

**LHC STAFF ROLES**

- LHC to identify and select individual to serve as primary liaison between LHC CES Staff & DHCD Staff
- Review BNL monthly, at minimum, to identify data quality issues. Work with local service providers to correct issues
- Ensure that monthly, at a minimum, case conference meetings are held among relevant local providers
- Connect new LHC CES staff to training portal
- Provide updates, as needed, to the BoC CES Coordinator for any identified edits or updates required in the CES manual and training materials
- Maintain compliance with all assessor training requirements and attend routine LHC Liaison meetings

**DHCD STAFF ROLES**

- Ensure the CES system and all relevant policy and procedures in compliance with HUD requirements
- Provide technical support for CES users across the BoS
- Develop, update and distribute CES related policies, procedures, forms and other programmatic updates
- Create, maintain and oversee the CES By Name List and Housing Resource List process
- Assist with identified BNL data concerns and integrity issues
- Attend LHC case conference meetings upon initial implementation to troubleshoot, support and ensure consistent practices
- Coordinate training efforts with LHCs to ensure all staff receive training
- Develop and publish training content
- Maintain list CES assessors and annual training needs
- Prepare agency and system performance reports
- Monitor agency compliance, facilitate client appeal process and take corrective action with noncompliant or under-performing agencies
- Coordinate with the CES workgroup and LHCs to ensure continuous improvement in the launch of CES

**TEAMHMIS STAFF ROLES**

- Design, implement and maintain CES forms, reports and workflow within HMIS
- Create and provide HMIS related training materials to DHCD
- Provide HMIS Help Desk assistance to CES Staff as requested
- Assist DHCD with CES related technology concerns