

COMMUNITY ROLES AND RESPONSIBILITIES FOR HMIS

As data becomes an increasingly important component of how communities respond to homelessness, having clearly defined roles and responsibilities for the participants in the response framework is critical. A structure that establishes accountability for data collection – including complete and accurate records – is the backbone for creating a data-driven and outcome-oriented response. There are many roles involved in developing and maintaining data systems that should be reflected in a community’s [HMIS Data Quality Plan](#) and echoed throughout all of the organizations that contribute data in the region.

What follows is general guidance on specific roles and responsibilities that could be applied within a CoC or region:

WHO	WHAT
System Architects and Strategists	Community guidance and direction regarding best practices & regulatory compliance to develop, implement, and sustain a data-driven, performance-based system
	Guidance regarding system level performance measures, coordinated entry, and by-name lists, especially when data is fragmented across multiple sources
	Assist partner agencies with agency-specific data collection and reporting needs (within reason and within constraints of other duties)
	Provide data quality monitoring and remediation assistance
	Evaluate and monitor the HMIS vendor(s) for compliance with HUD regulations & local HMIS policy
	Support HMIS grant applications, and other opportunities, for continued HMIS operations
	Ensure policies and procedures are current and comprehensive
	Maintain a helpdesk to provide and track live support to users
HMIS Vendor	Provide tools and training to allow designated HMIS administrator to monitor the quality of the HMIS to help ensure that it is ready for reporting
	Adherence to HUD data standards for front end data collection
	End user support and helpdesk
CoC HMIS Administrator	Manage overall local HMIS including set up of new agencies, agency administrators and other key users and points of contact for the region
	Convene & manage HMIS committee meetings for region
	Be the local spokesperson for HMIS and engage CoC members and local stakeholders regarding the importance of data
	Work with non-participating agencies to increase utilization of HMIS
	Generate and assist in the submission of program and community-level reports
	Implement the HMIS and serve as the liaison between the CoC and partner agencies as well as the software vendor
	Monitor and maintain HMIS-related documentation for the CoC
	Develop and deliver trainings and technical assistance on data quality, new user training, workflow, confidentiality, etc.

WHO	WHAT
CoC Governance Administrator	Develop and update required policies and procedures
	Project forms & documentation (HMIS; governance; MOUs; policies, procedures, etc.)
	Overall responsibility for projects
	Lead agency (or coordination with lead agency) for HMIS administration
	Liaison w/HUD
	Procurement of software/licenses
	Manage vendor contract(s)
	Signatory for MOUs & Keeper of CoC signed MOUs
Partner Agencies	
ED/CEO on behalf of the agency	Designate Agency wide HMIS administrator
	Ensure agency compliance with Policies & Procedures
	Ensure accountability around privacy and security as required
	Participate in point-in-time Count
	Participate in requirements of the Housing Inventory Chart
	Authorizing Agent for agreement/MOU that stipulates compliance with HUD and the submission of HMIS data
Agency – level HMIS Administrator / Data Quality Manager	Agency/program compliance with policies & procedures
	Maintain executed client informed consent forms
	Authorized agent for user accounts
	Ensure internet connectivity, suitable work stations & security policies
	Ensure training of appropriate agency staff
	Review HMIS data for missing values and information
	Prepare Data Quality Reports if needed
	Verify accuracy of PIT and HIC counts
	Review HMIS data for APR submission
Is primary liaison with CoC; submits reports	
Agency/Program Staff	Collect all required data elements for all project participants.
Performance Management & Evaluation Committee	Establish System-Wide Performance Goals and Benchmarks
	Develop and maintain the community’s Performance Management Plan
	Monitor and communicate performance year-round
	Build capacity and replicate best practices
	Incorporate performance into System Planning

ROLES AND RESPONSIBILITIES WITHIN HOMELESSDATA.COM

HomelessData.com supports the integration of HMIS data provided in the current HUD CSV data exchange format from any source and is a powerful tool for HMIS management and reporting. As HMIS is the record keeping system for most projects serving people experiencing homelessness, the more data that is on the platform, the more robust the reporting can be.

User roles and permissions need to be flexible in order to meet the needs of a wide range of stakeholders. There are different user roles already established within the platform and each of these roles has a set of assigned permissions. These permissions grant access to both data and to functionality within the platform in order to protect the clients, whose personal information is contained in the database.

There are a few core roles that are currently available but if there is a clear need to create any new role then it will be added.

Currently Defined User Roles and their Permissions:

1. Administrator:
 - View Data
 - Run Reports
 - Upload Data
 - Manage Users
2. Report Creator
 - View Data
 - Generate Reports
3. Default User
 - No permissions – serves as a “placeholder” when creating a new user account.

Level of Management:

1. Data Source (can contain data for multiple regions and multiple organizations)
2. Region (can consist of data from multiple sources)
3. Organization (can consist of data from multiple sources and from multiple regions)

Additional levels that could be considered for development:

4. Project
5. Project Location (when one project may have several locations)

LEGAL CONSIDERATIONS

Decisions about user roles should be guided by the need to protect privacy while maximizing the opportunity to work with the data to understand outcomes across projects and over a geographic area. This will vary with each implementation but there are common themes.

Simtech Solutions requires legal protections in order to host the data that is provided to us. This is described in detail in our [End User License Agreement](#) that users agree to when signing on to HomelessData. In addition, privacy and legal issues are covered in contracts that we have with the HMIS vendor, CoC, and/or Organizations that we work with. These contracts stipulate the scope of data that can be included and require that the party providing the data has the right to provide it. The data can come from any source, organization or project as long as the appropriate legal channels (and data “chain of custody”) are followed, starting with the releases that are signed by people receiving services. [Data sharing agreements](#) should also be in place between organizations if the data is to be made accessible to others.

What data can be shared depends on the type of arrangement that is in place. For example, a large organization may have projects in several CoCs. In this situation, if Simtech’s contract is with the CoCs and not with the particular organization then only data pertaining to the projects that are part of the CoC(s) that contract with Simtech can be submitted to HomelessData. If Simtech also has a direct contract agreement with an organization, then the organization can use the platform for all of its projects in order to look at data, outcomes, and performance across the entire organization. If Simtech has a direct contract with a HMIS vendor then this typically provides permission to share data for their entire customer base. If a region only has a contract with that vendor, then *only* the data from that source can be loaded into the system. If however, Simtech *also* has a contract with a CoC, then that CoC can upload data from any HMIS data source.

Each community is structured differently, and we will work with you to make sure we are mutually protected. The following chart depicts some of the key views into the data that may be desired and how HomelessData would be set up to support these various roles:

Level	Who	What	Role	Accountability
Project	Project Manager	Reviews data to manage DQ and performance	Org Reporting: Can view data and run reports	Internal to organization
Organization	Agency Admin	Can upload data; view data from all projects within organization	Org Admin: Can view data and run reports; Upload data; create users @ org level	Internal to organization & to CoCs
CoC	HMIS Lead	Can upload data; view data from all projects that are part of the CoC (not all projects in an org.)	Regional Admin	HUD; legal agreements with vendor(s)
Multi CoC Region	Regional Network	Can run and view reports across the region. Option to not include client info.	(New Role - depending)	Other stakeholders; policy