Missouri Balance of State
Continuum of Care

HMIS LISCENSING POLICY

Missouri Balance of State Continuum of Care

Abstract
The policy herein is to regulate HMIS licensing in the Missouri Balance of State Continuum of Care. The focus is to identify areas of critical need and provide appropriate HMIS access for the Coordinated Entry system to the Balance of State as a whole.

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HMIS Licensing Policy

Goals

The Missouri Balance of State Continuum of Care's (Mo BoS CoC) goal is to ensure that Housing Management Information System (HMIS) entry is accessible throughout the coverage area of the BOS. The Mo BoS CoC is able to procure an amount of HMIS user licenses through funding. These licenses are allotted depending on: funding, program type, critical need, etc. HMIS Licenses and staff support in the Mo BoS CoC are funded by a combination of: U. S. Department of Housing and Urban Development, Emergency Solution Grants, Missouri Housing Innovation Program funding.

The purpose of this policy is to ensure that every region of the Mo BoS CoC has sufficient HMIS access, through Coordinated Entry Only Access Point Licenses, based on population and critical need.

1. HMIS License Inactivity Policy

All HMIS user licenses are intended to be used by organizations for entering client data and maintaining client records. User licenses are a limited resource in the Missouri Balance of State Continuum of Care. The Coordinated Entry System relies on organizations maintaining licenses based on critical need to function at optimal levels.

- User licenses that have not made any client data entries or updated client data within six months are considered inactive, regardless of how often they have logged in or ran reports, and will be eligible for revocation.
- User licenses allotted to users must be signed into within 30 days or the license may be revoked.
- The HMIS Lead Agency is empowered to immediately revoke any user licenses that are considered inactive according to this policy. The HMIS lead will present an inactivity report to the Performance Committee during the regular scheduled committee meeting.
- The Lead Agency and the HMIS lead will meet on a monthly basis to review inactive users.

Exceptions to eligibility for revocation include:

- Licenses being used by organizations that have no other user licenses, such that an organization may retain at least one license for HMIS access.
- Licenses being used by users that operate as Level 4 List Holders for Coordinated Entry.
- Organizations that have made special requests to maintain licenses due to specific staffing and reporting needs of the organization. (FMLA absences may constitute an exception)

*This policy is in addition to The HMIS Lead Agency's existing Inactivity Policy. Exceptions listed in this policy are exceptions only to the Mo BoS CoC HMIS Licensing Inactivity Policy.

2. HMIS Coordinated Entry (CE) Access Only License Allotment Policy

Each region will be given an allotment of CE Access Point Only Licenses (i.e. Users that only use HMIS for CE Access Point entry) according to policy:

(Population of region / Population of all BOS regions) * 20 (where 20 is the targeted allotment of CE Access Point Only licenses)

Example:

596,788	÷	2,909,430	×	20	=	4
Population of Region 1		Population of Balance of State		Target Amount of Licenses for CES Only		Allotment of Licenses for Region 1

If the value is less than two, the region will be designated two licenses.

3. HMIS Coordinated Entry (CE) Access Only License Delegation

The regional Coordinated Entry Lead is empowered to delegate HMIS CE Access Only Licenses as they see fit.

- Each CE Lead may designate the allotted licenses to organizations in their region.
- Organizations that cover multiple regions should take the license from the region they provide the most coverage, as measured by average intakes. The CE committee may determine allocation for multi-region organizations. Allocation should reflect usage and need for given regions.
- Organizations that maintain Housing Project licenses or other funded requirements will not count against the designated CE Access Only licenses for a region, and they will still serve as Coordinated Entry Access points.
- Each access point that is given an HMIS license through this allotment is expected to serve as a level 3 access point and should participate in data entry agreements to provide HMIS coverage for organizations that cannot acquire a license.
- Regional CE Leads may revoke licenses and reassign them as needed. Organizations that are not providing the necessary CE access and data entry for HMIS, may lose HMIS access

4. License Revocation Appeals Process

Any organization can submit an appeal to either the Coordinated Entry Committee or Performance Committee, due to revocation and/or denial. If a license was revoked due to the inactivity policy set in section one of this document, the organization or individual should file an inactivity appeal which will be reviewed by the Performance Committee. The Performance Committee will review the organization's need for additional licenses and may work with the organization or individual to address HMIS needs. If a license was revoked or denied through the CE Access Only Allotment Policies, as defined in section two and three of this document, the organization or individual should file a CE-Allotment appeal, which will be reviewed by the Coordinated Entry Committee. The appeal included in Addendum 1 can be used for both appeals.

Inactivity Appeal

This appeal should indicate specific needs of an organization to maintain a license. These may relate to data quality challenges or specific reporting needs. As CoC licenses are a limited resource, the Performance Committee will work with organizations to identify when organizations may need exceptions to this policy. Any exceptions to the policy must have an appeal on record and have authorization from the Performance Committee. The Performance Committee must respond to all pending appeals and requests during each monthly meeting. Resolution may take several months to establish accurate assessment of organization need.

CE-Allotment Appeal

This appeal should clarify the organization's capacity to serve as an access point as well as demonstrate the critical need to the CoC and region. The CE committee can decide to use one of the regional allotments from the region the appeal originated from or may request an additional License from HMIS.

Regional CE leads may request the CE committee to provide additional CE Access Point Only Licenses. The CE committee may reassign excess allotted licenses from other regions or request additional licenses from HMIS. The CE committee may remove licenses from users as needed to reassign licenses. The CE committee should work to ensure any licenses removed from users are either under-utilized (i.e. low number of client entries), not geographically unique to their county, and when possible - not the only HMIS licenses for a given organization. The Coordinated Entry Committee must respond to all appeals and requests concerning licensing; each monthly meeting of the CE committee should address any pending appeals.



Appeals Process

Licenses that are not granted through the appeals process may be acquired through self-pay by an established agreement with the HMIS lead Agency – Institute for Community Alliances (ICA). Please note that Licenses that are not supported by the CoC funds do not have funding for ICA staff support. Additionally, note that the CoC will work with organizations to ensure HMIS access is supported and it is recommended that organizations file appeals and present concerns to the board of directors as necessary to prevent undue burden to organizations in the CoC. The cost of an additional license not approved by the CoC will include a software license cost and staff compensation cost. The cost of this is established by ICA.





Addendum 1: **HMIS License Appeal/Request Form**

If your organization wishes to file an appeal to keep an HMIS license, which was revoked or denied due to inactivity or CE allotment limits, you may file an appeal. This appeal may also be submitted by a CE regional lead on behalf of an organization or individual that has requested a CE-Only HMIS license, but was not awarded a license due to limited licenses available.

Name: _____ Title: _____

Organization: _____

Program Type: _____ Region(s): _____

Email: _____ Phone: _____

Reason:

- ☐ I wish to appeal the revocation/denial of my HMIS license(s)
  - ☐ My license was revoked or marked for revocation due to inactivity*
  - ☐ My license was revoked due to CE allotment limits**
  - ☐ I was denied a license due to CE allotment limits**
- ☐ I am a CS lead and wish to request additional license allotment for my region

Explanation of Appeal: Please write a statement below explaining the need for an appeal. For an appeal due to inactivity please supply information regarding how the license is being used and why your organization needs to maintain the license. For an appeal due to CE Allotment limits please indicate critical need for your access point; include specific details such as barriers to housing, population, HMIS support, capacity limits, etc. This statement will be reviewed during the appeals process.

_____
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_____
_____

*Performance Committee will review appeals submitted due to inactivity
** Coordinated Entry Committee will review appeals submitted due to CES allotment





Addendum 2: **HMIS License Agreement Request– Self-Pay**

Name: _____ Title: _____

Organization: _____

Program Type: _____ Region(s): _____

Email: _____ Phone: _____

Number of Licenses Requested: _____

- **Please note that this document is not a binding agreement. Licenses are offered and maintained by the HMIS lead agency, Institute for Community Alliances (ICA), and license policies will be established between your organization and ICA. ICA may refuse to offer licenses or delay requests in consideration with their staffing capacity to provide quality support to HMIS users.**

Billing Information:

Full Name:_____ Email:_____

Billing Address:_____

Estimated **License Cost** - may vary depending on staffing needs of ICA

- Software access fee:$185* (one time fee)
- Annual License Access:$284*
- Staff support fee:$2000* annual

Explanation of License use: Please explain how and why this license is needed by your organization. The CoC may periodically review these requests to determine if licenses can or should be supported by CoC related funding sources.

_____
_____
_____
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_____

*Costs are subject to change regularly and are provided here for transparency only. Final costs will be established with your agreement between ICA and your organization.



Glossary:

Access Point: a person or entity able to interview clients in order to add them to the Priority List via Coordinated Entry Intake Assessment

CE: abbreviation of Coordinated Entry

CE Access Only License: These are licenses that qualify a user to input client data into HMIS, generally they do not do case work with the client.

HMIS: abbreviation for Housing Management Information System. For the Balance of State this is the software WellSky Community Services (formerly ServicePoint)

HMIS Lead: Institute for Community Alliances is the HMIS lead for the Missouri Balance of State.

HMIS Licenses: These are the permits/documentation that states a user is qualified to enter client information and updates into HMIS/CE.