Agenda Item V: HMIS Working Group Recommendations to the Council
April 2019 Council Meeting

1. <u>Provide or offer a state-sponsored Homeless Management Information System (HMIS). A state-sponsored HMIS would be a valuable resource for Continuums of Care (CoCs) that lack the resources to implement a robust CoC-specific HMIS.</u>

   <u>Recommendations:</u>
   a. The Council should identify potential sources of funding to offset the costs of user licenses, training, and data migration to the state-sponsored HMIS.
   b. State programs should not require that CoCs opt into a state-sponsored HMIS as a condition of receiving funding.
   c. The state-sponsored HMIS should feature the following capabilities to support CoCs:
      I. Robust and user-friendly case management and case conferencing modules. A well-designed case management module would help service providers with managing their workload, and a well-designed case conferencing module will ensure holistic, integrated, and coordinated services across providers.
      II. Compatibility with smart phones and tablets.
      III. High-end business intelligence and data analytics tools.
      IV. Geospatial capabilities.
      V. Dashboard reporting.
      VI. Data visualization capabilities.
      VII. Role-mapping that can be managed by the CoCs.

2. <u>Create a data system to integrate local HMIS data into a state homelessness database to provide basic information and insights into the demographics and characteristics of homelessness statewide and to provide insights into patterns of service use, including the utilization of housing resources.</u>

   <u>Recommendations:</u>
   a. The data system should be designed to collect HMIS data automatically from CoCs while maintaining compliance with robust data security standards to streamline the data sharing process.
   b. The Council should use robust business intelligence and data analytics tools to provide insights into the demographics and characteristics of homelessness to state and local partners.

   c. Reports and displays produced by the system should de-identify the data. The system should assign a unique individual identifier to the person experiencing homelessness to gain insights across CoC boundaries while maintaining anonymity and protecting confidentiality.

3. <u>Provide assistance to local entities to promote data sharing with county departments, including support for CoCs to share data with county departments, for county departments to share data with each other and with CoCs, and for local entities (CoCs and county departments) to share data with state agencies. Data security and privacy laws are complex and represent a significant challenge to CoCs.</u>

   <u>Recommendations:</u>
   a. The Council should meet its statutory goal to promote data collection and sharing by providing ongoing technical assistance around data security and privacy issues to the CoCs. The Council should develop model data sharing agreements.
   b. The Council staff should report on progress investigating a legislative solution to explicitly authorize data sharing and remove barriers to data sharing between state and local entities, and amongst local entities, for the specific purposes of understanding homelessness demographics and improving services and outcomes. Progress in addressing data sharing issues should be shared with the Council and HMIS working group.