



2024 Agency Audit Form

Welcome to the 2024 Orange County HMIS Audit Form! **Please submit this form at least two days prior to your scheduled audit.** This form can be completed at your leisure, and saved multiple times prior to submission. This form will be reviewed with HMIS staff during your scheduled audit.

Please reply to the email you received regarding the 2024 HMIS Agency Audit with any questions or concerns you have about the form or audit process.

Audit Information

Agency Name

The Agency Administrator completing this form should also attend the scheduled audit.

Name of Agency Administrator Completing Form Email of Agency Administrator Completing Form

Executive Director's Name

Executive Director's Email

Executive Director's Phone Number

For HMIS Agency Fee purpose only, to connect with the Financial Director in addition to the HMIS Agency Admins.

Financial Director's Name

Financial Director's Email

Financial Director's Phone Number

All agencies must submit signed copies of the HMIS Participating Agreement and Inter-Agency Data Sharing Agreement prior to the HMIS Agency Audit. The HMIS Helpdesk Team sent over the agreements forms to the Executive Director for digital signatures.

's Executive Director has signed the HMIS Agreement forms.

Completed by 211OC

's Active Users in HMIS

's Additional Agency Access in HMIS:

's Program Descriptor Data for active projects in HMIS:

's Funding Source Data for active projects in HMIS:

's Bed Inventory Data for active projects in HMIS:

Email addresses at receiving emails from 211OC

Current Agency Administrators at

How many Agency Administrators does have?

Agency Admins' Emails

Agency Admins' Phone Numbers

Have all Agency Administrators listed completed all required HMIS training?
No

List the Agency Administrators that have not completed the required training, and which trainings need to be completed.

Agency Administrators

0b. Why does not have a Backup Agency Administrator?

1. How do you communicate information from the OC HMIS Staff to other HMIS Users at ? Select all that apply.
2. If you discovered that a client has multiple profiles in HMIS, what would you do?
3. If you discovered a client has multiple enrollments for the same period of service in your project, what would you do?
4. How do you submit tickets to request technical assistance from the HMIS Help Desk? Select all that apply.
5. How do you request additional agency access? For example, your agency has a partnership with another agency and need to complete data entry under the partner agency's project.

HMIS Training & Support

6. Describe how new HMIS Users at are trained or onboarded with regard to HMIS functionality and other HMIS related information:

7. Please rate how often you and other HMIS Users at use the following HMIS training resources:

OC HMIS Training Courses

HMIS Knowledge Base Articles

OC HMIS YouTube Channel

8. Are there topics we do not currently have trainings for, or that you would like more in depth

information about, that would benefit you or your staff?

9.If you had to pick one method for receiving information about HMIS functionality, taking into account your own preferences and the preferences of other HMIS users at , what would you choose?

10. How would you rate you and your HMIS users' overall comfort level with HMIS?

11. Please indicate how often you or someone else at your agency attend the following webinars:

HMIS User Meeting

Data and Performance Management Meeting

12. Please provide any comments, questions, or feedback regarding HMIS Training & Support materials not addressed in the questions above:

Client Privacy

13. What would you do if you received a Client Record Request from a client?

14. Please describe how hard copies of paperwork containing client personal identifying information are secured:

15. Please describe any steps takes to train staff members about client privacy, including refresher trainings:

16. Please describe 's process for destroying client identifying data (digital and/or hard copies) after the 7 years specified in HUD's 2004 Privacy and Security Standards:

17. Please describe 's process for communicating about clients over electronic communication (tickets to the HMIS Help Desk, internal emails, etc.):

18. How would you explain the Consent to Share Protected Personal Information form and how a client's information is used and viewed in HMIS to a client?

19. For shared client records in HMIS (meaning clients gave consent to share their information in HMIS) how is the Consent to Share Protected Personal Information form collected? Select all that apply.

20. Is the HMIS Grievance Form available to clients to file grievances if they believe their rights in

regards to HMIS have been violated?

21. How are clients made aware of the HMIS Grievance form? Select all that apply.

22. What is the Last Revision date of the Orange County HMIS Grievance Form that is made available to clients?

23. Does [redacted] have the Note Regarding Collection of Personal Information posted in all areas where HMIS data entry occurs or otherwise accessible to clients at intake?

24. Does [redacted] have the Privacy Notice posted in all areas where HMIS data entry occurs or otherwise accessible to clients at intake?

25. Please describe how clients access the Privacy Notice:

26. Does [redacted] have the Privacy Notice posted on the agency's website?

26b. What is the Last Revision date of the Privacy Notice in use by [redacted]?

27. Does [redacted] have copies of the Client Revocation of Consent to Release Information Form available in areas accessible to clients at all times?

Security Check

[Click here](#) to review the HMIS Security Check article.

You may need to contact your agency's IT specialist to complete the Security Check.

28. Do all devices that access HMIS have locking screensavers that activates within 5 minutes of inactivity?

29. Do all devices that access HMIS have virus protection software that has been updated within the last week? (Exception: iPads and iPhones)

30. Do all devices that access HMIS have firewall in place between the computer and internet connection for the entire network? (Exception: iPads and iPhones)

31. Do all computers that access HMIS have an operating system that is less than five years old and is updated to the latest available version?

32. Do all mobile devices such as tablets or smartphones that access HMIS have the latest version of their operating system installed?

33. Do all devices that access HMIS use the most updated version of the chosen internet browser?

34. Are all workstations and computers that access HMIS stored in a secure location, like a locked office area?

35. Please enter your name below to certify that you have completed security checks for all devices at that access HMIS and that all devices meet the guidelines as listed on the HMIS Security Checklist

HMIS Data Quality

36. Are all projects included in the Program Descriptor Data attachment sent by 211OC still active?

37. Are all HMIS Users included in the attachment sent by 211OC still active?

38. Please describe 's process for monitoring data quality:

39. Does review Data Quality Report Cards posted on ochmis.org?

40. Please share any feedback, questions, or comments you have about the Data Quality Report Cards. Are they useful to you? Is there anything they could include that you would find beneficial?

41. Does review Project Performance Reports posted on ochmis.org?

42. Have your team reviewed the Data Quality Reports on DropBox included for discussion for this audit and correct any errors as needed? Reports include overlapping enrollments, head of household/enrollment errors and/or duplicate records. If your agency did not have any reports to review in DropBox select N/A.

43. Please share any feedback, questions, or comments you have about the Project Performance Reports. Are they useful to you? Is there anything they could include that you would find beneficial?

Final Comments & Submission

Thank you for completing the 2024 HMIS Agency Audit Form! Please use the space below to enter any additional feedback, comments, or questions you have:

If you are not ready to mark your form as "Final Submission" at this time, just click the "Submit" button below to save your work. To come back to your form later you can either click the link provided here or refresh the page after clicking "Submit."

If you are done with your form and ready for 211OC to review, please check the "Final Submission" checkbox below before you click "Submit."

Please check this box if you have completed the 2024 HMIS Agency Audit form and are ready for 211OC staff to review in preparation for your upcoming meeting on