



Lake County Illinois

Legislation Text

File #: 18-0198, **Version:** 3

Resolution recommending the creation of a ServicePoint Coordinating Council which will serve as the governance structure to consider, establish and affect policies related to system use.

- In order to effectuate a governance structure for mediating disputes among key ServicePoint stakeholders over system use, staff presents for Committee recommendation and County Board action a resolution creating a ServicePoint Coordinating Council.
- Specifically, Lake County Community Development and its community partners utilize ServicePoint in four primary ways: 1) Homeless Management Information System (HMIS); 2) Coordinated Entry (a centralized waiting list for permanent supportive housing); 3) Service coordination between community agencies; and 4) www.findhelplakecounty.org
- These four uses are led by 1-2) Lake County Coalition for the Homeless, 3) Lake County Board and its Housing and Community Development Commission, and 4) United Way of Lake County.
- Service coordination between community agencies (3) - the ServicePoint Referral Network - currently links information and services between 18 agencies throughout the County, but a legal framework is necessary to effectuate network expansion.
- The recommended legal framework contained in corresponding Agenda Item 18-0323 requires a ServicePoint Coordinating Council to coordinate and resolve disputes between different uses of ServicePoint and to respond to requests for data-sharing.

RESOLUTION

WHEREAS, ServicePoint is a web-based software package used by agencies throughout Lake County for service coordination and particularly as a homeless management information system (HMIS) required by the U.S. Department of Housing & Urban Development (HUD); and

WHEREAS, the U.S. Department of Housing & Urban Development (HUD) has empowered the Lake County Continuum of Care as managed by the Lake County Coalition for the Homeless to designate Lake County Community Development as the lead HMIS entity; and

WHEREAS, the Lake County Coalition for the Homeless has also elected to manage Coordinated Entry (a centralized waiting list for permanent supportive housing) in ServicePoint; and

WHEREAS, through its Housing & Community Development Commission (HCDC) the Lake County Board supports the community-wide implementation of the ServicePoint Referral Network; and

WHEREAS, the United Way of Lake County through a Memorandum of Understanding with Lake County uses ServicePoint as the technology infrastructure of its online community resource database (www.findhelplakecounty.org); and

WHEREAS, Lake County government has procured through its Purchasing Department the ServicePoint software from Mediware Information Systems, Inc.; and

WHEREAS, it is desired by Lake County and its community partners to form a ServicePoint Coordinating Council to coordinate and resolve disputes between different uses of ServicePoint and to respond to requests for data-sharing.

NOW, THEREFORE, BE IT RESOLVED, by this County Board of Lake County, Illinois, that a ServicePoint Coordinating Council be formed with representatives from the Lake County Coalition for the Homeless, United Way of Lake County and the Lake County Housing & Community Development Commission. The role of the ServicePoint Coordinating Council shall be limited to the handling of data-sharing requests and to coordination and dispute resolution between ServicePoint users.

DATED at Waukegan, Illinois, on May 8, 2018.