

**MEMORANDUM OF UNDERSTANDING
BETWEEN
COUNTY OF VENTURA-HUMAN SERVICES AGENCY
&
HOMELESS MANAGEMENT INFORMATION SYSTEM
PARTNER AGENCY

2014-ONGOING**

WHEREAS, County of Ventura, Human Services Agency (HSA) is the lead agency in Ventura County responsible for administering and operating the Homeless Information Management System, hereinafter HMIS; and

WHEREAS, County of Ventura is the single Continuum of Care (CoC) for Ventura County; and

WHEREAS, County of Ventura and local agencies seek to improve the consistency, integrity and utility of data collected on the efficacy of services provided to homeless persons and families in order to reduce the incidence of homelessness in Ventura County; and

WHEREAS, the federal department of Housing and Urban Development (HUD) requires the use of an automated Homeless Management Information System to collect and report data on the number of homeless persons and families served in the area; and

WHEREAS, County of Ventura-HSA has opted to utilize the HMIS system operated by Bowman Systems, L.L.C.; and

WHEREAS, County of Ventura-HSA and the local partner agency identified below have agreed to cooperate in the provision of services, collection and sharing of data regarding the homeless population,

NOW THEREFORE,

County of Ventura and Partner Agency identified below hereby enter into this agreement for the sharing of information on homeless populations they serve, and agree to comply with their respective responsibilities as outlined in the Ventura County Collaborative Policy and Procedures document and any amendments thereto. Specific data elements to be shared are limited to those as outlined in HMIS Data and Technical Standards Final Notice – (69 FR 146), as revised in HMIS Data Standards Revised Notice-March 2010, Section 1.6.

Period of Agreement and Modification/Termination

A. Period of Operation and Termination: This MOU will become effective upon signature by both parties and shall remain in effect for three (3) years. Each party shall have the right to terminate this agreement upon 30 days prior notice to the other party. Violation of any component will constitute immediate termination.

B. Amendments: Amendments, including additions, deletions, or modifications to this MOU, may be proposed in writing by either party for consideration of the Steering Committee. If approved by the Steering Committee and both parties agree to the revision, the HMIS Lead Agency will amend this MOU, and forward it to the Partner agency for signature.

C. Other: If this agreement is terminated, the Continuum of Care and the remaining Partner Agencies shall retain their right to the use of all the aggregate data previously entered by the terminating Partner Agency.

The signature of the Executive Director of the Partner Agency indicates agreement with the terms and conditions set forth in this document.

HMIS Program Manager Signature Date

Partner Agency Administrator Signature Date

HMIS Program Manager Name (printed)

Partner Agency Name (printed)

VCHMIS
Proposed Performance Metrics
2014/2015

1. Data Integrity and Timely entry of data

The purpose of this goal is to improve workflow process and efficiency and ensure consistency/standardization as it relates to data collection.

Requirement:

The performance metric requires all agencies to enter data by a specific date/time on a systematic and consistent basis. This requirement also includes the assumption that data will be quality checked to ensure accuracy.

EXAMPLE:

Monthly data entry- for all clients seen in February 2013 (and prior) associated data must be entered into HMIS by March 30, 2013.

2. Training and Development maintenance

The purpose of this goal is to ensure the efficiency and optimized use of HMIS and all available functions. In addition, this performance measure ensures all users are refreshed on the security and confidentiality training which is a mandate by HUD for all HMIS Administrators.

Requirement:

HMIS users will attend a minimum of one training event per contract year. However, if the Service Point system (HMIS) has a major upgrade that affects the way the HMIS user interfaces with the system, the upgrade training in addition to the annual attendance training is also required.

EXAMPLE:

A new HMIS user can fulfill their annual training attendance by attending the "new user" training. A seasoned HMIS user can fulfill their annual training attendance by attending report training. A seasoned HMIS user can attend report training, however may need to attend a subsequent training if ServicePoint rolls out a significant systems upgrade. This would require the user to attend TWO training events.

3. Designation and Maintenance of an HMIS Security Officer

Each HMIS Lead and each CHO must designate an HMIS security officer to be responsible for ensuring compliance with applicable security standards. The HMIS Lead must designate one staff member as the HMIS security officer. The HMIS Lead must ensure that each CHO conduct criminal background checks on the HMIS security officer and on all administrative users. Unless otherwise required by HUD, background checks may be conducted only once for administrative users.

4. Submission of fees as appropriate

The purpose of this goal is to ensure all members of the VCHMIS participate in supporting VCHMIS. The VCHMIS Administrator (Human Services Agency) manages the 2nd party contract with the HMIS provider, which allows HSA to purchase licenses and the annual business agreement that allows VCHMIS access to the Service Point system. HSA administers and manages the Service Point Agreement and licenses. In addition HSA manages the HMIS grants and associated reports to ensure baseline funding and provides all technical support and training. However, the current funding is minimal (approximately \$90,000 which covers most of the contract and license fees). A fee structure is imperative to ensure the continued operation and potential growth of HMIS. In addition, the fee structure will allow for a separate bucket of funds or "scholarship program" to fully fund organizations that may not be able to afford membership, are not HUD funded. However, due to the nature of their service, participation in VCHMIS would be critical.

The exact fee structure is currently being developed. Proposed structures will be reviewed and approved by the CoC and the HMIS Steering Committee.

VCHMIS Site Visit Assessment

The purpose of the site visit is to be able to gather information from each agency to better support their needs. We don't want to interrupt operations or take up your valuable time, so we are sending you the discussion topics in advance. We expect that the site visits will last between one to two hours dependent upon each agency's needs.

During the visit, we would like to discuss:

- How does your agency use or plan to use HMIS
 - How often is data entered into HMIS?
 - What HMIS data is collected?
 - CoC participation and data quality requirements.
 - Are there are outside tools that are being used to track/record information?
- Release of information (ROI)
 - Is your organization currently using an ROI?
 - How is the ROI displayed or conveyed to customers?
- Is there a need for Case Management?
 - Case Plans
 - Goals
 - Referrals
- Current workflow
 - What are the existing issues and challenges?
 - Where do you want or need to improve?
 - Where we can help you improve.
 - What can HMIS do for your workflow?
- Reporting needs
 - What is your current reporting tool?
 - Annual reports
 - Periodic reports
 - Ad Hoc statistical reports
- Technical
 - Does every user have a unique user name and password?
 - Is equipment kept in a secure location?
 - Are locking screen savers in place? Time interval?
 - Is virus protection with auto update loaded on equipment?
 - Does your agency utilize network and/or individual firewalls?
 - Do the devices meet the HMIS recommended technical specifications?
 - RAM – 4 GB recommended, 2 GB minimum
 - Processor – Avoid single core CPUs
 - Monitor – 1280 X 768 recommended, 1024 X 768 or higher at minimum
 - Browser – Chrome is recommended. Current version of Firefox, Safari, and Microsoft Internet Explorer are acceptable.
 - Network connectivity – DSL/Broadband speeds recommended.
 - Mobile connectivity – 4G/LTE recommended, 3G will work but performance may be impacted. Overall performance will vary by carrier, reception, and device.

The following ServicePoint Technical Specifications are recommended as of (March 26, 2012:

WORKSTATIONS

ServicePoint 5 relies on the client machine more than previous versions. Therefore, faster machines will have better results; where in the past most of the performance was related to the server and connection speed. Fast internet connection and browser speed are still important, which is why Internet Explorer 8 and 9 are recommended over IE7. Some performance tests indicate IE8 can double the speed of IE7.

MEMORY

If Win7 – 4 GB recommended, (2 GB minimum)

If Vista – 4 GB recommended, (2 GB minimum)

If XP – 2 GB recommended, (1 GB minimum)

MONITOR

Screen Display - 1024 by 768 (XGA) or higher (1280x768 strongly advised)

PROCESSOR

Avoid using single-core CPUs

INTERNET CONNECTION

Broadband

BROWSER

Chrome is recommended; Firefox is a good alternate; IE8 and 9 are acceptable.

HMIS UNIVERSAL DATA ELEMENTS

- Name
- Social Security Number
- Date of Birth
- Residence Prior to Program Entry
- Zip Code of Last Permanent Address
- Ethnicity and Race
- Gender
- Veteran Status
- Disabling Condition
- Insurance Type
- Housing Status
- Family Type
- Program Entry Date
- Prior Living Situation
- Prior Living Situation Length of Stay
- Bed utilization (if applicable)
- Program Exit Date
- Unique Person Identification Number (System generated)
- Program Identification Number (System generated)
- Household Identification Number (System generated)

Prior to obtaining access to the VCHMIS, every agency must adopt the following documents:

- Ventura County Homeless Management Information System Partner Agency User Agreement (PAUA) – The agreement made between the Participating Agency User and the local CoC Governing Body which outlines agency responsibilities regarding their participation in the HMIS. This document is legally binding and encompasses all state and federal laws relating to privacy protections and data sharing of client specific information.
- Ventura County HMIS Client Informed Consent & Release of Information Authorization (ROI) – **(document needs to be updated; has United Way listed as HMIS Program Manager)** May be implemented and monitored by agencies and would require clients to authorize in writing the entering and/or sharing of their personal information electronically with other Participating Agencies throughout the Ventura County HMIS where applicable.
- Ventura County HMIS Informed Consent Benefits – Client Information document to inform clients how their personal information gathered and entered into HMIS will be utilized should they agree to provide it.
- Ventura County Privacy Notice (PN) – Document provided to client to inform client the purpose HMIS is required to gather personal information.
- Ventura County HMIS Client Revocation of Consent **(description pending)**
- Memorandum of Understanding (MOU) – The MOU confirms the responsibilities of the Collaborative and the Partner Agency for ongoing HMIS activities as defined in VCHMIS Policy and Procedures Manual.

**Ventura County Homeless Management Information System (VCHMIS)
Partner Agency User Agreement (PAUA)**

Agency Name

Employee/User Name

The Homeless Management Information System (HMIS) is a collaborative project of Ventura County Collaborative (VCC) covering Ventura County. HMIS will enable homeless service providers to collect uniform client information over time. This system is essential to efforts to streamline client services and inform public policy. Through HMIS, homeless program clients benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to accurately calculate the size, characteristics, and needs of the homeless population; these data are necessary to service and systems planning and advocacy.

Initial Only

- _____ 1. I have received training on how to use the HMIS.
- _____ 2. I understand that my username and password are for my use only and must not be shared with anyone. I must take all reasonable means to keep my password physically secure,
- _____ 3. I understand that the only individuals who can view HMIS information are authorized users and the clients to whom the information pertains.
- _____ 4. I understand that I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
- _____ 5. If I am logged into the HMIS and must leave the work area where the computer is located, I must log-off of the HMIS software before leaving the work area. Failure to do so may result in a breach in client confidentiality and system security.
- _____ 6. I understand that these rules apply to all users of HMIS; whatever their work role or position.
- _____ 7. I understand that all HMIS information (hard copies and soft copies) must be kept secure and confidential at all times and when no longer needed, they must be properly destroyed to maintain confidentiality.
- _____ 8. I understand that if I notice or suspect a security breach within the HMIS, I must immediately notify my Agency Administrator.
- _____ 9. I will not knowingly enter malicious or erroneous information into the HMIS.
- _____ 10. I understand that my username and password will terminate should I change employment and will not be passed on to the new staff member. Partner Agency will notify the system administrator on or before the separation date.

I agree to maintain strict confidentiality of information obtained through the VCC HMIS. This information will be used only for the legitimate client service and administration of the above named Collaborative. Any breach of confidentiality will result in immediate termination of participation in HMIS. The specifics of this agreement do not preclude additional agency rules and regulations.

I understand and agree to comply with all the statements listed above.

Employee / User Signature

Date

Partner Agency/Administrator Signature

Date