

**2018 Iowa Balance of State Continuum of Care (CoC)
Final Coordinated Entry Project Application**

(revised per Executive Committee decision on 7/26/18 to open the competition back up for “re-application” by HACAP or new application from other applicants)

Due Wednesday, August 15, 2018 11:59PM (LOI Due August 1, 2018)

Instructions:

- Up to \$400,000 may be available for CE in the 2018 CoC competition, for a project anticipated to begin in late 2019.
- This application may be used for a new lead agency to operate and oversee Coordinated Entry throughout the Balance of State, or to provide any of the 3 necessary elements of a Coordinated Entry system (HMIS data entry and management, 24-hour call center, technical assistance to the Balance of State regions).
- A qualifying Coordinated Entry project must demonstrate the need for a Coordinated Entry system in the CoC that meets the needs of people experiencing homelessness and how the project will implement policies, procedures, and practices that better equip the CoC to meet these needs. It must also demonstrate an approach that will serve the entire 96-county CoC in some way.
- Note that the questions below will be used by the CoC in scoring and selecting a project. If selected, the project will also be required to complete HUD’s online Esnap application and separate questions.
- The Iowa Council on Homelessness makes all decisions regarding selection and ranking of projects to submit to HUD.
- Submit by email to amber.lewis@iowa.gov by the deadline of Wednesday, August 15, 2018 11:59PM. Submit as one PDF document that includes any attachments.

Points possible: 100

Please be concise. Narrative responses should generally be limited to 1,000 characters or less.

Name of Agency: Institute for Community Alliances

Name of Project: HMIS Coordinated Entry Data and Support

Primary Application Contact Name, Email, Phone:

Julie Eberbach, Associate Director

julie.eberbach@icalliances.org

515-246-6643

Secondary Application Contact Name, Email, Phone:

Gary Wickersing, Iowa HMIS Project Manager

gary.wickersing@icalliances.org

515-246-6643

PROJECT SUMMARY (20 points)

- 1) **Provide a brief introduction to your agency.** *(Not scored but will help orient reviewers to your agency.)*

The Institute for Community Alliances (ICA) has been the HMIS lead agency for the state of Iowa for 18 years. ICA operates in 33 of Continuum of Care in 11 states and can bring that collective knowledge to bear on this project for the Iowa Balance of State. ICA also provided technical and data support for the Centralized Intake process for the Des Moines CoC and is the current Coordinated Entry Lead agency for the Woodbury/Dakota CoC.

- 2) **Summarize the scope of the project.** *(Not scored but will help orient reviewers to your project.)*

ICA will provide technical support and training for the HMIS data entry procedures that support coordinated entry and the prioritization list process which is a key element to any coordinated entry system. ICA will also continue to support regional development and regular review of policies and procedures and provide technical assistance as subject matter experts to the CoC Coordinated Entry Committee as well as regional leads.

- 3) **Proposed project is applying to provide either:** *(Not scored but will help orient reviewers to your project.)*

- **HMIS Data Entry and Management across the Balance of State**

- 4) **Describe the goals and plans of a new Coordinated Entry system and how the proposed project will serve the entire 96-county CoC area.** *(5 points)*

ICA currently operates across the Balance of State CoC and operates the Prioritization List that is utilized in all regions across the state. Through engagement with Coordinated Entry regions, ICA is helping to conduct more complete PIT counts to get accurate data regarding homelessness in Iowa. The goals of our project are to continue to work with and support the regions to develop the best data system for coordinated entry, including ICA designed Prioritization List, data quality management tools, and CE performance reporting; all in an effort to reduce the time of clients awaiting housing by creating an easy and fair prioritization process for placement in permanent housing.

- 5) **Describe how the project will implement policies, procedures and practices that better equip the CoC to meet these needs.** *(5 points)*

ICA is currently reviewing regional and statewide CE policies and procedures and will continue to support that function for the CoC Coordinated Entry Committee and act as a subject matter expert when it comes to HUD guidance on CE core

elements and requirements. Toward that end, ICA created and provided the CoC with the Non-HMIS MOU for use in regional client pull meetings to ensure client rights and privacy are being looked after. ICA can also offer regions and the CoC examples from other regions/CoCs/states that we operate to provide additional examples of workflows and processes to ensure the system is as streamlined and accessible as possible for clients.

- 6) **If providing one or two of the necessary elements of Coordinated Entry, describe how the proposed project intends to ensure the other necessary elements are also provided. (10 points).**

ICA has worked collaboratively with HACAP within their role as the lead planning agency for CE across the state and will continue to work with whichever agency provides the technical support to the Balance of State. In collaboration with HACAP, ICA staff has helped to develop required trainings for access points. Bi-weekly meetings ensure that all agencies providing support to the CE process are on the same page. ICA would seek the same degree of partnership with whichever agencies provide the other necessary elements to CE. ICA has previously worked with Waypoint Services to help create and develop their Cedar Rapids Triage pilot process and has engaged all regional leads on a one on one basis ensuring a fast and efficient transition process to any future partner agency.

PROJECT DETAIL (40 points)

For each of the following questions, describe how the proposed project will support each item to the extent possible. Proposed projects may focus on future specific plans with timelines and include past achievements when possible or relevant.

- 7) **Support for the work of the Coordinated Entry Committee. Include number of meetings attended in the past 12 months, who attended, and level of involvement in meetings. (5 points)**

Courtney has attended 5 of the 6 scheduled Coordinated Entry Committee meetings since she began her position in January 2018. Courtney is an active participant in meetings, often volunteering to take on roles to support the committee, such as reviewing HUD guidance of policies and procedures to ensure the statewide policies meet all requirements. Courtney has also taken on the role of being the first reviewer of all regional policies and procedures on behalf of the Coordinated Entry Committee and presenting that information to the committee. Along with other Coordinated Entry staff, she has worked to schedule and organize required trainings for access points. Gary Wickering has attended all but one meeting in the past year and has been integral to the current system design having written directly or advised on several section of the statewide policies and

procedures. Gary has worked with this committee for several years in its many forms to develop the very beginnings of Coordinated Entry in Iowa.

- 8) **Furthering goals of individual Coordinated Services Regions, including in implementing referral protocols that utilize CoC-funded and other service providers, providing 24-hour access to rapid emergency services to the extent possible, and assisting in coordination between regions. Include number of meetings attended in the past 12 months, who attended and in which regions, and level of involvement in regional work. (5 points)**

Courtney has been highly involved in regional development, especially as it relates to helping regions develop their policies and procedures. Courtney has attended meetings in all the current CE regions across the state totaling 72 meetings since January. These meetings include regional planning meetings in addition to regional pull meetings as regions go live with Coordinated Entry. Unless scheduling conflicts arise, Courtney is present for each weekly pull meeting in regions that are live, ensuring that any questions with data and the list can be answered immediately or by the next week. Due to her engagement in meetings, assessment questions have changed due to regional experiences and challenges and ICA has worked to make sure that the HMIS system adapts to alleviate any of these issues. Courtney is the first person in the state to review each region's Policies and Procedures and has reviewed a draft for every region. Of the documents she has reviewed, ten have been approved by the Coordinated Entry subcommittee and five regions are live. Outside of regularly scheduled meetings, Courtney fields calls from nearly every region about Coordinated Entry and other data questions. ICA's Prioritization List is more than just a list and operates as a multifunction tool to support Coordinated Entry's referral process as well as allowing regions to access clients outside of their own region, ensuring clients have full access to all housing services available.

- 9) **Support for the Balance of Counties Region, and any other steps to develop full coverage of the 96 counties of the Balance of State. Include steps that will be taken to increase outreach to and engagement of agencies not previously involved in Coordinated Entry. (5 points)**

Since the end of January, Courtney Guntly has attended several meetings of the Balance of Counties region. One in person meeting in Atlantic was arranged to bring together partners in surrounding counties to discuss the possibility of creating their own region for Coordinated Entry services. There were approximately 15 providers present at the Atlantic meeting and there was interest in becoming part of a region instead of the all-encompassing Balance of Counties. Some other regional meetings have brought in partners that had previously not been engaged in Coordinated Entry, such as the Upper Des Moines region. ICA

can continue to support this development and engagement with partners and agencies in this region.

- 10) **Increased access to housing across the Balance of State, especially through a low-barrier and housing-first orientation. Provide a timeline and specific steps. (5 points)**

This question does not really fall into the realm of the services we are applying to provide. However, through our continued role in reviewing all regional policies and procedures as well as participating in all client pull meetings we can verify that housing first is always a requirement of the regions and is being utilized appropriately and bringing any issues and concerns to the CoC Coordinated Entry Committee.

- 11) **Outreach and marketing of the Coordinated Entry system throughout the Balance of State, especially through a person-centered, culturally-competent approach that respects client choice. Provide a timeline and specific steps for moving forward. (5 points)**

This question does not really fall into the realm of the services we are applying to provide.

- 12) **Providing trainings related to Coordinated Entry. Provide a timeline and training plan for moving forward, including format of training. (5 points)**

Sixty-three people have been trained in the Coordinated Entry HMIS process in since the beginning of March, which encompasses staff from seven regions: Northeast Iowa, Two Rivers, Linn/Benton/Jones, Eastern Iowa, Johnson/Washington, South Central/West and the Balance of Counties. Training supports both HMIS as well as the DVIMS system. ICA is flexible and has the capacity to able to provide in-person trainings or live webinars depending on regional preference. Courtney Guntly has been responsible for the content of the training and carrying out each of the trainings. Additional trainings are scheduled later in the month for staff in the Mid-Sioux and Southeast Iowa regions. As new staff are hired, or system updates are made based on continued process development Courtney will continue to train in the Coordinated Entry process in both HMIS and DVIMS. Courtney has also been working with HACAP to prioritize and schedule all required trainings for regional leads, access points, and data entry staff as well. ICA will continue to support this function with the CoC Committee and working to improve the process by helping to develop training plans and attendance monitoring procedures to ensure full regional compliance.

- 13) **Data collection and quality, including ensuring proper consent and use of client information, and connection to the DVIMS system to improve access for all consumers. (5 points)**

Throughout the meetings attended, agencies are reminded of the importance of keeping client data confidential. Two new agencies have been added to the BOS sharing group and part of that process is training them on consent forms and the importance of engaging properly with clients. ICA designed and provide the Non-HMIS MOU for agencies that attend the client by name list pull meetings are respecting and protecting client's information, ICA is also storing all copies of these forms on behalf of the CoC. Custom Data Quality reports have been created by ICA that ensure clients are signing an ROI before they are being added to the Prioritization List. Additionally, Courtney is monitoring all data that goes into the system to ensure that the data quality is high to ensure proper prioritization of clients. On a weekly basis, Courtney follows up with providers that have made errors in HMIS data entry to fix those errors and offers additional training if needed. As contact is made with new agencies that are unfamiliar with Coordinated Entry, ICA is explaining HMIS and the data standards to ensure that all regions and access points fully understand the data quality elements and requirements of Coordinated Entry. In the last 12 months, data has been collected on the Prioritization List of the number of clients that have been assessed for Coordinated Entry as well as the number of clients referred to various projects through Coordinated Entry. Successful placements can be tracked through the Prioritization List as well. ICA will provide data entry training for all access points including Prioritization List report, all training will also be available for those access points that utilize ICA's DVIMS system for Victim Service Providers.

14) **Evaluation of the CE system and/or Coordinated Services Regions system, including any evaluation tools to ensure quality. (5 points)**

Data monitoring reports have been developed by ICA staff to ensure that data is being entered into HMIS correctly and that the Prioritization List accurately represents all those individuals who are seeking assistance through Coordinated Entry. The monitoring reports are run multiple times per week and agency staff that have made errors are contacted in order to correct their mistakes. Evaluation of the Coordinated Entry process is also done through evaluating client outcomes from the Prioritization List, as it captures the number of successful and unsuccessful outcomes for clients. This can be broken into regions or agencies to see how they compare to others and provide an oversight tool for the CoC Coordinated Entry Committee to review number of referral denials per region as well as clients removed without permanent housing attained. ICA will also develop a comprehensive CE summary performance report to provide additional analysis the success of Coordinated Entry in placing clients in permanent housing.

IOWA COUNCIL ON HOMELESSNESS PARTICIPATION (5 points)

- 15) **In the past 12 months, have representatives of your agency attended at least three bimonthly meetings of the Iowa Council on Homelessness? Note that anyone may participate in Council meetings even if not a voting member. (1 point for each meeting attended, up to 3 points)**

At least one ICA staff member (Gary Wickering, Julie Eberbach, Courtney Guntly) have been present at every council meeting in the last 12 months as HMIS is a standing item on the council's agenda. Gary Wickering is also recently become a voting member of the ICH.

- 16) **Did any agency staff attend either the 2017 HUD Peer-to-Peer Symposium OR comparable training conference (list which one)? (2 points for attending)**

Yes, multiple ICA staff attended the 2018 HUD Peer to Peer Symposium and was the speaker in one session. Agency staff are also registered to attend the Iowa Finance Authority Housing Iowa Conference in September 2018.

CAPACITY (20 points)

- 17) **Describe the basic organizational structure of the agency and its financial capacity. Include evidence of an adequate financial accounting system, any experience in effectively managing federal funds, and capacity to leverage local resources in support of this project. (5 points)**

A copy of ICA's agency organizational chart is attached to this application.

ICA currently manages multiple CoC grants with seven different HUD field offices, with an approved cost allocation and financial policy. All grant fund income and eligible expense are recorded using QuickBooks software.

Management and fiscal staff meet monthly, or more often, to monitor and review income and expenditures for each project and grant. Grant funds are segregated for use for only eligible grant activities, and the Coordinated Entry project has and will continue to have a segregated budget and Profit/Loss statement.

ICA is familiar with and regularly utilizes electronic federal reporting, grant submission and financial draw and report systems, including e-LOCCS and e-Snaps, as well as state and locally required submission, draw and report formats and systems.

ICA currently conducts an A-133 Audit annually and has been considered a low-risk auditee for many years.

Our fiscal manager has twelve years of experience with responsibilities for bookkeeping, payroll, and grant administration for grant-funded projects. In conjunction with the executive director and our accounting consultant, this position oversees grant administration for U.S. Department of Housing and Urban

Development (HUD) CoC projects, as well as ESG, HOPWA, SSVF and other federal, state, and municipal grants and contracts totaling over \$5.6 million.

- 18) **Identify the project’s lead staff members and supporting staff members, and the responsibilities and qualifications of each. Indicate the approximate percentage of time that each staff member spends/will spend on this project. (5 points)**

Courtney will continue to be the lead staff member for Coordinated Entry in the Balance of State, 100% of her time will be dedicated to this project. She will be responsible for training any new access point or placement agency staff in the HMIS system. Courtney has also taken the lead on being a reviewer of policies and procedures in the regions to ensure they are meeting statewide requirements as well as overall HUD guidance. Courtney has her MSW and has spent 4 years as a case manager working with individuals experiencing homelessness prior to beginning this position at ICA, including being part of the Centralized Intake process in Polk County as it rolled out. Gary Wicking will provide oversight and management of the project thru his role as the Iowa HMIS Project Manager and can spend up to 15% of his time on this project at any given time. David Nelson supports the Prioritization List thru his role as a reporting specialist and will help design a performance report for CE, 5% of his overall time has been budgeted for this project. Julie Eberbach, Associate Director and Kimberly Grandstaff, Fiscal Manager will both provide admin support for the project and can spend up to 1% of their time assisting with financial and human resource support.

- 19) **If subcontracts or subawards with partner agencies are/will be used to carry out the project, describe the roles of each agency and the funding that is/will be allocated to each agency. Are there written agreements in place that describe the responsibilities of each partner agency? If yes, include a copy of each with the application. (10 points)**

Given the nature of the coordinated entry responsibilities ICA is applying for we do not foresee the need to execute and sub-contracts or sub-awards. ICA will continue to execute and regularly update MOUs with partner agencies utilizing HMIS and the Balance for State Data Sharing Network. Copies of those documents are attached We will continue to work collaboratively with the regional leads and will do so with any other agency chosen for the other aspects of the Coordinated Entry grant through this application process.

BUDGET & JUSTIFICATION (15 points)

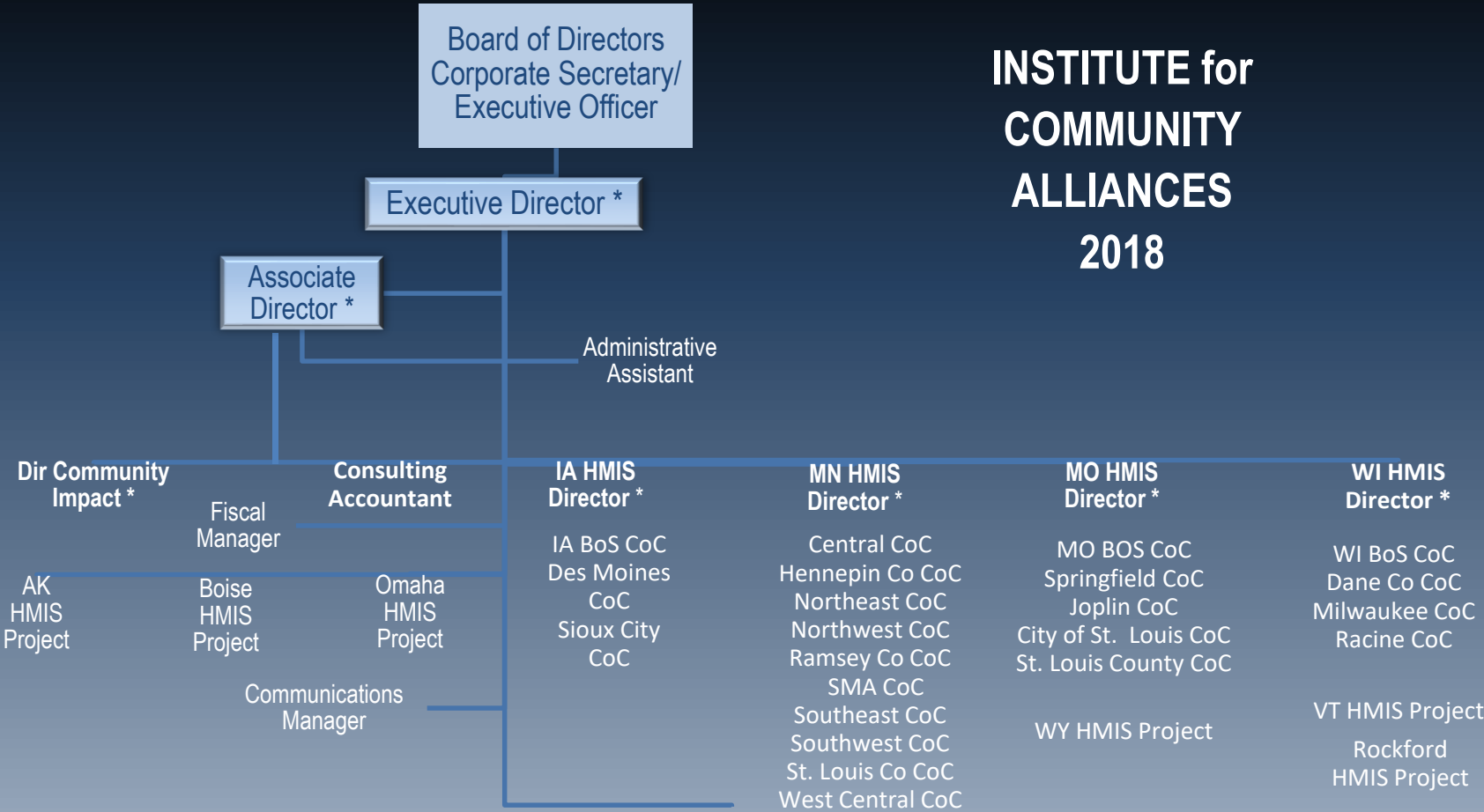
- 20) **Provide a copy of the proposed project budget and total funding request, either below or as a separate attachment. Include a budget narrative that clearly explains each item. (10 points)**

See attached budget. All line items are possible costs that can be encountered through the operation of this project, all amounts entered are estimated based on projected expenses.

- 21) **Describe the rationale for funding of a dedicated CE project continuing/beginning in late 2019: What will this project offer that will not be feasible for Coordinated Services Regions or the Iowa Council on Homelessness to do on its own at that time?** (5 points)

HMIS is a key component for the Coordinated Entry system in the Iowa Balance of State not only does its data sharing group allow regions to instantly access client information for fast and efficient services but can be utilized in measuring system performance. The need for system support and maintenance will continue as long as the Coordinated Entry system is operational. ICA will keep abreast of any changes or recommendations from HUD regarding Coordinated Entry and update data elements based on any changes HUD makes to the data standards which happens often on an annual basis. Staff turnover requires new HMIS data entry training to be completed on a regular basis in order for the Prioritization List to continue to function, the list is integral to the CE system in both HMIS and DVIMS which ICA supports solely thru this funding. ICA is the only entity in the state that can provide this level of support and technical expertise in data management of the CE project. As regions continue to develop and resources change, regional policies and procedures will have to adapt and then be reviewed for compliance and are required to be reviewed annual by HUD for CE systems. ICA can continue to provide policy review support for all regions and the CoC committee thru this funding stream.

INSTITUTE for COMMUNITY ALLIANCES 2018



* Designates Leadership Team

**Special Projects /
Technical Assistance**
North Dakota
DVIMS FEMA
Nashville

Disaster Recovery Database



**STATE OF IOWA HOMELESS MANAGEMENT INFORMATION SYSTEM
AGENCY PARTICIPATION AGREEMENT
by and between the
Institute for Community Alliances
and
Catherine McAuley Center, Cedar Rapids, Iowa
October 1, 2017 – September 30, 2018**

THIS IOWA HOMELESS MANAGEMENT INFORMATION SYSTEM AGENCY PARTICIPATION AGREEMENT (the “Agreement”) is made by and between the Institute for Community Alliances as the primary coordinating entity for the Iowa Homeless Management Information System network and Catherine McAuley Center, an Iowa nonprofit corporation located at 866 – 4th Avenue SE, Cedar Rapids, IA 52404 (“Agency”).

WHEREAS, the Agency participates in Iowa Homeless Management Information System (“HMIS”) network, which is a collaborative effort among the Institute for Community Alliances (ICA) and the Continuum of Care in Iowa to provide for the collection of data concerning homeless persons in Iowa and the use of that data to ensure that appropriate, nonduplicative services are provided to those persons; and

WHEREAS, in connection with the implementation of HMIS, ICA has made available to the Agency; ServicePoint™, a web-based client information system for recording and tracking client information that will be used for gathering information on client demographics, determining utilization of services, and case management as required by HUD and the Iowa Balance of State, Des Moines/Polk County and Sioux City/Dakota County Continuum of Care.

NOW, THEREFORE, in consideration of the mutual promises contained in this Agreement, ICA and Agency hereby agree as follows:

I. Definitions

- A. “Agency” means the agency that is a party to this Agreement.
- B. “Client” means a consumer of services provided by or through Agency.
- C. “Participating Program” means a contributory program who records data elements regarding clients served and discloses these data elements through agreed upon means to the lead HMIS agency.



II. ServicePoint™ Use and Data Entry

A. Agency shall comply with the policies and procedures applicable to agencies participating in HMIS and using ServicePoint™. Modifications to the HMIS policies and the user policies may be made by ICA in consultation with participating agencies, and as needed, without such consultation, for the purpose of the smooth and efficient operation of the ServicePoint™ system or as required by law.

1. All users of ServicePoint™ at or under the control of the Agency are required to have had training by ICA HMIS training staff before using the ServicePoint™ database.
2. Agency shall only enter individuals in the ServicePoint™ database that exist as Clients in Agency's jurisdiction. Agency shall not misrepresent its Client base in the ServicePoint™ database by knowingly entering inaccurate information.
3. Agency shall use Client information in the ServicePoint™ database, as provided to Agency or a Participating Program, to assist Agency in providing adequate and appropriate services to the Client. This Agreement does not require or imply that services provided to Clients are contingent upon a Client's participation in the ServicePoint™ database. Services should be provided to Clients regardless of ServicePoint™ participation if the Clients would otherwise be eligible for the services.
4. Agency shall enter information into the ServicePoint™ database in a consistent manner and will strive for real-time, or close to real-time data entry.

B. Agency shall not alter information in the ServicePoint™ database entered by another Participating Program.

C. Agency shall not cause the corruption of the ServicePoint™ database in any manner.

D. Agency shall enforce all user policies to which its employees and agents are subject.

E. If this Agreement is terminated, the HMIS System Administrator will provide Agency with a copy of its Client data. Copies will be in digital format.



F. Agency shall not include profanity or other offensive language in the ServicePoint™ database.

G. Agency shall not include or transmit any material in violation of any federal or state law or regulation. This includes, but is not limited to, copyrighted material, material legally judged to be threatening or obscene, and material protected by trade secret.

H. Agency shall not use the ServicePoint™ database for the purpose of defrauding federal, state or local governments, individuals or entities, or to conduct any illegal activity.

III. Training and Technical Assistance

A. ICA shall assure that HMIS training personnel provide the necessary training for Agency staff in the use of ServicePoint™. HMIS training staff will provide training updates as necessary and reasonable due to staff changes and changes in technology.

B. ICA HMIS technical personnel will be available for continuing technical support as related to the HMIS system, within budgetary constraints.

C. ICA will assure that HMIS technical personnel and the HMIS vendor (Bowman Internet Systems) operate and maintain the network servers, software, data lines, and any other network or communication devices at the host site that are necessary for the proper functioning of the HMIS system. Agency shall provide and maintain its own high-speed connection to the Internet, and all other hardware needed for proper access of the HMIS network.

IV. Confidentiality

A. Agency shall comply with all applicable federal and state confidentiality regulations and laws that protect Client information and records, and Agency shall only release Client records with written consent by the Client or when required by law.

1. Without limiting the generality of the foregoing, Agency shall specifically comply with federal confidentiality regulations contained in 42 C.F.R. Part 2 regarding disclosure of alcohol abuse and/or drug abuse records. In general terms, federal regulations prohibit the disclosure of alcohol abuse and/or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom the record pertains or as otherwise permitted by 42 C.F.R. Part 2. A general authorization for the release of medical or other information is not sufficient for the purpose of disclosing alcohol abuse and/or drug abuse records.



2. Agency shall provide a verbal explanation of the HMIS database and the terms of consent to each Client and shall arrange for a qualified interpreter or translator in the event that an individual is not literate in English or has difficulty understanding the consent form.
3. Agency understands that data entered into ServicePoint™ is stored in a HIPPA compliant data center. The file server, which will contain all Client information, including encrypted and identifying Client information, will be located at Bowman Internet Systems, Inc. in Shreveport, LA.
4. Agency shall utilize an HMIS Client Informed Consent/Release of Information form for all Clients providing information for the database that is shared through an open record. The Client Informed Consent/Release of Information form, once signed by the Client, authorizes Client data to be entered into the ServicePoint™ database and for the record to be opened for access to participating HMIS agencies. Agency shall record, in the database, all restrictions requested by the Client.
5. Agency shall not solicit or input information from Clients into the HMIS database unless it is essential to provide services to Clients meet HUD standards, and/or requirements or conduct authorized evaluation or research in connection with HMIS.
6. Agency shall ensure that all staff, volunteers, and other persons issued a user ID and password for ServicePoint™ receives information and training concerning the confidentiality of Client information and signs the User Confidentiality and Responsibility Policy Agreement in the form attached to this document as Attachment A
7. A signed copy of the User Confidentiality and Responsibility Policy Agreement shall be forwarded to the HMIS System Administrator, ICA, 1111 9TH Street, Suite 245, Des Moines, IA 50314 for the purposes of system administration.
8. Agency shall ensure compliance with ServicePoint™ user license agreements as well as user ID and password policies and procedures as set forth in the HMIS User Confidentiality and Responsibility Policy Agreement.
9. Agency understands that it is the custodian of its own agency-specific Client data and shall not be denied access to that Client data. As per the Iowa HMIS Policies and Procedures identifiable client records are owned by the client. Agency acknowledges that it does not own Client data entered by other Participating Program(s), even if Agency has entered into a Memorandum of Agreement (“MOA”) with the other Participating Program(s). In accessing Client data of other Participating Program(s), Agency shall be bound by all restrictions placed upon the data by the Client of the other Participating Program(s).



10. Agency shall obtain the appropriate Client Release of Information signed by its Client before sharing any specific and identifiable Client information with other Participating Program(s).

11. Agency shall keep signed copies of the Client Release of Information for a period of seven years.

12. If a Client withdraws consent for release of information, Agency shall ensure that the Client's information that has not already been released under the prior consent will be unavailable to any other Participating Program(s) from the date of withdrawal of consent forward.

V. HMIS Security

1. ICA shall retain a System Administrator and at least one backup System Administrator for the purposes of:

- a. Overall system administration and maintenance
- b. Validating, establishing, and granting security clearances to participating agencies.
- c. Ensuring that security procedures are followed.
- d. Troubleshooting and technical assistance to agencies.
- e. Providing a single point of contact for agencies, HMIS contracted vendors, and the ServicePoint™ vendor.

2. Agency acknowledges and understands that the HMIS System Administrator will have access to identifiable Client data. Agency understands that the HMIS backup System Administrator(s) will have access to identifiable Client data in instances where the HMIS System Administrator is unavailable for an extended period of time.

3. A copy of any executed Coordinated Services Agreement between Agency and any other Participating Program(s) as it pertains to the sharing of data and/or security through the HMIS network must be provided to the HMIS System Administrator, ICA, 1111 9th Street, Suite 245, Des Moines, IA 50314, for the purpose of maintaining proper system security. Each Coordinated Services Agreement must contain language addressing coordinated user, security, and data sharing policies that are consistent with the HMIS Manual and in accordance with the ServicePoint™ User License Agreement.



4. Agency is obligated to ensure that within 24 hours of a change affecting Agency, the HMIS System Administrator has current and accurate data regarding the Agency Administrator and ServicePoint™ user information for Agency.
5. Agency is obligated, once identified, to rectify any violations of this agreement or the ServicePoint™ User License Agreement.

VI. Access to Data

1. Agency's access to data on Clients it does not serve shall be limited to non-identifying and statistical data unless the sharing of identifiable Client data is allowable under an executed Coordinated Services Agreement that conforms with the terms of this Agreement.
2. Agency or ICA may make aggregate data pertaining to services for homeless persons available to other entities for funding or planning purposes. However, such aggregate data shall not directly identify individual.
3. If this Agreement is terminated; ICA and each other Participating Program shall maintain their respective rights to the use of all Client data previously entered by Agency, subject to any restrictions requested by the Client.

VII. Other Terms and Conditions

1. ICA shall not be liable to Agency for any cessation, delay, or interruption of any HMIS services, nor for any malfunction of HMIS hardware, software, or equipment.
2. This Agreement shall be in force until terminated in writing by either party. Without limiting the generality of the foregoing or the right of ICA to terminate this Agreement for any reason, ICA may terminate this Agreement if funding for HMIS or any part thereof becomes unavailable or is restricted.



N WITNESS WHEREOF, ICA and Agency have executed this Agreement by their respective duly authorized representatives.

Institute for Community Alliances

By: _____ Date _____

Printed Name: _____

Title or Capacity: _____

AGENCY:

Catherine McAuley Center

By: _____ Date _____

Printed Name: _____

Title or Capacity: _____

Iowa Balance of State Coordinated Services Network Memorandum of Understanding and Interagency Data Sharing & Services Agreement

The Iowa agencies listed on “Attachment One” of this document hereby enter into an “Interagency Data Sharing and Coordinated Services Agreement”.

The Iowa Balance of State Coordinated Services Network utilizes a computerized record keeping system that captures information about people experiencing homelessness that is administered by the Institute for Community Alliances. In addition to creating an unduplicated count of the homeless population and developing aggregate information that will assist in developing policies to end homelessness, the system allows programs if they agree, to share information electronically about clients, including their service needs, who have been entered into the software, in order to better coordinate services.

Client level information can only be shared between agencies that have established an Interagency Data Sharing Agreement and have received written consent from particular clients agreeing to share their personal information with another agency.

The agency receiving the written consent has the ability to “share” that client’s information electronically through the system with a collaborating agency.

This process can benefit clients by eliminating duplicate intakes. Intake and exit interviews can be shared, with written consent, between collaborating agencies.

By establishing this agreement, the collaborating agencies agree that within the confines of the Iowa Balance of State Coordinated Services Network and the HMIS software:

1. Acknowledge that in transmitting, receiving, storing, processing or otherwise dealing with any consumer protected information, they are fully bound by state and federal regulations governing confidentiality of patient records, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 (‘HIPAA’, 45 CFR, Parts 160 & 164), and cannot use or disclose the information except as permitted or required by this agreement or by law.

2. Acknowledge that they are prohibited from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by state and federal regulations governing confidentiality of patient records, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 (‘HIPAA’, 45 CFR, Parts 160 & 164), A general authorization for the release of information is **NOT** sufficient for this purpose.

3. Agree to use appropriate safeguards to prevent the unauthorized use or disclosure of the protected information.

4. Agree to notify each of the other participating agencies, within one business day, of any breach, use, or disclosure of the protected information not provided for by this agreement.
5. Agree to adhere to the standards outlined within the Health Insurance Portability and Accountability Act of 1996 ('HIPAA', 45 CFR, Parts 160 & 164) which provides consumers access to their protected information, (164.524), the right to amend protected information (164.526), and receive an accounting of disclosures of protected information (164.528).
6. Information that is shared with written consent will not be used to harm or deny any services to a client.
7. The Agency shall reconfirm the client's permission to share his or her data with the Coordinated Services Network on an annual basis, if the client is still receiving services from the agency.
7. The Agency shall not solicit or input information from Clients into the Coordinated Services database unless it is essential to provide services.
8. Clients have the right to request information about who has viewed or updated their Iowa Balance of State Coordinated Services Network record.
9. Agree to notify each of the other participating agencies of their intent to terminate their participation in this agreement.
10. Agree to resist, through judicial proceedings, any judicial or quasi-judicial effort to obtain access to protected information pertaining to consumers, unless expressly provided for in state and/or federal regulations.
11. Agree to complete the individual agency's Authorization to Release Information in addition to the Iowa Balance of State Coordinated Services Network Release, if any protected personal information is released to any service provider outside of this coordinated service group as outlined above.
12. A violation of the above will result in immediate disciplinary action.

Whereby the listed agencies agree to share where applicable the following protected personal information via the Iowa Balance of State Coordinated Services Network (electronic, web-enabled):

Client First Name	Client Last Name
Client Social Security Number	Client Birth Date
Entry/Exit Information	Case Manager Information
Incident History	Client's "Iowa Basic Assessment"
Client's Services History	Client's Program Goals
Client Disability Information	Client's "Vulnerability Index -Service Prioritization Decision Assistance Tool" Assessment (VI – SPDAT)

The signatures below constitute acceptance of the “Memorandum of Understanding” and “Data Sharing and Coordinated Services Agreement”:

Institute for Community Alliances (Network Technical Administrators)

1111 – 9th Street, Suite 380

Des Moines, IA 50314

Name & Title of Authorized Signature: _____

Signature/Date

ICA CE HMIS Budget

HMIS SERVICES

Hosting	135.60	Monthly Hosting Charge from Medware for Courtney
Total HMIS SERVICES	135.60	

HMIS SOFTWARE

Annual Support	154.08	Monthly Support Charge from Medware for Courtney
Supporting Software Tool	130.08	Monthly Reporting Tool Charge for Medware for Courtney
Total HMIS SOFTWARE	284.16	

Salary

Administrative Support - Kim Grandstaff	660.00	1% FTE
Employer SS/Medicare	50.49	
401k	33.00	
Life/LTD Insurance	0.95	
Health/Dental Insurance	81.55	
Vision	0.11	
	<u>826.10</u>	

Technical Support & Training - Courtney	50,000.00	100% FTE
Employer SS/Medicare	3,825.00	
401k	2,500.00	
Life/LTD Insurance	78.00	
Health/Dental Insurance	6,106.80	
Vision	130.80	
	<u>62,640.60</u>	

Technical Support & Training - Dave Nelson	3,100.00	5% FTE
Employer SS/Medicare	237.15	
401k	155.00	
Life/LTD Insurance	4.55	
Health/Dental Insurance	548.44	
Vision	6.54	
	<u>4,051.68</u>	

Technical Support & Training - Gary Wickerling	9,750.00	15% FTE
Employer SS/Medicare	745.88	
401k	487.50	
Life/LTD Insurance	14.13	
Health/Dental Insurance	977.63	
Vision	19.62	
	<u>11,994.76</u>	

Project Director	941.50	1% FTE
Employer SS/Medicare	72.02	
401k	47.08	
Life/LTD Insurance	1.26	
Health/Dental Insurance	138.17	
Vision	0.11	
	<u>1,200.13</u>	

Total Salary 80,713.27

Rent 3,000.00

HMIS OPERATIONS 15,866.97

Internet	100.00	Monthly Internet Charge
Computer	1,500.00	
OFFICE SUPPLIES	100.00	Various office supplies such as pens, paper, folders, etc.
Telephone	150.00	Monthly Phone Charge
Cell Phone	750.00	Monthly cell phone charges for Courtney, Gary, Kim and possibly Julie
Printing	5.00	Monthly Maintenance Agreement with Midwest and possible copy charges if needed
Postage and Delivery	2.00	Monthly Access to postage printing site
Insurance	145.00	ICA Business Insurance - Work Comp Insurance, Liability Insurance and other business insurance
Travel & Conference Registrations	12,884.97	

Miscellaneous

Contract - Discher	5.00	CEO Contract - Oversees fiscal management, signs checks, grants and other agency duties
Audit	150.00	ICA yearly fiscal audit
Jane Meyer - Consultant	75.00	Consulting Accounting - Reviews Fiscal Manager entries, grant budgets, reconcils bank statement and other oversight duties

Total Budget 100,000.00