

Minnesota Homeless Management Information System

Memorandum of Understanding for Lead Agency and System Administrator Duties Among the Lead Agency Institute for Community Alliances, The 10 Minnesota Continuums of Care, and The MN HMIS Governing Board

A. Goals and Objectives

This Memorandum of Understanding is intended to confirm agreements between each of the ten Continuums of Care (CoC) in Minnesota, the Institute for Community Alliances (ICA), and The MN HMIS Governing Board for the operation of Minnesota's Homeless Management Information System (HMIS). As such, each Memorandum of Understanding sets forth the general understandings, terms, authority, services, and specific responsibilities of each party relating to key aspects of the governance and operation of the Minnesota HMIS.

B. Background

By federal mandate, each CoC across the United States is responsible for selecting an HMIS software solution that complies with the U.S. Department of Housing and Urban Development (HUD) data collection, management, and reporting standards. There are ten regional Continuums of Care in Minnesota, namely: Central, Hennepin County, Northeast, Northwest, Ramsey County, Suburban Metro Area CoC (SMAC), Rochester/Southeast, Southwest, St. Louis County, and West Central. Minnesota's ten CoCs have jointly agreed to operate a statewide HMIS and to provide HMIS oversight through a shared HMIS Governing Board. In addition, each CoC provides funding to support the statewide Minnesota HMIS.

C. Purpose of HMIS

HMIS is used to: aggregate data about the extent and nature of homelessness over time; produce an unduplicated count of homeless persons; understand patterns of service use; measure the effectiveness of homeless assistance projects and programs; and as a tool to prevent and end homelessness (Coordinated Entry, case management, homeless fund management, reducing duplication of data entry, data sharing, service collaboration, referrals, etc.). Data produced are used for planning, education and reporting to funders.

D. Duration

This MOU is effective January 1, 2019 to December 31, 2019.

E. Designations

HMIS Software - The CoC designates WellSky's ServicePoint (SP) as the primary technical solution for Minnesota's HMIS.

HMIS Lead and System Administrator - The Institute for Community Alliances (ICA), a non-profit organization based in Des Moines Iowa, is designated as the official statewide Minnesota HMIS lead agency (LA) and state system administrator (SSA) for all 10 CoC geographic areas.

F. Specific Responsibilities of the Parties

a. Responsibilities of the ten Continuums of Care:

- i. Designate a single information system as the official HMIS software for the geographic area;
- ii. Designate an HMIS Lead to operate the system;
- iii. Provide for governance of the HMIS Lead, including;
 1. Participate in a shared HMIS Governance structure;
 2. Require that the HMIS Lead enter into written HMIS Participation Agreements with each Contributing HMIS Organization (hereinafter referred to as "CHO") requiring the CHO to comply with federal regulations regarding HMIS
 3. Hold CHOs responsible for failure to comply with regulations, including imposing sanctions; and
 4. Impose the participation fee, if any, charged by the HMIS;
- iv. Maintain documentation in compliance with federal regulations and with the MOU;
- v. Review, revise, and approve the HMIS policies, privacy and security plan, and data quality plan for the HMIS as required by federal regulation;
- vi. Develop and implement a plan for monitoring the HMIS to ensure that:
 1. CHOs consistently participate in HMIS;
 2. HMIS is satisfying the requirements of all regulations and notices issued by HUD;
 3. The HMIS Lead is fulfilling the obligations outlined in its HMIS Governance Charter and Agreement with the CoC, including the obligation to enter into written participation agreements with each contributing CHO
- vii. Commit to utilize the statewide HMIS network and seeking HUD and other resources to help fund the collective system.
- viii. Support and reinforce HMIS data collection and production of the following reports:
 1. Sheltered Point-in-Time Count;
 2. Housing Inventory Chart;
 3. System Performance Measures (SPM);
 4. Longitudinal System Analysis (LSA)/Annual Homeless Assessment Report (AHAR); and
 5. Annual Performance Reports (APRs).
 6. Annual Community Needs and Gaps Analysis
- ix. Fund the system at a level as outlined by the HMIS Finance Committee (a committee of the HMIS Governing Board) in the Funding Policy.

b. Responsibilities of the designated Lead Agency, the Institute for Community Alliances:

- i. Conduct day-to-day operational requirements of the HMIS software and system;
- ii. Generate, develop, refine, make available, and submit reports as required for HUD compliance, including HUD funding application reporting requirements, performance measures, sheltered point-in-time count, housing inventory chart, AHAR, APR's, and other reporting that becomes a requirement by HUD during the timeframe of this MOU;

- iii. Assist the Continuums of Care with design and implementation of their Coordinated Entry System within HMIS;
- iv. Assist the Continuums of Care with implementation of performance measures within HMIS, specifically System Performance measure reports and data analysis to be utilized for community planning;
- v. Ensure compliance with data transfer requirements for the Supportive Services for Veteran Families (SSVF) and Runaway and Homeless Youth (RHY) programs;
- vi. Facilitate, monitor, and report to CoCs the participation of all agencies submitting data to HMIS and ensuring compliance with federal HMIS requirements;
- vii. Implement and maintain compliance with written HMIS policies and procedures as approved by the statewide HMIS Governing Board and in accordance with § 580.31 for all CHOs;
- viii. Execute a written HMIS Participation Agreement with each participating CHO and ensure the agreement includes: the obligations and authority of the HMIS Lead and CHO, the requirements of the security plan and privacy policy with which the CHO must abide, sanctions for violating the HMIS Participation Agreement, and an agreement that the HMIS Lead and the CHO will process Protected Identifying Information consistent with the agreement;
- ix. Serve as the applicant to the US Department of Housing and Urban Development (HUD) for CoC grant funds to be used for HMIS activities for the CoC's geographic area, as directed by the CoC and entering into grant agreements with HUD to carry out the HUD-approved HMIS activities;
- x. Monitor data quality and train end users, agencies and the CoC to obtain and retain high quality data from all CHOs;
- xi. Implement and monitor a security plan, an updated data quality plan, and a privacy policy to the CoC on a timeline agreed on by the CoC, HMIS Governing Board and HMIS Lead and in accordance with all HUD rules, notices, and guidance establishing the requirements of these plans. The HMIS Lead, in conjunction with the HMIS Governing Board and CoC, must review and update the plans and policy at least annually. During this process, the HMIS Lead must seek and incorporate feedback from the CoCs, State Agencies and other HMIS stakeholders;
- xii. Participate in the design of and follow the HMIS Governance Annual Work Plan and system-level priorities;
- xiii. Assure transparency in resource management, prioritization, and operations. Provide regular reporting on resource management, as directed by HMIS Governance;
- xiv. Support the broad use of HMIS as a tool to document and end homelessness, and serve those experiencing it
- xv. Ensure system performance, including the ongoing availability and accessibility of the HMIS software and system;
- xvi. Provide HMIS and HMIS-subject related trainings to end users, agencies, coordinators, funders, and planners to ensure access and as needed for the purposes of: service delivery, documentation, coordinated entry, reporting, planning, and compliance, striving for good customer satisfaction in doing so;

- xvii. Implement a customer satisfaction feedback and improvement process to promote customer satisfaction;
- xviii. Encourage and support using HMIS to its maximum potential, including increasing functionality, incorporating innovations, and assuring adaptivity, as appropriate;
- xix. Ensure ICA is properly staffed based on the annual budget and system level priorities to achieve responsibilities, deliverables and services described in this MOU, including:
 - 1. Data Analyst:
 - 2. Report Writer:
 - 3. Regional System Administrators: Each CoC will have at a designated System Administrator.
- c. Responsibilities of MN HMIS Governing Board:
 - i. Develop HMIS policies and procedures. These policies and procedures must comply with all applicable Federal law and regulations, and applicable state or local governmental requirements. The HMIS Governance may not establish local standards for any CHO that contradicts, undermines, or interferes with the implementation of the HMIS standards as prescribed in b. xi. Privacy;
 - ii. Develop a data privacy policy. At a minimum, the privacy policy must include data collection limitations; purpose and use limitations; allowable uses and disclosures; openness description; access and correction standards; accountability standards; protections for victims of domestic violence, dating violence, sexual assault, and stalking; and such additional information and standards as may be established by HUD. Every organization with access to protected identifying information must implement procedures to ensure and monitor its compliance with applicable agreements and the requirements of this part, including enforcement of sanctions for noncompliance;
 - iii. Oversee and monitor HMIS funds, functionality and performance;
 - iv. Provide directions and guidance on HMIS practices; and
 - v. Set and jointly approve with HMIS Lead an annual HMIS Work Plan, priorities, budget, and policies.

G. Deliverables and timeframes

Following is an outline of core deliverables. The timeframe listed indicates whether the deliverable is an expectation of on-going operations, effective on the date of agreement, or a deliverable due to begin on a specific date.

Ongoing Deliverables-

Compliance and Oversight	
HMIS Standards: Operate HMIS in compliance current HMIS Technical Standards, HUD HMIS Data Standards and other applicable state or federal laws, assuring providers are trained and monitored on how to be compliant with said standards and laws.	Ongoing
Data Privacy: Operate HMIS in compliance with data privacy and data security regulations/requirements (state, federal, and funder), assuring providers are trained and monitored on how to support compliance.	Ongoing

Adhere to Minnesota HMIS Policies and Procedures. Make recommendations to HMIS Governance on improvements to policies related to compliance, system quality or functionality.	Ongoing
Participation: Review, monitor and report HMIS bed coverage rates to the CoC and HMIS Governance, making recommendations and supporting improved coverage.	Annually with additional reviews as designed by HMIS Governance
Data Quality	
Provide a minimum of quarterly reports to CoCs on data quality. Make recommendations for improvements to data quality and support local agencies, state agencies and CoCs on continuous quality improvement efforts.	Quarterly
Contract with Software Vendor	
Manage contract with WellSky on behalf of the HMIS Governing Board providing regular updates to the Governing Board members	Ongoing
Collaboration and Communication	
Staff and engage in HMIS Governing Board and Committee meetings and attend CoC, and Homeless meetings at the request of HMIS Governance.	Ongoing
Host and manage the Minnesota HMIS website.	Ongoing
Provide emails to HMIS users and stakeholders regarding compliance, education, awareness or input.	Ongoing
Provide written updates to the HMIS Governing Board and CoC Coordinators that include: <ul style="list-style-type: none"> • Data quality updates • Project updates • New projects 	Monthly
User Training and Support	
Help Desk: Provide System Administrator and analyst staffing of help desk services between hours of 8:30-4:30 workdays AND provide after-hours emergency response to system outages. Requests for help should be responded to within 4 hours.	Ongoing
New User Trainings: Provide both online and/or in-person new user trainings monthly.	Ongoing
Program specific training: Provide customized trainings for specific programs to help assure all data elements and other funder requirements are understood and reported.	Ongoing
Maximize use of HMIS: Support and train on the utilization of enhanced and customized system functions that enable agencies and CoCs to improve quality of service, assess effectiveness of programs and the overall system, gain efficiencies, reduce duplication of data entry and encourage overall desire to utilize HMIS as a tool to prevent and end homelessness.	Ongoing
Budget	
Provide budget reports that clearly compare fiscal year-to-date actuals (income and expenses), summarized by categories, to original and revised budgets.	Monthly

Reporting and Customized System Set-up	
Customized Reports: Respond to and support requests from CoCs, state agencies and CHOs for customized reports. Respond to requests within 10 business days. Follow HMIS Governance protocol on prioritization when there is a bottleneck.	Ongoing
HUD: Assure HMIS reports are available for required HUD mandates, performance measures, annual/activities reports (PIT, HIC, SPM, APR, AHAR) and for data requested during the annual NOFA competition.	Ongoing
Coordinated Entry: Support continued improvement of Coordinated Entry processes within HMIS	Ongoing
Modules: Support set-up, training, and customization for HMIS modules into system functioning. Modules will be identified as needed by the HMIS Governing Board.	Ongoing
Local System Administration	
State Agency and CoC staff trained and licensed as LSAs will have the ability to run reports and see within their designated and approved tree structure.	Ongoing

2019 Deliverables

Annual deliverables are to be specified in Addendum A. Deliverables found in the Addendum are subject to the prioritization process as outlined by the Policy and Prioritization Committee of the HMIS Governing Board.

H. Performance and Evaluation of Services

- a. Monthly reports will be provided by ICA to HMIS Governance, the CoCs and the State Agencies. The detailed format and content will be negotiated by the parties, but shall:
 - i. clearly articulate the status of deliverables, identifying any relevant information related to responsibilities (issues, delays, challenges, solutions, recommendations, etc.);
 - ii. report financial and resource expenditures;
 - iii. provide updates on funder or federal policy/regulatory updates and changes;
 - iv. provide updates on WellSky and ServicePoint; and
 - v. identify system functions or innovations that will improve efficiencies, workflow, data quality, performance, or outcomes.
- b. HMIS Governance reserves the right to evaluate Lead Agency performance annually. If performance is not compliant with the responsibilities and deliverables in this MOU, the MN HMIS Governing Board reserves the right to renegotiate or terminate the contract.
- c. If ICA meets or exceeds standards, HMIS Governance and Minnesota CoCs reserve the right to positively weight ICA in a future Request for Proposals, if needed, for Minnesota's HMIS.

I. Payment Standards

Payment standards and dates are covered under individual funder contracts.

J. Period of Agreement and Modification/Termination

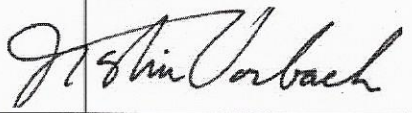
This MOU becomes effective January 1, 2019 and shall remain in effect until December 31, 2019.

This MOU can be terminated for non-compliance by either party with a 30 day written notice.

Modification of this MOU can occur at the request and mutual agreement of either party.

The signatures of the parties indicate their agreement with the terms and conditions set forth in this document.

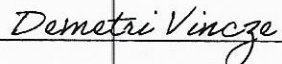
Southwest Minnesota Continuum of Care MN-511

BY: 

Date: January 9, 2019

NAME: Justin Vorbach, Southwest Minnesota Continuum of Care Coordinator

The Institute for Community Alliances

BY 

Date 3/1/19

NAME Demetri Vincze

Minnesota's HMIS Governing Board

BY 

Date 3/11/19

NAME Joel Sauer