

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

**Standard Policies
and Procedures**

Version 2.0

Effective Date:
October 1, 2017

Developed by:
LSNDC Policy Committee

Adopted by:
LSNDC Board of Directors
On September 20, 2017

**Louisiana Services Network Data Consortium (LSNDC)
Standard Policies and Procedures
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INTRODUCTION

This document details the standard policies 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. All individuals accessing the LSNDC System must read and understand these policies. This document works in concert with the other LSNDC authored documents that establish baseline policies and procedures for data quality, system security, and client information privacy, as well as garner agreements amongst the various parties involved with the system. The affiliated documents are identified with each policy.

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 representation from regional Homeless Management Information System (HMIS) lead agencies and Continua of Care lead organizations 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 establishes the minimum policies for appropriate administration, licensing, training, and compliance at the regional-level.

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 LSND System

LSND System benefits persons experiencing homelessness:

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.

LSND 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 provide unduplicated counts of persons experiencing homelessness and generate the program portions of the HUD Annual Progress Report (APR).

LSND 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 reporting requirements, CoC evaluation and funding application requirements, and city-wide and system-level reports.

Definitions

Terms used in this manual may be new to 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 LSND 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.

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

Collaborative Applicant: The eligible applicant designated by the Continuum of Care (CoC) to collect and submit the CoC Registration, CoC Consolidated Application (which includes the CoC Application and CoC Priority Listing), and apply for CoC planning funds on behalf of the CoC during the CoC Program Competition. The CoC may assign additional responsibilities to the Collaborative Applicant so long as these responsibilities are documented in the CoC's governance charter.

Continuum of Care (CoC): The regional or local planning body that coordinates housing and services funding for homeless families and individuals, and includes transitional housing, permanent supportive housing for disabled persons, permanent housing, supportive services, and Homeless Management Information Systems (HMIS). is designed to promote community-wide goals to end homelessness; provide funding to quickly rehouse homeless individuals (including unaccompanied youth) and families while minimizing trauma and dislocation to those persons; promote access to, and effective utilization of, mainstream programs; and optimize self-sufficiency among individuals and families experiencing homelessness.

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

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.

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 Continuum 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 Standard Policies and Procedures is not required.

LSNDC: The non-profit 501©3 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.

Participating Provider: 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.

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

Regional LSNDC Lead Agency: Manages the LSNDC for their respective regional Continuum 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 managed by Mediware Information 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 LSND C 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 LSND C, 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 LSND C. User licenses cannot be shared.

Policy 1.0 Organization and Management of the LSNDC System

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

Purpose and Scope

This policy establishes the organizational structure and role of the LSNDC System.

Policy Statement

The LSNDC System is the framework for operating a statewide HMIS in Louisiana. It is comprised of the regional Continua of Care (CoC) who are responsible for overseeing the management of data for measuring the communities' progress in ending homelessness. The LSNDC establishes the baseline HMIS-related guidelines and operating policies for the CoCs and their respective participants to effect compliance with regulations set by the Department of Housing and Urban Development (HUD).

Procedure

The LSNDC Board sets policies and standardizes documentation to ensure compliance with HMIS-related federal regulations for CoCs, which are executed at the regional level. Oversight of policy and procedural compliance by HMIS Participating Agencies is provided by the regional HMIS lead agencies, who have been appointed by the CoC lead organizations. The LSNDC Board also contracts with one or more organizations to provide state-wide system administration support. The LSNDC aims to set baseline policies and establish procedures within reasonable time frames that allow for CoCs to meet federal rules. Policies set by the LSNDC shall be reviewed annually, at a minimum.

Affiliated Documents/Agreements/Plans

LSNDC Articles of Incorporation and By-laws

Louisiana Statewide HMIS Joint Governance Agreement

LSNDC Standard Policies and Procedures

LSNDC Agency Participation Agreement

LSNDC Data Quality Plan

LSNDC Information Privacy Plan

LSNDC System Security Plan

Policy 1.1 LSNDC Board of Directors

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

Purpose and Scope

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

Policy Statement

The LSNDC Board of Directors is the governing body in control of the statewide HMIS system and is responsible for establishing baseline policies and requirements for HMIS participation, fundraising and resource development, and quality assurance. The Board is the final decision making authority of the LSNDC.

Procedure

The Board meets at least bi-monthly with one annual meeting. Membership of the LSNDC Board will be established according to the following guidelines:

- Target membership for the LSNDC Board of Directors will be the total sum of two agents from each Continuum of Care region, wherein the membership count can vary based upon the number of independent CoC regions within the state. The two representatives from

each CoC region shall be comprised of one appointee from the regional CoC Lead Agency and one appointee from the regional HMIS Lead Agency. The names and contact information of LSNDC Board members are listed in *Appendix A-- Louisiana Services Network Data Consortium (LSNDC) Board Membership*.

- Concerted effort will be made by the LSNDC Board to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

The LSNDC Board Members are responsible for, but not limited to, performing the following duties:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, Participating Agencies and service programs.
- Establishing 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.
- Establishing the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance.
- Establish LSNDC participation fees for regional HMIS lead organizations;
- Selecting state administrators of the HMIS System.
- Selecting and contracting with an HMIS software vendor.

Affiliated Documents/Agreements/Plans

LSNDC Articles of Incorporation and By-laws

Louisiana Statewide HMIS Joint Governance Agreement

LSNDC Standard Policies and Procedures

Policy 1.2 Fiscal Management

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

Purpose and Scope

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

Policy Statement

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

Procedure

The LSNDC Board shall adopt a budget; continuously monitor the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; and examine the report of the independent public accountants auditing the Corporation's accounts or the 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 Fiscal Agent shall provide and ensure compliance of all financial policy and procedures and has the following responsibilities:

- Have custody of the funds 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 to the Treasurer whenever required by the Board of Directors. 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.

Affiliated Documents/Agreements/Plans

LSNDC Contract with Fiscal Agent
LSNDC Standard Policies and Procedures

Policy 1.3 LSNDC State System Administrator Lead Organization

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

Purpose and Scope

This policy establishes requirements for the HMIS Lead Organization regarding administration and management of the State LSNDC State System Administrator.

Policy Statement

The LSNDC Board will contract with one or more organizations to provide LSNDC State System Administrator services (SSA). The organization(s) will be responsible for providing management and supervision of the SSA and adhering to the terms of the contract executed by LSNDC.

Procedure

The LSNDC Board, or its appointed committee, will identify a lead organization that is positioned to furnish release time for a Regional LSNDC System Administrator to perform the duties of the LSNDC State System Administrator for up to a maximum of 250 hours per fiscal year. The LSNDC shall reimburse the Lead Organization for expenses incurred by the release time of the LSNDC SSA, as identified in the terms of the contract between the LSNDC Board and the Lead Organization. The Lead Organization will be responsible for ensuring the LSNDC SSA performs the duties assigned to the position and documents services in accordance with the contract. The Lead Organization must also agree to terms of non-discrimination practices stated in the contract.

Affiliated Documents/Agreements/Plans

LSNDC Contract with Statewide System Administrator Organization
LSNDC Standard Policies and Procedures

Policy 1.4 State LSNDC System Administrator

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Board

Purpose and Scope

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

Policy Statement

The State Administrator(s) will be responsible for providing management and supervision of the LSNDC HMIS Statewide System and has full access to all user and administrative functions across the State. Statewide System Administrator services are necessary for executing practices and policies set by the Board and providing direct support to Regional LSNDC System Administrators. 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.

Procedure

The State LSNDC System Administrator(s) is responsible for providing the following services:

- Managing the day-to-day operations of the LSNDC System.
- Responding to all system-wide questions and issues.
- Providing quality assurance reports to the LSNDC Board.
- Manage system availability as informed by HMIS software vendor.
- Building Agency Assessments upon written request from Regional LSNDC System Administrators.
- Issuing Regional User Licenses to Regional LSNDC System Administrator.
- Ensuring that the LSNDC System, as a whole, is adhering to relevant HUD HMIS Data and Technical Standards.
- Providing support to Regional LSNDC System Administrators upon request.
- Managing version controls.
- Reporting regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support.
- Managing password recovery to Regional LSNDC System Administrators.
- Performing other duties assigned by the LSNDC Board of Directors.

Affiliated Documents/Agreements/Plans

LSNDC Contract with Statewide System Administrator Organization

Louisiana Statewide HMIS Joint Governance Agreement

LSNDC Standard Policies and Procedures

LSNDC Agency Participation Agreement

LSNDC Data Quality Plan

LSNDC Information Privacy Plan

LSNDC System Security Plan

Policy 1.5 Regional HMIS Lead Agency

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: Regional CoC

Purpose and Scope

This policy establishes requirements for the Regional HMIS Lead Agency regarding administration and management of the LSNDC System at the CoC level.

Policy Statement

The local Continuum of Care, led by the CoC's Collaborative Applicant, shall designate an agency to operate the LSNDC System locally. It is the role of the Regional HMIS Lead Agency to manage the HMIS at the regional level, under the oversight of the CoC Lead Organization established by the Collaborative Applicant, and be compliant HMIS operations and requirements specified in the HUD CoC Program interim rule, per Section 578.57.

Procedure

The Regional HMIS Lead Agency is responsible for, but not limited to, the following duties:

- Comply with the terms of the Louisiana Statewide HMIS Joint Governance Agreement.
- Act as the fiduciary for the operation of LSNDC System locally.
- House the Regional System Administration and provide oversight of day-to-day operations.
- Manage the HMIS process locally, under the oversight of the CoC, and ensure local compliance with the LSNDC Data Quality Plan, LSNDC System Security Plan, and the LSNDC Information Privacy Plan.

- Enter into a contractual agreement, the LSND C Agency Partner Agreement, with organizations participating in HMIS within the CoC.
- Convene/coordinate End User Meetings and local group trainings.
- Provide data and collaborate with CoC and other community partners on homeless initiatives.
- Certify compliance and implementation of HUD HMIS Data Standards locally.
- Ensure the HMIS Participating Agencies receive timely and adequate technical support to optimize use of the system.
- Provide ongoing support to the Participating Agencies through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSND C System Administrator will acknowledge the receipt of inquiries in a timely manner.
- Provide access to documentation and manuals regarding the use of the LSND C System.

Affiliated Documents/Agreements/Plans

- LSND C Agency Participation Agreement*
- HMIS Governance Charter*
- LSND C Standard Policies and Procedures*
- LSND C Data Quality Plan*
- LSND C Information Privacy Plan*
- LSND C System Security Plan*

Policy 1.6 Regional LSND C System Administrator

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: Regional Lead Agency Operating LSND C Locally

Purpose and Scope

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

Policy Statement

Each Continuum of Care must identify a Lead Agency to administer the LSND C System within the designated jurisdiction, and the Regional Lead Agency must designate a staff member as the Regional LSND C System Administrator to guide the system. The local administrator shall have regional administrative access. All Regional LSND C System Administrators have full access to all agency records within their CoC and may have access to other Continua within the LSND C system, where appropriate.

Procedure

The Regional LSND C System Administrator is responsible for, but not limited to, performing the following duties:

- Managing the day-to-day operations of the LSND C System at the regional level.
- Signing and understanding the LSND C End User Agreement.
- Supporting Participating Agencies, and its end users, in the use of LSND C System, address all questions and issues in a timely fashion.
- Communicating all pertinent statewide and regional LSND C information to the LSND C system end users within the service region.
- Providing training for staff of Participating Agencies on LSND C System standards, policies, and practices.
- Ensuring the LSND C End User Agreement is issued, read, and signed prior to the issuance of LSND C system software licenses.

- Issuing LSNDC system software licenses.
- Manage notification of upgrades and updates to end users.
- Monitor data quality, and ensure the Participating Agencies are adhering to the minimum standards set in the LSNDC Data Quality Plan.
- Manage password recovery for LSNDC end users
- Prepare formal reports for the local Continuum of Care, where needed.
- Mine database to respond to authorized requests of information, where feasible.
- Ensure participating providers are adhering to relevant HUD HMIS Data and Technical Standards.
- Perform onsite monitoring for Participating Agency to verify LSNDC standards and practices are being followed. Visits should be conducted annually at a minimum.
- Train all users on HUD updates and changes to HMIS Data Standards
- Advise and provide technical assistance for initiatives that use the LSNDC system for managing human service data, including Coordinated Entry
- Participate in LSNDC Technical Committee conference calls to share and benefit from lessons learned across state.
- Attend LSNDC Regional System Administrator trainings, whenever feasible.
- Report database problems/successes to State LSNDC System Administrator.
- Work with State System Administrator on statewide reporting requests.

Affiliated Documents/Agreements/Plans

- LSNDC Contract with Statewide System Administrator Organization*
- Louisiana Statewide HMIS Joint Governance Agreement*
- LSNDC Standard Policies and Procedures*
- LSNDC Agency Participation Agreement*
- LSNDC Data Quality Plan*
- LSNDC Information Privacy Plan*
- LSNDC System Security Plan*
- LSNDC End User Agreement*

Policy 1.7 Participating Agency

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSNDC Regional System Administrator

Purpose and 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 contribute to the CoC's ability to measure system performance and progress towards ending homelessness. 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 Policies, LSNDC Data Quality Plan, LSNDC Information Privacy Plan, and LSNDC System Security Plan.

Procedure

Participating Agencies are to include, but are not limited to, providers of emergency shelters services, transitional housing programs, homeless outreach services, permanent housing providers, homeless prevention programs, and coordinated entry. In addition, each region may identify other service providers that could benefit from inclusion in the LSNDC system.

Before an agency can join the LSNDC System, a Participating Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation

must be adopted. The Participating Agency Agreement outlines responsibilities and duties of the LSND C and Participating Agency, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein. The signed Agreement must be kept on file by the Regional LSND C System Administrator agency. Only authorized Participating Agencies will be granted licenses to gain access to the LSND C System. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for ensuring that internal and external data-sharing practices align with the minimum requirements established by the LSND C Information Privacy Plan, or Regional CoC where applicable. Participating Agencies are responsible for maintenance of their computer hardware and internet connectivity.

Affiliated Documents/Agreements/Plans

- LSND C Contract with Statewide System Administrator Organization*
- Louisiana Statewide HMIS Joint Governance Agreement*
- LSND C Standard Policies and Procedures*
- LSND C Agency Participation Agreement*
- LSND C Data Quality Plan*
- LSND C Information Privacy Plan*
- LSND C System Security Plan*
- LSND C End User Agreement*
- LSND C Release of Information*

Policy 1.8 Agency Administrator

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSND C Regional System Administrator

Purpose and Scope

This policy establishes requirements for the Agency Administrator regarding communication, access and usage of the LSND C System within the Agency Administrator’s Participating Agency.

Policy Statement

Each Participating Agency may identify a staff member to be the LSND C Agency Administrator. The LSND C Agency Administrator is the single point of contact for communication purposes and is responsible for ensuring the Participating Agency is adhering to the LSND C System standards, policies, and practices, as they pertain to the scope of responsibilities of the Participating Agency.

Procedure

The Regional LSND C System Administrator may delegate some system administration oversight responsibilities to an LSND C system end user for a Participating Agency. The Executive Director must submit in writing the name and contact information of the LSND C Agency Administrator to the Regional LSND C System Administrator. The Executive Director must notify the Regional LSND C System Administrator of changes in personnel in writing within one business day. If it is determined that the appointed LSND C Agency Administrator does not have the capacity to fulfill the obligations of this role, alternative arrangements must be made with the Regional LSND C System Administrator to ensure the Participating Agency is compliant with the LSND C System standards, policies, and practices.

Minimal guidelines for an Agency Administrator (AA) are as follows:

- Must have email, internet access, and a LSND C User License.
- May manage agency user authentication, with the responsibility of adding and removing licensed users for their agency, at the discretion of the Regional CoC.
- LSND C 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 within 24 hours.

- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Participating Provider's LSNDC System site
- Has access to all client data, user data and agency administration information for the Participating Provider; thus, the AA 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 HUD HMIS Data and Technical Standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level.
- Notifies the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System

Affiliated Documents/Agreements/Plans

LSNDC Standard Policies and Procedures

LSNDC Agency Participation Agreement

LSNDC Data Quality Plan

LSNDC Information Privacy Plan

LSNDC System Security Plan

LSNDC End User Agreement

LSNDC Release of Information

Policy 1.9 LSNDC User

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSND Regional System Administrator

Purpose and Scope

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

Policy Statement

Only authorized persons have access to the LSND System. Access authorization is established through the assigned role of the LSND User and the issuance of a HMIS software license.

Procedure

All LSND Users will have access to LSND data that is appropriate to the duties of their position, wherein 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, with the guidance of the LSND Regional System Administrator, where appropriate, shall select an appropriate level of access for each LSND User license issued. Each User will complete a training course and sign the LSND User Agreement prior to gaining access to the LSND System. The LSND User Agreement outlines responsibilities and duties of the LSND and User, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein.

The User is responsible for, but not limited to, the following:

- Adhering to the relevant LSND Standard Policies and Procedures as outlined in this document.
- Adhering to all LSND policies as detailed in the LSND User Agreement.
- Securing his/her log-in information so that it will not be shared with another including administrators or other staff, in accordance with the LSND System Security Plan.

- Disclosing LSND C participation and data usage to all clients prior to collection and entry, in accordance with the LSND C Information Privacy Plan and the LSND C ROI.
- Entering and updating client data in accordance with the LSND C Data Quality Plan.
- Notifies the Regional LSND C System Administrator with questions or problems that appear to be related to errors in the LSND C System, if and Agency Administrator has not been established by the Participating Agency.

Affiliated Documents/Agreements/Plans

- LSND C Policies*
- LSND C Agency Participation Agreement*
- LSND C Data Quality Plan*
- LSND C Information Privacy Plan*
- LSND C System Security Plan*
- LSND C End User Agreement*
- LSND C Release of Information*

Policy 1.10 HMIS Software Vendor

Effective Date: October 1, 2017

Last Revision: September 20, 2017

Responsible Party: LSND C Board

Purpose and Scope

This policy establishes requirements and responsibilities of the HMIS software vendor to design, support, secure, and maintain the LSND C system.

Policy Statement

The HMIS software vendor is the company responsible for the HMIS software and securing the servers that house the HMIS database. The LSND C contracts with an HMIS software vendor to meet the needs of the system participants and ensure compliance with HUD HMIS Data and Technical Standards.

Procedure

The HMIS software vendor, *ServicePoint™*, holds the contract for the HMIS with the LSND C and invoices the LSND C and regional HMIS lead organization separately. The contract is renewed no less than annually. The LSND C system uses is a server based system and all application level data backups are the vendor’s responsibility. HMIS Software Vendor will provide a highly available HMIS and will inform users in advance of any planned interruption in service. HMIS Software Vendor ensures availability of customer data in the event of a system failure. The HMIS vendor also ensures that the data is protected from unauthorized intrusions.

Affiliated Documents/Agreements/Plans

- LSND C Contract with HMIS Software Vendor*
- LSND C System Security Plan*

Appendix A

Louisiana Services Network Data Consortium (LSNDC)

Board Membership List (Effective 9/20/2017)

**Louisiana Services Network Data Consortium (LSNDC)
Board of Directors Membership List**

Effective Date: September 20, 2017

REGION BOS – Balance of State CoC

Parishes: Allen, Ascension, Beauregard, Calcasieu, Cameron, East Baton Rouge, East Feliciana, Iberville, Jefferson Davis, Natchitoches, Plaquemines, Pointe Coupee, Sabine, St. Bernard, West Baton Rouge, West Feliciana

CoC

Gordon Levine, Housing Finance Manager
Louisiana Housing Corporation
2415 Quail Drive
Baton Rouge, LA 70808
Phone: (225) 763-8700

HMIS

Eric Gammons, BoS System Administrator
Capital Area Alliance for the Homeless
153 N. 17th Street
Baton Rouge, LA 70802
Phone: (337) 255-5448

REGION I AND X - New Orleans/Jefferson Parish CoC

Parishes: Orleans and Jefferson

CoC

Robbie Keen, Director of Research
UNITY of Greater New Orleans
2475 Canal Street, Suite 300
New Orleans, LA 70119
Phone: (504) 821-4496x115

HMIS

Mr. Clifton Harris, HMIS Director
VIA LINK
2820 Napoleon Avenue
New Orleans, LA 70115
Phone: (504) 897-4877

REGION III - Houma-Terrebonne CoC

Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

CoC

Tara Nolan, Case Manager
Gulf Coast Social Services
320 Progressive Boulevard
Houma, LA 70360
Phone: (985) 851-4488

HMIS

Brooke Guidry, Operations Director
Start Corporation
420 Magnolia Street
Houma, LA 70360
Phone: (985) 879-3966

REGION IV - Lafayette/Acadiana CoC

Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

CoC

Leigh Rachal, Executive Director
Acadiana Regional Coalition on
Homelessness & Housing
P.O. Box 3936
Lafayette, LA 70502
Phone: (337) 967-0995

HMIS

Andrew Zegura, HMIS System Administrator
Catholic Services of Acadiana
405 St. John Street
Lafayette, LA 70501
Phone: (337) 235-4972x105

REGION VI - Alexandria/Central Louisiana CoC

Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

CoC

Kendra Gauthier, Executive Director
Central Louisiana Homeless Coalition
P.O. Box 1303
Alexandria, LA 71309
Phone: (318) 443-0500

HMIS

Megan Vets, Database Administrator
Central Louisiana Homeless Coalition
P.O. 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, Webster

CoC

Christa Pazzaglia, Executive Director
HOPE Connections
2350 Levy Street
Shreveport, LA 71103
Phone: (318) 670-4591

HMIS

Tosha Stamps, Director of System Outcomes
HOPE Connections
2350 Levy Street
Shreveport, LA 71103
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

CoC

Sarah Johnson, Program Coordinator
HOME Coalition
107 Ashford Drive, Apt.831
West Monroe, LA 71291
Phone: (318) 547-0407

HMIS

Kattina Trosclair, HMIS System Administrator
The Wellspring
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

CoC

Amanda Mills, Executive Director
Northlake Homeless Coalition
P.O. Box 53
Mandeville, LA 70471
Phone: (985) 626-6681

HMIS

Erin Matheny, Director
Northlake HMIS Data Project
Southeastern Louisiana University
SLU Box 10509
Hammond, LA 70402
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Appendix B

Louisiana Services Network Data Consortium (LSNDC)

Data Quality Plan, v2.0 (Effective 10/1/2016)

Data Quality Plan

Louisiana Services Network Data Consortium
Version 2.0

Effective Date:
October 1, 2016

Developed by:
LSNDC Policy Committee

Adopted by:
LSNDC Board of Directors
On August 5, 2016

Introduction

This document serves as the Homeless Management Information System (HMIS) Data Quality Plan for the Continuum of Care (CoCs) served by the Louisiana Services Network Data Consortium (LSNDC) and shall be used in concert with the policies listed in the LSNDC Policies and Standard Operating Procedures. The plan is prepared and maintained by the LSNDC Board of Directors and shared with the CoCs of Louisiana to adopt and implement. The plan standardizes the baseline requirements for ensuring accuracy, timeliness, and completeness of information maintained within the LSNDC HMIS database. The protocols identified within the plan are in accordance with the requirements set by the United States Department of Housing and Urban Development (HUD) and detailed in the 2014 HUD Data and Technical Standards, specifically the HMIS Data Standards Manual, the HMIS Project Descriptor Data Elements Manual, and the Program Specific HMIS Manuals for the various federal partners identified in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*. It is not the intention of the plan to preclude or supersede additional requirements identified by the CoC or contributing HMIS organization. The plan shall be reviewed and revised no less than once a year, with consideration given to the scheduled releases of HMIS Data Standard updates published by HUD.

As CoCs shift towards more data-informed approaches to ending homelessness, the value and necessity for strong HMIS data quality increases. Data quality that is timely, complete, and accurate provides CoCs with statistically valid and reliable data about the communities they serve. CoCs must have clear and concise information to evaluate progress towards meeting local, state, and federal benchmarks, as well as effectively serving clients within their jurisdictions and coordinating their paths to stable, permanent housing.

The purpose of the LSNDC Data Quality Plan is to ensure each CoC within the state of Louisiana has defined baseline expectations for both the community and end users to capture reliable and valid data about persons accessing the homeless assistance system. Additionally, compliance with the LSNDC Data Quality Plan validates with the CoC's compliance with the HMIS data standards set by HUD and their relevant federal partners.

Glossary of Terms:

APR	Annual Performance Report	PATH	Projects for Assistance in Transition from Homelessness
CoC	Continuum of Care	PDDE	Program Descriptor Data Elements
ESG	Emergency Solutions Grants	PSDE	Program Specific Data Element
HMIS	Homeless Management Information System	QPR	Quarterly Performance Report
HOPWA	Housing Opportunities for Persons with AIDS	RHY	Runaway Homeless Youth
HUD	Dept of Housing and Urban Development	SSVF	Supportive Services for Veteran Families
LSNDC	Louisiana Services Network Data Consortium	UDE	Universal Data Element

Referenced Materials:

The plan includes hyperlinks to manuals and ancillary documents published by HUD and relevant federal partners.

- [2014 HMIS Data Standards Manual](#), U.S. Department of Housing and Urban Development
- [CoC Program HMIS Manual](#), U.S. Department of Housing and Urban Development
- [ESG Program HMIS Manual](#), U.S. Department of Housing and Urban Development
- [HMIS Data Standards Dictionary](#), U.S. Department of Housing and Urban Development
- [HMIS Project Descriptor Data Elements](#), U.S. Department of Housing and Urban Development

- [HMIS Standard Reporting Terminology Glossary](#), U.S. Department of Housing and Urban Development
- [PATH Program HMIS Manual](#), U.S. Department of Health and Human Services
- [RHY Program HMIS Manual](#), U.S. Department of Health and Human Services
- [VA Program HMIS Manual](#), U.S. Department of Veterans Affairs

Data Quality 1.0: Data Quality Plan Definition

Effective Date: October 01, 2016

Last Revision: October 01, 2016

A data quality plan is the document that facilitates the ability of Louisiana Services Network Data Consortium (LSNDC) to achieve statistically valid, reliable data. LSNDC Data Quality Plan follows the requirements of the current Federal [HMIS Data Standards Manual](#) and the Project Descriptor and [Program Specific HMIS Manuals](#). This plan is subject to change to accommodate new standards released by HUD.

The plan:

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

Data Quality 1.1: Timeliness Requirements

Effective Date: October 01, 2016

Last Revision: October 01, 2016

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 projects will ensure entry/exits, services, and Universal Data Elements are at minimum completed within 5 business days of project entry/exit.

Exceptions:

1. *Emergency Shelters:* All HMIS Participating Emergency Shelter projects will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.
2. *Outreach Projects:* All HMIS Participating Outreach projects 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 and requires more time for a project to enter data

Data Quality 1.2: Completeness Overview

Effective Date: October 01, 2016

Last Revision: October 01, 2016

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, including ability for CoCs to address HUD System Performance Measures, including:

- Unduplicated counts of clients served at the regional level;
- Patterns of use of participants entering and exiting the homeless assistance system;
- Evaluation of the effectiveness of CoC homeless systems locally and statewide; and

- Effectively producing data to reach benchmarks to end homelessness.

Data Quality 1.2.1: Completeness Requirements for Project Descriptor Data Elements (PDDE)

Effective Date: October 01, 2016

Last Revision: October 01, 2016

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

General Standard:

All Project Descriptor Data Elements are required as part of basic administrative setup of projects utilizing the LSNDC, no null/missing Project 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.

For a listing of the Project Descriptor Data Elements please see the [HMIS Project Descriptor Data Elements Manual](#) for detailed listing and explanation of each element.

- 2.1 Organization Identifiers
- 2.2 Project Identifiers
- 2.3 Continuum of Care Code
- 2.4 Project Type
- 2.5 Method for Tracking Emergency Shelter Utilization
- 2.6 Federal Partner Funding Sources
- 2.7 Bed and Unit Inventory Information
- 2.8 Site Information - Optional
- 2.9 Target Population – Optional

Data Quality 1.2.2: Completeness Requirements for All Clients Served

Effective Date: October 01, 2016

Last Revision: October 01, 2016

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

General Standard:

All projects using the HMIS shall enter data on all clients in accordance with the newest relevant [HMIS Data and Technical Standards](#) of the [2014 HMIS Data Standards Manual](#), [HMIS Data Standards Data Dictionary](#), and [Program Specific HMIS Manuals](#). Anonymous entry is discouraged and should only be allowed when absolutely necessary.

Exceptions:

1. Non-Federally funded projects 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 data and providing non-identifiable data to the local CoC 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 responsible to choose "Client refused" for those data elements being refused. The Homeless Service Provider is not held responsible for client refusal, although some reporting tools may consider "client refused" as a null value. For additional information please refer to the LSNDC Policies and Privacy Plan. Plan.

4. When agencies host special events (e.g. 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 Requirements of Universal Data Elements (UDE)

Effective Date: October 01, 2016

Last Revision: October 01, 2016

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, the Annual Homeless Assessment Report (AHAR), ESG Consolidated Annual Performance and Evaluation Report (CAPER), SSVF Export, RHY Export, System Performance Measure reports, and other reporting requirements.

General Standard:

The acceptable percentage of Universal Data Elements without responses (i.e. null data) or with responses of 'Client doesn't know', 'Client refused' or "Data not collected" for all clients served in CoC, ESG, and HOPWA projects is 5 percent or less. Whenever a response is not listed for a required UDE, it will be treated as missing (or null) data. Documenting the reasons for not recording responses are important and missing data should be avoided.

Uses of non-reportable responses for UDEs -

- Response of *Client doesn't know (HUD)*: This response should be recorded whenever a client is asked a question, but he or she is unable to recall this information. For example, a client is asked about the number of times he has homeless on the streets, in ES, or SH in the past three years, but the client cannot quantify this number.
- Response of *Client refused (HUD)*: This response should be recorded whenever a client is asked a question, but he or she chooses to not disclose this information. For example, a client is asked about the number of times he has homeless on the streets, in ES, or SH in the past three years, but the client states he will not answer this question.
- Response of *Data not collected (HUD)*: this response should be recorded whenever a staff person does not ask the question or does not keep a record of the response. For example, a case manager is completing an intake with a future client, and she does not ask the client the number of times he has homeless on the streets, in ES, or SH in the past three years.

Exceptions:

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

Please refer to the [2014 HMIS Data Standards Manual](#) for more detailed information on the following UDEs; see Exhibit 1 of the plan for more specific detailed information about when and for whom this information should be recorded.

- 3.1 Name
- 3.2 Social Security Number
- 3.3 Date of Birth
- 3.4 Race
- 3.5 Ethnicity
- 3.6 Gender
- 3.7 Veteran Status

- 3.8 Disabling Condition
- 3.917 Living Situation
- 3.10 Project Entry Data
- 3.11 Project Exit Data
- 3.12 Destination
- 3.13 Personal ID (System Generated)
- 3.14 Household ID (System Generated)
- 3.15 Relationship to Head of Household
- 3.16 Client Location

<p>Data Quality 1.2.4: Completeness Requirements of Program Specific Data Elements (PSDE)</p>
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Effective Date: October 01, 2016

Last Revision: October 01, 2016

Program Specific Data Elements are necessary to produce the HUD CoC, ESG, PATH, RHY and SSVF Federal Reports. These elements also ensure LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population(s) served.

General Standard:

The acceptable percentage of Program Specific Data Elements with “null/missing”, “Client doesn’t know” and “Client refused” is less than 5 percent for all clients served by a CoC, ESG, HOPWA, SSVF, and RHY programs and any other federally funded HMIS project. Please refer to the [2014 HMIS Data Standards Manual](#), [Program Specific Manuals](#) for each project type and the HMIS Standard Reporting Terminology Glossary for more detailed information.

The following PSDEs are required by more than one Federal partnering agency; see Exhibit 3 for specific requirements by each Federal partner.

- 4.1 Housing Status
- 4.2 Income and Sources
- 4.3 Non-Cash Benefits
- 4.4 Health Insurance
- 4.5 Physical Disability
- 4.6 Developmental Disability
- 4.7 Chronic Health Condition
- 4.8 HIV/AIDS
- 4.9 Mental Health Problem
- 4.10 Substance Abuse
- 4.11 Domestic Violence
- 4.12 Contact
- 4.13 Date of Engagement
- 4.14 Services Provided
- 4.15 Financial Assistance Provided
- 4.16 Referrals Provided
- 4.17 Residential Move-In Date
- 4.18 Housing Assessment Disposition
- 4.19 Housing Assessment at Exit

Data Quality 1.3 Accuracy

Effective Date: October 01, 2016

Last Revision: November 02, 2012

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

General Standard:

All data entered into the LSND C 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: Consistency in Accuracy

Effective Date: October 01, 2016

Last Revision: November 02, 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 LSND C HMIS shall be collected and entered in a common and consistent manner across all programs.

Data Quality 1.4: Monitoring

Effective Date: October 01, 2016

Last Revision: October 01, 2016

The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSND C and are meeting expected benchmarks as described by the LSND C Data Quality Plan.

General Standard:

Data Elements will be monitored on at least a quarterly basis by local CoCs and system administrators to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record. More frequent monitoring is encouraged. Use of ART data quality reports is recommended, but it is at the discretion of the CoC to determine which reports best fit the needs of the project types within the jurisdiction.

Data Quality 1.5 Incentives and Enforcement

Effective Date: October 01, 2016

Last Revision: October 01, 2016

The purpose of using incentives to reinforce the importance of good data quality.

General Standard:

CoCs are encouraged to develop an incentive program to entice contributing HMIS organizations to adhere to the data quality plan. Effective incentives for projects/users maintaining good data quality may include, but are not limited to, public acknowledgements at meetings or in newsletters, certificates or recognition, or bonus points for funding awards.

Exhibit 1: Universal Data Element Collection Summary

Data Element	Collected For				When Collected			
	All	HoH	HoH and Adults	Adults	Record Creation	Project Entry	Update	Project Exit
3.1 Name	X				X			
3.2 Social Security Number	X				X			
3.3 Date of Birth	X				X			
3.4 Race	X				X			
3.5 Ethnicity	X				X			
3.6 Gender	X				X			
3.7 Veteran Status				X	X			
3.8 Disabling Condition				X		X		
3.917 Living Situation			X			X		
3.10 Project Entry Date	X					X		
3.11 Project Exit Date	X							X
3.12 Destination			X					X
3.13 Personal ID	X				X			
3.14 Household ID	X					X		
3.15 Relationship to Head of Household	X					X		
3.16 Client Location		X				X	X	

**Program Specific Data Element Collection Summaries will be available for each federal partner program in the HMIS Program Manuals.

Exhibit 2: Federal Partner Grant Programs, Eligible Components/Activities and HMIS Project Types

This table serves as a source reference for:

1. Identification of all HMIS Federal Partner programs and components use of HMIS.
2. Identification of the Program and Program Component/Activity Abbreviations used throughout the Data Manual.
3. Identification of the HMIS Project Type [element 2.4] required association with each Component/Activity.

U.S. Department of Housing and Urban Development (HUD)

Grant/Program	Component/Activity	HMIS PROJECT TYPE
Continuum of Care for the Homeless (CoC)	Homelessness Prevention (HP)	Homelessness Prevention
	Permanent Supportive Housing (PSH) [Includes CoC - Shelter Plus Care (S+C) and Supportive Housing Program(SHP) – permanent housing with active funding and/or use requirements]	PH: - Permanent Supportive Housing (disability required for entry)
	Rapid Re- Housing (RRH)	PH - Rapid Re-Housing
	Supportive Services Only (SSO)	Services Only (unless Street outreach is funded then Street Outreach)
	Transitional Housing (TH) [Includes CoC SHP – transitional housing with active funding and/or use requirements]	Transitional Housing
	Safe Haven (SH)	Safe Haven
	SRO [20 year use requirement]	PH- Permanent Supportive Housing or PH - Housing Only (depending on whether services are provided).
Emergency Solutions Grants (ESG)	Emergency Shelter (ES) – Entry/Exit (ES-e/e) OR Night-by-Night (ES-nbn) [Includes ESG – Transitional Shelter (Housing)]	Emergency Shelter (Transitional Shelter = Transitional Housing program type, reported under Emergency Shelter)
	Homelessness Prevention (HP)	Homelessness Prevention
	Rapid Re-Housing (RRH)	PH - Rapid Re-Housing
	Street Outreach (SO)	Street Outreach
Housing Opportunities for Persons with AIDS (HOPWA)	Hotel/Motel (H/M)	Emergency Shelter
	Housing Information (HI)	Services Only
	Permanent Housing (PH)	PH - Permanent Supportive Housing
	Permanent Housing Placement (PHP)	Services Only
	Short Term Housing (STH)	Emergency Shelter
	Short Term Rent, Mortgage Utility Assistance (STRMU)	Homelessness Prevention
Transitional Housing (TH)	Transitional Housing	
HUD/VASH (H/V)	Permanent Supportive Housing (PSH)	PH - Permanent Supportive Housing
Rural Housing Stability	Rural Assistance (RA)	Undetermined at time of Data Standards Release

U.S. Department of Health and Human Services (HHS)

Administration for Children and Families (ACYF) -- Family and Youth Services Bureau (FYSB)		
Grant/Program	Component/Activity	HMIS PROJECT TYPE
Runaway and Homeless Youth (RHY)	Basic Center Program (BCP) Emergency Shelter (BCP-es) OR Prevention (BCP-p)	es = Emergency Shelter p=Homelessness Prevention
	Maternal Group Home (MGH)	Transitional Housing
	Street Outreach Program (SOP)	Street Outreach
	Transitional Living Program (TLP)	Transitional Housing
	Demonstration Programs (D)	Undetermined at time of Data Standards Release
Substance Abuse and Mental Health Services Administration (SAMHSA)		
Grant/Program	Component/Activity	HMIS PROJECT TYPE
Projects for Assistance in Transition from Homelessness (PATH)	Street Outreach (SO)	Street Outreach
	Supportive Services (SSO)	Services Only

U.S. Department of Veteran Affairs (VA)

Grant/Program	Component/Activity	HMIS PROJECT TYPE
Health Care for Homeless Veterans (HCHV)	Community Contract Emergency Housing (HCHV/EH)*	Emergency Shelter
	Community Contract Residential Treatment Program (HCHV/RT)*	Emergency Shelter
	Domiciliary Care (HCHV/DOM)*	Emergency Shelter
	VA Community Contract Safe Haven Program (HCHV/SH)*	Safe Haven
VA Funded Transitional Housing	Grant and Per Diem Program (GPD)*	Transitional Housing
	Compensated Work Therapy Transitional Residence (CWT/TR)*	Transitional Housing
Supportive Services for Veteran Families (SSVF)	Supportive Services for Veteran Families Homelessness Prevention	Homelessness Prevention
	(HP) Supportive Services for Veteran Families Rapid Re-Housing	PH - Rapid Re-Housing
*Participation in HMIS is not required as part of a funding requirement except for SSVF. The federal partners recognize that communities record Project Descriptor Data Elements and Universal Data Elements in order to facilitate completion of the HIC and PIT.		

Exhibit 3: Federal Partner Program Specific Data Element Tables

A. CoC HMIS Program Specific Data Element Table

All CoC Program funded projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown below for each program component:

#	Element	Homeless Prevention	PSH	Rapid Rehousing	SSO	Transitional Housing
4.2	Income and Sources	X	X	X	X	X
4.3	Non-Cash Benefits	X	X	X	X	X
4.4	Health Insurance	X	X	X	X	X
4.5	Physical Disability	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X
4.11	Domestic Violence	X	X	X	X	X
4.12	Contact				+	
4.13	Date of Engagement				+	
4.17	Residential Move-in Date			X		
4.18	Housing Assessment Disposition	?	?	?	?	?
4.19	Housing Assessment at Exit	X				

X = Data collection is required
+ = Data collection is required only for SSO components which are funded to provide Street Outreach
? = Data collection is determined by how the CoC has structured Coordinated Entry in the area. Use of element is required for any project conducting CE, either across multiple projects or through a centralized process.

B. ESG HMIS Program Specific Data Element Table

All ESG recipients and sub-recipients are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown below for each program component:

#	Element	Emergency Shelter (E/E)	Emergency Shelter (NBN)	Homeless Prevention	Rapid Rehousing	Street Outreach
4.2	Income and Sources	X		X	X	X
4.3	Non-Cash Benefits	X		X	X	X
4.4	Health Insurance	X		X	X	X

4.5	Physical Disability	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X
4.11	Domestic Violence	X	X	X	X	X
4.12	Contact		X			
4.13	Date of Engagement		X			
4.14E	Bed-Night Date		X			
4.17	Residential Move-in Date				X	
4.18	Housing Assessment Disposition	?	?	?	?	?
4.19	Housing Assessment at Exit			X		

X = Data collection is required
? = Data collection is determined by how the CoC has structured Coordinated Entry in the area. Use of element is required for any project conducting CE, either across multiple projects or through a centralized process.

C. PATH Program Specific Data Element Table

All PATH projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each PATH project are as shown below:

#	Element	Street Outreach	Services Only
4.1	Housing Status	X	X
4.2	Income and Sources	X	X
4.3	Non-Cash Benefits	X	X
4.4	Health Insurance	X	X
4.5	Physical Disability	X	X
4.6	Developmental Disability	X	X
4.7	Chronic Health Condition	X	X
4.8	HIV/AIDS	%	%
4.9	Mental Health Problem	X	X
4.10	Substance Abuse	X	X

4.11	Domestic Violence		X	X
4.12	Contact		X	X
4.13	Date of Engagement		X	X
4.14A	Services Provided – PATH Funded		X	X
4.16A	Referrals Provided - PATH		X	X
4.20	PATH Status		X	X
4.21	Connection with SOAR		X	X
X = Data collection is required				
% = Data collection is pending approval and collection is at the discretion of the grantee				

D. RHY Program Specific Data Element Table

All RHY projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each PATH project are as shown below:

#	Element	Basic Center Program (Emergency Shelter)	Basic Center Program (Prevention)	Maternity Group Home	Street Outreach Program	Transitional Living Program	DEMO
4.2	Income and Sources			X		X	X
4.3	Non-Cash Benefits			X		X	X
4.4	Health Insurance	X	X	X	X	X	X
4.5	Physical Disability	X	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X	X
4.12	Contact				X		
4.13	Date of Engagement				X		
4.14B	Services Provided – RHY	X	X	X	X	X	X
4.16B	Residential Referrals Provided - RHY	X	X	X	X	X	X
4.22	RHY: BCP Status	X	X				
4.23	Sexual Orientation	X	X	X	X	X	X
4.24	Last Grade Completed	X	X	X		X	X
4.25	School Status	X	X	X		X	X
4.26	Employment Status	X	X	X		X	X
4.27	General Health Status	X	X	X		X	X

4.28	Dental Health Status	X	X	X		X	X
4.29	Mental Health Status	X	X	X		X	X
4.30	Pregnancy Status	X	X	X	X	X	X
4.31	Formerly a Ward of Child Welfare/Foster Care Agency	X	X	X		X	X
4.31	Formerly a Ward of Juvenile Justice System	X	X	X		X	X
4.32	Young Person's Critical Issues	X	X	X		X	X
4.33	Referral Source	X	X	X		X	X
4.34	Commercial Sexual Exploitation	X	X	X	X	X	X
4.35A	Commercial Labor Exploitation	X	X	X	X	X	X
4.3B	Transitions, Exit-care, or Aftercare Plan and Actions	X	X	X		X	X
4.36	Project Completion Status	X	X	X		X	X
4.37	Family Reunification Achieved	X	X	X		X	X
4.38		X	X	X		X	X

X = Data collection is required

E. VA Program Specific Data Element Table

All VA-funded projects participating in HMIS are required to collect and enter Universal data elements. SSVF projects are required to collect and enter additional Program-Specific data elements; detailed information about HMIS data collection for SSVF may be found in the [SSVF HMIS Data Collection](#) section of the VA Data Guide, available on VA's SSVF University website.

#	Element	SSVF	HUD/VASH and HUD/VASH-OTH
4.2	Income and Sources	X	X
4.3	Non-Cash Benefits	X	X
4.4	Health Insurance	X	X
4.5	Physical Disability		X
4.6	Developmental Disability		X
4.7	Chronic Health Condition		X
4.8	HIV/AIDS		%
4.9	Mental Health Problem		X
4.10	Substance Abuse		X
4.11	Domestic Violence		X

4.14D	Services Provided – SSVF	X	X
4.15B	Financial Assistance – SSVF	X	X
4.17	Residential Move-in Date	X (RRH Only)	X
4.24	Last Grade Completed	X	X
4.26	Employment Status		X
4.27	General Health Status		X
4.41	Veteran’s Information	X	X
4.42	Percent of AMI (SSVF Eligibility)	X	
4.43	Last Permanent Address	X	X
4.45	VAMC Station Number	X	X
4.48	SSVF HP Targeting	X (HP Only)	X
X = Data collection is required			

F. HOPWA Program Specific Data Element Table

All HOPWA projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each HOPWA project are as shown below:

#	Element	Hotel Motel	Housing Info	Permanent Housing	PH Placement	Short Term Housing	STRMU	TH
4.1	Housing Status	X	X	X	X	X	X	X
4.2	Income and Sources	X	X	X	X	X	X	X
4.3	Non-Cash Benefits	X	X	X	X	X	X	X
4.4	Health Insurance	X	X	X	X	X	X	X
4.5	Physical Disability	X	X	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X	X	X
4.11	Domestic Violence	X	X	X	X	X	X	X
4.14C	Services Provided – HOPWA	X	X	X	X	X	X	X
4.15A	Financial Assistance - HOPWA				X		X	

4.19	Housing Assessment at Exit	X	X	X	X	X	X	X
4.39	Medical Assistance	X	X	X	X	X	X	X
4.47	T-Cell Viral Load	X		X	X	X	X	X
X = Data collection is required								

Appendix C

Louisiana Services Network Data Consortium (LSNDC)

System Security Plan, v1.0 (Pending)

Appendix D

Louisiana Services Network Data Consortium (LSNDC)

Information Privacy Plan, v1.0 (Pending)