Continuum of Care for Riverside County

Homeless Management Information System (HMIS) Charter

TABLE OF CONTENTS

2016 HMIS Charter – P&P Manual_Rev. 5/3/16

1. VISION FOR RIVERSIDE COUNTY HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

1.1 The Purpose of HMIS

The purpose of HMIS is to record and store client-level information about the numbers, characteristics and needs of persons who use homeless housing and supportive services and about persons who receive assistance for persons at risk of homelessness over time, to produce an unduplicated count of homeless persons for each Continuum of Care, to understand the extent and nature of homelessness locally, regionally and nationally, and to understand services use and measure the effectiveness of programs.

1.2 Benefits of a Local HMIS

The development of a local HMIS is about bringing the power of computer technology to the day-to-day operations of individual homeless assistance providers, knitting together providers within a local community in a more coordinated and effective housing and services delivery system for the benefit of homeless clients and obtaining and reporting critical aggregated information about the characteristics and needs of homeless persons.

An HMIS provides significant opportunities to improve access to and delivery of housing and services for people experiencing homelessness. An HMIS can accurately describe the scope of homelessness and the effectiveness of the efforts to ameliorate it. An HMIS can strengthen community planning and resource allocation.

2. HMIS DEFINITIONS

Annual Homeless Assessment Report (AHAR): HUD's annual report to Congress on the nature and extent of homelessness nationwide.

Annual Performance Report (APR): A reporting tool that HUD uses to track progress and accomplishments of projects funded by HUD on an annual basis (Formerly known as the Annual Progress Report).

Client: A living individual about whom a Contributory HMIS organization (CHO) collects or maintains protected personal information: (1) because the individual is receiving, has received, may receive, or has inquired about services from CHO; or (2) in order to identify service needs, or to plan or develop appropriate services within the CoC.

Chronically Homeless: A homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the ''chronically homeless'' definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven.

Chronically homeless families are families with adult heads of household who meet the definition of a chronically homeless individual. If there is no adult in the family, the family would still be considered chronically homeless if a minor head of household meets all the criteria of a

chronically homeless individual. A chronically homeless family includes those whose composition has fluctuated while the head of household has been homeless.

Literally Homeless: An individual or family who lacks a fixed, regular and adequate nighttime residence, meaning the individual or family has a primary nighttime residence that is a public or private place not meant for human habitation or is living in a publicly or privately operated shelter designed to provide temporary living arrangements. The category also includes individuals who are exiting an institution where he or she resided for 90 days or less who resided in an emergency shelter or place not meant for human habitation immediately prior to entry into the institution.

Imminent Risk of Homelessness: An individual or family who will imminently lose (within 14 days) their primary nighttime residence provided that no subsequent residence has been identified and the individual or family lacks the resources or support networks needed to obtain other permanent housing.

Homeless Under Other Federal Statutes: Unaccompanied youth (under 25) or families with children and youth who do not otherwise qualify as homeless under this definition and are defined as homeless under another federal statute, have not had permanent housing during the past 60 days, have experienced persistent instability, and can be expected to continue in such status for an extended period of time.

Fleeing/Attempting to Flee DV: Any Individual or family, that is fleeing or attempting to flee, domestic violence, dating violence, sexual assault, or stalking.

Continuum of Care (CoC): The primary decision making entity defined in the funding applications to HUD as the official body representing a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximum self-sufficiency.

CoC Program: A program identified by the CoC as part of its services system, whose primary purpose is to meet the specific needs of people who are experiencing a housing crisis. Continuum of Care Program may include: Homeless Assistance Programs and Homelessness Prevention Programs.

Contributory CoC Programs: A homeless assistance program or homelessness prevention program that contributes Protected Personal Information (PPI) or other client-level data to an HMIS.

Contributory Non-CoC Programs: A program that is neither a homeless assistance program nor a homelessness prevention program that contributes PPI or other client-level data to an HMIS.

Contributory HMIS Organization (CHO): An organization that operates a contributory homeless assistance program, homelessness prevention program, or contributory non-homeless assistance program.

Data Recipient: A person who obtains PPI from an HMIS Lead Agency or from a CHO for research or other purpose not directly related to the operation of the HMIS, CoC, HMIS Lead Agency, or CHO.

End User (or Users): An employee, volunteer, affiliate, associate, and any other individual acting on behalf of a CHO or HMIS Lead Agency who uses or enters data into the HMIS or another administrative database from which data are periodically uploaded to the HMIS.

Homeless Assistance Program: A program whose primary purpose is to meet the specific needs of people who are literally homeless. Homeless assistance programs include outreach, emergency shelter, transitional housing, rapid re-housing, permanent housing, and permanent supportive housing.

Homeless Management Information System (HMIS): The information system designated by a CoC to process Protected Personal Information (PPI) and other data in order to create an unduplicated accounting of homelessness within the CoC. An HMIS may provide other functions beyond unduplicated accounting.

Homelessness Prevention Program: A program whose primary purpose is to meet specific needs of people who are at risk of homelessness. Homelessness prevention programs include programs identified by the CoC as part of its service system.

HMIS Lead Agency: An organization designated by a CoC to operate the CoC's HMIS on its behalf.

HMIS Participating Bed: For any residential homeless program, a bed is considered a "participating HMIS bed" if the program makes a reasonable effort to record all universal data elements on all clients served in that bed and discloses that information through agreed upon means to the HMIS Lead Agency.

HMIS Software Solution Provider: An organization that sells, licenses, donates, builds or otherwise supplies the HMIS user interface, application functionality and database.

HMIS Vendor: A contractor who is paid to provide services for the operation of a CoC's HMIS. An HMIS vendor includes an HMIS software solution provider, web server host, and data warehouse provider, as well as a provider of other contracted information technology or support.

Non-Contributory CoC Program: A CoC Program that does not contribute PPI or other client-level data to an HMIS.

Participating CoC Program: A contributory CoC Program that makes reasonable efforts to record all the universal data elements and all other required data elements as determined by HUD funding requirements on all clients served and discloses these data elements through agreed upon means to the HMIS Lead Agency.

Protected Personal Information (PPI): Information about a client: (1) whose identity is apparent from the information or can reasonably be ascertained from the information; or (2) whose identity can, taking into account any methods reasonably likely to be used, be learned by linking the information with other available information, or by otherwise manipulating the information.

Processing: An operation or set of operations performed on PPI, whether or not by automated means, including but not limited to collection, maintenance, use, disclosure, transmission and destruction of the PPI.

Research: A systematic investigation, including research development, testing, and evaluation, designed to develop or contribute to general knowledge.

Unduplicated Accounting of Homelessness: An unduplicated accounting of homelessness includes measuring the extent and nature of homelessness (including an unduplicated count of homeless persons), utilization of homelessness programs over time, and the effectiveness of homelessness programs.

Unduplicated Count of Homeless Persons: An enumeration of homeless persons where each person is counted only once during a defined period of time.

Victim Services Provider: A nonprofit or nongovernmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking.

3. CONTINUUM OF CARE STRUCTURE

The County of Riverside Continuum of Care (CoC) is comprised of public and private agencies along with community residents including homeless and formerly homeless individuals. The CoC was designed to assess the need for homeless and affordable housing services and to develop and recommend a Continuum of Care Plan for the region on behalf of at-risk and homeless individuals and families.

4. STANDARDS FOR HMIS GOVERNANCE

4.1 CoC Board of Governance
A member of the HMIS Administrators Council will attend the scheduled CoC Board of Governance meetings.

4.2 HMIS Administrators Council

Policy: The HMIS Administrators Council is made up of members from the community who use the HMIS Application and/or are Agency Administrators. Council members are required to attend not less than 75% of scheduled meetings per year. The purpose of these meetings is to: review and maintain compliance of the HMIS Charter, support the point-in-time count, review participating agencies compliance reports, and plan/participate in HMIS compliance monitoring.

Description:
To ensure every participating HMIS agency is compliant with HUD and County mandated policies and procedures. It is necessary to be involved in the formulation of these policies and procedures. These meetings will give participating providers the opportunity to voice their concerns as well as determine what and how the policies are written and enforced. The HMIS Administrators Council is also responsible for reviewing HMIS compliance reports and monitoring HMIS implemented program sites.

Procedures:
1. The HMIS Administrators Council will host, moderate, and determine where each meeting will take place.
2. HMIS Administrators Council members will invite participants from various agencies.

3. The agenda, with topics to be covered, will be distributed out to each participating member prior to the meeting, in accordance **with the Brown Act.**
4. Members wishing to add items to the agenda can do so by sending their requests to the HMIS Administrators Council Chairperson.
5. Changes and additions to the HMIS Charter require council approval. All requests for changes, additions or deletions must be submitted on a Request for Policy Change or Addition Form in order to be considered by the council.
6. Minutes of each meeting will be distributed to each Agency Administrator **at least** (1) one week before the next scheduled HMIS Administrators Council Meeting.

Best Practices:
1. Agencies are strongly encouraged to nominate topics they feel should be discussed.
2. Agencies are encouraged to share their ideas and best practices that they feel others in the community would benefit from as well.

4.3 Requests for Policy Addition, Deletion, or Change

Policy: All requests for changes to the Charter will be made in writing and tracked by the HMIS Lead Agency staff. Requests will be received and voted on by the HMIS Administrators Council prior to being inserted into the HMIS Charter.

Description:
All requests for changes, additions, or deletions to the HMIS Charter must be submitted in writing in order to be considered. All Riverside County CoC members are welcome to submit requests. Submitting a request does not guarantee approval of the request. It is recommended that members, who wish to submit a request, attend the HMIS Administrators Council meeting at which the request will be presented to the council.

Procedures:
1. Complete an HMIS Request for Policy Addition, Deletion, or Change form and submit it to HMIS Support.

By E-mail:
HMISSupport@riversidedpss.org

By fax:
Attn: HMIS Support
(951) 358-5662

2. Approved requests will be inserted in the HMIS Charter and uploaded to the DPSS website: http://dpss.co.riverside.ca.us/homeless-programs/management-information-system within 7 business days following approval by the HMIS Administrators Council.

5. HMIS DATA QUALITY STANDARDS

5.1 Applicability, Purpose and Goals
The Data Quality Standards provide a framework for ensuring that our community implements procedures that result in good quality HMIS data. These standards apply to the HMIS Lead Agency, CoC membership and contributory programs. The Data Quality Standard is intended to achieve the following HUD reporting policies:

8

5.1.1 Data Quality Plan

Policy: The HMIS Lead Agency will develop and implement a data quality plan to ensure consistent data collection and data quality across all CHOs.

> **Description:**
> 1. At minimum the data quality plan will include the following elements:
>   Identify the responsibilities of all parties in the CoC (CoC primary decision-making entity, HMIS Lead Agency, CHOs, End Users) with respect to achieving good quality HMIS data.
> 2. Benchmarks for data timeliness, data accuracy, and data completeness, which are consistent with the revised standards.

5.1.2 Monitoring by HMIS Lead Agency

Policy: The HMIS Lead Agency will monitor the overall data quality of the HMIS and the quality of the data produced by individual CHOs and their Contributory Homeless Assistance Programs.

> **Description:**
> Specifically the Lead Agency will:
> 1. Utilize the Universal Data Integrity Report, Universal Data Quality Report, Bed Utilization Report, and the Data Timeliness Report to monitor data quality for each Contributory Homeless Assistance Program.
> 2. Produce monthly program level information for each Contributory Homeless Assistance Program identifying data quality weaknesses and recommending solutions for issues that need to be addressed.
> 3. Provide regular feedback to individual CHO's to ensure problems are addressed.
> 4. Provide training and/or technical assistance to CHO staff to ensure problems are addressed.
> 5. Monitor the cleaning and updating of client data that has been identified as non-compliant with the local data quality standards.

5.2 Data Quality Benchmarks

Policy: In order to qualify as "participating in the HMIS" all participating CHOs must meet the data quality benchmarks as described in the Continuum of Care for Riverside County's Data Quality Plan. These benchmarks apply to CHOs whether or not the CHO provides the data directly into the HMIS or submits it to the HMIS Lead Agency for input into HMIS.

5.2.1 Data Accuracy Benchmarks

> **Description:**
> Information entered into the HMIS must be valid and must accurately represent information on the people that enter any programs that contribute data to the HMIS. Every CHO must enter data on clients in the same way over time, regardless of which staff person is recording the data in the HMIS.
>
> **Procedure:**
> To determine the accuracy of information in HMIS, CHOs must regularly conduct data quality checks and audits. This can be done by spot checking the data that are entered by HMIS users, comparing the HMIS data to a sample of paper files.

2016 HMIS Charter – P&P Manual_Rev. 5/3/16

Required Benchmark:
100% of data entered into HMIS must reflect what clients are reporting.

5.2.2 Data Completeness Benchmarks

Description:
To be complete, the HMIS must include all homeless assistance programs (to the maximum extent possible), all clients served by those programs, and all required data elements for each client served. If a client record is missing, then the aggregate report on the program will not adequately capture the clients served.

Procedure:
Paper records – Hard copies must be maintained for any client who does not consent to having their information entered into the HMIS.

Required Benchmarks:
1. 100% of all HUD funded homeless assistance programs (excluding Domestic Violence programs) must participate in the HMIS.
2. 100% of all beds in non-HUD funded housing programs?

5.2.3 Data Timeliness Benchmarks

Description:
To be most useful for reporting, an HMIS must include the most up-to-date information possible, on clients served by CHOs.

Procedure:
Information must be entered into HMIS within **fourteen (14) calendar days** from the point of the event, (Intake/enrollment, service delivery, or discharge) to record the information into the HMIS software.

5.3 Data Quality Required Reports
The overall quality standards for HMIS are presented in the Homeless Management Information System (HMIS) **2014 HMIS Data Standards Manual, released September 2015**. Copies will be available upon request.

5.3.1 Universal Data Quality Report
This report calculates the percentage of required client-level data elements with null or missing values divided by the total number of client records. The report will also calculate the number of usable values (all values excluding "Don't know" and "Refused" responses) in each required field over any desired time period (e.g., last month, last year). The report will be generated for each program, for different types of programs, and across the entire CoC. The program level reports will cover all applicable universal and program-specific data elements. The CoC reports will be limited to the following universal data elements: Name, Social Security Number, Date of Birth, Ethnicity, Race, Gender, Veteran Status, Disabling Condition, Residence Prior to Project Entry, Length of Time on Street, in an Emergency Shelter, or Safe Haven, and Exit Destination. Percentages will be based on the universe of client records for which the data element is required. For example, percent (%) null for veteran status = number of clients with no veteran status recorded / number of adults.

5.3.2 Bed Utilization Report

This report will calculate for each program the percentage of beds and family units that are filled on any given night by dividing the number of clients/households served by the total number of beds/units available for occupancy during the specified time period, as well as the average bed and unit utilization rates by program type. The report will help to identify potential data quality issues by flagging facilities with bed or family unit utilization rates above 105% or below 60%. The report requires that client level data as well as Program Descriptor data be entered into HMIS for all clients served in programs that provide beds.

5.3.3 Data Timeliness Report

This report calculates for each program the differences between the date on which the Program Entry Date or Program Exit Date was entered on clients and the dates on which actual entry or exit occurred. The report will be based on Program Entry Dates and Program Exit Dates, and compare the dates that these data were entered to the actual vales contained in those fields. The "Creation Date" for these fields is automatically recorded when the user enters data. This data will be compared to the Data Timeliness Benchmark set by the CoC.

5.4 Reduce Duplications in HMIS for Every CHO

Policy: In order to reduce the duplication of client records, CHO Users should always search for the client in HMIS before creating a new client record.

Description:

The burden of *not* creating duplicate records falls on each participating agency. The HMIS system does not prevent duplicate client records from entering the database, therefore it is up to each user to ensure every client is first searched for, and if not found, then added. If matches are found, the user must determine if any of the records found, match their client. Having multiple (duplicate) records on the database for a single client causes confusion and inaccurate information being stored.

Procedures:
1. When an CHO user is collecting data from a client, the CHO user will first attempt to locate that client in the system by searching (Find Client button) for them by either name (first, last, and middle), date of birth (DOB), or social security number (SSN).
2. If no matches are found on the database for this client, the CHO user will continue to add the basic Universal Data elements for the client's intake.

Best Practices:
1. Perform more than one type of search when attempting to find an existing record. Clients often do not use the exact same name that was previously entered.
2. Using a field other than name tends to be more accurate, and not open for much interpretation (date of birth, social security number).

5.5 Data Quality and Correction

Policy: Agency Administrators are required to run the Universal Data Quality Report and the Clients in Programs report for each of the agency's programs and respond to the HMIS Lead Agency's request for data clean-up.

11

Description:
To produce high quality reliable reports, it is imperative to possess high quality data. HMIS Support will help assure stakeholders that the data contained within HMIS is of high quality. Details of the Data Quality Report can be found in the HMIS Quality Plan.

Procedures:
1. At the end of each month, **HMIS Support** will review the quality of each agency's data by running reports out of HMIS.
2. Agency HMIS Administrators are required to work with **HMIS Support** to rectify any shortfalls on data quality and fix issues within five business days.

6. PRIVACY STANDARDS

6.1 Policies and Applications
CoC HMIS Lead Agency will provide to all Contributory HMIS Organizations (CHOs), and make otherwise publicly available to anyone upon request, a Privacy Notice that:
1. Describes its' role in the processing of protected personal information (PPI) obtained from CHOs
2. Describes accountability measures for meeting applicable privacy and security obligations
3. Informs data subjects, on how to pursue their privacy rights, with CHOs for including standards and procedures for CHO programs that are covered by HIPAA or other privacy rules.

6.1.1 Privacy Policy Notice (Posted Sign)

Policy: All CHO users who enter data in the HMIS must have a sign posted at their workstation or wherever data is entered which describes how information about the client may be used and disclosed and how the client can get access to their information.

Description:
The HIMS Privacy Policy Notice is a brief document describing a consumer's data rights in relation to HMIS.

Procedures:
1. Each workstation, desk, or area used for HMIS data collection must post the HMIS Privacy Policy Notice.
2. If an agency serves Spanish-speaking clients, or clients whose primary language is not English, the agency must also provide the translated Spanish (or other) version of the HMIS Privacy Policy Notice.
3. If an agency has a website, the HMIS Privacy Policy Notice must be posted on that website as well.

Best Practice:
An agency could also post the HMIS Privacy Policy Notice in a waiting room, an intake line, or another area where clients congregate before intake occurs. This will give clients another opportunity to read the notice before receiving services.

6.1.2 Release of Information (ROI)

Policy: All **clients** Informed Consent forms must be stored securely for a minimum of seven years after the client last received services from the agency.

Procedures:
1. The Informed Consent form is valid for seven years after the client last received services from the agency. Therefore, for auditing purposes it is important to keep the Informed Consent form collected for at least that length of time.
2. Informed Consent forms must be kept securely in accordance with standard confidentiality and privacy practices (e.g. locked away in a file cabinet and not accessible without authorization).
3. If an agency does not currently keep client files, they must. It will be important to set up a file system to keep track of these forms.

Best Practice:
It is recommended that agencies keep the Informed Consent form in their current client file with the other information being collected and maintained. It will be easier to locate their information in this manner rather than creating a separate file just for HMIS.

Policy: Agencies will give clients a copy of the signed Informed Consent agreement.

Procedures:
1. The Informed Consent form details the client's rights in HMIS data collection. This information is particularly important to those individuals that agree to participate in HMIS.
2. The CHO End User who is the agency witness on the Informed Consent form should provide the client with a copy of the signed document, and file the original.

Best Practice:
Some agencies may wish to also provide clients with a photocopy of the signature page, so that they have a record of what was their HMIS participation decision.

Policy: Unless a court order claiming incompetence is known or provided, clients are presumed competent**.**

Procedures:
1. The industry-wide best practice is to presume that all clients are competent, unless there is a known court order stating otherwise or obvious assessment to the contrary can be made.
2. If there is a known court order stating the individual is not competent then it is not possible to obtain an Informed Consent for HMIS. In this case, the CHO end users should mark down **"DO NOT ENTER MY INFORMATION**..." and sign as the Agency witness.
3. CHO End Users should do their best in attempting to obtain informed consent from individuals that may not appear to be fully competent during intake when there is no court order. If it is not possible to obtain a truly informed decision regarding HMIS participation, the individual should be dealt with as a non-participant in HMIS.

Best Practice:

2016 HMIS Charter – P&P Manual_Rev. 5/3/16

Often individuals may be temporarily incompetent because they are under the influence of a particular substance which affects their ability to make a decision. If possible, delay the Informed Consent process and HMIS data collection, until the client is no longer under the influence and is able to make decisions.

Policy: Clients may not agree to participate in HMIS. Clients do not have to participate in HMIS in order to be served by the program.

Procedures:
1. A number of clients will either choose not to participate in HMIS or are not capable of Informed Consent (for a variety of reasons) however, it is important for reporting purposes that these individuals are still counted.
2. To account for the overall services rendered by an agency, each agency must keep track of how many clients did not participate in HMIS.
3. Agencies are responsible for collecting accurate information to meet program reporting requirements.

Policy: Agencies cannot deny services to an individual solely on the basis of the individual deciding not to participate in HMIS.

Procedures:
1. When a client decides not to participate in HMIS, an agency cannot deny them services because of that decision.
2. Agencies are not required to guarantee services to an individual as they may fail other eligibility criteria, lack of openings, and/or lack of funding.
3. Agencies who encounter clients that refuse to sign the ROI will capture client information on the manual paper intake form.

Best Practice:
Agencies may determine if an individual will or will not receive services before the individual goes through the Informed Consent process. This will eliminate a perceived relationship between HMIS participation and service delivery.

6.2 Workstation Security Procedures

Most security breaches are due to human error rather than systematic issues. In order to keep the application and data secure, CHO End Users must also implement some additional security measures.

Policy: CHO End User's computer screens should be placed in a manner where it is difficult for others in the room to see the contents of the screen.

Description:
The placement of the monitor can play a role in establishing security at the agency. CHO users should consider placing the monitor in a way that it is difficult for others to see the screen without you knowing it. **Good placement:** When someone walks into the room where the computer is, all they should be able to see should be the back of it. **Bad placement:** When someone walks into the room, they can look over your shoulder without you knowing it, and read material off the screen.

Policy: Do not write down your username and password, or store it in an unsecured manner.

Description:
Do not post your HMIS user name or password information under your keyboard, on your monitor, or laying out for others to see. This type of behavior can lead to large security breaches. Passwords and usernames that are written down must be secured in a locked drawer.

Policy: Don't ever share your login information with anybody (including Site or Project Managers).

Description:
If someone is having trouble accessing HMIS, direct them to contact your Agency Administrator, call or send an e-mail to the HMIS Support Desk. Sharing usernames and passwords, or logging onto a system for someone else is a serious security violation of the user agreement. CHO users are responsible for all actions taken in the system utilizing their log-ins. With the auditing and logging mechanisms within HMIS, any changes anyone makes or actions that are taken will be tracked back to your login.

Policy: When you are away from your computer, log out of HMIS or lock down your workstation.

Description:
Stepping away from your computer while you are logged into HMIS can also lead to a serious security breach. Although there are timeouts in place to catch inactivity built into the software, it does not take effect immediately. Therefore, anytime when you leave the room and are no longer in control of the computer, you must do one of two things. First, you can lock down your workstation. Most Windows-based operating systems allow users to lock their workstation by simply pressing CTRL-ALT-DELETE keys and choosing "Lock Workstation". This will require users to enter in their Windows password when returning. Secondly, if this is not an option for you, log out of HMIS.

6.3 Sharing Client Data

Policy: HMIS client data may not be shared unless explicitly authorized by the client and an Agency-to-Agency Agreement is signed.

Description:
Agencies tend to work with a number of other service providing agencies while coordinating services for a client. While coordinating services it is important to keep the client's identity confidential unless the client expressly permits their information to be shared and an Agency-to-Agency Agreement is signed.

Procedures:
1. CHO users will keep client data confidential at all times and will obtain client permission to disclose personally identifying information only when necessary.
2. In the future, electronic data sharing between agencies will be enabled with agency and client consent regarding what agencies have access to their information and what information they would like to share.

6.4 Electronic Sharing of Client Records

2016 HMIS Charter – P&P Manual_Rev. 5/3/16

Policy: ClientTrack has the ability to allow client information sharing between CHO's. This is only done with an Agency-to-Agency Agreement implemented. The HMIS Lead Agency staff will enable agencies to share client records electronically if **both** agencies agree **AND** the client consents to the sharing of their information.

Description:
The HMIS application allows groups of agencies to share the same client record as they provide and coordinate services for the individual/family. Agencies who wish to have the ability to share records with one another will need to sign an agreement between each other. Clients will also have the added ability to decide if they want their information shared with another agency, as well as what information they would like to have shared. ClientTrack has the flexibility to allow the agencies to specify which classification of data they would like to share and with whom.

6.5 Client's Access to Their Information

Policy: Clients have the right to a copy of their Universal and Program-Specific data contained within County of Riverside HMIS.

Procedures:
1. Clients may request a copy of their information contained within County of Riverside HMIS.
2. Agencies are required to provide them a print out from the County of Riverside HMIS of the Universal and Program-Specific data elements.
3. Agencies are not required to print out any additional information although it is optional and allowed.

Best Practices:
1. Case management notes are typically not shared with the client. However, consider providing the client related information such as their goals, outcomes, referrals, and services provided.
2. If utilizing paper forms with data entry into County of Riverside HMIS occurring later, consider making a photocopy of the paper forms for the client if they request a copy.
3. If entering data directly into County of Riverside HMIS without utilizing paper forms, consider automatically printing a copy of the information for the client.

6.6 Client Grievance Process

Policy: Clients have the right to file a Grievance form regarding potential violations of their privacy rights regarding HMIS participation.

Procedures:
1. A client must request and complete the Grievance form from the agency.
2. The client may choose to turn the form into an agency manager or another person of authority not related to the grievance **OR** may mail the form directly to the **CoC**.
3. If the agency receives a completed Grievance form, they must submit it promptly to the **CoC.**
4. The **County of Riverside HMIS Homeless Programs Unit** will review the grievance, research the nature of the complaint, and will respond to the grievant within 30 days.

Policy: No action or punishment will be taken against a client if they choose to file a grievance.

Procedures:
1. The agency named in the grievance, and other participating HMIS agencies, will not refuse or reduce services to the client because of filing a grievance.
2. A thorough investigation will occur if a client reports retaliation due to filing a grievance.

6.7 HMIS Software Application – Level Security

Within the HMIS software itself, there are additional layers of security built into the system. This results in making the system harder to access without appropriate permissions. These security features include:

- 128-bit encryption of the connection between a CHO end users computer and the HMIS application
- Users are organized into security groups in which the groups are given specific permissions on what they can access in HMIS
- A CHO end users connection to the application will automatically close down after a period of time of inactivity in the HMIS software.
- There are logging and audit systems in the background recording each user's activities in adding, viewing, and editing information.

7. IMPLEMENTING HMIS

7.1 HMIS Software Solution
The HMIS *solution* for the CoC is a web based computer software application called ClientTrack created by Data Systems International (DSI) located in Salt Lake City, Utah.

7.2 Technology Requirements

Policy: All computers authorized to access County of Riverside HMIS must meet the minimum requirements as established in this charter.

Procedures:
All computers that will access CoC HMIS on behalf of the agency must meet the minimum requirements. This includes agency's on-site desktops and laptops as well as home computers. Accessing HMIS from home is never allowed due to security breaches. It is difficult to ensure that a computer in the home meets the technical standards and that users are abiding by the same privacy, confidentiality, and security procedures as they would in the office. Unauthorized individuals (spouses, children, and relatives) could gain access to HMIS in a home environment more easily than in an office environment. Agency Administrators must ensure that these computers meet the following standards:

1. Internet access: Browser Support - ClientTrack 15 is supported for solution users on the following browsers:
   - Internet Explorer 9.0 or above
   - Google Chrome 35.0 or above
   - FireFox 30.0 or above
   - Mobile Safari for iOS 6.0 or above (used on iPhone, iPad, and iPod mobile digital devices)
   - Firefox for Android (may be installed on Android 2.1 or above)

17

• Google Chrome for Android (may be installed on Android 4.0 or above)
2. Internet connection speed: For best results, use a DSL or faster internet connection.
3. Screen resolution: Screen resolution should be at least1024 x 768 pixels.
4. Firewall: For your computer or network, an active firewall must be present either on that PC or as a part of the network.
5. Virus protection: For your computer or network, virus protection software must be present and active with current virus definitions and regularly scheduled virus updates occurring.
6. Login access: Each computer must utilize and activate a login screen.
7. Screen-saver password: Each computer must activate a screen-saver password which is set to turn on when the computer is unattended or has not been in use during a reasonable amount of time (typically 10 minutes).

Best Practices:
Agencies should also consider these recommendations in preparation for fully utilizing all the capabilities within HMIS as well as incorporating standard industry practices:

1. Operating system version: Each computer should be on a currently supported version of an operating system (e.g. Windows, Mac O/S).
2. Operating system updates: Each computer accessing HMIS should be current in applying all of the available critical security patches. Patches should be installed within 24 hours of notification of availability.
3. Anti-Spyware software: For your computer or network, anti-spyware software should be present, active, and with current definitions.
4. Browser software version: Each computer should be on a current version of the browser. Internet Explorer 9.0 or above, Google Chrome 35.0 or above, Firefox 30.0 or above, Mobile Safari for iOS 6.0 or above, Firefox for Android (Android 2.1 or above), or Google Chrome for Android (Android 4.0 or above).
5. High-speed connection: Ideally each computer should have access to at least a DSL/Broadband high-speed line.
6. Standard office software: In order to use downloaded data from HMIS, you should have software that can interpret comma-delimited files, such as spreadsheet, word processing, or database software (examples like Microsoft's Excel, Word and Access). There are a number of options here. It is not a requirement that you have this software since it is not required that you download HMIS data. There are computers that will download data from HMIS. It will need a compressed file expander to unzip the files additional options beyond the Microsoft Office software.
7. Compressed file expander for WinZip and Aladdin Expander are of this type of software. It is not a requirement that you have this software unless you intend to download data.

7.3 Memorandum of Understanding (MOU)
HMIS Participating Agency & Data Sharing Agreement

Policy: In order to systematically share data, the participating agencies will jointly establish a data sharing network formalized by the execution of an MOU. **(see Appendix E)**

Description:
The CHO End User Agreement is a contract between the agency and the Continuum of Care, with Riverside County DPSS acting on behalf, of the CoC's agent regarding participation in HMIS (*using the ClientTrack software*.) The agreement outlines specific requirements on confidentiality, data entry, responsibilities, security, reporting, and other items deemed necessary for proper HMIS operation and compliance.

18

Procedures:
1. The agency's Executive Director (or other empowered officer) will sign one copy of the Agency Agreement, maintain a copy for your files and email the copy to: HMISSupport@riversidedpss.org.
2. A copy will be filed at DPSS
3. Any questions regarding the terms of the Agency Agreement should be directed to CoC HMIS Lead Agency.

Attn: Riverside County HMIS Lead Agency
Riverside County Department of Public Social Services
4060 County Circle Drive
Riverside, CA 92503

7.4 HMIS End User Agreements

Policy: An HMIS End User Agreement must be signed and kept for all agency personnel or volunteers that will collect or use HMIS data on behalf of the agency.

Description:
The HMIS End User Agreement is a document between a participating agency and its employees, contractors, or volunteers who are authorized to collect HMIS data and/or record that data into the system for the purpose of agreeing to abide by the rules in the specified.

Procedures:
1. Before an authorized agency personnel begins collecting data on behalf of HMIS, the individual must sign a HMIS End User Agreement form.
2. An agency must store the signed HMIS End User Agreement for each individual that will collect data for HMIS or will operate the HMIS software.
3. An agency must retain signed HMIS End User Agreements upon revoking an individual's authorization or in terminating an individual's employment indefinitely.

7.4.1 Removing Authorized Personnel

Policy: The CoC HMIS System Administrator must be notified within three (3) business days when an individual is no longer authorized to access HMIS on the agency's behalf.

Procedures:
1. Within one business day of revoking an individual's authorization for HMIS access, the agency will contact the HMIS System Administrator via support email HMISSupport@riversidedpss.org.
2. The agency will complete a Change User Account Form and email or fax - Attn: HMIS Support – Fax number 951-358-5662.
3. Upon receipt of the 'Change User Account' Form, HMIS Support will immediately deactivate and/or delete that individuals' CHO user account. The individual will not be able to log into HMIS at that time.

7.5 HMIS Licensing

Policy: In order to participate in HMIS, an agency must obtain a license for each CHO End User that the agency designates (maximum of two licenses per project). Initial purchase of licenses will be made by the HMIS Lead Agency.

Description:
To participate in the CoC HMIS, each agency must have a minimum of two dedicated CHO End Users. The Agency will need to designate two users per program, one to be used as a backup and one agency administrator.

Procedures:
1. Each agency will fill out the appropriate "User Account Request Form" for each designated CHO end user and signed by the agency's Executive Director or other authorizing figure and submit the forms to the HMIS Lead Agency.
2. Once approved for HMIS participation, agency profiles will be built and training will be scheduled for end users as well as any possible Agency Administrators.
3. After successful completion of training, the agency can begin using HMIS immediately on client intakes.

7.6 Designate Agency Administrator

Policy: All participating Organizations must designate an Agency Administrator.

Description:
The organization's Executive Director or other officer must designate an individual to act as the organization's Agency Administrator. The Agency Administrator role possesses different responsibilities than a typical End User and as applicable should be Administrative staff level. The Agency Administrator is accountable for the following items: (activities)

- Acts as the first tier of support for CHO End Users
- Act as the main point of contact for HMIS Lead Agency for HMIS related issues.
- Completes the agency's HMIS Program and Grant Set-up forms to be used to set up the organization in HMIS.
- Ensure client privacy, confidentiality, and security
- Maintain compliance with technical requirements for participation
- Store a copy of and enforce End User Agreements
- Post Privacy Notice
- Enforce data collection, entry, exit, and quality standards
- Assist HMIS staff with technical assistance, CHO user training and monitoring.
- Attends HMIS Administrator Council meetings
- Maintains the agency's Approved End Users List spreadsheet to reflect all of the authorized individuals.
- Requests training and/or technical assistance on behalf of the agency's CHO end users.
- Runs the Universal Data Quality Report for each of the agency's programs and responds to the HMIS Lead Agency's request for data clean-up.
- Runs the Clients in Program report for each of the agency's programs and responds to the HMIS Lead Agency's request for data clean-up.

Procedure:
The Agency Administrator is designated as an oversight person and has the overall responsibility for meeting the HMIS requirements. CHO End Users are authorized by their

Agency Administrator to access HMIS after signing the CHO End User Agreement with their agency and completing the required training(s).

7.7 Agency Profiles in HMIS

Policy: Agencies are not allowed to enter client data into HMIS until their agency profile is set-up in HMIS.

Description:
Within HMIS, each agency will have an organizational profile that contains the programs and services the agency offers. HMIS staff will work with each agency individually to design their profiles.

Procedures:
1. The Agency Administrator will complete the HMIS Program and Grant Set-up forms to assist in the organization of how an agency's profiles will work in ClientTrack, before updating profiles in ClientTrack.
2. The Agency Administrator will contact the HMIS Lead Agency staff, on behalf of the CoC for the purpose of reviewing the set-up forms.
3. HMIS staff will work with the Agency Administrator to ensure that the profiles are organized in a way that is useful for the agency, consistent with standard practices, and meets reporting needs.
4. HMIS Support will complete the agency profile set-up in ClientTrack based on the final HMIS Program and Grant Set-up forms.
5. At the request of the Agency Administrator, HMIS Support will make any necessary changes to the agency profiles.

7.8 Designating CHO End Users

Policy: Any individual working on behalf of the agency (ex: employee, contractor, and/or volunteer), that will collect information for HMIS purposes must be designated a CHO End User; and therefore is subject to the Policies and Procedures contained in this Charter.

Description:
Anyone who collects HMIS data (electronic or paper) or creates reports from the system should be designated as a CHO End User. Due to client privacy, confidentiality, and security procedures, all persons in these positions must follow the standards and procedures set forth for security and confidentiality. Individuals who have not had the proper training will not be equipped to respond to clients' questions on HMIS informed consent, revocation, intake forms, and other aspects.

Procedures:
1. After an individual is identified as a CHO End User, HMIS Support must follow the User Administration procedures in this document for adding authorized users.
2. This individual is required to complete the appropriate user training, as outlined in the "Training Procedures" stated in this document.

7.9 Contributing CHOs

Under the HMIS license for ClientTrack, any agency may participate in HMIS if they have signed the HMIS Agreement and filled out the User Access Request form required for each

licensed user. Each participating agency is responsible for their clients' data. Any type of agency that provides services to persons in need is eligible.

8. DATA COLLECTION & REPORTING

8.1 On Whom to Collect Data

Policy: Agencies are required to attempt data collection on individuals who are homeless and/or who are receiving services from the agency.

> **Procedures:**
> 1. For HMIS purposes, HUD's minimum standards require that individuals who are homeless and receive services from an agency must be approached for HMIS data collection. Therefore, during the intake process, it is important to identify these persons.
> 2. Once these persons are identified, they must go through the Informed Consent process.
> 3. Information must be collected separately for each family member, rather than collecting data for the family as a whole.

8.2 Using Paper-based Data Collection Forms

Policy: Agencies may choose to collect client data on paper and enter it into the HMIS software later, rather than entering it directly in the system. **If data is collected by paper first, that information must be entered into the HMIS system within fourteen (14) calendar days.** If ClientTrack is unavailable agencies must use client intake forms that have been approved by the HMIS Lead Agency to collect data on all clients served until HMIS is available.

> **Description:**
> Each agency will incorporate HMIS into its own operating processes. Some agencies will prefer to interview clients and simultaneously enter their information directly into the computer. Other agencies will find it easier to collect information on paper first, and then have someone enter the data later.

> **Procedures:**
> 1. Agencies may utilize the HMIS paper-based forms for initial data collection.
> 2. CHO End Users will have fourteen (14) calendar days from the point of the event (intake/enrollment), service delivery, or discharge) to record the information into HMIS.
> 3. Universal and Program-Specific forms will be available to participating agencies.

> **Best Practices:**
> 1. The HMIS Lead Agency strongly recommends that all agencies that enter data into the HMIS complete the program specific data fields even if the funding received by the agency does not dictate they do so. The additional data elements on the client will prove extremely helpful for the agency when reporting on client outcomes measurement / progress, internal accounting for services delivered, and external reporting to funders.
> 2. Agencies whose intake and assessment forms do not capture all of the desired universal and program specific data should request the customized HMIS ClientTrack intake form from the HMIS Lead Agency.

8.3 CoC Programs

HUD now requires that all CoC Programs, especially those that house homeless individuals and are identified on the HMIS Housing Inventory Count (HIC), **collect** universal data and program specific information on all clients served by CoC Programs regardless of whether the program participates in the HMIS.

Policy: Organizations that input data into HMIS on homeless individuals and/or families must capture the universal data elements for each client as specified in the HMIS Data Standards Revised Notice.

8.3.1. Universal Data Elements
The following Universal Data Elements must be captured and input into HMIS for each client served including children:

- 3.1 Name
- 3.2 Social Security Number
- 3.3 Date of Birth
- 3.4 Race
- 3.5 Ethnicity
- 3.6 Gender
- 3.7 Veteran Status (Adults)
- 3.8 Disabling Condition (Adults)
- 3.9 Residence Prior to Project Entry (Head of household and Adults)
-     Zip Code of Last Permanent Address
- 3.10 Project Entry Date

- 3.11 Project Exit Date
- 3.12 Destination
- 3.13 Personal ID
- 3.14 Household ID
- 3.15 Relationship to Head of Household
- 3.16 Client Location (Head of household)
- 3.17 Length of Time on Street, in an ES or Safe Haven (Head of household and Adults)

Policy: Organizations that receive HUD: CoC Program funding and input data into HMIS on homeless individuals and/or families must capture all required program specific data elements for each client as specified in *the HMIS Data Standards Revised Notice.*

2016 HMIS Charter – P&P Manual_Rev. 5/3/16

8.3.2 HUD: CoC Program Specific Data Elements

The following Program Specific Data Elements must be captured and input Into HMIS for each client served including children:

- 4.1 Housing Status
- 4.2 Income & Sources
- 4.3 Non-Cash Benefits
- 4.4 Health Insurance
- 4.5 Physical Disability
- 4.6 Developmental Disability
- 4.7 Chronic Health Condition
- 4.8 HIV/AIDS
- 4.9 Mental Health
- 4.10 Substance Abuse
- 4.11 Domestic Violence

- 4.12 Contact **(Street Outreach)**
- 4.13 Date of Engagement **(Street Outreach)**
- 4.14 Services Provided
- 4.14E Bed-night Date (ESG Night-by-night shelters)
- 4.15 Financial Assistance Provided
- 4.17 Residential Move-In Date **(Rapid Rehousing)**
- 4.18 Housing Assessment Disposition
- 4.19 Housing Assessment at Exit

Policy: Organizations that receive PATH funding and input data into HMIS for homeless individuals and/or families must capture all required PATH program specific data elements for each client as specified in the HMIS Data Standards Revised Notice.

8.3.3 PATH Project Program Specific Data Elements

The following PATH Program Specific Data Elements must be captured, in addition to the Universal Data Elements, and input into HMIS for each client served including children:

- 4.14A Services Provided: PATH Funded
- 4.16A Referrals Provided: PATH

- 4.20 PATH Status
- 4.21 Connection with SOAR

Policy: Organizations that receive RHY funding and input into HMIS must capture data on all required RHY program specific data elements for each client as specified in the HMIS Data Standards Revised Notice.

8.3.4 RHY Project Program Specific Data Elements

The following RHY Program Specific Data Elements must be captured, in addition to the Universal Data Elements, and input into HMIS for each client served including children:

- 4.14B Services Provided: RHY
- 4.16B Referral Provided: RHY
- 4.22 RHY – BCP Status
- 4.23 Sexual Orientation
- 4.24 Last Grade Completed
- 4.25 School Status
- 4.26 Employment Status
- 4.27 General Health Status
- 4.28 Dental Health Status
- 4.29 Mental Health Status
- 4.30 Pregnancy Status
- 4.31 Formerly a Ward of Child Welfare/Foster Care Agency
- 4.32 Formerly a Ward of Juvenile Justice System
- 4.33 Young Person's Critical Issues
- 4.34 Referral Source
- 4.35A Commercial Sexual Exploitation
- 4.35B Commercial Labor Exploitation
- 4.36 Transitional, Exit-care, or Aftercare Plans and Actions
- 4.37 Project Completion Status
- 4.38 Family Reunification Achieved

Policy: Organizations that receive VA funding and input into HMIS must capture data on all required VA program specific data elements for each client as specified in the HMIS Data Standards Revised Notice.

8.3.5 VA Project Program Specific Data Elements

The following VA Program Specific Data Elements must be captured, in addition to the Universal Data Elements, and input into HMIS for each client served including children:

- 4.14D Services Provided: SSVF
- 4.15B Financial Assistance: SSVF
- 4.41 Veteran's Information
- 4.42 Percent of AMI
- 4.43 Last Permanent Address
- 4.44 HP Screening Score
- 4.45 VAMC Station Number

8.3.6. Victim Service Providers

Policy: Victim service providers are instructed **not** to disclose personally identifying data about any client for purposes of HMIS, per the requirement of the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Pub. L. 09-162) (VAWA)

8.4 Client Intake: Completing Required Fields in HMIS

Policy: During client intake, CHO Users must complete the Universal and Program-Specific required fields for all clients.

Description:
All agencies are required to complete all the Universal Data Element fields regardless of funding sources. Agencies that receive homeless assistance grant funds are required to complete the Program-Specific Data Element fields. Agencies not required to complete the Program-Specific Data Element fields still have to implement this standard for their agency anyway. CHO Users are required to abide by the data collection rules already set forth.

Procedures:
1. To complete the Universal Data Element fields for intake, CHO users will follow in the HMIS system the workflow that is set-up for their program.
2. To complete the Program-Specific Data Element required fields, CHO users will follow in the HMIS system the workflow that is set-up for their program.

Best Practice:
CHO users should be aware of their agency's data requirements and internal standards. Agencies may decide to collect additional pieces of information outside of the Universal and Program-Specific Data Element fields that are needed for its own operations and funding sources. This guide merely establishes the minimum or baseline level of required data.

8.5 Client Discharge: Exiting Clients from Programs

Policy: During discharge or program exit, CHO Users must complete the Universal and Program-Specific Data Element required fields for all clients in the HMIS system within 14 calendar days.

Description:
During client discharge from a program, there are additional data collection requirements. Again, all agencies must complete the Universal and Program-Specific fields.

Procedure:
To complete the Universal and Program-Specific Data Element required fields for discharge, CHO users must go to the "Exit the Enrollment" option in HMIS, starting with the Head of Household. Users will be taken through the workflow to collect the required data elements for that particular project type for each family member that is enrolled.

9. TRAINING & TECHNICAL ASSISTANCE

9.1 CHO End User Training

Policy: Organizations that are required to enter data into the County-wide HMIS must select two individuals, a primary and a secondary user. New users are required to complete new user training before being given access to the HMIS.

Description:
The CHO End User training will cover the following Topics:

- HMIS Policy
- Intake Workflow
- Annual Assessment Workflow
- Exit Workflow
- Program Enrollments
- Services
- Housing Check-in (if applicable)
- Housing Check-out (if applicable)
- Required Reports

Procedures:
1. The prerequisites for attending the HMIS End User training are:
   - The agency must have signed and returned the contract containing the HMIS participation requirement before the agency's staff can attend CHO End User training.
   - The agency must submit an HMIS User Request form to the HMIS System Administrator before a training date can be scheduled. The HMIS User Request Form must be filled out completely and signed by the Agency's Executive Director prior to training. The user request forms are to be e-mailed, faxed or mailed to HMIS Support prior to training attendance.

E-mail To:
HMISSupport@riversidedpss.org

Fax To:
Attn: HMIS Support
(951) 358-5662

2. Individuals can contact HMIS System Support to see when the next training is being offered. Training spots are allocated on a first-come first-serve basis. Typically, training sessions are held in groups with at least 3 individuals in attendance.
3. Upon completion of training, the new user will be given a login and password that will give them access to the County-wide HMIS system's website https://www.clienttrack.net/riverside.
4. HMIS Support will immediately activate the CHO end user and assign appropriate security levels. At this point, the individual is able to work in the HMIS.

9.2 User Training Refresher

Policy: It is suggested that all HMIS users participate in a training refresher as needed.

Description:
HMIS will evolve over time to include additional new HUD requirements as well as functions that agencies and the community have requested.

Procedures:
1. Five (5) business days prior to ClientTrack being upgraded, the HMIS System Administrator will send an e-mail notice to all active HMIS users informing them of the time and date of the system upgrade.
2. Following a ClientTrack upgrade, HMIS will begin scheduling user training sessions.

9.3 Support Desk Procedure

Policy: HMIS Users who need training and/or technical assistance must send request to the HMIS support E-mail box.

Procedure:
Support tickets are reviewed daily and will be answered within 3 business days.

9.4 Contact Your HMIS Support

Policy: CHO Users should send all requests for technical assistance and training to the HMIS support email box first before attempting to contact HMIS System Support.

Procedure:
HMIS Support will be the best resource for finding out specific information regarding ClientTrack functionality, technical issue and reporting. But before contacting the HMIS Support, CHO users should send their request to the HMIS Support E-mail box. If no response has been received within three (3) consecutive business days excluding Friday, CHO users may call HMIS staff for assistance.

**CONSENT FOR
RELEASE OF INFORMATION**

As of _____ (Day/Mo./Yr) I, _____ (Head of Household Name)

And (All Household Members Names) _____, _____,

_____, _____, _____

authorize_____ (Organization Name) to share the following

information with participating Contributory Homeless Management Information System (HMIS)

Organizations or CHO's:

- Last Name
- Middle Initial
- First Name

- Birth Date
- Client Age
- Gender

- Social Security Number
- Marital Status
- Relationship to Head of Household
- Veteran Status
- Ethnicity
- Race

The purpose of this disclosure is to coordinate with the County's participating homeless assistance/prevention network members excluding confidential care.

I certify that this request has been made freely, voluntarily and without coercion and that the information given above is accurate to the best of my knowledge. I understand that I may revoke this authorization at any time except to the extent that action has already been taken to comply with it. Unless revoked in writing, this release of information is valid. Once service provision is provided, re-disclosure of my records by those receiving the above authorized information may not be provided without my further written consent.

_____   _____
SIGNATURE OF CLIENT OR GUARDIAN   SIGNATURE OF SPOUSE OR PARTNER

_____   _____
DATE   DATE

Homeless Management Information System
User Account Request Form

Today's Date _____/_____/_____ ☐ New User ☐ Delete User ☐ Change User Information ☐ Other

---

HMIS User Information

User First & Last Name (print or type): _____

Job Title: _____ Supervisor: _____

User Office Phone: (_____)_____ Ext: _____

User E-Mail Address: _____

Organization & Program Information

Organization Name: _____

Organization Main Office Address:

_____ _____ _____ _____
(Street)   (City)   (State)   (Zip Code)

User Location: _____ _____ _____ _____
(where user uses HMIS)   (Street)   (City)   (State)   (Zip Code)

Program Name: _____

Program Type:

☐ Permanent Supportive Housing   ☐ Transitional Housing
☐ Emergency Shelter   ☐ Homeless Outreach
☐ Homelessness Prevention   ☐ Services Only Program
☐ Rapid Re-Housing

Authorization & Confidentiality Statement

I agree to maintain strict confidentiality of information obtained through the Homeless Management Information System (HMIS). This information will be used only for legitimate client services and administration of the above named organization. Any breach of confidentiality will result in the immediate termination of use.

_____   _____
Employee Signature   Date

_____   _____
Executive Director's Signature/Authorization   Date

Note: This form must be completed and filed with DPSS for new users and users needing to be deleted.
If you have any questions, HMIS Support can be contacted at 951-358-6458 or HMISSupport@riversidedpss.org.
Please scan and email completed forms to: HMISSupport@riversidedpss.org or fax to: (951) 358-5662.

30

Homeless Management Information System
User Account Request Form

USER'S RESPONSIBILITY STATEMENT

Your username and password give you access to the HMIS Network. Initial each item below to indicate your understanding of the proper use of your username and password. Then, sign where indicated. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from HMIS.

Initial Only

_____ I understand that my username and password are for my use only.

_____ I understand that I must take all reasonable means to keep my password physically secure.

_____ I understand that the only individuals who can view HMIS information are authorized users and the clients to whom the information pertains.

_____ I understand that I may only view, obtain, disclose, or use the database information that is necessary in performing my job.

_____ I understand that data must be entered into HMIS in a timely and accurate manner to maintain data quality and integrity.

_____ I understand that these rules apply to all users of HMIS, whatever their work role or position.

_____ I understand that hard copies of HMIS information must be kept in a secure file.

_____ I understand that once hard copies of HMIS information are no longer needed, they must be properly destroyed to maintain confidentiality.

_____ I understand that if I notice or suspect a security breach, I must immediately notify HMIS Support at (951) 358-6458 or by email at HMISSupport@riversidedpss.org.

I understand and agree to the above statements.

_____   _____
                    Employee Signature   Date

Note: This form must be completed and filed with DPSS for new users and users needing to be deleted.
If you have any questions, HMIS Support can be contacted at 951-358-6458 or HMISSupport@riversidedpss.org.
Please scan and email completed forms to: HMISSupport@riversidedpss.org or fax to: (951) 358-5662.

PRIVACY NOTICE

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE READ IT CARFULLY.

Effective Date: _____

Our Duty to Safeguard your Protected Information

_____**(Agency Name)** collects information about who uses our services. We will ask for your permission to enter the information we collect about you and your family into a computer program called the Continuum of Care for Riverside County HMIS. Although the CoC HMIS helps us keep track of your information, individual and identifiable information about you is considered "Personal Protected Information" (PPI). We are required to protect the privacy of your identifying information and to give you notice about how, when and why we may use or disclose the information you give us.

We are also required to follow the privacy practices described in this Notice, although _____ **(Agency Name) reserves the right to change our privacy practices and the terms of this Notice at any time.** You may request a copy of the notice from any [participating **CoC HMIS Collaborative Agency.**

How We May Use and Disclose Your Information

We use and disclose collective information for a variety of reports. We have a limited right to include some of your information for reports on homelessness and services needed by those who are homeless. Information that could be used to tell who you are will never be used for these reports. We will not turn your information over to a national database. We must have your written consent to use or disclose your information unless the law permits or requires us to make the use of or to disclose without your permission. Please review the Client Informed Consent/Release of Information Authorization for details.

Individual Rights Regarding Your Information

- ✓ You have the right to receive services even if you choose NOT to participate in the CoC HMIS. However, clients may be refused program entry for not meeting other agency eligibility criteria.
- ✓ You have the right to ask for information about who has seen your information.
- ✓ You have the right to see your information and change it, if it is not correct.

We collect personal information directly from you for reasons that are discussed in our privacy statement. We may be required to collect some personal information as mandated by law or as requested from organizations that fund this program. Other personal information we collect is necessary to operate programs, improve services and better understand the needs of homelessness. We collect appropriate information only. A Privacy Notice is available upon request.

HMIS Request for Policy Addition, Deletion, Change

Organization: _____

Name: _____

Date: _____

I request that the following change(s) be made to the HMIS Policy & Procedure Manual:

Change the following existing policy:

_____

_____

_____

Delete the following existing policy:

_____

_____

_____

Add the following:

Provide in **clear** and **concise** language the *policy* to be considered by the HMIS Administrators Council to be inserted / deleted in or from the current Policy and Procedure manual. Please be clear and specific.

Policy:

_____

_____

_____

Provide a brief *description* of the policy or process. Please be clear and specific.

Description:

_____

_____

_____

Provide in detail the *procedure* for the policy identified above. Please be clear and specific.

Procedures:

Agency Name: _____

Agency Name: _____

Continuum of Care (CoC)
Homeless Management Information System

MEMORANDUM OF UNDERSTANDING (MOU)
HMIS Participating Agency & Data Sharing Agreement
For the Continuum of Care for Riverside County

The Homeless Management Information System (HMIS) is administered and maintained by Riverside County Department of Public Social Services (RCDPSS) which acts on behalf of the CoC as the HMIS lead agency. The HMIS is a web-enabled database used by organizations that provide homeless, prevention, outreach and housing services within the County of Riverside to capture information about the persons they serve.

This MOU outlines multi-directional sharing relationship between multiple organizations. In order to systematically share data, the participating agencies must jointly establish a data sharing network formalized by the execution of this MOU.

This MOU is entered into on _____ (day/mo./yr.) by the Contributory HMIS Organization(s) (CHO) listed on the signatory page. (See attached Signatory Page(s).) This executed MOU shall establish a Data Sharing Network comprised solely of those Participating Agencies listed on the Signatory Page(s).

Each Agency listed on the Signatory Page(s) agrees as following:

I. General Understanding:

    1. In this Agreement, the following terms shall have the following meanings:

        a.   Client" refers to a consumer of services;

b. "CHO" is a Contributory HMIS Organization and shall refer to any service provider organization which participates in this MOU;

c. "Data Sharing Network" shall refer collectively to all CHO's that are Participating in this MOU;

d. "HMIS" refers to the County of Riverside county-wide Homeless Management Information System;

e. "HMIS Administrators" refers to the designated individuals who are responsible for overseeing the daily operational aspects of the HMIS.

f. Data shared will be limited to the universal elements only.

2. The Executive Director of each CHO is ultimately responsible for ensuring that users within his/her agency abide by all policies stated in this MOU.

a. The HMIS Administrators Council shall authorize data sharing to begin. Data sharing shall not begin without authorization from the HMIS Administrators Council and all CHO's obtain the original copy of this MOU, which has been signed and dated by the Executive Director and HMIS Administrator of each CHO.

b. Only the CHO which is both listed on the signatory page and whose Executive Director and HMIS Administrator have signed and dated the signatory page, shall be considered a partner in the MOU.

c. Each CHO understands any addition, subtraction or modification to the signatory page shall require that a new, original MOU be signed and dated by the Executive Director and the HMIS Administrator of each Partner wishing to participate in the Data Sharing Network.

d. The CHO agrees not to release any client information collected by the other CHO stored within the HMIS data base to any organization or individual not in the Data Sharing Network.

e. The CHO will ensure that all persons within its' organization accessing HMIS have read and understand the HMIS Charter. The CHO will also ensure that all persons who are issued a User ID and password for the HMIS abide by this MOU, including the confidentiality rules and regulations.

f. The HMIS Administrator will implement monitoring procedures to ensure compliance with client consent and data sharing procedures as defined by this agreement.

II. Terms and Conditions

1. The parties hereto agree that this agreement is the complete and exclusive statement of the agreement between parties and supersedes all prior proposals and understandings, oral and written, relating to the subject matter of this agreement.

a. No CHO shall transfer or assign any rights or obligations without written consent

of the other CHO's.

      b. This agreement may be terminated by submitting written notice to the HMIS Administrators Council and informing all of the HMIS Administrators of all CHO's with 30 days advance notice. In the event that other parties desire continuation of the data sharing agreement, a new MOU shall be executed among the interested parties.

Contributory Housing Organizations (CHO's) currently participating in RCDPSS' Data Sharing Network: (*Only CHO's signing agreement will be listed for each Agreement /MOU).*

This may include other organizations /agencies desiring to participate in the Riverside County CoC HMIS Data Sharing Network and who have <u>read, understood and signed this agreement with its conditions.</u>

Agency Name: _____

_____   _____
Authorized Organization Representative Signature   Date

Agency Name: _____

_____   _____
Authorized Organization Representative Signature   Date

_____   _____
HMIS Administrator   Date

*This agreement is between these two parties only and any further sharing will require additional agreements between all parties involved.

HPUHMISDatasharing2013 by MB:mb

Appendix F: Client Intake Forms

**Updated HMIS Client Intake, annual assessment, exit, and supplemental forms, by project type, can be found on the DPSS Homeless Programs Unit website at:
http://dpss.co.riverside.ca.us/homeless-programs/management-information-system