



# Alaska Homeless Management Information System (AKHMIS) Governance Charter

## INTRODUCTION

### PURPOSE AND SCOPE

The purpose of this Governance Charter is to confirm agreements between the two Alaska Continua of Care (AK CoCs) – the Alaska Balance of State CoC (AK 501) and the Anchorage CoC (AK 500) – and the Designated HMIS Lead Agency in connection with the shared governance of the Alaska Homeless Management Information System (hereinafter AKHMIS). These parties to this AKHMIS Governance Charter share a common interest in collaborating to end homelessness and effectively implementing and operating AKHMIS in the State of Alaska. As such, this Governance Charter sets forth the general understandings, and specific responsibilities of each party relating to key aspects of the governance and operation of the AKHMIS. This Governance Charter is proposed by the AKHMIS Advisory Board and becomes effective when approved by both AK CoCs.

### BACKGROUND

The AKHMIS is a collaborative project of the AK CoCs, the HMIS Lead Agency, and AKHMIS Participating Organizations.

A Continuum of Care (CoC) is a community-wide initiative to provide a range of housing and services for individuals and families experiencing homelessness. The Continuum of Care system is inclusive of the Homeless Response System, including but not limited to homelessness prevention assistance, emergency shelter, transitional housing, permanent affordable and permanent supportive housing, supportive services, specialized programs and outreach for designated homeless subpopulations, and integration with “mainstream” programs.

HMIS is an internet-based data collection application designed to capture information about the numbers, characteristics, and needs of persons experiencing homelessness and those at-risk of homelessness over time. Use of HMIS is mandated by the U.S. Department of Housing and Urban Development (HUD) for all communities and organizations receiving HUD CoC Emergency Solutions Grant, and/or Housing Opportunities for Persons with AIDS funds; by the U.S. Department of Veterans Affairs for organizations receiving Supportive Services for Veteran Families and/or Grant Per Diem funds; and Department of Health and Human Services PATH and/or Runaway and Homeless Youth funds.

HMIS enables homeless service providers to collect uniform client information over time. A comprehensive AKHMIS is essential to efforts to streamline client services and inform public policy decisions aimed at addressing and ending homelessness at local, state, and federal levels. Through AKHMIS, people experiencing homelessness benefit from improved coordination within and between organizations, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through AKHMIS is critical to the preparation of a periodic accounting of homelessness in Alaska, which may include measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs. Such an unduplicated accounting of homelessness is necessary to service and systems planning, effective resource allocation, and advocacy.

The two Alaska CoCs are the Homeless Prevention and Response System (HPRS) Advisory Council and the Alaska Coalition on Housing and Homelessness (AKCH2).

The State of Alaska’s implementation of HMIS (AKHMIS) is administered by the Institute for Community Alliances (ICA) and WellSky™. WellSky™ administers the central server and ICA administers user and Organization licensing, training, and compliance. In this Charter, “Client” is a consumer of services, “AKHMIS Participating Organization” is an organization that directly accesses and/or enters data into AKHMIS, “AKHMIS Partner Organization” is an organization that records, uses, or processes PII on clients at-risk of or experiencing homelessness for an HMIS, and “user” is a person with access to AKHMIS at an AKHMIS Participating Organization via a unique username and password.

## SPECIFIC RESPONSIBILITIES OF THE PARTIES

### ALASKA BALANCE OF STATE COC AND THE ANCHORAGE COC

The AK CoCs serve together as the AKHMIS governance body, providing oversight, project direction, policy setting, and guidance for the AKHMIS. It is the responsibility of the AK CoCs to:

<b>GENERAL</b>	<ul style="list-style-type: none"><li>• Designate the HMIS Lead, when applicable.</li><li>• Select the software to be used for HMIS.</li><li>• Approve any changes to the HMIS Lead Agency or software.</li><li>• Obtain and maintain the contract with the selected software vendor.</li></ul>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"><li>• Publicly post AKHMIS Governance Charters, AKHMIS Policies and Procedures, and other relevant documentation.</li></ul>
<b>POLICIES AND PROCEDURES</b>	<p>Request revision to any AKHMIS operational agreement, policy, procedure, privacy plan, security plan, and AKHMIS Data Quality Plan developed by the HMIS Lead Agency, reviewed by AKHMIS Advisory Board, and recommended to the AK CoCs' governing bodies for approval.</p> <ul style="list-style-type: none"><li>• Ensure recipients and subrecipients are participating in AKHMIS and are in compliance with the AKHMIS Privacy Policy, AHMIS Security Policy, and AKHMIS Data Quality Plan.</li></ul>
<b>HMIS PARTICIPATION</b>	<ul style="list-style-type: none"><li>• Conduct outreach to homeless assistance organizations not using AKHMIS and encourage these organizations, and other mainstream programs serving people experiencing homelessness, to participate in AKHMIS.</li><li>• Work to inform elected officials, government agencies, the nonprofit community, and the public about the role and importance of AKHMIS and AKHMIS data.</li><li>• Promote the effective use of AKHMIS data, including its use to measure the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs.</li></ul>
<b>COMPLIANCE</b>	<ul style="list-style-type: none"><li>• Ensure AKHMIS is administered in compliance with requirements prescribed by <a href="#">HUD HMIS Data Standards</a>.</li></ul> <p>Ensure AKHMIS Participating Organization and user compliance with the <a href="#">HUD HMIS Data Standards</a>, and all AKHMIS operational agreements, policies, and procedures via regular reporting from the HMIS Lead Agency.</p>
<b>SYSTEM ADMINISTRATION</b>	<p>Approve HMIS Lead Agency recommendations to terminate a user license or restrict the AKHMIS participation of an Organization.</p>
<b>REPORTING</b>	<p>Provide all local information as necessary for compilation of the Continuum of Care Housing Inventory Count (HIC) and Point-in-Time (PIT) Count, System Performance Measures, and support the HMIS Lead Agency in preparing required annual reports.</p> <ul style="list-style-type: none"><li>• Regularly report performance measures of the system as identified by the AK CoCs.</li></ul>
<b>DATA QUALITY</b>	<ul style="list-style-type: none"><li>• Assist AKHMIS Participating Organizations and users to rectify data quality concerns.</li><li>• Review referred unresponsive AKHMIS Participating Organizations and AKHMIS Participating Organizations failing to meet data quality standards. Follow the Data Quality Improvement Process as outlined in the AKHMIS Data Quality Plan, as necessary.</li><li>• Ensure AKHMIS Participating Organizations understand the AKHMIS Data Quality Plan and its importance.</li><li>• Determine the consequences for AKHMIS Participating Organizations should they fail to abide by this AKHMIS Data Quality Plan or a AKHMIS Data Quality Improvement Plan.</li></ul>

## COLLABORATIVE APPLICANT

The Collaborative Applicant is 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.

The Collaborative Applicant for Anchorage is Anchorage Coalition to End Homelessness (ACEH) and the Collaborative Applicant for the Balance of State is the Alaska Housing Finance Corporation (AHFC).

## AKHMIS ADVISORY BOARD

The AKHMIS operates under a model of shared governance by the two AK CoCs, as executed by each AK CoC's Board of Directors or equivalent governing body. The AK CoCs exercise the following responsibilities for AKHMIS governance through the AKHMIS Advisory Board:

### GENERAL

- Appoint members and officers of the AKHMIS Advisory Board, consistent with established protocols.
- Serve as a forum for broader stakeholder engagement, program coordination, policy, planning, and operation of AKHMIS program.

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### COMMUNICATION

Engage in collaborative and consistent communication with the Alaska Balance of State Continuum of Care, the Anchorage Continuum of Care, and the HMIS Lead Agency.

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### POLICIES AND PROCEDURES

Review AKHMIS operational policies procedures, and protocols developed by the HMIS Lead Agency and submit recommended documents to each AK CoC Board of Directors or equivalent governing body for approval.

- Responsible for providing input and feedback on policies and procedures related to the system.

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### COMPLIANCE

- Ensure system compliance with HUD and legislative mandates.

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### SYSTEM ADMINISTRATION

- Ensure the AKHMIS scope aligns with the requirements of AKHMIS Participating Organizations, HUD, and other stakeholder groups.
- Address any issue that have major implications for the AKHMIS, such as [HUD HMIS Data Standards](#) revisions or AKHMIS Vendor performance problems to provide recommendations to the AK CoCs' boards.
- Provide strategic planning, policies, and priority recommendation to the two CoC boards for the administration of the AKHMIS program.
- Inform the AK CoCs on the areas of the system that would benefit from enhancement or improvement.

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### USER/AKHMIS PARTICIPATING ORGANIZATION

- Provide feedback on system structure, training practices and policies.

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### REPORTING

- Resolve issues as they arise related to the AKHMIS program and participate in annual review of the performance of the designated HMIS Lead Agency.

## ICA ROLE IN AKHMIS

The AK CoCs designate ICA to administer AKHMIS operations on its behalf, and to provide AKHMIS technical administrative functions at the direction of the AK CoCs through the CoC governing bodies and achievements outlined in the contractual agreement. ICA is responsible for managing and administering AKHMIS operations and activities, as designated by the CoC. ICA exercises these responsibilities at the direction of the AK CoCs' Boards. These responsibilities are contingent on receipt of the appropriate funding from AK CoCs and AKHMIS Participating Organizations. The responsibilities of ICA, as contract agreement warrants, include:

### GENERAL

- Responsible for the activities and tasks outlined in the HUD [HMIS System Administrator Checklist](#).
- Invoice the two AK CoCs for AKHMIS fees.
- Participate as a voting or non-voting member of the AK CoCs' Board of Directors or equivalent decision-making bodies.
- Attend the HMIS or Data Committee meetings of the AK CoCs, as needed.

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### COMMUNICATION

- Provide and maintain the ICA website.
- Ensure the software vendor complies with the responsibilities designated below (Software Vendor) and communicate to the AKHMIS Advisory Board and the AK CoCs if compliance is compromised.
- Report any concerns with the software vendor to the AKHMIS Advisory Board.
- Inform AK CoCs and AKHMIS Participating Organizations how each major software release will change or impact current workflow and operations.
- Communicate at least monthly with users through an email newsletter. The email-newsletter will provide information on upcoming regulatory changes, software upgrades, current AKHMIS news, grants, training, etc.

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### POLICIES AND PROCEDURES

- Develop policies, procedures, and protocols for functions essential to the viability and success of the AKHMIS including, but not limited to operational agreements, data privacy, data quality, analysis, reporting, and data sharing protocols to be reviewed by the AKHMIS Advisory Board and approved by the AK CoC boards.
- Maintain all AKHMIS policies, procedures, and protocols for functions essential to the viability and success of the AKHMIS including, but not limited to operational agreements, data privacy, data quality, analysis, reporting, and data sharing protocols.

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### HMIS PARTICIPATION

- Obtain signed AKHMIS Organization Partnership Agreements, AKHMIS Interorganizational Data Sharing and Coordinated Services Agreements, and AKHMIS User Agreements.
- Monitor AKHMIS Participating Organizations and users to ensure compliance with AKHMIS operational agreements, policies and procedures on behalf of, and at the direction of, the AK CoCs.

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### COMPLIANCE

- Comply with [HUD HMIS Standards](#) (including anticipated changes to the current [HUD HMIS Data Standards](#)) and all other applicable laws.
- Responsible for AKHMIS meeting HUD compliance standards annually.
- Ensure software is in compliance with current [HUD HMIS Data Standards](#), local privacy policies, and other applicable law, and abides by any restrictions clients have placed on their own data.

**SYSTEM**

**ADMINISTRATION**

- Convene a minimum of four meetings of the AKHMIS Advisory Board annually.
  - Determine the parameters of AKHMIS as it relates to continuity of service, ability to limit access to the data, hosting responsibilities, general security and maintenance issues, data storage, back-up and recovery, customization, compliance with HUD Data Standards, reporting needs, training, and technical support. Provide overall staffing for the operation of the AKHMIS.
  - Ensure the software vendor complies with the responsibilities designated below and communicate to the AKHMIS Advisory Board and the AK CoCs if compliance is compromised.
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**USER/AKHMIS  
PARTICIPATING  
ORGANIZATION**

- Provide and manage AKHMIS user licenses, including authorizing usage and the level of access to AKHMIS for all users.
  - Provide the necessary training for the Organizations and users within the AK CoCs, such as: New User Training, Management Training, Report Training, AKHMIS Security Training, and Refresher Training.
  - Provide specific training for Program Directors and AKHMIS users.
  - Develop and maintain training materials that provide data entry guidance for users.
  - Provide all training and user guidance needed to ensure appropriate system use, data entry, data reporting, and data security and confidentiality.
  - Maintain documentation of user training completion.
  - Outreach to AKHMIS Participating Organizations to provide user support.
  - Maintain an email helpdesk for user support.
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**REPORTING**

- Responsible for the ongoing maintenance of existing reports, which includes changes in reports as updates are made to the AKHMIS.
  - Complete or provide assistance for the completion HUD CoC Program Notice of Funding Availability, Consolidated Annual Performance Evaluation Report, CoC 10 Year Plans, Annual Performance Reports, Housing Inventory Counts, Point-in-Time Counts, System Performance Measures, and other reports to funders federally mandated to use HMIS.
  - Ensure AKHMIS policies and procedures and recommended data entry workflow align with collecting the data necessary to complete the reports listed above.
  - Construct, run, and publish all necessary system-wide reports to meet federal and local reporting compliance.
  - Provide aggregate reports to groups or stakeholders requesting AKHMIS information within the constraints detailed in the AKHMIS Policies and Procedures.
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## DATA QUALITY

- Ensure all client and homeless program data are collected in adherence to the current [HUD HMIS Data Standards](#), the AKHMIS Policies and Procedures, and any additional local requirements.
- Maintain the AKHMIS Data Quality Plan for review by the AKHMIS Advisory Board and final approval through the AK CoCs.
- Monitor data quality and generate data quality reports to inform the AK CoCs about data quality regularly as described in the AKHMIS Data Quality Plan.
- Provide data quality reports on a quarterly basis to the AK CoCs, Data Committee(s), and AKHMIS Participating Organizations and offer additional training to those AKHMIS Participating Organizations that need to improve their data quality. The quarterly reports for the Data Committee(s) will provide information on timeliness, bed utilization rates, and data completeness for all projects.
- Assist AKHMIS Participating Organizations and users to rectify data quality concerns.
- Provide technical assistance to users that need help correcting data entry errors.
- Refer unresponsive AKHMIS Participating Organizations, and AKHMIS Participating Organizations failing to meet data quality standards, to AK CoC governing bodies for review, with possible consequences outlined the AKHMIS Data Quality Plan.
- Carry out aggregate data extraction and reporting under the guidance of the AKHMIS Advisory Board.
- Assist AKHMIS Participating Organizations with organization-specific data collection and reporting needs, such as the Annual Performance Report and other program reports (within reason and within constraints of budget and other duties).
- Develop AKHMIS data entry workflow and requirements for AKHMIS data and reporting to meet reporting requirements.

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## SATISFACTORY ASSURANCES REGARDING CONFIDENTIALITY AND SECURITY

It is understood that AKHMIS will contain client information that may be subject to the privacy and security protections and requirements of [HUD HMIS Standards](#), HIPAA Privacy Rule, other law, and local HMIS privacy and security policies and procedures. ICA hereby agrees that it will use protected client information only for purposes permitted by agreement as per the AKHMIS Organization Partnership Agreement and as permitted by the applicable law and standards. Furthermore, ICA agrees it will make use of all safeguards required by [HUD Privacy Standards](#), HIPAA Privacy Rule, where appropriate, other law, and local HMIS privacy and security policies and procedures in order to prevent any unauthorized disclosure of protected client information.

- Develop and implement security and confidentiality plans required by the [HUD HMIS Standards](#).
- Assist all AKHMIS Participating Organizations and AKHMIS Partner Organizations to rectify organization data security and privacy concerns.

## GENERAL UNDERSTANDINGS

### CONTINUUM OF CARE GOVERNANCE

The AK CoCs are responsible for shared governance of the AKHMIS. The AK CoCs are the lead planning organizations for efforts to end homelessness, and for implementing and operating the Homelessness Response System in the State of Alaska. As such and under HUD policy (24 CFR part 580), the AK CoCs are responsible for AKHMIS oversight and implementation including planning, software selection, HMIS Lead designation, and setting up and managing the AKHMIS in compliance with [HUD HMIS Data Standards](#). The AK CoCs' oversight and governance responsibilities are carried out by the AKHMIS Advisory Board which reviews and recommends AKHMIS policies and procedures.



### COMPLIANCE WITH HOMELESS MANAGEMENT INFORMATION SYSTEM STANDARDS

The AKHMIS is operated in compliance with [HUD HMIS Data Standards](#) and any other applicable regulations. The parties anticipate that HUD will release revised [HUD HMIS Data Standards](#) periodically. The parties will recommend changes to this Governance Charter, the AKHMIS Policies and Procedures, and other AKHMIS operational documents, to comply with the revised standards within the HUD-specified timeframe for such changes. Anytime the AKHMIS Advisory Board or the HMIS Lead Agency is aware that AKHMIS is not in compliance they are expected to immediately notify the AK CoCs.

### OPERATIONAL POLICIES AND AGREEMENTS

The AKHMIS operates within the framework of agreements, policies, and procedures that have been developed and approved over time by the HMIS Lead Agency and the Continua. All operational agreements and policies and procedures are reviewed annually by the HMIS Lead Agency, the AKHMIS Advisory Board, and the AK CoCs to comply with the local and federal HMIS Standards or otherwise improve AKHMIS operations.

### DATA OWNERSHIP

The data entered into AKHMIS is owned by the AKHMIS Participating Organization responsible for entering that client-level information into AKHMIS. The HMIS Lead Agency and AKHMIS Participating Organizations are jointly responsible for ensuring that AKHMIS data processing capabilities, including the collection, maintenance, use, disclosure, transmission, and destruction of data comply with the AKHMIS privacy, security, and confidentiality policies and procedures. The AKHMIS Participating Organizations have the final authority to approve or disapprove the use of the data that is contained in AKHMIS. When AKHMIS Participating Organizations are out of compliance with HUD standards the HMIS Lead Agency, the AKHMIS Advisory Board, or any other party who becomes aware of the issue will immediately notify the applicable AK CoC.

### SOFTWARE AND HOSTING

The AK CoCs have selected a single software product to serve as the sole AKHMIS software application in Alaska. All AKHMIS Participating Organizations agree to use the product as configured for the AKHMIS.

### SOFTWARE VENDOR

The selected software vendor and AKHMIS database must meet all HUD regulations and policies, and the following requirements:



- Ensure the AKHMIS design meets HUD HMIS Data Standards.
- Develop a codebook and provide other documentation of programs created.
- Provide ongoing support to ICA pertaining to the needs of users to mine the database, generate reports, and other interface needs.
- Administer the product servers, including web and database servers.
- Monitor access to AKHMIS through auditing.
- Monitor functionality, speed, and database backup procedures.
- Provide backup and recovery of internal and external networks.
- Maintain the system twenty-four hours a day, seven days a week.
- Communicate any planned or unplanned interruption of service to ICA.
- Take all steps needed to secure the system against breaches of security and system crashes.

## FUNDING

Funding for the software and operations of the AKHMIS shall be provided by the AK CoCs, through a HUD Continuum of Care HMIS program grant, state funding, and other funding from the CoC. In the event there is a shortfall in funding for the software or operation of the AKHMIS, the AKHMIS Advisory Board may explore options to increase revenue and provide recommendations to the AK CoCs.

## PERIOD AND AMENDMENTS

### PERIOD OF OPERATION AND TERMINATION

This Governance Charter will become effective upon signature of all parties and shall remain in effect until termination. Each party shall have the right to terminate this Governance Charter as to itself only upon 30 days prior written notice to the AKHMIS Advisory Board in care of the HMIS Lead Agency. Violation of any component may be grounds for immediate termination of this Governance Charter.

### AMENDMENTS

Amendments, including additions, deletions, or modifications to this Governance Charter after signature must be agreed to by all parties.

## SIGNATURE

***The signature of each party below constitutes agreement with and acceptance of the terms and conditions set forth in this AKHMIS Governance Charter:***

\_\_\_\_\_  
Continuum of Care: AK-501 Representative Date

\_\_\_\_\_  
Continuum of Care: AK-500 Representative Date

\_\_\_\_\_  
AKHMIS Advisory Board Chair Date

\_\_\_\_\_  
HMIS Lead Agency Date

## AKHMIS Governance

### Roles and Responsibilities Quick Reference

Activity/Task	CoC	AKHMIS Advisory Board	HMIS Lead Agency
<b>General</b>			
Designate the HMIS Lead, when applicable.	X		
Select the software to be used for HMIS.	X		
Approve any changes to the HMIS Lead Agency or software.	X		
Obtain and maintain the contract with the selected software vendor.	X		
Appoint members and officers of the AKHMIS Advisory Board, consistent with established protocols.		X	
Serve as a forum for broader stakeholder engagement, program coordination, policy, planning, and operation of AKHMIS program		X	
Responsible for the activities and tasks outlined in the HUD HMIS System Administrator Checklist.			X
Invoice the two AK CoCs for AKHMIS fees.			X
Participate as a voting or non-voting member of the AK CoCs' Board of Directors or equivalent decision-making bodies.			X
Attend the HMIS or Data Committee meetings of the AK CoCs, as needed.			X
<b>Communication</b>			
Publicly post AKHMIS Governance Charters, AKHMIS Policies and Procedures, and other relevant documentation.			
Serve as the primary conduit of two-way and consistent communication between the AK CoCs, the Alaska Balance of State Continuum of Care and the Anchorage Continuum of Care and the HMIS Lead Agency.		X	
Provide and maintain the ICA website.			X
Ensure the software vendor complies with the responsibilities designated below (Software Vendor) and communicate to the AKHMIS Advisory Board and the AK CoCs if compliance is compromised.			X
Report any concerns with the software vendor to the AKHMIS Advisory Board.			X
Inform AK CoCs and AKHMIS Participating Organizations how each major software release will change or impact current workflow and operations.			X
Communicate at least monthly with users through an email newsletter. The email-newsletter will provide information on upcoming regulatory changes, software upgrades, current AKHMIS news, grants, training, etc.			X
<b>Policies and Procedures</b>			
Request revision to any AKHMIS operational agreement, policy, procedure, privacy plan, security plan, and AKHMIS Data Quality Plan developed by the HMIS Lead Agency, reviewed by AKHMIS Advisory Board, and recommended to the AK CoCs' governing bodies for approval.	X		

Activity/Task	CoC	AKHMIS Advisory Board	HMIS Lead Agency
Ensure recipients and subrecipients are participating in AKHMIS and are in compliance with the AK CoC's Privacy Plan, AK CoC's Security Plan and AKHMIS Data Quality Plan.	X		
Review AKHMIS operational policies procedures, and protocols developed by the HMIS Lead Agency and submit recommended documents to each AK CoC Board of Directors or equivalent governing body for approval.		X	
Responsible for providing input and feedback on policies and procedures related to the system.		X	
Develop policies, procedures, and protocols for functions essential to the viability and success of the AKHMIS including, but not limited to: operational agreements, data privacy, data quality, analysis, reporting, and data sharing protocols to be reviewed by the AKHMIS Advisory Board and approved by the two boards.			X
Maintain all AKHMIS policies, procedures, and protocols for functions essential to the viability and success of the AKHMIS including, but not limited to operational agreements, data privacy, data quality, analysis, reporting, and data sharing protocols.			X
<b>HMIS Participation</b>			
Conduct outreach to homeless assistance organizations not using AKHMIS and encourage these organizations, and other mainstream programs serving people experiencing homelessness, to participate in AKHMIS.	X		
Work to inform elected officials, government agencies, the nonprofit community, and the public about the role and importance of AKHMIS and AKHMIS data.	X		
Promote the effective use of AKHMIS data, including its use to measure the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs.	X		
Obtain signed AKHMIS Organization Partnership Agreements, AKHMIS Interorganizational Data Sharing and Coordinated Services Agreements, AKHMIS Data Quality Plan Participating Organization Agreements, and AKHMIS User Agreements.			X
Monitor AKHMIS Participating Organizations and users to ensure compliance with AKHMIS operational agreements, policies and procedures on behalf of, and at the direction of, the AK CoCs.			X
<b>Compliance</b>			
Ensure AKHMIS is administered in compliance with requirements prescribed by HUD HMIS Data Standards.	X		
Ensure AKHMIS Participating Organization and user compliance with the HUD HMIS Data Standards, and all AKHMIS operational agreements, policies, and procedures via regular reporting from the HMIS Lead Agency.	X		
Ensure system compliance with HUD and legislative mandates.		X	
Comply with HUD HMIS Standards (including anticipated changes to the current HUD HMIS Data Standards) and all other applicable laws.			X
Responsible for AKHMIS meeting HUD compliance standards annually.			X

Activity/Task	CoC	AKHMIS Advisory Board	HMIS Lead Agency
Ensure software is in compliance with current HUD HMIS Data Standards, local privacy policies, and other applicable law, and abides by any restrictions clients have placed on their own data.			X
<b>System Administration</b>			
Ensure the AKHMIS scope aligns with the requirements of AKHMIS Participating Organizations, HUD, and other stakeholder groups.		X	
Address any issue that have major implications for the AKHMIS, such as HUD HMIS Data Standards revisions or AKHMIS Vendor performance problems to provide recommendations to the AK CoCs' boards.		X	
Provide strategic planning, policies, and priority recommendation to the two COC boards for the administration of the AKHMIS program.		X	
Inform the AK CoCs on the areas of the system that would benefit from enhancement or improvement.		X	
Convene a minimum of four meetings of the AKHMIS Advisory Board annually.			X
Determine the parameters of AKHMIS as it relates to continuity of service, ability to limit access to the data, hosting responsibilities, general security and maintenance issues, data storage, back-up and recovery, customization, compliance with HUD Data Standards, reporting needs, training, and technical support. Provide overall staffing for the operation of the AKHMIS.			X
Ensure the software vendor complies with the responsibilities designated below and communicate to the AKHMIS Advisory Board and the AK CoCs if compliance is compromised.			X
<b>User/AKHMIS Participating Organization</b>			
Provide feedback on system structure, training practices and policies.		X	
Provide and manage AKHMIS user licenses, including authorizing usage and the level of access to AKHMIS for all users.			X
Provide the necessary training for the Organizations and users within the AK CoCs, such as: New User Training, Management Training, Report Training, AKHMIS Security Training, and Refresher Training.			X
Provide specific training for Program Directors and AKHMIS users.			X
Provide all training and user guidance needed to ensure appropriate system use, data entry, data reporting, and data security and confidentiality.			X
Maintain documentation of user training completion.			X
Outreach to AKHMIS Participating Organizations to provide user support.			X
Develop and maintain a how-to manual and / or visual guide that provides data entry guidance for users.			X
Maintain an email helpdesk for user support.			X
<b>Reporting</b>			

Activity/Task	CoC	AKHMIS Advisory Board	HMIS Lead Agency
Provide all local information as necessary for compilation of the Continuum of Care Housing Inventory Count and Point-in-Time Count, System Performance Measures, and support the HMIS Lead Agency in preparing required annual reports.	X		
Regularly report performance measures of the system as identified by the AK CoCs.	X		
Responsible for the ongoing maintenance of existing reports, which includes changes in reports as updates are made to the AKHMIS.			X
Complete or provide assistance for the completion HUD CoC Program Notice of Funding Availability, Consolidated Annual Performance Evaluation Report, CoC 10 Year Plans, Annual Performance Reports, Housing Inventory Counts, Point-in-Time Counts, System Performance Measures, and other reports to funders federally mandated to use HMIS.			X
Ensure AKHMIS policies and procedures and recommended data entry workflow align with collecting the data necessary to complete the reports listed above.			X
Construct, run, and publish all necessary system-wide reports to meet federal and local reporting compliance.			X
Provide aggregate reports to groups or stakeholders requesting AKHMIS information within the constraints detailed in the AKHMIS Policies and Procedures.			X
<b>Data Quality</b>			
Assist AKHMIS Participating Organizations and users to rectify data quality concerns.	X		
Review referred unresponsive AKHMIS Participating Organizations and AKHMIS Participating Organizations failing to meet data quality standards. Follow the Data Quality Improvement Process as outlined in the AKHMIS Data Quality Plan, as necessary.	X		
Ensure AKHMIS Participating Organizations understand the AKHMIS Data Quality Plan and its importance.	X		
Determine the consequences for AKHMIS Participating Organizations should they fail to abide by this AKHMIS Data Quality Plan or a AKHMIS Data Quality Improvement Plan.	X		
Resolve issues as they arise related to the AKHMIS program and participate in annual review of the performance of the designated LA/SSA.		X	
Ensure all client and homeless program data are collected in adherence to the current HUD HMIS Data Standards, the AKHMIS Policies and Procedures, and any additional local requirements.			X
Maintain the AKHMIS Data Quality Plan for review by the AKHMIS Advisory Board and final approval through the AK CoCs.			X
Monitor data quality and generate data quality reports to inform the AK CoCs about data quality regularly as described in the AKHMIS Data Quality Plan.			X

Activity/Task	CoC	AKHMIS Advisory Board	HMIS Lead Agency
Provide data quality reports on a quarterly basis to the AK CoCs, Data Committee(s), and AKHMIS Participating Organizations and offer additional training to those AKHMIS Participating Organizations that need to improve their data quality. The quarterly reports for the Data Committee(s) will provide information on timeliness, bed utilization rates, and data completeness for all projects.			X
Assist AKHMIS Participating Organizations and users to rectify data quality concerns.			X
Provide technical assistance to users that need help correcting data entry errors.			X
Refer unresponsive AKHMIS Participating Organizations, and AKHMIS Participating Organizations failing to meet data quality standards, to AK CoC governing bodies for review, with possible consequences outlined the AKHMIS Data Quality Plan.			X
Carry out aggregate data extraction and reporting under the guidance of the AKHMIS Advisory Board.			X
Assist AKHMIS Participating Organizations with organization-specific data collection and reporting needs, such as the Annual Performance Report and other program reports (within reason and within constraints of budget and other duties).			X
Develop AKHMIS data entry workflow and requirements for AKHMIS data and reporting to meet reporting requirements.			X
<b>Satisfactory Assurances Regarding Confidentiality and Security</b>			
Develop and implement security and confidentiality plans required by the HUD HMIS Standards.			X
Assist all AKHMIS Participating Organizations and AKHMIS Partner Organizations to rectify organization data security and privacy concerns.			X