



# North Carolina Balance of State Continuum of Care

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## HMIS User License Allocation Policy

### Background

The NC Balance of State CoC first adopted a license allocation policy for the NC Homeless Management Information System (HMIS) in February 2014. The CoC updated this policy in May 2014. In May 2015, the NC HMIS Governance Committee, representing the state's 12 CoCs (including the NC Balance of State CoC), changed the lead agency for the statewide HMIS to the Michigan Coalition Against Homelessness (MCAH). After this change occurred, the NC BoS CoC reviewed its license allocation policy and updated HMIS participating agencies on the process for distributing licenses and the expectations for HMIS end users. In December 2017, the NC BoS CoC changed its lead agency from MCAH to the North Carolina Coalition to End Homelessness (HMIS@NCCEH) to begin July 1, 2018. The HMIS User License Allocation Policy is updated regularly, with the most recent update occurring in June 2019.

### End User Licenses

To encourage broad use of the statewide HMIS and increase HMIS bed coverage across the 79 counties in the NC Balance of State CoC, the CoC will offer free licenses to end users under the current contracting period with NCCEH through June 30, 2023.

HMIS end users must abide by the NC BoS CoC HMIS policy, which requires those with a license to:

- Log into the system at least once every 60 days
- Maintain high data quality
  - Data quality will be reviewed using HMIS reports that report on completeness, accuracy, and timeliness. The error rate should be under the limit set forth in the HMIS@NCCEH Data Quality Benchmarks. HMIS@NCCEH Data Quality Benchmarks can be found here: <https://www.ncceh.org/hmis/data-quality-benchmarks/>.
  - Enter all HUD required data elements in the HMIS
- Be responsive to outreach from the NCCEH Data Center
- Regularly and actively participate in local NC BoS CoC Regional Committee meetings (another representative from the end user's organization may participate if the end user cannot)
- Complete all required trainings and training updates within one month of request
- Keep username and password confidential, including not saving the information to web browsers and not sharing license with others
- Adhere to all ethical standards and user responsibilities outlined in the signed user agreement

For further information on becoming a new HMIS participating agency with users or adding additional users to an existing HMIS participating agency, please review our "NCCEH Data

Center Forms” for next steps: <https://www.ncceh.org/hmis/about/>. Upon receipt of inquiries, the NCCEH Data Center will respond with next steps within two business days.

