LA-507 HMIS Policies
Communications Policy
Developed August 2018

1. Overview

The HMIS Regional System Administrator, to ensure accurate and timely data quality, may occasionally contact case managers of funded and non-funded projects for clarifications and review of data within HMIS. Various HUD reports also require case manager in-put, in addition to data collected within HMIS, proving the need for communications between the HMIS Regional System Administrator and project case managers.

2. Policy

If the HMIS Regional System Administrator contacts the case manager of a project requesting additional data or clarifications, it is the responsibility of that case manager to respond to the initial e-mail within 72 business hours and to ensure the information requested is provided within the timeframe requested by the HMIS Regional System Administrator and is accurate. The HMIS Regional System Administrator reserves the right to decline receiving responses from other personnel within the agency and to require an official response from the project case manager or their supervisor.

For example: during the annual Housing Inventory Count (HIC), HUD requires permanent housing projects to clarify how many units or apartments are currently in use, how many beds are within those units, and how many persons are occupying those beds. Case manager input is needed to know the number of units currently leased and the number of beds in each unit, as well as input to know if individuals are sharing beds (couples or siblings) or if persons are utilizing items not classified as beds (cribs or couches). Other personnel within an agency most likely would not have this firsthand knowledge, as the case manager would.

This policy will be in effect for any and all projects utilizing the LA-507 HMIS, both through manual data input and virtual syncs, and for those who are funded through outside regions, but operate within the LA-507 region.