



Sonoma County Homeless Management Information System (HMIS)

Lead Agency Evaluation Plan

The Sonoma County HMIS Lead Agency is responsible for management, training, and oversight of homeless data collection and reporting. This Evaluation Plan provides a set of guidelines and metrics by which the HMIS Data Committee can use to evaluate the HMIS system as a whole to ensure compliance with HUD Regulations and provide recommendations to improve the system. Findings from this Evaluation Plan should help guide the HMIS Lead Agency to ensure current HMIS Governance, Data Quality Plan, Privacy Plans and Security Plans are being followed and updated as needed. The HMIS Data Committee reviews its data in four categories: System Administration, Training, Data Analysis and Reporting, and Communication. This grid below assists individuals in completing the evaluation by providing key items to assess.

The Sonoma County HMIS Lead Agency oversees the general management of all the HMIS projects and day-to-day set-up, operation of the projects in HMIS to ensure accessibility of the HMIS software, performance, set-up, and monitoring of the system security to adhere to the CoC Privacy and Procedures Plan. Sonoma County HMIS implementation grant uses a single Efforts to Outcome Software System vendor for both HMIS and Coordinated Entry. To ensure quality data is entered into the system for the CoC, the Lead Agency will interpret, visualize and present data to CoC, to make sure reporting requirements are met. The Lead Agency will develop and conduct trainings and create manuals to help users understand the data collection. Finally, the Lead would provide communication to the community of any changes to the system and manage communication related to data on behalf of the CoC.

Vendor Review and oversight is omitted from this evaluation plan as it is conducted annually and submitted to HUD in the form of the HMIS APR. The Most recent APR should be attached to this document for completeness.

The software vendor was chosen based on the following steps:

1. Lead Agency develops Request for Proposal (RFP)
2. RFP reviewed and approved by the HMIS Data Committee
3. Applicants reviewed by an ad hoc evaluation committee
4. Recommendations to the CoC Board for approval
5. Final approval with Sonoma County Board Of Supervisors

System Evaluation Worksheet

System Administration

- A. The HMIS Lead Agency will provide a Resource website with updated communication and helpful documents for end users.
- B. In order to participate in Sonoma's County HMIS, participating agencies must sign an agreement and MOU. These documents describe rules of agencies must abide by in order to be an active participant in HMIS. These documents are kept by the Lead Agency, in case there are violations to agreement.
- C. All Participating Agencies must have at least one Technical Administrator and at least one Security Officer. This is to ensure all end users have an in-agency representative to help with HMIS needs in addition to making all the rules are being followed accordance to the HMIS Policies and Procedures. The Security Officer would ensure the Security Plan is being followed and completing quarterly audits for the agency and annual audits with the HMIS Lead.
- D. Quarterly, Security Audits are to be performed by the Security Officer for each agency. Completing this requires the Quarterly Compliance Checklist found on the Resource webpage is to be filled out and returned to the HMIS Lead each quarter.
- E. The Privacy Notice Policy should be viewable or posted on the wall so all clients can see it, when completing an intake/enrollment into HMIS. End users are to have the Privacy Notice posted around the area information it taken. Following the Privacy Policies Guidelines.
- F. Annual Security Audits are completed by the HMIS Lead and are completed physically at all sites, to verify all the Security Plan rules are being implemented. Physically audits should include the security of the workstation and completing the Compliance Certification Checklist which can be found on the Resource webpage.

Evaluation Questions	Response	Response Explanation	Assessment	
A. Is there a website of Resources, users could visit with update resources?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to Complete	<input type="checkbox"/>
B. Did any new agencies begin participating in HMIS this year? If yes, Is there a signed MOU on file for each new agency?	Y/ N____ Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to Complete	<input type="checkbox"/>

C. Do all Participating Agencies have at least one Technical Administrator and Security Officer?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to Complete	<input type="checkbox"/>
D. Did all Security Officers submit a copy of their Quarterly Compliance Checklist audits as required?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to Complete	<input type="checkbox"/>
F. Did the HMIS Lead complete the Compliance Certification Checklist audit?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to Complete	<input type="checkbox"/>

Data Analysis and Reporting

- G. Programs are able to look at the different reports within HMIS and have a better understanding of the overall picture of whom the program is serving.
- H. The Workgroups were able to use the data to establish benchmarks and goals for the different programs.
- I. The HMIS Coordinated sends out reports to the Partner Agencies, verifying and making sure that the maximum of errors that are in each required HUD filled have no more the 5% missing, data not collected, client refused, or client does know this information could be found using the Data Quality Reports.
- J. Timeliness, it is expected that all end users enter HMIS information about the client within 5 calendar days of receiving the information. Information about how often and quickly programs enter information into HMIS, can be found on the Annual Performance Report (APR).

Evaluation Questions	Response	Response Explanation	Assessment	
G. Are HMIS reports and dashboards helping providers to understand their programs?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to Complete	<input type="checkbox"/>
H. Has HMIS data been used to inform or set local homeless performance metrics and strategies?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to Complete	<input type="checkbox"/>
I. Do system wide Data Quality Reports show no more than 5% errors?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to complete	<input type="checkbox"/>
J. Are all agencies entering their data within 5 calendar days? (verified via APR)	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to complete	<input type="checkbox"/>

Training

- K. HMIS Lead will manage a list of those that attended New User Training and when, and a list of those end users with HMIS licenses, to verify that a license was given only after the end user completed a training.
- L. HMIS Lead will survey users after trainings, to see what is working and what isn't. Using those surveys to make improvements and adjustments to the training.

Evaluation Questions	Response	Response Explanation	Assessment	
K. All HMIS end users have completed training, prior to receiving their HMIS license?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to complete	<input type="checkbox"/>
L. Were HMIS training participant surveys analyzed and used to improve trainings? Identify new training needs?	Y/ N____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
	Y/ N____		Unable to complete	<input type="checkbox"/>

Communication

- M. HMIS Lead will communicate with all end users at least quarterly of any kind of HMIS report changes. A list of all the emails sent to the users will show how many emails were sent to the end users.
- N. HMIS Lead will manage a list of all the end users to verify that they have attended the Annual Update meeting. Without attending this meeting, users would be made inactive until they attend the Annual Update meeting.

Evaluation Questions	Response	Response Explanation	Assessment	
M. Did the HMIS Lead communicate to agencies, at least quarterly, of all HMIS report changes?	Y/ N ____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to complete	<input type="checkbox"/>
N. Did all the end users attend an Annual Update meeting?	Y/ N ____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to complete	<input type="checkbox"/>
O. Did the HMIS Lead effectively communicate data regarding the performance of providers, programs, and the system to the CoC and the public?	Y/ N ____	Explain:	Completed	<input type="checkbox"/>
			Needs Improvement	<input type="checkbox"/>
			Unable to complete	<input type="checkbox"/>