



HMIS Roles and Responsibilities

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This document explains the roles and responsibilities of the New Hampshire Homeless Management Information System (NH-HMIS) staff.

Continuum of Care (COC)

<p>Advisory Council</p>	<p>The NH-HMIS Advisory Council is made up of members from all 3 CoCs, the BHHS, Lead HMIS staff, and consumers. The Council advises and supports NH-HMIS operations in the following areas — resource development, consumer involvement, quality assurance, and accountability. The Council supports the overall initiative, and in particular, advises Management on HMIS operations.</p>
	<p>Advisory Council member’s responsibilities are:</p> <ul style="list-style-type: none"> • Meet at least quarterly, at which time HMIS decisions can be raised for discussion and/or approval. • Designate a committee or task group to develop and help enforce the implementation of HMIS policies. • Participate in developing policies and procedures to ensure data and accountability. • Determine the guiding principles that should underlie the implementation activities of HMIS. • Select the minimal data elements to be collected by all programs participating in the project and intervals for data gathering. • Define criteria, standards, and parameters for the release of aggregate data; and ensure adequate privacy protection provisions in project implementation. • Evaluate and revise the Governance Agreement that defines processes and responsibilities between the HMIS implementation and each of the 3 CoCs.
<p>CoC Data Committee</p>	<p>The CoC Data Committee oversees the data quality of the data that is input into HMIS and is responsible for developing and implementing an ongoing data quality plan.</p>
	<p>CoC Data Committee member’s responsibilities are:</p> <ul style="list-style-type: none"> • Coordinate HMIS administration and data issues. • Recommend policy and procedures for the HMIS as they relate to the data, including software application, data elements to be collected, and intervals for data gathering. • Consider the effectiveness and what improvements can be made to the intake process. • Work with Participating Agencies to identify training needs to improve data quality. • Review Participating Agency data quality reports for compliance with the data quality benchmarks. • Provide regular data quality reports on the quality of the CoC’s data.

Agency

Executive Director (or Authorized Officer)	<p>This role is vital to the success of HMIS at the HMIS Member Agency locations. The Executive Director role is to complete the Agency Administrator Designation Form to assign the position to a specific staff person. This practice will ensure that the data is entered in a timely manner, the quality of the data is continuously monitored, and communication and support between HMIS and the HMIS Member Agency is streamlined.</p>
	<p>Executive Director’s responsibilities are:</p> <ul style="list-style-type: none"> • Provide vision and leadership to the strategic day-to-day operations of the system. • Supervise the personnel who manage the user interface, database administration, development, quality assurance, and programming to improve and maintain the overall HMIS system. • Encourage positive communication and collaboration among agencies. • Assemble a committee that advises the project’s operations, policies, and procedures and provide feedback to that committee on a regular basis.

Agency Administrator	<p>The Agency Administrator is a staff member at a HMIS Member Agency who the centralized contact for the HMIS staff. For a Member Agency with more than 4 employees and licensed end-users, the Member Agency will assign both an Agency Administrator and a back-up Agency Administrator to coordinate HMIS activities for their organization. The Agency Administrator acts as the operating manager and liaison for the HMIS system, serves as the primary contact between end users and the HMIS System Administrator, and acts as the first tier of support for HMIS end-users.</p>
	<p>Agency Administrator’s responsibilities are:</p> <ul style="list-style-type: none"> • Maintain current HMIS user licenses by completing the training assignments within 5 days of training and log into ServicePoint at least once every 30 days. • Communicate and authorize personnel and security changes for HMIS End Users to HMIS Staff within 24 hours of a change, and notify the HMIS System Administrator of personnel changes. • Ensure client privacy, security, and confidentiality. • Enforce HMIS End User Agreements. • Ensure the HMIS Privacy Notice is posted in a visible area of the Agency and is communicated in a language understandable by clients. • Enforce data collection, entry, and quality standards of all staff. • Ensure that end-users are using the correct HMIS-related forms and are following the most current HMIS procedures and work flow. • Monitor compliance with standards of confidentiality and data collection, entry, and retrieval • Attend all HMIS-required meetings and conference calls. • Assist with HMIS projects (AHAR, PIT, and CAPER, HIC, APR, etc) as needed. • Ensure that all authorized end users complete training before being granted access to the system, and adhere to and understand the HMIS User Agreement.

	<ul style="list-style-type: none"> • Train Agency end users. • Authorize HMIS end-user training. • Complete Agency Administrator training in order to receive a license to be able to access live client data in HMIS. • Inform HMIS Staff of all program changes at least 5 business days prior to the change. • Work with HMIS Staff to assign end-users and authorize additional licenses for the HMIS Member Agency. • On a monthly basis, run HUD Universal Data Elements, Data Incongruities Reports, and other data quality reports in ART as determined by NH-HMIS, CoCs, and the State of NH/BHHS to check client data. • Correct any data quality issues as soon as possible and notify the Agency Administrator of findings and timelines for correction. • Re-run reports for errant Agencies and/or programs, as requested and follow up with other Agency Administrators, if necessary. • Notify the Agency Executive Director if Agency Administrators are not responsive to required corrective actions. • Notify the CoC Chair and the HMIS Grantee (State of NH/BHHS) regarding any uncorrected data quality issues. • Provide technical support by troubleshooting data and escalating unresolved issues to the HMIS System Administrator. • Notify all members of their agency of any system-wide changes and other relevant information. • Ensure organizational adherence and enforcement of the <i>HMIS Policies and Procedures</i> and responds to any violations. • Periodically evaluate and revise the Governance document (a formal agreement outlining management processes, responsibilities, decision-making structures, and oversight of the HMIS project).
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<p>Point of Contact (optional role)</p>	<p>The Point of Contact role is very similar to the Agency Administrator role, but without the technical support aspect. A Member Agency should designate a primary and a back-up Point of Contact.</p>
	<p>Point of Contact duties include the Agency Administrator duties, plus the following:</p> <ul style="list-style-type: none"> • Act as the operating manager and liaison for the HMIS system. • Serve as the primary contact between end users and the HMIS System Administrator. • Provide first-tier of support for HMIS end-users.

HMIS End User	An End User has an active license to HMIS and uses ServicePoint as their primary tool for client intake, service tracking, case management, and reporting.
	<p>HMIS End User's responsibilities are:</p> <ul style="list-style-type: none"> • Adhere to all of the policy and procedures outlined in the <i>Policies & Procedures</i> document. • Follow user privacy and security policies as detailed in the <i>Privacy and Security Plan</i> document. • At intake, gather the most complete and accurate information about each client and the services they need according to the workflow provided at HMIS training. • Attend all trainings required by HMIS staff and the HMIS Member Agency Administrator. • Enter quality client data into HMIS in a timely and accurate manner. • Adhere to the data requirements set by the HMIS staff and the HMIS Member Agency. • Review and sign an HMIS End User Agreement with the HMIS Administrator on an annual basis, which must be completed within 5 business days of HMIS training. • After HMIS training, pass the certification test with a score of 80% or better. • Review data quality reports and correct any data quality issues as soon as possible.

HMIS Lead

HMIS System Administrator Lead/Project Manager	A single point-of-contact established by each Contributing HMIS Organization (CHO) who is responsible for day-to-day operation of the HMIS data collection system, ensuring project-level data quality according to the terms of the Participation Agreement and associated data quality plan. Individual Agencies, COCs, and the State of NH depend on the person in this role to provide accurate data so they generate reports that are necessary to ensure program funding is maintained or increased. The HMIS System Administrator also provides training and technical support to Participating Agencies and are the main point of contact with the HMIS software vendor (Bowman Systems).
	<p>HMIS System Administrator's responsibilities are:</p> <ul style="list-style-type: none"> • Provide a single point of communication to all users concerning HMIS issues. • Ensure the stability of the organization connection to the Internet and the data warehouse, either directly or in communication with other technical professionals. • Determine training needs, develop training materials, and provide annual and on-going training to Agency Administrators and end users in each CoC about HMIS data collection, security, and privacy policies and procedures. • Provide technical support and help develop, troubleshoot, and modify ServicePoint and other reports such as AHAR, APR, CAPER, NOFA, etc. • Manage user names, accounts, and passwords for accessing the HMIS system. • Monitor compliance with standards of client confidentiality and data collection, entry, and retrieval. • Participate in HMIS Administrator's training and regular meetings. • Communicate system-related information to Participating Agencies.

	<ul style="list-style-type: none"> • Act as liaison with Bowman Systems to ensure ongoing account licensing and maintenance. • Create and execute project workplans and revise as appropriate to match changing needs and requirements. • Identify resource needs and assign individual responsibilities. • Manage day-to-day operational aspects of HMIS project and scope. • Review deliverables. • Prepare for reviews of data quality procedures. • Ensure project documents are complete, current and stored appropriately. • Attend HMIS Advisory Council meetings. • Participate in NerHMIS (New England Regional HMIS) meetings. • Implement system design improvements. • Monitor all programs for HUD and local government compliance.
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<p>HMIS Security Officer</p>	<p>A single point-of-contact who is responsible for annually certifying that Agencies adhere to the Security Plan; testing the CoC’s security practices for compliance; following the security standards outlined in the <i>Policies and Procedures</i>, communicating any security questions, requests, or security breaches to the HMIS System Administrator, and other security-related HMIS information relayed from Agencies to the end users. The person in this role must pass a criminal background check. For NH-HMIS, this person will be the HMIS Database Administrator.</p>
	<p>Security Officer’s responsibilities are:</p> <ul style="list-style-type: none"> • Conduct an annual security review of the Agency and documents the findings of the review on the <i>Security Site Assessment Checklist</i>, If needed, provide a plan for remediation of non-compliant systems. • Work with the software vendor (Bowman Systems) to confirm security compliance of the HMIS system. • Communicate any security questions, requests, or security breaches to the HMIS System Administrator. • Communicate security-related HMIS information to the Agencies and end users. • Complete security training offered by the HMIS Lead. • Ensure that all staff using HMIS complete the annual privacy and security training or recertification. Training must be provided by NH-HMIS Certified Trainers. • Create a plan to improve and/or fix any issues that were found during the completion of the security site assessment checklist. • Coordinate with the HMIS Advisory Council and CoC to develop and implement the security plan and review/update the plan annually. • Ensure the removal (within 2 business days) of HMIS licenses when a staff person leaves the organization or revision of the user’s access level as job responsibilities change. • Report any security or privacy incidents to the Lead HMIS System Admin for the CoC.

HMIS Lead Staff	<p>The Homeless Management Information System (HMIS) staff acts as the Lead Agency for the three CoCs in the state of New Hampshire. The main role of HMIS is to provide training and technical support to HMIS Member Agency providers. HMIS staff coordinates and participates in numerous projects annually regarding data collection and performance measurement. The HMIS team will serve as subject matter experts for the HMIS application and its appropriate use.</p>
	<p>HMIS Lead Staff's responsibilities are:</p> <ul style="list-style-type: none"> • Communicate with the software vendor (Bowman Systems) about all software-related issues via phone, email and conference calls. • Submit feature enhancement requests from HMIS Member Agencies to Bowman Systems. • Assist with determining training needs of end users, develop training materials, train end users in equipment and software to meet local or federal requirements in order to ensure continuity, consistency, and proper workflow for HMIS Member Agencies. • Provide technical support for Agency Administrators and end users as it relates to the software to help the user solve specific problems with a product -- does not include in-depth training, customization, reporting, or other support services. • Follow data quality initiatives so that HMIS and its Member Agencies adhere to data quality standards in order to ensure that reports both at the provider level and the system level are complete, consistent, accurate, and timely. • Run system-wide reporting on performance measures for local, state and national initiatives and train HMIS Member Agencies on how to access and run reports on the data they contribute to the HMIS, and develop and modify reports for end users based on requests. • Manage user accounts and access control. • Identify and develop system enhancements and communicate changes to Participating Agencies.

Bureau of Homeless and Housing Services (BHHS)

Data Analyst	<p>The BHHS Data Analyst creates and maintains database reports, obtains statistics from homeless service providers, provides statistical analysis, and report writing using ART (Advanced Reporting Tool) for the State Bureau of Homeless and Housing Services (BHHS), as well as public, state and federal entities.</p>
	<p>Data Analyst's responsibilities are:</p> <ul style="list-style-type: none"> • Create and review the data quality reports for each CoC and provide input to improve quality. • If a provider has data quality issues, forward the report to the provider so they can fix their data. • Review the provider list for each report. If there are missing or incorrect providers on the list, confirm those with the program provider(s) and inform the HMIS team about any changes that should be made. • Run and update the Data Completeness and the Data Incongruity reports monthly. • Gather report requirements from users; develop complex, production level reports;

	<p>maintain reports, including alterations and migrations, as required.</p> <ul style="list-style-type: none"> Analyze and troubleshoot reports in order to trace performance issues to fix the root cause. Translate end user reporting requirements into technical design documents.
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HMIS Contract Administrator	<p>The Contract Administrator acts as a Program Planning and Review Specialist for the Housing Opportunities for Persons with Aids (HOPWA), Projects for Assistance in Transition from Homelessness (PATH), and the NH Homeless Management Information System (HMIS) projects.</p>
	<p>The Contract Administrator's responsibilities are:</p> <ul style="list-style-type: none"> <i>Provide support and technical assistance.</i> <i>Provide grant writing assistance and financial oversight.</i> <i>Attend HMIS-related meetings.</i> <i>Recommend contract changes as appropriate and identify conflicts.</i> <i>Oversee contract negotiation strategies and monitor contract compliance.</i> <i>Allocate funds to programs for the contract year.</i> <i>Ensure funds are used for the intended purpose and are in compliance with all Federal, State and contract regulations.</i> <i>Attend conferences concerning policy changes.</i> <i>Report on HMIS activities in the BHHS Annual Report.</i> <i>Run ART reports as needed.</i> <i>Attend HMIS user training.</i>

HMIS Grantor - BHHS	<p>The Bureau of Homeless and Housing Services (BHHS) works with New Hampshire communities to develop programs and services for NH's homeless population and provides funding to programs that offer a safety net for persons who are homeless or at risk of becoming homeless, promote statewide access to affordable housing, and coordinate human service needs.</p>
	<p>The HMIS Grantor's responsibilities are:</p> <ul style="list-style-type: none"> Plan for and fund homeless services through contracted agencies within New Hampshire's ten counties. Advocate for the needs of homeless people and ensure effective use of resources through program and fiscal monitoring of funded programs. Collaborate with other public agencies that serve homeless people, and with partner advocacy and service organizations to maximize effective use of resources. Provide leadership, resources and coordination among a large group of homeless service providers.