



NEW PROJECT BRIEFING

County of Riverside
Continuum of Care

Continuum of Care Teams: Programs, HMIS, Contracts, & Fiscal

Notice

- The following presentation will be recorded for reference and uploaded to our CoC website.
- Unless you are speaking, it is requested that all attendees please mute your microphones during the meeting so that everyone can hear the meeting effectively.
- Please type any questions you may have in the chat box.



WELCOME, CONGRATULATIONS, AND INTRODUCTIONS

Amy Primrose-Puente, Program Specialist II

For the new project, you are supported by:

- Programs Team
- Fiscal Team
- HMIS Team
- Contracts Team



AGENDA

Agenda

- 1. Subrecipient Agreement**
- 2. Administrative Handbook**
- 3. HMIS Charter**
- 4. Questions & Answers**
- 5. Riverside County CoC Contacts**
- 6. Adjournment**



OVERVIEW OF SUBRECIPIENT AGREEMENT

Contracts Team



OVERVIEW OF ADMINISTRATIVE HANDBOOK (FISCAL COMPONENTS)

Fiscal Team

**ADMINISTRATIVE HANDBOOK HOUSING
AND SUPPORT PROGRAMS TABLE OF
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Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

Page 6 of 57:

A. FISCAL COMPONENTS

- 1. CLAIMS:** Electronic claims are not accepted unless specifically approved by HWS-CoC. A claim will not be considered as received until a claim with an signed 2076A payment request form is received by HWS-CoC.
- 2. CLAIM FORMS:** Claims should be received by HWS-CoC no later than 30 days after the end of the month in which services were provided using the 2076A (Contractor Payment Request Form) with the required supporting documentation.

COUNTY OF RIVERSIDE
HOUSING AND WORKFORCE SOLUTIONS - CONTINUUM OF CARE

CONTRACTOR PAYMENT REQUEST

To: County of Riverside
Continuum of Care
3403 Tenth St, Suite 310
Riverside, CA 92501

From: _____
Remit to Name _____
Remit to Address _____
City _____ State _____ Zip Code _____
Contract Number _____

Total amount requested: \$ _____ for the period of _____

Select Payment Type(s) Below:

Advance Payment \$ _____ (if allowed by Contract/Grant) Actual Payment \$ _____ (reimbursement of actual program costs)

Expense Category List each line item as outlined in Contract budget	Current Expenditures

\$0.00

Any questions regarding this request should be directed to: _____
Name _____ Phone Number _____

I hereby certify under penalty of perjury that to the best of my knowledge the above is true and correct

_____ Date _____
Authorized Signature Title

FOR COUNTY USE ONLY DO NOT WRITE BELOW THIS LINE

_____ Invoice # _____
Purchase Order # (10) _____

Amount Authorized _____
If amount authorized is different from amount request, please see attached claim recap for adjustments.

_____ Date _____
Program Date

_____ Date _____
Fiscal Date

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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3. TIME/ACTIVITY REPORTS

- Time/Activity reports (see page 25 of 57 of Administrative Handbook) are required for all staff.
- Time/Activity reports are required to show the actual hours that staff worked in a particular activity on a grant. *The time/activity report hours must match the total hours on the payroll documentation that is provided.*
- A separate Time/Activity report should be submitted for each pay period.

TIME/ACTIVITY REPORT

(see page 25 of 57 of Administrative Handbook)

HEAP/CESH TIME & ACTIVITY REPORT
 AGENCY NAME - EMPLOYEE NAME

DATES: (dates for pay period)

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	TOTAL		
STAFF (HEAP Only)																																		
HEAP Activities (Non-Admin)																																		0.00
Total HEAP (Non-Admin)																																		0.00
STAFF (CESH Only)																																		
CESH Activities (Non-Admin)																																		0.00
Total CESH (Non-Admin)																																		0.00
ADMIN STAFF (HEAP Only)																																		
HEAP Admin																																		0.00
Total HEAP ADMIN																																		0.00
ADMIN STAFF (CESH Only)																																		
CESH Admin																																		0.00
Total CESH ADMIN																																		0.00
NON-PROJECT (Time not worked on HEAP/CESH)																																		
Non-Project																																		0.00
Total Non-Project																																		0.00
Vacation																																		0.00
Sick																																		0.00
Holiday																																		0.00
Other Paid Time Off																																		0.00
Total Fringe																																		0.00
TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		

Total Hours	0.00
Total Fringe Hrs	0.00
Difference	0.00
Actual Hrs - HEAP (Non-Admin)	0.00
Actual Hrs - CESH (Non-Admin)	0.00
Actual Hrs - HEAP ADMIN	0.00
Actual Hrs - CESH ADMIN	0.00
Non-Project Hours	0.00

I certify that this is a true and accurate report of my time and the activities were performed as shown.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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4. REIMBURSEMENTS/DISBURSEMENT OF FUNDS

- Generally, reimbursement payments are sent within forty-five (45) days after receipt of a claim.
- Expenditures that are not authorized, eligible, or adequately documented will be disallowed and will not be paid.
- Common causes for a delay in reimbursement:
 - Lack of documentation
 - Incomplete documentation
 - Unclear documentation

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

Page 7 of 57:

5. SUPPORTING DOCUMENTATION

- Provide the invoice with a receipt, or a copy of a check, or a check stub to substantiate the amount paid.
- Supporting documentation must be **legible, clear, and organized**.
- Costs can only be reimbursed if they have been included in the Subrecipient Agreement.
- Documentation for each budget category should be bundled together and identified with a summary sheet or label identifying the Budget Line Item.
- A spreadsheet itemizing the expenses, or at a minimum, an adding machine tape showing the expenses with a matching amount on the claim form is helpful.
- Fiscal staff reviews each claim for expenses that are: **Allowable, Allocable, and Reasonable**.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

Reasonable costs are defined as:

“Costs are considered ‘reasonable’ if they do not exceed what a prudent person would incur under similar circumstances. All costs must pass the ‘rational person’ test by meeting all of the following criteria:

- The cost would be recognized as ordinary and necessary for the operation of the organization and/or project.*
- The cost is in accordance with market prices for comparable goods or services as evidenced by cost estimates and documentation.*
- The individuals responsible for incurring the cost acted with prudence and for the benefit of the organization and its activities.*
- The cost has been incurred after following the established practices of the organization, in accordance with the terms and conditions of the award.”*

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

DOCUMENTATION REQUIRED BY HWS-CoC FISCAL PRIOR TO CLAIMING

- At contract execution, all third-party MOU's must be received.
- At time of client housing move-in:
 - Lease agreement, Rental Calculation, Rent Reasonableness, Utility Allowance worksheet (does not need to be submitted with each claim. **Must be submitted at client move-in and each time change occurs.**)

REQUIRED DOCUMENTATION FOR CONTINUUM OF CARE (CoC) CLAIMS Updated: July 26, 2023

LEASING / RENTAL ASSISTANCE – Required with each claim.
❖ Invoice or documentation of rent amount and service month(s)
❖ Proof of payment
STAFF / PAYROLL – Required with each claim.
❖ Time and Activity Report
❖ Submit a separate time and activity report for each pay period with only the days from that pay period (not the entire month unless the employee is paid monthly).
❖ Must be signed (electronically or hand-signed) by the employee and the employee's supervisor.
❖ Employee paystub with proof of payment and/or payroll register from a third-party payroll company
❖ All documentation must match with employee timesheet/timecard. *timesheet/timecard is not a substitute for the time and activity report
STAFF – INSURANCE (Workers Comp, Health/Dental, etc.) – Required if reimbursement or match is being requested for insurance.
❖ Copy of the policy with rate by employee – Required with first claim and with any changes.
❖ Invoice and proof of payment**
OTHER EXPENSES
❖ Invoice/receipt including date and explanation of expense explanation of charges.
❖ Proof of payment**
❖ Motel/hotel payments – Invoice/receipt from the motel/hotel for the specific dates of service.
❖ Vehicle/mileage costs (including insurance) – Documentation must be provided that connects the vehicle or driver to the specific grant/contract.
PROOF OF PAYMENT – CHECK PAYMENTS
❖ Copy of the front of the check
❖ Proof of payment of the credit card statement (cancelled check or check stub)**
❖ Copy of the cancelled back of the check and/or the bank statement

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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7. CAPITAL PURCHASES

- Capital expenditures are allowable, provided that items with a unit cost of \$5,000 or more have the prior written approval of HWS-CoC ***before the item is purchased.***
- HWS-CoC will require proof that due diligence was achieved on the part of the subrecipient to ensure that the purchase is ***reasonable and necessary*** for the direct provision of homeless services.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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8. PROCUREMENT STANDARDS

- Agencies must follow the federal procurement standards found in 2 CFR Part 200.317-200.320.

10. INDIRECT COSTS

HWS-CoC has elected to allow Direct Costs only for this grant.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

Page 8 of 57:

11. BUDGET MODIFICATIONS

- Any changes to this Agreement must be made in writing and approved by HWS-CoC prior to implementing the change.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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12. ADVANCES

1. HWS-CoC may issue advance payments as described in the contract.
2. If an advance is issued, the advance will be recouped from the full amount of each monthly claim that is submitted. No additional payments will be made until the advance is completely recouped.
3. HWS-CoC reserves the right to approve or deny any advance request based on funding availability.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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13. SUBCONTRACTS

Subrecipient must provide copies of any subcontracts or MOU's for any services that will be provided under this grant prior to those services being provided.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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B. INSPECTION AND AUDITS

1. The Subrecipient shall maintain auditable books, records, documents, and other evidence pertaining to costs and expenses in this Agreement (refer to Recordkeeping Requirements).
2. Authorized representatives of HWS-CoC and the State government shall have access to any books, documents, papers, electronic data, and other records. to inspect or evaluate the work performed .
3. This access to records includes, but is not limited to, service delivery, referrals, and financial and administrative documents for five (5) years after final payment was made, or until all pending county, state, and federal audits are completed, whichever is later.
4. If Subrecipient disagrees with any audit conducted by HWS-CoC, the Subrecipient has the right to employ a licensed, Certified Public Accountant (CPA) to prepare and file with HWS-CoC a certified financial and compliance audit. Subrecipient will not be reimbursed by HWS-CoC for such an audit.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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5. In the event the Subrecipient does not make available its books and financial records at the location where they are normally maintained, the Subrecipient agrees to pay all necessary and reasonable expenses, including legal fees, incurred by HWS-CoC in conducting any audit.
6. All Agreement deliverables and equipment furnished or utilized in the performance of this Agreement shall always be subject to inspection by HWS-CoC during the term of this Agreement. The Subrecipient shall provide adequate cooperation to any employee assigned by HWS-CoC in order to permit their determination of the Subrecipient's conformity with specifications and adequacy of performance and services being provided in accordance with this Agreement.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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C. WITHHELD PAYMENTS

- Unearned payments may be suspended or terminated if grant funds to HWS-CoC are suspended, terminated, or if the Subrecipient refuses to accept additional conditions imposed on it by HWS-CoC.
- HWS-CoC has the authority to withhold funds under this Agreement pending a final determination by HWS-CoC of questioned expenditures or indebtedness to HWS-CoC arising from past or present agreements between HWS-CoC and the Subrecipient. Upon final determination by HWS-CoC of disallowed expenditures or indebtedness, HWS-CoC may deduct and retain the amount of the disallowed or indebtedness from the amount of the withheld funds.
- Payments to the Subrecipient may be withheld by HWS-CoC if the Subrecipient fails to comply with the provisions of this Agreement.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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D. FISCAL ACCOUNTABILITY

- Subrecipient agrees to manage funds received through HWS-CoC in accordance with sound accounting policies; incur and claim only eligible costs for reimbursement; and adhere to Generally Accepted Accounting Principles (GAAP).
- The Subrecipient must establish and maintain on a current basis an accrual accounting system in accordance with generally accepted accounting principles and standards.
- Subrecipient must develop an accounting procedure manual that shall be made available to HWS-CoC upon request or during fiscal monitoring visits.

Highlights of Administrative Handbook (Fiscal Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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E. AVAILABILITY OF FUNDING

- Funding for this Agreement is subject to the continuing availability of funds provided to HWS-CoC during the Agreement period.
- HWS-CoC will inform the Subrecipient, immediately upon notice from the State, of any limitation of the availability of funds.
- Both parties understand that HWS-CoC makes no commitment to fund this project beyond the term of this Agreement.



OVERVIEW OF ADMINISTRATIVE HANDBOOK (PROGRAMS COMPONENTS)

Programs Team

Highlights of Administrative Handbook (Programs Components)

(Note: Page numbers are approximate. They may differ from contract to contract.)

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I. PARTICIPATION IN COORDINATED ENTRY SYSTEM

- CoC funded projects are required to participate in the local Coordinated Entry System.
- Coordinated Entry should achieve several goals:
 - make it easier for persons experiencing homelessness or a housing crisis to access the appropriate housing and service interventions;
 - prioritize persons with the longest histories of homelessness and the most extensive needs;
 - lower barriers to entering programs or receiving assistance; and,
 - ensure that persons receive assistance and are housed as quickly as possible.

**ARE YOU
HOMELESS
OR
AT RISK OF
LOSING
YOUR
HOUSING?**

**CALL
HOMECONNECT
800-498-8847
EMAIL
HOMECONNECT@RUHEALTH.ORG**

**HOMECONNECT
WANTS TO
CONNECT
YOU TO
AVAILABLE
RESOURCES
IN YOUR
COMMUNITY**

**QUESTIONS?
CALL US
800-498-8847**



**Riverside
University
HEALTH SYSTEM**
Behavioral Health

Highlights of Administrative Handbook (Programs Components)

ADDITIONAL STREET OUTREACH GUIDANCE

- HHIP funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. Street Outreach should be principally focused to one goal: that of supporting persons experiencing homelessness in achieving some form of permanent, sustainable housing. While Street Outreach teams may use incentives to encourage trust and build relationships, or to ensure that homeless households' emergency needs are met, the awards made should be used with permanent housing as the end goal rather than simply seeking to alleviate the burden of living on the streets.

Highlights of Administrative Handbook (Programs Components)

Eligible Costs for Street Outreach services include:

Providing essential services necessary to reach out to unsheltered homeless individuals and families, connect them with emergency shelter, housing, or critical services, and provide them with urgent, non-facility-based care. Component services consist of engagement, case management, emergency health and mental health services, and transportation.

Highlights of Administrative Handbook (Programs Components)

Specific requirements and eligible costs include:

1. Engagement: The costs of activities to locate, identify, and build relationships with unsheltered homeless people including:
 - a. Initial assessment of needs and eligibility (VI-SPDAT)
 - b. Providing crisis counseling
 - c. Actively connecting and providing information and referrals to programs targeted to homeless people and mainstream social services and housing programs
 - d. Addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries
 - e. Cell phone costs for outreach workers during the performance of street outreach activities
 - f. Salaries of staff conducting engagement work

Highlights of Administrative Handbook (Programs Components)

2. Case Management: The costs of assessing housing or service needs, arranging, coordinating, monitoring the delivery of individualized services including:
 - a. Using Riverside County Coordinated Entry system
 - b. Initial evaluation including verifying and documenting eligibility
 - c. Counseling

Highlights of Administrative Handbook (Programs Components)

3. Emergency Health Services: The costs of outpatient treatment of medical conditions provided by licensed medical professionals operating in community-based settings (e.g., streets, parks, and campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility.

Eligible treatment consists of:

- a. Assessing participant's health problems and developing a treatment plans
- b. Assisting participants to understand their health needs
- c. Providing or helping participants to obtain appropriate emergency medical treatment
- d. Providing medication and follow-up services.

Highlights of Administrative Handbook (Programs Components)

4. Emergency Mental Health Services: The costs of outpatient treatment of urgent mental health conditions by licensed mental health professionals in community-based settings (e.g., streets, parks, and campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility, including:

- a. Crisis interventions
- b. The prescription of psychotropic medications
- c. Explanation about the use and management of medications
- d. Combinations of therapeutic approaches to address multiple problems

Highlights of Administrative Handbook (Programs Components)

5. Transportation– The costs of travel by outreach workers, social workers, medical professionals, or other service providers during the provision of services eligible street outreach services, including:
- a. The costs of transporting unsheltered people to emergency shelters or other service facilities
 - b. The cost of a participant's travel on public transit
 - c. Mileage allowance for service workers to visit program participants
 - d. Purchasing or leasing a vehicle for staff use in conducting outreach activities, including the cost of gas, insurance, taxes and maintenance for the vehicle
 - e. Costs of staff to accompany or assist participants to use public transportation

Highlights of Administrative Handbook (Programs Components)

6. Services Special Populations: The costs of otherwise eligible Street Outreach services that have been tailored to address the needs of the special needs of homeless youth, victims of domestic violence and related crimes/threats, and/or people living with HIV/AIDS who are literally homeless, including:
 - a. Engagement
 - b. Case Management
 - c. Emergency Health Services
 - d. Transportation

Highlights of Administrative Handbook (Programs Components)

Safety and Security

- Subrecipients should have policies and procedures in place which address providing a safe environment for street outreach workers and participants. Policies and procedures may vary depending on the location and population being served.



HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Gordon Kuang

What is HMIS?

Homeless Management Information System:

A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.



Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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Item 5. HMIS DATA QUALITY STANDARDS

5.1 Applicability, Purpose and Goals

The Data Quality Standards provide a framework for ensuring that our community implements procedures that result in good quality HMIS data. These standards apply to the HMIS Lead Agency, CoC membership and HMIS Participating Agencies. The Data Quality Standard is intended to comply with HUD's vision for data quality. The document can be accessed at

<https://www.hudexchange.info/resources/documents/coc-data-quality-brief.pdf>

[5.1.1 Data Quality Plan](#)

HMIS Team

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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Item 5. HMIS DATA QUALITY STANDARDS

5.1.1 Data Quality Plan

Policy: The HMIS Lead Agency will develop and implement a data quality plan to ensure consistent data collection and data quality across all HMIS Participating Agencies

Description:

1. At a minimum, the data quality plan will include the following elements: Identify the responsibilities of all parties in the CoC (CoC primary decision-making entity, HMIS Lead Agency, HMIS Participating Agencies, HMIS Users) with respect to achieving good quality HMIS data.
2. Benchmarks for data timeliness, data accuracy, and data completeness, which are consistent with the 2024 HMIS Data Standards Manual effective October 1, 2024. The most recent version is available at

<https://www.hudexchange.info/news/fy-2024-hmis-data-standards-released/>

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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Item 5. HMIS DATA QUALITY STANDARDS

5.2 Reduce Duplications in HMIS for Every HMIS Participating Agency

Policy: Policy: In order to reduce the duplication of client records, HMIS Users should always search for the client in HMIS before creating a new client record.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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6. PRIVACY STANDARDS

6.1 Policies and Applications

HMIS Lead Agency will provide to all HMIS Participating Agencies, and make otherwise publicly available to anyone upon request, Privacy Notice that:

1. Describes its' role in the processing of protected personal information (PPI) obtained from HMIS Participating Agencies
2. Describes accountability measures for meeting applicable privacy and security obligations
3. Informs clients how to pursue their privacy rights with HMIS Participating Agencies including standards and procedures for projects that are covered by HIPAA or other privacy rules.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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6.2 Workstation Security Procedures

Most security breaches are due to human error rather than systematic issues. In order to keep the application and data secure, HMIS Users must also implement some additional security measures.

Policy: HMIS User's computer screens should be placed in a manner where it is difficult for others in the room to see the contents of the screen.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

Page 13 of 72:

6.3 Sharing Client Data

Policy: Basic Client profile data entered into HMIS (with consent) is viewable to all Agencies in an effort to reduce client duplications.

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6.4 Client's Access to Their Information

Policy: Clients have the right to a copy of their Universal and Program-Specific data contained within County of Riverside HMIS.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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6.5 Client Grievance Process

Policy: Clients have the right to file a Grievance form regarding potential violations of their privacy rights regarding HMIS participation.

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6.6 HMIS Software Application – Level Security

Policy: Clients have the right to file a Grievance form regarding potential violations of their privacy rights regarding HMIS participation.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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7. IMPLEMENTING HMIS

7.1 HMIS Software Solution

The HMIS solution for the CoC is a web-based computer software application called Clarity Human Services created by Bitfocus, Inc., located in Salt Lake City, Utah.

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7.2 Technology Requirements

Policy: All computers authorized to access County of Riverside HMIS must meet the minimum requirements as established in this charter.

HMIS User Request Form

User Account Request Form			
<input type="checkbox"/> HMIS Only	<input type="checkbox"/> CES Only*	<input type="checkbox"/> Both*	Today's Date ____/____/____
<input type="checkbox"/> New User	<input type="checkbox"/> Delete User**	<input type="checkbox"/> Change User Information	<input type="checkbox"/> Other
HMIS/CES User Information			
User First & Last Name:	_____		
User Organization:	_____		
User Role/Job Title:	_____	User Office Phone (____) ____ - ____	Ext: _____
User E-Mail Address:	_____		
Background Check Statement			
Pursuant to 24 CFR 580.35(d)(2) relating to the HMIS security standards, the user listed above has successfully passed a criminal background check conducted by the user organization and is eligible to access HMIS.			
_____	_____	_____	_____
Authorized Signature (Executive Director or Agency Manager)	Printed Name	Date	
Authorization & Confidentiality Statement			
My agency agrees to maintain strict confidentiality of information obtained through HMIS. This information will be used only for the legitimate client services and administration of the above name organization. I understand that it is the responsibility of the Agency's Executive Director, or Agency Manager, to notify the HMIS Administrator of the user's termination from the agency, placement on disciplinary probation, or upon any change in duties not necessitating access to HMIS information within one business day of the occurrence.			
_____	_____	_____	_____
Authorized Signature (Executive Director or Agency Manager)	Printed Name	Date	
Organization Information			
Covered Homeless Organization:	_____		
CHO Main Office Address:	_____		
	_____	_____	_____
	(City)	(State)	(Zip Code)
Office Phone:	(____) ____ - ____	Ext: _____	
_____	_____	_____	_____
Authorized Signature (Executive Director or Agency Manager)	Printed Name	Date	
<i>*If requesting CES Access, this form requires additional signature from CES Administrator.</i>			
User has completed necessary CES training and is authorized to be a CES-HMIS user.			
_____	_____	_____	_____
Authorized Signature (CES Lead/Administrator)	Printed Name	Date	



HMIS PROJECT SETUP FORM

Demo

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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7.3 Memorandum of Understanding (MOU)

7.3.1 HMIS Participating Agency Agreement

Policy: Participating Agencies shall execute, comply and enforce the HMIS Participating Agency Agreement.

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7.3.2 HMIS Inter-Agency Data Sharing Agreement

Policy: Participating Agencies shall execute, comply and enforce the Inter-Agency Data Sharing Agreement in order to share Clients' programmatic level data.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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7.4 HMIS User Agreements

Policy: A HMIS User Agreement must be signed and kept for all agency personnel or volunteers that will collect or use HMIS data on behalf of the agency

7.4.1 Removing Authorized Personnel

Policy: The CoC HMIS System Administrator must be notified within three (3) business days when an individual is no longer authorized to access HMIS on the agency's behalf.

7.4.2 Inactive HMIS Users

Policy: HMIS User access will be revoked after a period of inactivity (90 days).

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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7.5 HMIS Licensing

Policy: In order to participate in HMIS, an agency must obtain a license for each HMIS User that the agency designates. Initial purchase of licenses will be made by the HMIS Lead Agency, each agency is initially granted two licenses, one additional license is granted per additional project, if a project serves more than 25 clients, one additional license is granted per increments of 25 clients served.

7.6 Designate Agency Administrator

Policy: All participating Organizations must designate an Agency Administrator.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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7.4.2 Inactive HMIS Users

Policy: HMIS User access will be revoked after a period of inactivity (60 days).

Procedures:

1. HMIS users who have inactivity for 60 days or more will be set to “inactive” status in HMIS.
2. HMIS users who request to continue usage may be required to attend HMIS refresher training and submit an updated HMIS User Account Form.
3. Upon successful completion of HMIS refresher training, the HMIS user will be set back to “active” status.
4. HWS Staff must follow the same procedure

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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7.7 Agency Profiles in HMIS

Policy: Agencies are not allowed to enter client data into HMIS until their agency profile is set-up in HMIS.

7.8 Designating HMIS End Users

Policy: Any individual working on behalf of the agency (ex: employee, contractor, and/or volunteer), that will collect information for HMIS purposes must be designated a HMIS End User; and therefore, is subject to the Policies and Procedures contained in this Charter.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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7.9 HMIS Participating Agencies

Under the HMIS license for Clarity, any agency may participate in HMIS if they have signed the *HMIS Participating Agency Agreement* and filled out the User Access Request form required for each licensed user. Each participating agency is responsible for their clients' data. Any type of agency that provides services to persons in need is eligible.

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8. DATA COLLECTION & REPORTING

8.1 On Whom to Collect Data

Policy: Agencies are required to attempt data collection on individuals who are homeless and/or who are receiving services from the agency.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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8.2 Using Paper-based Data Collection Forms

Policy: Agencies may choose to collect client data on paper and enter it into the HMIS software later, rather than entering it directly in the system. **If data is collected by paper first, that information must be entered into the HMIS system within seven (7) calendar days.** If Clarity Human Services is unavailable, agencies must use client intake forms that have been approved by the HMIS Lead Agency to collect data on all clients served until HMIS is available.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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8.3 CoC Programs

HUD requires that all CoC Programs, especially those that house homeless individuals and are identified on the HMIS Housing Inventory Count (HIC), collect universal data and program specific information on all clients served by CoC Programs regardless of whether the program participates in the HMIS.

Policy: HMIS Universal Data Elements are elements required to be collected by all projects participating in HMIS, regardless of funding source, per the 2024 HMIS Data Standards Data Manual effective October 1, 2024.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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8.3.1. Universal Data Elements

The following Universal Data Elements must be captured and input into HMIS for each client served including children:

3.1	Name	3.10	Project Start Date
3.2	Social Security Number	3.11	Project Exit Date
3.3	Date of Birth	3.12	Destination
			Relationship to Head of Household
3.4	Race	3.15	
3.5	Ethnicity	3.16	Client Location
3.6	Gender	3.20	Housing Move-in Date
3.7	Veteran Status	3.917	Living Situation
3.8	Disabling Condition	C1	Well-Being
C2	Moving on Assistance Provided	C3	Youth Education Status

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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8.3.2 HUD CoC Program Specific Data Elements

The Program Specific Data Elements to be collected and input into HMIS for each HUD CoC Program funded project are listed below:

#	HMIS Program Specific Data Element	Permanent Supportive Housing	Rapid Re-Housing
4.2	Income and Services	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	X	X
4.9	Mental Health Problem	X	X
4.10	Substance Abuse	X	X
4.11	Domestic Violence	X	X

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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8.3.4 PATH Project Program Specific Data Elements

The Program Specific Data Elements to be collected and input into HMIS for each PATH funded project are listed below:

#	HMIS Program Specific Data Element	Street Outreach	Services Only
4.2	Income and Services	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
4.12	Contact	X	X
4.13	Date of Engagement	X	X
P1	Services Provided - PATH Funded	X	X
P2	Referrals provided - PATH	X	X
P3	PATH Status	X	X
P4	Connection with SOAR	X	X

* Data collection is not required but encouraged

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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8.3.6 Victim Service Providers

Policy: Victim service providers are instructed **not** to disclose personally identifying data about any client for purposes of HMIS, per the requirement of the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Pub. L. 09-162) (VAWA)

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8.4 Client Intake: Completing Required Fields in HMIS

Policy: During client intake, HMIS Users must complete the Universal and Program-Specific required fields for all clients.

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

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9.2 User Training Refresher

Policy: All HMIS users will participate in HMIS refresher training annually.

9.3 Support Desk Procedure

Policy: HMIS Users who need technical assistance must send request via the Support Ticket application in Clarity Human Services.

9.4 Contact Your HMIS Support

Policy: HMIS Users should send all requests for technical assistance and training to the HMIS support email box first before attempting to contact HMIS System Support at HMISSUPPORT@Rivco.org

Highlights of HMIS Charter

([HMIS Charter](#) can be found on the [Riverside County CoC Website](#))

Page 30: Appendix A: HMIS Client Consent for Release of Information (ROI)

Page 33-36: Appendix B: User Account Request Form

Page 37: Appendix C: Privacy Notice (Posted Sign)

Page 39: Appendix D: HMIS Request for Policy Addition, Deletion, or Change

Page 40: Appendix E: HMIS Participating Agency Agreement

Page 55: Appendix F: HMIS Inter-Agency Data Sharing Agreement

Page 57: Appendix G: HMIS Data Quality Plan

Page 65: Appendix H: HMIS Program Information Setup Form

Page 72: Appendix I: HMIS Grant Information Setup Form

Page 72: Appendix J: Client Intake Forms

HMIS Documentation Checklist

- 1. [HMIS Administrator Council Letter](#)
- 2. [CoC HMIS Participating Agency Agreement Form](#)
- 3. [CoC HMIS Inter-Agency Data Sharing Agreement Form](#)
- 4. [HMIS Project & Grant Setup Form](#) (Complete & send to HMISSUPPORT@Rivco.org)
- 5. [HMIS-CES User Account Form](#)
- 6. [HMIS New User Orientation Completion Form](#)



QUESTIONS???

Please email any questions you may have to: CoC@rivco.org
and put "Questions on HHIP New Project Briefing" in the subject line. Thank you!



THANK YOU!

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