Appendix A. Roles and Responsibilities Worksheet

Background: *The different roles associated with HMIS data collection, operations, policy and procedure development, and DQ monitoring and reporting can all play a meaningful part upholding a CoC's Data Quality Management Program. This worksheet is intended as an exercise for CoCs to review each role/responsibility and consider which entity should be responsible for carrying out the task in their CoC. Keep in mind for some communities, roles and responsibilities listed may be filled by a single entity, shared across stakeholders, or not assigned at all. CoCs should note this on the worksheet and utilize this document to ensure clear expectations across stakeholders. More or less of roles and responsibilities may exist in a community, and the checklist should be customized locally to account for these differences.*

Data Collection and Entry

Collect HUD assessment data from clients	
Enter HUD entry assessment data in HMIS	
Update HMIS to reflect change in income, benefits, etc.	
Collect HUD exit assessment data from clients (including exit destination)	
Enter HUD exit assessment data in HMIS	
Dismiss clients from programs in HMIS	
Make or change a bed/unit reservation for a client	
Merge duplicate clients across the HMIS	
Secure paper forms according to privacy and confidentiality standards	
Maintain workstation security	

HMIS Operations

Develop and deliver training for new end users	
Provide remedial or refresher training to end users	
Develop and deliver training for medium to advanced-level users	
Maintain documentation of completed training requirements	
Authorize/provide HMIS access or licenses to new end users	
Remove HMIS access or licenses due to violation or end of employment at the HMIS-participating agency	
Review HMIS data standards updates for correctness and completeness	
Manage project set up tasks	
Provide troubleshooting/technical assistance via service desk activities	

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Solicit feedback from HMIS stakeholders on HMIS policies and operations	
Provide communications about upcoming agency-specific HMIS changes	
Provide communications about CoC-wide or HUD-mandated HMIS changes	
Document work flow needs by program	
Implement program-level work flow, features, and functionality	
Monitor the HMIS vendor against the terms and conditions of the contract	
Update and revise the HMIS vendor contract	
Review HMIS software functionality updates for correctness and accuracy	
Test new features and functionality	

Policies and Procedures

Develop data quality plans, policies, and procedures, including DQ benchmarks for timeliness, completeness, accuracy, and consistency	
Approve data quality plans, policies, and procedures, including DQ benchmarks for timeliness, completeness, accuracy, and consistency	
Review data quality plans, policies, and procedures for appropriateness in relation to CoC's needs	
Implement DQ plans, policies, and procedures	
Conduct monitoring and oversight of end users to ensure HMIS activities are implemented with fidelity to approved plans, policies, and procedures	
Develop program- and user-level forms and documents (such as HMIS end user agreement or client releases of information)	
Define roles and responsibilities of HMIS end users	
Define roles and responsibilities of the HMIS decision-making entity across the CoC (e.g., executive board, designated committee, or work group)	
Define roles and responsibilities of HMIS Lead	
Review and approve HMIS data requests for external research/evaluation projects	

Appendix A. Roles and Responsibilities Worksheet

Provide HMIS data to external researchers/evaluators	
Participate in the HMIS Work Group	
Participate in the HMIS Training Subcommittee	

Monitoring and Reporting

Monitors data quality for completeness (client and program)	
Monitor data quality for timeliness	
Monitor data quality for accuracy	
Monitor data quality for consistency	
Analyze project-level and system-level trends in DQ performance	
Running data quality/validation reports	
Correct low quality data across the HMIS implementation	
Correct low quality data at the program level	
Communicate low data quality performance to appropriate stakeholders (e.g., discussing improvement strategies with agencies or elevating issues up to DQ enforcement entity when necessary)	
Communicate high data quality performance to appropriate stakeholders (e.g., public recognition)	
Evaluate current DQ monitoring processes and identify new protocols for continuous improvement	
Evaluate current DQ incentives and enforcements and identify new resources for continuous improvement	
Review HUD reports prior to submission	
Submit HUD reports in Sage or HDX	
Manage program-level reporting requirements by service and/or funder	
Conduct Point in Time Count reports as required by the CoC	
Provide Housing Inventory reports to the CoC	
Develop and review data dashboards/visualizations, if applicable	