# Scope of Work for the North Carolina HMIS Evaluation Contract

## Purpose Statement:

The Michigan Coalition Against Homelessness will conduct a thorough evaluation of the HMIS project in North Carolina (the Carolina Homeless Information Network), and from the evaluation will build a structured transition plan for migrating the project from the North Carolina Housing Coalition to the Michigan Coalition Against Homelessness. This evaluation will include input from all of the project’s key stakeholders in order to determine the best path for conducting the transition.

### Timeline

MCAH intends to complete the evaluation and deliver the detailed transition plan to the CHIN Governance Committee by December 15th, 2014. This is contingent on beginning the evaluation work November 2, 2014.

## Scope of Evaluation:

The Michigan Coalition Against Homelessness will evaluate both the North Carolina Homeless project itself, and also interview the key stakeholders to obtain input on how to best transition the project from the North Carolina Housing Coalition to the Michigan Coalition Against Homelessness (MCAH). As part of the evaluation process, MCAH will evaluate the following:

#### Contracts, Agreements and Policies for the CHIN Project

MCAH will review all the contracts, agreements and policies and work to adapt the North Carolina Implementation to Michigan’s normal administrative business practices. This will include privacy, administration of the system, participation agreement, and user agreements. We anticipate having the Joint Governance Charter and Policies and Procedures documents in place by February 28th.

#### Privacy Rules and Practices

MCAH intends to completely review the privacy practices of the North Carolina implementation to ensure it provides maximum protection for clients and agencies that are participating on the system. We will review privacy notices, privacy policies, releases of information, and system wide privacy practices. We will also look into how information sharing is handled, and how data sharing aligns with the releases of information.

#### Workflows

MCAH staff will review published workflows from CHIN to verify for alignment with required funding sources. MCAH will also check to see whether all CoC projects are aligned with standardized workflow practices, and that stock Bowman reports will run against the workflows that agencies are using.

#### HMIS Reporting

Use of the reporting tool is the most critical resource available to users of the system. MCAH will evaluate how wide spread use of the reporting tool is, and will look at what reports and resources are available for CoCs, agencies and local users to assist them with looking at the data in the system. MCAH will look at what reports are regularly published from the system, how outcomes are monitored from within the system, and how data quality is maintained from the agency level on up through the statewide implementation level.

#### System Data Evaluation

MCAH will review the structure of data in the system. Our intent is to make sure there are consistent practices in how providers are setup, and that structure makes the most sense with the decentralized model that the North Carolina implementation is moving towards

#### User Training

MCAH will review what current protocols are in place within the North Carolina Homeless project, and what revisions to training will be necessary. We will review how to standardize training protocols across the state so that all CoCs will receive consistent results from the system. We will also review whether regular user meetings are taking place across the state, and propose changes to the user meeting processes of the various CoCs to improve education and the information flow to agency users.

#### Local CoC Evaluation

During the November visit to North Carolina, MCAH intends to visit with as many local CoCs as possible to understand their culture and practices at a local level. We intend to also look at the following:

* What providers participate on the system
* Which providers in the CoC do not participate, however recruiting their participation would better help the community understand homelessness within their region.
* How user licenses are allocated, and whether there are enough licenses on the system to support appropriate data entry locally.
* How is data used within the local CoC? Does the CoC regularly use HMIS reports to drive decision-making and strategic planning?

#### State Partnership Participation

We will initiate dialog with key state partners to get their feedback on the system, to explore potential new uses of the system and most importantly to get a better understanding of the scope of homelessness in North Carolina.

### Project Deliverable

After the evaluation process is complete, MCAH will produce a detailed transition document including identified strengths, barriers and a performance improvement plan as part of the overall transition of the North Carolina HMIS project from the NCHC to MCAH. Within this plan, MCAH intends to cover key system changes to the structure of the database, staffing positions and hiring timelines for the statewide team in North Carolina, training activities for users of the North Carolina project, and suggestions for each of the various North Carolina CoCs on how to improve their use of the system. MCAH intends to have a complete timeline assigned to all activities as part of this document.

### Administrative Tasks Necessary to Complete the Evaluation

To complete the evaluation process, MCAH will need the following from the CHIN Staff and the Governance Committee:

* To have an evaluation team travel to North Carolina to meet with key stakeholders of the CHIN project. Currently, the MCAH Team has set aside the week of November 2, 2014 to make this trip. MCAH staff cannot make travel arrangements until a contract is in place. Amounts may vary from the projected budget below. The evaluation team will consist of Barb Ritter, Gerry Leslie and Shanna Cherubini. The MCAH team will need to work with local stakeholders to schedule visit times and dates with each of the CoCs and other pertinent project participants during this window.
* The MCAH staff will need administrative licenses to the CHIN HMIS project for purposes of evaluation. MCAH is currently working with the CHIN staff to authorize access for the three members of the evaluation team. Additionally, MCAH will need three more licenses for additional staff members from MCAH who will be assisting with the evaluation.

### Budget

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| **HMIS Evaluation Contract Budget** | | |
| **Line Item** | **Detailed Description** | **Cost** |
| Trip Calculation – Planned for November 2 through 7, 2014 | | |
| Total Staff Hours | 38 Hours Per Person at $110 per hour for three persons traveling to North Carolina. (hourly rate incorporates travel time) | $12,540.00 |
| Airfare Amounts (Projected, Actual Amounts may Vary) | $500 each for Barb and Gerry, (traveling from Grand Rapids, Flint or Detroit to Charlotte), and $600 for Shanna (traveling from Marquette to Charlotte). | $1,600.00 |
| Car Rental | $250 Weekly Rate | $250.00 |
| Gas | $200 for total Gas for Travel | $200.00 |
| Hotel | $100 a night for 3 persons for 5 nights | $1,500.00 |
| Meals | Per diem $35 per meal for 3 persons for 6 days | $630.00 |
|  | Total: | $16,720.00 |
| Remainder of Evaluation Work | | |
| Total Staff Hours | 50 Hours Total Evaluating the NC HMIS Project Remotely, attending meetings related to the evaluation and writing the transition plan, at $110 an hour | $5,500.00 |
|  | Total: | $5,500.00 |
|  | **Total:** | **$22,220.00** |