

CARES Collaborative Homeless Management Information System (CCHMIS)

End User Licenses and Technical Assistance

October 1st, 2025 - September 30th, 2026

CARES' Collaborative Homeless Management Information System provides users, including community agencies and local and state government entities, with access to vital data about the homeless population in their respective areas, as well as a network of support and resources for how to best utilize the information available to agencies in the HMIS. In addition to being a requirement by many funders, such as HUD, regular and efficient use of the HMIS allows agencies to effectively evaluate homelessness and vulnerable persons in their area and use data to address key issues within the community. CARES of NY, Inc. is proud to offer agencies access and support to utilize this critical resource to better serve their communities. CARES contracts with agencies for the following CCHMIS services and agency usage.

Large User Fee Agreements (LUF): Large User Fees are assessed when an agency requires 15 or more user licenses in the HMIS. Fees collected from agencies with a Large User Fee Agreement will be remitted directly to Foothold Technology, Inc., CARES' technology vendor, to cover the cost of additional users. The cost of 15-30 users is \$500 per month. The cost of 31-45 users is \$1,000 per month. Agencies interested in more than 45 user licenses can reach out to CARES for more information.

Runaway and Homeless Youth Projects (RHY): CARES, Inc. will provide HMIS Program services for your agency's Runaway Homeless Youth (RHY) program including staff support, software access, data oversight and quality maintenance, and necessary technical assistance.

Solutions to End Homelessness Program Projects (STEHP): STEHP Awardees have the option to contract with CARES of NY, Inc. to assist in meeting the NYS OTDA documented data collection and reporting requirements through the CARES Regional Homeless Management Information System (HMIS).

Supportive Services for Veteran Families Projects (SSVF): CARES, Inc. will provide HMIS Program services for your agency's Veteran's Administration Program- Supportive Services for Veteran Families (SSVF) program including staff support, software access, data oversight and quality maintenance, and necessary technical assistance.

CoC Supplemental HMIS Fees: Supplemental HMIS fees are assessed at the agency level when the HUD HMIS grant does not adequately cover the cost incurred by the Continuum's projects as it relates to Foothold Technology, Inc. Supplemental HMIS fees are subject to increase as the costs of the CCHMIS technology vendor, Foothold Technology, Inc. increase.

Homeless Services Plan (HSP) Outcome Report: HMIS fees are assessed at the agency level when HMIS services are used to store, review, and aggregate data for the HSP Outcome Reports. HMIS fees cover the cost of the database, user training, and support from CARES. HMIS fees are subject to increase as the costs of the CCHMIS technology vendor, Foothold Technology, Inc., increase.

Other Supplemental HMIS Fees: Other non-CoC funded agencies that utilize the HMIS may be subject to supplemental HMIS fees to cover the cost of user licenses, training, and support from CARES.

CCHMIS CONTRIBUTING HMIS ORGANIZATION AGREEMENT

Any Contributing Homeless Organization (CHO) participating in the CoC's HMIS is expected to adhere to the data quality standards as laid out in Article 12 (CCHMIS Data Quality Plan) of the CCHMIS Administration Manual. This includes baseline requirements for the following pieces of data quality:

- Data Completeness (how many of the required data elements in the CCHMIS are completed for any given client)
- Data Timeliness (how long does it take for the data to be entered into the CCHMIS once it is collected from the client)
- Data Quality (how much does the data entered into the CCHMIS reflect the client's or project's reality)

All projects within the CCHMIS are required to abide by the following baseline requirements, as laid out in Article 12 (CCHMIS Data Quality Plan) of the CCHMIS Administration Manual:

MEASURE OF DATA QUALITY	PROGRAM APPLICABILITY	CALCULATION	REQUIRED DATA QUALITY (SEPARATED INTO HMIS PROJECT TYPES)				
			PERMANENT HOUSING	TRANSITIONAL HOUSING	HOMELESS PREVENTION	EMERGENCY SHELTER	OUTREACH (Engaged clients only)
Timeliness of Entry	Evaluated for all projects	Length of time between HMIS data collection and HMIS data entry	< 5 Calendar days	< 5 Calendar days	< 5 Calendar days	< 5 Calendar days	< 5 Calendar days
Universal Data Element Missing or Null	Evaluated for all projects	% of records missing UDE (each UDE is evaluated individually)	< 2%	< 2%	< 2%	< 5%	< 5%
Program-Specific Data Element Missing or Null	Program-specific; data elements as required by funding source	% of records missing required PSDE; (each PSDE is evaluated individually)	< 2%	< 2%	< 5%	< 5%	< 5%
Annual Assessments (Updates to income, benefits, health insurance)	Evaluated for CoC-funded programs only (programs that create an APR)	% of records with overdue annual assessments (within 30 days of the Head of Household's anniversary date)	< 0%	< 2%	< 2%	< 2%	< 2%

Should this organization fail to uphold the data quality standards, this organization shall implement a correction plan with the CCHMIS team, as laid out in article 11 (Noncompliance) of the CCHMIS Administration Manual.

Failure to comply with a created Correction Plan could result in the following:

- Loss of user licenses
- Loss of access to the CCHMIS as an organization
- Report sent to Collaborative Applicant and any applicable CoC Subcommittees.

The responsibilities of this organization related to this Agreement include the following:

- Maintain a high level of HMIS data quality, using the baseline requirements as laid out in Article 12 (CCHMIS Data Quality Plan) of the CCHMIS Administration Manual, the Data Quality Plan is the baseline for meeting the expectation;
- Seek assistance from the HMIS Lead and/or CoC when there are questions about the CCHMIS and CCHMIS Data Quality;
- Be responsive to questions and requests from both the HMIS Lead and CoC related to CCHMIS data quality; and
- Inform the HMIS Lead and CoC when changes occur within this organization that specifically relate to the CCHMIS and/or CCHMIS data quality as laid out in Article 18 (CCHMIS Security Plan: Access Control), including but not limited to:
 - Designation of a CHO CCHMIS Agency Administrator as laid out in Article 4 (Roles and Responsibilities) of the CCHMIS Administration Manual
 - Inform the HMIS Lead when an existing CCHMIS user no longer needs access to the system, within 24 hours of no longer needing access;
 - Inform the HMIS Lead when a new CCHMIS user needs to receive training to gain access to the system;
 - Inform the HMIS Lead and CoC when an existing CCHMIS project ends, at least 21 days prior to the project's termination

The responsibilities of the HMIS Lead related to this Agreement include the following:

- Provide sufficient training, resources, materials, and follow-up to this organization and its CCHMIS users to ensure a high level of understanding related to entering data into the CCHMIS;
- Respond to the organization's questions and concerns related to the CCHMIS and CCHMIS data quality;
- Provide tools for this organization to monitor its own data quality; and
- Ensure this organization and its CCHMIS users understand the data entry requirements related to the specific projects this organization enters into the CCHMIS

The responsibilities of the CoC related to this Agreement include the following:

- In conjunction with the HMIS Lead, ensure this organization understands the Data Quality Plan and its importance;
- Ensure the HMIS Lead and this organization have sufficient resources to be as proactive in CCHMIS data quality monitoring as possible; and
- In conjunction with the HMIS Lead, determine the consequences for this organization should they fail to abide by this Agreement or a Correction Plan.



This Agreement is effective from the date of signature and will be in effect until this Agreement is updated or the organization is no longer participating in the CCHMIS.

Authorized Sullivan County DSS Representative

Date

Denise Galloway, Director of Partner Services

Date

CHO CCHMIS Agency Administrator Designation:

*The role of the CHO CCHMIS Agency Administrator are as follows:

1. Distribute any HMIS related information to all staff that enter data or pull reports from the CCHMIS.
2. Review the HMIS Data Quality and Completeness Report that is posted to the CARES of NY, Inc. website on the 15th of each month and work with staff to correct any issues if necessary.
3. Remind staff that may not access HMIS regularly to log in each month to maintain their HMIS access.
4. Monitor to ensure that your agency does not exceed the permitted number of active user accounts.
5. Work with the CCHMIS staff annually to confirm any information requested when we are preparing to submit HUD required reporting.
6. Report when staff no longer need access to the CCHMIS or need access to a new/additional project.
7. Submit requests for any new staff to complete the CCHMIS New User Training Series.

Upon designation the CHO CCHMIS Agency Administrator will be required to complete the CHO CCHMIS Agency Administrator Training and submit the associated documentation.

This organization designates the following person to act as the CHO CCHMIS Agency Administrator:

CHO CCHMIS Agency Administrator Name	
CHO CCHMIS Agency Administrator Email	

Billing

Sullivan County DSS is being billed for the following programs:

Program Type	Annual Cost
Large User Fee Agreements (LUF)	\$0
Runaway and Homeless Youth Projects (RHY)	\$0
Solutions to End Homelessness Program Projects (STEHP)	\$0
Supportive Services for Veteran Families Projects (SSVF)	\$0
CoC Supplemental HMIS Fees	\$0
Homeless Service Plan (HSP) Outcome Report	\$0
Non-CCHMIS Fees	\$0
Annual Total	\$0

Due to the Office of Temporary and Disability Assistance covering the costs for NY-525, the charge for this contract year will be **\$0**.

For agencies that incur a fee for this contract year, invoices for fees will be sent via email. If a payment plan is preferred rather than a lump sum, please reach out. Otherwise, please remit payment within 60 days to continue HMIS services with no interruptions.

Sullivan County DSS:

CARES of NY, Inc.:

Authorized Sullivan County DSS
Representative

Authorized CARES Representative

Title

Director of Grants and Contracts
Title

Signature Date

Signature Date