



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

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HMIS Frequently Asked Questions

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HMIS Basics

3.23.18	<p>What is HMIS?</p> <p>A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at-risk of homelessness. Each Continuum of Care (CoC) is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.</p>
3.23.18	<p>What is an HMIS Lead Agency?</p> <p>The agency designated by the CoC to establish and operate the CoC's HMIS.</p>
3.23.18	<p>What are the differences between HMIS@NCCEH and NC HMIS?</p> <p>While we expect there will be many difference as NCCEH and MCAH will implement the ServicePoint software differently, basic differences are outlined in this chart.</p>
3.23.18	<p>If the CoC is responsible for HMIS, what does this mean when a CoC partners in a multi-CoC HMIS like a regional or statewide network?</p> <p>While the CoC is ultimately responsible for HMIS, when multiple CoCs come together to operate an HMIS, the CoCs must agree how decisions will be made together. Under the NC HMIS By-Laws, voting rights for CoCs were established. Voting rights will be established for the HMIS@NCCEH Advisory Committee as well. If a CoC does not get its needs met by the HMIS, it may choose to leave the network.</p>

HMIS@NCCEH Launch

3.23.18	<p>What communications from NCCEH should I watch for?</p> <p>NCCEH will send out updates at least monthly. If you didn't receive a communication from us on March 23, you should sign up for our HMIS mailing list to make sure you receive our communications. If you aren't a user or are outside of Durham, NC Balance of State or Orange CoCs, make sure to select the HMIS@NCCEH launch box so you'll receive launch communications, but your inbox won't be filled with other user news.</p>
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3.23.18	<p>What do I do if I have questions or concerns?</p> <p>Reach out to us! Contact Ben Bradley, NCCEH Project Specialist (ben@ncceh.org or 919.755.4393 x5015). Ben will field all questions and schedule time for you to speak with Denise Neunaber, NCCEH Executive Director, if needed. No question is too small! We want this transition to go as smoothly as possible for you and need your help to make sure we are making good decisions.</p>
3.23.18	<p>Why are we making a change?</p> <p>Leaving the Statewide implementation isn't a decision that NCCEH took lightly. It was a difficult decision, and it was only made after leadership felt we had exhausted all options of staying in the statewide HMIS.</p> <p>The statewide system had 12 CoCs with differing needs, and ultimately, we didn't agree with what we wanted from an HMIS.</p> <p>NCCEH will be making changes in the software configuration of ServicePoint for more accurate reporting and ease of use. We'll also provide new training that includes our approach of not just telling you what to do, but why.</p> <p>Read more about the decision to make a change in a message from our executive director, Denise Neunaber.</p>
3.23.18	<p>Will we change to use another HMIS software?</p> <p>NCCEH and the three CoCs are committed to evaluating ServicePoint. There are many improvements NCCEH Data Center staff will make after the launch of HMIS@NCCEH. We'll focus on this first and evaluate how the software performs, after these changes are implemented. The HMIS Advisory Committee will also explore other software options and may choose to issue a Request for Proposals (RFP) for HMIS software.</p>
3.23.18	<p>Will the number of licenses we have change?</p> <p>Our new system will maintain the same number of licenses currently in use in Durham, NC Balance of State, and Orange CoCs.</p>

HMIS@NCCEH Oversight

3.23.18	<p>Who oversees HMIS@NCCEH?</p> <p>An HMIS Advisory Board is being created. Currently, NC Balance of State CoC Agency Representatives, staff from NCCEH, City of Durham, and the Orange County Partnership to End Homelessness are meeting. By-laws governing this group are being created and will be approved by May 2018.</p>
3.23.18	<p>Where can I stay up to date on the HMIS Advisory Board?</p> <p>Materials will be posted here. If you are interested in learning more and want to be involved, contact Ben Bradley, NCCEH Project Specialist (ben@ncceh.org, 919.755.4393 x5015)</p>

3.23.18	<p>Can my agency have representation in the oversight of HMIS? Participation from agencies will be welcomed! The group of representatives is currently considering these three committees to expand agency involvement:</p> <ul style="list-style-type: none"> • Training and Help Desk Support • System Configuration • Reporting and Data Engagement
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NC HMIS Oversight

3.23.18	<p>Who oversees NC HMIS? The NC HMIS Governance Committee oversees NC HMIS and is responsible for evaluating the HMIS Lead Agency.</p>
3.23.18	<p>What are the NC HMIS Governance Committee Responsibilities?</p> <ul style="list-style-type: none"> • Key Decisions for HMIS Implementation <ul style="list-style-type: none"> ○ Recommend an HMIS Lead Agency to administer the HMIS for participating CoCs to ratify ○ Select HMIS software vendor • Oversight Responsibilities <ul style="list-style-type: none"> ○ Negotiate master contract with HMIS Lead Agency, subject to adoption by each CoC ○ Provide monitoring and oversight to the HMIS Lead Agency and HMIS Vendor ○ Adopt policies and procedures that set baseline requirements for compliance with HUD Data Standards, including, but not limited to, privacy, security, and data quality plans • Financial Responsibilities <ul style="list-style-type: none"> ○ Set a Cost Sharing agreement between the CoCs ○ Review and approve annual budget ○ Develop and monitor a payment plan
3.23.18	<p>Where can I find out more about the NC HMIS Governance Committee? Current materials and meeting dates are posted here. Unfortunately, materials weren't posted for a period of time. An archive of older materials can be found here.</p>

Miscellaneous

3.23.18	<p>What does this mean for NC statewide data? We won't be able to get statewide data from one HMIS. However, it has been challenging to obtain accurate statewide data from NC HMIS. Currently, NCCEH compiles data from the 12 CoC Point-in-Time Counts for statewide data. We are looking at options for the future, including creating a data warehouse that would combine data from the two HMIS networks.</p>
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3.23.18	<p>My agency operates in one of the CoCs that NCCEH will serve AND in a CoC that will remain a part of NC HMIS. What does this change mean for me? Will I have to enter data into two different HMIS networks?</p> <p>We're committed to reducing the burden of participating in two HMIS as much as possible. We've researched technology options to offer solutions. The fourteen agencies who will need to get their data into both HMIS will be invited to participate in a workgroup to determine the best approach for each agency.</p>
3.23.18	<p>What if I'm not in Durham, NC BoS or Orange?</p> <p>Agencies in other CoCs will continue to enter data into NC HMIS and receive assistance from your CoC's Local System Administrator.</p>
3.23.18	<p>Can other CoCs join HMIS@NCCEH?</p> <p>The launch of HMIS@NCCEH is now limited to Durham, NC Balance of State, and Orange CoCs. We anticipate welcoming other interested CoCs in the future. The founding CoCs have discussed creating an application for any additions.</p>