

Homeless Management Information System (HMIS) Lead Agency
Memorandum of Understanding
between
The Tampa Hillsborough COC
and
The Tampa Hillsborough Homeless Initiative HMIS Lead

I. INTRODUCTION

The purpose of this Memorandum of Understanding ("MoU") is to confirm agreements between the Tampa Hillsborough Continuum of Care ("TH-CoC") and The Tampa Hillsborough Homeless Initiative ("THHI") related to management of the Homeless Management Information System ("HMIS"). This MoU establishes THHI as the HMIS Lead Agency for the TH-CoC, defines general understandings, and defines the roles and specific responsibilities of each party related to key aspects of the governance and operation of the HMIS.

HMIS is the information system designated by the Continuum of Care ("CoC") to comply with the requirements of the CoC regulation 24 CFR 578. The HMIS is used to record, analyze, and transmit client and activity data as it pertains to in regard to the provision of shelter, housing, and services to individuals and families who are experiencing homelessness or at risk of experiencing homelessness. The HMIS database is implemented through the Tampa Hillsborough Homeless Initiative and is called UNITY. UNITY is an electronic shared database for human services agencies in Hillsborough County for tracking client information and outcomes.

HMIS is mandated by the U.S. Department of Housing and Urban Development ("HUD") for all communities and agencies receiving HUD Continuum of Care and Emergency Solutions Grant program ("ESG") funding. HMIS is essential to coordinate client services and inform community planning and public policy. Through HMIS, individuals experiencing homelessness 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 the preparation of a periodic accounting of homelessness in Hillsborough County, including required HUD reporting. The parties to this MoU recognize that thorough and accurate capture and analysis of data about homeless individuals and services is necessary to service and systems planning, effective resource allocation, and advocacy, and thus, it is in the best interest of all parties to work toward the mutual goal of successfully implementing and operating the HMIS in Hillsborough County.

II. DURATION

Except as provided in Section IX (Termination), the duration of this MoU shall be from October 01, 2013 through September 30, 2014. It is anticipated that this MoU will be renewed annually for periods of one year, thereafter; the parties will revise and affirmatively agree to the terms of this relationship. This review is intended to ensure the continued relevance of the terms to the parties and to ensure continued consistency and compliance with HUD regulations.

III. GOVERNANCE AND PARTICIPATION

A. TH-CoC Governance

The TH-CoC is the lead planning group for HUD-funded efforts to end homelessness and for implementing and operating a homeless assistance system in Hillsborough. As such and per HUD policy, the TH-CoC is responsible for HMIS oversight and implementation, which encompasses planning, administration, software selection, managing the HMIS database in compliance with HUD HMIS Regulations, and reviewing and approving of all policies, procedures, and data management plans governing Contributing HMIS Organizations. The TH-CoC's oversight and governance responsibilities are carried out by its membership, based on recommendations by the Advisory Committee.

B. Advisory Committee

The purpose of the Advisory Committee is to provide support and recommendations to the TH-CoC related to the HMIS regulations and standards as set forth by HUD.

C. Lead Agency Designation

The TH-CoC designates THHI as the HMIS Lead Agency to manage HMIS operations on its behalf and to perform HMIS administrative functions at the direction of the TH-CoC.

D. Contributing CoC Project

A Contributing CoC Project contributes Protected Identifying Information (PII) or other client-level data to an HMIS.

E. Contributing HMIS Organizations (“CHO”)

A CHO is an organization that operates a project that contributes data to HMIS.

F. CHO HMIS Agency Administrator

A CHO HMIS Agency Administrator is defined as a single point-of-contact established by each CHO who is responsible for day-to-day operation of CHO data entry, ensuring program-level data quality according to the terms of the Partner Agency Agreement and the Tampa Hillsborough CMIS Data Quality Implementation Guide.

G. User

A User is defined as an employee, volunteer, affiliate, associate, or any other individual who uses or enters data in the HMIS or another administrative database from which data are periodically provided to the HMIS.

H. Software and Hosting

The TH-CoC has selected — Service Point™ of Bowman Systems — to serve as the sole HMIS for the TH-CoC. The system is established as a data entry system, requiring all CHOs to regularly update data through mechanisms specified in Partner Agency Agreements. The authority to enter into contracts with Bowman Systems for the purpose of operating and overseeing HMIS is the responsibility of the HMIS Lead Agency.

IV. GENERAL UNDERSTANDINGS

A. Funding

1. HUD Grant(s)

HMIS activities are funded in part by HUD CoC grants. The TH-CoC authorizes THHI, as the HMIS Lead Agency, to apply for and administer these funds. The terms and uses of HUD funds are governed by the HUD CoC grant agreement and applicable rules.

2. Cash Match

The HUD CoC grants require a cash match. As detailed below in Section V B 3 c, THHI is responsible for providing the commitment of the required local match for the HMIS grants.

B. Fees

TH-CoC authorizes THHI to develop policies and procedures to establish and manage fees. No fee will be charged to any CHO wishing to provide data to the HMIS and: whose program mission is to end homelessness; or is a basic needs program; or whose population served is only homeless.

CHOs will be required to pay their own costs associated with establishing and operating their own program-level, HMIS-compliant system in accordance with the terms of the Partner Agency Agreement.

C. Compliance with HMIS Standards

It is the responsibility of the TH-CoC to ensure that the HMIS Lead Agency is operating the HMIS in compliance with current HUD HMIS Regulations and other applicable laws. The parties agree to update this MoU (as provided in Section VII, Amendment/Notices), as well as other HMIS operational documents and HMIS policies and procedures in order to comply with any updates to these standards established in notices or other guidance, within the HUD- specified timeframe for such.

D. Local Operational Policies and Agreements

The TH-CoC charges THHI, in collaboration with the TH-CoC Advisory Committee, with the responsibility of developing and maintaining agreements, policies, and procedures for review and approval by the TH-CoC. These agreements, policies and procedures include, but are not limited to, an operating manual with policies and procedures for use and management of HMIS (including procedures for ensuring the security of data, disaster recovery, and data quality assurance), privacy policies and notices, data collection and technical standards for CHOs, Partner Agency Agreements, and User Agreements.

Once reviewed and approved by TH-CoC, changes to the policies and procedures may be made at the request of THHI or the TH-CoC to comply with HUD HMIS standards or otherwise improve HMIS operations. During any such modification period, all existing HMIS policies and procedures will remain in effect until such time as the TH-CoC approves the changes.

V. SPECIFIC RESPONSIBILITIES OF THE PARTIES

A. TH-CoC Responsibilities

The TH-CoC serves as the lead HMIS governance body, providing oversight, project direction, policy - setting, and guidance for the HMIS. The TH-CoC exercises all its responsibilities for HMIS governance through its membership, with guidance from the Advisory Committee. These responsibilities include:

1. Ensuring and monitoring compliance with relevant HUD regulations and standards;
2. Recording in official meeting minutes all approvals, resolutions, and other key decisions of the TH-CoC that may be required by HUD rules related to the HMIS governing body;
3. Designating the HMIS Lead Agency and the software to be used for HMIS, and approving any changes to the HMIS Lead Agency or software;
4. Reviewing and approving all HMIS operational agreements, policies, and procedures;
5. Reviewing data quality standards and plans, and establishing protocols for addressing CHOs' compliance with those standards;
6. Promoting the effective use of HMIS data, including measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs;
7. Using HMIS data to inform TH-CoC program and system design, and measuring progress toward implementation of the TH-CoC Strategic Plan and other TH-CoC-established goals ;
8. Provide all local information as necessary for compilation of the annual Housing Inventory Count (HIC), the HMIS elements of the annual Point-in-Time (PIT) Count, Annual Homeless Assessment Report (AHAR), and Pulse Report; and
9. Coordinating participation in the HMIS (and broader Continuum of Care) by all homeless prevention and assistance programs and other mainstream programs serving people experiencing homelessness or working to prevent homelessness.

B. THHI Responsibilities

THHI serves as the Lead Agency for the HMIS, managing and administering all HMIS operations and activities. THHI exercises these responsibilities at the direction of the TH-CoC. These responsibilities are contingent on continued receipt of the appropriate HUD grant funding, and are as follows:

1. Governance and Reporting

- a. Provide staffing for operation of the HMIS;
- b. Prepare the following data reports and analyses for review by the TH-CoC and for submission to HUD:
 - A point-in-time unduplicated count of clients served in the HMIS (for sheltered PIT Count, and AHAR, or as required), at least annually;
 - An accounting of lodging units in the HMIS (for HIC, and AHAR or as required), at least annually;
 - An unduplicated count of newly homeless clients, at least quarterly;
- c. Ensure the consistent contribution of data that meets all HUD-established technical data standards to the HMIS database by, at minimum, every program operating with funds authorized by the McKinney-Vento Act as amended by the HEARTH Act, including those programs receiving ESG funds;
- d. Work with the TH-CoC to facilitate HMIS participation by all homeless prevention and assistance programs and other mainstream programs serving people experiencing homelessness;
- e. Attend TH-CoC and Advisory Committee meetings;
- f. Enforce length of time that records must be maintained for inspection and monitoring purposes per HUD standards and ensure compliance with these standards;
- g. Respond to TH-CoC and Advisory Committee directives; and
- h. Provide data needed to inform TH-CoC's progress toward achieving its Strategic Plan goals.

2. Planning and Policy Development

- a. Establish and maintain mechanisms for soliciting, collecting and analyzing feedback from users, CHO HMIS agency administrators, CoC project managers, CHO executive directors, and persons experiencing homelessness;
- b. Identify general milestones for project management, including training and expanding system functionality, and ensure that the HMIS Action plan is carried out and regularly reviewed;
- c. Develop and, upon adoption by the TH-CoC, implement written policies and procedures for the operation of the HMIS, including requirements and standards for any Contributing CoC Project, and provide for the regular update of these procedures as required by changes to policy;
- d. Develop and, upon adoption by the TH-CoC, implement a data quality, security and privacy plan consistent with requirements established by HUD. Review and update the data quality, security and privacy plan annually, as well as upon updates to HUD regulations, notice, or guidance;
- e. Develop and, upon adoption by the TH-CoC, implement a security plan consistent with requirements established by HUD, and review and update this plan annually and upon update to HUD regulations or guidance;
- f. Develop and, upon adoption by the TH-CoC, implement a disaster recovery plan consistent with requirements established by HUD, and review and update this plan annually according to the most current HUD regulations or guidance;
- g. Develop and, upon adoption by the TH-CoC, implement a privacy policy specifying data collection limitations; purpose and use limitations; allowable uses and disclosures; openness description; access and correction standards; accountability standards; and process and protections for victims of domestic violence, dating violence, sexual assault, and stalking;
- h. Develop and, upon approval by the TH-CoC, execute HMIS Partner Agency Agreements with each CHO, including:
 - Obligations and authority of the HMIS Lead and the CHO;
 - Protocols for participation in HMIS;

- Required policies and procedures;
 - Sanctions for violating the HMIS Partner Agency Agreement; and
 - Terms of sharing and processing Protected Identifying Information (PII) between the HMIS Lead and the CHO.
3. Grant Administration
- a. Prepare and submit HMIS Project Applications for HUD grants in e-snaps;
 - b. Create annual budgets outlining the most efficient resource allocation to meet HMIS requirements;
 - c. Support HMIS by funding eligible HMIS activities with eligible matching sources to serve as the HUD-required match;
 - d. Manage spending for all HUD grants;
 - e. Manage the reimbursement payment process and maintain records of all reimbursement documents, funds, approvals, denials, and other required or relevant records;
 - f. Ensure accurate and regular (quarterly, at minimum) draw down of HUD grant funding; and
 - g. Complete and submit Annual Progress Report (APR) for HUD grants in e-snaps.
4. System Administration
- a. Oversee the day-to-day administration of the HMIS system;
 - b. Manage contracts for Bowman Systems, which includes training for CHOs and THHI staff, and licensing of HMIS server;
 - c. Ensure HMIS software meets the minimum data and technical functionality requirements established by HUD in rule or notice, including un-duplication, data collection, maintenance of historical data, reporting (including HUD-required reports and data quality and audit reports), and any other requirements established by HUD;
 - d. Ensure HMIS data processing capabilities, including the collection, maintenance, use, disclosure, transmission, and destruction of data and the maintenance of privacy, security, and confidentiality protections;
 - e. Oversee and relate small- and large-scale changes to the HMIS database through coordination with Bowman Systems, the Data Committee, and CHO HMIS agency administrators, if applicable;
 - f. Facilitate, a CHO "user group" to discuss implementation of policies and procedures and data entry procedures, at least annually;
 - g. Attend Bowman user group meetings and trainings, and
 - h. Update contact list of HMIS agency administrators and users for all CHOs in conjunction with annual Partner Agency Agreement updates.
5. End-User Administration
- a. Provide or coordinate technical assistance and support;
 - b. Document technical issues experienced by providers;
 - c. Develop and deliver a comprehensive training curriculum and protocol, including accompanying tools and resources, that:
 - Includes, but is not limited to, data entry requirements and techniques, client confidentiality and privacy requirements, data security, data quality, and Bowman Systems data entry/Database;
 - Requires all CHO System Administrators to participate in trainings; it is the responsibility of the CHO System Administrator to ensure Users at the CHO receive training.
 - Is conducted in a manner that assures every new User completes training prior to collecting any HMIS data or using the HMIS; and
 - Is conducted in a manner that assures every current User completes a training update at least annually.

6. Data Quality and Compliance Monitoring
 - a. Consistent with the data quality plan, establish data quality benchmarks for Contributing CoC Projects, including bed coverage rates, service-volume coverage rates, missing/unknown value rates, timeliness criteria, and consistency criteria;
 - b. Consistent with the data quality plan, run and disseminate data quality reports on a quarterly basis to Contributing CoC Projects indicating levels of data entry completion, consistency with program model, and timeliness;
 - c. Consistent with the data quality plan, provide quarterly reports on HMIS participation rates, data quality and other analyses to the TH-CoC and Advisory Committee; and
 - d. Monitor compliance by all CHOs with HMIS participation requirements, policies and procedures, privacy standards, security requirements, and data quality standards through an annual review as outlined in the Partner Agency Agreement and approved by the TH-CoC.

VI. DATA ACCESS AND MANAGEMENT

HPC's authorized staff shall manage the data that is maintained in the HMIS and will have access to all data entered by CHOs. HPC staff will only use the data for purposes having to do with the TH-CoC. The TH-CoC and Data Committees will have access to aggregated and/or otherwise de-identified data that have met quality assurance standards as stipulated by THHI HMIS staff.

VII. AMENDMENT/NOTICES

This MoU may be amended in writing by either party. Notices shall be mailed or delivered to:

President, Board of Directors of Tampa Hillsborough Homeless Initiative
300 W. Platt Street
Tampa, FL 33606

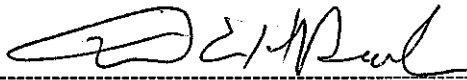
Maria Barcus
CEO, Tampa Hillsborough Homeless Initiative
1414 N Marion Street
Tampa, FL 33602

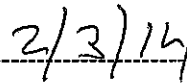
VIII. COMMENCEMENT

This MOU will commence upon the signature of the affected parties.

IX. TERMINATION

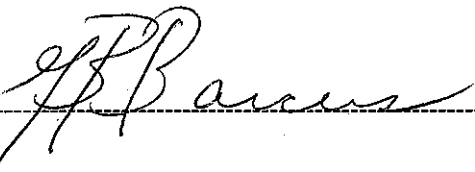
Either party may terminate this MoU prior to the renewal date specified in this MoU by giving sixty (60) days written notice to the other parties. If the funds relied upon to undertake activities described in this MoU are withdrawn or reduced, or if additional conditions are placed on such funding, any party may terminate this MoU within thirty (30) days by providing written notice to the other parties. The termination shall be effective on the date specified in the notice of termination.

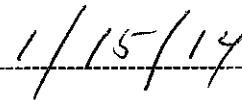




Date

TH-CoC Board of Directors
Tampa/Hillsborough Continuum of Care





Date

Maria Barcus
CEO
Tampa Hillsborough Homeless Initiative

From: [Garrett, Jack](#)
To: [Hayes Triplett, Antoinette](#); [Byrd, Antonio](#); [Erb, Edi](#)
Subject: FW: HUD Approval of FL-501 Tampa/Hillsborough County CoC request for an exception to the last 10 days in January 2015 Point in Time Counting Standard
Date: Monday, February 02, 2015 11:00:45 AM

FYI

From: Snow, William
Sent: Monday, February 02, 2015 10:58 AM
To: "GarrettJP@homelessofhc.org"
Cc: Roanhouse, Michael; Bilodeau, Thomas N; Causey, Gary A; Fitzpatrick-Ivey, Gail; Coffman, Lisa R
Subject: RE: HUD Approval of FL-501 Tampa/Hillsborough County CoC request for an exception to the last 10 days in January 2015 Point in Time Counting Standard

Hey Jack,

HUD recently decided to extend the HDX deadline to May 15 for CoCs that were approved for an exception to conducting their count in the last 10 days of January for good cause (e.g., unanticipated severe weather) that want to count at the end of February. We wanted you to have the same information as the other CoCs.

Thanks,

William Snow
Office of Special Needs Assistance Programs
U.S. Department of Housing and Urban Development
Phone: 202-402-4541
Fax: 202-401-0053
William.Snow@hud.gov

From: Roanhouse, Michael
Sent: Monday, February 02, 2015 9:28 AM
To: Snow, William
Subject: FW: HUD Approval of FL-501 Tampa/Hillsborough County CoC request for an exception to the last 10 days in January 2015 Point in Time Counting Standard

From: Roanhouse, Michael
Sent: Thursday, January 08, 2015 10:30 AM
To: 'GarrettJP@homelessofhc.org'
Cc: Bilodeau, Thomas N; Causey, Gary A; Fitzpatrick-Ivey, Gail; Roanhouse, Michael; Coffman, Lisa R
Subject: HUD Approval of FL-501 Tampa/Hillsborough County CoC request for an exception to the last 10 days in January 2015 Point in Time Counting Standard

The FL-501 Tampa/Hillsborough County Continuum of Care (Coca) has petitioned SNAPs for an exception to the last 10-days in January 2015 PIT counting standard. The CoC indicated that the annual Gasparilla Festival would significantly impact on the effective

collection of information of homeless persons on the street. The CoC has requested approval to reschedule the PIT count to a single night in the last 10 days in February, 2015.

We have determined that major events in a community, like the Super Bowl or large conventions or special local festivities like the Gasparilla Festival can disrupt a one night count and be a good cause exception to the last 10 days in January standard. Therefore, HUD grants the FL-501 Tampa/Hillsborough County CoC request for an extension to the night of February 23, 2015. If you have any questions please contact me at 202-402-4482.

Good luck on your count.

Mike Roanhouse

From: Rankin, Ebony W
Sent: Wednesday, December 10, 2014 7:59 AM
To: Roanhouse, Michael
Subject: FW: Follow up on request to change date of PIT Count for Tampa

Hi Mike,

Attached is a request for a PIT count change date. (This request is made and approved every year.)

Thanks,

Ebony W. Rankin

Special Needs Assistance Specialist
Office of Special Needs Assistance Programs
Community Planning and Development
U.S. Department of Housing and Urban Development
451 7th Street, SW; Room 7256
Washington, DC 20410
ebony.w.rankin@hud.gov
phone: (202) 402-2505
GO HOKIES!

From: Bilodeau, Thomas N
Sent: Tuesday, December 09, 2014 2:24 PM
To: Rankin, Ebony W
Cc: Serino, Lori A; Causey, Gary A
Subject: FW: Follow up on request to change date of PIT Count for Tampa

Ebony:

I believe we forwarded this request to you when we originally received it back in October (right in the middle of the competition now doubt) but I don't believe we ever heard back. They have

received a similar waiver in the past for the reasons stated so I don't think it would be out of the realm of possibilities, but the official word needs to come from up there somewhere. Can you check on this and let us know so we can respond? Thanks as always for all of your assistance.

Tom Bilodeau
Program Manager
US Department of Housing and Urban Development
Office of Community Planning and Development
400 West Bay Street, Suite 1015
Jacksonville, FL 32202
Phone: (904) 208-6001
Fax: (904) 232-3617

From: Causey, Gary A
Sent: Tuesday, December 09, 2014 2:18 PM
To: Bilodeau, Thomas N
Subject: FW: Follow up on request to change date of PIT Count for Tampa

Tom – will you please send this through Ebony to HQs for consideration?

Thanks,
Gary

Gary A. Causey
Director
U.S. Department of Housing and Urban Development
Office of Community Planning and Development
Jacksonville Field Office
400 West Bay Street, Suite 1015
Jacksonville, FL 32202
(904) 208-6077

From: Garrett, Jack [<mailto:GarrettJP@homelessofhc.org>]
Sent: Tuesday, December 09, 2014 2:12 PM
To: Causey, Gary A
Subject: Follow up on request to change date of PIT Count for Tampa

Hello Mr. Causey,

I would like to follow up on the request to move the date of the Point in Time Count for the Tampa/Hillsborough County CoC. I have attached a copy of the letter that was mailed to your office on October 27, 2014. Last year we received permission to move the count from the last week in January to the last week in February due to the local Gasparilla festivities. I look forward to your reply.

Thank you, Jack

, Program Manager

Jack Garrett

Tampa Hillsborough Homeless Initiative

Office: 813.274.6993 Fax: 813.223.6178

This message is for the named person's use only. It may contain confidential, proprietary or legally privileged information. If you receive this message in error, please immediately delete it from your system and notify the sender.