

HMIS Written Standards

The Homeless Management Information System (HMIS) is a locally-administered data system used to record and analyze client, service and housing data for individuals and families who are homeless or at risk of homelessness ([HUD Data Standards Data Manual](#)). Through this tool, agencies can maintain client records, track program enrollment, and run reports on the data entered into the system. At a community-wide level, successful use of HMIS provides an accurate representation of use and need within the homeless system. This data informs funding decisions, resource allocation, advocacy, actionable goals, and ultimately the strategy through which Raleigh/Wake County will end homelessness as we know it.

HMIS Service Provision:

- The Michigan Coalition Against Homelessness (MCAH), which serves as the HMIS Lead, for NC HMIS, providing administrative oversight of the system, training and support for Local System Administrators.
- The Raleigh/Wake Partnership contracts with the North Carolina Coalition to End Homelessness (NCCEH) to serve as the Local System Administrator responsible for improving user interface with HMIS, leading HUD required reporting periods, administering the CoC HMIS grant and contracting with MCAH, and providing user support and training.
- The Raleigh/Wake Partnership Data and Evaluation Specialist serves as the System Administrator collaborating with MCAH and NCCEH, leading local trainings and coordinated care efforts, along with advocating for agency needs as a part of the HMIS system.

HMIS License Acquisition:

- The Raleigh/Wake Continuum of Care (CoC) must approve all Wake HMIS User License requests.
- All HMIS Users must submit a request for license approval to the North Carolina Coalition to End Homelessness (NCCEH), which serves as the Local System Administrator for NC-507.
- Each agency is required to have at least one (1) trained Agency Administrator with an approved HMIS License.
- All HMIS Users must complete the required NC HMIS trainings provided by MCAH and NCCEH
- Any changes in HMIS Licensed-Staff must be reported immediately to NCCEH.
- The Partnership and NCCEH reserve the right to terminate HMIS User License for misuse or misconduct at any point during the licensing period.

All agencies participating in the Homeless Management Information System (HMIS) must adhere to the standards outlined in the U.S. Department of Housing and Urban Development's [HMIS Data Standards Data Manual](#). The following information highlights key components of the Data Manual and synthesizes the Partnership standards for Wake HMIS participating agencies.

Client Information

- Agencies will make every effort possible to acquire and input, at minimum, the following HUD required Universal Data Elements (UDE) associated with each client profile during client record creation, project entry, updates, or project exit (See pg. 108 of [HMIS Data Standards Data Manual](#)):
 - o Name

- Social Security Number
 - Date of Birth
 - Race
 - Ethnicity
 - Gender
 - Veteran Status (Adults Only)
 - Disabling Condition (Adults Only)
 - Living Situation (Head of Household and Adults)
 - Project Entry Date
 - Project Exit Date
 - Destination (Head of Household and Adults)
 - Personal ID
 - Household ID
 - Relationship to Head of Household
 - Client Location (Head of Household)
- The Partnership is moving toward a live data entry process in which agencies enter client information as they interact with the client. **If an agency is not participating in live data entry, the standard of timeliness for a client is within 10 business days of client enrollment.**

Note: Prompt input of client information will ensure the most accurate picture of our system at any given time and lead to ease of data collection during critical reporting periods such as the Annual Homeless Assessment Report (AHAR), Point in Time Count (PIT), Housing Inventory Count (HIC), Annual Progress Reports (APR), etc.

- Client confidentiality and privacy is of the highest priority. Therefore, agencies are not permitted to share client information without the presence of a:
- Acknowledgment of Rights signed by the client at intake and at each subsequent anniversary date of client enrollment into the program.
 - At an Agency level, Agencies are required to complete an NC HMIS Participation Agreement with MCAH (See [NC HMIS User Policy, Responsibilities and Code of Ethics](#))

Resources:

[HUD Data Standards Data Manual](#)

[HMIS Standard Reporting Terminology Glossary](#)

[NCCEH ART Reporting Guide](#)

[NCCEH Data Center](#)

[NC HMIS User Policy, Responsibilities and Code of Ethics](#)