

Stanislaus County Homeless Management Information System (HMIS)

Policies & Procedures



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1. Introduction

This document provides the framework for the ongoing operations of the Stanislaus County Homeless Management Information System (HMIS) Project. The Project Overview provides the main objectives, direction and benefits of the Stanislaus County HMIS Project. Governing Principles establish the values that are the basis for all policy statements and subsequent decisions.

Operating Procedures will provide specific policies and steps necessary to control the operational environment and enforce compliance in the areas of:

- Project Participation
- User Authorization
- Collection of Client Data
- Release of Client Data
- Server Security and Availability
- Workstation Security
- Training
- Technical Support

Other Obligations and Agreements will discuss external relationships required for the continuation of this project. Forms Control provides information on obtaining forms, filing and record keeping.

2. Project Overview

The Stanislaus County Homeless Management Information System (HMIS) is a collaborative project of the Stanislaus Housing and Support Services Collaborative (SHSSC) on Affordable Housing and Homelessness (The Collaborative) and the Housing Authority County of Stanislaus (HACS), (Lead Agency). Stanislaus County HMIS will enable homeless service providers to collect uniform client information over time. This system is essential to efforts to streamline client services and informed public policy. Through Stanislaus County HMIS, homeless program clients benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through Stanislaus County HMIS is critical to accurately calculate the size, characteristics, and needs of the homeless population; these data are necessary to service and systems planning and advocacy.

The long-term vision of Stanislaus County HMIS is to enhance Partner Agencies' collaboration, service delivery and data collection capabilities. Accurate information will put The Collaborative in a better position to request funding from various sources and help plan better for future needs.

The mission of the Homeless Management Information System of the Collaborative is to be an integrated

network of homeless and other service providers that use a central database to collect, track and report uniform information on client needs and services. This system will not only meet Federal requirements but also enhance service planning and delivery.

The fundamental goal of the Stanislaus County HMIS Project is to document the demographics of homelessness in Stanislaus County according to the HUD HMIS Standards. It is then the goal of the project to identify patterns in the utilization of assistance, and document the effectiveness of the services for the client. This will be accomplished through analysis of data that is gathered from the actual experiences of homeless persons and the service providers who assist them in shelters and homeless assistance programs throughout the county. Data that is gathered via intake interviews and program participation will be used to complete HUD Annual Progress Reports (APR). This data may also be analyzed to provide unduplicated counts and anonymous aggregate data to policy makers, service providers, advocates, and consumer representatives.

The project utilizes Data Systems International's ClientTrack.NET™ software, a web-enabled application residing on a central server to facilitate data collection by homeless service organizations across the county. Access to the central server is limited to agencies formally participating in the project and then only to authorized staff members that meet the necessary training and security requirements.

The Stanislaus County HMIS Project is staffed and advised by the Housing Authority of Stanislaus County. The Housing Authority's Executive Director is the authorizing agent for all agreements made between Partner Agencies and the Housing Authority. The HMIS System Administrator is responsible for the administration of the ClientTrack.Net software and user access. HMIS Project Staff will also provide technology, training and technical assistance to users of the system throughout the county.

The Executive Committee of the (SHSSC) is responsible for oversight and guidance of The Stanislaus County HMIS Project. This group is committed to balancing the interests and needs of all stakeholders involved: homeless men, women, and children; service providers; and policy makers.

Potential benefits for homeless men, women, and children and case managers: Service coordination can be improved when information is shared among case management staff within one agency or with staff in other agencies (with written client consent) who are serving the same clients.

Potential benefits for agencies and program managers: Aggregated, information can be used to develop a more complete understanding of clients' needs and outcomes, and then used to advocate for additional resources, complete grant applications, conduct evaluations of program services, and report to funding agencies such as HUD.

Potential benefits for community-wide Continuums of Care and policy makers: County-wide involvement in the project provides the capacity to generate HUD Annual Progress Reports for the Continuum of Care and allows access to aggregate information both at the local and regional level that will assist in identification of gaps in services, as well as the completion of other service reports used to inform policy decisions aimed at addressing and ending homelessness at local, state and federal levels.

3. Governing Principles

Described below are the overall governing principles upon which all decisions pertaining to the Stanislaus County HMIS Project are based.

Participants are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

Confidentiality

The rights and privileges of clients are crucial to the success of HMIS. These policies will ensure clients' privacy without impacting the delivery of services, which are the primary focus of agency programs participating in this project.

Policies regarding client data will be founded on the premise that a client owns his/her own personal information and will provide the necessary safeguards to protect client, agency, and policy level interests. Collection, access and disclosure of client data through HMIS will only be permitted by the procedures set forth in this document.

Data Integrity

Client data is the most valuable and sensitive asset of the Stanislaus County HMIS Project. These policies will ensure integrity and protect this asset from accidental or intentional unauthorized modification, destruction or disclosure.

System Availability

The availability of a centralized data repository is necessary to achieve the ultimate countywide aggregation of unduplicated homeless statistics. The System Administrator is responsible for ensuring the broadest deployment and availability for homeless service agencies in Stanislaus County.

Compliance

Violation of the policies and procedures set forth in this document will have serious consequences. Any deliberate or unintentional action resulting in a breach of confidentiality or loss of data integrity will result in the withdrawal of system access for the offending entity.

4. Roles and Responsibilities

4.1 Stanislaus Housing and Support Services Collaborative

Executive Committee

- Project direction and guidance
- Executive Plan
- Approval of project forms and documentation
- Project participation and feedback
- Project Funding

4.2 Housing Authority County of Stanislaus

Executive Director

- Liaison with HUD
- Project Staffing
- Signatory for ***Stanislaus County HMIS Memorandum of Understanding***
- Overall responsibility for success of the Stanislaus County HMIS project

- Approval of project forms and documentation

HMIS System Administrator

- Domain registration
- Software selection
- Procurement of software and licenses
- End user licenses (first 2 years)
- Supervise HMIS Technician
- Creation of project forms and documentation
- Project Website
- Project Policies & Procedures and compliance
- General responsibility for project rollout
- Software Administration
 - Configuration, and Availability
 - Setup and maintenance of hardware
 - Installation and maintenance of software
 - Configuration of network and security layers
 - Anti-virus protection for server configuration
- Keeper of signed, original **Stanislaus County HMIS Memorandum of Understanding**
- Keeper of copy, **Client HMIS Grievance Form** or written notice of grievance from Partner Agency
- Keeper of signed, original **User Policy, Responsibility Statement & Code of Ethics**
- Keeper of signed, original **Partner Agency Administrator Agreement**
- User Administration
 - Add & Remove Partner Agency Administrators
 - Manage User Licenses
- System Uptime & Performance Monitoring
- Security Audits
- Ongoing Protection of Confidential Data
- Receives copies of HMIS Grievances from Agencies, updates Executive Committee

HMIS Technician

- Curriculum Development
- Training Documentation
- Software Training
- Application Training for Agency Administrators and End Users
- Outreach/End User Support
- Training Timetable
- Helpdesk
- Project Website
- Security Audits
- Adherence to HUD Data Standards
- Application Customization
- Data Quality
- Data Monitoring
- Data Validity
- Aggregate data reporting and extraction
- Assist Partner Agencies with agency-specific data collection and reporting needs (within reason and within constraints of other duties).
- Internet connectivity trouble shooting
- Software trouble shooting
- Computer installation and set-up

HMIS Consultant

- Hardware and software selection
- Internet connectivity trouble shooting
- Software trouble shooting
- Data Validity
- Aggregate data reporting and extraction
- Assist Partner Agencies with technical issues and concerns

4.3 Partner Agency (PA)

Executive Director

- Authorizing agent for signing **Stanislaus County HMIS Memorandum of Understanding** and **Partner Agency Administrator Agreement**, if applicable
- Responsible for Partner Agency compliance with **Stanislaus County HMIS Policies & Procedures**
- End user licenses
- Authorizing agent for **User Policy, Responsibility Statement & Code of Ethics** agreements
- Agency level HUD reporting
- Creation and Posting of **Privacy Notice for Covered Homeless Organization**
- Ensure that agency staff have read, understand and abide by the **Privacy Notice for Covered Homeless Organizations**
- Posting of **Consumer Notice**
- Assign staff as Partner Agency HMIS Contact Person. *(This could be the Executive Director)*
- Responsible for establishing security standards for any paper or other hard copy containing personal protected information generated by HMIS.

Partner Agency Administrator for Emergency Shelter Grant (ESG) Agencies

- Authorizing agent for user ID requests
- Internet connectivity
- End user adherence to workstation security policies
- Detecting and responding to violations of the Policies and Procedures
- End user support
- Maintain Agency/Program Data in HMIS Application
- Authorized imports of client data
- Agency level HUD reporting

Partner Agency HMIS Contact Person

- Authorizing agent for Partner Agency User Agreements
- Keeper of copies of **User Policy, Responsibility Statement & Code of Ethics** agreements
- Keeper of executed **Client Informed Consent and Release of Information, Client Denial of HMIS Consent** and **Client Revocation of HMIS Consent** forms
- Authorizing agent for user ID requests (if no Partner Agency Administrator)
- End user adherence to workstation security policies
- Detecting and responding to violations of the Policies and Procedures
- First level End user support
- Authorized imports of client data

Agency End User

- Safeguard Client Privacy through Compliance with all confidentiality policies, including but not limited to; the **User Policy, Responsibility Statement & Code of Ethics, Stanislaus County HMIS Policies & Procedures** and the Partner Agency's **Privacy Notice for Covered Homeless Organizations**
- Data Collection as specified by training and other documentation.

5. OPERATING PROCEDURES

5.1 Project Participation

Policies

- Agencies participating in the Stanislaus County HMIS Project shall commit to abide by the governing principles of the Stanislaus County HMIS Project and adhere to the terms and conditions of this partnership as detailed in the Memorandum of Understanding.

Procedures

Confirm Participation

1. The Partner Agency shall confirm their participation in the Stanislaus County HMIS Project by submitting a Memorandum of Understanding to the HMIS System Administrator.
2. The HMIS System Administrator will obtain the co-signature of Housing Authority Executive Director.
3. The HMIS System Administrator will maintain a file of all signed **Stanislaus County HMIS Memorandum of Understanding**.
4. The HMIS System Administrator will update the list of all Partner Agencies and make it available to the project community and post this list on the HMIS link at (www.stancoha.org).
5. All participating Agencies will be listed on the HMIS website.

Terminate Participation

Voluntary

1. The Partner Agency shall inform the HMIS System Administrator in writing of their intention to terminate their agreement to participate in Stanislaus County HMIS Project.
2. The HMIS System Administrator will inform the Housing Authority Executive Director and update the Participating Agency List.
3. The HMIS System Administrator will revoke access of the Partner Agency staff to the Stanislaus County HMIS. Note: All Partner Agency-specific information contained in the HMIS system will remain in the HMIS system.
4. The HMIS System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

Lack of Compliance

1. When the HMIS System Administrator determines that a Partner Agency is in

- violation of the terms of the partnership, Executive Directors of Partner Agency and Housing Authority will work to resolve the conflict(s).
2. If Executive Directors are unable to resolve conflict(s), the Executive Committee will be called upon to resolve the conflict. If that results in a ruling of Termination:
 - i. The Partner Agency will be notified in writing of the intention to terminate their participation in the Stanislaus County HMIS Project.
 - ii. The HMIS System Administrator will revoke access of the Partner Agency staff to the Stanislaus County HMIS.
 - iii. The HMIS System Administrator will keep all termination records on file with the associated Memorandums of Understanding.

Site Security Assessment

1. Prior to allowing access to the HMIS, the HMIS System Administrator will meet to review and assess the security measures in place to protect client data. Meeting of Agency Executive Director (or designee) and Agency End User with Stanislaus HMIS staff member to assess agency information security protocols. This review shall in no way reduce the responsibility for agency information security, which is the full and complete responsibility of the agency, its Executive Director.
2. Agencies shall have virus protection, spy-ware and firewall software on all computers that access HMIS.

5.2 User Authorization & Passwords

Policies

- Agency Staff participating in the Stanislaus County HMIS Project shall commit to abide by the governing principles of the Stanislaus County HMIS Project and adhere to the terms and conditions of the [Stanislaus County HMIS Memorandum of Understanding](#) and [User Policy, Responsibility Statement & Code of Ethics](#) Partner Agency must only request user access to HMIS for those staff members that require access to perform their job duties and have an end-users license assigned to them.
- All users must have their own unique user ID and should never use or allow use of a user ID that is not assigned to them
- Temporary, first time only, unique user ID and passwords will be communicated via the [Welcome to ClientTrack.NET™](#) form to the New User.
- User specified passwords should never be shared and should never be communicated in any format.
- New User IDs must require password change on first use.
- ClientTrack.NET™ requires the use of strong passwords as outlined below.
 - Must be between eight (8) and twelve (12) characters.
 - Must have at least one (1) number.
 - Must have at least one (1) non-letter, non-numeric character (such as ! , . () { } [] @ # \$ % ^ & *).
 - Must contain at least one (1) capital letter.
 - Cannot be any of the previous six (6) passwords you have used.
- Passwords must be changed a minimum of three (3) times per year. If they are not changed within that time period, they will expire and the user will be locked out of the system.
- For Partner Agency Administrators, passwords may only be reset by the HMIS System Administrator or HMIS Technician.

- For Agency End Users (who have a Partner Agency Administrator), passwords should be reset by the Partner Agency Administrator, but in some cases may be reset by the HMIS System Administrator or HMIS Technician. Partner Agency Administrator must notify the HMIS System Administrator or HMIS Technician of all passwords that have been reset.
- For Agency End Users (who do not have a Partner Agency Administrator), passwords will be reset by the HMIS Technician or HMIS System Administrator.
- Three (3) consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by an Agency Administrator, HMIS System Administrator or HMIS Technician.

Procedures

Workstation Security Assessment

1. Prior to requesting user access for any staff member, the HMIS Technician or HMIS System Administrator will assess the operational security of the user's workspace.
2. The HMIS Technician or HMIS System Administrator will confirm that workstation has virus protection and spy-ware properly installed and that the system scans automatically.
3. The HMIS Technician or HMIS System Administrator will confirm that workstation has and uses a hardware or software firewall.
4. The HMIS Technician or HMIS System Administrator will confirm that workstation has workstation username and password.

Request New User ID

1. When the Partner Agency identifies a staff member that requires access to Stanislaus County HMIS, a [User Policy, Responsibility Statement & Code of Ethics](#) will be provided to the prospective User.
2. The Prospective User must read, understand and sign the [User Policy, Responsibility Statement & Code of Ethics](#) and return it to the HMIS System Administrator. The Prospective User must also read and understand the [Stanislaus County Homeless Management Information System \(HMIS\) Policies & Procedures](#)
3. The Partner Agency Director will co-sign the [User Policy, Responsibility Statement & Code of Ethics](#) and keep a copy and send the original to the HMIS System Administrator.
4. The HMIS Technician or HMIS System Administrator will create the new user ID as specified and notify the user ID owner of the temporary password via [Welcome to ClientTrack.NET™](#) form.

Change User Access

1. When the Partner Agency determines that it is necessary to change a user's access they will contact the HMIS Technician or HMIS System Administrator to update the user ID as needed.

Rescind User Access

Voluntary: Use this procedure when any HMIS user leaves the agency or otherwise becomes inactive.

Compliance Failure: Use this procedure when any HMIS user breaches the User Policy, or violates the Policies & Procedures, or breaches confidentiality or security.

1. The HMIS Technician or HMIS System Administrator will deactivate staff User IDs

Reset Password

1. When a user forgets their password or has reason to believe that someone else has gained access to their password, they must immediately notify the Partner Agency Administrator (if applicable) or the HMIS Technician or HMIS System Administrator.
2. The Partner Agency Administrator (if applicable) or the HMIS Technician or HMIS System Administrator will reset the user's password and notify the user of their new temporary password.

5.3 Collection and Entry of Client Data

Policies

- Client Data will be gathered according to the policies, procedures and confidentiality rules of each individual program.
- Client Data may only be entered into the HMIS with client's authorization to do so.
- All Universal and Program Data Elements from the HUD HMIS Data and Technical Standards Final Draft should be collected, subject to client consent.
- Client Data will only be shared with Partner Agencies, if the Client consents, has signed the ***Client Informed Consent and Release of Information*** form, and the signed ***Client Informed Consent and Release of Information*** form is available on record.
- Client Data will be entered into the HMIS in a timely manner.
 - Client identification should be completed during the intake process or as soon as possible following intake and within 72 hours.
 - Service records should be entered on the day services began or as soon as possible within the next 72 hours.
 - Required assessments should be entered as soon as possible following the intake process and within 72 hours.
- All Client Data entered into the HMIS will be kept as accurate and as current as possible.
- Hardcopy or electronic files will continue to be maintained according to individual program requirements, and according to the HUD HMIS Data and Technical Standards Final Draft.
- No data may be imported without the client's authorization.
- Any authorized data imports will be the responsibility of the participating agency.
- Partner Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency.

Procedures

- Refer to User Handouts and/or Training Materials for specific data entry guidelines.

5.4 Release and Disclosure of Client Data

Policies

- Client-specific data from the HMIS system may be shared with partner agencies only when the sharing agency has secured a valid ***Client Informed Consent and Release of Information*** from that client authorizing such sharing, and only during such time that Release of Information is valid (before its expiration). Other non-HMIS inter-agency agreements do not cover the sharing of Stanislaus County HMIS data.
- Sharing of client data may be limited by program specific confidentiality rules.

- No client-specific data will be released or shared outside of the partner agencies unless the client gives specific written permission or unless withholding that information would be illegal. Please see [Client Informed Consent and Release of Information](#), services may NOT be denied if client refuses to sign Release of Information or declines to state any information.
- Release of Information must constitute INFORMED consent. The burden rests with the intake counselor to inform the client before asking for consent. As part of informed consent, a notice must be posted explaining the reasons for collecting the data, the client's rights, and any potential future uses of the data. An example of such a sign for posting may be obtained from the Stanislaus County HMIS staff.
- If a client does not agree to sign the [Client Informed Consent and Release of Information](#), please review and obtain their signature on the [Client Denial of HMIS Consent](#) form. This form allows the client to elect to release very limited personal information into the Stanislaus County HMIS data base.
- A client may elect, at any time, after the initial entry of data into the Stanislaus County HMIS data base to revoke their permission for the Partner Agency to share personal information on them or their family. At their request complete a [Client Revocation of HMIS Consent](#) form. Then make the necessary updates in the ClientTrack.NET™ software. Their information will remain in Stanislaus HMIS data base as part of the non-identifying data collected.
- Client shall be given print out of all data relating to them upon written request and within 10 working days.
- A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon request and within 10 working days.
- A log of all external releases or disclosures must be maintained for seven (7) years and made available to the client upon written request and within 10 working days.
- Aggregate data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
- Each Agency Executive Director is responsible for their agency's internal compliance with the HUD Data Standard.

Procedures

- Procedures for disclosure of client-specific data are readily obtained from the above policies, combined with the configuration of the Stanislaus County HMIS system, which facilitates appropriate data sharing.

5.5 Server Availability

Policies

- Data Systems International (ClientTrack.NET™) will strive to maintain continuous availability by design and by practice.
- Necessary and planned downtime will be scheduled when it will have least impact, for the shortest possible amount of time, and will only come after timely communication to all participants.
- Data Systems International (ClientTrack.NET™) is responsible for design and implementation of a backup and recovery plan (including disaster recovery).

Procedures

- A user should immediately report unplanned downtime to the HMIS System Administrator or HMIS Technician.
- All other procedures for maximizing Server Availability, recovering from unplanned downtime, communicating, and avoiding future downtime are the responsibility of the System Administrator.
- Data Systems International will backup system, software, and database data on a weekly basis, as well as incremental backups nightly.

5.6 Workstation Security

Policies

- Partner Agency is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the agency's control.
- Partner Agency is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access (i.e. don't let someone read over your shoulder; lock your screen).
- All workstations to be used with Stanislaus County HMIS must be secured by a firewall between the workstation and the internet. Software firewalls are acceptable.
- Recommended Internet Connection: DSL or Cable Modem, at least 128 KB encryption.
- Recommended Browser: Latest release of Internet Explorer version 7 or higher.
- Definition and communication of all procedures to all Agency users for achieving proper agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Partner Agency Executive Director.

Procedures

- At a minimum, any workstation accessing the Central Server shall have anti-virus software present and active, with current virus definitions and regularly scheduled full-system scans occurring.

5.7 Training

Policies

- Agency Executive Director shall obtain the commitment of HMIS System Administrator and designated staff persons to attend training(s) as specified in the [***Stanislaus County HMIS Memorandum of Understanding \(MOU\)***](#) between Partner Agency and the HACS.

Procedures

Start-up Training

HACS will provide training in the following areas prior to Partner Agency using Stanislaus County HMIS:

- Agency Administrator Training, if applicable.
- End User Training

Agency Administrator Training

Training will be done in a group setting, where possible to achieve the most efficient use of time and sharing of information between agencies. Training will include:

- New user set-up
- Assigning Agency within Stanislaus County HMIS hierarchy.
- End user training
- Running package reports
- Creating customized reports

Follow-up Training

HACS will provide on-site follow-up training at each participating Partner Agency. Once the Partner Agency has “gone live,” the HMIS System Administrator or HMIS Technician will make on-site visits as needed to ensure that the Partner Agency becomes proficient in the use of Stanislaus County HMIS.

On-going Training

HACS will provide regular training for the Continuum of Care and agencies using ClientTrack.NET™, the first Monday of every month, located at the Housing Authority Room #5, 9:00 am to 12:00 pm, or as needed. The areas covered will be:

- End User Training
- Utilizing HMIS Reports
- Demonstrate new and the full array of ClientTrack.NET™ software features

Additional training classes will be scheduled as needed. Refer to the HMIS section of www.stancoha.org or contact HMIS Technician for the latest schedule of classes and to sign up.

5.8 Compliance

Policies

- Compliance with these Policies and Procedures is mandatory for participation in the Stanislaus County HMIS system.
- Using the ClientTrack.NET™ software, all changes to client data are recorded and will be periodically and randomly audited for compliance.

Procedures

- See Project Participation and User Authorization sections for procedures to be taken for lack of compliance.

5.9 Technical Support

Policies

- Support Requests include problem reporting, requests for enhancements (features), or other general technical support.
- Users shall submit support requests to their Partner Agency Administrator or the HMIS Technician or HMIS System Administrator (e-mail is suggested).

- Users shall not, under any circumstances, submit requests to software vendor.
- HACS will only provide support for issues specific to the Stanislaus County HMIS software and systems.

Procedures

Submission of Support Request

1. User encounters problem or originates idea for improvement to system or software.
2. User creates Support Request via e-mail sent to Partner Agency Administrator, HMIS Technician or HMIS System Administrator specifying the severity of the problem and its impact on their work, specific steps to reproduce the problem, and any other documentation that might facilitate the resolution of the problem. User shall also provide contact information and best times to reach.
3. HMIS staff, upon receipt of a Support Request, shall make reasonable attempts to resolve the issue.
5. HMIS System Administrator may at this point determine that the cause of reported issue is outside the scope of control of the Stanislaus County HMIS software and systems.
6. HMIS System Administrator will consolidate such requests from multiple Partner Agencies, if appropriate, and strive to resolve issues in priority order according to their severity and impact.
7. If the HMIS System Administrator is unable to resolve the issue, other software or system vendor(s) may be included in order to resolve the issue(s).
8. In cases where issue resolution may be achieved by the end user or other Partner Agency personnel, HMIS System Administrator will provide instructions via email to Partner Agency HMIS Contact Person or Partner Agency Administrator.

5.10 Changes to this and other Documents

Policies

- The Executive Committee, of The Collaborative, and the HACS will guide the compilation and amendment of these [Stanislaus County HMIS Policies & Procedures](#).

Procedures

Changes to Policies & Procedures

1. Proposed changes may originate from any participant in the Stanislaus County HMIS.
2. When proposed changes originate within a Partner Agency, they must be reviewed by the Partner Agency Executive Director, and then submitted by the Partner Agency Executive Director to the Stanislaus County HMIS System Administrator for review and discussion.
3. Stanislaus County HMIS System Administrator will maintain a list of proposed changes.
4. The list of proposed changes will be discussed by the Executive Committee, subject to line item excision and modification. This discussion may occur either at a meeting of the Executive Committee, or via email or conference call, according to the discretion and direction of the Executive Committee Chairperson.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date of the Executive Committee discussion.

6. Partner Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to HMIS System Administrator. Partner Agency Executive Directors shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

6. Other Obligations and Agreements

The current HUD grant for Stanislaus County HMIS provides support for 2 years starting September 1st, 2005. Therefore, HACS is committed to provide services to HUD funded programs in Stanislaus County through August 31st, of 2007.

The current HUD grant for Stanislaus County HMIS provides for a limited number of user licenses. While it may not be possible to meet every agency's full requirements for licenses within the HUD grant to HACS, the HMIS System Administrator will endeavor to ensure that every agency participating will have their minimum requirements met from the HUD grant for the first 2 years of the project. Funding responsibilities for additional licenses will be decided by the Executive Committee at a future date.

6.1. HUD HMIS Data and Technical Standards

This document should, at a minimum, reflect the baseline requirements listed in the ***HMIS Data and Technical Standards Final Notice***, published by HUD in July, 2004. Users of Stanislaus County HMIS are required to read and comply with the HMIS Data and Technical Standards. Failure to comply with these standards carries the same consequences as does failure to comply with these Policies and Procedures. In any instance where these Policies and Procedures are not consistent with the HMIS Standards from HUD, the HUD Standards take precedence. Should any inconsistencies be identified, notice should be made to HMIS System Administrator at michele@stancoha.org.

6.2. HIPAA

For agencies or programs where HIPAA applies, HIPAA requirements take precedence over both the HUD HMIS Data Requirements (as specified in those requirements) and these policies and procedures.

7. Client Grievance

Clients will contact the Partner Agency, with which they have a grievance, for resolution of any HMIS problems or complaints. The Partner Agency will send a written notice to the HMIS System Administrator of any HMIS related client grievance and the Partner Agency's response to the grievance, within sixty (60) days of receipt of complaint/grievance. The HMIS System Administrator will keep a record of all grievances and report all grievances and their resolutions at the monthly SHSSC Executive Committee meeting. Partner Agencies may attend the Executive Committee meeting, at their option. Partner Agencies may use the provided ***Client HMIS Grievance Form***, at their option.

8. Document Control

All forms required by these procedures will be available from the HMIS staff. The forms are available, in PDF format, on the Stanislaus County HMIS project website, www.stancoha.org

The HACS HMIS staff will be responsible for the development, management and updating of all the HMIS required documents and forms listed below, except for the ***Privacy Notice for Covered Homeless Organizations***, which will be created by each partner agency.

8.1 FORMS, DOCUMENTS & NOTICES

Client Denial of HMIS Consent
Client HMIS Grievance Form (Agency use optional)
Client Informed Consent and Release of Information
Client Informed Consent and Release of Information (SSVF), Version 3, Revised 10/13/2014
Client Privacy Rights
Client Privacy Rights (SSVF), Version 3, Revised 10/10/2014
Client Revocation of HMIS Consent
Consumer Notice (Version 1)
Consumer Notice (Version 2)
Memorandum of Understanding (MOU) (Between the Housing Authority and Partner Agency)
Memorandum of Understanding (MOU) (Between the Housing Authority and Partner Agency), Version 1, Revised 8/2007
Memorandum of Understanding (MOU) (Between the Housing Authority and Partner Agency)
HPRP MOU, Version 2, Created 1/2010
Memorandum of Understanding (MOU SSVF) Version 3, Revised 10/10/2014
Partner Agency Administrator Agreement
Privacy Notice for Covered Homeless Organizations (Individual Agencies)
Security Audit Checklist
Security Standards
Stanislaus County HMIS Policies & Procedures
User Policy, Responsibility Statement & Code of Ethics
Welcome to ClientTrack.NET™

8.2 HMIS DATA ENTRY/UPDATE/EXIT “Paper” FORMS

Stanislaus HMIS CoC Program Intake
Stanislaus HMIS ESG/RRH Program Intake
Stanislaus HMIS Child Intake
Stanislaus HMIS HOPWA Program Intake
Stanislaus HMIS RHY Program Intake
Stanislaus HMIS VA SSVF Program Intake
Stanislaus HMIS Annual/Update Intake
Stanislaus HMIS Exit Form
Stanislaus HMIS VA SSVF Exit Form
Stanislaus HMIS RHY Exit Form