

Durham Homeless Services Advisory Committee

Policy & Procedure

Title:	HMIS User License Allocation & Use Policies	Effective:	March 25, 2016
		Last Reviewed:	March 25, 2016
References:	CoC Interim Rule HUD HMIS Data Standards Manual <i>HMIS: Homeless Management Information System</i>		
Attachments:			
Policies:	<p>The CoC shall distribute NC HMIS User Licenses to homeless housing and homeless service providers in a manner designed to maximize HMIS participation by all eligible homeless housing providers and to provide the most accurate and complete data concerning people without homes within the CoC geographic area. In order to maintain the highest possible data quality and to maintain HMIS access, users are expected to log into the HMIS at least once every ninety (90) days.</p>		
Procedure:	<ol style="list-style-type: none"> 1. The Continuum of Care (CoC) Lead Agency shall allocate HMIS User Licenses to ensure that all homeless housing providers using the HMIS and other agencies required to use the HMIS by federal partners have at least one HMIS User License that includes an Advance Reporting Tool (ART) License. 2. The CoC Lead Agency shall distribute additional User Licenses available to Durham to homeless housing and service providers in a manner consistent with the above policy. 3. Service providers not required to use the HMIS may be allocated a User License, including an ART license, at the discretion of the CoC Lead Agency. 4. The CoC Lead Agency shall reevaluate the allocation of User Licenses at least once annually. Any planned reallocation of User Licenses shall be made in the first month of the fiscal year, namely July. 5. Agencies may appeal User License allocation and re-allocation decisions to the CoC Lead Contact (currently the Director of the City of Durham's Community Development Department). Decisions about the allocation of User Licenses made by the CoC Lead Contact shall be final. 6. The CoC Lead Agency shall review Report # "3. 0123- ServicePoint User Last Login Report" from the HMIS monthly. The CoC Lead Agency will advise the Local System Administrator (LSA) on which users have not logged into the HMIS within the last ninety (90) days. 7. The LSA will deactivate the license of Users who have not used to the system in the previous ninety (90) day period and who have not justified a legitimate reason for unused licenses. 8. In order to restore HMIS access, deactivated Users must retake online trainings on Privacy, Security & Visibility, and Workflow appropriate to the work of the User, e.g. HUD Entry-Exit, General Entry-Exit, or Services Only, and pass online quizzes associated with the trainings. Upon passage of the three required online quizzes, the LSA will restore HMIS access to the User. 		