To better align with the structure outlined in the *Proposed Rule for Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH): Proposed Rule for HMIS Requirements* [24 CFR Parts 91, 576, 580, and 583], the Louisiana Services Network Data Consortium (LSNDC), the governing body for the statewide HMIS of Louisiana that the Northlake HMIS Data Project operates at the CoC level, is in the process of revising the LSNDC Policies and Standard Operating Procedures. Allowing for a more nimble response to community needs and federal regulation, the LSNDC has established a "Plan" structure for policies and procedures related to data quality, security, and privacy; these plans are supplemental documents to the *LSNDC Standard Policies and Procedures* (effective October 1, 2017). The LSNDC has completed the conversion of data quality policies into the LSNDC Data Quality Plan, which established baseline compliance requirements for participating in the LSNDC HMIS system. The LSNDC is expected to release the System Security Plan and the Information Privacy Plan within the next year. In the meantime, the policies and procedures that address privacy and security, as detailed in the *Louisiana Services Network Data Consortium Policies and Standard Operating Procedures* (effective May 3, 2013), remain in effect.

The enclosed document is a compilation of the *LSNDC Standard Policies and Procedures* (effective October 1, 2017) and the *Louisiana Services Network Data Consortium Policies and Standard Operating Procedures* (effective May 3, 2013).

Louisiana Services Network Data Consortium (LSNDC)

Standard Policies and Procedures

Version 2.0

Effective Date:
October 1, 2017

Developed by:
LSNDC Policy Committee

Adopted by:
LSNDC Board of Directors
On September 20, 2017

Louisiana Services Network Data Consortium (LSNDC)
Standard Policies and Procedures
Table of Contents

INTRODUCTION

This document details the standard policies that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. All individuals accessing the LSNDC System must read and understand these policies. This document works in concert with the other LSNDC authored documents that establish baseline policies and procedures for data quality, system security, and client information privacy, as well as garner agreements amongst the various parties involved with the system. The affiliated documents are identified with each policy.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of representation from regional Homeless Management Information System (HMIS) lead agencies and Continua of Care lead organizations that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC establishes the minimum policies for appropriate administration, licensing, training, and compliance at the regional-level.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.

Benefits of LSNDC System

LSNDC System benefits persons experiencing homelessness:
Improvements in service delivery for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

LSNDC System benefits agencies, program managers and case managers:
Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients' needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to provide unduplicated counts of persons experiencing homelessness and generate the program portions of the HUD Annual Progress Report (APR).

LSNDC System benefits the regional Continuum of Care:
Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients' needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill federal reporting requirements, CoC evaluation and funding application requirements, and city-wide and system-level reports.

Definitions

Terms used in this manual may be new to users. Definitions of some of these terms are as follows:

Agency Administrator: The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSNDC System Administrator.

Authentication: The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

Client: Any recipient of services offered by a Provider or Participating Provider.

Collaborative Applicant: The eligible applicant designated by the Continuum of Care (CoC) to collect and submit the CoC Registration, CoC Consolidated Application (which includes the CoC Application and CoC Priority Listing), and apply for CoC planning funds on behalf of the CoC during the CoC Program Competition. The CoC may assign additional responsibilities to the Collaborative Applicant so long as these responsibilities are documented in the CoC's governance charter.

Continuum of Care (CoC): The regional or local planning body that coordinates housing and services funding for homeless families and individuals, and includes transitional housing, permanent supportive housing for disabled persons, permanent housing, supportive services, and Homeless Management Information Systems (HMIS). is designed to promote community-wide goals to end homelessness; provide funding to quickly rehouse homeless individuals (including unaccompanied youth) and families while minimizing trauma and dislocation to those persons; promote access to, and effective utilization of, mainstream programs; and optimize self-sufficiency among individuals and families experiencing homelessness.

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

Fiscal Agency: The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

HMIS: Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

HUD HMIS Data and Technical Standards (the Standards): The most recent HUD Standards published for Continuua of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including "universal" and "program specific" data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC Standard Policies and Procedures is not required.

LSNDC: The non-profit 501©3 that operates the LSNDC System.

LSNDC System: The software system as well as the information input, generated or acquired in print or machine readable format.

Participating Provider: Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

Provider: ANY organization providing outreach, shelter, housing, employment and/or social services.

Regional LSNDC Lead Agency: Manages the LSNDC for their respective regional Continua of Care

Regional LSNDC System Administrator: The job title of the person at the regional HMIS administrating agency who provides technical support and training to Users. This person has the second highest level of user access in ServicePoint and has full access to all user and administrative functions within the respective region.

Server: A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can "serve" many files to many client computers. A database server stores a data file and performs database queries for client computers.

***ServicePoint*™:** A web-based software package managed by Mediware Information Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

State LSNDC System Administrator: The job title of the person who is responsible for the coordination and administration of the LSNDC System. This person has the highest level of user access in *ServicePoint* and has full access to all user and administrative functions across the State.

User: An individual who uses a particular software package; in the case of the LSNDC, the *ServicePoint* software.

User License: An agreement with a software company that allows an individual to use the product. In the case of *ServicePoint*, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSNDC. User licenses cannot be shared.

Policy 1.0 Organization and Management of the LSNDC System
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes the organizational structure and role of the LSNDC System.
Policy Statement
The LSNDC System is the framework for operating a statewide HMIS in Louisiana. It is comprised of the regional Continua of Care (CoC) who are responsible for overseeing the management of data for measuring the communities' progress in ending homelessness. The LSNDC establishes the baseline HMIS-related guidelines and operating policies for the CoCs and their respective participants to effect compliance with regulations set by the Department of Housing and Urban Development (HUD).
Procedure
The LSNDC Board sets policies and standardizes documentation to ensure compliance with HMIS-related federal regulations for CoCs, which are executed at the regional level. Oversight of policy and procedural compliance by HMIS Participating Agencies is provided by the regional HMIS lead agencies, who have been appointed by the CoC lead organizations. The LSNDC Board also contracts with one or more organizations to provide state-wide system administration support. The LSNDC aims to set baseline policies and establish procedures within reasonable time frames that allow for CoCs to meet federal rules. Policies set by the LSNDC shall be reviewed annually, at a minimum.
Affiliated Documents/Agreements/Plans
LSNDC Articles of Incorporation and By-laws
Louisiana Statewide HMIS Joint Governance Agreement
LSNDC Standard Policies and Procedures
LSNDC Agency Participation Agreement
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan

Policy 1.1 LSNDC Board of Directors
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes requirements for the LSNDC Board of Directors regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.
Policy Statement
The LSNDC Board of Directors is the governing body in control of the statewide HMIS system and is responsible for establishing baseline policies and requirements for HMIS participation, fundraising and resource development, and quality assurance. The Board is the final decision making authority of the LSNDC.

Procedure
The Board meets at least bi-monthly with one annual meeting. Membership of the LSNDC Board will be established according to the following guidelines:
- Target membership for the LSNDC Board of Directors will be the total sum of two agents from each Continuum of Care region, wherein the membership count can vary based upon the number of independent CoC regions within the state. The two representatives from

each CoC region shall be comprised of one appointee from the regional CoC Lead Agency and one appointee from the regional HMIS Lead Agency. The names and contact information of LSNDC Board members are listed in *Appendix A–- Louisiana Services Network Data Consortium (LSNDC) Board Membership*.

- Concerted effort will be made by the LSNDC Board to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

The LSNDC Board Members are responsible for, but not limited to, performing the following duties:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, Participating Agencies and service programs.
- Establishing the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance.
- Defining criteria, standards, and parameters for the release of aggregate data.
- Establishing the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance.
- Establish LSNDC participation fees for regional HMIS lead organizations;
- Selecting state administrators of the HMIS System.
- Selecting and contracting with an HMIS software vendor.

Affiliated Documents/Agreements/Plans

LSNDC Articles of Incorporation and By-laws
Louisiana Statewide HMIS Joint Governance Agreement
LSNDC Standard Policies and Procedures

Policy 1.2 Fiscal Management
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope

This policy establishes requirements for the LSNDC Board regarding financial management of the corporation.

Policy Statement

In relation to fiscal management, the Board is the final decision making authority of the LSNDC. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable.

Procedure

The LSNDC Board shall adopt a budget; continuously monitor the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; and examine the report of the independent public accountants auditing the Corporation's accounts or the accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Fiscal Agent shall provide and ensure compliance of all financial policy and procedures and has the following responsibilities:

- Have custody of the funds of the Corporation.
- Shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation.

- Shall render a full report of transactions conducted to the Treasurer whenever required by the Board of Directors. The books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

Affiliated Documents/Agreements/Plans
LSNDC Contract with Fiscal Agent
LSNDC Standard Policies and Procedures

Policy 1.3 LSNDC State System Administrator Lead Organization
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes requirements for the HMIS Lead Organization regarding administration and management of the State LSNDC State System Administrator.

Policy Statement
The LSNDC Board will contract with one or more organizations to provide LSNDC State System Administrator services (SSA). The organization(s) will be responsible for providing management and supervision of the SSA and adhering to the terms of the contract executed by LSNDC.

Procedure
The LSNDC Board, or its appointed committee, will identify a lead organization that is positioned to furnish release time for a Regional LSNDC System Administrator to perform the duties of the LSNDC State System Administrator for up to a maximum of 250 hours per fiscal year. The LSNDC shall reimburse the Lead Organization for expenses incurred by the release time of the LSNDC SSA, as identified in the terms of the contract between the LSNDC Board and the Lead Organization. The Lead Organization will be responsible for ensuring the LSNDC SSA performs the duties assigned to the position and documents services in accordance with the contract. The Lead Organization must also agree to terms of non-discrimination practices stated in the contract.

Affiliated Documents/Agreements/Plans
LSNDC Contract with Statewide System Administrator Organization
LSNDC Standard Policies and Procedures

Policy 1.4 State LSNDC System Administrator
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes requirements for the LSNDC State System Administrator(s) regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
The State Administrator(s) will be responsible for providing management and supervision of the LSNDC HMIS Statewide System and has full access to all user and administrative functions across the State. Statewide System Administrator services are necessary for executing practices and policies set by the Board and providing direct support to Regional LSNDC System Administrators. In the absence of the State LSNDC System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined.

Procedure

The State LSNDC System Administrator(s) is responsible for providing the following services:

- Managing the day-to-day operations of the LSNDC System.
- Responding to all system-wide questions and issues.
- Providing quality assurance reports to the LSNDC Board.
- Manage system availability as informed by HMIS software vendor.
- Building Agency Assessments upon written request from Regional LSNDC System Administrators.
- Issuing Regional User Licenses to Regional LSNDC System Administrator.
- Ensuring that the LSNDC System, as a whole, is adhering to relevant HUD HMIS Data and Technical Standards.
- Providing support to Regional LSNDC System Administrators upon request.
- Managing version controls.
- Reporting regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support.
- Managing password recovery to Regional LSNDC System Administrators.
- Performing other duties assigned by the LSNDC Board of Directors.

Affiliated Documents/Agreements/Plans

LSNDC Contract with Statewide System Administrator Organization
Louisiana Statewide HMIS Joint Governance Agreement
LSNDC Standard Policies and Procedures
LSNDC Agency Participation Agreement
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan

Policy 1.5 Regional HMIS Lead Agency
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: Regional CoC

Purpose and Scope

This policy establishes requirements for the Regional HMIS Lead Agency regarding administration and management of the LSNDC System at the CoC level.

Policy Statement

The local Continuum of Care, led by the CoC's Collaborative Applicant, shall designate an agency to operate the LSNDC System locally. It is the role of the Regional HMIS Lead Agency to manage the HMIS at the regional level, under the oversight of the CoC Lead Organization established by the Collaborative Applicant, and be compliant HMIS operations and requirements specified in the HUD CoC Program interim rule, per Section 578.57.

Procedure

The Regional HMIS Lead Agency is responsible for, but not limited to, the following duties:

- Comply with the terms of the Louisiana Statewide HMIS Joint Governance Agreement.
- Act as the fiduciary for the operation of LSNDC System locally.
- House the Regional System Administration and provide oversight of day-to-day operations.
- Manage the HMIS process locally, under the oversight of the CoC, and ensure local compliance with the LSNDC Data Quality Plan, LSNDC System Security Plan, and the LSNDC Information Privacy Plan.

- Enter into a contractual agreement, the LSNDC Agency Partner Agreement, with organizations participating in HMIS within the CoC.
- Convene/coordinate End User Meetings and local group trainings.
- Provide data and collaborate with CoC and other community partners on homeless initiatives.
- Certify compliance and implementation of HUD HMIS Data Standards locally.
- Ensure the HMIS Participating Agencies receive timely and adequate technical support to optimize use of the system.
- Provide ongoing support to the Participating Agencies through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSNDC System Administrator will acknowledge the receipt of inquiries in a timely manner.
- Provide access to documentation and manuals regarding the use of the LSNDC System.

Affiliated Documents/Agreements/Plans
LSNDC Agency Participation Agreement
HMIS Governance Charter
LSNDC Standard Policies and Procedures
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan

Policy 1.6 Regional LSNDC System Administrator
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: Regional Lead Agency Operating LSNDC Locally

Purpose and Scope
This policy establishes requirements for the Regional LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
Each Continuum of Care must identify a Lead Agency to administer the LSNDC System within the designated jurisdiction, and the Regional Lead Agency must designate a staff member as the Regional LSNDC System Administrator to guide the system. The local administrator shall have regional administrative access. All Regional LSNDC System Administrators have full access to all agency records within their CoC and may have access to other Continua within the LSNDC system, where appropriate.

Procedure
The Regional LSNDC System Administrator is responsible for, but not limited to, performing the following duties:
- Managing the day-to-day operations of the LSNDC System at the regional level.
- Signing and understanding the LSNDC End User Agreement.
- Supporting Participating Agencies, and its end users, in the use of LSNDC System, address all questions and issues in a timely fashion.
- Communicating all pertinent statewide and regional LSNDC information to the LSNDC system end users within the service region.
- Providing training for staff of Participating Agencies on LSNDC System standards, policies, and practices.
- Ensuring the LSNDC End User Agreement is issued, read, and signed prior to the issuance of LSNDC system software licenses.

- Issuing LSNDC system software licenses.
- Manage notification of upgrades and updates to end users.
- Monitor data quality, and ensure the Participating Agencies are adhering to the minimum standards set in the LSNDC Data Quality Plan.
- Manage password recovery for LSNDC end users
- Prepare formal reports for the local Continuum of Care, where needed.
- Mine database to respond to authorized requests of information, where feasible.
- Ensure participating providers are adhering to relevant HUD HMIS Data and Technical Standards.
- Perform onsite monitoring for Participating Agency to verify LSNDC standards and practices are being followed. Visits should be conducted annually at a minimum.
- Train all users on HUD updates and changes to HMIS Data Standards
- Advise and provide technical assistance for initiatives that use the LSNDC system for managing human service data, including Coordinated Entry
- Participate in LSNDC Technical Committee conference calls to share and benefit from lessons learned across state.
- Attend LSNDC Regional System Administrator trainings, whenever feasible.
- Report database problems/successes to State LSNDC System Administrator.
- Work with State System Administrator on statewide reporting requests.

Affiliated Documents/Agreements/Plans
LSNDC Contract with Statewide System Administrator Organization
Louisiana Statewide HMIS Joint Governance Agreement
LSNDC Standard Policies and Procedures
LSNDC Agency Participation Agreement
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan
LSNDC End User Agreement

Policy 1.7 Participating Agency
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Regional System Administrator

Purpose and Scope
This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
Each Regional Continuum of Care shall identify and solicit the participation of human service providers who contribute to the CoC's ability to measure system performance and progress towards ending homelessness. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Policies, LSNDC Data Quality Plan, LSNDC Information Privacy Plan, and LSNDC System Security Plan.

Procedure
Participating Agencies are to include, but are not limited to, providers of emergency shelters services, transitional housing programs, homeless outreach services, permanent housing providers, homeless prevention programs, and coordinated entry. In addition, each region may identify other service providers that could benefit from inclusion in the LSNDC system.

Before an agency can join the LSNDC System, a Participating Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation

must be adopted. The Participating Agency Agreement outlines responsibilities and duties of the LSNDC and Participating Agency, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein. The signed Agreement must be kept on file by the Regional LSNDC System Administrator agency. Only authorized Participating Agencies will be granted licenses to gain access to the LSNDC System. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for ensuring that internal and external data-sharing practices align with the minimum requirements established by the LSNDC Information Privacy Plan, or Regional CoC where applicable. Participating Agencies are responsible for maintenance of their computer hardware and internet connectivity.

Affiliated Documents/Agreements/Plans
LSNDC Contract with Statewide System Administrator Organization
Louisiana Statewide HMIS Joint Governance Agreement
LSNDC Standard Policies and Procedures
LSNDC Agency Participation Agreement
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan
LSNDC End User Agreement
LSNDC Release of Information

Policy 1.8 Agency Administrator
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Regional System Administrator

Purpose and Scope
This policy establishes requirements for the Agency Administrator regarding communication, access and usage of the LSNDC System within the Agency Administrator's Participating Agency.

Policy Statement
Each Participating Agency may identify a staff member to be the LSNDC Agency Administrator. The LSNDC Agency Administrator is the single point of contact for communication purposes and is responsible for ensuring the Participating Agency is adhering to the LSNDC System standards, policies, and practices, as they pertain to the scope of responsibilities of the Participating Agency.

Procedure
The Regional LSNDC System Administrator may delegate some system administration oversight responsibilities to an LSNDC system end user for a Participating Agency. The Executive Director must submit in writing the name and contact information of the LSNDC Agency Administrator to the Regional LSNDC System Administrator. The Executive Director must notify the Regional LSNDC System Administrator of changes in personnel in writing within one business day. If it is determined that the appointed LSNDC Agency Administrator does not have the capacity to fulfill the obligations of this role, alternative arrangements must be made with the Regional LSNDC System Administrator to ensure the Participating Agency is compliant with the LSNDC System standards, policies, and practices.

Minimal guidelines for an Agency Administrator (AA) are as follows:
- Must have email, internet access, and a LSNDC User License.
- May manage agency user authentication, with the responsibility of adding and removing licensed users for their agency, at the discretion of the Regional CoC.
- LSNDC System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating

access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator within 24 hours.

- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Participating Provider's LSNDC System site
- Has access to all client data, user data and agency administration information for the Participating Provider; thus, the AA is responsible for the quality and accuracy of these data.
- Ensures the stability of the agency connection to the Internet and ServicePoint, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with HUD HMIS Data and Technical Standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level.
- Notifies the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System

Affiliated Documents/Agreements/Plans

LSNDC Standard Policies and Procedures
LSNDC Agency Participation Agreement
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan
LSNDC End User Agreement
LSNDC Release of Information

Policy 1.9 LSNDC User
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Regional System Administrator

Purpose and Scope

This policy establishes requirements for the LSNDC User regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Only authorized persons have access to the LSNDC System. Access authorization is established through the assigned role of the LSNDC User and the issuance of a HMIS software license.

Procedure

All LSNDC Users will have access to LSNDC data that is appropriate to the duties of their position, wherein client and service information can be recorded and accessed on a "need to know" basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director, with the guidance of the LSNDC Regional System Administrator, where appropriate, shall select an appropriate level of access for each LSNDC User license issued. Each User will complete a training course and sign the LSNDC User Agreement prior to gaining access to the LSNDC System. The LSNDC User Agreement outlines responsibilities and duties of the LSNDC and User, including requirements for all aspects of system access and use, terms and duration of access, and an agreement to abide by all provisions contained therein.

The User is responsible for, but not limited to, the following:

- Adhering to the relevant LSNDC Standard Policies and Procedures as outlined in this document.
- Adhering to all LSNDC policies as detailed in the LSNDC User Agreement.
- Securing his/her log-in information so that it will not be shared with another including administrators or other staff, in accordance with the LSNDC System Security Plan.

- Disclosing LSNDC participation and data usage to all clients prior to collection and entry, in accordance with the LSNDC Information Privacy Plan and the LSNDC ROI.
- Entering and updating client data in accordance with the LSNDC Data Quality Plan.
- Notifies the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System, if and Agency Administrator has not been established by the Participating Agency.

Affiliated Documents/Agreements/Plans
LSNDC Policies
LSNDC Agency Participation Agreement
LSNDC Data Quality Plan
LSNDC Information Privacy Plan
LSNDC System Security Plan
LSNDC End User Agreement
LSNDC Release of Information

Policy 1.10 HMIS Software Vendor
Effective Date: October 1, 2017
Last Revision: September 20, 2017
Responsible Party: LSNDC Board

Purpose and Scope
This policy establishes requirements and responsibilities of the HMIS software vendor to design, support, secure, and maintain the LSNDC system.
Policy Statement
The HMIS software vendor is the company responsible for the HMIS software and securing the servers that house the HMIS database. The LSNDC contracts with an HMIS software vendor to meet the needs of the system participants and ensure compliance with HUD HMIS Data and Technical Standards.
Procedure
The HMIS software vendor, *ServicePoint^{TM}*, holds the contract for the HMIS with the LSNDC and invoices the LSNDC and regional HMIS lead organization separately. The contract is renewed no less than annually. The LSNDC system uses is a server based system and all application level data backups are the vendor's responsibility. HMIS Software Vendor will provide a highly available HMIS and will inform users in advance of any planned interruption in service. HMIS Software Vendor ensures availability of customer data in the event of a system failure. The HMIS vendor also ensures that the data is protected from unauthorized intrusions.
Affiliated Documents/Agreements/Plans
LSNDC Contract with HMIS Software Vendor
LSNDC System Security Plan

Appendix A

Louisiana Services Network Data Consortium (LSNDC)

Board Membership List
(Effective 9/20/2017)

Louisiana Services Network Data Consortium (LSNDC)
Board of Directors Membership List

Effective Date: September 20, 2017

REGION BOS – Balance of State CoC

Parishes: Allen, Ascension, Beauregard, Calcasieu, Cameron, East Baton Rouge, East Feliciana, Iberville, Jefferson Davis, Natchitoches, Plaquemines, Pointe Coupee, Sabine, St. Bernard, West Baton Rouge, West Feliciana

CoC	HMIS
Gordon Levine, Housing Finance Manager	Eric Gammons, BoS System Administrator
Louisiana Housing Corporation	Capital Area Alliance for the Homeless
2415 Quail Drive	153 N. 17th Street
Baton Rouge, LA 70808	Baton Rouge, LA 70802
Phone: (225) 763-8700	Phone: (337) 255-5448

REGION I AND X - New Orleans/Jefferson Parish CoC
Parishes: Orleans and Jefferson

CoC	HMIS
Robbie Keen, Director of Research	Mr. Clifton Harris, HMIS Director
UNITY of Greater New Orleans	VIA LINK
2475 Canal Street. Suite 300	2820 Napoleon Avenue
New Orleans, LA 70119	New Orleans, LA 70115
Phone: (504) 821-4496x115	Phone: (504) 897-4877

REGION III - Houma-Terrebonne CoC
Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

CoC	HMIS
Tara Nolan, Case Manager	Brooke Guidry, Operations Director
Gulf Coast Social Services	Start Corporation
320 Progressive Boulevard	420 Magnolia Street
Houma, LA 70360	Houma, LA 70360
Phone: (985) 851-4488	Phone: (985) 879-3966

REGION IV - Lafayette/Acadiana CoC
Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

CoC	HMIS
Leigh Rachal, Executive Director	Andrew Zegura, HMIS System Administrator
Acadiana Regional Coalition on	Catholic Services of Acadiana
Homelessness & Housing	405 St. John Street
P.O. Box 3936	Lafayette, LA 70501
Lafayette, LA 70502	Phone: (337) 235-4972x105
Phone: (337) 967-0995	

REGION VI - Alexandria/Central Louisiana CoC
Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

CoC	HMIS
Kendra Gauthier, Executive Director	Megan Vets, Database Administrator
Central Louisiana Homeless Coalition	Central Louisiana Homeless Coalition
P.O. Box 1303	P.O. Box 1303
Alexandria, LA 71309	Alexandria, LA 71309
Phone: (318) 443-0500	Phone: (318) 443-0500

REGION VII - Shreveport/Bossier/Northwest CoC
Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Webster

CoC	HMIS
Christa Pazzaglia, Executive Director	Tosha Stamps, Director of System Outcomes
HOPE Connections	HOPE Connections
2350 Levy Street	2350 Levy Street
Shreveport, LA 71103	Shreveport, LA 71103
Phone: (318) 670-4591	Phone: (318) 670-4591

REGION VIII - Monroe/Northeast Louisiana CoC
Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll

CoC	HMIS
Sarah Johnson, Program Coordinator	Kattina Trosclair, HMIS System Administrator
HOME Coalition	The Wellspring
107 Ashford Drive, Apt.831	1515 Jackson Street
West Monroe, LA 71291	Monroe, LA 71202
Phone: (318) 547-0407	Phone: (318) 807-6200

REGION IX - Slidell/Livingston/Southeast Louisiana CoC
Parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

CoC	HMIS
Amanda Mills, Executive Director	Erin Matheny, Director
Northlake Homeless Coalition	Northlake HMIS Data Project
P.O. Box 53	Southeastern Louisiana University
Mandeville, LA 70471	SLU Box 10509
Phone: (985) 626-6681	Hammond, LA 70402
	Phone: (985) 549-5373

Data Quality Plan
Louisiana Services Network Data Consortium
Version 3.0

Effective Date:
October 1, 2017

Developed by:
LSNDC Policy Committee

Adopted by:
LSNDC Board of Directors
On May 4, 2018

Introduction

This document serves as the Homeless Management Information System (HMIS) Data Quality Plan for the Continua of Care (CoCs) served by the Louisiana Services Network Data Consortium (LSNDC) and shall be used in concert with the policies listed in the LSNDC Policies and Standard Operating Procedures. The plan is prepared and maintained by the LSNDC Board of Directors and shared with the CoCs of Louisiana to adopt and implement. The plan standardizes the baseline requirements for ensuring accuracy, timeliness, and completeness of information maintained within the LSNDC HMIS database. The protocols identified within the plan are in accordance with the requirements set by the United States Department of Housing and Urban Development (HUD) and detailed in the 2017 HUD Data and Technical Standards, specifically the HMIS Data Standards and the Program Specific HMIS Manuals for the various federal partners identified in *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*. It is not the intention of the plan to preclude or supersede additional requirements identified by the CoC or contributing HMIS organization. The plan shall be reviewed and revised no less than once a year, with consideration given to the scheduled releases of HMIS Data Standard updates published by HUD.

As CoCs shift towards more data-informed approaches to ending homelessness, the value and necessity for strong HMIS data quality increases. Data quality that is timely, complete, and accurate provides CoCs with statistically valid and reliable data about the communities they serve. CoCs must have clear and concise information to evaluate progress towards meeting local, state, and federal benchmarks, as well as effectively serving clients within their jurisdictions and coordinating their paths to stable, permanent housing.

The purpose of the LSNDC Data Quality Plan is to ensure each CoC within the state of Louisiana has defined baseline expectations for both the community and end users to capture reliable and valid data about persons accessing the homeless assistance system. Additionally, compliance with the LSNDC Data Quality Plan validates with the CoC's compliance with the HMIS data standards set by HUD and their relevant federal partners.

Glossary of Terms:

APR	Annual Performance Report	PATH	Projects for Assistance in Transition from Homelessness
CoC	Continuum of Care	PDDE	Program Descriptor Data Elements
ESG	Emergency Solutions Grants	PSDE	Program Specific Data Element
HMIS	Homeless Management Information System		
HOPWA	Housing Opportunities for Persons with AIDS	RHY	Runaway Homeless Youth
HUD	Dept of Housing and Urban Development	SSVF	Supportive Services for Veteran Families
LSNDC	Louisiana Services Network Data Consortium	UDE	Universal Data Element

Referenced Materials:
The plan includes hyperlinks to manuals and ancillary documents published by HUD and relevant federal partners.
- 2017 HMIS Data Standards Manual, U.S. Department of Housing and Urban Development
- CoC Program HMIS Manual, U.S. Department of Housing and Urban Development
- ESG Program HMIS Manual, U.S. Department of Housing and Urban Development
- HMIS Data Standards Dictionary, U.S. Department of Housing and Urban Development
- HMIS Standard Reporting Terminology Glossary, U.S. Department of Housing and Urban Development

- [PATH Program HMIS Manual](#), U.S. Department of Health and Human Services
- [RHY Program HMIS Manual](#), U.S. Department of Health and Human Services
- [VA Program HMIS Manual](#), U.S. Department of Veterans Affairs

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Data Quality 1.0: Data Quality Plan Definition
Effective Date: October 01, 2017
Last Revision: October 01, 2016

A data quality plan is the document that facilitates the ability of Louisiana Services Network Data Consortium (LSNDC) to achieve statistically valid, reliable data. LSNDC Data Quality Plan follows the requirements of the current Federal [HMIS Data Standards Manual](#) and the Project Descriptor and [Program Specific HMIS Manuals](#). This plan is subject to change to accommodate new standards released by HUD.

The plan:

- Identifies the responsibilities of all parties within LSNDC that affect data quality
- Establishes specific data quality benchmarks for timeliness, completeness, and accuracy
- Describes the procedures that the LSNDC will take to implement the plan and monitor progress to meet data quality benchmarks.

Data Quality 1.1: Timeliness Requirements
Effective Date: October 01, 2017
Last Revision: October 01, 2016

All data shall be entered into the HMIS in a timely manner to ensure access to data when it is needed for reporting purposes.   To that end, the following timeliness benchmark is set forth:

General Standard:
All HMIS participating projects will ensure entry/exits, services, and Universal Data Elements are at minimum completed within 5 business days of project entry/exit.

Exceptions:
1. *Emergency Shelters*: All HMIS Participating Emergency Shelter projects will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.
2. *Outreach Projects*: All HMIS Participating Outreach projects will ensure entry of limited basic demographics as provided by client and services within 5 business days of initial contact.
3. *Legacy Data*: There will be a grace period determined on a case by case basis for how quickly the data should be entered into the HMIS. Legacy Data is information stored in an old or obsolete format or computer system that is, therefore, difficult to access or process and requires more time for a project to enter data

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Data Quality 1.2: Completeness Overview
Effective Date: October 01, 2017
Last Revision: October 01, 2016

Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, including ability for CoCs to address HUD System Performance Measures, including:

- Unduplicated counts of clients served at the regional level;
- Patterns of use of participants entering and exiting the homeless assistance system;
- Evaluation of the effectiveness of CoC homeless systems locally and statewide; and
- Effectively producing data to reach benchmarks to end homelessness.

Data Quality 1.2.1: Completeness Requirements for Project Descriptor Data Elements (PDDE)
Effective Date: October 01, 2017
Last Revision: May 04, 2018

Project Descriptors include information about projects that are required for reporting purposes and enhance the HMIS as a tool for supporting information and referral services.

> **General Standard**:
> All Project Descriptor Data Elements are required as part of basic administrative setup of projects utilizing the LSNDC, no null/missing Project Descriptor Data Elements are allowed. The PDDE's should be entered no later than 5 days from the time the Provider is created in the LSNDC. They should also be reviewed annually and any changes should be recorded.
> For a listing of the Project Descriptor Data Elements please see the HMIS Project Descriptor Data Elements Manual for detailed listing and explanation of each element.
> 2.1   Organization Identifiers
> 2.2   Project Identifiers
> 2.3   Continuum of Care Code
> 2.4   Project Type
> 2.5   Method for Tracking Emergency Shelter Utilization
> 2.6   Federal Partner Funding Sources
> 2.7   Bed and Unit Inventory Information
> 2.8   Additional Project Information

Data Quality 1.2.2: Completeness Requirements for All Clients Served
Effective Date: October 01, 2017
Last Revision: May 04, 2018

It is the expectation that all clients receiving homeless assistance will have their service delivery documented in the HMIS.

> **General Standard**:
> All projects using the HMIS shall enter data on all clients in accordance with the newest relevant HMIS Data and Technical Standards of the 2017 HMIS Data Standards Manual, HMIS Data Standards Data Dictionary, and Program Specific HMIS Manuals. Anonymous entry is discouraged and should only be allowed when absolutely necessary.
> **Exceptions:**
> 1. Non-Federally funded projects are required to have a minimum of 80% of each Universal Data Element on all clients.
> 2. Homeless Service Providers whose primary target population is victims of domestic violence are currently collecting data and providing non-identifiable data to the local CoC are statutorily disallowed from entering client data into the HMIS
> 3. If a client refuses to have information input into the HMIS, the Homeless Service Provider is responsible to choose "Client refused" for those data elements being refused. The Homeless Service Provider is not held responsible for client refusal, although some reporting tools may consider "client refused" as a null value. For additional information please refer to the LSNDC Policies and Privacy Plan. Plan.
> 4. When agencies host special events (e.g. Christmas Baskets, Christmas Tree Programs, Easter Baskets, etc.) they are not required to record information on all clients who participate in the event.

Data Quality 1.2.3: Completeness Requirements of Universal Data Elements (UDE)
Effective Date: October 01, 2017
Last Revision: May 04, 2018

Universal Data Elements are necessary to produce an unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD CoC APR, the Annual Homeless Assessment Report (AHAR), ESG Consolidated Annual Performance and Evaluation Report (CAPER), SSVF Export, RHY Export, System Performance Measure reports, and other reporting requirements.

General Standard:

The acceptable percentage of Universal Data Elements without responses (i.e. null data) or with responses of 'Client doesn't know', 'Client refused' or "Data not collected" for all clients served in CoC, ESG, and HOPWA projects is 5 percent or less. Whenever a response is not listed for a required UDE, it will be treated as missing (or null) data. Documenting the reasons for not recording responses are important and missing data should be avoided.

Uses of non-reportable responses for UDEs -

- Response of *Client doesn't know (HUD)*: This response should be recorded whenever a client is asked a question, but he or she is unable to recall this information. For example, a client is asked about the number of times he has homeless on the streets, in ES, or SH in the past three years, but the client cannot quantify this number.
- Response of *Client refused (HUD)*: This response should be recorded whenever a client is asked a question, but he or she chooses to not disclose this information. For example, a client is asked about the number of times he has homeless on the streets, in ES, or SH in the past three years, but the client states he will not answer this question.
- Response of *Data not collected (HUD)*: this response should be recorded whenever a staff person does not ask the question or does not keep a record of the response. For example, a case manager is completing an intake with a future client, and she does not ask the client the number of times he has homeless on the streets, in ES, or SH in the past three years.

Exceptions:

1. *Outreach Programs*: Capture and record initial contact and any other contacts along with UDEs they are able to obtain.

Please refer to the HMIS Data Standards Manual for more detailed information on the following UDEs; see Exhibit 1 of the plan for more specific detailed information about when and for whom this information should be recorded.

3.1   Name

3.2   Social Security Number

3.3   Date of Birth

3.4   Race

3.5   Ethnicity

3.6   Gender

3.7   Veteran Status

3.8   Disabling Condition

3.10   Project Start Data

3.11 Project Exit Data

3.12 Destination

3.13 and 3.14 remove by HUD Data Stds 2017

3.15 Relationship to Head of Household

3.16 Client Location

3.20 Housing Move-in Date

3.917 Living Situation *moved to this order in the list*

Data Quality 1.2.4: Completeness Requirements of Program Specific Data Elements (PSDE)
Effective Date: October 01, 2017
Last Revision: May 04, 2018

Program Specific Data Elements are necessary to produce the HUD CoC, ESG, PATH, RHY and SSVF Federal Reports. These elements also ensure LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population(s) served.

> **General Standard**:
> The acceptable percentage of Program Specific Data Elements with "null/missing", "Client doesn't know" and "Client refused" is less than 5 percent for all clients served by a CoC, ESG, HOPWA, SSVF, and RHY programs and any other federally funded HMIS project. Please refer to the HMIS Data Standards Manual, Program Specific Manuals for each project type and the HMIS Standard Reporting Terminology Glossary for more detailed information.

The following PSDEs are required by more than one Federal partnering agency; see Exhibit 3 for specific requirements by each Federal partner.

 4.1   *Removed by HUD Data Stds 2017*

 4.2   Income and Sources

 4.3   Non-Cash Benefits

 4.4   Health Insurance

 4.5 – 4.10 Disability Elements

 4.5   Physical Disability

 4.6   Developmental Disability

 4.7   Chronic Health Condition

 4.8   HIV/AIDS

 4.9   Mental Health Problem

 4.10 Substance Abuse

 4.11 Domestic Violence

 4.12 Contact

 4.13 Date of Engagement

 4.14   Bed-Night Date

 4.16 *Removed by HUD Data Stds 2017*

 4.17 *Removed by HUD Data Stds 2017*

 4.18 Housing Assessment Disposition

Data Quality 1.3 Accuracy
Effective Date: October 01, 2017
Last Revision: November 02, 2012

The purpose of accuracy is to ensure that the data in the LSNDC HMIS is the best possible representation as it relates to clients and the programs that serve them.

> **General Standard**:
> All data entered into the LSNDC HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Deliberately recording inaccurate information is strictly prohibited.

Data Quality 1.3.1: Consistency in Accuracy
Effective Date: October 01, 2017
Last Revision: November 02, 2012

The purpose is to ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data.

> **General Standard**:
> All data elements in the LSNDC HMIS shall be collected and entered in a common and consistent manner across all programs.

Data Quality 1.4: Monitoring
Effective Date: October 01, 2017
Last Revision: October 01, 2016

The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSNDC and are meeting expected benchmarks as described by the LSNDC Data Quality Plan.

> **General Standard**:
> Data Elements will be monitored on at least a quarterly basis by local CoCs and system administrators to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record. More frequent monitoring is encouraged. Use of ART data quality reports is recommended, but it is at the discretion of the CoC to determine which reports best fit the needs of the project types within the jurisdiction.

Data Quality 1.5 Incentives and Enforcement
Effective Date: October 01, 2017
Last Revision: October 01, 2016

The purpose of using incentives to reinforce the importance of good data quality.

> **General Standard**:

CoCs are encouraged to develop an incentive program to entice contributing HMIS organizations to adhere to the data quality plan. Effective incentives for projects/users maintaining good data quality may include, but are not limited to, public acknowledgements at meetings or in newsletters, certificates or recognition, or bonus points for funding awards.

Exhibit 1: Universal Data Element Collection Summary

Data Element   **Collected For**   **When Collected**

Data Element	All	HoH	HoH and Adults	Adults	Record Creation	Project Entry	Update	Project Exit
3.1 Name	X				X			
3.2 Social Security Number	X				X			
3.3 Date of Birth	X				X			
3.4 Race	X				X			
3.5 Ethnicity	X				X			
3.6 Gender	X				X			
3.7 Veteran Status				X	X			
3.8 Disabling Condition				X		X		
3.10 Project Start Date	X					X		
3.11 Project Exit Date	X							X
3.12 Destination			X					X
3.13 Removed by HUD Data Stds 2017								
3.14 Removed by HUD Data Stds 2017								
3.15 Relationship to Head of Household	X					X		
3.16 Client Location		X				X	X	
3.20 Housing Move-In Date								
3.917 Living Situation			X			X		

**Program Specific Data Element Collection Summaries will be available for each federal partner program in the HMIS Program Manuals

Exhibit 2: Federal Partner Grant Programs, Eligible Components/Activities and HMIS Project Types

This table serves as a source reference for:

1. Identification of all HMIS Federal Partner programs and components use of HMIS.
2. Identification of the Program and Program Component/Activity Abbreviations used throughout the Data Manual.
3. Identification of the HMIS Project Type [element 2.4] required association with each Component/Activity.

U.S. Department of Housing and Urban Development (HUD)

Grant/Program	Component/Activity	HMIS PROJECT TYPE
Continuum of Care for the Homeless **(CoC)**	Homelessness Prevention **(HP)**	Homelessness Prevention
	Permanent Supportive Housing **(PSH)** [Includes CoC - Shelter Plus Care (S+C) and Supportive Housing Program(SHP) – permanent housing with active funding and/or use requirements]	PH: - Permanent Supportive Housing (disability required for entry)
	Rapid Re- Housing **(RRH)**	PH - Rapid Re-Housing
	Supportive Services Only **(SSO)**	Services Only (unless Street outreach is funded then Street Outreach)
	Transitional Housing **(TH)** [Includes CoC SHP – transitional housing with active funding and/or use requirements]	Transitional Housing
	Safe Haven **(SH)**	Safe Haven
	SRO [20 year use requirement]	PH- Permanent Supportive Housing or PH - Housing Only (depending on whether services are provided).
Emergency Solutions Grants **(ESG)**	Emergency Shelter (ES) – Entry/Exit (ES-e/e) OR Night-by-Night (ES-nbn) [Includes ESG – Transitional Shelter (Housing)]	Emergency Shelter (Transitional Shelter = Transitional Housing program type, reported under Emergency Shelter)
	Homelessness Prevention (HP)	Homelessness Prevention
	Rapid Re-Housing (RRH)	PH - Rapid Re-Housing
	Street Outreach **(SO)**	Street Outreach
Housing Opportunities for Persons with AIDS **(HOPWA)**	Hotel/Motel **(H/M)**	Emergency Shelter
	Housing Information **(HI)**	Services Only
	Permanent Housing **(PH)**	PH - Permanent Supportive Housing
	Permanent Housing Placement **(PHP)**	Services Only
	Short Term Housing **(STH)**	Emergency Shelter
	Short Term Rent, Mortgage Utility Assistance **(STRMU)**	Homelessness Prevention
	Transitional Housing **(TH)**	Transitional Housing
HUD/VASH **(H/V)**	Permanent Supportive Housing **(PSH)**	PH - Permanent Supportive Housing
Rural Housing Stability	Rural Assistance **(RA)**	Undetermined at time of Data Standards Release

U.S. Department of Health and Human Services (HHS)

Administration for Children and Families (ACYF) -- Family and Youth Services Bureau (FYSB)		
Grant/Program	**Component/Activity**	**HMIS PROJECT TYPE**
Runaway and Homeless Youth **(RHY)**	Basic Center Program **(BCP)** Emergency Shelter **(BCP-es)** OR Prevention **(BCP-p)**	es = Emergency Shelter p=Homelessness Prevention
	Maternal Group Home **(MGH)**	Transitional Housing
	Street Outreach Program **(SOP)**	Street Outreach
	Transitional Living Program **(TLP)**	Transitional Housing
	Demonstration Programs **(D)**	Undetermined at time of Data Standards Release
Substance Abuse and Mental Health Services Administration (SAMHSA)		
Grant/Program	**Component/Activity**	**HMIS PROJECT TYPE**
Projects for Assistance in Transition from Homelessness **(PATH)**	Street Outreach **(SO)**	Street Outreach
	Supportive Services **(SSO)**	Services Only

U.S. Department of Veteran Affairs (VA)

Grant/Program	**Component/Activity**	**HMIS PROJECT TYPE**
Health Care for Homeless Veterans **(HCHV)**	Community Contract Emergency Housing **(HCHV/EH)***	Emergency Shelter
	Community Contract Residential Treatment Program **(HCHV/RT)***	Emergency Shelter
	Domiciliary Care **(HCHV/DOM)***	Emergency Shelter
	VA Community Contract Safe Haven Program **(HCHV/SH)***	Safe Haven
VA Funded Transitional Housing	Grant and Per Diem Program **(GPD)***	Transitional Housing
	Compensated Work Therapy Transitional Residence **(CWT/TR)***	Transitional Housing
Supportive Services for Veteran Families **(SSVF)**	Supportive Services for Veteran Families Homelessness Prevention **(HP)**	Homelessness Prevention
	Supportive Services for Veteran Families Rapid Re-Housing	PH - Rapid Re-Housing
*Participation in HMIS is not required as part of a funding requirement except for SSVF. The federal partners recognize that communities record Project Descriptor Data Elements and Universal Data Elements in order to facilitate completion of the HIC and PIT.		

Exhibit 3: Federal Partner Program Specific Data Element Tables

A. CoC HMIS Program Specific Data Element Table

All CoC Program funded projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown below for each program component:

#	Element	Homeless Prevention	PSH	Rapid Rehousing	SSO	Transitional Housing
4.2	Income and Sources	X	X	X	X	X
4.3	Non-Cash Benefits	X	X	X	X	X
4.4	Health Insurance	X	X	X	X	X
4.5	Physical Disability	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X
4.11	Domestic Violence	X	X	X	X	X
4.12	Contact				+	
4.13	Date of Engagement				+	
4.17	Residential Move-in Date			X		
4.18	Housing Assessment Disposition	?	?	?	?	?
4.19	Housing Assessment at Exit	X				

X = Data collection is required
+ = Data collection is required only for SSO components which are funded to provide Street Outreach
? = Data collection is determined by how the CoC has structured Coordinated Entry in the area. Use of element is required for any project conducting CE, either across multiple projects or through a centralized process.

B. ESG HMIS Program Specific Data Element Table

All ESG recipients and sub-recipients are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements, which are shown below for each program component:

#	Element	Emergency Shelter (E/E)	Emergency Shelter (NBN)	Homeless Prevention	Rapid Rehousing	Street Outreach
4.2	Income and Sources	X		X	X	X
4.3	Non-Cash Benefits	X		X	X	X
4.4	Health Insurance	X		X	X	X
4.5	Physical Disability	X	X	X	X	X

#	Element					
4.6	Developmental Disability	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X
4.11	Domestic Violence	X	X	X	X	X
4.12	Contact		X			
4.13	Date of Engagement		X			
4.14E	Bed-Night Date		X			
4.17	Residential Move-in Date				X	
4.18	Housing Assessment Disposition	?	?	?	?	?
4.19	Housing Assessment at Exit			X		

X = Data collection is required
? = Data collection is determined by how the CoC has structured Coordinated Entry in the area. Use of element is required for any project conducting CE, either across multiple projects or through a centralized process.

C. PATH Program Specific Data Element Table

All PATH projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each PATH project are as shown below:

#	Element	Street Outreach	Services Only
4.1	*Removed by HUD Data Stds 2017*		
4.2	Income and Sources	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
4.11	Domestic Violence	X	X
4.12	Contact	X	X
4.13	Date of Engagement	X	X

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4.14A	Services Provided – PATH Funded	X	X
4.16A	Referrals Provided - PATH	X	X
4.20	PATH Status	X	X
4.21	Connection with SOAR	X	X

X = Data collection is required
% = Data collection is pending approval and collection is at the discretion of the grantee

D. RHY Program Specific Data Element Table

All RHY projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each PATH project are as shown below:

#	Element	Basic Center Program (Emergency Shelter)	Basic Center Program (Prevention)	Maternity Group Home	Street Outreach Program	Transitional Living Program	DEMO
4.2	Income and Sources			X		X	X
4.3	Non-Cash Benefits			X		X	X
4.4	Health Insurance	X	X	X	X	X	X
4.5	Physical Disability	X	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X	X
4.12	Contact				X		
4.13	Date of Engagement				X		
4.14B	Services Provided – RHY	X	X	X	X	X	X
4.16B	*Removed by HUD Data Stds 2017*						
4.22	RHY: BCP Status	X	X				
4.23	Sexual Orientation	X	X	X	X	X	X
4.24	Last Grade Completed	X	X	X		X	X
4.25	School Status	X	X	X		X	X
4.26	Employment Status	X	X	X		X	X
4.27	General Health Status	X	X	X		X	X
4.28	Dental Health Status	X	X	X		X	X
4.29	Mental Health Status	X	X	X		X	X
4.30	Pregnancy Status	X	X	X	X	X	X

#	Element						
4.31	Formerly a Ward of Child Welfare/Foster Care Agency	X	X	X		X	X
4.31	Formerly a Ward of Juvenile Justice System	X	X	X		X	X
4.32	Young Person's Critical Issues	X	X	X		X	X
4.33	Referral Source	X	X	X		X	X
4.34	Commercial Sexual Exploitation	X	X	X	X	X	X
4.35A	Commercial Labor Exploitation	X	X	X	X	X	X
4.36	Transitional, Exit-care, or Aftercare Plan and Actions	X	X	X		X	X
4.37	Project Completion Status	X	X	X		X	X
X = Data collection is required							

E. VA Program Specific Data Element Table

All VA-funded projects participating in HMIS are required to collect and enter Universal data elements. SSVF projects are required to collect and enter additional Program-Specific data elements; detailed information about HMIS data collection for SSVF may be found in the SSVF HMIS Data Collection section of the VA Data Guide, available on VA's SSVF University website.

#	Element	SSVF	HUD/VASH and HUD/VASH-OTH	GPD
4.2	Income and Sources	X	X	X
4.3	Non-Cash Benefits	X	X	X
4.4	Health Insurance	X	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
4.14D	Services Provided – SSVF	X	X	Optional
4.15B	Financial Assistance – SSVF	X	X	
4.17	Residential Move-in Date	X (RRH Only)	X	
4.24	Last Grade Completed	X	X	

4.26	Employment Status		X	
4.27	General Health Status		X	
4.41	Veteran's Information	X	X	X
4.42	Percent of AMI (SSVF Eligibility)	X		
4.43	Last Permanent Address	X	X	
4.45	VAMC Station Number	X	X	
4.48	SSVF HP Targeting	X (HP Only)	X	
X = Data collection is required				

F. HOPWA Program Specific Data Element Table

All HOPWA projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements. The Program-Specific Data Elements to be collected by each HOPWA project are as shown below:

#	Element	Hotel Motel	Housing Info	Permanent Housing	PH Placement	Short Term Housing	STRMU	TH
4.1	*Removed by HUD Data Stds 2017*							
4.2	Income and Sources	X	X	X	X	X	X	X
4.3	Non-Cash Benefits	X	X	X	X	X	X	X
4.4	Health Insurance	X	X	X	X	X	X	X
4.5	Physical Disability	X	X	X	X	X	X	X
4.6	Developmental Disability	X	X	X	X	X	X	X
4.7	Chronic Health Condition	X	X	X	X	X	X	X
4.8	HIV/AIDS	X	X	X	X	X	X	X
4.9	Mental Health Problem	X	X	X	X	X	X	X
4.10	Substance Abuse	X	X	X	X	X	X	X
4.11	Domestic Violence	X	X	X	X	X	X	X
4.14C	Services Provided – HOPWA	X	X	X	X	X	X	X
4.15A	Financial Assistance - HOPWA				X		X	
4.19	Housing Assessment at	X	X	X	X	X	X	X

	Exit							
4.39	Medical Assistance	X	X	X	X	X	X	X
4.47	T-Cell Viral Load	X		X	X	X	X	X
X = Data collection is required								

Appendix C

Louisiana Services Network Data Consortium (LSNDC)

System Security Plan, v1.0
(Pending)

Appendix D

Louisiana Services Network Data Consortium (LSNDC)

Information Privacy Plan, v1.0
(Pending)

THE FOLLOWING POLICIES REMAIN IN EFFECT WITH THESE EXCEPTIONS:

Policies v. 2.0 updated sections 1.1 – 1.3 of following current polices, added new policy 1.4 making clearer some of the responsibilities of the statewide governing body that oversees the system (LSNDC), updated and renumbered policies 1.4 to 1.8 so that these policy nbrs are now 1.5 to 1.9 in v. 2.0. Added a new policy 1.10 clearly stating that the HMIS system adopted is ServicePoint.

Policies 2.0 updated text of Appendix B Data Quality Plan of the current policy to include updated requirements.

Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
Version 1.2

Louisiana Services Network Data Consortium

Effective Date
May 3, 2013

Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures
Table of Contents

Louisiana Services Network Data Consortium
Policies and Standard Operating Procedures

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

INTRODUCTION

This document details the policies and standard operating procedures that govern the operation of the Louisiana Services Network Data Consortium Management Information System (LSNDC System). It defines the roles and responsibilities of the LSNDC System Administrators, agencies and individuals accessing LSNDC System data. It includes important information on the way the LSNDC System data is secured and protected. All individuals accessing the LSNDC System must read and understand these Standard Operating Procedures.

LSNDC System is administered by the Louisiana Services Network Data Consortium, a non-profit corporation acting in the behalf of the LSNDC Board. The LSNDC Board is comprised of regional Homeless Management Information System administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD) to provide homeless services. The central server is administered by the contracted HMIS software vendor, and the LSNDC administers licensing, training, and compliance.

The primary purpose of the LSNDC System is to provide a client and service data management tool to aid the regional Continua of Care to end homelessness in Louisiana and meet HUD requirements for CoCs to provide an unduplicated demographic report of the number and characteristics of clients served as well as program outcomes. This tool is Internet-based technology to assist homeless service organizations across Louisiana in capturing information about the clients that they serve.

The LSNDC System provides a standardized assessment of consumer needs creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum, and develop outcome measurements.

Benefits of LSNDC System

LSNDC System benefits homeless men, women, and children:
Improvements in service delivery for clients as case managers assess the client's needs, inform the client about available services on site or through referral, help the client find and keep permanent housing, and improve service coordination when information is shared between programs within one agency that are serving the same client.

LSNDC System benefits agencies, program managers and case managers:
Aggregate program-level and agency-level information and reports should be accessible to agencies and program managers to provide a more complete understanding of clients' needs and outcomes, advocate for additional resources, complete grant applications, conduct evaluations of program services and staff performance, and report to funders. Minimally, the software should be able to generate the program portions of the HUD Annual Progress Report (APR).

LSNDC System benefits the regional Continuum of Care:
Unduplicated, de-identified, system-wide information should be readily accessible to provide a more complete understanding of homelessness, clients' needs and outcomes, and program and system-level performance to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels. The software should also be able to generate data and/or reports to fulfill Federal Annual Homeless Assessment Report (AHAR), Continuum application requirements, and city-wide and system-level funding reports.

Definitions

Many of the terms used in this Policies and Standard Operating Procedures Manual may be new to many users. Definitions of some of these terms are as follows:

Agency Administrator: The person responsible for system administration at the agency level. This person is responsible for adding and deleting users, basic troubleshooting, and organizational contact with the Regional LSNDC System Administrator.

Authentication: The process of identifying a user in order to grant access to a system or resource; usually based on a username and password.

Authorized Agency: Any agency, organization or group who has an LSNDC Agency Agreement with the Regional LSNDC System Administrator and that is allowed access to the LSNDC database.

Bowman Systems: Also known as Bowman. The company that wrote the software used for the LSNDC, Bowman Systems, also houses and maintains the server owned by the LSNDC that holds our HMIS database.

Client: Any recipient of services offered by a Provider or Authorized Agency.

Client-level Data: Data collected or maintained about a specific person. This type of data can be de-identified for purposes of data analysis, which means that personally identifying information is removed from the record.

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

De-identified Data: Data that has been stripped of personally identifying information.

Encryption: Translation of data from plain text to a coded format. Only those with the "key" have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

Fiscal Agency: The agency chosen by the LSNDC governing board to manage the financial aspects of the corporation, including the general ledger, accounts payable, and accounts receivable. The Agency shall follow fiscal policies established by general accounting principles.

Firewall: A method of controlling access to a private network, to provide security of data. Firewalls can use software, hardware, or a combination of both to control access.

HMIS: Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing. The HMIS used in Louisiana is called the LSNDC System.

HUD HMIS Data and Technical Standards (the Standards): The most recent HUD Standards published for Continuua of Care to systematically collect and report data for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act. The current Standards were published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934, with revisions released by HUD in March 2010. These standards fall into three categories: a) data elements required to be collected by HMIS users including "universal" and "program specific" data elements; b) Privacy and Security Standards for data confidentiality; and c) Technical Standards for the creation of HMIS data systems. Whenever the Standards are revised, this definition will reflect the most recently adopted revisions, and a change to the LSNDC policies is not required.

Identifying Information: Information that is unique to an individual and that may be used to identify a specific person. Examples of identifying information are name and social security number.

LSNDC: The non-profit 501c3 that operates the LSNDC System.

LSNDC System: The software system as well as the information input, generated or acquired in print or machine readable format.

Module: The ServicePoint software has several sections that focus on different types of functions related to HMIS. These sections, known as "modules," include ClientPoint (for entering client data), ResourcePoint (for looking up homeless services), and ShelterPoint (for checking clients in and out of beds). Modules may be added to the LSNDC as needed in the future.

Provider: ANY organization providing outreach, shelter, housing, employment and/or social services.

Regional LSNDC Lead Agency: Manages the LSNDC for their respective regional Continua of Care

Regional LSNDC System Administrator: The job title of the person at the regional HMIS administrating agency who provides technical support and training to Users. This person has the second highest level of user access in ServicePoint and has full access to all user and administrative functions within the respective region.

Server: A computer on a network that manages resources for use by other computers in the network. For example, a file server stores files that other computers (with appropriate permissions) can access. One file server can "serve" many files to many client computers. A database server stores a data file and performs database queries for client computers.

***ServicePoint*™:** A web-based software package developed by Bowman Systems which tracks data about people in housing crisis in order to determine individual needs and provide aggregate data for reporting and planning.

State LSNDC System Administrator: The job title of the person who is responsible for the coordination and administration of the LSNDC System. This person has the highest level of user access in *ServicePoint* and has full access to all user and administrative functions across the State.

User: An individual who uses a particular software package; in the case of the LSNDC, the *ServicePoint* software.

User License: An agreement with a software company that allows an individual to use the product. In the case of *ServicePoint*, user licenses are agreements between the Fiscal Agency and Bowman Systems that govern the distribution of regional licenses for individual connections to the LSNDC. User licenses cannot be shared.

Policy 1.0 Organization and Management of the LSNDC System	
Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is comprised of regional HMIS administrative agencies and nine regional Continua of Care that are under contract with the U.S Department of Housing and Urban Development (HUD)and shall establish guidelines and operating policies for the LSNDC System to comply with federal regulation and guidance provided through the Department of Housing and Urban Development. These Policies and Standard Operating Procedures will be made available to all participating agencies, and a system of review will be established to ensure ongoing viability and responsiveness of policies to the project's environment.

Policy 1.1 LSNDC Board	
Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the LSNDC Board regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board is the governing body in control of the statewide HMIS system and has sole responsibility for the following programmatic areas: fundraising and resource development; consumer involvement; and quality assurance/accountability. The Board meets at least bi-monthly with one annual meeting. The Board is the final decision making authority of the LSNDC.

Membership of the LSNDC Board will be established according to the following guidelines:

- Target for membership will be 18 persons, with two designated representatives each from Regions II – IX and two representatives for Region I and X combined; advisory seats will be named as needed;

- There will be a concerted effort to find replacement representatives when participation has been inactive or inconsistent from the organizations involved in the project.

Roles and responsibilities of the Board include, but are not limited to:

- Determining the guiding principles that should underlie the implementation activities of the LSNDC, participating organizations and service programs;

- Selecting the minimal data elements to be collected by all programs participating in the LSNDC and adopting the Data Quality Plan for ensuring participation compliance;

- Defining criteria, standards, and parameters for the release of aggregate data;

- Ensuring adequate privacy protection provisions in project implementation;

- .Administer fees for usage of the statewide HMIS system;

- Selecting state administrators of the HMIS System; and

- Selecting and contracting with an HMIS software vendor

Policy 1.2 Fiscal Management	
Responsible: LSNDC Board	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Governing Board regarding financial management of the corporation.

Policy Statement

The LSNDC Board has fiduciary responsibility for the corporation. All financial activities will be documented through General Accounting Principles and comply with financial regulatory requirements as applicable. In relation to fiscal management, the Board is the final decision making authority of the LSNDC.

The LSNDC Board shall adopt a budget; continuously review the operation of that budget and recommend appropriate changes therein during the fiscal year; supervise the financial operations of the corporation; make investment decisions; have the power to authorize the investment from time to time of the monies or other liquid assets of the Corporation and to authorize the sale of any such investments; and examine the report of the independent public accountants auditing the Corporation's accounts or the Fiscal Agency's accounts.

The LSNDC Board has the authority to contract with a fiscal agency to perform the day to day financial activities of the corporation. The Fiscal Agency will be required to follow the equivalent financial guidelines as the corporation and must be audited annually by an independent public accountant.

The Treasurer of the Board will ensure compliance of all financial policy and procedures and has the following responsibilities:

- have custody of the funds and securities of the Corporation;
- shall see to the deposit of all monies and securities to the credit of the Corporation in such depositories as may be designated by the Board of Directors and shall keep full and accurate accounts thereof and of all other financial matters of the Corporation;
- shall render a full report of transactions conducted as Treasurer whenever required by the Board of Directors and the books and accounts of the Treasurer shall at all times be open to the Board of Directors and to such persons as such Board may designate to inspect the same.

Policy 1.3 State LSNDC System Administrator	
Responsible: Fiscal Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the State LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

The LSNDC Board will contract to provide for State LSNDC System Administrator services. The State Administrator(s) will be responsible for the management and supervision of the LSNDC HMIS Statewide System. In the absence of the State LSNDC

System Administrator(s), the LSNDC Board President and/or the Executive Committee will designate a back-up staff person, until a new State Administrator is determined. The State LSNDC System Administrator(s) is governed by these Policies and Standard Operating Procedures.

The State LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System.
- Respond to all system-wide questions and issues;
- Provide quality assurance reports to the LSNDC Board;
- Build Agency Assessments upon written request from Regional LSNDC System Administrators;
- Issue Regional User Licenses to Regional LSNDC System Administrator;
- Provide support to Regional LSNDC System Administrators upon request;
- Manage version controls;
- Report regional data quality issues to Regional LSNDC System Administrator to ensure timely correction and support; and
- Manage password recovery to Regional LSNDC System Administrator.

Policy 1.4 Regional Lead Agency Operating LSNDC Locally	
Responsible: Regional Continua of Care	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Lead Agency regarding administration and management of the LSNDC System locally.

Policy Statement

The Lead Agencies will be designated by the local Continuum of Care and will designate a Regional LSNDC System Administrator to manage and operate the LSNDC System locally. The Lead Agency will enter into a contractual agreement (Agency Agreement) with each Participating Agency.

Lead Agency is responsible for the following:

- Act as the fiduciary for the operation of LSNDC System locally.
- House the System Administration.
- Guide the HMIS process locally.
- Convene/coordinate Community User Meetings and local group trainings upon request.
- Report database problems/successes to State LSNDC System Administrator.
- Attend System Administration User Meetings to share and benefit from the lessons learned across the State.
- With the help of the State LSNDC System Administrator, mine the database for continuum-wide numbers. The degree to which this activity occurs at a local level will be determined at the local level.

Policy 1.5 Regional LSNDC System Administrator	
Responsible: Regional Continua of Care	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements for the Regional LSNDC System Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Continuum of Care must identify a Lead Agency to administer the LSNDC System locally and will designate a staff member as the local HMIS administrator to manage the LSNDC system locally. The local administrator will be the Regional LSNDC System Administrator and will have regional administrative access. All Regional LSNDC System Administrators have full access to all agency records within their Continuum, and may have access to other Continua when appropriate. Regional administrators have access levels as dictated by the user agreement

The Regional LSNDC System Administrator is responsible for the following:

- Manage the day-to-day operations of the LSNDC System in the respective region
- Train and support Participating Agencies in the use of LSNDC System
- Communicate all statewide and regional news to Agency Administrators
- Respond to all Agency Administrator questions and issues
- Provide quality assurance reports to the State LSNDC System Administrator
- Submit requests of building Agency Assessments in writing to the State LSNDC System Administrator
- Issue End User Licenses
- Provide support to HMIS End Users upon request
- Manage notification of upgrades and updates to Agency Administrators
- Monitor data quality
- Manage password recovery for LSNDC End Users
- Prepare formal reports for the local Continuum of Care
- Mine database to respond to authorized requests of information
- Sign Participating Agency Confidentiality Oaths as requested
- Sign and Understand the LSNDC EndUser Agreement

- Complete required trainings with regard to Privacy and System Use.
- Respond to questions from the assigned Agency Administers and provide on-site help as needed.

Policy 1.6 Participating Agency	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

Each Regional Continuum of Care shall identify and solicit the participation of human service providers who are necessary contributors to the LSNDC system. These are to

include: emergency shelters, transitional housing programs, homeless outreach programs, permanent supportive housing providers, and homeless prevention programs.

In addition, each region may discretionally identify other service providers that could benefit from inclusion in the LSNDC system. Each Participating Agency will be accountable for adherence to the minimum data collection and technical standards set by the LSNDC System and the Regional Continuum of Care, where applicable, as detailed in the Standard Operating Procedures.

Before an agency can join the LSNDC System, an Agency Agreement with the Regional Continuum of Care must be signed and all policies and accompanying documentation must be adopted. The Participating Agency will be responsible for oversight of its own related confidentiality requirements and bears primary responsibility for oversight for all sharing of data it has collected via the LSNDC System.

Policy 1.7 Agency Administrator	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for the Agency Administrator regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement
Each Participating Agency must identify a staff member to be the LSNDC Agency Administrator. The LSNDC Agency Administrator is the single point of contact for communication purposes and is responsible for enforcing the data and security requirements under the Policy and Procedures. The Executive Director must submit in writing the name and contact information of the LSNDC Agency Administrator to the Regional LSNDC System Administrator. The Executive Director must notify the Regional LSNDC System Administrator of changes in personal in writing within one business day. If the LSNDC Agency Administrator does not have the capacity to fulfill the technical obligations of this role, arrangement can be made with the Regional LSNDC System Administrator prior to executing an Agency Agreement to ensure the Participating Agency is compliant with the data and security requirements of the LSNDC System.

The Agency Administrator is responsible for the following:
- Primary contact between the Participating Agency and the Regional LSNDC System Administrator
- Must have email, internet access, and a LSNDC User License
- Manages agency user licenses; adding and removing licensed users for their agency, at the discretion of the Regional CoC
- LSNDC System access must be revoked immediately upon termination from agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information. All changes must be relayed in writing to the Regional LSNDC System Administrator
- Must be technically proficient with a web-based MIS since he/she will be responsible for maintaining the Authorized Agency's LSNDC System site

- Has access to all client data, user data and agency administration information for the Authorized Agency; thus is responsible for the quality and accuracy of these data
- Ensures the stability of the agency connection to the Internet and *ServicePoint*, either directly or in communication with other technical professionals
- Provides support for the generation of agency reports
- Monitors and enforces compliance with standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level

Policy 1.8 LSNDC User	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSNDC User regarding access and usage of the LSNDC System as well as the responsibilities for stewardship of the LSNDC System.

Policy Statement

All LSNDC Users will have access to LSNDC data that is appropriate to the duties of their position so that client and service information can be recorded and accessed on a "need to know" basis. Multiple access levels are available allowing for more or less restrictive access to client data. Each Agency Administrator and/or Executive Director shall select an appropriate level of access for each LSNDC User licensed issue. LSNDC User Licenses are described in the User Level Attachment. Each User will complete a training course and sign the User Agreement prior to gaining access to the LSNDC System through the issuance of a license.

The User is responsible for the following:

- Adhering to all LSNDC policies as detailed in the User Agreement
- Securing his/her log-in information so that it will not be shared with another, including administrators or other staff
- Disclosing LSNDC participation and data usage to all clients prior to collection and entry
- Entering and updating client data in a "timely" manner

Policy 1.9 System Availability	
Responsible: State LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for providing availability of database server and notification in advance of any disruption of server availability.

Policy Statement

All LSNDC Users will retain undisrupted access to the LSNDC System, with the exception of scheduled system maintenance. Notification of database unavailability will be posted to the "Newsflash" of the LSNDC System and sent to all users via e-mail no less than one week prior to the disruption.

Policy 1.10 Ethical Data Usage	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the baseline ethics for LSNDC data usage by anyone accessing the LSNDC System.

Policy Statement
Data contained in the LSNDC System is intended to be used to support or report on the delivery of homeless and housing services in the State of Louisiana. Each LSNDC User will affirm the principles of ethical data use and client confidentiality contained in the LSNDC Policies and Standard Operating Procedures Manual and the LSNDC User Agreement. Each Authorized Agency must have a written privacy policy that includes policies related to employee misconduct or violation of client confidentiality. All LSNDC Users must understand their Agency's privacy policy, and a LSNDC User Agreement must become a permanent part of the employee's personnel file.

The data collected in the LSNDC System is primarily the personal information of people in Louisiana who are experiencing a housing crisis. It is the user's responsibility as the guardian of that data to ensure that it is only used to the ends to which it was collected and in and the manner to which the individual client has given consent.

All users will sign an LSNDC User Agreement before being given access to the LSNDC System. Any individual or Authorized Agency misusing, or attempting to misuse LSNDC data will be denied access to the database, and his/her/its relationship to the LSNDC System may be terminated.

Policy 1.11 Inter-Agency Data Sharing

Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes requirements for any client data sharing from the Participating Agency inputting and releasing data to any other Participating Agency accessing the LSNDC System.

Policy Statement
Electronic data sharing varies between regions. The need for client confidentiality and the benefit of integrated case management should be balanced when discussing inter-agency data sharing. During the development of the statewide HMIS, the nine regions decided independently on the data sharing standards. Eight of the nine regions favor electronic data sharing within the LSNDC for the benefit of interagency case management. One region favors client confidentiality at the Participating Agency level. The inter-agency data sharing policy for the nine regions are as follows:

Regions II-IX share first name, last name, social security number and social security data quality fields of all clients entered into the LSNDC System with exception to domestic violence service agency and clients that explicitly refuse to be entered into the LSNDC System. All client data beyond these four fields may be shared if and only if the client signs a Release of Information with the exception of medical information and domestic violence information.

Regions I and X do NOT share any client data between Participating Agencies, although data sharing may occur across different programs operated within and by a single Participating Agency (depending on how each agency has chosen to set up their security settings). The data included in the Profile section of a client record will remain CLOSED.

Policy 1.12 Support

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of technical support for the LSNDC software application.

Policy Statement

The Regional LSNDC System Administrator shall provide ongoing support to the Participating Agency through training on the system and ongoing telephone Help Desk functions. Support will be established regionally at the Continuum of Care level. The Regional LSNDC System Administrator will acknowledge the receipt of inquiries in a timely manner. The Regional LSNDC System Administrator will provide electronic access to documentation and manuals regarding the use of the LSNDC System. The LSNDC System also contains an on-line Help file for user support.

Support will include the Regional LSNDC System Administrator verification that the network server and the LSNDC System are functioning correctly. Participating agencies are responsible for maintenance of their computer hardware and internet connectivity. The Regional LSNDC System Administrator will assist agency staff with questions that arise during the use of the LSNDC System. Participating agencies should contact the Regional LSNDC System Administrator with questions or problems that appear to be related to errors in the LSNDC System. The Regional LSNDC System Administrator may pass a description of the problem and an agency contact name to the Bowman Systems Technical Support. At the written request of participating agencies, the Regional LSNDC System Administrator will assist in the consolidation and deletion of duplicate client records.

Policy 2.0 Requirements for Agency Participation

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and User to obtain authorization to access and use the LSNDC System.

Policy Statement

The Regional LSNDC System Administrator will ensure that anyone accessing the LSNDC System has met the following standards:

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency. The agency accessing the LSNDC system shall ensure that measures have been taken to secure the physical location used for data entry. A computer that has the LSNDC System "open and running" shall never be arranged so that unauthorized individuals may see the information on the screen.

- The User requesting access to the system has been given written permission from the Agency Administrator to access the system.

- The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.

- The User will be assigned a user name and password once they have successfully participated in HMIS Training.

Policy 2.1 Participating Agency Agreement

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency Agreement.

Policy Statement

Only authorized Participating Agencies will be granted licenses to gain access to the LSNDC System. The Regional LSNDC System Administrator will make the sole determination to identify Participating Agencies. Participating Agencies ensure that all aspects of the Participating Agency Agreement are followed as specified.

- The agency requesting to participate in the LSNDC has signed a Participating Agency Agreement and the agreement will be on file at the Regional LSNDC System Administrator agency.

- The Participating Agency Agreement outlines responsibilities and duties of the LSNDC and the Participating Agency including requirements for all aspects of system access and use.

- The Participating Agency Agreements will include terms and duration of access, an acknowledgement of receipt of the Policies and Standard Operating Procedures Manual, and an agreement to abide by all provisions contained therein.

Policy 2.2 User Licenses

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the Participating Agency and end user to obtain and utilize user licenses to gain access and use the LSNDC System.

Policy Statement

1. Regional LSNDC System Administrators determine the number of licenses required and available for each Participating Agency. If necessary, the Participating Agency may incur any additional costs for licenses through the LSNDC based upon the current quote from the system provider.

2. In order to obtain a license, a User must successfully complete an approved training program by the Regional LSNDC System Administrator.

3. Participating Agency licenses will be assigned by the Regional LSNDC System Administrator.

4. Sharing of licenses, User IDs or passwords is strictly prohibited.

Policy 2.3 User Cost

Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes cost requirements by Participating Agencies to gain access and use the LSNDC System.

Policy Statement

1. Should it become necessary to incur shared costs by participating agencies, the Regional LSNDC System Administrator shall determine the per agency cost, in consultation with and after advance approval of *-Name of local Continuum of Care-* and participating agencies.
2. Costs shall be documented and itemized with an invoice sent to the Participating Agency directly from the Regional LSNDC System Administrator.
3. Payments shall be made payable to the *–Name of local Continuum of Care-* and due *–insert payment schedule-*.
4. Costs shall be designated as follows: _____ per month totaling _____ per year.

Policy 2.4 User Activation

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User activation to access and use the LSNDC System.

Policy Statement

1. The User requesting access to the system has been given written permission from the Agency Administrator to access the system through the submission of a LSNDC Account Request form to the Regional LSNDC System Administrator.
2. The User given access to the system will have read, understood, and provided a signed acknowledgment of receipt of Policies and Standard Operating Procedures Manual.
3. The User will be assigned a user name and password once they have successfully participated in Regional System Training.
4. Regional LSNDC System Administrators, or designated participating Agency Administrators, will distribute User licenses, adding and deleting Users as necessary.
5. Regional LSNDC System Administrators, or designated Participating Agency Administrators, will be responsible for training all new Users.
6. Regional LSNDC System Administrators may supplement training schedules through onsite visits.

Policy 2.5 User Agreement

Responsible: Participating Agency and User	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the User to obtain authorization to access and use the LSNDC.

Policy Statement

Users must sign a User Agreement with the LSNDC acknowledging full understanding and acceptance of the responsibilities and the proper use of the User ID and password of the LSNDC System. Only individuals who can view information in the LSNDC System are authorized users along with the Client to whom the information pertains

Failure to uphold the standards set forth in the User Agreement items listed below are grounds for immediate termination of User privileges.

1. User ID and Passwords must be physically secure and cannot be shared with anyone, including other staff members, supervisors or Executive Director.
2. Access to the LSNDC System is limited to User designated work and their location must meet all HUD HMIS Data and Technical Standards.
3. Users of the LSNDC System, whatever their work role, position, or location, may view, obtain, disclose, or use client data from the LSNDC System only as is necessary to perform their specific job.
4. Failure to log off the LSNDC System appropriately may result in a breach in client confidentiality and system security. Users must log-off of the LSNDC System before leaving the work area for any reason.
5. A computer that has the LSNDC System "open and running" shall never be arranged so that unauthorized individuals may see the information on the screen.
6. Users must not change the closed security on any Client's signed LSNDC Client Release of Information. The LSNDC System security settings must always reflect the Client's expressed wishes as documented through the LSNDC Client Release of Information.
7. User access is revoked immediately upon employment termination
8. Users are responsible to immediately notify the Regional LSNDC System Administrator at [enter contact number] in the event that any breach of confidentiality is witnessed.

Policy 2.6 Hardware and Software Requirements and Maintenance	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes hardware and software requirements for the Participating Agency to access and use the LSNDC.

Policy Statement

The Participating Agency shall maintain and secure the minimum required hardware, software and internet connectivity required in the Data Standards released by the Department of Housing and Urban Development. These minimum requirements include the following:

- Microsoft Operating System: Windows XP Professional
- Virus Protection Software: must automatically update and upgrade
- Anti-spy ware Software: must automatically update and upgrade
- Firewall: Can be software or hardware
- Internet Connectivity: must be DSL or higher
- PC: Pentium IV or higher
- PC Access: PC must be password protected with each user having a unique Login ID and Password

Bandwidth Recommendations:

The average user will need to sustain a 30-50 Kilobytes/Sec of download throughput to comfortably browse the LSNDC System. Internet Bandwidth Comparisons

- 56K Modem – Most users will achieve a connection between 26.4K – 46K depending upon the phone line quality. This will provide at least a 5.0 KB/S transfer rate which is low and not recommended for a single user.
- SDSL – 512Kbps/62.5KB/s. Allows eight users to concurrently browse LSNDC System or use the Internet.
- ADSL – 1.5-8Mbps/187.5KB/s-1MB/s. Allows 23 – 125 users concurrently to use LSNDC System or use the Internet. Distance limited to 18,000 feet.
- Cable – 1Mbps/122.1KB/s. Allows 15 users to concurrently use LSNDC System or the Internet.
- T1 – 1.544Mbps/188.5KB/s. Allows 23 users to concurrently use LSNDC System or the Internet.
- T3 – 44.763Mbs/5.461MB/s. Allows 682 users to concurrently use LSNDC System or the Internet.

Policy 2.7 Training	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to train all authorized personnel gaining access and use of the LSNDC.

Policy Statement

1. The Regional LSNDC System Administrator shall provide training to authorized Participating Agency personnel on use of the LSNDC.
2. Where applicable, training may occur across Regional Continua of Care to allow for greater training capacity for Participating Agencies.
3. The Regional LSNDC System Administrator shall utilize standardized training materials and curriculum as defined by the LSNDC Board in order to ensure that training is consistent across all regions.
4. Upon completion of training, the Participating Agency personnel should reasonably understand how each module works.
5. Tests and certifications may be required by the Regional LSNDC System Administrator.

Policy 2.8 Contract Termination	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the LSNDC to terminate a Participating Agency Agreement.

Policy Statement

The LSNDC may terminate the Participating Agency Agreement for non-compliance with the terms of the agreement or with the LSNDC Policies and Standard Operating Procedures with written notice to the Participating Agency. The LSNDC may also terminate the Participating Agency Agreement with or without cause with 15 days written notice to the Participating Agency and according to the terms specified in the Participating Agency Agreement. The termination of the Participating Agency Agreement may affect other contractual relationships with the local Continuum of Care or with funding agencies (HUD).

While the LSNDC may terminate the Participating Agency Agreement with the Participating Agency, all data entered into the LSNDC System will remain a part of the LSNDC System. This is necessary for the database to provide accurate information over time and information that can be used to guide planning for community services in Louisiana. The termination of the Participating Agency Agreement may affect other contractual relationships with Continuum of Care or with funding agencies (HUD).

Many Participating Agencies are required to participate in the LSNDC System as a condition of specific funding. When terminating the Agency Agreement, the Executive Director of the regional continuum of care will notify the person from the Participating Agency who signed the Agency Agreement (or a person in the same position within the agency) 15 days or more prior the date of termination of contract, unless the termination is due to non-compliance with the LSNDC Policies and Standard Operating Procedures. Willful neglect or disregard of the LSNDC Policies and Standard Operating Procedures may result in immediate termination of a Participating Agency from the LSNDC System. The CoC Executive Director will also notify the Regional LSNDC System Administrator. In all cases of termination of Participating Agency Agreements, the Regional LSNDC System Administrator will inactivate all users from that Participating Agency on the date of termination of contract.

Policy 3.0 Security and Access

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for implementing and maintaining security and access to the LSNDC.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the user access privilege conventions set forth in the LSNDC Policies and Standard Operating Procedures, Policy 2.5 Users Agreement and 3.8 User ID and Password.

Policy 3.1 Security of Data on File Server

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to secure access to data on the Network Server and Bowman Systems.

Policy Statement

LSNDC Board shall establish and maintain controls to keep secure all client data in the LSNDC System. This shall prohibit access by individuals who are not registered with a Regional LSNDC System Administrator, and therefore, are unauthorized to receive Participating Agency and client data information through any and all means, including telephone, mail, and computer. All registration and addition of Participating Agency staff to the LSNDC System will be handled solely through the Regional LSNDC System Administrator. The Regional LSNDC System Administrator is responsible for assigning security codes and providing accessibility to the LSNDC System to only those authorized individuals designated by the Executive Director of the Participating Agency. Regional LSNDC System Administrator shall not be held liable for any breach in security related to any changes in authorized Participating Agency personnel if the Participating Agency has not notified the Regional LSNDC System Administrator; notification must be

documented through e-mail, or postmarked through postal mail, within one business day of the personnel changes.

Policy 3.2 Back Up of Data on File Server.	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to back up data to ensure continuity of access to data.

Policy Statement

The LSNDC Board shall contract with the software vendor to provide for the back-up of all information housed on the network server. Back up will be made each business day. The Fiscal Agency and Bowman Systems will provide documentation regarding back up procedures and disaster recovery.

Policy 3.3 Updates/Upgrades to LSNDC	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to update/upgrade the LSNDC System.

Policy Statement

The Regional LSNDC System Administrator shall notify the Participating Agency of all updates and/or upgrades to the LSNDC System through email to the Executive Director and posting notice in the "System Wide News" of the LSNDC System homepage. All updates and/or upgrades to will occur no sooner than one business day after the notice.

Policy 3.4 Data on File Server	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of data access upon termination of the Participating Agency entering data into the LSNDC System.

Policy Statement

Upon termination of the Agency Partner Agreement, and at the Participating Agency's request, the Regional LSNDC System Administrator may assist the Participating Agency with generating a final global report of their data within a reasonable time frame. Notwithstanding anything in the agreement to the contrary, the Regional LSNDC Lead Agency and agencies using the Louisiana Services Network Data Consortium System shall have the continuing right after the termination of this agreement to retain and use a copy of the Participating Agency's data which was shared during the course of this agreement in furtherance of the Louisiana Services Network Data Consortium System programs and subject to any restrictions on use imposed by the clients to whom such data pertains and/or set forth in the provision hereof which, by their terms, survive termination of the agreement.

Policy 3.5 Data Collection	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes the LSNDC adherence to data collection and data integrity requirements.

Policy Statement

The Participating Agency shall enforce with their staff the importance, quality, and accuracy of entering all data into the LSNDC System, as required in the Department of Housing and Urban Development Data Standards, After training of agency staff by the Regional LSNDC System Administrator, the Participating Agency has the responsibility to implement and manage a system for entering client data; the Regional LSNDC System Administrator will provide assistance with project management if requested by the Participating Agency. The Participating Agency must ensure that all selected personnel are trained on these procedures and adhere to the regulations as stated in the LSNDC Data Quality Plan, Appendix B.

Policy 3.6 User Access	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope

This policy establishes requirements to appropriately add users of the LSNDC System as well as designate system use restrictions.

Policy Statement

User Access levels will be deemed by the Executive Director of the Partner Agency in consultation with the Regional LSNDC System Administrator. These levels should be reflective of the access a user has to client-level paper records and should be need-based. The Regional LSNDC System Administrator will generate usernames and passwords within the administrative function of the LSNDC System.   User ID and Passwords are to be assigned to individuals who have passed the Regional LSNDC System training and who have understood and signed all appropriate LSNDC user agreements and related document.

Access to the software system will only be allowed from computers and networks meeting HUD Technical Standards and specifically identified by the Executive Director and Site Administrator of the Participating Agency. Access to the LSNDC System from unauthorized locations will be grounds for termination of the LSNDC user rights.

Policy 3.7 User Changes	
Responsible: Participating Site Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to appropriately modify or delete users of the LSNDC System.

Policy Statement

The Agency's Executive Director, or the employee's immediate supervisor, must notify the Regional LSNDC System Administrator of a user's termination from the agency, placement on disciplinary probation, or upon any change in duties not necessitating access to LSNDC System information within one business day of the occurrence. If a staff person is to go on leave for a period of longer than 45 days, their password should be inactivated within 24 hours of the start of their leave.

Policy 3.8 User ID and Passwords	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to create and disseminate User IDs and passwords.

Policy Statement

Authorized users will be granted a unique user ID and password. Each user will be required to enter a User ID with a Password in order to logon to the system. User ID and Passwords are to be assigned to individuals. The User ID will be the first initial and full last name of the user. If a user has a first initial and last name that is identical to a user already in the system, the User ID will be the first initial and last name plus the numbers "01".

The initial, temporary password will be automatically generated by the LSNDC System and will be issued to the User by the Regional LSNDC System Administrator. These passwords may be communicated in written or verbal form only. After logging in to the system for the first time with the temporary password, the new password the User selects must be no less than eight and no more than sixteen characters in length and must include at least two numbers.

Forced Password Change will occur every forty-five days once a user account is issued. Passwords will expire and users will be prompted to enter a new password. Users may not use the same password consecutively, but may use the same password more than once.

Policy 3.9 Password Recovery	
Responsible: Participating Agency Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to reset create and communicate a new user password.

Policy Statement

If a User unsuccessfully attempts to log onto the system four times, the User ID will be "locked out," access permission will be revoked, and the User will be unable to gain access until their password is reset.

The reset password will be automatically generated by the LSNDC System and will be issued to the User by the Regional LSNDC System Administrator or Agency Administrator. These passwords will be communicated in written or verbal form.

Policy 3.10 Use and Disposal of Exported Data	
Responsible: Participating Agency	Effective Date: February 3, 2012
Authorized: LSNDC Board	Last Revision: February 3, 2012

Scope

This policy establishes requirements for the exported and disposal of exported LSNDC System data.

Policy Statement

Users who have been granted access to the LSNDC Report Writer or Advanced Reporting Tool (ART) have the ability to download and save client level data onto their local computer. Once this information has been downloaded from the LSNDC server in raw format to an agency's computer, the data then become the responsibility of the agency. A participating Agency must develop a protocol regarding the handling of data downloaded from the Report Writer or ART tool.

The Participating Agencies shall establish internal extracted data protocols. Issues to be addressed include storage, transmission and disposal of the data.

Policy 4.0 Data Collection, Quality Assurance and Reporting	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for data collection, quality assurance and reporting in the LSNDC System.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the data collection, quality assurance and reporting standards set forth in the LSNDC Policies and Standard Operating Procedures.

Policy 4.1 Appropriate Data Collection	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes Participating Agency requirements for inputting data into the LSNDC System.

Policy Statement

The purpose of the LSNDC is to support the delivery of homeless and housing services in Louisiana. The database should only be used to collect or track information related to meeting the client's needs, the delivery of services and for policy development and planning purposes.

LSNDC users will only collect client data that is

- relevant to the delivery of services,
- required by funders, or
- mandated by law.

Procedure

Agency Administrators will ask the Regional LSNDC System Administrator for any necessary clarification of appropriate data collection. The State LSNDC System Administrator, in consultation with the Board of Directors, will make decisions about the appropriateness of data being entered into the database. LSNDC will periodically audit picklists and agency-specific fields to ensure the database is being used appropriately. This concern targets data elements that can be consistently tracked and reported, and does not specifically target the contents of case management notes or other fields not to be aggregated.

Policy 4.2 Client Grievances	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Dec. 15, 2011

Scope

This policy establishes Participating Agency requirements for managing client grievances related to the LSNDC System.

Policy Statement

Clients shall have the right to an independent, impartial review of any complaints they may have regarding LSNDC data collection, explanations offered for that collection, and policies surrounding the collection. They also have a right to know about this opportunity.

Agencies must make every good faith effort to assure that homeless clients are apprised of our obligation and their right. To that end each agency must adhere to the process for filing a formal grievance with the Regional LSNDC System Administrator should a client determine his LSNDC data privacy rights have been compromised by the Participating Agency.

Procedure
Each Agency shall inform their clients of their LSNDC data privacy rights by prominently displaying the LSNDC Public Notice of Privacy wherever LSNDC data is collected, as well as making the LSNDC Privacy Notice available. In the event a client believes his LSNDC data privacy rights have been compromised by the Participating Agency, he should file a formal complaint by submitting a completed LSNDC Grievance Form with the Regional LSNDC System Administrator. It is the responsibility of the Agency to ensure that the grievance form is readily accessible to clients. The Regional LSNDC System Administrator will research the written grievance and determine if there was a violation of LSNDC data privacy rights. Should the Regional Administrator conclude that a breach has been made, he shall provide the Participating Agency with a timely plan of action for

Policy 4.3 Required Data Collection	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope
This policy establishes Participating Agency data collection requirements to be entered into the LSNDC System.

Policy Statement
Providers funded by HUD are required to participate in the LSNDC system to meet the HUD HMIS Data and Technical Standards. Other providers may choose to participate in the LSNDC. All Authorized Agencies that participate in the LSNDC are required to comply with HUD's HMIS Data and Technical Standards unless those standards are in conflict with local laws. This includes the collection of required data elements.

If client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the LSNDC System. Authorized Agencies may choose to collect more client information for their own case management and planning purposes.

Timeliness of Data Entry: Quality assurance of timeliness is described in the LSNDC Data Quality Plane, Appendix B. All HMIS Participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exits, with exceptions for emergency Shelters, outreach programs, and legacy data. LSNDC timeliness of data entry policy will not supersede more stringent CoC timeliness of data entry policies. Exceptions to these data collection policies are in place for organizations serving persons fleeing domestic violence; these organizations should request additional instruction from the Regional LSNDC System Administrator.

In order for the data contained within the LSNDC System to be useful for data analysis and reporting to funders, certain minimum data must be consistently collected throughout the system. In addition to the HUD required Data Elements, client level data is expected as well.

Procedure
All parties are subject to the LSNDC Data Quality Plan, Appendix B, for determining procedural applications of the data collection policies and monitoring practices.

Policy 4.4 Client Informed Consent	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes Participating Agency requirement to obtain client informed consent prior to inputting data into the LSNDC System.

Policy Statement
Each agency must post a sign at each intake or comparable location and on its web site (if applicable) explaining the reasons for data collection for those seeking services. Consent for entering of data into the LSNDC System may be inferred when the proper privacy notice is posted and if the client accepts the services offered. The client has the option to opt out of allowing his or her identifying information to be added to the database. In that case, the client's data should be added to the LSNDC System without identifiers as described above, although the record should be tracked internally by the agency to minimize the number of duplicate records for one client. Electronic client data will be shared between agencies in accordance to the policies adopted by the LSNDC Board of Directors and negotiated between the regions. Client data may be shared through other means with written client consent or according to the privacy policy developed by the agency.

Privacy Policies should be in effect for each agency to both inform clients about the uses and disclosures of their personal data and to protect the agency by establishing standard practices for the use and disclosure of data. Each client must give permission for the disclosure and/or use of any client data outside of the privacy policy developed and posted by the agency. Client consent notices must contain enough detail so that the client may make an informed decision. Clients may withdraw permission to have their personal protected information in the LSNDC System, or may make a request to see copies of his or her client record.

Procedure
The Regions represented in the LSNDC System shall assume responsibility for monitoring their Agencies' compliance. The results and the means of determining them will be shared between Regions.

Policy 4.5 Client Release of Information to Share Data	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes Participating Agency requirement to obtain client informed consent prior to sharing data in the LSNDC System.

Policy Statement

Each agency should include in its privacy policy that data collected by the agency is included in the LSNDC System as part of its administrative responsibility to its Continuum of Care and that aggregate, de-identified data may be used for analysis and reporting purposes. LSNDC will only report aggregate and/or de-identified data as part of its responsibilities, and agrees to maintain the data with the highest level of confidentiality and within the security guidelines set forth in this document.

Policy 4.6 Data Ownership	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement and responsibilities connected to data ownership of data within the LSNDC System.

Policy Statement
The LSNDC System, and any and all data stored in the system, is the property of the LSNDC System. The LSNDC Board of Directors has authority over the creation, maintenance, and security of the LSNDC System. Violations of the LSNDC Agency Agreement, the LSNDC Policies and Standard Operating Procedures, the Privacy Policies, or other applicable laws may subject the Authorized Agency to discipline and/or termination of access to the LSNDC System.

In order to ensure the integrity and security of sensitive client confidential information and other data maintained in the database, LSNDC will be responsible for data ownership.

Policy 4.7 Data Entry Shared Information	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement and responsibilities connected to sharing client profile information within the LSNDC System.

Policy Statement
From CoC to CoC, there are different policies about sharing information maintained in client records. The LSNDC System has a policy to allow First Name, Last Name, Social Security Number and Social Security Data Quality fields to be shared across providers and regions. Regional CoC may designate profile information as "CLOSED" in accordance to the policy set by the Regional CoC. In any case, a Release of Information form, signed by the client, must be kept on file and indicated in the LSNDC system.

In order to continue building our LSNDC System and the collaboration between CoC's, the Board is open to the differing needs and sensitivities of each CoC; however, we are supporting an OPEN system.

Policy 4.8 Data Element Customization	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement for customization of data fields within the LSNDC System.

Policy Statement

Authorized Agencies may have fields available for agency-specific customization.

LSNDC System may include fields that can be customized on the Authorized Agency level to reflect the program-specific data collection needs of its programs. These fields are part of the LSNDC Software and are available at no additional cost. The State LSNDC System Administrator will have the ability to customize these fields.

Agency Administrators may request that their Regional LSNDC System Administrator customize the agency-specific fields.

Policy 4.9 Data Integrity	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: May 3, 2013

Scope
This policy establishes the requirement to ensure data integrity of the LSNDC System.

Policy Statement
LSNDC users will be responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also develop procedures to evaluate and increase the accuracy of the data entered.

The quality of LSNDC data is dependent on individual users to take responsibility for the accuracy and quality of their own data entry. The Regional LSNDC System Administrators shall work with Agency Executive Directors and/or Agency Administrators in assuming responsibility for and in the monitoring of data quality for their own region or agency. It is in the interest of agencies and the CoC's that all data collected have integrity since that data may be used for evaluation, reporting, monitoring, or funding purposes. In particular the data will impact funding opportunities during competitive SHP process. LSNDC emphasizes, analyzes, and reports on data quality as a service to member agencies. All parties are subject to standards as determined in the LSNDC Data Quality Plan, Appendix B.

Procedure
In order to test the integrity of the data contained in the LSNDC System, the State LSNDC System Administrator, in consultation with Regional LSNDC System Administrators, will devise regular data integrity checks for the LSNDC.

Policy 4.10 Monitoring and Evaluation	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement for monitoring and evaluating the LSNDC System.

Policy Statement
Accurate and consistent data entry is essential to ensuring the usefulness of the LSNDC. Agencies will provide acceptable levels of timeliness and accuracy. Agencies without acceptable levels of data quality or timeliness may incur any sanctions permissible under the By-laws or negotiated by the Board and Regional CoCs until problems are addressed.

Data quality is an important aspect of the LSNDC System, and must be maintained at the agency level and by users of the system. The Regional LSNDC System Administrators will monitor data quality as part of their management functions.

Procedure
The State LSNDC System Administrator will work with Regional LSNDC System Administrators to develop and perform regular data integrity checks and will be required to report on a regular basis.

Policy 4.11 On-Site Review	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement for an on-site review of the LSNDC System.

Policy Statement
Since the LSNDC is a statewide collaborative, annual review of each contracted agency will be the responsibility of the Regional LSNDC System Administrator, however the LSNDC Board of Directors will develop consistent procedures for the entire state.

Regular reviews enable the LSNDC to monitor compliance with the Standard Operating Procedures Manual and the LSNDC Agency Agreements. However, in the main, this review is more easily facilitated on the regional level with proper oversight.

Procedure
The exact procedures for on-site reviews will be determined by the LSNDC Board of Directors on an annual basis.

Policy 4.12 Client Request for Data	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope
This policy establishes the requirement for managing a client's request for their LSNDC System data.

Policy Statement
Any client may request to view, or obtain a printed copy of his or her own records contained in the LSNDC System. The client will also have access to a logged audit trail of changes to those records. No client shall have access to another client's records in the LSNDC System.

The data in the LSNDC System is the personal information of the individual client. Each client has a right to know what information about him or her exists in the database, and to know who has added, changed or viewed this information, and when these events have occurred. This information should be made available to clients within a reasonable time frame of the request.

Procedure
A client may ask his/her case manager or other agency staff to see his or her own record. The case manager, or any available staff person with the LSNDC System access, will verify the client's identity and print all requested information. The case manager can also request a logged audit trail of the client's record from the Agency Administrator. The Agency Administrator will print this audit trail; give it to the case

manager, who will give it to the client. The client may request changes to the record, although the agency can follow applicable law regarding whether to change information based on the client's request. A log of all such requests and their outcomes should be kept on file in the client's record.

Policy 4.13 Release of Data for Public Use	
Responsible: Participating Agency	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Oct 5, 2009

Scope

This policy establishes the requirement for managing public requests for LSNDC System data.

Policy Statement

Any requests for statewide reports or information from an individual or group who has not been explicitly granted access to the LSNDC System will be directed to the LSNDC Reporting Committee. The LSNDC will only address requests for statewide or cross-regional, where it is not otherwise available, data from entities other than Authorized Agencies or clients. Requests for regional data at the Continuum of Care level will be directed to the Regional LSNDC System Administrator. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client him or herself without proper authorization or consent.

LSNDC will release routine aggregate reports for the larger community, which will address, but are not limited to, statewide descriptive and demographical statistics. In instances where the LSNDC is mandated contractually to provide HMIS data, reports will be provided for purposes of monitoring services delivery and/or program evaluation. The content of these reports will reflect a commitment to client confidentiality and ethical data use. No individual client data will be provided to meet these requests without proper authorization or consent as stated in the LSNDC's Privacy Policy

Procedure

As part of the mission to end homelessness in Louisiana, it is the LSNDC's policy to provide aggregate data on homelessness and housing issues in this area. LSNDC will also issue periodic routine public reports, which will be published and posted on the LSN's website, upon final approval of the LSNDC Board. No individually identifiable client data will be reported in any of these documents.   Wherein the LSNDC is contractually obligated to provide de-indentified data to funders for program monitoring and evaluation, the State LSNDC System Administrator shall prepare and submit reports to the appropriate bodies.

All requests for data from anyone other than an Agency or Regional LSNDC System Administrator or a client, which cannot be satisfied by either of the aforementioned conditions, will be directed to the LSNDC Reporting Committee for a recommendation to the Board. The Executive Committee may act on behalf of the Board to expedite urgent requests.

Policy 5.0 Disaster/Emergency Policy	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for the use and response of the LSNDC Systems in the event of a disaster/emergency.

Policy Statement

The State LSNDC System Administrator, Regional LSNDC System Administrators, and LSNDC Participating Agencies will apply the Disaster/Emergency Policy set forth in the LSNDC Policies and Standard Operating Procedures in the event of a disaster/emergency.

Policy 5.1 Emergency Procedures	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements for each Region to develop and maintain detailed procedures which will be activated in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain a Disaster/Emergency Procedures Manual which shall be activated when a disaster significant enough to cause widespread damage occurs or when an emergency significantly impacts the Regional LSNDC Lead Agency's services or client population. These procedures will include the following:

1. A detailed evacuation plan and checklist

2. A list of tasks to be taken before, during, or immediately following a disaster/emergency

3. a matrix of functional responsibilities in the acute phase of a disaster

4. An emergency operations roster

5. A list of key external contact phone numbers/email addresses (see Policy 5.3)

6. Staff report-in policies and procedures

7. A list of local, state, and federal emergency numbers

8. Contingency plan for moving agency operations to a non-affected location (see Policy 5.4)

9. A detailed Chain of Command/checklist of key duties which will be assigned to Regional staff following an disaster/emergency (see Policy 5.2)

10. An overall agency task list broken down by phases of a disaster (warning, response, relief, recovery, and mitigation)

The Manual shall contain detailed instructions for coordinating with other Regional LSNDC Lead Agencies and where, when and how to communicate with local, state, and federal emergency entities. Each Regional LSNDC System Administrator will share her/his Manual with the other Regional LSNDC Lead Agencies and will encourage Participating Agencies to develop a similar Disaster/Emergency Procedures Manual.

Policy 5.2 Chain of Command	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a Chain of Command in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain a detailed Chain of Command (to be implemented within their Emergency Procedures Manual), which will

follow standard Incident Command System (ICS) language during the acute phase of a disaster. The Chain of Command will include the following Disaster/Emergency positions which will be assigned to Agency staff (and their alternates):

1. Emergency Manager
2. Planning Team Chief
3. Operations Team Chief
4. Logistics Team Chief
5. Finance Team Chief

A detailed checklist and duties description of each Disaster/Emergency position shall be maintained and implemented in the event of a disaster/emergency. All Regional Administrators' updated Chain of Command list should be submitted to the System Administrator.

Policy 5.3 Communication	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements to plan and maintain a detailed communication flow in the event of a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop a detailed communication plan (to be implemented within their Emergency Procedures Manual). This plan will include an updated contact list of every Regional LSNDC Lead Agency staff member (including cell phone, alternate land line, and easily accessible email address). The communication plan may include a toll-free land line phone number which staff members could call to report in to their supervisor. Communication methods shall include alternate methods of communication, such as text messaging and website news/check-in. All Regional Administrators' updated contact information (relevant to the LA Statewide HMIS) shall be submitted to the State LSNDC System Administrator.

Policy 5.4 System Continuity	
Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining system-wide continuity of service before, during and following a disaster/emergency.

Policy Statement

Every Regional LSNDC Lead Agency shall develop and maintain an agency continuity plan (to be implemented within their Emergency Procedures Manual) in the event of a disaster/emergency. This plan may include signed MOUs with agencies in other Regions and should include specific details about when, how, and where the Regional office should move. All Regional Administrators' updated System Continuity Plans should be shared with the System Administrator.

Policy 5.5 Privacy Policy within the LSNDC	
Responsible: Regional CoC Director	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data within the LSNDC in the event of a disaster/emergency.

Policy Statement

All Regional LSNDC Lead Agency privacy policies concerning client information entered into the LSNDC shall remain enforced before, during and after an emergency/disaster. The regional Director (or Acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to share specific confidential client data with another Regional LSNDC member agency if it is deemed that the sharing of such data is critical to the safety or health of the client. Any sharing of data outside of normal procedures must be signed off by the regional Director (or Acting Director) of the affected CoC, and the specific data sharing (specifically what data is shared and with whom) must be documented both electronically and physically.

Policy 5.6 Public Privacy Policy (Data Sharing with a Third Party)

Responsible: Regional CoC Director   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of maintaining existing privacy standards and defines the procedure for sharing specific client data with a Third Party in the event of a disaster/emergency.

Policy Statement

All Regional LSNDC Lead Agency privacy policies concerning client information entered into the LSNDC shall remain enforced before, during and after an emergency/disaster. The regional Director (or acting Director) of the affected CoC will make decisions regarding the appropriateness of regional client data shared during a disaster/emergency, strictly honoring all existing client confidentiality and Release of Information policies and documents but reserving the right to extract and share disaster/emergency client data on an individual basis for life or death circumstances (e.g. information such as "where are they now, what is their mental/medical condition, what services are needed"). Any sharing of data outside of normal procedures must be signed off by the regional Director (or acting Director) of the affected CoC, and the specific data extraction must be documented both electronically and physically.

Policy 5.7 Data Entry

Responsible: Regional LSNDC System Administrator   Effective Date: April 17, 2008
Authorized: LSNDC Board   Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of data entry into the LSNDC in the event of a disaster/emergency.

Policy Statement

In the event of a disaster/emergency that affects one or more Regions in the state, the LSNDC could potentially be utilized as a data interface/receptacle for relief and recovery Information & Referral services in addition to its standard roles. The Regional LSNDC System Administrator, in consultation with the Board of Directors and DTAP staff, will make decisions regarding the appropriateness of data being entered into the database during a disaster/emergency. The State LSNDC System Administrator or a Regional LSNDC System Administrator will ensure that all new users entering in such data will be

given appropriate security access so that no existing confidentiality policies are breached.

Policy 5.8 Training

Responsible: Regional LSNDC System Administrator	Effective Date: April 17, 2008
Authorized: LSNDC Board	Last Revision: Jan. 22, 2010

Scope

This policy establishes requirements of training new LSNDC users in the event of a disaster/emergency.

Policy Statement

If the LSNDC is temporarily utilized as a data interface/receptacle for Relief and Recovery Information & Referral during a disaster/emergency, a Regional LSNDC System Administrator shall provide training to disaster/emergency personnel on the use of the LSNDC. Upon completion of training, the new user should reasonably understand how each module works.   All existing LSNDC rules, procedures, policies and agreements still apply to the disaster/emergency user.   The State LSNDC System Administrator or a Regional LSNDC System Administrator will ensure that all new users entering in disaster/emergency data will be given appropriate security access so that no existing confidentiality policies are breached.

Appendix A

**Louisiana Services Network Data Consortium (LSNDC)
Board Membership**

Effective Date: May 3, 2013

<u>REGION I AND X - New Orleans/Jefferson Parish CoC</u>
Parishes: Orleans and Jefferson

Ms. Vicki Judice	Mr. Clifton Harris
UNITY of Greater New Orleans	VIA LINK
2475 Canal Street. Suite 300	2820 Napoleon Avenue
New Orleans, LA 70119	New Orleans, LA 70115
Phone: (504) 821-4496	Phone: (504) 897-4877

<u>REGION II - Baton Rouge CoC</u>
Parishes: Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, West Feliciana

Mr. Randy Nichols	Mr. Corey Dyer
Capital Area Alliance for the Homeless	Capital Area Alliance for the Homeless
5850 Florida Boulevard	5850 Florida Boulevard
Baton Rouge, LA 70806	Baton Rouge, LA 70806
Phone: (225) 201-0696	Phone: (225) 201-0696

<u>REGION III - Houma-Terrebonne CoC</u>
Parishes: Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, Terrebonne

Mr. Willie Green	Mr. Brooke Guidry
Gulf Coast Social Services, Inc.	Start Corporation
320 Progressive Boulevard	420 Magnolia Street
Houma, LA 70360	Houma, LA 70360
Phone: (985) 851-4488	Phone: (985) 879-3966

<u>REGION IV - Lafayette/Acadiana CoC</u>
Parishes: Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, Vermillion

Mr. Eric Gammons	Mr. Andrew Zegura
Acadiana Regional Coalition on	Acadiana Regional Coalition on
Homelessness & Housing, Inc.	Homelessness & Housing, Inc.
P.O. Box 3936	P.O. Box 3936
Lafayette, LA 70502	Lafayette, LA 70502
Phone: (337) 235-4972	Phone: (337) 235-4972

REGION V - Lake Charles/Southwestern Louisiana CoC
Parishes: Allen, Beauregard, Calcasieu, Cameron, Jefferson Davis

Tarek Polite
Lake Charles/Southwest Louisiana Continuum of Care
1011 Lakeshore Drive Suite #606
Lake Charles, LA 70601
Phone: (337)721-3550
Fax: (337)437-3202

Mr. Randall Hebert
Volunteer Center of Southwest Louisiana
1023 Common Street
Lake Charles, LA 70601
Phone: (337) 439-6109

REGION VI - Alexandria/Central Louisiana CoC
Parishes: Avoyelles, Catahoula, Concordia, Grant, La Salle, Rapides, Vernon, Winn

Ms. Renee Brannon
Vernon Community Action Council, Inc.
1307 South Fifth Street
Leesville, LA 71446
Phone: (318) 443-0500

Ms. Kendra Gauthier
Central Louisiana Homeless Coalition
Post Office Box 1303
Alexandria, LA 71309
Phone: (318) 443-0500

REGION VII - Shreveport/Bossier/Northwest CoC
Parishes: Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Sabine, Webster

Ms. Christa Pazzaglia
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

Ms. Tosha Stamps
HOPE for the Homeless
762 Austin Street
Shreveport, LA 71101
Phone: (318) 670-4591

REGION VIII - Monroe/Northeast Louisiana CoC
Parishes: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, West Carroll

Ms. Lawana Brown
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

Ms. Kattina Brittan
The Wellspring Alliance
1515 Jackson Street
Monroe, LA 71202
Phone: (318) 807-6200

REGION IX - Slidell/Livingston/Southeast Louisiana CoC
Parishes: Livingston, St. Helena, St. Tammany, Tangipahoa, Washington

Ms. Dee Wild
Volunteers of America, GNO
823 Carroll Street, Suite B
Mandeville, LA 70448
Phone: (985) 674-0488

Ms. Erin Matheny
Northlake HMIS Data Project
Southeastern Louisiana University
SLU Box 10509
Hammond, LA 70402
Phone: (985) 549-5373

Data Quality Plan
Louisiana Service Network Data Consortium

November 2nd, 2012

Developed by:
LSNDC Data Quality Committee

Data Quality 1.0 Definition: Data Quality Plan	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

A data quality plan is a document that facilitates the ability of LSNDC to achieve statistically valid reliable data.

Note: This plan is subject to change to accommodate new standards released by HUD

The plan will:

- Identify the responsibilities of all parties within LSNDC that affect data quality
- Establish specific data quality benchmarks for timeliness, completeness, and accuracy
- Describe the procedures that the LSNDC will take to implement the plan and monitor progress to meet data quality benchmarks.

Data Quality 1.1 Timeliness	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

All data shall be entered into the HMIS in a timely manner to ensure access to data when it is needed for reporting purposes. To that end, the following timeliness benchmark is set forth:

General Standard:
All HMIS participating programs will ensure entry/exits, services, and Universal Data Elements are completed within 5 business days of program entry/exit.

Exceptions:
1. *Emergency Shelters*: All HMIS Participating Emergency Shelter programs will ensure entry/exits, services, and Universal Data Elements are completed within 2 business days of initial contact.

2. *Outreach Programs*: All HMIS Participating Outreach Programs will ensure entry of limited basic demographics as provided by client and services within 5 business days of initial contact.

3. *Legacy Data*: There will be a grace period determined on a case by case basis for how quickly the data should be entered into the HMIS. Legacy Data is information stored in an old or obsolete format or computer system that is, therefore, difficult to access or process. This includes implementations running a previous version of ServicePoint.

Data Quality 1.2 Completeness	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons in the system. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, such as:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

Data Quality 1.2.1 Completeness: Program Descriptor Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Program Descriptors include information about programs that are required for reporting purposes and enhance the HMIS as a tool for supporting information and referral services.

General Standard:

All Program Descriptor Data Elements are required as part of basic administrative setup of programs utilizing the LSNDC, no null/missing Program Descriptor Data Elements are allowed. The PDDE's should be entered no later than 5 days from the time the Provider is created in the LSNDC. They should also be reviewed annually and any changes should be recorded.

Program Descriptor Data Elements:
1. Organization Identifier
2. Organization Name
3. Program Identifier
4. Program Name
5. Direct Service Code
6. Site Information
7. Continuum of Care Number
8. Program Type Code
9. Bed and Unit Inventory Information (Residential Programs Only)
10. Target Population A(Optional)
11. Target Population B (Residential Programs Only)
12. Method for Tracking Residential Program Occupancy (Residential Programs Only)

13. Grantee Identifier (Required for HPRP Programs)

Data Quality 1.2.2 Completeness: All Clients Served	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

It is a HUD expectation that all clients receiving homeless assistance will have their service delivery documented in the HMIS.

General Standard:

All programs using the HMIS shall enter data on all clients in accordance with the newest relevant HMIS Data and Technical Standards. Anonymous entry is not encouraged but allowed when necessary.

Exceptions:

1. Non-HUD Funded Programs are required to have a minimum of 80% of each Universal Data Element on all clients.

2. Homeless Service Providers whose primary target population is victims of domestic violence are currently collecting the data and providing non-identifiable data to the local CoC and are statutorily disallowed from entering client data into the HMIS.

3. If a client refuses to have information input into the HMIS the Homeless Service Provider is not held responsible.

4. When agencies host special events (For Example: Christmas Baskets, Christmas Tree Programs, Easter Baskets, etc.) they are not required to record information on all clients who participate in the event.

Data Quality 1.2.3 Completeness: Universal Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Universal Data Elements are necessary to produce an unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD CoC APR, QPR/APR, the AHAR, and other reporting requirements.

General Standard:

The acceptable percentage of Universal Data Elements with "null/missing" and "unknown/don't know/refused" for all clients served in Supportive Housing Programs, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the UDE's listed below.

Exceptions:

1. *Outreach Programs*: Capture and record initial contact and any other contacts along with UDE's they are able to obtain.

Universal Data Elements:

1. Name
2. Social Security Number
3. Date of Birth
4. Race
5. Ethnicity
6. Gender
7. Veteran Status
8. Disabling Condition
9. Residence Prior to Program Entry/Length of Stay
10. Zip Code of Last Permanent Address
11. Housing Status
12. Program Entry Date
13. Program Exit Date
14. Personal Identification Number (System Generated)
15. Household Identification Number (System Generated)

Data Quality 1.2.4 Completeness: Program Specific Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Program specific Data Elements are necessary to produce the HUD CoC APR, ESG QPR/APR, and to ensure the LSNDC has sufficient client data to conduct analysis on the extent and characteristics of the population they serve.

General Standard:

The acceptable percentage of Program Specific Data Elements with "null/missing" and "unknown/don't know/refused" for all clients served by a Supportive Housing Program, Emergency Solutions Grant, and HOPWA is less than 5 percent. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information on the PSDE's listed below.

Program-Specific Data Elements:
1. Income and Sources
2. Non-Cash Benefits
3. Physical Disability
4. Developmental Disability
5. Chronic Health Condition
6. HIV/AIDS
7. Mental Health
8. Substance Abuse
9. Domestic Violence (Adult and Unaccompanied Youth)
10. Destination
11. Date of Contact(required for street outreach programs only; optional for other programs)
12. Date of Engagement(required for street outreach programs only; optional for other programs)
13. Financial Assistance Provided(required for HPRP-funded programs only; optional for all other programs)
14. Housing Relocation & Stabilization Services Provided (required for HPRP-funded programs only; optional for all other programs)

Data Quality 1.2.5 Completeness: Optional Program Specific Data Elements	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

Optional Program Specific Data Elements are recommend by HMIS data research groups and are based on best practices being implemented at the local level. **They are optional**. Please refer to the HMIS Revised Data Standards March 2010 for more detailed information for the Optional PSDE's listed below.

General Standard:
These are optional data elements unless recommended by the Local CoC.

Optional Program Specific Data Elements:
1. Employment
2. Education
3. General Health Status
4. Pregnancy Status
5. Veteran's Information
6. Children's Education
7. Reason for Leaving
8. Services Provided

Data Quality 1.3 Accuracy	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

The purpose of accuracy is to ensure that the data in the LSNDC HMIS is the best possible representation as it relates to clients and the programs that serve them.

General Standard:
All data entered into the LSNDC HMIS shall be a reflection of information provided by the client, as documented by the intake worker or otherwise updated by the client and documented for reference. Deliberately recording inaccurate information is strictly prohibited.

Data Quality 1.3.1 Accuracy: Consistency	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

The purpose is to ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data.

General Standard:

All data elements in the LSNDC HMIS shall be collected and entered in a common and consistent manner across all programs.

Data Quality 1.4 Monitoring	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

The purpose of monitoring is to ensure that agencies are following the data quality standards agreed upon by LSNDC and are meeting expected benchmarks as described by the data quality plan.

General Standard:

Data Elements will be monitored on a monthly basis to quickly identify and resolve issues that affect the timeliness, completeness, and accuracy of the client record.

Data Quality 1.5 Incentives	
Responsible: Data Quality Committee	Effective Date: November 2nd, 2012
Authorized: LSNDC Board	Last Revision: November 2nd, 2012

CoC's are encouraged to develop an incentive program to entice CoC Organizations to adhere to the data quality plan.

_____

Acronyms
- APR – Annual Performance Report
- CoC – Continuum of Care
- HMIS – Homeless Management Information System
- HOPWA – Housing Opportunities for Persons with AIDS
- HPRP – Homeless Prevention and Rapid Re-housing Program
- HUD – Housing and Urban Development
- LSNDC – Louisiana Services Network Data Consortium
- PDDE – Program Descriptor Data Elements
- PSDE – Program Specific Data Element
- QPR – Quarterly Performance Report
- SRO – Single Room Occupancy
- UDE – Universal Data Element

		When collected		
Summary of Program Descriptor Data Elements				
Data Standards	**Program Applicability**	**Assigned once**	**Assigned once; reviewed annually**	**At least annually or more frequently if inventory or coverage changes**
1. Organization Identifier	All CoC Programs	x		
2. Organization Name	All CoC Programs		x	
3. Program Identifier	All CoC Programs	x		
4. Program Name	All CoC Programs		x	
5. Direct Service Code	All CoC Programs	x		
6. Site Information	All CoC Programs		x	
7. Continuum of Care Number	All CoC Programs		x	
8. Program Type Code	All CoC Programs		x	
9. Bed and Unit Inventory Information	Residential CoC Programs Only			x
10. Target Population A (Optional for all programs)	All CoC Programs		x	
11. Target Population B	Residential CoC Programs Only		x	
12. Method for Tracking Residential Program Occupancy	Residential CoC Programs Only		x	
13. Grantee Identifier	HPRP Programs Only		x	

Summary of Universal Data Elements							
		Subjects			When Collected		
Data Standards	Program Applicability	All Clients	All Adults	All Adults& Unaccompanied Youth	Initial Program Entry Only	Every Program Entry	Every Program Exit
1. Name[1]	All CoC Programs	x			x		
2. Social Security Number[1]	All CoC Programs	x			x		
3. Date of Birth[1]	All CoC Programs	x			x		
4. Race[1]	All CoC Programs	x			x		
5. Ethnicity[1]	All CoC Programs	x			x		
6. Gender[1]	All CoC Programs	x			x		
7. Veteran Status	All CoC Programs		x			x	
8. Disabling Condition	All CoC Programs	x				x	
9. Residence Prior to Program Entry and Length of Stay	All CoC Programs			x		x	
10. Zip Code of Last Permanent Address	All CoC Programs			x		x	
11. Housing Status	All CoC Programs	x				x	x (Optional for Emergency Shelter)
12. Program Entry Date	All CoC Programs	x				x	
13. Program Exit Date	All CoC Programs	x					x
14. Personal Identification Number	All CoC Programs	x			x		
15. Household Identification Number	All CoC Programs	x				x	
[1]Note that one or more of these personal identifiers may need to be asked on subsequent visits to find and retrieve the client's record. However, this information only needs to be recorded in HMIS on an initial program entry.							

Summary of Program-Specific Data Elements								
			When Collected					
Data Standards	**Program applicability**	**Subjects**	**During Client Assessment Near Entry**	**At Least Once Every three Months During Program Enrollment²**	**At Least Once Annually During Program Enrollment³**	**Every Exit**	**Every Contact**	**Each Instance of Financial Assistance**
1. Income and Sources	CoC/HUD Competitive Programs¹ HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
2. Non-Cash Benefits	CoC/HUD Competitive Programs HPRP Programs HOPWA Homeless Programs	All Clients	x		x	x		
3. Physical disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
4. Developmental Disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
5. Chronic Health Condition	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
6. HIV/AIDS	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
7. Mental Health	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
8. Substance Abuse	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	x		x	x		
9. Domestic Violence	CoC/HUD Competitive Programs HOPWA Homeless Programs	Adults and Unaccompanied Youth	x					
10. Destination	CoC/HUD Competitive Programs¹ HPRP Programs HOPWA Homeless Programs	All Clients				x		
11. Date of Contact	CoC/HUD Street Outreach Programs	All Clients					x	
12. Date of Engagement	CoC/HUD Street Outreach Programs	All Clients	x					
13. Financial Assistance provider	HPRP Programs	All Clients		x				x
14. Housing Relocation and Stabilization Services Provided	HPRP Programs	All Clients		x		x		

¹CoC/HUD Competitive Programs include the Supportive Housing Program (SHP), Shelter Plus Care, and the Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings (SRO) Program.
²Only collected at least once every three months if the period between program entry and exit exceeds three months.
³Only collected at least once annually if the period between program entry and exit exceeds one year.

[3]

Data Standards	Program Applicability	Subjects					When Collected			
	Optional for ALL CoC Programs	All Clients	All Clients or All Adults and Unaccompanied Youth	All Females of Child-bearing Age	All Veterans	All Children	Every Entry	At Least Once Annually during Program Enrollment¹	When Services Provided	Every Exit
15A. Employment	x		x				x	x		x
15B. Education	x		x				x	x		x
15C. General Health Status	x		x				x	x		x
15D. Pregnancy Status	x			x			x			
15E. Veteran's Information	x				x		x			
15F. Children's Education	x					x	x	x		x
15G. Reasons for Leaving	x	x								x
15H. Services Provided	x								x	

¹ Only collected at least once annually if the period between program entry and exit exceeds one year.