

**HOMELESS MANAGEMENT INFORMATION SYSTEM LEAD
MEMORANDUM OF UNDERSTANDING
OF THE
GREATER RICHMOND CONTINUUM OF CARE**

PURPOSE

This document shall serve as (i) the governance charter for the oversight of the Homeless Management Information System ("HMIS") and (ii) the agreement between the Greater Richmond Continuum of Care (CoC) and its designated HMIS Lead Agency.

RESPONSIBILITIES OF THE GREATER RICHMOND CONTINUUM OF CARE

The primary purpose of the Greater Richmond CoC is to carry out the responsibilities of a Continuum of Care as defined by Housing and Urban Development (HUD). The CoC Board designates a Homeless Management Information System (HMIS) and an eligible applicant to manage the HMIS to ensure compliance with relevant regulations and to maximize the availability of data to facilitate planning, performance measurement, and service coordination. The CoC votes every year on whether to approve the continuation with the current HMIS lead or to designate another.

FEES

Homeward fundraises to support the HMIS implementation for the Greater Richmond CoC. There are currently no fees to participate in HMIS. If this changes, Homeward will provide 60 days written notice to all agencies affected. Note that Partner Agencies are responsible for all costs associated with hardware acquisition and maintenance, personnel, data entry, and internet access.

RESPONSIBILITIES OF THE HMIS LEAD AGENCY

The HMIS Lead Agency shall be responsible for oversight of all day-to-day operations including: technical infrastructure; planning, scheduling, and meeting HMIS project objectives; supervision of project staff, including reasonable divisions of labor; and hiring project staff.

In addition, staff are responsible for:

1. Managing the relationship with the HMIS vendor
2. Ensuring that all agencies with staff who have access to HMIS have a signed agency agreement on file with Homeward
3. Providing leadership for technical strategy planning and quality assurance
4. Providing business integration services to social services agencies
5. Implementing HMIS to Virginia service providers
6. Monitoring data quality and security
7. Serving as System Administrator
 - a. Ensuring the HMIS database meets required levels of data integrity

- b. Managing the HMIS configuration and screen layouts
 - c. Assisting users in generating required reports or helping them contract with other resources to create reports
- 8. Managing training activities
 - a. Creating training materials
 - b. Scheduling and conducting training classes
 - c. Providing End-user support
 - d. Analyzing the HMIS problem log to evaluate the need for additional training

RESPONSIBILITIES OF THE COC HMIS POLICIES COMMITTEE

The HMIS Committee will work with the HMIS Lead to:

1. Provide information and guidance to the Greater Richmond CoC and other CoCs as requested related to the implementation of HMIS and the designation of an HMIS Lead;
2. Ensure compliance with HUD's data standards;
3. Provide oversight to the funding and operations of HMIS as part of the CoC;
4. Maintain data quality;
5. Ensure that all HUD funded organizations are trained in and fully utilizing HMIS;
6. Provide input, oversight, and guidance on the development of HMIS policies and procedures;
7. Facilitate the coordination of data collection with agencies primarily serving survivors of sexual and domestic violence;
8. Oversee federal reporting of point-in-time count, Housing Inventory Count, Longitudinal Systems Assessment (LSA), and system performance measures; and,
9. Ensure compliance with HMIS system participation requirements.

RESPONSIBILITIES OF THE HMIS PARTICIPATING AGENCIES

HMIS Participating Agencies shall:

1. Acting on behalf of the Partner Agency, the Executive Director will:
 - a. Establish business controls and practices to ensure organizational adherence to these Policies and Procedures and the User Responsibility and Ethics signed by each user;
 - b. Authorize data access to agency staff and assign responsibility for custody of the data;
 - c. Assume responsibility for integrity and protection of client data entered into the HCIS; and
 - d. Monitor compliance and periodically review control decisions.
2. Designate an Agency Administrator to function as lead staff on HMIS matters and serve as primary point of contact;
3. Uphold Federal and State Confidentiality regulations that protect client records and privacy as referenced in 45 C.F.R. §§ 160 & 164, Health Insurance Portability and Accountability Act (HIPAA), and 42 C.F.R. § 2;
4. Maintain an Internet Connection and Onsite Computer Equipment as specified in the "Maintenance of Onsite Computer Equipment" section of the HMIS Policies and Procedures Manual;

5. Utilize the HMIS for legitimate business purposes only, and will use Client information only as permitted by this Agreement;
6. Consistently enter information into the HMIS and endeavor to keep information up to date;
7. Participate in evaluation efforts requested by Homeward to improve and refine the HMIS; Not use the HMIS in a manner reasonably likely to defraud federal, state or local governments, individuals or entities, or to conduct any illegal activity;
8. Only share Client information in HMIS upon receipt of a verbal or written Release of Information from the Client;
9. Enter no less than the minimum data elements as outlined by HMIS Data and Technical Standards Final Notice for each Client entered;
10. Ensure that any person issued a user ID and password for the HMIS receive appropriate client confidentiality training and have signed a User Policy and Statement of Ethics;
11. Follow, comply with, and enforce the User Policy and Statement of Ethics and HMIS Policies and Procedures Manual, along with any additional requirements included in the Policies and Procedures Manual;
12. Sign, adhere to, and enter into the Agency Agreement with Homeward. If the Agency is also a HIPAA Covered Entity as defined at 45 C.F.R. § 160, the Agency requests Homeward as Business Associate to perform services with the condition that Homeward agrees to abide by the requirements set forth in the HIPAA Rules and Business Associate Provisions below. Regarding the use and/or disclosure of Protected Health Information (PHI), the Agency shall:
 - a. Inform Homeward of any changes in the form of notice of privacy practices that the Covered Entity provides to individuals pursuant to 45 C.F.R. §164.520 and provide the Business Associate a copy of the notice currently in use, if any;
 - b. Inform Homeward of any changes in, or withdrawal of, the consent or authorization provided to the Covered Entity by individuals whose PHI may be used and/or disclosed by Business Associates under this Agreement pursuant to 45 C.F.R. §164.506 or §164.508; and
 - c. Notify Homeward, in writing and in a timely manner, of any restrictions on the use and/or disclosure of PHI agreed to by the Covered Entity as provided for in 45 C.F.R. §164.522.

Note: More detailed information on agency responsibilities is included in the HMIS Policies and Procedures Manual, including:

- Application and access requirements for new agencies (Section 1.7)
- System requirements (2.1.1)
- Internet connectivity (2.1.3)
- Maintenance of onsite computer equipment (2.1.4)
- Privacy (2.2.1)
- Confidentiality (2.2.2)
- Protected information (2.2.3)
- Training (3.2)
- Protection of client data (electronically, on computers, and paper records) (4.3 -4.5)

- Protection of passwords (including not sharing passwords or logins with others) (4.6)
- Adhering to the Data Quality and Monitoring plan (Appendix II)

DESIGNATIONS

Each year, the CoC board reviews role in serving the CoC which includes serving as the collaborative applicant for HUD funding; providing HMIS access to CoC providers and overseeing data collection, reporting, and training and ensuring HUD requirements are met; coordinating the winter and summer point-in-time counts; and serving as a representative of the CoC around issues of homelessness.

DURATION

This MoU is made by and between the Greater Richmond Continuum of Care and Homeward and is in effect from the date of signing through the end of the following calendar year.

APPOINTMENT AND ACCEPTANCE

The Greater Richmond Continuum of Care hereby confirms the appointment of Homeward to act on its behalf as the designated HMIS Lead Agency.

GREATER RICHMOND CONTINUUM OF CARE

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Annette Cousins

Board Chair

12/15/2023

HOMEWARD

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Executive Director

12/15/2023