

**HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)
GOVERNANCE AGREEMENT**

BETWEEN

**LOUISIANA HOUSING CORPORATION ON BEHALF OF THE LOUISIANA BALANCE OF STATE CONTINUUM
OF CARE**

AND

**THE VOLUNTEER CENTER OF SOUTHWEST LOUISIANA, INC. dba 310INFO/2-1-1 HOMELESS
MANAGEMENT SYSTEM (HMIS)**

BACKGROUND

The United States Department of Housing and Urban Development (HUD) requires the use of Homeless Management Information Systems (HMIS) as a condition for all communities and agencies receiving HUD Continuum of Care (CoC) homeless assistance funds. HMIS is a computerized data application system designed to capture, record and store data and information about the needs and community services received by individuals or families who use homeless housing and supportive services and for individuals or families who receive community services and assistance because they are at risk of being homeless. The HMIS records and stores client level demographics and service data of participating community service agencies, organizations, programs and projects (Participating Agencies), so it can be aggregated to discern patterns and trends about the extent and nature of homelessness over time, the services received by the homeless or those at risk of becoming homeless, provide an unduplicated count of homeless individuals or families, discern and explain patterns of service usage and measure the effectiveness of participating agencies, organizations, programs and projects.

PURPOSE

The purpose of this agreement is to set forth and clarify understanding and agreement of the specific and differing responsibilities of each party regarding the key aspects of governance and operation of the HMIS.

DESIGNATION

The designated Regional HMIS Lead Agency for the Louisiana Housing Corporation, on behalf of LA-509 Louisiana Balance of State Continuum of Care (LA-509 CoC) is the Volunteer Center of Southwest Louisiana, Inc. dba 310INFO/2-1-1 Homeless Management Information System (310INFO/2-1-1 HMIS), a private, not for profit corporation, operating in the Louisiana five parish area of Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis and the other parishes of Sabine, St. Bernard, Plaquemines and Natchitoches.

The designated HMIS software tool is ServicePoint™ by Bowman Systems, L.L.C. of Shreveport, Louisiana, operated by the Louisiana Service Network Data Consortium (LSNDC). All HMIS Lead Agencies and all Continuums of Care in the state of Louisiana utilize ServicePoint™ software and collaborate, participate and contribute data in the statewide system in order to improve the delivery of HMIS related services and enable participating agencies, organizations, programs and projects to better comply with federal regulations and the expectations of HUD.

RESPONSIBILITIES OF THE CoC

The Louisiana Housing Corporation on behalf of LA-509 Louisiana Balance of State Continuum of Care shall:

- Work with the Regional HMIS Lead Agency and the LSNDC to read and interpret any and all regulations, notices and other communications issued by HUD, and to annually review, and as necessary, revise and adopt any and all policies, procedures and plans related to the operation and use of HMIS. The designated HMIS software tool is ServicePoint™ by Bowman Systems of Shreveport.
- Designate a non-profit or public entity to serve as the Regional HMIS Lead Agency. Once designated, the Regional HMIS Lead Agency will abide by the terms and conditions outlined in this governance charter. The designated Regional HMIS Lead Agency is the 310INFO/2-1-1 HMIS.
- Work with organizations that will improve delivery of HMIS related services and enable participating agency to better comply with federal regulation and expectations of HUD. The LA-509 CoC and the Regional HMIS Lead Agency agree to work with and participate in the statewide HMIS, which is operated by LSNDC. LA-509 will actively participate on the LSNDC Board with one LA-509 CoC representative. This representative is authorized to provide one of two LA-509 CoC votes on LSNDC related business. The second vote will be cast by a representative from the Regional HMIS Lead Agency.
- Provide support to the Regional HMIS Lead Agency and to the Regional HMIS Lead System Administrator when the Lead Agency or System Administrator is unable to perform his/her duties due to interference from a Participating Agency. This support may take the form of negotiating with the non-compliant agency entering data into HMIS, censoring said agency, or imposing consequences, including, but not limited to recommending to HUD that the agency's granted funds be removed from the agency.
- Gather data from the Regional HMIS Lead agency and non-HMIS participating agencies to use in reporting for the Point-in-Time (PIT) count, the Housing Inventory Count (HIC) and the Annual Homeless Assessment Report, among other HUD reporting that the HMIS Lead Agency assists the LA-509 CoC to complete.
- Collaborate with the Regional HMIS Lead Agency in all appropriate ways to ensure that the policy goals developed by the LA-509 CoC are met. They will work together closely to share information, develop goals and address issues with SharePoint™, data quality and Participating Agencies as they occur.

- Work with Participating Agencies and the Regional HMIS Lead Agency to develop LA-509 CoC wide and agency specific performance benchmarks, including that of the HMIS Project.
- Gather reports from the Regional HMIS Lead Agency and review them to determine if benchmarks have been met, then report that data to the LA-509 CoC to assist in reviewing and ranking projects for the CoC Program NOFA competition.
- Monitor to ensure the Regional HMIS Lead Agency is fulfilling the responsibilities outlined in the HMIS Governance Charter and complies with the HMIS grant agreement and HUD issued regulations and notices.

RESPONSIBILITIES OF THE HMIS LEAD AGENCY

The Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-2-1 Homeless Management Information System 310INFO/2-1-1 HMIS shall:

- Manage, administer and oversee the day-to-day operations of HMIS
- Obtain and maintain grants supporting the HMIS project provide staffing and purchase the required licenses, equipment, software, space and operations for the HMIS.
- Work with the HMIS software vendor to ensure data is collected, stored and reported in compliance with all HUD regulations; and determine if a different vendor should be selected to provide regional HMIS if the current vendor fails to conform to HUD regulations. The LA-509 CoC must approve a change in the HMIS software vendor.
- Provide training to all HMIS end users within the Participating Agencies through individual or group training, either in a classroom setting or in a one-on-one setting at either the Regional HMIS Lead Agency offices or the requesting agency's offices. Introductory trainings as well as any additional training will be offered on a regular schedule and periodically at the availability of the HMIS Lead Agency System Administrator. Privacy training will occur at a minimum of once per year.
- Promote use of the HMIS through regular contact with users, Participating Agencies and similar organizations whose participation would benefit the LA-509 CoC and/or the 310INFO/2-1-1 HMIS itself.
- Sign and execute written HMIS Participation Agreements with each Participating Agency, which delineates the obligations and authority of the LA-509 CoC, Regional HMIS Lead Agency, LSNDP and the Participating Agency. These agreements will include, directly or referenced the requirements of the LSNDP Policies and Standard Operating Procedures (LSNDP P&P) and any future regulatory documents set forth by HUD and the LSNDP; and discuss possible sanctions for violating the agreement. This agreement will also require that the LA-509 CoC, Regional HMIS Lead Agency, LSNDP and the Participating Agency will process protected identifying information in a manner consistent with this agreement.
- Provide each participating agency, organization, program or project with a copy of the LSNDP P&P, an agency Executive Director Training Manual, Agency Administrator Training Manual and an End User Training Manual.

- Monitor and verify data collection and entry from all Participating Agencies, ensuring data entered into HMIS complies with HUD requirements and the LSNDP P&P. Work with the LA-509 CoC and the Participating Agencies to address any deficiencies in data collection.
- Monitor and verify the quality of the data ensuring data is accurate, complete and conforms to federal HMIS requirements. The Regional HMIS Lead Agency shall analyze the data to identify areas of concern and/or weakness and make recommendations to the Participating Agency as to how to correct them. As well, the HMIS Lead Agency will monitor the Participating Agencies for compliance with all the appropriate security, Privacy and data quality policies, regulations and procedures.
- Implement LSNDP P&P and provide necessary support to assist all Participating Agencies in implementing the LSNDP P&P. The HMIS Lead Agency will monitor compliance and work with the LA-509 CoC to resolve issues and enforce sanctions for non-compliance.
- Collaborate with the LA-509 CoC in all appropriate ways to ensure that the policy goals developed by the LA-509 CoC are met. They will work together closely to share information, develop goals and address issues with data quality and participating agencies as they occur.
- Actively participate on the LSNDP Board with a minimum of one Regional HMIS Lead Agency representative. This representative is authorized to provide one of two LA-509 CoC votes on LSNDP related business. The second vote will be cast by a representative from the Louisiana Housing Corporation on behalf of the LA-509 CoC.
- Collaborate with the LSNDP to at least annually review and, as necessary, revise statewide the LSNDP P&P and supporting documents. When HUD releases new HMIS rules or requirements, the Regional HMIS Lead Agency will present the recommended system changes to the LA-509 CoC Lead Point of Contact of the release within 30 days. After review and discussions with LSNDP, the HMIS Lead Agency will present the recommended system changes to the LA-509 CoC Board for approval within 4-6 months of publication. The HMIS Lead Agency will make approved changes and demonstrate a good faith effort to prepare the CoC membership to meet the requirements by HUD's effective date. The HMIS Lead Agency will also seek feedback from the LA-509 CoC and the Participating Agencies on the LSNDP P&P and supporting documents and provide them to the LSNDP.
- Generate appropriate reports that reflect the cumulative data for the CoC as needed and/or upon request from the LA-509 CoC, HUD, Participating Agencies and other entities seeking this information as deemed appropriate by the Regional HMIS Lead Agency and/or the LA-509 CoC. The HMIS Lead Agency shall be responsible for creating and developing new reports as requested and/or required by the LA-509 CoC, HUD and Participating Agencies. These reports shall document collective data from the entire CoC in such a way as to provide the requested information for such purposes as the CoC Program grant applications, PIT, HIC and AHAR reports, along with any other continuum-wide programs.

RESPONSIBILITIES OF PARTICIPATING AGENCIES

The Participating Agencies shall:

- Comply and sign written agreements, including HMIS Lead Agency Terms of Service Agreements with the Regional HMIS Lead Agency, LSNDP P&P Agreement and all appropriate federal regulations regarding HMIS.
- Comply with all federal, state and local laws regarding client and data privacy, security and confidentiality concerns. Should there be a conflict between such standards and other federal, state or local laws, which the Participating Agency is required to obey, the Participating Agency must contact the Regional HMIS Lead Agency for direction and to appropriately revise/adjust the impacted LSNDP regulatory document.
- Work with the Regional HMIS Lead Agency staff to maintain complete and correct data in the ServicePoint™ system.

PERIOD OF AGREEMENT MODIFICATION AND TERMINATION

The term of this Agreement shall be for one (1) year commencing, effective July 1, 2016 and expiring on June 30, 2017, unless sooner terminated by any party for a substantial breach of the terms herein, which breach remains substantially uncured for a period of at least ninety (90) consecutive days after written notice of such breach.

All parties agree to the terms and conditions of this agreement and acknowledges this constitutes the entire agreement between the two parties.

The Parties hereto have acknowledged their responsibilities and have caused this agreement to be executed and delivered by their duly authorized representatives as of the date of last signature.

LA-509 Continuum of Care Lead Organization: Louisiana Housing Corporation on Behalf of Louisiana Balance of State Continuum of Care

_____	_____
Edselle Keith Cunningham, Jr.	Date
Interim Executive Director, Louisiana Housing Corporation	
 Name of Authorized Representative	 Title
_____	_____
Signature of Authorized Representative	Date

Regional HMIS Lead Agency: Volunteer Center Southwest Louisiana, Inc. dba 310INFO/2-1-1
Homeless Management Information System

Beverly S. McCormick
Beverly S. McCormick
Executive Director, Volunteer Center
Southwest Louisiana, Inc.

6-28-16
Date

Name of Authorized Representative
Beverly S. McCormick

Title
Executive Director

Beverly S. McCormick
Signature of Authorized Representative

6-28-16
Date