

Arkansas Management Information System (ARMIS)
Arkansas' Statewide Homeless Management Information System

Statewide HMIS Governance Charter

Overview and Purpose:

The purpose of the ARMIS Governance Charter is to outline the governance roles, responsibilities, relationships, and authorities of Arkansas' Continuum of Care, the HMIS Lead Agency (Little Rock Community Mental Health Center), and participating agencies. This governance charter is designed to ensure the operation of and consistent participation in ARMIS for the purpose of meeting HUD requirements and making planning and funding decisions. The governance charter is required under the HEARTH Act, specifically the Continuum of Care Interim Final Rule, established July 31, 2012. The ARMIS program, which currently utilizes Bowman System's ServicePoint software, has been in place since not long after HMIS was implemented around 2001. Since 2009, the Little Rock Community Mental Health Center (hereafter "LRCMHC") has served as the ARMIS Lead Agency. LRCMHC was appointed by the CATCH CoC, who at the time, was the only CoC in Arkansas to have a designated CoC HMIS grant funded through HUD. The decision to appoint LRCMHC as the HMIS Lead Agency was made in consultation and with the HUD Little Rock field office and the Arkansas Department of Human Services, Office of Community Services, which serves as the statewide ESG grantee. As such, LRCMHC serves as the HMIS Lead for all CoCs participating in the ARMIS implementation. By participating in the ARMIS implementation, the CoCs agree to adopt the terms of this Charter as stated herein. Much of this governance charter was borrowed from the Georgia HMIS (GHMIS) Governance Charter, though it was modified to fit the Arkansas implementation, in accordance to HUD guidance in the CoC Program Interim Rule (2012) and HMIS Proposed Rules (2011).

HMIS Governance: Decision Making & Authority:

As ARMIS is a statewide HMIS implementation, with dedicated HMIS grants from multiple CoCs as well as funding from the Arkansas Department of Human Services, a statewide HMIS Council (hereafter "Council") will serve to govern the HMIS implementation and make decisions as needed related to statewide implementation. Each CoC will be represented on the Council, along with the HMIS Lead Agency and the Arkansas Department of Human Services.

The HMIS Lead is subject to oversight by the Council, which operates as the liaison between the HMIS Lead Agency and the Continuum for the purposes of overseeing ARMIS-related activities. The Council will be made up of designated committee members from all Continua, the Arkansas Department of Human Services and the HMIS Lead. Each Continuum participating in ARMIS must identify two representatives to serve on the Council that will provide oversight of the implementation. This participation must include one representative from the Continuum of Care Board and one other CoC representative. These representatives are responsible for ensuring their Continuum leadership is fully informed of ARMIS decisions and for making decisions on behalf of the Continuum, such as improvements and enhancements to the ARMIS Policies and Procedures. One representative from the Arkansas Department of Human Services and the HMIS Lead Agency will also be members of the Council.

The HMIS Lead will ultimately retain decision-making authority and responsibility related to basic ARMIS project management functions (such as compliance with Data Standards, security and privacy settings).

The Council will provide input and final approval of the statewide ARMIS Policies and Procedures. Although the Continua may also choose to add supplemental requirements or policies, they may not contradict the statewide Policies and Procedures. The Council will periodically review changes to the current Data and Technical Standards and other reporting requirements to ensure system compliance. The Council will also vote on customizations and enhancements that affect the overall functionality of the software.

The Council will review the ARMIS Statewide HMIS Governance Charter (this document) annually. Any amendments to this Governance Charter will be based on a majority vote by quorum (>50%) of Council members. LRCMHC, as the HMIS Lead, has the right to accept or not accept proposed changes that may have an impact on their ability to successfully perform their duties as HMIS Lead.

Continuum of Care HMIS Responsibilities:

By agreeing to participate in the statewide HMIS implementation, the local Continuum agrees to carry out the following responsibilities:

- Identify two representatives (at least one being a CoC Board member) to serve on the statewide HMIS Council to provide oversight of the implementation and represent the Continuum in ARMIS decision-making.
- Designate the HMIS software funded through LRCMHC (HMIS Lead) as the designated software for its Continuum.
- Designate LRCMHC (the HMIS Lead) to manage the implementation of the Continuum’s HMIS.
- Understand HUD HMIS and reporting requirements.
- Ensure participation by service providers within Continuum jurisdictions including compliance with data quality and completeness thresholds set forth in the ARMIS Policies and Procedures and the CoC Participation Agreement.
- Require compliance with ARMIS Policies and Procedures for all Continuum agencies.
- Review and submit all HUD required Continuum reports (Housing Inventory Chart, Point in Time Count, Annual Homeless Assessment Report). The HMIS Lead will assist in the preparation of these reports, with the support of the Continuum of Care.
- Obtain and maintain funding for any additional staff or system enhancements that the Continuum deems necessary, but not provided by the HMIS Lead through CoC’s HMIS grant for the ARMIS implementation. If a Continuum applies for a dedicated HMIS grant, and in keeping with current HUD guidelines, LRCMHC should be the applicant and grantee for that grant as the HMIS Lead.

HMIS Lead Responsibilities :

Subject to the availability of HUD and local Continuum resources and unanticipated HUD mandates, and to the best of its ability, the HMIS Lead agrees to carry out the following responsibilities:

Project Management

- Oversee the operation and management of ARMIS including continual monitoring of data system (not system user) compliance with all HUD Data and Technical Standards.
- Obtain and maintain ARMIS Participation Agreements with all participating agencies and users and CoCs.

- Administer HUD HMIS awards for Continuum jurisdictions within the ARMIS implementation, including hiring and supervising of any staff funded through a dedicated HMIS grant in any CoC.
- Schedule, coordinate and participate in statewide ARMIS Council meetings and participate in meetings of local CoC HMIS Committees.

System Functionality

- Enter into a formal contractual relationship with the ARMIS Vendor that outlines the requirements and responsibilities of the Vendor, including those required by HUD through its Data and Technical Standards, rules, notices, etc.
- Ensure the Vendor's software system maintains timely compliance with all HUD Data and Technical Standards as well as the Privacy and Security Standards.
- Ensure software system maintains timely compliance with any other required standards set by other Federal and State programs that require HMIS use (such as the US Veterans Administration).
- Ensure the software system, within reasonable development timeframes, is capable of producing all HUD required reports, including data quality and completeness monitoring reports.

Policies and Procedures

- Develop and maintain ARMIS Policies and Procedures in accordance with HUD requirements and notices. This document must be reviewed and adopted by the statewide HMIS Council on an annual basis.
- Develop and maintain a privacy plan, security plan, and data quality plan for the HMIS in accordance with HUD requirements. This (or these) document must be reviewed and adopted by the statewide HMIS Council and individual Continua of Care.
- Monitor participating agency compliance with security, privacy and confidentiality policies.
- If ARMIS policies and procedures allow for the import of data from an alternate database, the HMIS Lead will establish standards for the process, schedule, and acceptance criteria for any data imported and provide a cost estimate for the service provided to the agency or Continuum requesting data import.
- Provide Continua with tools necessary to monitor agency compliance with HUD Data Standards including reports and access to raw agency data.
- Set minimum general participation and timeliness standards for agencies. (Continuums can set more stringent requirements if they deem necessary.)

Training and Technical Assistance

- Ensure required basic training is available to participating agency staff and accessible on a regular basis.
- Ensure technical assistance and help desk support is available and accessible to participating agencies on a regular basis.
- Ensure Continua have access to reports, technical assistance, and training required to oversee HMIS implementation in their jurisdiction and complete any required HUD reports.

Continuum of SHP Grant Activities:

Any Continuum receiving a Continuum of Care dedicated HMIS Grant will designate LRCMHCA as the applicant to administer any HMIS SHP grants in accordance with the Continuum of Care NOFA requirements. The Continuum and HMIS Lead will enter into a Memorandum of Agreement for services, which will outline the intended use of funds including any funded staff roles and deliverables. Continuums can fund enhancements to the HMIS implementation with their SHP grants. Enhancements funded through a Continuum grant should be identified by the respective Continuum based on the needs in that community. All discussions and planning on enhancements must include both the Vendor and the HMIS Lead to ensure that the activity will not impair the functionality of the ARMIS implementation, is compliant with the Data Standards, and minimizes (to the HMIS Lead's satisfaction) existing ARMIS staff or resources.

Once it has been determined that the enhancements will not impact the overall system functioning, the Continuum will work with the HMIS Lead and the Vendor on establishing timelines, specifications, deliverables, and resource allocation for the enhancement. If dedicated staff positions, such as trainers and data analysts, are paid for through Continuum of Care funds to complete discreet duties relegated to the functioning the Continuum, the said jurisdiction(s) will collaborate with the HMIS Lead to define the roles, responsibilities, and oversight of those staffing positions.

BY ADOPTING THIS GOVERNANCE CHARTER, THE CONTINUUM OF CARE AND HMIS LEAD ARE ESTABLISHING THAT IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

- This Charter documents the mutual understanding between all parties of ARMIS related roles, responsibilities, relationships, and authorities between the parties hereto.
- All parties will demonstrate a commitment to work together and support each other to achieve stated project goals.
- The Continua agree to provide representation to the Council for the purpose of ensuring HMIS policy and practice that is both consistent with federal and state requirement and with the local needs of the Continua.
- The HMIS Lead agrees to the extent practicable to respond to recommendations by each Continuum as provided by them through Council.
- The Governance Charter will be revisited on, at a minimum, an annual basis to confirm that the Charter continues to be relevant and appropriate.

Theresa Watson

CoC Chair Printed Name

Theresa Watson

CoC Chair Signature

1-29-2014

Date (mm/dd/yyyy)

Andy Halfhill

HMIS Lead Representative Printed Name

[Signature]

HMIS Lead Representative Signature

1/29/2014

Date (mm/dd/yyyy)

Andre' BERNARD

Collaborative Applicant Printed Name

[Signature]

Collaborative Applicant Signature

1-29-14

Date (mm/dd/yyyy)