Data Quality Handbook:

New Support Coordinators
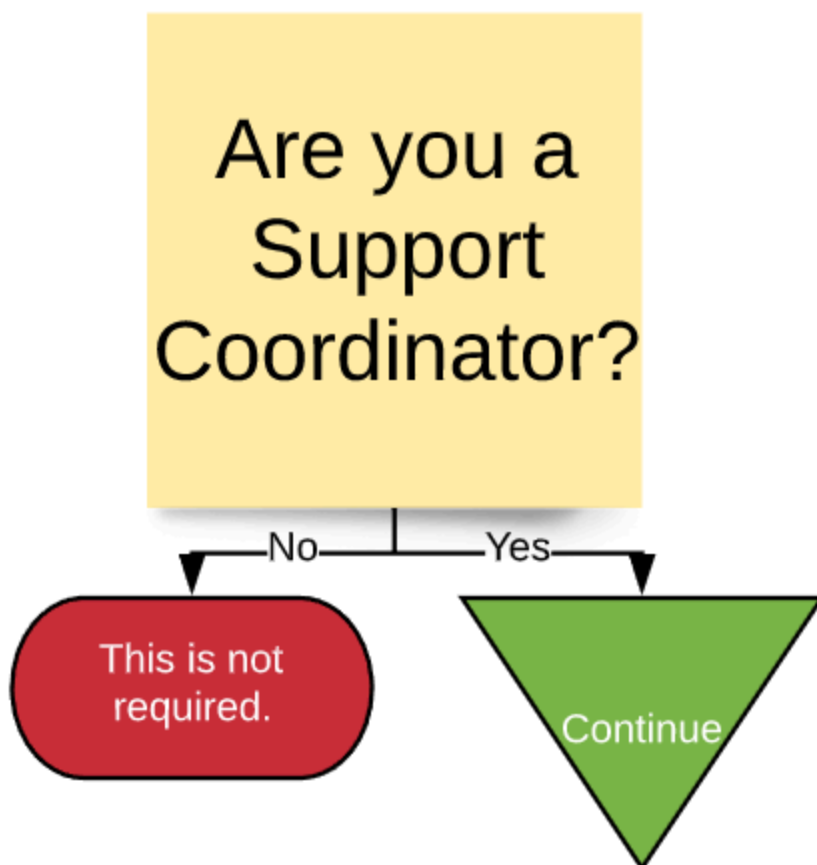
Table of Contents

Welcome to Avalon Housing!

Dear,

[INSERT YOUR NAME HERE]

Congratulations on your new position at Avalon Housing, and welcome to our community!

As a Case Manager, you'll have a tremendous amount of work responsibilities. One of these (actually, several) falls under the general umbrella term of "data quality." This area of your work includes several distinct, important responsibilities including (but certainly not limited to) the following:

- Maintaining up-to-date and accurate client demographic and service transaction data in the Homeless Management Information System (HMIS; aka Service Point.)

- Maintaining up-to-date and accurate client demographic and service transaction data in our own internal services software database, AWARDS (aka Foothold.)

- Participating in regularly scheduled evaluation and compliance-related trainings such as:
    - o Peer Case File Review Day (4-5 hours, quarterly.)
    - o Brown-Out Days (3 hours, monthly.)

Understanding how, and why, maintaining proper compliance is absolutely essential for the daily, direct service you will do through your role at Avalon Housing (hint: it's related to funding. A lot of it, in fact!)

There is a lot to cover in this subject. You certainly won't be expected to understand all of it immediately! Never fear: through training, trial-and-error, and working with your peers and supervisors, you will eventually become a level-9000 data master.

The purpose of this guide is to simply give you a broad orientation into what "data" work you will become involved in, over time.

Please do not hesitate to reach out to me with any questions, concerns, frustrations, jokes, chocolate, or requests for additional training or information at any time.

Welcome to Avalon!

Brett Jones

Evaluation and Compliance Manager bjones@avalonhousing.org

Section 1: Checklists

Checklist #1

Please complete the following checklist in as close to the following order as possible.

Timeline:

a. You'll be using two databases. ServicePoint (HMIS) and Foothold. ServicePoint is external and is administered by the county. Foothold is internal and is administered by Avalon. Sometimes the process of getting your ServicePoint account set up is a little slow, so we'll get that started first. While that's in progress, you'll go through Foothold training. Hopefully, by the time you complete your Foothold training, your ServicePoint account will be ready and you can start that process.

ServicePoint Account Creation w/ Washtenaw County	Foothold trainings	ServicePoint trainings
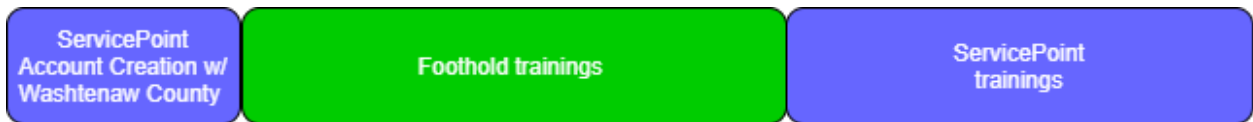
ASAP: ServicePoint Account Creation, Employee Portal, and Staff App Access

- ☐ Create an account on Avalon's employee portal, 🔗 avalonstaff.com
  - Note: Click "log in" and then "need an account? Sign up here." at the bottom of the login form.

- ☐ Download the Avalon staff phone app to your phone(s). Instructions should have been included in a new hire email sent to you previously. Instructions are also available in the 🔗 staff directory page of the employee portal. The app can also be downloaded using this QR code.

  - ☐ Note: HR needs to have added you to the app before you can use the app. You will need to log into the app using your @avalonhousing.org email address. Contact jfitzpatrick@avalonhousing.org if you are unable to log into the app.

- ☐ Register your new user account at https://hmislearningcenter.org

- ☐ Watch 🔗hmis learning center site tutorial video

  - ☐ Complete the 🔗hmis learning center site quiz (#001)

- ☐ 🔗Privacy Training

  - ☐ Watch privacy training video

☐ Complete quiz (#002)

    ☐ 🔗 Turn in certificate of completion to Avalon Evaluation and Compliance staff

☐ 🔗Complete Initial User Policy, Responsibility, & Code of Ethics Form

    ☐ 🔗 Return completed form to Avalon Evaluation and Compliance

☐ Contact Evaluation and Compliance staff to sign up for your mandatory, one-time HMIS New Users Training at the Washtenaw Learning Resource Center (LRC) 4135 Washtenaw Ave, Ann Arbor, MI 48108

Days 0-14: Foothold Training

☐ Notify Evaluation and Compliance staff (bjones@avalonhousing.org) to set up an account in Avalon's internal documentation system, AWARDS (a.k.a. "Foothold")

☐ Create an account on 🔗avalon-eval.teachable.com.

    ☐ Complete all trainings and quizzes:

        ☐ 1) Setting Up Your PIN and E-Signature

        ☐ 2) Foothold Features: An Introduction

        ☐ 3) Let's Create a Client Profile and Intake.

        ☐ 4) How to Update a Profile & Consumer Identifiers

        ☐ 5) Forms: One Time & Renewable Forms

        ☐ 6) Service plans

        ☐ 7) Progress notes

        ☐ 8) Service Plan Linked Progress Notes

        ☐ 9) Discharge

        ☐ 10) Quarterly Peer Review

        ☐ 11) ServicePoint Intakes

        ☐ 12) ServicePoint Assessments

        ☐ 13) ServicePoint ROIs

Days 0-21: ServicePoint Training

Complete the following trainings on 🔗hmis learning center

- ☐ 003 Release of Information
- ☐ 101 Informed Consent Using the Release of Information
- ☐ 102 Collecting and Entering Identifiers
- ☐ 103 Navigating ServicePoint
- ☐ 107 Creating and Managing Households
- ☐ 108 Entry/Exit Process
- ☐ 110 Service Transactions
- ☐ 112 Case Plans - (Position-specific. You'll be informed if required.)
- ☐ 902 Project Start Move-In Date
- ☐ Upload all certificates to: bit.ly/avalonhmislearningcentercertificates

Days 22-30

- ☐ Complete remaining ServicePoint trainings on 🔗 www.hmislearningcenter.org outlined in Section 2 ("ServicePoint (aka: "HMIS") Required Trainings")
- ☐ Ask your Team Lead about any additional trainings you may need to complete

As needed:

- ☐ Check with your supervisor to determine if you need to request account access for:
  - ☐ MiCare Connect
  - ☐ County Mental Health clients (if applicable)
  - ☐ CRCT: Request your account.
    - ☐ How to use CRCT (accessing client documents, checking service authorizations, etc.)

Section 2: Required Trainings for New Hires

Training: Foothold

"What is this?" - You

One quirk of the nonprofit landscape that you'll soon become familiar with is the fact that Support Coordinators use two databases to manage client data. These are known as "Foothold" and "HMIS." Foothold is Avalon's internal client database. HMIS is a statewide database that Avalon is required to use. There is a fair amount of overlap between the two.

The quickest way of summarizing the differences would be this:
- Foothold is like a client file that contains your progress notes about your work, your service plans made with the client, and things like releases of information made between the client and other service organizations.
    - o   Foothold is where you document _what_ you are doing with a client.
- HMIS is like a progress report you complete a couple of times per year to help keep track of your client's progress in areas like income growth, insurance enrollment, and participation in entitlement programs like SNAP or Social Security.

With the exception of a few Support Coordinator positions, most Support Coordinators use Foothold 90% of the time.

Because of this, Evaluation and Compliance provides all new Support Coordinators with a "New User Training."

In the past, we have waited to hold these New User trainings until we have at least a few new people hired.   Now the training is online.

Please email bjones@avalonhousing.org to arrange this training for you soon.

"Ok. Ok....but what do I need to do?" - You

Great question and thank you for asking. We have a limited number of staff who can be completing these trainings at the same time, so you can help by a) directing them to contact me to set up their trainings, and b) following-up as needed to ensure they're completing their trainings within a reasonable amount of time (say, two weeks after starting the trainings?).

AWARDS (aka: "Foothold") Required Trainings (cont.)

"It is hard?" - You

Great question and thank you for asking. No. This is just the same material we've always covered in these trainings, but online. The amount of time needed to complete the in-person and online versions of this training are about the same.

[1) Setting Up Your PIN and E-Signature](#)
[2) Foothold Features: An Introduction](#)
[3) Let's Create a Client Profile and Intake.](#)
[4) How to Update a Profile & Consumer Identifiers](#)
[5) Forms: One Time & Renewable Forms](#)
[6) Service plans](#)
[7) Progress notes](#)
[8) Service Plan Linked Progress Notes](#)

Training: ServicePoint

Approximate total time needed to complete these mandatory trainings: 5 hours.

NOTE:
After completing the "Using the Training Site" video and quiz, please search for the listed trainings below within your Courses homepage **Upload your certificates and other required documentation, here:** 🔗 **https://bit.ly/avalonhmislearningcentercertificates**

Time	Requirement	Resource	Notes	Completed? (Y/N)
5 min	Register account at the "HMIS Learning Center" website	hmislearningcenter.org		
15 min	Watch "Using the Training Site" video and take quiz	hmislearningcenter.org		
5 min	Read, sign, and completely initial the User Policy, Responsibility, & Code of Ethics Form (included at the end of this section.)		There are many places where you need to sign and initial this document. Please make sure you have completed this before submission.	
6m video & quiz	Using the Training Site	Prerequisite 000	hmislearningcenter.org (note: watching this video is worth the time as the quiz isn't very intuitive.)	
50m video & quiz (read note!)	Basic Privacy and Security	Prerequisite 002	1. After you have completed this, print or email a copy of your certificate of completion to bjones@avalonhousing.org. **Please note: your HMIS Privacy Policy certificate must be renewed annually.** Additional instructions for completing your Privacy Policy certification are included at the end of this document. 2. hmislearningcenter.org (note: answers to the quiz are very intuitive. Video can be…skimmed…and test can be attempted more than once. Contact Brett if you need explanations for answers to questions.) 3. Tip: Speed up and slow down videos in Google Chrome using the Vimeo Repeat and Speed Extension.	

Time	Requirement	Resource	Notes	Completed? (Y/N)
34m video & quiz	Release of Information	Prerequisite003	hmislearningcenter.org	
Six Videos, 1-9m/ea & quiz	Navigating ServicePoint	Core 103	hmislearningcenter.org	
Five Videos, 1-14m/ea & quiz	Creating & Managing Households	Core 107	hmislearningcenter.org	
Two Videos, 29-39m/ea & quiz	Entry Exit Process	Core 108	hmislearningcenter.org	

(Staff working with families.)

Time	Requirement	Resource	Notes	Completed? (Y/N)
Five Videos, 1-14m/ea & quiz	Creating & Managing Households	Core 107	hmislearningcenter.org	

Total time: 6-8 hours.

Please upload, at minimum, the following certificate(s), here, once done:

🔗 **https://bit.ly/avalonhmislearningcentercertificates**

002 Basic Privacy and Security
003 Release of Information
101 Informed Consent Using the Release of Information
102 Collecting and Entering Identifiers
103 Navigating ServicePoint
107 Creating and Managing Households
108 Entry/Exit Process
110 Service Transactions
112 Case Plans - (Position-specific. You'll be informed if required.)
902 Project Start Move-In Date

HMIS Privacy Policy Certificate: Initial and Annual Renewal—How to:

Getting and renewing an HMIS Privacy Policy Certification can be, for various reasons, difficult. Here's a little bit on what you need to know, including step-by-step instructions for doing both the initial and annual renewal.

First, both the initial and annual renewal certificates are THE SAME. They can be located from the same spot in hmislearningcenter.org.

A Step-by-Step Guide to getting your HMIS Privacy Policy Certificate (initial and renewal.)

Here are the steps you should follow in order to access the training and certification portion of the website, including a 1-minute video that demonstrates how to accomplish these tasks.
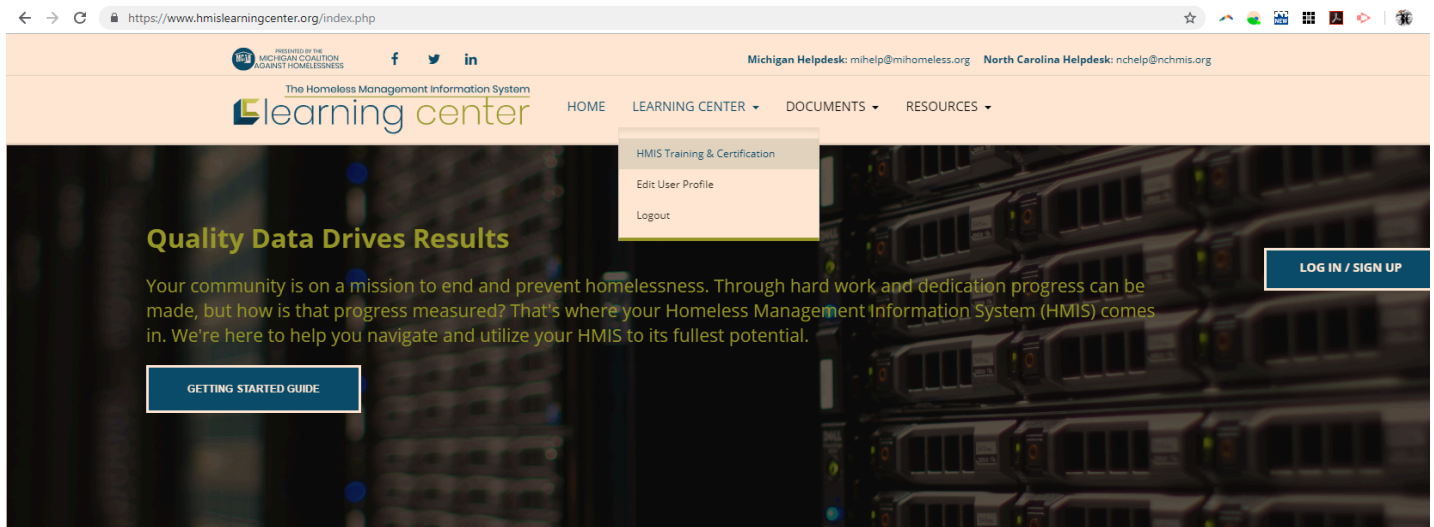
STEPS:
Logging in:
1. Go to: hmislearningcenter.org
2. Login. On the right side of the screen there is an option called "Login/Sign up, click this.
3. There will be a Login/Register sidebar that will appear. You will input your username and password here.
4. Select 'Log In'

Finding a training, or quiz:

a. Now that' you're logged in, click the "**Learning Center**" drop down.

b. Select "**HMIS Training & Certification**"
c. Once in this section you will be prompted to the *Course List* where you will be able to view the different options of certificates needing your completion
d. Select **Basic Privacy and Security**
e. Select **Enroll**
f. Select **Start** to begin the video

NOTES:

- You're *supposed* to watch the video before taking the quiz, but if you're very familiar with basic privacy and security policies (or have taken and passed the quiz multiple times before) you can skip the video and go straight to the quiz. To do this, click "START" under the word "QUIZ."
- You must also complete the initial video and quiz, **Using the Training Site**, before you can begin the Basic Privacy and Security module.

Taking the quiz

After the video is complete, select "**Next**" to continue onto the quiz

Take the quiz.

a. If you pass the quiz with a score at or above 80%, you'll need to download and email the certificate to bjones@avalonhousing.org.

   To do this, after you have completed and passed the quiz, open the course to which you just took the quiz for, go to your gradebook (the button with the graduation cap), and under "Certificates", hit **download** to download the certificate. Then email or hand your certificate to bjones@avalonhousing (whatever is easier.)

b. If you don't pass the quiz, that's fine: you can take it as many times as you need. In fact, if you fail a quiz you can view your incorrect answers at the end of the quiz. Do not send your quiz results to bjones@avalonhousing.org. Only send the certificate, please.

   To do this, after you have completed and passed the quiz, open the course to which you just took the quiz for, go to your gradebook (the button with the graduation cap), and under "Quiz Results", hit the print button to either print, view, or download the results.

c. Finally, remember that both accessing and using hmislearningcenter.org can be tricky for even those who use the site all the time. Please do not hesitate to reach out for support and information from Avalon Housing staff members whenever needed.

How to complete an annual renewal for a training certificate:

Instructions for Documenting an Annual Update

HMIS Learning Center

FOR LEARNERS

Some courses require that you retake them once per year as a refresher in order to continue your usage of the HMIS. The list of these courses is found below:
- Basic Privacy and Security

- **Informed Consent Using the Release of Information**
- **Securing Client Records**
- **Creating Unnamed Records**
- **Advanced Privacy and Data Sharing** *(Agency and System Administrators only)*
- **Establishing Visibility** *(Agency and System Administrators only)*

However, note that your course certificate will **not** update to reflect the date that you completed your annual update if you have already completed the course previously. In order to show your Agency or System Administrator that you have completed a course update, please show them capture of the screen below which will display the date that the update was completed:
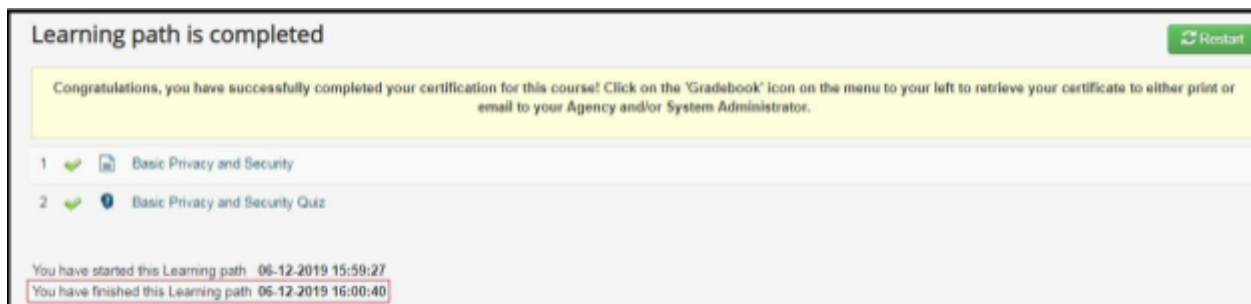
If you have any questions, please contact our helpdesk at mihelp@mihomeless.org (Michigan) or nchelp@nchmis.org (North Carolina), or reach out to your Agency or System Administrator.

Training Calendar: In-Person ServicePoint (HMIS) Training
Unless stated otherwise, all training are held in the Tech Lab at the Washtenaw County Learning Resource Center (LRC) at 4135 Washtenaw Ave

PICK A TIME, THEN email Avalon's ETC Manager, @ bjones@avalonhousing.org to get registered for this event.

-- Select One --
Thursday 12/1/22 9am-11am
Monday 12/5/22 9am-11am
Thursday 12/8/22 9am-11am
Wednesday 1/11/23 2pm-4pm
Thursday 1/19/23 9am-11am
Wednesday 2/1/23 2pm-4pm
Thursday 2/16/23 9am-11am
Wednesday 3/1/23 2pm-4pm
Thursday 3/16/23 9am-11am
Wednesday 3/29/23 2pm-4pm
Wednesday 4/12/23 2pm-4pm
Thursday 4/27/23 9am-11am
Wednesday 5/10/23 2pm-4pm
Thursday 5/25/23 9am-11am
Wednesday 6/7/23 2pm-4pm
Thursday 6/22/23 9am-11am
Wednesday 7/12/23 2pm-4pm
Thursday 7/27/23 9am-11am
Wednesday 8/9/23 2pm-4pm

For Michigan Statewide Homeless Information Management System (MSHMIS)

HMIS New USER POLICY and Agreement

In 2001, the United States Congress directed the United States Department of Housing and Urban Development to "collect an array of data on homelessness in order to prevent duplicate counting of homeless persons, and to analyze their patterns of use of assistance, including how they enter and exit the homeless assistance system and the effectiveness of the systems[1]."

The Michigan Statewide Homeless Management Information System (MSHMIS) is a collaborative statewide effort among helping agencies to document client-level needs and characteristics through a coordinated system which aggregates common information at the agency, community, and state levels.

The MSHMIS is a tool that can also assist agencies in focusing services and locating alternative resources to help homeless persons. Agency staff may use the Client information in the system to target services to the Client's needs.

MSHMIS is an entirely web-based system -- hosted on a central statewide server -- coordinated by the Michigan Coalition Against Homelessness (MCAH) under contract with the Michigan State Housing Development Authority (MSHDA). The system is accessed via the Internet by provider sites offering shelter, housing, and supportive services to homeless individuals and families.

Participating Agencies may choose to share information for provision of services to homeless persons through a networked infrastructure that establishes electronic communication among the Participating Agencies.

Participating Agencies shall at <u>all</u> times have rights to the data pertaining to their clients that they directly enter into the MSHMIS system. Participating Agencies shall be bound by <u>all</u> permissions and restrictions imposed by Clients pertaining to the use of personal data for which they have signed a MSHMIS Client Release of Information form.

All MSHMIS Users are required to attend ServicePoint training sessions prior to using the system.

All MSHMIS Users are required to complete a privacy training specific to protecting information contained within MSHMIS prior to using the System.

All MSHMIS Users are required to have read and understand their Agency's Privacy Notice.

Data-Sharing and Release of Information

1. The Agency understands that informed client consent is required before any basic identifying client information is entered into the MSHMIS for the purposes of interagency sharing of information. Informed client consent will be documented by completion of a Client Release of Information.

2. The Client Release form authorizes basic identifying client data entered into the MSHMIS Profile screen to be shared among all MSHMIS Member Agencies and other Assessment and Service Information to be shared with select MSHMIS Member Agencies, based on inter-agency sharing agreements.

3. If a client denies authorization to share Profile or other assessment information via the MSHMIS, the staff entering the information shall lock the impacted screen(s). This assures that client information is accessible only   to the agency entering data into the program, therefore, precluding the ability to share information with other agencies. If the client's name represents an identification risk even if the record is completely closed and the name can only be seen by the entering Agency, the staff may use the "anonymous" client function Minimum data entry on each Client will be defined by your Agency's Workflow. However, all agencies are encouraged to complete the follow sections of the database:

● The Client Profile section.
● The Additional Profile section.
● The HUD 40118 Assessment Screens for Clients (to report to HUD and to clean data in the database).
● Service Transactions / Case Plan - information on what the client's need and how those needs were met.

Restricted Information

Information, including progress notes and psychotherapy notes, about the diagnosis, treatment, or referrals related to a mental health disorder, drug or alcohol disorder, HIV, or AIDS, and domestic violence concerns shall <u>not </u>be shared with other Participating Agencies without the client's written, informed consent as documented on a second specific Release of Information form. Sharing of restricted information is not covered under the general MSHMIS Client Release of Information.

When recording referrals made for these types of services and to agencies that specifically provide these services, the Client's Service Record shall not be shared with other agencies on the Michigan Statewide HMIS system without the Client's informed consent as signified by an additional Specific Release of Information form.   This information should also not be entered in any "open" notes sections in the Michigan Statewide HMIS system.

The sharing of information on children under the age of 18, who are not accompanied by a legal guardian, will be governed by existing Agency policy regarding the age at which children under the age of 18 may authorize release of information.

USER RESPONSIBILITY

Your User ID and Password give you access and authority to use the MSHMIS. Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination of User privileges.

Please initial each item below to indicate your acceptance and understanding of the user responsibilities below

_____ I have read and understand my Agency's Privacy Notice.

_____ My User ID and Passwords must be kept secure and are not to be shared with anyone, including other staff members.

_____ I understand that the only individuals who can view information in the MSHMIS are authorized users and the Client to whom the information pertains. MSHMIS users must respect the privacy and hold in confidence all information obtained in the course of their use of the software system.

_____ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

_____ Client information should be accessed only in order to retrieve data relevant to a client requesting services from my agency.

_____ I understand that in the event that I am terminated or leave my employment with this agency, my access to the MSHMIS will be revoked.

_____ Clients have the right to see their information on MSHMIS. If a client requests to see their information, the Participating Agency/User who receives the request must review the information with the client.

_____ I understand that failure to log off MSHMIS appropriately may result in a breach in client confidentiality and system security.

_____ If I am logged into MSHMIS and must leave the work area where the computer is located, I must log- off of the MSHMIS before leaving the work area.

_____ I understand that my access to MSHMIS is limited to my designated work site unless I am given expressed written consent of the Agency Administrator to access the system from other specified locations.

_____ A computer that has MSHMIS "open and running" shall never be left unattended.

_____ A computer that has MSHMIS "open and running" shall never be arranged so that unauthorized individuals may see the information on the screen.

_____ Hard copies and downloads of information from the MSHMIS onto a hard drive or disk must be kept secure to ensure that only appropriate agency staff has access.

_____ When hard copies and "downloads" of MSHMIS Client information are no longer needed, they must be properly destroyed as described in your agency's privacy and confidentiality policies.

_____ If I notice or suspect a security breach, I must immediately notify my Agency

Administrator for the MSHMIS and my Executive Director or the MSHMIS System Administrator.

_____   I understand that I am responsible for reporting any system malfunctions or "bugs" that I notice or suspect to the Agency Administrator and other appropriate system support staff.

_____   I understand that I must secure MSHMIS information as closed in each of the modules for which the Client has <u>not </u>given consent for data sharing.

_____   I must get a second specific "Release of Information" to share restricted information about the diagnosis, treatment, or referrals related to a mental health disorder, drug or alcohol disorder, HIV, AIDS, and domestic violence. In addition, ServicePoint settings must reflect the Client's expressed wishes as documented through the Informed Consent process.

_____

MSHMIS User Signature   Date

_____

MSHMIS Agency/System Administrator Signature   Date

_____

Agency Director   Date

USER CODE OF ETHICS

A. Michigan Statewide HMIS Users must treat Participating Agencies with respect, fairness and good faith.

B. Each Michigan Statewide HMIS User shall maintain high standards of professional conduct in his/her capacity as a Michigan Statewide HMIS User.

C. All Michigan Statewide HMIS Users shall endorse and maintain the client's rights related to privacy and confidentiality and shall adhere to MSHMIS Policies and Procedures.

D. The Michigan Statewide HMIS User has primary responsibility for his/her Client(s).

E. The Michigan Statewide HMIS Users will not misrepresent its client base in the Michigan Statewide HMIS system by entering knowingly inaccurate information (i.e. User will not purposefully enter inaccurate information on a new record or to over-ride information entered by another agency.)

F. Discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation are not permitted in the Michigan Statewide HMIS system

G. The User will not use the Michigan Statewide HMIS system with intent to defraud the federal, state, or local government or an individual entity; or to conduct any illegal activity.

I understand and agree to comply with all the statements listed above.

_____

Michigan Statewide HMIS User Signature   Date

_____

Michigan Statewide HMIS Agency/System Administrator Signature   Date

_____

Agency Executive Director   Date

SECTION 3: Regular In-service Trainings @ Avalon

Peer Case File Review Days

So, attending a Peer Case File Review Day has its perks. I'll name a few below just to get you excited:

- This is the day where lunch is guaranteed for all of those in attendance
- ~~There is often an ice breaker that may or may not make you laugh~~

Here are some other "company" reasons about why we have Peer Case File Review Days:

- It is required by the Council on Accreditation (COA) which allows Avalon to bill Medicaid for your services and hard work (this matters more than lunch)
- It helps Avalon acquire more grant funding (the moolah does matter for our jobs)
- It improves Avalon's overall data quality scores for HUD
- It helps identify missing information or documents that are required for each tenant
- It allows you time with your Team and Team Leads and fosters relationship building (The following information is completely stolen from the COA website)

What is the Council on Accreditation?

"The Council on Accreditation (COA) is an international, independent, nonprofit, human service accrediting organization. Founded in 1977 by the Child Welfare League of America and Family Service America (now the Alliance for Strong Families and Communities), [their] mission is to partner with human service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting accreditation standards. [They] envision excellence in the delivery of human services globally, resulting in the well-being of individuals, families, and communities." (Stolen right from their website www.coanet.org)

What is Accreditation?

The formal evaluation of an organization or program against best practice standards. It is both a status and a process:

- As a Status
  - It signifies that an organization or program meets standards of quality set forth by the accrediting body.
- As a Process
  - It involves an in-depth self-review of an organization or program against currently accepted best practice standards, an onsite visit by an evaluation team comprised of experts, and a subsequent review and decision by the accrediting body.

What is a standard?

A statement that articulates a level of quality developed by subject matter experts that will be implemented and maintained by an organization or program pursuing accreditation and an accredited organization or program.

Value of COA Accreditation

Accreditation signifies that an organization or program is effectively managing its resources and providing the best possible services to all of its stakeholders.

Consumers

- Services meet best practice standards
- Services are delivered by appropriately trained staff
- Clients participate in the decision-making process of service delivery
- Services are provided in a safe and respectful environment
- Privacy is protected
- Services support positive outcomes
- Services are culturally competent Staff
- Health and safety are protected
- Risk and liability are minimized
- Service environments are efficient, effective, and supported by a quality improvement-oriented culture
- Professional staff qualifications are defined
- Whistleblower Policy is in place
- Performance evaluation system is in place Board
- Sound financial management practices are in place
- Practices are ethical
- Strategic plan is current, relevant, and monitored
- Effective performance quality improvement and risk management systems in place
- Policies and procedures address conflict of interests, preferential treatment, accountability, and delegation of authority

Donors, Funders, Regulators

- Validation of the delivery of high quality services
- Sound financial practices are in place
- Performance and quality improvement system is in place
- Organizational operations are efficient
- Risk management policies and mechanisms that prevent fraud are in place
- Can be used as a tool to identify grant recipients

Who is accredited?

AVALON HOUSING!

And it's all because of the hard work that you all do!

Brown Outs

What is a "brown out?"

Each month, your team will meet to work on improving or completing various reporting tasks. The focus of each training may change from month-to-month, depending on upcoming deadlines, projects, and priorities facing each team that month.

- Trainings last for up to four hours.
- Examples of brown out work include:
    - Updating client profiles and entering missing data.
    - Completing 6 and 12 month income assessments in HMIS.
    - Receiving training regarding new or changing reporting requirements for projects and grants.

Does the workload for these trainings ever change?

In short, YES! As you become increasingly proficient at this work, you will have less to do every month. After all of your required work is complete, you'll enter into "maintenance mode," meaning that you'll be doing simpler updating than brute-force data entry of previously-missing information. Staff that have participated in several brown out trainings typically end up needing to spend only one to two hours at each training instead of needing to take the whole, four-hour training time to work.