

Technical Assistance Assessment (TAA)

Agency:

Date/Time:

HMIS Lead Staff Present:

Agency Staff Present:

Last TAA visit	Y/N	Notes
Was Agency in compliance		
What were the issues?		
Corrective measures taken?		

Documents on file with HMIS Lead Agency	Y/N	Notes
Agency Partner Agreement(s)		
HMIS Privacy Policy		
Client Grievance Procedure/Policy		
Record Retention Policy		
Discharge Policy		
Technology Reuse/Disposal		

Items with a gray background throughout this document are items that will be monitored, but a negative response for those items will not necessarily result in the agency being ruled out of compliance with HMIS Policies and Procedures, and may be noted as areas of concern in the final TAA report distributed to the agency and funders.

Compliance

A. Consumer notice, privacy policy, consent to share, confidentiality practices

		Y/N	Notes
1	Consumer notice posted in all client intake areas.		
2	HMIS Privacy Policy posted on agency website.		
3	HMIS Privacy Policy printed and ready in the event a client requests to see it.		
4	Agency utilizes shredders, burning, or document destruction services to dispose of all records with identifying information after they are no longer needed.		
5	Agency maintains all paper documentation (where applicable) for at least 7 years after clients were provided services.		
6	Agency keeps all paper documentation with identifying client information in a secured file cabinet, locked office, or otherwise secured method when not in use.		

B. Compliance with HMIS data standards

		Y/N	Notes
1	Agency follows data standards, including recording all applicable elements at entry, interim review, exit, and follow-up as applicable.		
2	Does agency utilize ICA provided data collection forms? If no, have agency's data collection forms been verified to collect all HMIS-required data?		

C. Interpretation, accommodation policies and procedures

		Y/N	Notes
1	Provides appropriate interpretation services or practices when needed. Include name of interpretation service(s) or practice(s) utilized in notes.		
2	Front line staff knowledgeable about accessing and utilizing interpretation services.		
3	Describe reasonable accommodations provided to clients with disabilities or barriers to services throughout the data collection process.		

Compliance

D. Compliance with technical standards

		Y/N	Notes
1	Utilizes a commercially available antivirus solution that has real-time scanning and automatic virus removal. Include name of software in notes.		
2	Utilizes a firewall on each computer and/or on the network as a whole. Include type in notes.		
3	If utilized for HMIS access, Wi-Fi is secured with a password and is not accessible to clients or general public.		
4	Computers used to access the HMIS require usernames and passwords.		
5	Computers used to access the HMIS have locking screensavers that initiate after a short period of inactivity. <i>SysAdmin: Record amount of time in the notes.</i>		
6	Passwords are kept in a secure manner. Staff do not share usernames or passwords for the HMIS, nor are passwords easily located.		
7	Computer screens face away from areas where clients, general public, and other unauthorized individuals could see them, or a privacy screen is utilized.		
8	All computers, tablets, printers, scanners, and other technology utilized with HMIS data are stored in secured locations where they cannot be accessed by clients, the general public, or other unauthorized individuals.		

Compliance

E. Data quality

		Y/N	Notes
1	Did all projects score an A in each applicable category of the Data Quality Report Card report? If no, what is the plan for improvement?		
2	Do all projects have an average data timeliness less than the timeliness defined by the CoC's HMIS Policies and Procedures manual? If not, what is the plan for improvement?		
3	Agency has a self-monitoring plan that includes targets for data completeness and accuracy.		
4	Agency follows self-monitoring plan and maintains documentation to show that the self-monitoring plan is being followed.		

F. Client file review

		Y/N	Notes
1	<i>Client Informed Consent to Share and Release of Information</i> on file for applicable projects for all randomly selected client files.		
2	Data collected at entry and exit as shown in the HMIS matches data collected in paper files or other documentation systems for all randomly selected client files.		

G. Other requirements

		Y/N	Notes
1	Agency sends at least one active user to 75% of HMIS user meetings each calendar year.		

Compliance (Specific)**SSVF: Supportive Services for Veteran Families**

		Y/N	Notes
1	Current SSVF MoA signed and on file		
2	All fees paid in accordance with MoA to date		
3	Agency meeting data entry timeliness as outlined in the VA Data Guide (48 hrs at entry and 24 hrs at exit)		
4	Agency capturing the first and last name of all participants		
5	Agency capturing the full SSN for all veterans		
6	Agency has not utilized "Client Doesn't Know" and "Client Refused" for the following data elements: Date of Birth, Gender, Veteran Status, Income and Sources.		
7	Agency is recording financial assistance and services in separate service transaction records		
8	Agency is running the Program Roster at least monthly to ensure the list of current and exited clients is accurate		
9	Agency is running the SSVF Data Quality report at least biweekly, and immediately prior to the monthly upload to identify and correct missing, refused and don't know responses		

RHY: Runaway and Homeless Youth

		Y/N	Notes
1	Current RHY MoA signed and on file		
2	All fees paid in accordance with MoA to date		
3	All RHY projects meet the FYSB Standard and have reached or exceeded the 75% threshold on the 0263 RHY Data Completeness Report.		

Compliance (Specific)**PATH: Projects for Assistance in Transition from Homelessness**

		Y/N	Notes
1	Current PATH MoA signed and on file		
2	All fees paid in accordance with MOA to date		
3	Agency is recording contacts for each PATH-funded interaction with a client and discharging clients who have not been contacted in 90 or more days.		
4	Agency is recording services and referrals as required by PATH funding.		

HOPWA: Housing Opportunities for Persons with HIV/AIDS

		Y/N	Notes
1	Recording services as required by HOPWA funding.		

MHDC: Missouri Housing Development Commission

		Y/N	Notes
1	Agency running the MHDC Client Served report at the same as their billing report and keeping it for documentation for projects providing financial assistance.		
2	Agency running the Project Roster report (with names) at the same as their billing report and keeping it for documentation for emergency shelter, street outreach, and services only.		

City: St. Louis City Department of Human Services

		Y/N	Notes
1	Agency is documenting mainstream referrals within the HMIS for all applicable projects.		

St. Louis City & County Coordinated Entry

		Y/N	Notes
1	Agency is regularly checking and updating the client records for individuals and families they have placed onto the prioritization list; any clients who are inactive are being removed		
2	Agency is regularly updating records for housing referrals they receive through coordinated entry		