

## 4.1 Homeless Management Information System (HMIS)

### **PURPOSE**

The purpose of this policy is to ensure that all program and assessment data related to homelessness and housing services within the Memphis Continuum of Care (CoC) is accurately collected, managed, and stored in compliance with federal requirements. The Homeless Management Information System (HMIS) serves as the central database for this information, supporting the CoC's mission to effectively coordinate services, monitor outcomes, and secure permanent housing for individuals and families experiencing homelessness.

### **FORMS**

There are no forms related or required for this Policy

### **POLICY**

HMIS is a locally-administered database used to collect person and program-level data as it relates to homeless housing and services in a CoC. As a requirement of participating in the CoC, all program and assessment data collected for the CoC and CES must be stored in HMIS.

The vendor used by the Memphis CoC is Bitfocus, whose product is called Clarity Human Services. CoC and ESG-funded projects are required to be entered and managed within Clarity to be compliant with HUD's HMIS Requirement Rule.

The CoC HMIS is required to collect all data as it relates to the CES in managing project enrollment and exit information, assessments, including the housing needs assessment, HUD-required reporting elements, prioritization, and any necessary case management services that support the goal of households' move into permanent housing.

Participating Agencies that enter household information into Clarity must obtain each household members' permission to collect and share their Personally Identifiable Information (PII) within HMIS.

## KEY TAKE AWAYS

- **HMIS Requirement:** All program and assessment data collected for the CoC and CES must be entered and managed in the locally administered HMIS, specifically using Bitfocus's Clarity Human Services platform. This is a mandatory requirement for compliance with HUD's HMIS Requirement Rule.
- **Data Management:** The CoC HMIS is responsible for tracking project enrollment, exit information, assessments (including housing needs), HUD-required reporting elements, prioritization processes, and case management services. This data is crucial for evaluating program effectiveness and ensuring that households are successfully transitioned into permanent housing.
- **Vendor and Compliance:** The Memphis/Shelby County CoC utilizes Bitfocus as its HMIS vendor, and all CoC and ESG-funded projects must be managed within the Clarity system to meet federal compliance standards.
- **Informed Consent:** Participating agencies are required to obtain consent from each household member before collecting and sharing their Personally Identifiable Information (PII) within the HMIS. This ensures that data handling is done ethically and in accordance with privacy regulations.

This policy underscores the importance of proper data management within the HMIS to support the CoC's goals of ending homelessness and maintaining compliance with federal regulations.