

HMIS MONITORING AND TECHNICAL ASSISTANCE VISIT GUIDANCE

The following practices will take place when conducting our Monitoring and Technical Assistance site visits. Below are some bullet points which identify what information and local policies we will review during your next, and all future, onsite visits.

HMIS USE, DATA ENTRY PROCEDURES AND CLIENT RECORDS WILL BE REVIEWED.

- We will review a minimum of 10 client files for your agency to ensure all required HMIS data elements are collected and entered timely and accurately into HMIS, as prescribed by HMIS policy;
 - Files will be reviewed for:
 - Accuracy
 - An HMIS Release of Information
 - Entry and Exit Dates
 - Intake paperwork and Exit information reflects HMIS information
 - Income, Non-cash, Disability, and Health Insurance Information, including start dates, end dates and interim reviews
- We will review your language access plan for non-English speaking clients.

OVERALL PROJECT REPORTS WILL BE REVIEWED.

- Data Quality and Completeness
- Sub-Assessment
- Point In Time
- Grant required reports as applicable

CONFIDENTIALITY AND SYSTEM SECURITY PRACTICES WILL BE REVIEWED.

- We will observe the area in which client data is collected to ensure a HMIS Consumer Notice is appropriately posted;
- We will determine that your agency has the capability to produce the HMIS Baseline Privacy Standards upon client request;
- We will observe where client records and HMIS reports are stored to ensure they are in a secure location;
- We will observe the location and position of all computers, workstations, and office equipment used for HMIS purposes to ensure client data cannot be viewed by unauthorized individuals;
- We will review your agency practice to ensure unauthorized individuals are not allowed in areas where client data is collected and/or entered into HMIS;
- We will review what anti-virus and firewall software your agency uses;

- We will review your password and screen saver security processes for all computers used by HMIS users;
- We will review your record retention policy and how records are destroyed.

Technical Assistance will be offered and/or provided. This will be the opportunity to request any technical assistance you may need. In addition, we will be providing technical assistance on any data monitoring issues we discover either during the site visit or through our regular data monitoring processes. The intent is not to be punitive but to provide assistance with data entry problems to avert or correct data issues which could impact data quality and reporting.

At the conclusion of the on-site visit, your System Administrator will issue either a Met Compliancy letter or a letter of corrective action. If corrective action is issued, there will be a specified time frame for the agency to come into compliance as well as any identified training and/or further technical assistance required.