

# Guide for the HMIS Agency Lead

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## BACKGROUND

Each agency participating in the KC Metro HMIS has signed an HMIS Agency Partner Agreement that outlines the core tenets for participation in the HMIS. One of key components to this is the designation of an employee to be the Agency’s HMIS Administrative Lead Representative (HMIS Agency Lead). This person will serve as the primary point of contact for HMIS operations and support.

The agency must also designate the Agency HMIS Security Officer acting as the lead contact for all HMIS security issues. Typically, though not always, one person can be assigned both roles.

This guide provides an overview of the HMIS Agency Lead’s roles and responsibilities along resources to support them.

## Key Terms

<i>Term</i>	Description
<i>Caseworthy</i>	HMIS software used by KC Metro HMIS
<i>Client</i>	A person who receives services at an HMIS participating agency.
<i>CoC</i>	KS-505 Continuum of Care (CoC) membership is made up of agencies who agree to work together to end homelessness and the risk of homelessness among Johnson County residents <i>and</i> , where applicable, to participate in KS-505 CoC’s homeless management information system.
<i>CoC Board</i>	The KS-505 CoC Board acts on behalf of the broader CoC membership. The Board governs policies and procedures and directs the CoC more broadly. Relating to HMIS, the Board is responsible for governance and oversight.
<i>CoC Planning Agency</i>	United Community Services of Johnson County, Inc (UCS) is the lead Planning Agency for the COC responsible for coordinating, convening, organizing, monitoring, and submitting financial applications on behalf of the CoC.
<i>HMIS Administrative Team</i>	Staff members of the HMIS Lead Agency. They manage day-to-day operations support and training of the HMIS. Additionally, they work with HUD, other funds and CaseWorthy in overall management and implementation of requirements, features and functionality.

<i>Term</i>	<i>Description</i>
<i>Caseworthy</i>	HMIS software used by KC Metro HMIS
<i>HMIS Agency Lead</i>	Designated as the agency’s HMIS Administrative lead. This guide is for you!
<i>HMIS Lead Agency</i>	The organization that manages, administers, and operates the overall HMIS on behalf of the CoC. Mid-America Regional Council (MARC) is the HMIS Lead Agency for KS-505.
<i>HMIS User Committee</i>	A team made up of HMIS Users from the Partner Agencies with emphasis on improving the overall HMIS user experience by providing recommendations to the HMIS Lead Agency.
<i>KC Metro HMIS</i>	Overall name for the HMIS system used by KS-505 agencies and the CoC Planning Agency that is managed by the HMIS Lead Agency.
<i>User</i>	Individual within a participating agency who has been trained, has demonstrated competency to the satisfaction of the Agency HMIS Administrative Lead and uses the HMIS as a function of their responsibilities within the agency.

## ROLES & RESPONSIBILITIES OF THE HMIS AGENCY LEAD

### Point of Contact & Support

- Serve as the primary contact between your agency and users and the HMIS Administrative Team
- Attend HMIS meetings, webinars, and conference calls
- Provide first-tier support for HMIS end users in your agency
- Notify all members at your agency of any system-wide changes and other relevant information
- Run agency level reports to fulfill agency needs and follow up on data quality concerns

### Privacy and Security

- Take on the role of the Agency HMIS Security Officer or assure the role and responsibilities are officially assigned to someone else within your agency
- Ensure client privacy, security, and confidentiality in alignment with current privacy policies and procedures
- Ensure that the HMIS Privacy Sign is posted in a visible area of your intake area and is communicated in a language that is understood by clients
- Ensure that the HMIS Privacy Notice is accessible to clients upon request

To see more detailed information on privacy and security review the HMIS Privacy and Security Plan: <http://www.kcmetrohmis.org/pdf/Security-and-Privacy-Plan-06-20-2020.pdf>

### Data Quality

- Ensure annual training requirements are completed by all end users
- Maintain data quality standards (ensure data accuracy, completeness, timeliness, etc.) in alignment with the HMIS and CoC policies, and the HMIS Data Quality Plan.

- Communicate changes to Provider Descriptor Data Elements (such as location and Bed and Unit Inventory) to the HMIS Administrative team to comply with HUD Standards
- Run data quality reports regularly to check client data and work with agency users to make needed corrections. We recommend that you use the APR or CAPER for these regular checks.
- Correct data quality as soon as possible and escalate unresolved issues to the HMIS Help Desk.
- Run the HMIS CSV Data Quality Review quarterly on projects. *See section HMIS CSV Data Quality Tool. See below for details.*
- Responsible for HMIS Quality Monitoring performed in partnership with the HMIS Administrative team. *See next section for more details.*

### HMIS Data Quality Monitoring

The purposes of the monitoring visit are two-fold: (1) determine how successful the agency and its HMIS system users are in making use of the system; and (2) identify if there are training or technical assistance needs that the HMIS Administrative Team might assist the agency and its users with. The Administrative Team will reach out for scheduling this monitoring.

### HMIS CSV Data Quality Tool

The HMIS CSV Data Quality (DQ) Tool was developed to identify common data quality issues found in the HMIS CSV export. It is an Excel Macro that you run against a project CSV export to help reduce the manual work of finding which client record is causing errors.

The KC Metro HMIS User Committee has determined that agencies should run the tool quarterly for each HMIS project. Additionally, the tool should be used prior to any Agency or CoC based required reporting.

For assistance with use of the HMIS CSV Data Quality Tool please reach out to HMIS Administration. See the associated Quick Reference Guide(QRG) for more details:

[http://www.kcmetrohmis.org/pdf/qrg/DataQuality/QRG\\_HMIS\\_CSV\\_Data\\_Quality\\_Tool\\_8-29-22.pdf](http://www.kcmetrohmis.org/pdf/qrg/DataQuality/QRG_HMIS_CSV_Data_Quality_Tool_8-29-22.pdf)

### HMIS User Committee

A group made up of HMIS Agency Leads from partner agencies, the CoC Lead and the HMIS Administrative team. The emphasis of the committee is on improving the overall HMIS user experience by providing recommendations to the HMIS Lead Agency. In addition, the HMIS Administrative Team shares upcoming changes or deadlines that impact the entire KC Metro HMIS.

The HMIS Agency Lead attending the meetings is responsible for the relay of information, including communication via emails to the rest of the organization. (case managers, leadership, etc.)

### HMIS User Administration

The HMIS Policies and Procedures Manual provides more details on HMIS User administration, below are the two primary request types you will perform.

## New Users

Request access for a new user by starting here: <http://www.kcmetrohmis.org/NewUsers.htm>. More information on new user requirements, including training are available from the request page. *For additional information on training see the Training section below.*

## Deactivate Users

To deactivate a user and maintain security protocols, please notify [hmishelpdesk@marc.org](mailto:hmishelpdesk@marc.org) with any staffing updates.

## HMIS Project/Program Administration

For purposes of this guide projects are synonymous with programs.

## New Program Request

To request a new program in HMIS, please fill out a *New Program Request Form* located under the *Quick References Guide* tab on our website.

<http://www.kcmetrohmis.org/pdf/qrg/GeneralAdministration/NewProgramRequestForm.xlsm>

## Close Program Process

If a program is ready to be closed—

- **Run** an APR or ESG CAPER
- **Save** a copy to your local drive
- **Review** data quality and address any issues
- **Exit** all enrolled clients
- **Email** [hmishelpdesk@marc.org](mailto:hmishelpdesk@marc.org) with the **end date** of the program

## Reporting

### Agency Reports

#### *APR (Annual Performance Report)*

Recipients with HUD funding received through CoC homeless assistance grants (e.g., Supportive Housing Program, Shelter Plus Care, Section 8 Moderate Rehabilitation Single Room Occupancy Program, CoC Program) are required to submit an Annual Performance Report (APR) electronically to HUD every operating year. Data collection for the APR is aligned with the most recent version of the Homeless Management Information System (HMIS) Data Standards.

All APRs are now submitted in HUD's [Sage HMIS Reporting Repository](#).

#### *ESG CAPER (Emergency Solutions Grant Consolidated Annual Performance and Evaluation Report)*

Recipients with HUD funding received through the ESG Program are required to submit a Consolidated Annual Performance and Evaluation Report (CAPER) to HUD annually. Data collection for the ESG portion of the CAPER is aligned with the most recent version of the HMIS Data Standards. Beginning in October 2017, ESG recipients may submit their accomplishment data in the Sage HMIS Reporting Repository (Sage).

*Upload APR/ESG CAPER to Sage*

This guide is useful for System Admins who will be generating and APR or ESG CAPER for their programs and need to upload it to Sage: [QRG – Generating an ESG CAPER or APR Report and Upload to SAGE](#)

*Notify HMIS Admin Team that Report is Due so We can Assist You*

- Email [hmishelpdesk@marc.org](mailto:hmishelpdesk@marc.org) with the report’s due date
- Ask HMIS Admin Team to review data quality
- Submit tickets to the Help Desk if needed
- Schedule 1:1 meeting for additional support

*HUD Resources on Reporting*

- Sage CoC APR Guidebook for CoC Grant-Funded Programs: <https://www.hudexchange.info/resource/5315/sage-coc-apr-guidebook-for-coc-grant-funded-programs/>
- HUD CoC APR and ESG CAPER Training: <https://www.hudexchange.info/trainings/courses/coc-apr-and-esg-caper-training/>
- CoC and ESG Virtual Binders: <https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/>
- ESG CAPER Submission Guidance: <https://www.hudexchange.info/programs/sage/esg-caper/#archived-esg-caper-resources>

**CoC Based Reporting**

As the HMIS Lead Agency, MARC is responsible for submitting CoC based reports. We will communicate with agencies the plan to submit the report including tasks and deadlines for each agency.

Agency Leads will be asked to review data quality and confirm the list of programs included in the reports. HMIS Administration will reach out to you with any questions or issues and timely support and responses are essential to meeting CoC reporting deadlines.

*Example of communication to agencies*

WHO?	WHAT?	DUE DATE
Agency TO DO >>>	Review the programs identified for LSA (see below)	11/4/22 Fri
Agency TO DO >>>	Initial Run HMIS CSV DQ Tool/APR and address issues	11/30/22 Wed
MARC	HMIS CSV DQ Tool/APR to confirm DQ	12/09/22 Fri
Agency TO DO >>>	Address data issues and measures identified by HMIS admin	11/28/22—1/2/23
MARC	Upload final LSA report to HUD	01/11/23 Wed

The 2 primary reports include the LSA and SPM:

*LSA (Longitudinal Systems Analysis)*

A critical aspect of the [McKinney-Vento Homeless Assistance Act](#), as amended, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community.

The Longitudinal Systems Analysis (LSA) report, produced from a CoC's [Homelessness Management Information System](#) (HMIS) and submitted annually to HUD via the [HDX 2.0](#), provides HUD and Continuums of Care (CoCs) with critical information about how people experiencing homelessness use their system of care. This page provides guidance for CoCs about how to use and interpret their LSAs as well as for HMIS software providers about how to program the report.

#### *SPM (System Performance Measures)*

A critical aspect of the [McKinney-Vento Homeless Assistance Act](#), as amended, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. To facilitate this perspective the Act now requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types.

The purpose of the System Performance Measures is to help communities gauge their progress in preventing and ending homelessness and provide a more complete picture of how well a community is achieving this goal.

System Performance Measures in Context: <https://www.hudexchange.info/resource/3890/system-performance-measures-in-context/>

## WHERE CAN I FIND HMIS SUPPORT RESOURCES?

### KC Metro HMIS Website

Visit our website at <http://www.kcmetrohmis.org> to view resources, training material, submit a support ticket, and more!

### Quick Reference Guides

Quick Reference Guides (QRG) are short 1–8-page documents that provide concise practical information and advice on specific topics. Sometimes known as “cheat sheets” quick reference guides are designed for users who know the material or task but need something in front of them to remind them of the steps. For QRG and more resources, visit our website at <http://www.kcmetrohmis.org/qrg.htm>

### HMIS Help Desk

Need help? Fill out the form at <http://www.kcmetrohmis.org/helpdesk.htm> or email the HelpDesk [hmishelpdesk@marc.org](mailto:hmishelpdesk@marc.org) with the following information—

- Describe your issue
- List the client ID(s)



- Include the navigation path you used to get to the screen where you experienced the problem
- Provide screenshots without any Personally Identifiable Information (PII)
- Expect a response between 24 and 48 hours

## Training

### New User Training

Start by completing the same training as all new users: <http://www.kcmetrohmis.org/NewUsers.htm>

### Training Videos

High Impact Assessments Training—This KC Metro HMIS training shows users the importance of different data elements, how to improve data quality and how to address family members moving in and out of households.

- Video: [https://www.youtube.com/watch?v=1clZf\\_TXUvo](https://www.youtube.com/watch?v=1clZf_TXUvo)
- PDF: <http://www.kcmetrohmis.org/pdf/Deep-Dive-into-Data-in-HMIS-Training-February-2022.pdf>

Deep Dive into Data Quality— This KC Metro HMIS training shows users the importance of different data elements, how to improve data quality and how to address family members moving in and out of households.

- Video: <https://www.youtube.com/watch?v=b8AO4afAqoo>
- PDF: <http://www.kcmetrohmis.org/pdf/High-Impact-Assessment-Training-January-2022.pdf>

### Ongoing Training Support

Reach out to the HMIS Admin Team for additional support to schedule a 1:1 meeting.

## HUD Exchange

General resources and assistance to support HUD's community partners:

- General landing page: <https://www.hudexchange.info/>
- HUD Exchange > HMIS Section: <https://www.hudexchange.info/programs/HMIS/>
- Common HUD Terms and Acronyms: [https://files.hudexchange.info/resources/documents/CommonHUDTermsandAcronyms\\_Handout.pdf](https://files.hudexchange.info/resources/documents/CommonHUDTermsandAcronyms_Handout.pdf)

## HUD Data Standards

- HMIS Data Standards FY2022: <https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>
- HMIS Data Standards FY2022 Interactive Tool: <https://www.hudexchange.info/programs/hmis/hmis-data-standards/>
- HMIS Data Standards Data Dictionary FY2022: <https://files.hudexchange.info/resources/documents/HMIS-Data-Dictionary.pdf>



## HMIS Program Manuals

- CoC Program HMIS Manual:  
<https://www.hudexchange.info/resource/4445/coc-program-hmis-manual/>
- ESG Program HMIS Manual:  
<https://www.hudexchange.info/resource/4447/esg-program-hmis-manual/>
- RHY Program HMIS Manual:  
<https://www.hudexchange.info/resource/4448/rhy-program-hmis-manual/>
- VA Program HMIS Manual:  
<https://www.hudexchange.info/resource/4450/va-programs-hmis-manual/>
- VASH Program HMIS Manual:  
<https://www.hudexchange.info/resource/5613/hud-vash-program-hmis-manual/>
- YHDP HMIS Manual: <https://www.hudexchange.info/resource/6178/yhdp-hmis-manual/>