS notification of the identified data quality issue(s) to update / correct data in system to meet data quality standards.
 - Where identified as needed by the HMIS staff or if requested by the provider targeted support and training will be scheduled and conducted.
 - In the last week of the month revised data completeness and DKR by data standard report will be run.
 - A copy of the revised data completeness and DKR by data standard report for those providers which had been identified as not meeting standards will be distributed to the chair of the CoC data committee monthly for review by the CoC data committee.
 - The provider's revised score will be recorded in the HMIS data quality log.
- Where data quality continues to fall below data quality standard and following the provider being notified and given adequate time and support to correct the data.
 - The CoC data committee and the agency staff will be given a formal notice of non-compliance.

Maine HMIS Monthly Data Quality Review and Data Correction Process



Addendum 3 - HMIS Fields and Data Standards based on common program types

Overview:

What follows are ten data standards based on common program types. As HMIS data requirements evolve, these standards will be updated to reflect current requirements. Almost all of the standards include all of the HUD Universal Data Elements with additional elements based on the specific program requirements.

The fields used in the standards are not all possible fields for a program type. These standards need to be considered only as an index of completeness not an exhaustive test of compliance with specific requirements.

Program Data Standards

UNIVERSAL DATA ELEMENTS (UDE):.....	2
MAINE UDE (ESG):	2
PROGRAMS WHICH MUST FILE AN APR WITH HUD:.....	3
PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS:	3
YOUTH (DHHS):	4
SUPPORTIVE SERVICES FOR VETERAN FAMILIES:	4
NON-HUD FUNDED HOUSING PROGRAMS:	5
NON-PATH OUTREACH AND SERVICES ONLY PROGRAMS:.....	5
SPECIAL STREET OUTREACH / PHONE CONTACT MINIMUM	6

UNIVERSAL DATA ELEMENTS (UDE):

1. Name (required to create an HMIS record)
 2. SS# and Client SSN Data Quality
 3. Date of Birth and
 4. Date of Birth Type
 5. Primary Race and Secondary Race
 6. Ethnicity
 7. Gender
 8. U.S. Military Veteran? (Over 18)
 9. Do you have a disability of long duration?
 10. Where did you stay last night?
 11. Zip Code of Last Permanent Address and
 12. Zip data quality for last permanent address
 13. Housing Status (HUD)
 14. Household ID (ServicePoint Generated)
 15. Program Entry Date
 16. Program Exit Date
 17. Client ID (ServicePoint Generated)
 18. Income received from any source in past 30 days?
-

MAINE UDE (ESG):

1. Name (required to create an HMIS record)
2. SS# and Client SSN Data Quality
3. Date of Birth
4. Date of Birth Type
5. Primary Race and Secondary Race
6. Ethnicity
7. Gender
8. U.S. Military Veteran? (Over 18)
9. Do you have a disability of long duration?
10. Where did you stay last night?
11. Zip Code of Last Permanent Address
12. Zip data quality for last permanent address
13. Housing Status (HUD)
14. Household ID (ServicePoint Generated)
15. Program Entry Date
16. Program Exit Date
17. Client ID (ServicePoint Generated)
18. Income received in the last 30 days?
19. Non-cash benefit received in the past 30 days?
20. Do you have a disability of long duration?

PROGRAMS WHICH MUST FILE AN APR WITH HUD:

1. Name (required to create an HMIS record)
 2. SS# and Client SSN Data Quality
 3. Date of Birth and Date of Birth Type
 4. Primary Race and Secondary Race
 5. Ethnicity
 6. Gender
 7. U.S. Military Veteran? (Over 18)
 8. Do you have a disability of long duration?
 9. Where did you stay last night?
 10. Zip Code of Last Permanent Address and Zip data quality for last permanent address
 11. Housing Status (HUD)
 12. Household ID (ServicePoint Generated)
 13. Program Entry Date
 14. Program Exit Date
 15. Client ID (ServicePoint Generated)
 16. Income received in the last 30 days?
 17. Non-cash benefit received in the past 30 days?
 18. Do you have a disability of long duration?
-

PROJECTS FOR ASSISTANCE IN TRANSITION FROM HOMELESSNESS:

Projects for Assistance in Transition from Homelessness (PATH) is a Substance Abuse and Mental Health Services Administration (SAMHSA) funded program and has specific data requirements dictated by SAMHSA. Some of the questions and the permitted answers are different from HUD's. To accommodate this, these items are recorded in different fields. For some PATH specific questions there is no Don't Know / Refused (DKR) option. So PATH programs are unlikely to have high DKR percentages.

1. Date of Birth Type
2. Primary Race
3. Ethnicity
4. Gender
5. Is Client Homeless?
6. How was client contacted?
7. Housing Status (PATH)
8. Length of time outdoors or in short term shelter
9. Principal Mental Illness Diagnosis
10. IS Client Ineligible for Path Enrollment?

Addendum 3 - HMIS Fields and Data Standards based on common program types

11. Housing Status (HUD)
12. Client ID (ServicePoint Generated)

YOUTH (DHHS):

1. Date of Birth Type
2. Primary Race
3. Ethnicity
4. Gender
5. Is Client Homeless?
6. How was client contacted?
7. Housing Status (PATH)
8. Housing Status (HUD)
9. Length of time outdoors or in short term shelter
10. Principal Mental Illness Diagnosis
11. IS Client Ineligible for PATH Enrollment?
12. Housing Status (HUD)
13. Client ID (ServicePoint Generated)

SUPPORTIVE SERVICES FOR VETERAN FAMILIES:

Supportive Services for Veteran Families (SSVF) has program specific requirements dictated by the funder which in general follow the HUD APR standards and are reported using a SSVF specific data export.

Because of the similarity to the APR demographic data collection requirements the CoC report fields used for this program could be similar to or the same as is decided on for the APR data standard.

1. Name (required to create an HMIS record)
2. SS# and Client SSN Data Quality
3. Date of Birth and Date of Birth Type
4. Primary Race and Secondary Race
5. Ethnicity
6. Gender
7. U.S. Military Veteran? (Over 18)
8. Do you have a disability of long duration?
9. Where did you stay last night?
10. Zip Code of Last Permanent Address and Zip data quality for last permanent address
11. Housing Status (HUD)
12. Household ID (ServicePoint Generated)

Addendum 3 - HMIS Fields and Data Standards based on common program types

13. Program Entry Date
 14. Program Exit Date
 15. Client ID (ServicePoint Generated)
 16. Income received in the last 30 days?
 17. Non-cash benefit received in the past 30 days?
 18. Do you have a disability of long duration?
-

NON-HUD FUNDED HOUSING PROGRAMS:

The HUD UDE fields are reported on in the overall HMIS APR and used in many places for client counts and demographic reporting. The minimum standard for these programs should be the same as the HUD UDE standard to count them as participating programs.

1. Name (required to create an HMIS record)
 2. SS# and Client SSN Data Quality
 3. Date of Birth and Date of Birth Type
 4. Primary Race and Secondary Race
 5. Ethnicity
 6. Gender
 7. U.S. Military Veteran? (Over 18)
 8. Do you have a disability of long duration?
 9. Where did you stay last night?
 10. Zip Code of Last Permanent Address and Zip data quality for last permanent address
 11. Housing Status (HUD)
 12. Household ID (ServicePoint Generated)
 13. Program Entry Date
 14. Program Exit Date
 15. Client ID (ServicePoint Generated)
-

NON-PATH OUTREACH AND SERVICES ONLY PROGRAMS:

The HUD UDE fields are reported on in the overall and used in many places for client counts and demographic reporting. The minimum standard for these programs should be the same as the HUD UDE standard to count them as participating programs.

1. Name (required to create an HMIS record)
2. SS# and Client SSN Data Quality
3. Date of Birth and
4. Date of Birth Type

Addendum 3 - HMIS Fields and Data Standards based on common program types

5. Primary Race and Secondary Race
 6. Ethnicity
 7. Gender
 8. U.S. Military Veteran? (Over 18)
 9. Do you have a disability of long duration?
 10. Where did you stay last night?
 11. Zip Code of Last Permanent Address and Zip data quality for last permanent address
 12. Housing Status (HUD)
 13. Household ID (ServicePoint Generated)
 14. Program Entry Date
 15. Program Exit Date
 16. Client ID (ServicePoint Generated)
-

SPECIAL STREET OUTREACH / PHONE CONTACT MINIMUM

There are a few programs which have minimal ongoing contact with clients where collecting the entire UDE may be unrealistic for some clients. This standard represents the minimum data that is required to allow for reduplication and basic demographics.

1. Name
2. Date of Birth and
3. Date of Birth Type
4. Primary Race and Secondary Race
5. Ethnicity
6. Gender
7. U.S. Military Veteran? (Over 18)
8. Do you have a disability of long duration?
9. Housing Status (HUD)
10. Client ID (ServicePoint Generated)

Addendum 3 - HMIS Fields and Data Standards based on common program types

Revision History:

Version	Date	Description of changes
1.0	5/16/2013	First version
1.1	10/23/2013	Updates to language and field numbering

Maine HMIS Data Quality Standards

Developed by:
MaineHousing HMIS Staff
and
Maine HMIS Advisory Group

Revised August 2014

BLANK PAGE

Maine HMIS Data Quality Standards

Table of Contents

GENERAL INFORMATION	4
1.1 Overview	4
1.2 Development of Standards	4
1.3 Definition of Quality HMIS Data.....	4
1.4 VAWA Comparable Database Data Quality Requirement.....	4
1.5 Legal Services Providers.....	5
DATA QUALITY STANDARDS.....	5
2.1 Timeliness	5
2.2 Completeness	5
2.3 Accuracy.....	6
2.4 Consistency.....	6
2.5 Coverage.....	7
2.6 Program Description.....	7
IMPLEMENTATION AND MONITORING	8
3.0 Data Quality Reports	8
4.0 Monitoring.....	8
4.1 Quality Benchmarks	8
5.0 Incentives.....	9
6.0 Agency and User Agreements	9
7.0 Supporting and Enabling Documents.....	9
8.0 Document Availability:.....	10
9.0 Addendums	10
Adoption of Maine HMIS Data Quality Standards.....	11

Maine HMIS Data Quality Standards

GENERAL INFORMATION

1.1 Overview

These Data Quality Standards define baseline data completeness and data quality standards required of any agency or CoC Project participating in the Maine Continuum of Care or the Portland Continuum of Care (each a “CoC”) that records data in the Maine Homeless Management Information System (“HMIS”). Complete records are required to facilitate confidential reporting and analysis on the extent and characteristics of homelessness including:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems
- Identification of gaps, needs, and needed system changes
- Reporting required by HUD and other funders.

The Data Quality Standards were developed after review of HUD rules and other best practices including the Health Insurance Portability and Accountability Act (HIPAA) standards for securing and protecting patient information and the requirements in the Substance Abuse Confidentiality Regulations (42 CFR Part 2).

Definitions: See Addendum 1 – HMIS Related Definitions for a complete list of definitions for terms.

1.2 Development of Standards

The Maine Homeless Management Information System Data Quality Standards were developed by MaineHousing, the HMIS Lead Agency, with input from the Maine HMIS Advisory Group (whose members consisted of four members of each CoC and a representative of the HMIS Lead Agency), and with HUD Technical Assistance from the Cloudburst Consulting Group.

1.3 Definition of Quality HMIS Data

Quality HMIS data is data recorded in the HMIS that accurately reflects the actual clients served and the actual services provided to those clients. Having quality data allows for the generation of quality reports and projections from the data system. The data quality goal is to record the most accurate, consistent and timely information possible in order to provide data to support better service delivery and to draw accurate conclusions about the extent of homelessness and the impact of homeless services.

1.4 VAWA Comparable Database Data Quality Requirement

Victim service providers, covered under the Violence against Women Act (VAWA) are prohibited by law from entering identifying client data into the designated HMIS. Where they are funded under McKinney-Vento, these providers are required by HUD to participate in a HMIS comparable system. The comparable system must meet all data collection, privacy, and security requirements of HMIS. Data in the comparable system must meet all applicable data quality standards listed in this document. Note: Programs that provide services to victims but whose primary mission is not to provide services to victims of domestic violence, dating violence, sexual assault, or stalking are not prohibited from participating in HMIS.

Maine HMIS Data Quality Standards

1.5 Legal Services Providers

Programs whose primary mission is to provide legal services are not prohibited from disclosing personally identifying data about a client and/or the services they receive to the HMIS. A legal services program may provide personally identifying data, Universal Data Elements (UDEs), about a client and a general “legal services” service transaction type to the HMIS but may opt not to disclose specific services provided if the services delivery data is protected by the attorney-client privilege. Specifics of data standards and participation in HMIS by legal services programs and providers will be determined on a case by case basis involving the legal services program’s funder(s), the HMIS Lead Agency, and appropriate committees of the CoCs.

DATA QUALITY STANDARDS

The data quality standards for the HMIS are applicable to all HMIS participating CoC Projects regardless of specific agency or funding source. It is recognized that different types of CoC Projects and different client populations will have different challenges and program specific requirements. All participating CoC Projects are expected to achieve and maintain data completeness and data quality as set forth below.

2.1 Timeliness

Ideally, client and service data will be entered and updated in the HMIS in real-time, as it happens.

The baseline standard for timeliness is that all client data for any given month, including new entries, changes in data, or recording of service delivery will be entered by the 10th day of the following month.

Generally, all client data, including new entries, changes in data, and recording of a service delivery must be entered within 2 business days of entry.

2.2 Completeness

The baseline standard for completeness is that all required fields will have an accurate answer.

At minimum, answers for each of the most current HUD identified UDEs are required. Different types of programs and client populations will often have more than the UDE data as program specific requirements.

The data completeness of any program will be reviewed in relation to the data requirements of the program as defined by HUD or other funding sources where that data requirement is greater than the HUD UDE.

Phone Based and Street Outreach Programs: It is recognized that some low-contact programs such as phone-based help lines and street outreach pre-engagement programs may not be able to collect the entire UDE. The standard for these programs is to collect a name, date of birth, and gender of a client and to initiate a record within the HMIS at the earliest possible time. It is expected that most clients will have the minimum UDE obtained and entered as the outreach contact with the client continues.

Maine HMIS Data Quality Standards

Program Specific Standard: In the case where a phone based or street outreach program is unable to collect and record the complete UDE for all or a significant percentage of its clients, the HMIS Lead Agency and appropriate committees of the CoCs will review the provider's data quality challenges and establish an appropriate and achievable standard for improving the data completeness.

2.3 Accuracy

All client-related data entered into the HMIS shall be a reflection of the information provided by the client, and data obtained and documented by the intake assessment, case manager, or other reliable sources.

Participating agencies and their program staff are responsible for assuring the accuracy and overall quality of data entered into the HMIS. Where data issues are noted or the agency staff has difficulty entering, correcting, or maintaining client data in accordance with these standards, it is the responsibility of the agency to request assistance from the HMIS Lead Agency and to work with the HMIS Lead Agency to facilitate data review and correction.

2.4 Consistency

To assure consistent and accurate data is entered into the Maine HMIS, and to allow for accurate and consistent reporting, the HMIS Lead Agency will provide ongoing training and support to the participating agencies and their staff.

HMIS training and support will rely on published data standards such as the most current HUD Homeless Management Information Systems (HMIS) Revised Notice and the definition of fields and field values outlined in that notice.

Data elements not included in that notice but required by a funding source as defined by the funding source will be documented in the Addendum 3 – Maine HMIS Fields and Data Standards by Program Type.

To assure consistent training, all HMIS training for new agency staff and annual HMIS training updates will be conducted by HMIS Lead Agency Staff using structured training curriculum and proficiency testing processes.

- The HMIS Lead Agency will provide regular HMIS training opportunities throughout the year.
- All new intake and data entry staff (HMIS Users) must successfully complete initial training on both data collection and the HMIS software prior to conducting client assessments and/or acquiring access to the HMIS.
- All HMIS Users must attend annual HMIS training and show continued proficiency on data elements, and best practices for use of the HMIS software and data collection.

To ensure that all HMIS Users are knowledgeable of the data standards and of specific data collection requirements:

Maine HMIS Data Quality Standards

- Training for HMIS users and agency staff regarding reports and the use of reports will be provided by HMIS Lead Agency staff trainers to ensure that all HMIS Users are knowledgeable of the data standards and of specific data collection requirements
- Regular training of non-HMIS User intake staff: It is strongly encouraged that intake staff persons and others who collect client data for use in the HMIS, who are not HMIS users, attend training annually, show proficiency on data elements, and understand the best practices for collection.

2.5 Coverage

In the HEARTH ACT, measures of HMIS participation rate or coverage and requires reporting of coverage rates and service volume coverage rates as established by HUD. The baseline standard for coverage is that PPI for all clients served by all agencies serving homeless persons in the CoCs will be collected and entered into the in HMIS.

2.6 Program Description

All agencies and CoC Projects participating in the CoCs, including but not limited to the CoC Projects participating in the HMIS, are required to provide the HMIS Lead Agency with up-to-date and accurate information regarding the HUD Program Descriptor Data Elements for their agencies and CoC Projects.

All CoC Projects providing services to persons at-risk or experiencing homelessness within the boundaries of the CoCs are required to provide and update all the required HUD Project Descriptor Data Elements as needed for accurate reporting and at least annually.

HUD requires that the HMIS be the central repository of information about homelessness in the CoCs, including information about CoC Projects and clients and to identify CoC Projects that are providing direct service to clients and those who are the corporate office or agency office. This standard supports the Annual Performance Report (APR) and other required reports.

Maine HMIS Data Quality Standards

IMPLEMENTATION AND MONITORING

3.0 Data Quality Reports

Each HMIS User has access to self-service reporting in the ServicePoint advanced reporting tool (ART). Available reports assist Users to address specific data quality and completeness issues. These reports can be run by any HMIS User to report on their agency's CoC Projects or to review their HMIS data. Reports provide individual CoC Projects with information to troubleshoot their data and resolve data issues.

Updated and Changed Reports: As HUD requirements change, reports will be updated or added to comply with HUD requirements and to meet local data needs. Where ever possible, data quality monitoring will be done using reports provided by the HMIS Vendor and reports based on standards established by HUD requirements and HUD report programming recommendations.

When reports are added or updated report changes will be documented and announced on the MaineHMIS.org website.

4.0 Monitoring

The HMIS Lead Agency has the primary responsibility for conducting data quality monitoring on behalf of the CoCs.

The CoCs have the primary responsibility for enforcing the Data Quality Standards and ensuring that agencies maintain quality data through the Data Quality Maintenance Plan.

The HMIS Lead Agency will oversee an ongoing Data Quality Review and Maintenance process as described in the Addendum 2 – Maine HMIS Data Quality Maintenance Plan and in compliance with published HUD requirements.

The HMIS Lead Agency will engage in a process of HMIS data monitoring to ensure that the standards outlined in this document and its addendum(s) are maintained and that when data quality problems are identified, those issues are responded to and resolved.

To support the CoCs' responsibility for enforcing compliance with the Data Quality Standards, the HMIS Lead Agency will provide HMIS Users with self-service ART reports and provide data quality benchmark reports to appropriate CoC committees and participating agencies.

The HMIS Lead Agency will regularly update the appropriate CoC committee(s) on the quality of HMIS data recorded by agencies and CoC Projects in the CoC.

In cases where it is identified that an agency or CoC Project in an agency consistently does not meet the standards, that agency or CoC Project will receive follow-up monitoring and assistance from the HMIS Lead Agency as outlined in the Data Quality Maintenance Plan.

4.1 Quality Benchmarks

Maine HMIS Data Quality Standards

To ensure consistent data quality, all CoC Projects are monitored by the HMIS Lead Agency regarding data standards based on program type, funding or agency-specific requirements, and in accordance with any and all HUD requirements for the program type.

The HMIS Addendum 3 – Maine HMIS Fields and Data Standards by Program Type presents the specific data quality monitoring standards used in reporting to the CoCs.

5.0 Incentives

To provide positive re-enforcement for service providers who achieve and maintain data of the extent and quality outlined in this standard, the HMIS Lead Agency will award annual recognition honors to participating agencies who have maintained consistently high quality HMIS data or who have substantially improved data quality.

The CoCs may also provide data quality incentives to HMIS participating agencies that consistently meet or exceed the Data Quality Standards.

6.0 Agency and User Agreements

Each HMIS participating agency will execute a participation agreement with the HMIS Lead Agency and agree to:

- Follow all HMIS standards set by HUD and the CoCs
- Provide adequate resources for accurate, timely and complete data collection and entry into the HMIS
- Provide oversight of agency employees using HMIS
- Comply with the HMIS Lead Agency's obligations for data management, privacy, confidentiality, data monitoring, and reporting.

All Users will execute an End User Agreement with the HMIS Lead Agency and agree to:

- Follow all HMIS standards – HUD baseline and local requirements,
- Collect and enter complete and accurate data into the HMIS,
- Protect the privacy of clients,
- Follow all HMIS security requirements.

7.0 Supporting and Enabling Documents

The following documents set forth the framework and basic HMIS requirements for HUD funded CoC Projects and others in the CoC Projects as of the date of August, 2014. Should these documents be superseded with updates or revisions, the most recent published versions will be applicable.

- Continuum of Care Interim Final Rule, July 2012
- Housing and Urban Development (HUD) Homeless Management Information System (HMIS) Data and Technical Standards, July 2004
- HUD Notice The Violence Against Women Reauthorization Act of 2013 (VAWA 2013), August 2013
- HUD Supportive Housing Program (SHP) Annual Homeless Assessment Report (AHAR)
- Violence Against Women Reauthorization Act of 2013, March 3013
- Emergency Solutions Grants interim rule, December 2011
- HMIS Data Dictionary (2014)

Maine HMIS Data Quality Standards

- HMIS Data Standards Manual: A Guide for HMIS Users, CoCs and System Administrators (2014)
- Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act), December 2011 Proposed Rules
- Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act), July 2012 Rules
- HUD Supportive Housing Program (SHP) Annual Progress Report (APR)
- HUD Supportive Housing Program (SHP) Notice of Funding Availability (NOFA)

8.0 Document Availability:

The current version of this document and any updates and addendum will be maintained for download on the mainehmis.org web site.

9.0 Addendums

Updates to these addendum documents may be made by the HMIS Lead Agency when needed to comply with changing HUD rules and requirements or other changing laws, rules, or regulations.

Addendum 1 – Maine HMIS Related Definitions

Addendum 2 – Maine HMIS Data Quality Maintenance Plan

Addendum 3 – Maine HMIS Fields and Data Standards by Program Type

Maine HMIS Data Quality Standards

Adoption of Maine HMIS Data Quality Standards

The Maine Continuum of Care and the Portland Continuum of Care each represent that they have reviewed and understand and agree to the Maine HMIS Data Quality Standards dated _____, 2014

This HMIS Data Quality Standards are subject to annual review. Between annual reviews, updates to the HMIS Data Quality Standards may be made by the HMIS Lead Agency when needed to comply with HUD rules and requirements or other laws, rules, or regulations. All covered homeless organizations and the two CoCs will be advised when any such changes are made.

NAME

For the Maine CoC

DATE

NAME

For the Portland CoC

DATE

NAME

Title:_____

For MaineHousing the HMIS Lead
Agency

DATE