WASHOE COUNTY

Integrity Communication Service

www.washoecounty.gov

STAFF REPORT

BOARD MEETING DATE: *July 14, 2026*

DATE: June 25, 2026

TO: Board of County Commissioners

FROM: Katelyn Kleidosty, Internal Audit Manager
775-830-2550, kkleidosty@washoecounty.gov

THROUGH: Abbe Yacoben, Chief Finance Officer

SUBJECT: Recommendation to acknowledge receipt of the Internal Audit Report for the Housing and Homeless Services – Homeless Management Information System (HMIS). The audit evaluated HMIS governance, user access administration, federal reporting oversight, and operational controls to determine whether processes effectively protect data integrity, confidentiality, regulatory compliance, and program management. Finance. (All Commission Districts.) FOR POSSIBLE ACTION.

SUMMARY

The Fiscal Year 2026 Audit Schedule approved by the Board of County Commissioners included the Housing and Homeless Services – Shelters Audit, which included a review of HMIS governance and operations.

The Internal Audit Division completed an audit of the Housing and Homeless Services (HHS) Homeless Management Information System (HMIS). The objective of the audit was to evaluate whether HMIS governance, user access controls, federal reporting processes, and operational oversight are appropriately designed and administered to protect data integrity, confidentiality, regulatory compliance, and effective program management.

The audit identified opportunities to strengthen governance, user access administration, reporting oversight, segregation of duties, documentation, and operational resiliency. Recommendations were provided to management to improve internal controls, accountability, compliance, and long-term sustainability of HMIS operations.

Washoe County Strategic Objective supported by this item:
Fiscal Sustainability

PREVIOUS ACTION

No previous action has been taken by the Board of County Commissioners on this item.

BACKGROUND

The Homeless Management Information System (HMIS) serves as the primary system of record for homeless services within the Continuum of Care (CoC) and is used to support client services, coordinated entry activities, federal reporting requirements, performance measurement, and funding decisions. Because HMIS contains sensitive personal and demographic information, effective governance, user access controls, and reporting oversight are critical to maintaining data integrity, confidentiality, and compliance with federal requirements.

The audit evaluated HMIS user access administration, governance responsibilities, federal reporting controls, segregation of duties, and operational oversight. Audit procedures included review of policies and procedures, governance documents, contractual agreements, user access records, reporting workflows, and interviews with management and staff.

Major observations identified during the audit included:

- Reliance on manual and decentralized processes for user access administration and documentation.
- Governance and contractual oversight limitations resulting from the regional HMIS structure.
- Opportunities to strengthen segregation of duties and oversight controls over federal reporting processes.
- Concentration of key operational responsibilities among limited personnel.
- Opportunities to improve formal policies, procedures, governance documentation, and role definitions.

The audit concluded that while Washoe County's overall HMIS and Continuum of Care governance structure is generally aligned with recognized practices and operational processes are in place, enhancements are needed to improve governance, accountability, consistency, continuity of operations, and internal control effectiveness.

Recommendations were provided to strengthen governance frameworks, reporting oversight, user access controls, segregation of duties, and operational resiliency. Management was provided the draft report on May 20, 2026, and management responses were requested as part of the audit process.

There were no instances of unauthorized access were identified during testing and the audit focused primarily on governance and control design improvements rather than fraud or misuse.

FISCAL IMPACT

No fiscal impact.

RECOMMENDATION

It is recommended that the Board of County Commissioners acknowledge receipt of the Housing and Homeless Services – Homeless Management Information System (HMIS) Internal Audit Report. (All Commission Districts.)

POSSIBLE MOTION

Should the Board of County Commissioners wish to acknowledge the report, a possible motion would be:

Move to acknowledge receipt of the Housing and Homeless Services – Homeless Management Information System (HMIS) Internal Audit Report.

ATTACHMENT: HHS – HMIS Internal Audit Report 2026