Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
Version 1.2

Louisiana Services Network Data Consortium

Effective Date
May 3, 2013

Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
Table of Contents

Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

INTRODUCTION

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of regional Homeless Management Information System administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC administers licensing, training, and compliance.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.

Benefits of LSNDC System

LSNDC System benefits homeless men, women, and children:
Improvements in service delivery for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

LSNDC System benefits agencies, program managers and case managers:
Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients' needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to generate the program portions of the HUD Annual Progress Report (APR).

LSNDC System benefits the regional Continuum of Care:
Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients' needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill Federal Annual Homeless Assessment Report (AHAR), Continuum application requirements, and city-wide and system-level funding reports.

Definitions

Many of the terms used in this Policies and Standard Operating Procedures Manual may be new to many users. Definitions of some of these terms are as follows:

Agency Administrator: The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSNDC System Administrator.

Authentication: The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

Authorized Agency: Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

Bowman Systems: Also known as Bowman. The company that wrote the software used for the LSNDC, Bowman Systems, also houses and maintains the server owned by the LSNDC that holds our HMIS database.

Client: Any recipient of services offered by a Provider or Authorized Agency.

Client-level Data: Data collected or maintained about a specific person. This type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record.

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

De-identified Data: Data that has been stripped of personally identifying information.

Encryption: Translation of data from plain text to a coded format. Only those with the "key" have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

Fiscal Agency: The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

Firewall: A method of controlling access to a private network, to provide security of data. Firewalls can use software, hardware, or a combination of both to control access.

HMIS: Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

HUD HMIS Data and Technical Standards (the Standards): The most recent HUD Standards published for Continuua of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including "universal" and "program specific" data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC policies is not required.

Identifying Information: Information that is unique to an individual and that may be used to identify a specific person. Examples of identifying information are name and social security number.

LSNDC: The non-profit 501c3 that operates the LSNDC System.

LSNDC System: The software system as well as the information input, generated or acquired in print or machine readable format.

Module: The ServicePoint software has several sections that focus on different types of functions related to HMIS. These sections, known as "modules," include ClientPoint (for entering client data), ResourcePoint (for looking up homeless services), and ShelterPoint (for checking clients in and out of beds). Modules may be added to the LSNDC as needed in the future.

Provider: ANY organization providing outreach, shelter, housing, employment and/or social services.

Regional LSNDC Lead Agency: Manages the LSNDC for their respective regional Continua of Care

Regional LSNDC System Administrator: The job title of the person at the regional HMIS administrating agency who provides technical support and training to Users. This person has the second highest level of user access in ServicePoint and has full access to all user and administrative functions within the respective region.

Server: A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can "serve" many files to many client computers. A database server stores a data file and performs database queries for client computers.

***ServicePoint*™:** A web-based software package developed by Bowman Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

State LSNDC System Administrator: The job title of the person who is responsible for the coordination and administration of the LSNDC System. This person has the highest level of user access in *ServicePoint* and has full access to all user and administrative functions across the State.

User: An individual who uses a particular software package; in the case of the LSNDC, the *ServicePoint* software.

User License: An agreement with a software company that allows an individual to use the product. In the case of *ServicePoint*, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSNDC. User licenses cannot be shared.

Policy 1.0 Organization and Management of the LSNDC System

Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is comprised of regional HMIS administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD)and shall establish guidelines and operating policies for the LSNDC System to comply with federal regulation and guidance provided through the Department of Housing and Urban Development. These Policies and Standard Operating Procedures will be made available to all participating agencies, and a system of review will be established to ensure ongoing viability and responsiveness of policies to the project's environment.

Policy 1.1 LSNDC Board

Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is the governing body in control of the statewide HMIS system and has sole responsibility for the following programmatic areas: fundraising and resource development; consumer involvement; and quality assurance/accountability. The Board meets at least bi-monthly with one annual meeting. The Board is the final decision making authority of the LSNDC.

Membership of the LSNDC Board will be established according to the following guidelines:

- Target for membership will be 18 persons, with two designated representatives each from Regions II – IX and two representatives for Region I and X combined; advisory seats will be named as needed;

- There will be a concerted effort to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

Roles and responsibilities of the Board include, but are not limited to:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, participating organizations and service programs;

- Selecting the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance;

- Defining criteria, standards, and parameters for the release of aggregate data;

- Ensuring adequate privacy protection provisions in project implementation;

- Administer fees for usage of the statewide HMIS system;

- Selecting state administrators of the HMIS System; and

- Selecting and contracting with an HMIS software vendor

Policy 1.2 Fiscal Management	
Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Governing Board regarding financial management of the corporation.

Policy Statement

The LSNDC Board has fiduciary responsibility for the corporation. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable. In relation to fiscal management, the Board is the final decision making authority of the LSNDC.

The LSNDC Board shall adopt a budget; continuously review the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; make investment decisions; have the power to authorize the investment from time to time of the monies or other liquid assets of the Corporation and to authorize the sale of any such investments; and examine the report of the independent public accountants auditing the Corporation's accounts or the Fiscal Agency's accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Treasurer of the Board will ensure compliance of all financial policy and procedures and has the following responsibilities:

- have custody of the funds and securities of the Corporation;

- shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation;

- shall render a full report of transactions conducted as Treasurer whenever required by the Board of Directors and the books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

Policy 1.3 State LSNDC System Administrator	
Responsible: Fiscal Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the State LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board will contract to provide for State LSNDC System Administrator services. The State Administrator(s) will be responsible for the management and supervision of the LSNDC HMIS Statewide System. In the absence of the State LSNDC

System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined. The State LSNDC System Administrator(s) is governed by these Policies and Standard Operating Procedures.

The State LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System.
- Respond to all system-wide questions and issues;
- Provide quality assurance reports to the LSNDC Board;
- Build Agency Assessments upon written request from Regional LSNDC System Administrators;
- Issue Regional User Licenses to Regional LSNDC System Administrator;
- Provide support to Regional LSNDC System Administrators upon request;
- Manage version controls;
- Report regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support; and
- Manage password recovery to Regional LSNDC System Administrator.

Policy 1.4 Regional Lead Agency Operating LSNDC Locally	
Responsible: Regional Continua of Care	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Lead Agency regarding administration and management of the LSNDC System locally.

Policy Statement

The Lead Agencies will be designated by the local Continuum of Care and will designate a Regional LSNDC System Administrator to manage and operate the LSNDC System locally. The Lead Agency will enter into a contractual agreement (Agency Agreement) with each Participating Agency.

Lead Agency is responsible for the following:

- Act as the fiduciary for the operation of LSNDC System locally.
- House the System Administration.
- Guide the HMIS process locally.
- Convene/coordinate Community User Meetings and local group trainings upon request.
- Report database problems/successes to State LSNDC System Administrator.
- Attend System Administration User Meetings to share and benefit from the lessons learned across the State.
- With the help of the State LSNDC System Administrator, mine the database for continuum-wide numbers. The degree to which this activity occurs at a local level will be determined at the local level.

Policy 1.5 Regional LSNDC System Administrator

Responsible: Regional Continua of Care	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Regional LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Continuum of Care must identify a Lead Agency to administer the LSNDC System locally and will designate a staff member as the local HMIS administrator to manage the LSNDC system locally. The local administrator will be the Regional LSNDC System Administrator and will have regional administrative access. All Regional LSNDC System Administrators have full access to all agency records within their Continuum, and may have access to other Continua when appropriate. Regional administrators have access levels as dictated by the user agreement

The Regional LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System in the respective region
- Train and support Participating Agencies in the use of LSNDC System
- Communicate all statewide and regional news to Agency Administrators
- Respond to all Agency Administrator questions and issues
- Provide quality assurance reports to the State LSNDC System Administrator
- Submit requests of building Agency Assessments in writing to the State LSNDC System Administrator
- Issue End User Licenses
- Provide support to HMIS End Users upon request
- Manage notification of upgrades and updates to Agency Administrators
- Monitor data quality
- Manage password recovery for LSNDC End Users
- Prepare formal reports for the local Continuum of Care
- Mine database to respond to authorized requests of information
- Sign Participating Agency Confidentiality Oaths as requested
- Sign and Understand the LSNDC EndUser Agreement

- Complete required trainings with regard to Privacy and System Use.
- Respond to questions from the assigned Agency Administers and provide on-site help as needed.

Policy 1.6 Participating Agency

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Regional Continuum of Care shall identify and solicit the participation of human service providers who are necessary contributors to the LSNDC system. These are to include: emergency shelters, transitional housing programs, homeless outreach programs, permanent supportive housing providers, and homeless prevention programs.

In addition, each region may discretionally identify other service providers that could benefit from inclusion in the LSNDC system. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Procedures.

Before an agency can join the LSNDC System, an Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation must be adopted. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for oversight for all sharing of data it has collected via the LSNDC System.

Policy 1.7 Agency Administrator	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Agency Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Participating Agency must identify a staff member to be the LSNDC Agency Administrator. The LSNDC Agency Administrator is the single point of contact for communication purposes and is responsible for enforcing the data and security requirements under the Policy and Procedures. The Executive Director must submit in writing the name and contact information of the LSNDC Agency Administrator to the Regional LSNDC System Administrator. The Executive Director must notify the Regional LSNDC System Administrator of changes in personal in writing within one business day. If the LSNDC Agency Administrator does not have the capacity to fulfill the technical obligations of this role, arrangement can be made with the Regional LSNDC System Administrator prior to executing an Agency Agreement to ensure the Participating Agency is compliant with the data and security requirements of the LSNDC System.

The Agency Administrator is responsible for the following:

- Primary contact between the Participating Agency and the Regional LSNDC System Administrator
- Must have email, internet access, and a LSNDC User License
- Manages agency user licenses; adding and removing licensed users for their agency, at the discretion of the Regional CoC
- LSNDC System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator
- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Authorized Agency's LSNDC System site

- Has access to all client data, user data and agency administration information for the Authorized Agency; thus is responsible for the quality and accuracy of these data
- Ensures the stability of the agency connection to the Internet and *ServicePoint*, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level

Policy 1.8 LSNDC User	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSNDC User regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

All LSNDC Users will have access to LSNDC data that is appropriate to the duties of their position so that client and service information can be recorded and accessed on a "need to know" basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director shall select an appropriate level of access for each LSNDC User licensed issue. LSNDC User Licenses are described in the User Level Attachment. Each User will complete a training course and sign the User Agreement prior to gaining access to the LSNDC System through the issuance of a license.

The User is responsible for the following:

- Adhering to all LSNDC policies as detailed in the User Agreement
- Securing his/her log-in information so that it will not be shared with another, including administrators or other staff
- Disclosing LSNDC participation and data usage to all clients prior to collection and entry
- Entering and updating client data in a "timely" manner

Policy 1.9 System Availability	
Responsible: State LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for providing availability of database server and notification in advance of any disruption of server availability.

Policy Statement

All LSNDC Users will retain undisrupted access to the LSNDC System, with the exception of scheduled system maintenance. Notification of database unavailability will be posted to the "Newsflash" of the LSNDC System and sent to all users via e-mail no less than one week prior to the disruption.

Policy 1.10 Ethical Data Usage	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes the baseline ethics for LSNDC data usage by anyone accessing the LSNDC System.

Policy Statement

Data contained in the LSNDC System is intended to be used to support or report on the delivery of homeless and housing services in the State of Louisiana. Each LSNDC User will affirm the principles of ethical data use and client confidentiality contained in the LSNDC Policies and Standard Operating Procedures Manual and the LSNDC User Agreement. Each Authorized Agency must have a written privacy policy that includes policies related to employee misconduct or violation of client confidentiality. All LSNDC Users must understand their Agency's privacy policy, and a LSNDC User Agreement must become a permanent part of the employee's personnel file.

The data collected in the LSNDC System is primarily the personal information of people in Louisiana who are experiencing a housing crisis. It is the user's responsibility as the guardian of that data to ensure that it is only used to the ends to which it was collected and in and the manner to which the individual client has given consent.

All users will sign an LSNDC User Agreement before being given access to the LSNDC System. Any individual or Authorized Agency misusing, or attempting to misuse LSNDC data will be denied access to the database, and his/her/its relationship to the LSNDC System may be terminated.

Policy 1.11 Inter-Agency Data Sharing

Responsible: Participating Agency   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for any client data sharing from the Participating Agency inputting and releasing data to any other Participating Agency accessing the LSNDC System.

Policy Statement

Electronic data sharing varies between regions. The need for client confidentiality and the benefit of integrated case management should be balanced when discussing inter-agency data sharing. During the development of the statewide HMIS, the nine regions decided independently on the data sharing standards. Eight of the nine regions favor electronic data sharing within the LSNDC for the benefit of interagency case management. One region favors client confidentiality at the Participating Agency level. The inter-agency data sharing policy for the nine regions are as follows:

Regions II-IX share first name, last name, social security number and social security data quality fields of all clients entered into the LSNDC System with exception to domestic violence service agency and clients that explicitly refuse to be entered into the LSNDC System. All client data beyond these four fields may be shared if and only if the client signs a Release of Information with the exception of medical information and domestic violence information.

Regions I and X do NOT share any client data between Participating Agencies, although data sharing may occur across different programs operated within and by a single Participating Agency (depending on how each agency has chosen to set up their security settings). The data included in the Profile section of a client record will remain CLOSED.

Policy 1.12 Support

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of technical support for the LSNDC software application.

Policy Statement

The Regional LSNDC System Administrator shall provide ongoing support to the Participating Agency through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSNDC System Administrator will acknowledge the receipt of inquiries in a timely manner. The Regional LSNDC System Administrator will provide electronic access to documentation and manuals regarding the use of the LSNDC System. The LSNDC System also contains an on-line Help file for user support.

Support will include the Regional LSNDC System Administrator verification that the network server and the LSNDC System are functioning correctly. Participating agencies are responsible for maintenance of their computer hardware and internet connectivity. The Regional LSNDC System Administrator will assist agency staff with questions that arise during the use of the LSNDC System. Participating agencies should contact the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System. The Regional LSNDC System Administrator may pass a description of the problem and an agency contact name to the Bowman Systems Technical Support. At the written request of participating agencies, the Regional LSNDC System Administrator will assist in the consolidation and deletion of duplicate client records.

Policy 2.0 Requirements for Agency Participation

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and User to obtain authorization to access and use the LSNDC System.

Policy Statement

The Regional LSNDC System Administrator will ensure that anyone accessing the LSNDC System has met the following standards:

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency. The agency accessing the LSNDC system shall ensure that measures have been taken to secure the physical location used for data entry. A computer that has the LSNDC System "open and running" shall never be arranged so that unauthorized individuals may see the information on the screen.

- The User requesting access to the system has been given written permission from the Agency Administrator to access the system.

- The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.

- The User will be assigned a user name and password once they have successfully participated in HMIS Training.

Policy 2.1 Participating Agency Agreement	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency Agreement.

Policy Statement

Only authorized Participating Agencies will be granted licenses to gain access to the LSNDC System. The Regional LSNDC System Administrator will make the sole determination to identify Participating Agencies. Participating Agencies ensure that all aspects of the Participating Agency Agreement are followed as specified.

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency.
- The Participating Agency Agreement outlines responsibilities and duties of the LSNDC and the Participating Agency including requirements for all aspects of system access and use.
- The Participating Agency Agreements will include terms and duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all provisions contained therein.

Policy 2.2 User Licenses	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and end user to obtain and utilize user licenses to gain access and use the LSNDC System.

Policy Statement

1. Regional LSNDC System Administrators determine the number of licenses required and available for each Participating Agency. If necessary, the Participating Agency may incur any additional costs for licenses through the LSNDC based upon the current quote from the system provider.
2. In order to obtain a license, a User must successfully complete an approved training program by the Regional LSNDC System Administrator.
3. Participating Agency licenses will be assigned by the Regional LSNDC System Administrator.
4. Sharing of licenses, User IDs or passwords is strictly prohibited.

Policy 2.3 User Cost	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes cost requirements by Participating Agencies to gain access and use the LSNDC System.

Policy Statement

1. Should it become necessary to incur shared costs by participating agencies, the Regional LSNDC System Administrator shall determine the per agency cost, in consultation with and after advance approval of *-Name of local Continuum of Care-* and participating agencies.
2. Costs shall be documented and itemized with an invoice sent to the Participating Agency directly from the Regional LSNDC System Administrator.
3. Payments shall be made payable to the *–Name of local Continuum of Care-* and due *–insert payment schedule-*.
4. Costs shall be designated as follows: _____ per month totaling _____ per year.

Policy 2.4 User Activation	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User activation to access and use the LSNDC System.

Policy Statement

1. The User requesting access to the system has been given written permission from the Agency Administrator to access the system through the submission of a LSNDC Account Request form to the Regional LSNDC System Administrator.
2. The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.
3. The User will be assigned a user name and password once they have successfully participated in Regional System Training.
4. Regional LSNDC System Administrators, or designated participating Agency Administrators, will distribute User licenses, adding and deleting Users as necessary.
5. Regional LSNDC System Administrators, or designated Participating Agency Administrators, will be responsible for training all new Users.
6. Regional LSNDC System Administrators may supplement training schedules through onsite visits.

Policy 2.5 User Agreement	
Responsible: Participating Agency and User	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User to obtain authorization to access and use the LSNDC.

Policy Statement

Users must sign a User Agreement with the LSNDC acknowledging full understanding and acceptance of the responsibilities and the proper use of the User ID and password of the LSNDC System. Only individuals who can view information in the LSNDC System are authorized users along with the Client to whom the information pertains

Failure to uphold the standards set forth in the User Agreement items listed below are grounds for immediate termination of User privileges.

1. User ID and Passwords must be physically secure and cannot be shared with anyone, including other staff members, supervisors or Executive Director.

2. Access to the LSNDC System is limited to User designated work and their location must meet all HUD HMIS Data and Technical Standards.

3. Users of the LSNDC System, whatever their work role, position, or location, may view, obtain, disclose, or use client data from the LSNDC System only as is necessary to perform their specific job.

4. Failure to log off the LSNDC System appropriately may result in a breach in client confidentiality and system security. Users must log-off of the LSNDC System before leaving the work area for any reason.

5. A computer that has the LSNDC System "open and running" shall never be arranged so that unauthorized individuals may see the information on the screen.

6. Users must not change the closed security on any Client's signed LSNDC Client Release of Information. The LSNDC System security settings must always reflect the Client's expressed wishes as documented through the LSNDC Client Release of Information.

7. User access is revoked immediately upon employment termination

8. Users are responsible to immediately notify the Regional LSNDC System Administrator at [enter contact number] in the event that any breach of confidentiality is witnessed.

Policy 2.6 Hardware and Software Requirements and Maintenance	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes hardware and software requirements for the Participating Agency to access and use the LSNDC.

Policy Statement

The Participating Agency shall maintain and secure the minimum required hardware, software and internet connectivity required in the Data Standards released by the Department of Housing and Urban Development. These minimum requirements include the following:

*   Microsoft Operating System: Windows XP Professional

*   Virus Protection Software: must automatically update and upgrade

*   Anti-spy ware Software: must automatically update and upgrade

*   Firewall: Can be software or hardware

*   Internet Connectivity: must be DSL or higher

*   PC: Pentium IV or higher

*   PC Access: PC must be password protected with each user having a unique Login ID and Password

Bandwidth Recommendations:

The average user will need to sustain a 30-50 Kilobytes/Sec of download throughput to comfortably browse the LSNDC System. Internet Bandwidth Comparisons

- <u>56K Modem</u> – Most users will achieve a connection between 26.4K – 46K depending upon the phone line quality. This will provide at least a 5.0 KB/S transfer rate which is low and not recommended for a single user.
- <u>SDSL</u> – 512Kbps/62.5KB/s. Allows eight users to concurrently browse LSNDC System or use the Internet.
- <u>ADSL</u> – 1.5-8Mbps/187.5KB/s-1MB/s. Allows 23 – 125 users concurrently to use LSNDC System or use the Internet. Distance limited to 18,000 feet.
- <u>Cable</u> – 1Mbps/122.1KB/s. Allows 15 users to concurrently use LSNDC System or the Internet.
- <u>T1</u> – 1.544Mbps/188.5KB/s. Allows 23 users to concurrently use LSNDC System or the Internet.
- <u>T3</u> – 44.763Mbs/5.461MB/s. Allows 682 users to concurrently use LSNDC System or the Internet.

Policy 2.7 Training	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to train all authorized personnel gaining access and use of the LSNDC.

Policy Statement

1. The Regional LSNDC System Administrator shall provide training to authorized Participating Agency personnel on use of the LSNDC.
2. Where applicable, training may occur across Regional Continua of Care to allow for greater training capacity for Participating Agencies.
3. The Regional LSNDC System Administrator shall utilize standardized training materials and curriculum as defined by the LSNDC Board in order to ensure that training is consistent across all regions.
4. Upon completion of training, the Participating Agency personnel should reasonably understand how each module works.
5. Tests and certifications may be required by the Regional LSNDC System Administrator.

Policy 2.8 Contract Termination	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSNDC to terminate a Participating Agency Agreement.

Policy Statement

The LSNDC may terminate the Participating Agency Agreement for non-compliance with the terms of the agreement or with the LSNDC Policies and Standard Operating Procedures with written notice to the Participating Agency. The LSNDC may also terminate the Participating Agency Agreement with or without cause with 15 days written notice to the Participating Agency and according to the terms specified in the Participating Agency Agreement. The termination of the Participating Agency Agreement may affect other contractual relationships with the local Continuum of Care or with funding agencies (HUD).

While the LSNDC may terminate the Participating Agency Agreement with the Participating Agency, all data entered into the LSNDC System will remain a part of the LSNDC System. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in Louisiana. The termination of the Participating Agency Agreement may affect other contractual relationships with Continuum of Care or with funding agencies (HUD).

Many Participating Agencies are required to participate in the LSNDC System as a condition of specific funding. When terminating the Agency Agreement, the Executive Director of the regional continuum of care will notify the person from the Participating Agency who signed the Agency Agreement (or a person in the same position within the agency) 15 days or more prior the date of termination of contract, unless the termination is due to non-compliance with the LSNDC Policies and Standard Operating Procedures. Willful neglect or disregard of the LSNDC Policies and Standard Operating Procedures may result in immediate termination of a Participating Agency from the LSNDC System. The CoC Executive Director will also notify the Regional LSNDC System Administrator. In all cases of termination of Participating Agency Agreements, the Regional LSNDC System Administrator will inactivate all users from that Participating Agency on the date of termination of contract.

Policy 3.0 Security and Access

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for implementing and maintaining security and access to the LSNDC.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the user access privilege conventions set forth in the LSNDC Policies and Standard Operating Procedures, Policy 2.5 Users Agreement and 3.8 User ID and Password.

Policy 3.1 Security of Data on File Server	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to secure access to data on the Network Server and Bowman Systems.

Policy Statement

LSNDC Board shall establish and maintain controls to keep secure all client data in the LSNDC System. This shall prohibit access by individuals who are not registered with a Regional LSNDC System Administrator, and therefore, are unauthorized to receive Participating Agency and client data information through any and all means, including telephone, mail, and computer. All registration and addition of Participating Agency staff to the LSNDC System will be handled solely through the Regional LSNDC System Administrator. The Regional LSNDC System Administrator is responsible for assigning security codes and providing accessibility to the LSNDC System to only those authorized individuals designated by the Executive Director of the Participating Agency. Regional LSNDC System Administrator shall not be held liable for any breach in security related to any changes in authorized Participating Agency personnel if the Participating Agency has not notified the Regional LSNDC System Administrator; notification must be

documented through e-mail, or postmarked through postal mail, within one business day of the personnel changes.

Policy 3.2 Back Up of Data on File Server.
Responsible: Regional LSNDC System Administrator   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: May 3, 2013

Scope
This policy establishes requirements to back up data to ensure continuity of access to data.

Policy Statement
The LSNDC Board shall contract with the software vendor to provide for the back-up of all information housed on the network server. Back up will be made each business day. The Fiscal Agency and Bowman Systems will provide documentation regarding back up procedures and disaster recovery.

Policy 3.3 Updates/Upgrades to LSNDC
Responsible: Regional LSNDC System Administrator   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements to update/upgrade the LSNDC System.

Policy Statement
The Regional LSNDC System Administrator shall notify the Participating Agency of all updates and/or upgrades to the LSNDC System through email to the Executive Director and posting notice in the "System Wide News" of the LSNDC System homepage. All updates and/or upgrades to will occur no sooner than one business day after the notice.

Policy 3.4 Data on File Server
Responsible: Regional LSNDC System Administrator   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements of data access upon termination of the Participating Agency entering data into the LSNDC System.

Policy Statement
Upon termination of the Agency Partner Agreement, and at the Participating Agency's request, the Regional LSNDC System Administrator may assist the Participating Agency with generating a final global report of their data within a reasonable time frame. Notwithstanding anything in the agreement to the contrary, the Regional LSNDC Lead Agency and agencies using the Louisiana Services Network Data Consortium System shall have the continuing right after the termination of this agreement to retain and use a copy of the Participating Agency's data which was shared during the course of this agreement in furtherance of the Louisiana Services Network Data Consortium System programs and subject to any restrictions on use imposed by the clients to whom such data pertains and/or set forth in the provision hereof which, by their terms, survive termination of the agreement.

Policy 3.5 Data Collection
Responsible: Participating Agency   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: May 3, 2013

Scope

This policy establishes the LSNDC adherence to data collection and data integrity requirements.

Policy Statement

The Participating Agency shall enforce with their staff the importance, quality, and accuracy of entering all data into the LSNDC System, as required in the Department of Housing and Urban Development Data Standards, After training of agency staff by the Regional LSNDC System Administrator, the Participating Agency has the responsibility to implement and manage a system for entering client data; the Regional LSNDC System Administrator will provide assistance with project management if requested by the Participating Agency. The Participating Agency must ensure that all selected personnel are trained on these procedures and adhere to the regulations as stated in the LSNDC Data Quality Plan, Appendix B.

Policy 3.6 User Access

Responsible: Regional LSNDC System Administrator   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: May 3, 2013

Scope

This policy establishes requirements to appropriately add users of the LSNDC System as well as designate system use restrictions.

Policy Statement

User Access levels will be deemed by the Executive Director of the Partner Agency in consultation with the Regional LSNDC System Administrator. These levels should be reflective of the access a user has to client-level paper records and should be need-based. The Regional LSNDC System Administrator will generate usernames and passwords within the administrative function of the LSNDC System. User ID and Passwords are to be assigned to individuals who have passed the Regional LSNDC System training and who have understood and signed all appropriate LSNDC user agreements and related document.

Access to the software system will only be allowed from computers and networks meeting HUD Technical Standards and specifically identified by the Executive Director and Site Administrator of the Participating Agency. Access to the LSNDC System from unauthorized locations will be grounds for termination of the LSNDC user rights.

Policy 3.7 User Changes

Responsible: Participating Site Administrator   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to appropriately modify or delete users of the LSNDC System.

Policy Statement

The Agency's Executive Director, or the employee's immediate supervisor, must notify the Regional LSNDC System Administrator of a user's termination from the agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information within one business day of the occurrence. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 24 hours of the start of their leave.

Policy 3.8 User ID and Passwords

Responsible: Regional LSNDC System Administrator   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to create and disseminate User IDs and passwords.

Policy Statement

Authorized users will be granted a unique user ID and password. Each user will be required to enter a User ID with a Password in order to logon to the system. User ID and Passwords are to be assigned to individuals. The User ID will be the first initial and full last name of the user. If a user has a first initial and last name that is identical to a user already in the system, the User ID will be the first initial and last name plus the numbers "01".

The initial, temporary password will be automatically generated by the LSNDC System and will be issued to the User by the Regional LSNDC System Administrator. These passwords may be communicated in written or verbal form only. After logging in to the system for the first time with the temporary password, the new password the User selects must be no less than eight and no more than sixteen characters in length and must include at least two numbers.

Forced Password Change will occur every forty-five days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

Policy 3.9 Password Recovery	
Responsible: Participating Agency Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to reset create and communicate a new user password.

Policy Statement

If a User unsuccessfully attempts to log onto the system four times, the User ID will be "locked out," access permission will be revoked, and the User will be unable to gain access until their password is reset.

The reset password will be automatically generated by the LSNDC System and will be issued to the User by the Regional LSNDC System Administrator or Agency Administrator. These passwords will be communicated in written or verbal form.

Policy 3.10 Use and Disposal of Exported Data	
Responsible: Participating Agency	Effective Date: February 3, 2012
Authorized: LSNDC Board	Last Revision: February 3, 2012

Scope

This policy establishes requirements for the exported and disposal of exported LSNDC System data.

Policy Statement

Users who have been granted access to the LSNDC Report Writer or Advanced Reporting Tool (ART) have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the LSNDC server in raw format to an agency's computer, the data then become the responsibility of the agency. A participating Agency must develop a protocol regarding the handling of data downloaded from the Report Writer or ART tool.

The Participating Agencies shall establish internal extracted data protocols. Issues to be addressed include storage, transmission and disposal of the data.

Policy 4.0 Data Collection, Quality Assurance and Reporting	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for data collection, quality assurance and reporting in the LSNDC System.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the data collection, quality assurance and reporting standards set forth in the LSNDC Policies and Standard Operating Procedures.

Policy 4.1 Appropriate Data Collection	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for inputting data into the LSNDC System.

Policy Statement

The purpose of the LSNDC is to support the delivery of homeless and housing services in Louisiana. The database should only be used to collect or track information related to meeting the client's needs, the delivery of services and for policy development and planning purposes.

LSNDC users will only collect client data that is

- relevant to the delivery of services,
- required by funders, or
- mandated by law.

Procedure

Agency Administrators will ask the Regional LSNDC System Administrator for any necessary clarification of appropriate data collection. The State LSNDC System Administrator, in consultation with the Board of Directors, will make decisions about the appropriateness of data being entered into the database. LSNDC will periodically audit picklists and agency-specific fields to ensure the database is being used appropriately. This concern targets data elements that can be consistently tracked and reported, and does not specifically target the contents of case management notes or other fields not to be aggregated.

Policy 4.2 Client Grievances	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Dec. 15, 2011

Scope

This policy establishes Participating Agency requirements for managing client grievances related to the LSNDC System.

Policy Statement

Clients shall have the right to an independent, impartial review of any complaints they may have regarding LSNDC data collection, explanations offered for that collection, and policies surrounding the collection. They also have a right to know about this opportunity.

Agencies must make every good faith effort to assure that homeless clients are apprised of our obligation and their right. To that end each agency must adhere to the process for filing a formal grievance with the Regional LSNDC System Administrator should a client determine his LSNDC data privacy rights have been compromised by the Participating Agency.

Procedure
Each Agency shall inform their clients of their LSNDC data privacy rights by prominently displaying the LSNDC Public Notice of Privacy wherever LSNDC data is collected, as well as making the LSNDC Privacy Notice available. In the event a client believes his LSNDC data privacy rights have been compromised by the Participating Agency, he should file a formal complaint by submitting a completed LSNDC Grievance Form with the Regional LSNDC System Administrator. It is the responsibility of the Agency to ensure that the grievance form is readily accessible to clients. The Regional LSNDC System Administrator will research the written grievance and determine if there was a violation of LSNDC data privacy rights. Should the Regional Administrator conclude that a breach has been made, he shall provide the Participating Agency with a timely plan of action for

Policy 4.3 Required Data Collection	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope
This policy establishes Participating Agency data collection requirements to be entered into the LSNDC System.

Policy Statement
Providers funded by HUD are required to participate in the LSNDC system to meet the HUD HMIS Data and Technical Standards. Other providers may choose to participate in the LSNDC. All Authorized Agencies that participate in the LSNDC are required to comply with HUD's HMIS Data and Technical Standards unless those standards are in conflict with local laws. This includes the collection of required data elements.

If client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the LSNDC System. Authorized Agencies may choose to collect more client information for their own case management and planning purposes.

Timeliness of Data Entry: Quality assurance of timeliness is described in the LSNDC Data Quality Plane, Appendix B. All HMIS Participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exits, with exceptions for emergency Shelters, outreach programs, and legacy data. LSNDC timeliness of data entry policy will not supersede more stringent CoC timeliness of data entry policies. Exceptions to these data collection policies are in place for organizations serving persons fleeing domestic violence; these organizations should request additional instruction from the Regional LSNDC System Administrator.

In order for the data contained within the LSNDC System to be useful for data analysis and reporting to funders, certain minimum data must be consistently collected throughout the system. In addition to the HUD required Data Elements, client level data is expected as well.

Procedure
All parties are subject to the LSNDC Data Quality Plan, Appendix B, for determining procedural applications of the data collection policies and monitoring practices.

Policy 4.4 Client Informed Consent	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes Participating Agency requirement to obtain client informed consent prior to inputting data into the LSNDC System.

Policy Statement
Each agency must post a sign at each intake or comparable location and on its web site (if applicable) explaining the reasons for data collection for those seeking services. Consent for entering of data into the LSNDC System may be inferred when the proper privacy notice is posted and if the client accepts the services offered. The client has the option to opt out of allowing his or her identifying information to be added to the database. In that case, the client's data should be added to the LSNDC System without identifiers as described above, although the record should be tracked internally by the agency to minimize the number of duplicate records for one client. Electronic client data will be shared between agencies in accordance to the policies adopted by the LSNDC Board of Directors and negotiated between the regions. Client data may be shared through other means with written client consent or according to the privacy policy developed by the agency.

Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Each client must give permission for the disclosure and/or use of any client data outside of the privacy policy developed and posted by the agency. Client consent notices must contain enough detail so that the client may make an informed decision. Clients may withdraw permission to have their personal protected information in the LSNDC System, or may make a request to see copies of his or her client record.

Procedure
The Regions represented in the LSNDC System shall assume responsibility for monitoring their Agencies' compliance. The results and the means of determining them will be shared between Regions.

Policy 4.5 Client Release of Information to Share Data	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes Participating Agency requirement to obtain client informed consent prior to sharing data in the LSNDC System.

Policy Statement

Each agency should include in its privacy policy that data collected by the agency is included in the LSNDC System as part of its administrative responsibility to its Continuum of Care and that aggregate, de-identified data may be used for analysis and reporting purposes. LSNDC will only report aggregate and/or de-identified data as part of its responsibilities, and agrees to maintain the data with the highest level of confidentiality and within the security guidelines set forth in this document.

Policy 4.6 Data Ownership	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement and responsibilities connected to data ownership of data within the LSNDC System.

Policy Statement

The LSNDC System, and any and all data stored in the system, is the property of the LSNDC System. The LSNDC Board of Directors has authority over the creation, maintenance, and security of the LSNDC System. Violations of the LSNDC Agency Agreement, the LSNDC Policies and Standard Operating Procedures, the Privacy Policies, or other applicable laws may subject the Authorized Agency to discipline and/or termination of access to the LSNDC System.

In order to ensure the integrity and security of sensitive client confidential information and other data maintained in the database, LSNDC will be responsible for data ownership.

Policy 4.7 Data Entry Shared Information	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement and responsibilities connected to sharing client profile information within the LSNDC System.

Policy Statement

From CoC to CoC, there are different policies about sharing information maintained in client records. The LSNDC System has a policy to allow First Name, Last Name, Social Security Number and Social Security Data Quality fields to be shared across providers and regions.   Regional CoC may designate profile information as "CLOSED" in accordance to the policy set by the Regional CoC.   In any case, a Release of Information form, signed by the client, must be kept on file and indicated in the LSNDC system.

In order to continue building our LSNDC System and the collaboration between CoC's, the Board is open to the differing needs and sensitivities of each CoC; however, we are supporting an OPEN system.

Policy 4.8 Data Element Customization	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for customization of data fields within the LSNDC System.

Policy Statement

Authorized Agencies may have fields available for agency-specific customization.

LSNDC System may include fields that can be customized on the Authorized Agency level to reflect the program-specific data collection needs of its programs. These fields are part of the LSNDC Software and are available at no additional cost. The State LSNDC System Administrator will have the ability to customize these fields.

Agency Administrators may request that their Regional LSNDC System Administrator customize the agency-specific fields.

Policy 4.9 Data Integrity	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes the requirement to ensure data integrity of the LSNDC System.

Policy Statement

LSNDC users will be responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also develop procedures to evaluate and increase the accuracy of the data entered.

The quality of LSNDC data is dependent on individual users to take responsibility for the accuracy and quality of their own data entry. The Regional LSNDC System Administrators shall work with Agency Executive Directors and/or Agency Administrators in assuming responsibility for and in the monitoring of data quality for their own region or agency. It is in the interest of agencies and the CoC's that all data collected have integrity since that data may be used for evaluation, reporting, monitoring, or funding purposes. In particular the data will impact funding opportunities during competitive SHP process. LSNDC emphasizes, analyzes, and reports on data quality as a service to member agencies. All parties are subject to standards as determined in the LSNDC Data Quality Plan, Appendix B.

Procedure

In order to test the integrity of the data contained in the LSNDC System, the State LSNDC System Administrator, in consultation with Regional LSNDC System Administrators, will devise regular data integrity checks for the LSNDC.

Policy 4.10 Monitoring and Evaluation	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes the requirement for monitoring and evaluating the LSNDC System.

Policy Statement

Accurate and consistent data entry is essential to ensuring the usefulness of the LSNDC. Agencies will provide acceptable levels of timeliness and accuracy. Agencies without acceptable levels of data quality or timeliness may incur any sanctions permissible under the By-laws or negotiated by the Board and Regional CoCs until problems are addressed.

Data quality is an important aspect of the LSNDC System, and must be maintained at the agency level and by users of the system. The Regional LSNDC System Administrators will monitor data quality as part of their management functions.

Procedure
The State LSNDC System Administrator will work with Regional LSNDC System Administrators to develop and perform regular data integrity checks and will be required to report on a regular basis.

Policy 4.11 On-Site Review	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement for an on-site review of the LSNDC System.

Policy Statement
Since the LSNDC is a statewide collaborative, annual review of each contracted agency will be the responsibility of the Regional LSNDC System Administrator, however the LSNDC Board of Directors will develop consistent procedures for the entire state.

Regular reviews enable the LSNDC to monitor compliance with the Standard Operating Procedures Manual and the LSNDC Agency Agreements. However, in the main, this review is more easily facilitated on the regional level with proper oversight.

Procedure
The exact procedures for on-site reviews will be determined by the LSNDC Board of Directors on an annual basis.

Policy 4.12 Client Request for Data	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement for managing a client's request for their LSNDC System data.

Policy Statement
Any client may request to view, or obtain a printed copy of his or her own records contained in the LSNDC System. The client will also have access to a logged audit trail of changes to those records. No client shall have access to another client's records in the LSNDC System.

The data in the LSNDC System is the personal information of the individual client. Each client has a right to know what information about him or her exists in the database, and to know who has added, changed or viewed this information, and when these events have occurred. This information should be made available to clients within a reasonable time frame of the request.

Procedure
A client may ask his/her case manager or other agency staff to see his or her own record. The case manager, or any available staff person with the LSNDC System access, will verify the client's identity and print all requested information. The case manager can also request a logged audit trail of the client's record from the Agency Administrator. The Agency Administrator will print this audit trail; give it to the case

manager, who will give it to the client. The client may request changes to the record, although the agency can follow applicable law regarding whether to change information based on the client's request. A log of all such requests and their outcomes should be kept on file in the client's record.

Policy 4.13 Release of Data for Public Use	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Oct 5, 2009

Scope
This policy establishes the requirement for managing public requests for LSNDC System data.

Policy Statement
Any requests for statewide reports or information from an individual or group who has not been explicitly granted access to the LSNDC System will be directed to the LSNDC Reporting Committee. The LSNDC will only address requests for statewide or cross-regional, where it is not otherwise available, data from entities other than Authorized Agencies or clients. Requests for regional data at the Continuum of Care level will be directed to the Regional LSNDC System Administrator. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client him or herself without proper authorization or consent.

LSNDC will release routine aggregate reports for the larger community, which will address, but are not limited to, statewide descriptive and demographical statistics. In instances where the LSNDC is mandated contractually to provide HMIS data, reports will be provided for purposes of monitoring services delivery and/or program evaluation. The content of these reports will reflect a commitment to client confidentiality and ethical data use. No individual client data will be provided to meet these requests without proper authorization or consent as stated in the LSNDC's Privacy Policy

Procedure
As part of the mission to end homelessness in Louisiana, it is the LSNDC's policy to provide aggregate data on homelessness and housing issues in this area. LSNDC will also issue periodic routine public reports, which will be published and posted on the LSN's website, upon final approval of the LSNDC Board. No individually identifiable client data will be reported in any of these documents. Wherein the LSNDC is contractually obligated to provide de-indentified data to funders for program monitoring and evaluation, the State LSNDC System Administrator shall prepare and submit reports to the appropriate bodies.

All requests for data from anyone other than an Agency or Regional LSNDC System Administrator or a client, which cannot be satisfied by either of the aforementioned conditions, will be directed to the LSNDC Reporting Committee for a recommendation to the Board. The Executive Committee may act on behalf of the Board to expedite urgent requests.

Policy 5.0 Disaster/Emergency Policy	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for the use and response of the LSNDC Systems in the event of a disaster/emergency.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the Disaster/Emergency Policy set forth in the LSNDC Policies and Standard Operating Procedures in the event of a disaster/emergency.

Policy 5.1 Emergency Procedures	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for each Region to develop and maintain detailed procedures which will be activated in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain a Disaster/Emergency Procedures Manual which shall be activated when a disaster significant enough to cause widespread damage occurs or when an emergency significantly impacts the Regional LSNDC Lead Agency's services or client population. These procedures will include the following:

1. A detailed evacuation plan and checklist
2. A list of tasks to be taken before, during, or immediately following a disaster/emergency
3. a matrix of functional responsibilities in the acute phase of a disaster
4. An emergency operations roster
5. A list of key external contact phone numbers/email addresses (see Policy 5.3)
6. Staff report-in policies and procedures
7. A list of local, state, and federal emergency numbers
8. Contingency plan for moving agency operations to a non-affected location (see Policy 5.4)
9. A detailed Chain of Command/checklist of key duties which will be assigned to Regional staff following an disaster/emergency (see Policy 5.2)
10. An overall agency task list broken down by phases of a disaster (warning, response, relief, recovery, and mitigation)

The Manual shall contain detailed instructions for coordinating with other Regional LSNDC Lead Agencies and where, when and how to communicate with local, state, and federal emergency entities. Each Regional LSNDC System Administrator will share her/his Manual with the other Regional LSNDC Lead Agencies and will encourage Participating Agencies to develop a similar Disaster/Emergency Procedures Manual.

Policy 5.2 Chain of Command	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a Chain of Command in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain a detailed Chain of Command (to be implemented within their Emergency Procedures Manual), which will

follow standard Incident Command System (ICS) language during the acute phase of a disaster. The Chain of Command will include the following Disaster/Emergency positions which will be assigned to Agency staff (and their alternates):

1. Emergency Manager
2. Planning Team Chief
3. Operations Team Chief
4. Logistics Team Chief
5. Finance Team Chief

A detailed checklist and duties description of each Disaster/Emergency position shall be maintained and implemented in the event of a disaster/emergency. All Regional Administrators' updated Chain of Command list should be submitted to the System Administrator.

Policy 5.3 Communication	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a detailed communication flow in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop a detailed communication plan (to be implemented within their Emergency Procedures Manual). This plan will include an updated contact list of every Regional LSNDC Lead Agency staff member (including cell phone, alternate land line, and easily accessible email address). The communication plan may include a toll-free land line phone number which staff members could call to report in to their supervisor. Communication methods shall include alternate methods of communication, such as text messaging and website news/check-in. All Regional Administrators' updated contact information (relevant to the LA Statewide HMIS) shall be submitted to the State LSNDC System Administrator.

Policy 5.4 System Continuity	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining system-wide continuity of service before, during and following a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain an agency continuity plan (to be implemented within their Emergency Procedures Manual) in the event of a disaster/emergency. This plan may include signed MOUs with agencies in other Regions and should include specific details about when, how, and where the Regional office should move. All Regional Administrators' updated System Continuity Plans should be shared with the System Administrator.

Policy 5.5 Privacy Policy within the LSNDC	
Responsible: Regional CoC Director	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data within the LSNDC in the event of a disaster/emergency.

Policy Statement

All Regional LSNDC Lead Agency privacy policies concerning client information entered into the LSNDC shall remain enforced before, during and after an emergency/disaster. The regional Director (or Acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to share specific confidential client data with another Regional LSNDC member agency if it is deemed that the sharing of such data is critical to the safety or health of the client. Any sharing of data outside of normal procedures must be signed off by the regional Director (or Acting Director) of the affected CoC, and the specific data sharing (specifically what data is shared and with whom) must be documented both electronically and physically.

Policy 5.6 Public Privacy Policy (Data Sharing with a Third Party)

Responsible: Regional CoC Director	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data with a Third Party in the event of a disaster/emergency.

Policy Statement

All Regional LSNDC Lead Agency privacy policies concerning client information entered into the LSNDC shall remain enforced before, during and after an emergency/disaster. The regional Director (or acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to extract and share disaster/emergency client data on an individual basis for life or death circumstances (e.g. information such as "where are they now, what is their mental/medical condition, what services are needed"). Any sharing of data outside of normal procedures must be signed off by the regional Director (or acting Director) of the affected CoC, and the specific data extraction must be documented both electronically and physically.

Policy 5.7 Data Entry

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of data entry into the LSNDC in the event of a disaster/emergency.

Policy Statement

In the event of a disaster/emergency that affects one or more Regions in the state, the LSNDC could potentially be utilized as a data interface/receptacle for relief and recovery Information & Referral services in addition to its standard roles. The Regional LSNDC System Administrator, in consultation with the Board of Directors and DTAP staff, will make decisions regarding the appropriateness of data being entered into the database during a disaster/emergency. The State LSNDC System Administrator or a Regional LSNDC System Administrator will ensure that all new users entering in such data will be

given appropriate security access so that no existing confidentiality policies are breached.

Policy 5.8 Training	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of training new LSNDC users in the event of a disaster/emergency.

Policy Statement

If the LSNDC is temporarily utilized as a data interface/receptacle for Relief and Recovery Information & Referral during a disaster/emergency, a Regional LSNDC System Administrator shall provide training to disaster/emergency personnel on the use of the LSNDC. Upon completion of training, the new user should reasonably understand how each module works.   All existing LSNDC rules, procedures, policies and agreements still apply to the disaster/emergency user.   The State LSNDC System Administrator or a Regional LSNDC System Administrator will ensure that all new users entering in disaster/emergency data will be given appropriate security access so that no existing confidentiality policies are breached.

Appendix A

**Louisiana Services Network Data Consortium (LSNDC)
Board Membership**

Effective Date: May 3, 2013

REGION I AND X - New Orleans/Jefferson Parish CoC
Parishes: Orleans and Jefferson

Ms. Vicki Judice	Mr. Clifton Harris
UNITY of Greater New Orleans	VIA LINK
2475 Canal Street. Suite 300	2820 Napoleon Avenue
New Orleans, LA 70119	New Orleans, LA 70115
Phone: (504) 821-4496	Phone: (504) 897-4877

REGION II - Baton Rouge CoC
Parishes: Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana

Mr. Randy Nichols	Mr. Corey Dyer
Capital Area Alliance for the Homeless	Capital Area Alliance for the Homeless
5850 Florida Boulevard	5850 Florida Boulevard
Baton Rouge, LA 70806	Baton Rouge, LA 70806
Phone: (225) 201-0696	Phone: (225) 201-0696

REGION III - Houma-Terrebonne CoC
Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

Mr. Willie Green	Mr. Brooke Guidry
Gulf Coast Social Services, Inc.	Start Corporation
320 Progressive Boulevard	420 Magnolia Street
Houma, LA 70360	Houma, LA 70360
Phone: (985) 851-4488	Phone: (985) 879-3966

REGION IV - Lafayette/Acadiana CoC
Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

Mr. Eric Gammons	Mr. Andrew Zegura
Acadiana Regional Coalition on	Acadiana Regional Coalition on
Homelessness & Housing, Inc.	Homelessness & Housing, Inc.
P.O. Box 3936	P.O. Box 3936
Lafayette, LA 70502	Lafayette, LA 70502
Phone: (337) 235-4972	Phone: (337) 235-4972

REGION V - Lake Charles/Southwestern Louisiana CoC
Parishes: Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis

Tarek Polite
Lake Charles/Southwest Louisiana Continuum of Care
1011 Lakeshore Drive Suite #606
Lake Charles, LA 70601
Phone: (337)721-3550
Fax: (337)437-3202

Mr. Randall Hebert
Volunteer Center of Southwest Louisiana
1023 Common Street
Lake Charles, LA 70601
Phone: (337) 439-6109

REGION VI - Alexandria/Central Louisiana CoC
Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

Ms. Renee Brannon
Vernon Community Action Council, Inc.
1307 South Fifth Street
Leesville, LA 71446
Phone: (318) 443-0500

Ms. Kendra Gauthier
Central Louisiana Homeless Coalition
Post Office Box 1303
Alexandria, LA 71309
Phone: (318) 443-0500

REGION VII - Shreveport/Bossier/Northwest CoC
Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Sabine, Webster

Ms. Christa Pazzaglia
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

Ms. Tosha Stamps
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

REGION VIII - Monroe/Northeast Louisiana CoC
Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll

Ms. Lawana Brown
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

Ms. Kattina Brittan
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

REGION IX - Slidell/Livingston/Southeast Louisiana CoC
Parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

Ms. Dee Wild
Volunteers of America, GNO
823 Carroll Street, Suite B
Mandeville, LA 70448
Phone: (985) 674-0488

Ms. Erin Matheny
Northlake HMIS Data Project
Southeastern Louisiana University
SLU Box 10509
Hammond, LA 70402
Phone: (985) 549-5373

Data Quality Plan
Louisiana Service Network Data Consortium

November 2nd, 2012

Developed by:
LSNDC Data Quality Committee

Data Quality 1.0 Definition: Data Quality Plan	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

A data quality plan is a document that facilitates the ability of LSNDC to achieve statistically valid reliable data.

Note: This plan is subject to change to accommodate new standards released by HUD

The plan will:

- Identify the responsibilities of all parties within LSNDC that affect data quality
- Establish specific data quality benchmarks for timeliness, completeness, and accuracy
- Describe the procedures that the LSNDC will take to implement the plan and monitor progress to meet data quality benchmarks.

Data Quality 1.1 Timeliness	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

All data shall be entered into the HMIS in a timely manner to ensure access to data when it is needed for reporting purposes. To that end, the following timeliness benchmark is set forth:

General Standard:
All HMIS participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exit.

Exceptions:
1. *Emergency Shelters*: All HMIS Participating Emergency Shelter programs will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.

2. *Outreach Programs*: All HMIS Participating Outreach Programs will ensure entry of limited basic demographics as provided by client and services within 5 business days of initial contact.

3. *Legacy Data*: There will be a grace period determined on a case by case basis for how quickly the data should be entered into the HMIS. Legacy Data is information stored in an old or obsolete format or computer system that is, therefore, difficult to access or process. This includes implementations running a previous version of ServicePoint.

Data Quality 1.2 Completeness	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, such as:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

Data Quality 1.2.1 Completeness: Program Descriptor Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Program Descriptors include information about programs that are required for reporting purposes and enhance the HMIS as a tool for supporting information and referral services.

General Standard:

All Program Descriptor Data Elements are required as part of basic administrative setup of programs utilizing the LSNDC, no null/missing Program Descriptor Data Elements are allowed. The PDDE's should be entered no later than 5 days from the time the Provider is created in the LSNDC. They should also be reviewed annually and any changes should be recorded.

Program Descriptor Data Elements:
1. Organization Identifier
2. Organization Name
3. Program Identifier
4. Program Name
5. Direct Service Code
6. Site Information
7. Continuum of Care Number
8. Program Type Code
9. Bed and Unit Inventory Information (Residential Programs Only)
10. Target Population A(Optional)
11. Target Population B (Residential Programs Only)
12. Method for Tracking Residential Program Occupancy (Residential Programs Only)

13. Grantee Identifier (Required for HPRP Programs)

Data Quality 1.2.2 Completeness: All Clients Served	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

It is a HUD expectation that all clients receiving homeless assistance will have their service delivery documented in the HMIS.

General Standard:

All programs using the HMIS shall enter data on all clients in accordance with the newest relevant HMIS Data and Technical Standards. Anonymous entry is not encouraged but allowed when necessary.

Exceptions:

1. Non-HUD Funded Programs are required to have a minimum of 80% of each Universal Data Element on all clients.

2. Homeless Service Providers whose primary target population is victims of domestic violence are currently collecting the data and providing non-identifiable data to the local CoC and are statutorily disallowed from entering client data into the HMIS.

3. If a client refuses to have information input into the HMIS the Homeless Service Provider is not held responsible.

4. When agencies host special events (For Example: Christmas Baskets, Christmas Tree Programs, Easter Baskets, etc.) they are not required to record information on all clients who participate in the event.

Data Quality 1.2.3 Completeness: Universal Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Universal Data Elements are necessary to produce an unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD CoC APR, QPR/APR, the AHAR, and other reporting requirements.

General Standard:

The acceptable percentage of Universal Data Elements with "null/missing" and "unknown/don't know/refused" for all clients served in Supportive Housing Programs, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the UDE's listed below.

Exceptions:

1. *Outreach Programs*: Capture and record initial contact and any other contacts along with UDE's they are able to obtain.

Universal Data Elements:
1. Name
2. Social Security Number
3. Date of Birth
4. Race
5. Ethnicity
6. Gender
7. Veteran Status
8. Disabling Condition
9. Residence Prior to Program Entry/Length of Stay
10. Zip Code of Last Permanent Address
11. Housing Status
12. Program Entry Date
13. Program Exit Date
14. Personal Identification Number (System Generated)
15. Household Identification Number (System Generated)

Data Quality 1.2.4 Completeness: Program Specific Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Program specific Data Elements are necessary to produce the HUD CoC APR, ESG QPR/APR, and to ensure the LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population they serve.

General Standard:

The acceptable percentage of Program Specific Data Elements with "null/missing" and "unknown/don't know/refused" for all clients served by a Supportive Housing Program, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the PSDE's listed below.

Program-Specific Data Elements:
1. Income and Sources
2. Non-Cash Benefits
3. Physical Disability
4. Developmental Disability
5. Chronic Health Condition
6. HIV/AIDS
7. Mental Health
8. Substance Abuse
9. Domestic Violence (Adult and Unaccompanied Youth)
10. Destination
11. Date of Contact(required for street outreach programs only; optional for other programs)
12. Date of Engagement(required for street outreach programs only; optional for other programs)
13. Financial Assistance Provided(required for HPRP-funded programs only; optional for all other programs)
14. Housing Relocation & Stabilization Services Provided (required for HPRP-funded programs only; optional for all other programs)

Data Quality 1.2.5 Completeness: Optional Program Specific Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Optional Program Specific Data Elements are recommend by HMIS data research groups and are based on best practices being implemented at the local level. **They are optional**. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information for the Optional PSDE's listed below.

General Standard:
These are optional data elements unless recommended by the Local CoC.

Optional Program Specific Data Elements:
1. Employment
2. Education
3. General Health Status
4. Pregnancy Status
5. Veteran's Information
6. Children's Education
7. Reason for Leaving
8. Services Provided

Data Quality 1.3 Accuracy	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

The purpose of accuracy is to ensure that the data in the LSNDC HMIS is the best possible representation as it relates to clients and the programs that serve them.

General Standard:
All data entered into the LSNDC HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Deliberately recording inaccurate information is strictly prohibited.

Data Quality 1.3.1 Accuracy: Consistency	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

The purpose is to ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data.

General Standard:
All data elements in the LSNDC HMIS shall be collected and entered in a common and consistent manner across all programs.

Data Quality 1.4 Monitoring	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSNDC and are meeting expected benchmarks as described by the data quality plan.

General Standard:
Data Elements will be monitored on a monthly basis to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record.

Data Quality 1.5 Incentives	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

CoC's are encouraged to develop an incentive program to entice CoC Organizations to adhere to the data quality plan.
_____

Acronyms
- APR – Annual Performance Report
- CoC – Continuum of Care
- HMIS – Homeless Management Information System
- HOPWA – Housing Opportunities for Persons with AIDS
- HPRP – Homeless Prevention and Rapid Re-housing Program
- HUD – Housing and Urban Development
- LSNDC – Louisiana Services Network Data Consortium
- PDDE – Program Descriptor Data Elements
- PSDE – Program Specific Data Element
- QPR – Quarterly Performance Report
- SRO – Single Room Occupancy
- UDE – Universal Data Element

Summary of Program Descriptor Data Elements				
		When collected		
Data Standards	Program Applicability	Assigned once	Assigned once; reviewed annually	At least annually or more frequently if inventory or coverage changes
1. Organization Identifier	All CoC Programs	x		
2. Organization Name	All CoC Programs		x	
3. Program Identifier	All CoC Programs	x		
4. Program Name	All CoC Programs		x	
5. Direct Service Code	All CoC Programs	x		
6. Site Information	All CoC Programs		x	
7. Continuum of Care Number	All CoC Programs		x	
8. Program Type Code	All CoC Programs		x	
9. Bed and Unit Inventory Information	Residential CoC Programs Only			x
10. Target Population A (Optional for all programs)	All CoC Programs		x	
11. Target Population B	Residential CoC Programs Only		x	
12. Method for Tracking Residential Program Occupancy	Residential CoC Programs Only		x	
13. Grantee Identifier	HPRP Programs Only		x	

Summary of Universal Data Elements							
		Subjects			When Collected		
Data Standards	**Program Applicability**	**All Clients**	**All Adults**	**All Adults& Unaccompanied Youth**	**Initial Program Entry Only**	**Every Program Entry**	**Every Program Exit**
1. Name[1]	All CoC Programs	x			x		
2. Social Security Number[1]	All CoC Programs	x			x		
3. Date of Birth[1]	All CoC Programs	x			x		
4. Race[1]	All CoC Programs	x			x		
5. Ethnicity[1]	All CoC Programs	x			x		
6. Gender[1]	All CoC Programs	x			x		
7. Veteran Status	All CoC Programs		x			x	
8. Disabling Condition	All CoC Programs	x				x	
9. Residence Prior to Program Entry and Length of Stay	All CoC Programs			x		x	
10. Zip Code of Last Permanent Address	All CoC Programs			x		x	
11. Housing Status	All CoC Programs	x				x	x (Optional for Emergency Shelter)
12. Program Entry Date	All CoC Programs	x				x	
13. Program Exit Date	All CoC Programs	x					x
14. Personal Identification Number	All CoC Programs	x			x		
15. Household Identification Number	All CoC Programs	x				x	

[1]Note that one or more of these personal identifiers may need to be asked on subsequent visits to find and retrieve the client's record. However, this information only needs to be recorded in HMIS on an initial program entry.

Summary of Program-Specific Data Elements								
			When Collected					
Data Standards	Program applicability	Subjects	During Client Assessment Near Entry	At Least Once Every three Months During Program Enrollment²	At Least Once Annually During Program Enrollment³	Every Exit	Every Contact	Each Instance of Financial Assistance
1. Income and Sources	CoC/HUD Competitive Programs[1] HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
2. Non-Cash Benefits	CoC/HUD Competitive Programs HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
3. Physical disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
4. Developmental Disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
5. Chronic Health Condition	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
6. HIV/AIDS	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
7. Mental Health	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
8. Substance Abuse	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
9. Domestic Violence	CoC/HUD Competitive Programs HOPWA Homeless Programs	Adults and Unaccompanied Youth	x					
10. Destination	CoC/HUD Competitive Programs[1] HPRP Programs HOPWA Homeless Programs	All Clients				x		
11. Date of Contact	CoC/HUD Street Outreach Programs	All Clients					x	
12. Date of Engagement	CoC/HUD Street Outreach Programs	All Clients	x					
13. Financial Assistance provider	HPRP Programs	All Clients		x				x
14. Housing Relocation and Stabilization Services Provided	HPRP Programs	All Clients		x		x		

[1]CoC/HUD Competitive Programs include the Supportive Housing Program (SHP), Shelter Plus Care, and the Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings (SRO) Program.
[2]Only collected at least once every three months if the period between program entry and exit exceeds three months.
[3]Only collected at least once annually if the period between program entry and exit exceeds one year.

Additional Program-Specific Data Elements: Optional Data Elements										
Data Standards	**Program Applicability**	**Subjects**					**When Collected**			
	Optional for ALL CoC Programs	All Clients	All Clients or All Adults and Unaccompanied Youth	All Females of Child-bearing Age	All Veterans	All Children	Every Entry	At Least Once Annually during Program Enrollment[1]	When Services Provided	Every Exit
15A. Employment	x		x				x	x		x
15B. Education	x		x				x	x		x
15C. General Health Status	x		x				x	x		x
15D. Pregnancy Status	x			x			x			
15E. Veteran's Information	x				x		x			
15F. Children's Education	x					x	x	x		x
15G. Reasons for Leaving	x	x								x
15H. Services Provided	x								x	

[1] Only collected at least once annually if the period between program entry and exit exceeds one year.