

MICHIGAN STATEWIDE HMIS JOINT GOVERNANCE CHARTER

I. Objective

The Charter is designed to provide a frame for Michigan’s multi-jurisdiction HMIS implementation, as presented in Section 508.7 of the Federal Register / Vol. 76, No. 237 Homeless Management System Requirements. It is recognized that operation of the Statewide HMIS requires ongoing collaboration from member Continuum of Cares through participation in monthly System Coordination Meetings, known as the “Monthly System Administrator Call-In”.

This Joint Governance Charter establishes Office of Community and Economic Development (OCED) as the HMIS Lead Agency for Washtenaw County, defines general understandings, and defines the roles and specific responsibilities of each party relating to key aspects of the governance and operation of the HMIS Project.

The Washtenaw County CoC agrees to adopt the Michigan Statewide shared HMIS platform vendor, Bowman Systems Inc. ServicePoint. The Washtenaw County CoC agrees that administration of the shared platform will be provided by the Michigan Coalition Against Homelessness (MCAH), under contract with the Michigan State Housing Authority (MSHDA). The Washtenaw County CoC further agrees to operate the local CoC Implementation in compliance with HUD Data Standards and the Michigan Statewide Operating Policies and Procedures.

II. Duration

This joint charter may be amended at anytime, but it will be updated and/or renewed minimally every July. During annual the update and/or renewal, the parties will revise and affirmatively agree to the terms of this relationship. The process of this renewal is intended to ensure continued consistency and compliance with HUD regulations.

III. Governance and Participation

1. CoC Governance

The CoC is the lead planning group for HUD-funded efforts to end homelessness and for implementing and operating a homeless CoC system. As such and per HUD policy, the CoC is responsible for HMIS Project oversight and implementation, which encompasses planning, administration, software selection, and reviewing and approving of all policies, procedures, and data management plans governing Contributing HMIS Organizations (described below).

2. Contributing HMIS Organizations (“CHO”)

A CHO is defined as an organization that participates in the HMIS. CHO participates by contributing Protected Personal Information (PPI) or other client-level data to the MHMIS. CHOs must enter into

Participation Agreements in order to contribute such data to the MHMIS. The authority to enter into Participation Agreements with CHOs for the purposes of ensuring compliance with all applicable HUD and CoC HMIS Project requirements, including the operation of a program-level MHMIS-compliant system, rests with the HMIS Lead Agency.

3. CHO HMIS Agency Administrator

A CHO HMIS Agency Administrator is defined as a single point-of-contact, established by each CHO, who is responsible for day-to-day operation of the CHO data collection system, ensuring program-level data quality according to the terms of the Participation Agreement and associated data quality plan, and managing the upload process from the CHO program-level HMIS-compliant system to the HMIS.

IV. General Understandings

1. Compliance with HMIS Standards

It is the responsibility of the CoC to ensure that the HMIS Lead Agency is operating the HMIS Project in compliance with the latest HUD HMIS Technical Standards, HUD HMIS Data Standards, and other applicable laws. The parties agree to update this joint charter, other HMIS Project operational documents, and HMIS Project practices and procedures in order to comply with any updates to these standards established in notices or other guidance, within the HUD-specified timeframe for such changes.

2. Local Operational Policies and Agreements

All agencies within the Washtenaw County CoC agree to operate within the most current release of MHMIS Policies and Procedures, developed by the Michigan Coalition Against Homelessness (MCAH), HMIS lead agency, Office of Community and Economic Development (OCED). These policies and procedures include but are not limited to an operating policies and procedures manual for use and management of data (including procedures for ensuring the security of data, disaster recovery, and data quality assurance), privacy policies and notices, data collection and technical standards for CHOs, Participation Agreements, and End User Agreements.

As needed, changes to the policies and procedures may be made from time to time at the request of the CoC, Michigan Coalition Against Homelessness (MCAH), or the Lead HMIS Agency to comply with HUD HMIS standards or otherwise improve HMIS operations. During any such modification periods, all existing HMIS policies and procedures will remain in effect until such time as the Washtenaw CoC approves the changes.

V. Roles and Responsibilities

Michigan State Housing Development Authority (MSHDA)

- a) Grantee for the Michigan Statewide HMIS Implementation.
- b) Sub-contract for administration of the statewide platform.
- c) Ongoing contract compliance.

Michigan Coalition Against Homelessness (MCAH)

- a) Management of the Statewide Vendor Contract.
- b) Host the Statewide coordination meeting – the Monthly SA Call-In.
- c) Define privacy and security protocols that allow for the broadest possible participation.
- d) Provide Statewide Operating Policies and Procedures that represent the minimum standards for participation. Local CoCs may add additional requirements as negotiated locally.
- e) Provide for system administration and analyst staffing of help desk services between 9am and 5pm workdays and after-hours emergency response.
- f) Provide training and ongoing collaboration regarding cross-jurisdiction system operation, measurement and research activities including:
 - o Negotiation and training on basic workflows for all users and specialized workflows for cross-jurisdiction funding streams.
 - o HUD mandated activities including HAG, PIT, HIC, APR and the AHAR.
 - o Annual publication of Statewide and Regional unduplicated homeless counts.
 - o Research projects that involve statewide data sets such as SHADOW.
 - o Maintain a suite of data quality, demographics, and outcome reports available to all CoCs on the System.
 - o Support for local Continuous Quality Improvement efforts.

Washtenaw County CoC Responsibilities

The CoC serve as the lead HMIS Project governance body, providing oversight, project direction, policy setting, and guidance for the local HMIS. Ensuring and monitoring compliance with relevant HUD regulations and standards;

- a) Record in official meeting minutes all approvals, resolutions, and other key decisions of the CoC that may be required by HUD rules related to the HMIS governing body;
- b) Designate the HMIS Lead Agency
- c) Review and approving all HMIS Project operational agreements, policies, and procedures;
- d) Review data quality standards and plans, and establishing protocols for addressing CHOs' compliance with those standards;
- e) Promote the effective use of HMIS data, including measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs;
- f) Use HMIS data to inform CoC program and system design, and measuring progress toward implementation of community Plans to End Homelessness and other CoC-established goals ;
- g) Assist the HMIS Lead in providing all local information as necessary for compilation of the annual Housing Inventory Count (HIC), the HMIS elements of the annual Point-in-Time (PIT) Count, Annual Homeless Assessment Report (AHAR);
- h) Assist the HMIS Lead in coordinating participation in the HMIS (and broader Continuum of Care) by all homeless prevention and assistance programs and other mainstream programs serving homeless people or working to prevent homelessness.
- i) Ensure that CoC has in place all of the policies and procedures necessary to be in compliance with the HMIS requirements in the 2010 HMIS Data Standards, and any local HMIS requirements.

- j) Ensure participation in the HMIS by all CoC and Emergency Solutions Grant (ESG) funded programs, according to HUD prescribed requirements.

Office of Community and Economic Development (OCED), Lead HMIS Agency

- a) Plan the local HMIS implementation to maximize the greatest possible participation from homeless service providers.
- b) Fund the cost for local licenses to the Statewide System via contracts with Bowman Systems.
- c) Comply with Michigan Statewide Privacy Protocols as specified in the QSOBAAs, Participation Agreements and the User Agreement Code of Ethics.
- d) Adopt any additional standards of practice beyond those identified in the Statewide HMIS Operating Procedures.
- e) Ensure data quality and participate in local compliance monitoring.
 - o Establish data quality benchmarks for CHOs, including bed coverage rates, service-volume coverage rates, missing/unknown value rates, timeliness criteria, and consistency criteria;
 - o Monitor compliance by all CHOs with HMIS participation requirements, policies and procedures, privacy standards, security requirements, and data quality standards through an annual review.
- f) Staff at least one local System Administrator and assure that each participating agency has identified an Agency Administrator. The System Administrator will:
 - o Complete and demonstrate competence in statewide required training in privacy, security and system operation (provider page, workflows and reports).
 - o Train local users on HUD, MSHDA and other prescribed workflows
 - o Support data organization and completion of Provider Pages for participating agencies.
 - o Assign licenses to Agency Administrators and/or users.
 - o Host local HMIS operations meeting(s) or assure that Agency Administrators are attending the Statewide User Meetings.
 - o Assure that all users are trained in privacy, security and system operation.
 - o Participate in HUD mandated measurement including HAG, PIT, HIC, APRs and the AHAR as appropriate.
 - o Participating in the annual count process and support publication of local reports.
 - o Support the CoCs Continuous Quality Improvement efforts.

VI. Signatures

Signed: _____ Date: _____

CoC Representative: _____ Title: _____

Signed: _____ Date: _____

HMIS Lead Agency: _____ Title: _____