ATTACHMENT B
HMIS FUNCTIONAL REQUIREMENTS

System must have the following functionalities:

1. Configuration and maintenance of a Homeless Management Information System must be in full compliance and current with Department of Housing and Urban Development (HUD) requirements.
2. Maintenance of unique client's index in conjunction with County's Department of Human Services (DHS) data warehouse master client's index.
   - Support real-time search that includes clients from COUNTY'S-Department of Human Services (DHS) data warehouse.
   - Prioritize search results to highlight clients existing in the COTS System
3. End user System configuration to create new programs, services, forms, and reports with similar functionality as existing ones.
4. Automation and management of configurable workflows regarding: Intake, Referral, Program participation, and Services provided.
5. Flexibility on case management functionality to create, manage and track assessments, activities, and outcomes against service plans
6. Tracking of structured data related to important common program areas, particular recording changes over time- not just current value – in areas such as address, housing situation, and disability.
7. Capability to create and manage forms, assessments, letters, and reports containing structured data elements (both pre-populated and captured) and unstructured data both with options to print on demand and by batch.
8. Support interaction with applications used by the DHS (e.g., HMIS and CSMS systems, DHS data warehouse)

9. Provide Americans Disability Act (ADA) accessibility functionality according to Web Content Accessibility Guidelines (WCAG), version 2.1 or higher, for further reference visit: Web Content Accessibility Guidelines (WCAG) 2.1 (w3.org) or be compatible with assistive software for public facing Web sites. WCAG functionality or support of WCAG assistive software must, at a minimum, allows the use of screen readers, alt text for non-text content, captions for videos, operation of keyboard commands, options to adjust font, and color contrast to accommodate the visually or auditorily impaired.

ATTACHMENT B
HMIS FUNCTIONAL REQUIREMENTS
HOMELESS MANAGEMENT INFORMATION SYSTEM

(HMIS)

1) HUD Defined Homeless Management Information System (HMIS) Database

The HMIS vendor must install, configure, and maintain a fully functioning HMIS System to include all HUD-defined data elements as per its standards and specifications.

The System must include:

1.1	Coordinated entry standards
1.2	HMIS project descriptors i.e.: Rapid Rehousing (RRH), Permanent Supporting Housing (PSH), Other permanent Housing (OPH), Emergency Shelter (ES), ES-Seasonal, Transitional Housing (TH), Joint TH-RRH, Street Outreach Supportive Services (i.e., Prevention)
1.3	HMIS Bed and Unit Inventory Information descriptor
1.4	Bed management systems, including bed check-in and check-out processes
1.5	HUD defined templates (System Performance Metrics (SPM), Longitudinal Systems Analysis Report (LSA), Consolidated Annual Performance and Evaluation Report (CAPER), Annual Performance Report (APR), Projects for Transition from Homelessness Annual Report (PATH), Coordinated Entry APR, HUD Data Quality report, Point in Time Count (PIT) reporting and Housing Inventory Chart (HIC) reporting)
1.6	HMIS Bed Utilization Rate report
1.7	HMIS Validation Reports
1.8	HUD Assessments (Entry/Update/Annual/Exit)
1.9	PATH related Assessments – Referrals Provided and Services Provided assessments
1.10	Ability to capture Case Notes for all project types
1.11	Ability to upload and attach client forms/documents/photos (pdf files, word documents, jpeg, etc.) for each HMIS program participant
1.12	Ability to manage (e.g., add, remove, edit) households with multiple family members
1.13	Ability to identify duplicates at time of client entry and allow program re-enrolment once is determined client to be an existing client
1.14	Ability to merged client records based on matching data fields (any demographic fields)
1.15	Ability to maintain participant historical data (program entries, exits, lengths of stay, assessments, case notes, etc.)
1.16	Ability to maintain and de-duplicate 'anonymous' households based on household privacy needs (i.e., domestic violence (DV) survivors) or client consent.
1.17	HUD HMIS demographics
1.18	Ability to add report custom demographic fields

2) HUD Reporting

The System must meet all HUD reporting requirements and generate:

2.1	HUD defined reports (System Performance Metrics (SPM), Longitudinal Systems Analysis Report (LSA), Consolidated Annual Performance and Evaluation Report (CAPER), Annual Performance Report (APR), Projects for Transition from Homelessness Annual Report (PATH), Coordinated Entry APR, HUD Data Quality report, Point in Time Count (PIT) reporting and Housing Inventory Chart (HIC) reporting).
2.2	All HUD reporting as per latest HUD defined specification updates and requirements
2.3	Customized and drill down reports per Arlington County data needs
2.4	PATH reporting functionality and correctly defined per SAMHSA/HUD specifications

ATTACHMENT B
HMIS FUNCTIONAL REQUIREMENTS

3) Additional Continuum of Care (CoC) Reporting & Program Functionality:

The System must:

3.1 Replicate all customized reports previously developed for the CoC, including a Built for Zero aggregator, Racial Disparities report, Recidivism reporting, and a Housing Locator Program.

3.2 For Built for Zero (BFZ): Generate Monthly HMIS data extract of inflow and outflow of clients within the following subpopulations: Transition Aged Youth --young adults aged 18-24 (TAY), Chronic Homeless, Veteran, Family Homelessness, Single Homelessness). Data breakdown must include returns to homelessness, inactive/active status, housed, newly identified inflow, eligibility criteria. (Zero for All question points)

3.3 For Recidivism: Generate Custom report aligned with HUD System Performance Metrics 2, which includes client demographic data breakdown identifying returns to homelessness within the CoC over a 2-year period.

3.4 For Racial Disparity: Generate reports measuring total persons served in any of the HMIS CoC projects and across the CoC, providing race/ethnicity breakdowns of program outcomes (exits destinations, income at exit, health conditions, residency prior to entry).

4) Housing Locator Project

The System must be configured with a Housing Locator Project that provides the following functionality:

4.1 Housing locator referral and tracking processes

4.2 Referrals from systems external to HMIS, with the ability to process (end to end) referrals to housing options

4.3 Provide housing leads to clients and case managers.

4.4 Reporting functions that track housing locator processes, referral, participant outcomes, and landlord/property management data.

5) WEB Presence/Data Integration

The System must:

5.1 Provide WEB functionality that allows non-HMIS users to generate and submit a referral form to the main System to complete the referral process

5.2 Allow data from the WEB form to be integrated into the main System and be subject to updates based on program configuration

5.3 WEB functionality must ensure Personal Identifying Information (PII) is securely transferred

6) Data visualization - Custom/Internal and Public-facing dashboards

The System must:

6.1 Provide data visualizations that are in sync with data entry to assist the CoC in understanding System and program-level data.

6.2 Generate System, agency, and program-level reports, and dashboards that summarizes the following information on a monthly, quarterly, and annual basis and can further be reviewed by household type, disability, chronicity, Veteran status, transition-aged youth, race/ethnicity, gender, sexual orientation, age, and other sub-populations.

6.3 Track and provide data visualization of:

    a. System inflow, active participants and exits from the System
    b. Client's progress through the System from coordinated entry, outreach, shelter, and other entries to permanent housing destinations
    c. Length or episodes of homelessness by intervention and System pathway
    d. Performance outcomes by fund source, project type, and specific programs
    e. Bed and program utilization rates across all CoC projects

6.4   Update reports and visualizations based on mapping of System data entry changes or new data elements

6.5   Generate CoC report card performance outcomes

6.6   Generate dashboard for HUD submission values for Point in Time (PIT)/Housing Inventory Chart (HIC), Longitudinal Systems Analysis (LSA)/System Performance Measures (SPM)

6.7   Generate coordinated entry performance outcomes (e.g., inflow, outflow, referrals)

7) Data Quality Checks/Data Integrity

The System must provide:

7.1   Validation and HUD data quality reports available, for HMIS Lead and HMIS Analyst to review and assign to CoC partners for data corrections.

7.2   Monthly/quarterly/annual HMIS data quality check reports for all CoC programs to HMIS Lead and HMIS Analyst

7.3   HMIS data quality checks, flagging incidents when data quality is equal to or greater than 5% error rate

8) User Security/Account Management

The System must:

8.1   Support for single sign-on using county active directory. For users outside the county network the System should provide a login process using a user-id and password

8.2   Prevent unauthorized access to data, ensure data confidentiality and at the same time be flexible to grant appropriate access based on staff functional roles

8.3   Supply a simple Graphical User Interface (GUI) to set up and administer security options

8.4   Allow setting of different levels of System access based on security groups

8.5   Grant or restrict access to functions within a security group

8.6   Allow view, updates, and deletions of security groups

8.7   Ability to assign staff to one or more security groups

8.8   Have clear definitions of security statuses (e.g., allow, deny, etc.)

8.9   Have clear definitions of user actions (add, edit, delete, read only, etc.)

8.10   Have a System time out capability that signs off users after inactivity