Ending Community Homelessness Coalition (ECHO)

HMIS Lead Agency Continuum of Care Project

Quarterly Self-Scorecard (Rev. 10/24/2017)

Agency Name: ECHO

Project Name: HMIS

Reporting Period:

Scorecard Summary

|  |  |  |
| --- | --- | --- |
| Rating Category | Maximum Points | Project Score |
| 1. Planning and Sustainability | 10 |  |
| 2. HMIS Functionality | 10 |  |
| 3. Governance, Management, and Operations | 15 |  |
| 4. Policies and Procedures | 15 |  |
| 5. Training and Support | 20 |  |
| 6. Reporting | 30 |  |
| Total Points | 100 |  |

Scorecard Comments:

* Use this space after completing scorecard to write any comments on your score.

1. Planning and Sustainability: 10 Points

1. Did the HMIS Lead Agency submit the HMIS APR within 90 days of the end of the operating year?
   1. Yes (2.5 points)
   2. No (0 points)

Instructions: Attach screenshot of e-snaps submission date. Attached this quarter (submitted 06/19/2017 - late)

1. Did the HMIS Lead Agency have any unresolved HUD monitoring findings concerning any previous grant term related to the most recent renewal project request?
   1. No (2.5 points)
   2. Yes (0 points)

Instructions: If yes, please explain.

1. Has the HMIS Lead Agency maintained consistent Quarterly Drawdowns for the most recent grant term?
   1. Yes (2.5 points)
   2. No (0 points)

Instructions: If no, please explain.

1. Have any funds been recaptured by HUD for the most recently expired grant term?
   1. No (2.5 points)
   2. Yes (0 points)

Instructions: If yes, please explain.

|  |  |  |
| --- | --- | --- |
| Rating Category | Maximum  Points | Project Score |
| Planning and Sustainability | 10 |  |

2. HMIS Functionality: 10 Points

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | HMIS Function | Does HMIS support this functionality? | Do you use this functionality? | Scoring |
| HMIS Functionality (2.5 pts) | Client intake | Yes | Yes | *To receive credit, the HMIS must support each functionality. Divide total points by number supported.*  11/11 = 2.5 points |
| Case management | Yes | Yes |
| Service tracking | Yes | Yes |
| Outreach contacts | Yes | Yes |
| Resource directory | Yes | Yes |
| Online referral | Yes | Yes |
| Project eligibility and screening | Yes | Yes |
| Daily bed register | Yes | Yes |
| Bed utilization report | Yes | Yes |
| Interagency data sharing | Yes | Yes |
| Custom reporting | Yes | Yes |
| Reporting (2.5 pts) | HUD's APR | Yes | Yes | *To receive credit, the HMIS must support and use each functionality.*  4/4 = 2.5 points |
| ESG CAPER | Yes | Yes |
| AHAR | Yes | Yes |
| HIC | Yes | Yes |
| Data Quality (2.5 pts) | Unduplication management | Yes | Yes | *To receive credit, the HMIS must support and use each functionality.*  4/4 = 2.5 points |
| Missing values report | Yes | Yes |
| Unduplication quality report | Yes | Yes |
| Data timeliness report | Yes | Yes |
| Security (2.5 pts) | Encrypted data transmissions | Yes | Yes | *To receive credit, the HMIS must support and use each functionality.*  10/10 = 2.5 points |
| Encrypted data storage | Yes | Yes |
| Password rotation | Yes | Yes |
| Password format enforcement | Yes | Yes |
| Lock after inactivity | Yes | Yes |
| Simultaneous access prevention | Yes | Yes |
| Multi-mode or workstation authentication | Yes | Yes |
| Failed login lockout | Yes | Yes |
| Automated disabling of user ids | Yes | Yes |
| Audit logs | Yes | Yes |
| Data Exchange (not req.) | HUD HMIS XML Export | Yes | Yes | *N/A – Not required* |
| HUD HMIS CSV Export | Yes | Yes |
| HMIS XML Import | No | No |
| HMIS CSV Import | No | No |

|  |  |  |
| --- | --- | --- |
| Rating Category | Maximum  Points | Project Score |
| HMIS Functionality | 10 |  |

3. Governance, Management, and Operations: 15 Points

Acronyms

MOU: Memorandum of Understanding

CHO: Contributory HMIS Organization

1. What percentage of CHOs have a MOU with the HMIS Lead Agency?
   1. 100% (3 points)
   2. 90-99% (2 points)
   3. 80-89% (1 point)
   4. <80% (0 points)

Instructions: If less than 100%, please explain.

1. Does the HMIS Lead Agency maintain an accurate and updated contact list of CHO HMIS Administrators and end users?
   1. Yes (2.5 points)
   2. Partial (0 points)
   3. No (0 points)

Instructions: If partial or no, please explain.

1. Does the HMIS Lead Agency have an established HMIS Subcommittee?
   1. Yes (2.5 points)
   2. Under development (1 point)
   3. No (0 points)

Instructions: If yes, how frequently does it meet and who are the members? If no or under development, please explain.

1. Does the HMIS Lead Agency have a process in place to remove HMIS end users who no longer need access to HMIS (e.g. leave their job, fired, etc.)?
   1. Yes (2.5 points)
   2. Partial (0 points)
   3. No (0 points)

Instructions: If yes, please describe this process. If partial or no, please explain.

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1. How long does it take to remove access rights to former HMIS end users?
   1. Under 24 hours (2.5 points)
   2. 24-48 hours (2 points)
   3. 48-72 hours (1 point)
   4. >72 hours (0 points)
2. Does the HMIS Lead Agency have a defined and transparent process through which amendments and revisions to the HMIS policies and MOU are made?
   1. Yes (2 points)
   2. No (0 points)

Instructions: If yes, please describe this process. If no, please explain.

|  |  |  |
| --- | --- | --- |
| Rating Category | Maximum  Points | Project Score |
| Governance, Management, and Operations | 15 |  |

Policies and Procedures: 15 Points

1. Does the HMIS Lead Agency have written policies and procedures, including a Data Quality Assurance Plan, Privacy and Security Plan, that have been approved by the CoC?
   1. Yes (4 points)
   2. Partial (0 points)
   3. No (0 points)

Instructions: If partial or no, please explain.

1. Does the HMIS Lead Agency ensure CHOs are compliant with established HMIS policies and procedures?
   1. Yes (4 points)
   2. Partial (2 points)
   3. No (0 points)

Instructions: If yes, please describe how. If partial or no, please explain.

1. Does the HMIS Lead Agency ensure CHOs are compliant with the HUD HMIS Data and Technical Standards?
   1. Yes (3.5 points)
   2. Partial (1 point)
   3. No (0 points)

Instructions: If yes, please describe how. If partial or no, please explain.

1. Does the HMIS Lead Agency have a formal, written End User Agreement with every end user who has access to the HMIS?
   1. Yes (3.5 points)
   2. Partial (0 points)
   3. No (0 points)

Instructions: If partial or no, please explain.

|  |  |  |
| --- | --- | --- |
| Rating Category | Maximum  Points | Project Score |
| Policies and Procedures | 15 |  |

5. Training and Support: 20 Points

1. Does the HMIS Lead Agency provide technical assistance and support to end users?
   1. Yes (3 points)
   2. Partial (1 point)
   3. No (0 points)

Instructions: If yes, please describe how. If partial or no, please explain.

1. Does the HMIS Lead Agency track and ensure that all HMIS end users receive adequate and complete HMIS training prior to being granted an end user license?
   1. Yes (4 points)
   2. Partial (0 points)
   3. No (0 points)

Instructions: If yes, please describe how. If partial or no, please explain.

1. Does the HMIS Lead Agency ensure that all active HMIS end users complete annual HMIS Ethics training?
   1. Yes (3 points)
   2. Partial (0 points)
   3. No (0 points)

Instructions: If yes, please describe how. If partial or no, please explain.

1. Does the HMIS Lead Agency ensure that all CHOs can run their required reports in HMIS?
   1. Yes (3 points)
   2. Partial (1 point)
   3. No (0 points)

Instructions: If yes, please describe how. If partial or no, please explain.

1. Does the HMIS Lead Agency provide training to cover the following criteria?

Instructions: Each training type must be offered at a minimum of monthly to receive full points in this section.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Training Type (7 points total) | Requirements | Frequency Offered | # of users trained in reporting period | Scoring |
| Standard operating procedures (1 point) | All users | At least monthly | 169 (NUT) |  |
| Privacy and client consent policies and procedures (1 point) | All users | At least monthly | 419 (NUT+ERT) |  |
| Basic HMIS software features (1 point) | All users | At least monthly | 169 (NUT) |  |
| Intermediate / advanced HMIS software features (1 point) | All users | At least monthly | 35  (AA+ART) |  |
| Report writing / data analysis (1 point) | Some users | At least monthly | 35  (AA+ART) |  |
| System administration training for agency IT staff (1 point) | Some users | At least monthly | 35 (AA+ART) |  |
| System security (1 point) | All users | At least monthly | 419 (NUT+ERT) |  |

|  |  |  |
| --- | --- | --- |
| Rating Category | Maximum  Points | Project Score |
| Training and Support | 20 |  |

6. Reporting: 30 Points

Acronyms

AHAR: Annual Homeless Assessment Report

HIC: Housing Inventory Count

PITC: Point in Time Count

ES: Emergency Shelter

SH: Safe Haven

TH: Transitional Housing

RRH: Rapid Rehousing

PSH: Permanent Supportive Housing

OPH: Other Permanent Housing

SSO: Support Services Only

1. Was the last AHAR submitted on time?
   1. Yes (4 points)
   2. No (0 points)

Last submission deadline:

Date of last submission in HUD HDX:

1. Which AHAR tables were accepted and used in the last AHAR by HUD?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| AHAR Tables - Accepted and Used | | | | | | | |
|  | ES-FAM | ES-IND | TH-FAM | TH-IND | PSH-FAM | PSH-IND | SUMMARY |
| All Persons |  |  |  |  |  |  |  |
| Veterans |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

Scoring (3.5 points total / .25 each):

1. Was the last HIC submitted on time?
   1. Yes (4 points)
   2. No (0 points)

Last submission deadline:

Date of last submission in HUD HDX:

1. Was the last PITC data submitted on time?
   1. Yes (4 points)
   2. No (0 points)

Last submission deadline:

Date of last submission in HUD HDX

1. What is the HMIS bed coverage rate for all project types (except Domestic Violence)?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Project Type | Total Beds in 2016 HIC | Total Beds in HIC Dedicated for DV | Total Beds in HMIS | HMIS Bed Coverage Rate |
| ES |  |  |  |  |
| SH |  |  |  |  |
| TH |  |  |  |  |
| PH |  |  |  |  |
| Average HMIS Bed Coverage Rate (3 points) | | | |  |

Scoring:

<85%: 0 points

Instructions: If 85% is not achieved, please describe efforts to improve coverage in the last year.

1. What percentage of Universal Data Elements (UDEs) are missing for Residential Projects?

|  |  |  |
| --- | --- | --- |
| **Universal Data Elements for Residential Projects** | | |
| **Data Element** | **% DK/ Ref** | **% Missing** |
| Name |  |  |
| SSN |  |  |
| DOB |  |  |
| Race |  |  |
| Ethnicity |  |  |
| Gender |  |  |
|  | **Total Error Rate** | |
| Veteran Status |  | |
| Disabling Condition |  | |
| Project Entry Date |  | |
| Project Exit Date |  | |
| Destination |  | |
| Personal ID |  | |
| Household ID |  | |
| Relationship to HoH |  | |
| Client Location |  | |
| **Completeness Average** |  | |

Scoring:

>99%: 3 points

>97%: 2 points

>95%: 1 point

<95%: 0 points

1. What percentage of Universal Data Elements (UDEs) are missing for Street Outreach / SSO?

|  |  |  |
| --- | --- | --- |
| **Universal Data Elements for Street Outreach / SSO** | | |
| **Data Element** | **% DK/ Ref** | **% Missing** |
| Name |  |  |
| SSN |  |  |
| DOB |  |  |
| Race |  |  |
| Ethnicity |  |  |
| Gender |  |  |
|  | **Total Error Rate** | |
| Veteran Status |  | |
| Disabling Condition |  | |
| Project Entry Date |  | |
| Project Exit Date |  | |
| Destination |  | |
| Personal ID |  | |
| Household ID |  | |
| Relationship to HoH |  | |
| Client Location |  | |
| **Completeness Average** |  | |

Scoring:

>99%: 3 points

>97%: 2 points

>95%: 1 point

<95%: 0 points

1. How frequently does the HMIS Lead Agency review data quality in HMIS?
   1. Twice monthly (2.5 points)
   2. Monthly (2 points)
   3. Quarterly (1 point)
   4. Annually (0 points)
   5. Never (0 points)

Instructions: Please elaborate and describe how data quality is reviewed.

1. What percentage of Project Descriptor Elements are missing?

|  |  |
| --- | --- |
| Project Descriptor Elements | |
| Data Element | % Missing |
| Organization Identifiers |  |
| Project Identifiers |  |
| Continuum of Care Code |  |
| Project Type |  |
| Method for Tracking ES Utilization |  |
| Federal Partner Funding Sources |  |
| Bed & Unit Inventory Info |  |
| Site Information (Not applicable – Optional) |  |
| Target Population (Not applicable - Optional) |  |
| Completeness Average |  |

Scoring:

>99%: 3 points

>97%: 2 points

>95%: 1 point

<95%: 0 points

|  |  |  |
| --- | --- | --- |
| Rating Category | Maximum  Points | Project Score |
| Reporting | 30 |  |