

Hampton Roads HMIS Policies and Procedures

*For the cities of: Chesapeake, Franklin, Lynchburg, Norfolk,
Portsmouth, Suffolk, Virginia Beach, Hampton, Newport
News, Williamsburg, and Poquoson; and counties of:
Amherst, Appomattox, Bedford, Campbell, Isle of Wight,
Southampton, York, and James City*

2022



2551 Eltham Avenue, Suite I, Norfolk, VA 23513
www.theplanningcouncil.org

Version History	Notes
April 2024	<ul style="list-style-type: none"> • HMIS Access Policy – process defined and adopted for any agency requesting first-time access to the Hampton Roads HMIS • Appendix I – CoC Committees defined for HMIS Access Policy
December 2022	<ul style="list-style-type: none"> • Data Timeliness – standard decreased from 7 business days for data entry to 5 business days. VB CoC will continue recording exit data within 3 business days. • Data Quality Plan – new section/reminder of requirements outlined in the Data Quality Plan • Implementing HMIS was updated significantly to reflect the current processes in place. Note the CoCs may adopt a policy related to new agencies gaining access to the HMIS. Any CoC Policy adopted will be inserted in this section at the time of adoption. • Participating Agency Agreement minor updates to include statement on participation in data analysis and visualization projects (such as the Homeless Data Integration Project) • HMIS Release of Information minor updates to include check box for documenting verbal consent. • Client Privacy Statement Policy updated to include the following: agencies that utilize any Client Privacy Statement that is not from page 20 of this document will submit a copy of that statement to the HMIS Lead Agency for review. • HMIS Standards of Care (SVHC and GVPHC) <ul style="list-style-type: none"> ○ Standard 4 updated to reflect new data timeliness standard of 5 business days. ○ Standard 11 rewritten in response to digitalization of operations. Agencies are now required to create and maintain a Data Collection and Quality Assurance Plan. ○ Added PHAC-specific Standards of Care • Local Determinations is a new section to track local decisions impacting expectations related to data entry or use of the HMIS.

Table of Contents

Definitions	2
About HMIS	2
Data Management for Coordinated Entry Systems.....	3
HMIS Structure	3
Software Structure	4
Data Collection	5
HMIS Access Policy	6
Implementing HMIS.....	7
Participating Agency Agreement	8
I. Confidentiality	8
II. Hampton Roads HMIS Use and Data Entry.....	9
III. Reports.....	10
IV. Proprietary Rights of WellSky	11
V. Terms and Conditions	11
User Policy, Responsibility Statement & Code of Ethics	13
Hampton Roads HMIS Security Policy	15
Release of Information	17
Authorization for Release of Confidential Information	18
Client Privacy Statement Policy	20
Client Privacy Statement	21
NOTICE OF PRIVACY PRACTICES	22
HMIS Standards of Care.....	26
Local Determinations	33
Appendix I.....	34

Definitions

Client – Any person who is, has been, or will be entered into HMIS.

Community Services (formally known as ServicePoint) –A web-based HMIS that is licensed from WellSky.

Continuum of Care (CoC) - The Continuum of Care is 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. It includes action steps to end homelessness and prevent a return to homelessness.

Bi-Monthly – Every other month

HMIS – Homeless Management Information System. An HMIS is a computerized data collection tool used by communities to collect ongoing data on persons who are homeless or receive assistance from the community.

HMIS System Administrator – The person(s) in charge of training and reporting on the HMIS to the Continuum of Care and participating agencies.

HMIS End User – A person from a participating agency that has been fully trained by the HMIS System Administrator. This person is charged with the responsibility of ensuring that all data is accounted for and accurate. The quality of this person’s data entry is provided by the HMIS System Administrator.

Participating Agency – Any agency within the CoC that has signed a Participating Agency Agreement and has one or more active licenses to use HMIS.

Program – The HUD funding source providing grant dollars for housing and/or services

Project – A distinct operation within an organization

Provider – A common term used when referring to an Agency and/or Project

ShelterLink – The project at The Planning Council that oversees and implements HMIS.

About HMIS

The Southeastern Virginia Homeless Coalition (SVHC), the Greater Virginia Peninsula Homelessness Consortium (GVPHC), the Bringing an End to All City Homelessness CoC (BEACH), the Portsmouth Homeless Action Consortium CoC (PHAC), and the Central Virginia CoC have merged their HMIS databases, creating the *Hampton Roads HMIS*. The HMIS is the repository for client level data. HMIS data can be reported for individual agencies; across an entire CoC; or for specific project types, such as Emergency Shelter, Transitional Housing, Rapid Rehousing, or Permanent Supportive Housing programs within a CoC. Different geographic areas may also be available, depending on the reporting needs. HMIS data help identify gaps in services and offer a better understanding of the needs of the service population. Participation is required for federally and state funded homeless service providers; other providers voluntarily participate. There are a few non-HMIS participating providers in each region.

Data Management for Coordinated Entry Systems

The Planning Council serves as the HMIS Lead Agency for four of the five CoCs that utilize the Hampton Roads HMIS. As such, The Planning Council functions as the primary liaison between Participating Agencies and WellSky, the HMIS vendor.

The Coordinated Entry System (CES) is a centralized, community-wide process designed to: identify, engage, and assist households experiencing or at risk of experiencing homelessness; coordinate the intake, assessment, and referral for services that meet the level of assistance that is most appropriate to resolving a housing crisis; and to ensure that households with the most severe service needs are prioritized for assistance and receive it in a timely manner.

The Coordinated Entry System (CES) in various CoCs utilizes the Hampton Roads HMIS to track and manage all CES data. The HMIS Policies and Procedures ensure adequate privacy protections of all participant information per the HMIS Data and Technical Standards at 24 CFR 578.7(a)(8). All users of HMIS participate in mandatory training on the privacy rules associated with collection, management, and reporting of client data. The same privacy protections and rules associated with the use of HMIS are applied in the handling and management of confidential personal information on the By-Name List and Prioritization List.

HMIS Structure

Continuum of Care (CoC) –The official CoC names for federal and state purposes are known as:

- Southeastern Virginia Homeless Coalition (or VA-501)
- Greater Virginia Peninsula Homelessness Consortium (or VA-505)
- Bringing an End to All City Homelessness (or VA-503)
- Central Virginia CoC (or VA-508)
- Portsmouth Homeless Action Consortium (or VA-507)

HMIS Solution – The vendor supplying the HMIS solution is WellSky. The organization that manages and provides technical assistance for the HMIS is The Planning Council, located in Norfolk, Virginia.

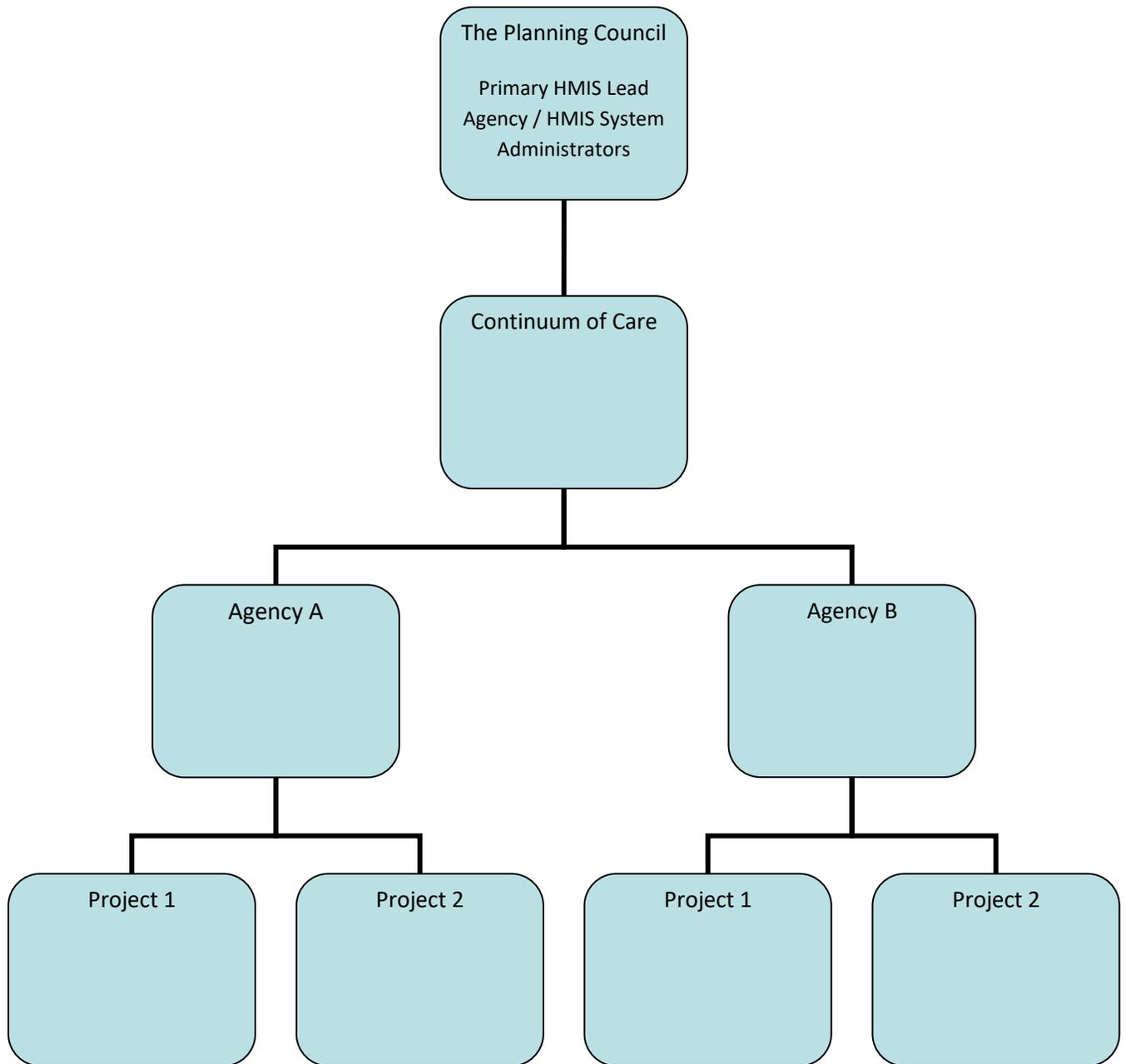
Participating Agency – Participating Agencies are required to have a Participating Agency Agreement signed by their Executive Director (or equivalent) and the CEO/President of The Planning Council. In addition to the Participating Agency Agreement, all Participating Agencies are required to have a representative at the HMIS committee/user group meeting each month/quarter.

Agency Users – HMIS users are required to sign a User Policy, Responsibility Statement & Code of Ethics, commonly referred to as the User Agreement, at the time of their initial training. HMIS users are required to participate in quarterly HMIS trainings throughout the year to maintain access to HMIS (limited exceptions apply and are only granted by the HMIS Lead Agency).

HMIS Committee Meeting – The HMIS Committee is a group of Agency Users that will meet on a regular schedule decided by the committee members. Agency Users will be notified prior to the meeting of any schedule change.

Software Structure

The Community Services (formally known as ServicePoint) database provided by WellSky is structured through a hierarchy by which all visibility, data sharing, user access, etc. is dependent on. Below is an illustration of this structure.



Data Collection

UNIVERSAL DATA ELEMENTS:

HUD Required Universal Identifier Elements – These are fields in HMIS that are required to be collected by all agencies and programs participating in HMIS, regardless of their funding source. These elements are not negotiable for specific programs, although more can be added per agency. Additional information about data collection and entry requirements can be found on the HUD Exchange in the HUD Data Standards manual and Data Dictionary: www.hudexchange.info.

- | | |
|---------------------------|-------------------|
| 1. Name | 5. Ethnicity |
| 2. Social Security Number | 6. Gender |
| 3. Date of Birth | 7. Veteran Status |
| 4. Race | |

HUD Required Universal Project Stay Elements – These are fields in HMIS that are required to be collected by all agencies and programs that utilize HMIS for capturing program Entry/Exits, regardless of their funding source.

- | | |
|------------------------|---------------------------------------|
| 8. Disabling Condition | 12. Relationship to Head of Household |
| 9. Project Start Date | 13. Client Location |
| 10. Project Exit Date | 14. Housing Move-In Date |
| 11. Destination | 15. Prior Living Situation |

PROGRAM SPECIFIC DATA ELEMENTS:

Programs funded by one or more of the HMIS federal partner programs are also required to collect and record the applicable Program Specific Data Elements. Requirements outlined in the current HMIS Data Standards Manual, and the Continuum of Care (CoC), Emergency Solutions Grants (ESG), Housing Opportunities for Persons With AIDS (HOPWA), HUD-VA Supportive Housing (HUD-VASH), Projects for Assistance in Transition from Homelessness (PATH), Runaway and Homeless Youth (RHY), and Veterans Affairs (VA) Programs HMIS Manuals should be upheld for all HMIS Participating Agencies. The HMIS Data Standards Manual and the Federal Partner Program HMIS Manuals for each federal partner can be found by visiting www.hudexchange.info.

TIMELINESS OF DATA ENTRY:

All client data shall be entered consistently and accurately into the Hampton Roads HMIS database, and agencies will strive for real-time, or close to real-time data entry. As a set standard, data should be entered into the system within 5 business days. The Virginia Beach CoC will record program exit data within 3 business days. If there are additional timeliness standards set forth in other CoC-related policies or procedures that exceed this expectation, those requirements take precedence.

The HMIS System Administrator shall review CoC APR data quality reports submitted from each agency monthly. HMIS Agency Users will use these reports to correct errors and to fully enter correct demographic information and entry/exit dates for each client.

DATA QUALITY PLAN:

Participating Agencies are required to adhere to their CoC's adopted *Data Quality Plan*. The *Data Quality Plan* defines standards for data quality and the means by which data quality will be monitored and evaluated. The *Data Quality Plan* can be found on the Hampton Roads Ends Homelessness website at www.hamptonroadsendshomelessness.org on the HMIS landing page.

HMIS Access Policy

Any agency requesting first-time access to the Hampton Roads HMIS may gain access to the system in one of two ways as defined below.

Automatic Access to HMIS

The following criteria must be met:

- The agency is dedicated to serving households that are literally homeless or at-risk of homelessness (by HUD's definition); **AND**
At least one of the following:
 - The agency has a project that is/will be included in the CoC's Housing Inventory Count.
 - The agency receives federal or state funding that requires use of HMIS.
 - The agency receives city funds to carry out a homeless services contract requiring the use of HMIS and participation in the CoC.

If an agency meets the criteria above, the HMIS Lead Agency will proceed with the HMIS implementation steps outlined in the *Hampton Roads HMIS Policies and Procedures*. Notice will be provided to the CoC Lead Agency, CoC Coordinator(s), and CoC Committee as applicable and as defined in Appendix I.

Agencies that fit the criteria above but are not an active member of the CoC will be connected to the CoC Lead Agency, CoC Coordinator(s), and CoC Chair(s) as applicable and as defined in Appendix I. The agency will then follow CoC processes for becoming appropriately engaged in the CoC as needed and/or required.

Access to HMIS by CoC Vote

Any agency that requests access to the Hampton Roads HMIS that does not meet the conditions outlined for automatic access must be actively providing or show proof of definitive plans to provide services to households within the geographic boundaries of the CoC for which the agency is seeking access. The agency must participate in an HMIS Demonstration with the HMIS Lead Agency. A request to schedule the demo must be submitted by the agency through this webpage:

<https://www.hamptonroadsendshomelessness.org/hmis.html>

Upon receiving an HMIS Demonstration request, the HMIS Lead Agency will provide contact information to the CoC Lead Agency and will send an announcement to all CoC's participating in the HMIS (via the HMIS Lead Agency's HMIS email distribution lists) to inform of the new agency that is seeking access. If any CoC-Participating Agency or HMIS-Participating Agency has a concern with the agency that is seeking access, a letter should be provided to the HMIS Lead Agency within 5 business days of the announcement. The letter shall be submitted electronically to the HMIS Lead Agency staff listed below: Jordan Schaller, Director, Data Systems and HMIS Administration

jschaller@theplanningcouncil.org

Upon completion of the HMIS Demonstration, the agency will move through the process below:

1. The agency will be invited to the appropriate CoC Committee (as defined in Appendix I) to present and provide an overview of services provided and how the agency proposes to utilize the Hampton Roads HMIS. Each CoC may have their own process.
 - a. Any letter(s) of concern submitted to the HMIS Lead Agency as mentioned above will be shared with the CoC Lead Agency and CoC Committee Chair(s) (as defined in Appendix I) prior to the meeting. Letters should be shared with the CoC Committee for consideration prior to granting access to the agency. Each CoC may have their own process for sharing letters of concern.
2. The CoC Committee will decide to either support or deny the agency request to join the Hampton Roads HMIS. The CoC Committee will submit a notice of approval or denial to the HMIS Lead Agency.

- a. If the CoC denies the agency request, the agency must consult the CoC process and submit an appeal to the CoC. The agency must gain approval before proceeding.
3. The HMIS Lead Agency will proceed with the HMIS implementation steps outlined in the *Hampton Roads HMIS Policies and Procedures*.

Implementing HMIS

Step 1: Demo – Every agency interested in participating in the Hampton Roads HMIS must contact the HMIS Lead Agency for a demo session. This session allows the HMIS Lead Agency to gather details on the agency’s specific needs, funder requirements, system-use goals, etc.

Step 2: Signing Agreements – Every participating agency must have their Executive Director (or equivalent) read, agree to terms within, and sign a **Participating Agency Agreement**. Before any training takes place, a signed Participating Agency Agreement must be presented to the HMIS System Administrator. *Additional agreements may also be requested and/or required.*

Step 3: HMIS Setup – The HMIS Lead Agency will begin system setup for the new Participating Agency. Depending on the agency’s intended use of HMIS and/or funder requirements, HMIS Projects may need to be created to maintain client-level records unique to the specific project(s). If this is the case, the Participating Agency will need to submit the required information to the HMIS Lead Agency. This can be submitted using an online submission form.

Step 4: User License(s) – Each person that will need access to the HMIS must obtain their own unique login credentials. The Participating Agency must request to purchase HMIS licenses using an online submission form. This provides the HMIS Lead Agency with the information needed to set up the unique license(s) and serves as documentation of the purchase request if needed for billing purposes. Login credentials will be provided upon completion of training. Login credentials are not permitted to be shared with anyone. Sharing login credentials is grounds for immediate termination from the Hampton Roads HMIS. HMIS Participating Agencies must notify the Hampton Roads HMIS Lead Agency of staff changes that impact HMIS access. These changes must be reported immediately so that the HMIS user accounts are promptly inactivated or otherwise changed to ensure privacy and security standards are maintained.

Step 5: HMIS Training - The HMIS System Administrator must provide privacy and software training to all agency users before they are allowed access to the Hampton Roads HMIS. HMIS users are required to sign a **User Policy, Responsibility Statement & Code of Ethics** form at the time of their initial training.

Step 6: Training Manuals and Forms – Software and privacy training manuals and forms shall be available on the Hampton Roads Ends Homelessness website (www.hamptonroadsendshomelessness.org) or may be requested from an HMIS System Administrator.

Step 7: Technical Assistance / Additional Training – Technical assistance requests and training issues should be limited to contact with an HMIS System Administrator. Requests should be submitting online: <https://www.hamptonroadsendshomelessness.org/technical-assistance-request.html>

HMIS Lead Agency Data Team:

Jordan Schaller, Director: 757-622-9268 x3033, jschaller@theplanningcouncil.org

Rachael Gibson, HMIS System Administrator: 757-622-9268 x3026, rgibson@theplanningcouncil.org

Ashley Love, HMIS System Administrator: 757-622-9268 x3018, alove@theplanningcouncil.org

Participating Agency Agreement

The Hampton Roads Homeless Management Information System (HMIS) is a client information system that provides a standardized assessment of client needs, creates individualized client service plans, and records the client's use of housing and services that communities can use to determine the utilization of services of participating agencies, identify gaps in the local service continuum and develop outcome measures.

The Planning Council is the primary coordinating agency and the system administrator of the Hampton Roads HMIS database. WellSky is the vendor agency providing the Community Services software that has been customized to be the Hampton Roads HMIS database. In this agreement, "Participating Agency" is an agency participating in the Hampton Roads HMIS and "Client" is a client of services.

The signature of the Executive Director/Chief Executive Officer of the Participating Agency indicates agreement with the terms set forth for a Hampton Roads HMIS account for the agency. Changes to this agreement will be provided in writing. Continued use of the system indicates acceptance of the updated terms by the Participating Agency.

I. Confidentiality

The Participating Agency shall uphold relevant federal and state confidentiality regulations and laws that protect client records, and the agency shall only release client records with written consent by the client, unless otherwise provided for in the regulation.

- A. The Participating Agency shall abide specifically by federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2 regarding disclosure of alcohol and/or drug abuse client records. In general terms, the federal rules prohibit the disclosure of alcohol and/or drug abuse client records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Participating Agency understands the federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse persons. A copy of 42 CFR Part 2 can be found at <https://www.govinfo.gov/app/details/CFR-2018-title42-vol1/CFR-2018-title42-vol1-part2>.
- B. The Participating Agency shall provide to the client a verbal explanation of the Hampton Roads HMIS database and the terms of consent and shall arrange for a qualified interpreter or translator in the event that a client is not literate in English or has difficulty understanding the consent form.
- C. The Participating Agency agrees not to release any confidential information received from the Hampton Roads HMIS database to any organization or client without proper client consent.
- D. The Participating Agency may not use or disclose protected health information, except either: (1) as the Health Information Privacy and Accountability Act permits or requires, or (2) as the client who is the subject of the information (or the client's personal representative) authorizes in writing.
- E. The Participating Agency shall maintain appropriate documentation of client consent to participate in the Hampton Roads HMIS database.
- F. The Participating Agency shall ensure that all staff, volunteers, and other persons issued a User ID and password for Hampton Roads HMIS receive basic confidentiality training and sign a user confidentiality agreement.
- G. The Participating Agency understands that the client data will be encrypted at the server level using encryption technology.

- H. The Participating Agency understands the file server, which will contain all client information, including encrypted identifying client information, will be located with the Hampton Roads HMIS server at WellSky in Iron Mountain, MI.
- I. The Participating Agency shall not be denied access to client data entered by the Participating Agency. Participating Agencies are bound by all restrictions placed upon the data by the client of any Participating Agency. The Participating Agency shall diligently record in the Hampton Roads HMIS all restrictions requested. The Participating Agency shall not knowingly enter false or misleading data under any circumstances.
- J. The Participating Agency will utilize the Hampton Roads HMIS Release of Information/Client Consent form for all clients providing information for the Community Services database. The Hampton Roads HMIS Release of Information/Client Consent form, once signed by the client, authorizes information sharing with Hampton Roads HMIS Participating Agencies as to the extent allowed by the client. If the client does not sign the Hampton Roads HMIS Release of Information/Client Consent form, the client data may still be entered into the Hampton Roads HMIS but is not to be shared outside of the agency providing the service.
- K. If a client withdraws consent for the release of information, the Participating Agency remains responsible for ensuring that no new information is available to all other Participating Agencies.
- L. The Participating Agency shall keep signed copies of the Hampton Roads HMIS Release of Information/Client Consent forms for the Hampton Roads HMIS for a period of seven years after the last date of client service.
- M. The Hampton Roads HMIS does not require or imply that services must be contingent upon a client's participation in the Hampton Roads HMIS database. Services should be provided to clients regardless of Hampton Roads HMIS participation provided the clients would otherwise be eligible for the services.
- N. If this Agreement is terminated, The Planning Council and remaining Participating Agencies shall maintain their right to the use of all client data previously entered by the terminating Participating Agency. This use is subject to any restrictions requested by the client.
- O. Victim service providers as defined by the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Pub. L. 109-162) (VAWA) should NOT enter data directly in the Hampton Roads HMIS/ShelterLink and must use a "comparable database."

II. Hampton Roads HMIS Use and Data Entry

- A. The Participating Agency shall follow, comply with, and enforce the User Policy, Responsibility Statement and Code of Ethics. The User Policy, Responsibility Statement and Code of Ethics may be modified as needed for the purpose of the smooth and efficient operation of the Hampton Roads HMIS.
 - 1. The Participating Agency shall only enter clients in the Hampton Roads HMIS database that exist as clients under the agency's jurisdiction. The Participating Agency shall not misrepresent its client base in the Hampton Roads HMIS database by entering known, inaccurate information.
 - 2. The Participating Agency shall use client information in the Hampton Roads HMIS database, as provided to the agency, to assist the Participating Agency in providing adequate and appropriate services to the client.
- B. The Participating Agency shall consistently enter information into the Hampton Roads HMIS database and will strive for real-time, or close to real-time data entry. As a set standard, data should be entered into the system within 5 business days. The Virginia

Beach CoC will record program exit data within 3 business days. If there are additional timeliness standards set forth in other CoC-related policies or procedures that exceed this expectation, those requirements take precedence.

- C. The Participating Agency shall comply with data quality standards adopted by the local Continuum of Care and participate in the Data Quality Plan.
- D. The Participating Agency will not alter information in the Hampton Roads HMIS database that is entered by another agency with known, inaccurate information (i.e., agency will not purposefully enter inaccurate information to over-ride information entered by another agency). If the Participating Agency discovers inaccurate information entered by another agency, the Participating Agency will contact the HMIS System Administrator to correct the inaccurate information.
- E. The Participating Agency shall not include profanity or offensive language in the Hampton Roads HMIS database.
- F. The Participating Agency shall utilize the Hampton Roads HMIS database for business purposes only.
- G. The HMIS System Administrator will provide initial training and periodic updates to that training to select agency staff on the use of the Hampton Roads HMIS software.
- H. The HMIS System Administrator will be available for technical assistance within reason (i.e., troubleshooting and report generation) related to software operating issues.
- I. The transmission of material in violation of any federal or state regulations is prohibited. This includes, but is not limited to, copyright material, material legally judged to be threatening or obscene, and material considered protected by trade secret.
- J. The Participating Agency shall not use the Hampton Roads HMIS database with intent to defraud federal, state or local government, clients or entities, or to conduct any illegal activity.
- K. The Participating Agency shall immediately notify the HMIS System Administrator of any status changes for agency HMIS users to ensure the timely activation or deactivation of user accounts.
- L. The Participating Agency will comply with all standards as adopted by the local Continuum of Care and as described in the HMIS Policies and Procedures.

III. Reports

- A. The Participating Agency shall retain access to identifying and statistical data on the clients it serves.
- B. The Participating Agency's access to data on clients it does not serve shall be limited to non-identifying and statistical data.
- C. The HMIS System Administrator may make aggregate data available to other entities for funding or planning purposes pertaining to providing services to homeless persons. However, such aggregate data shall not directly identify clients.
- D. The HMIS System Administrator will use only unidentified, aggregate Hampton Roads HMIS data for advising homeless policy and planning decisions, in preparing federal, state, or local applications for homelessness funding, to demonstrate the need for and effectiveness of programs, and to obtain a system-wide view of program utilization in the state.
- E. Participating Agencies shall participate in data analysis and visualization projects (such as the Homeless Data Integration Project managed by the Virginia Department of Housing and Community Development) so long as said projects are in compliance with all HMIS data sharing security standards (to include federal and state laws) and, through such participation, shall have access to a common set of tools and agrees to uphold standards of privacy and confidentiality as a condition of continued use.

Agency participation in these projects may require the sharing of client-level data with third parties. Such participation would only occur once a mutually agreed upon document detailing specifics is signed by necessary parties. This document could be a Memorandum of Understanding or a Business Associate Agreement, or other, and is not valid until fully executed, and only within the dates assigned within the agreement. Projects of this kind will be routed through the CoC for approval and/or adoption prior to execution.

IV. Proprietary Rights of WellSky

- A. The Participating Agency shall not give or share assigned passwords and access codes of the Hampton Roads HMIS database with any other agency, business, or client.
- B. The Participating Agency shall not cause in any manner, or way, corruption of the Hampton Roads HMIS database in any manner.

V. Terms and Conditions

- A. Neither ShelterLink nor the Participating Agency shall transfer or assign any rights or obligations without the written consent of the other party.
- B. This agreement shall be in force until revoked in writing by either party.
- C. This agreement may be terminated by either party with 30 days' written notice.
- D. Applicable Laws and Courts: This agreement shall be governed in all respects by the laws of the Commonwealth of Virginia, without regard to conflict of law principles, and any litigation with respect thereto shall be brought in the courts. ShelterLink shall comply with all applicable federal, state, and local laws, rules, and regulations.
- E. Anti-discrimination: By entering into a written contract with the Participating Agency, The Planning Council certifies to the Participating Agency that The Planning Council will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the Virginia Public Procurement Act (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the agreement on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, § 2.2-4343.1E).
- F. Immigration Reform and Control Act of 1986: By entering into a written agreement with the Participating Agency, The Planning Council certifies that The Planning Council does not and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- G. Changes to the Agreement: This agreement constitutes the entire understanding of the parties as to the matters contained herein. Changes to this agreement will be provided in writing. Continued use of the system indicates acceptance of the updated terms by the Participating Agency.
- H. Drug-free Workplace: During the performance of this contract, The Planning Council agrees to (i) provide a drug-free workplace for The Planning Council employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in The Planning Council workplace and specifying the actions that will be taken against

employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of The Planning Council that The Planning Council maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- I. For the purposes of this section, “drug-free workplace” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the agreement.
- J. Authorization to Conduct Business in the Commonwealth: A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a public body pursuant to the Virginia Public Procurement Act shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.
- K. Availability of Funds: It is understood and agreed between the parties herein that the Participating Agency shall be bound hereunder only to the extent of the funds available, or which may hereafter become available for the purpose of this agreement.

Hampton Roads HMIS Participating Agency Agreement

Agency Name

Street Address

City, State, Zip Code

Mailing Address (if different)

Printed Name of Executive Director/Chief Executive Officer

Title

Signature of Executive Director/Chief Executive Officer

Date

The Planning Council

Printed Name of President & CEO of The Planning Council

Date

Signature of President & CEO of The Planning Council

Date

Hampton Roads HMIS

User Policy, Responsibility Statement & Code of Ethics

User Policy

Participating Agencies shall share information for provision of services to homeless persons through a networked infrastructure that establishes electronic communication among the Participating Agencies.

Participating Agencies shall at all times have rights to the data pertaining to their clients that was created or entered by them in the Hampton Roads HMIS. Participating Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

It is the client's decision about which information, if any, entered into the Hampton Roads HMIS should be shared with Participating Agencies. The Hampton Roads HMIS Client Consent/Release of Information shall be signed if the client agrees to share information with Participating Agencies.

Minimum data entry on each consenting Client will be:

- All programs are required to complete the HUD Required Universal Data Elements in the assigned assessment(s).

- Programs funded by one or more of the HMIS federal partner programs are also required to enter the applicable Program Specific Data Elements contained in their assigned assessment.

To the greatest extent possible, data necessary for the development of aggregate reports of the homeless services, including services needed, services provided, referrals and client goals and outcomes should be entered into the system.

User Responsibility

Your user ID and password give you access to the Hampton Roads HMIS. Initial each item below to indicate your understanding and acceptance of the proper use of your user ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the Hampton Roads HMIS.

_____ My user ID and password are for my use only and must not be shared with anyone.

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

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

_____ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

- _____ If I am logged into the Hampton Roads HMIS and must leave the work area where the computer is located, *I must log off the Hampton Roads HMIS* before leaving the work area.
- _____ A computer that has the Hampton Roads HMIS “open and running” shall never be left unattended.
- _____ Failure to log off the Hampton Roads HMIS appropriately may result in a breach in client confidentiality and system security.
- _____ Hard copies of Hampton Roads HMIS information must be kept in a locked file.
- _____ When hard copies of Hampton Roads HMIS information are no longer needed, they must be properly destroyed to maintain confidentiality.
- _____ If I notice or suspect a security breach, I must immediately notify the Hampton Roads HMIS System Administrator.

User Code of Ethics

- A. Hampton Roads HMIS users must treat Participating Agencies with respect, fairness, and good faith.
- B. Each Hampton Roads HMIS user should maintain high standards of professional conduct in his or her capacity as a Hampton Roads HMIS user.
- C. The Hampton Roads HMIS user has primary responsibility for his/her client(s).
- D. Hampton Roads HMIS users have the responsibility to relate to the clients of other Participating Agencies with full professional consideration.
- E. Hampton Roads HMIS users will not purposely change or modify information entered by other Participating Agencies.
- F. Hampton Roads HMIS users will not run reports on other Participating Agencies.

I understand and agree to comply with all the statements listed above.

Printed Name of Hampton Roads HMIS User

Agency

Signature of Hampton Roads HMIS User

Date

Signature of Hampton Roads HMIS System Administrator

Date

Hampton Roads HMIS Security Policy

Technological Requirement for Participating Agencies – All participating agencies must adhere to these requirements wherever HMIS will be accessed.

Purpose: This document is designed to establish security standards for Participating Agencies within the Hampton Roads HMIS. The following requirements and recommendations are based on the Security Standards as defined in the HUD HMIS Data and Technical Standards Final Notice of 2004. The goal of ShelterLink is to support and assist agencies in meeting these requirements.

Security Standards: The Hampton Roads HMIS Security Standards are divided into two sections. Security Requirements are minimum standards with which all HMIS participating agencies must comply. Additional Security Recommendations are best practices recommended by the Hampton Roads HMIS System Administrator. The security standards include both technology solutions and protocols for staff use of technology.

Security Audit: The Hampton Roads HMIS System Administrator will conduct a security audit to document compliance with the security requirements. The Hampton Roads HMIS System Administrator will work with agencies to assess and overcome any identified barriers to security compliance.

Security Requirements

<u>Action</u>	<u>Definition</u>
1. Applicability	HMIS Security Requirements apply to all networked computers at HMIS participating agencies as well as all non-networked computers that are used by HMIS participating agencies to access HMIS software. The Security Requirements specifically apply to: <ol style="list-style-type: none">All computers connected to the agency's networkAll computers that access the agency's network via Virtual Private Network (VPN)All other computers, such as employee or volunteer owned computers, used to access HMIS over the Internet
2. Passwords	Computers must be secured by a user password at computer login. Computer passwords and HMIS software passwords must meet the following minimum criteria: <ol style="list-style-type: none">HMIS passwords must contain at least 1 number, 1 symbol, both capital and lower-case letters, and must be changed every 45 days.Written information pertaining to passwords must not be displayed in any publicly accessible location. Password recording must be disabled at each computer. (Do not use the "Remember Password" feature of applications.)
3. Anti-virus	All computers must have anti-virus software installed. <ol style="list-style-type: none">Anti-virus software must be updated regularly.
4. Firewall	All computers must be protected by a firewall.
5. System Updates	All computers must be regularly updated for protection against security threats and must have the latest service packs installed.
6. Computer Locking	Computers must be locked when unstaffed to prevent unauthorized access to the HMIS. Computers must be secured via locking screensavers or by logging off.
7. Anti-spyware	All computers must have anti-spyware/anti-malware software installed. <ol style="list-style-type: none">Anti-spyware/anti-malware software must be updated regularly.
8. Wireless Access	All wireless LAN devices must utilize WPA or WPA2 security protocols and strong

- Points (WAP)** passwords of at least 14 random characters or must utilize a corporate-approved Virtual Private Network (VPN) configured to drop all unauthenticated and unencrypted traffic.
- 9. Electronic Data Storage** All HMIS data is classified as confidential and must be handled discreetly.
- a. Electronic copies shall be stored only on an encrypted device where a password is required to access the data.
 - b. Electronic copies shall be stored only where the appropriate staff can access the data.

Additional Security Recommendations

- | <u>Action</u> | <u>Definition</u> |
|---------------------------------------|--|
| 1. Computer and HMIS Passwords | <p>Computer passwords should routinely change at a rate of no less than three times a year.</p> <ol style="list-style-type: none"> a. Computer and HMIS passwords within an agency department should be changed immediately upon personnel changes within that department. b. HMIS software user passwords should be different from users' passwords for other non-HMIS accounts. c. HMIS software passwords should not be disclosed to anyone else. All passwords should be treated as sensitive, confidential information. Follow these precautions: <ul style="list-style-type: none"> ● Do not reveal a password over the phone to anyone ● Do not reveal a password in an email message ● Do not reveal a password to the boss ● Do not talk about a password in front of others ● Do not hint at the format of a password (e.g., "my family name") ● Do not reveal a password on questionnaires or security forms ● Do not share a password with family members ● Do not reveal a password to co-workers while on vacation ● If someone demands a password, refer them to this document or have them contact the Hampton Roads HMIS System Administrator. |
| 2. Avoid Unsafe Behavior | <p>Computers used to access HMIS should never be used for downloading files offered through various file sharing services such as music sharing services, as such behavior increases the risk of contracting viruses or spyware/malware.</p> |
-

**Hampton Roads HMIS
Release of Information
Client Consent / Authorization for Release of Information Form**

Agency Name _____ Program Name _____

Client Name _____

Dependent children, if any (first and last names and date of birth)

I know that this agency is part of the Hampton Roads Homeless Management Information System (HMIS). The HMIS uses computers to collect information about homelessness to help pay for services to people who are homeless.

With this written consent, HMIS Participating Agencies may share, see, and update information about me and my children including, but not limited to, name, social security number, gender, and birth date. No restricted information about my health, medical needs, mental health, or domestic violence can be shared unless I sign a separate agreement. A current list of HMIS Participating Agencies is available on The Planning Council website at www.theplanningcouncil.org and on the Hampton Roads Ends Homelessness website at www.hamptonroadsendshomelessness.org (under the **HMIS** tab).

Other agency staff members who have signed the HMIS confidentiality agreement will be allowed to see or use information kept in the HMIS. This agency will never give information about a person to anyone outside this system without the person's written consent, or as required by law through a court order.

Information in this system may not be used to deny outreach, shelter, or housing. My decision to sign or not sign this consent document will not be used to deny outreach, shelter, or housing services. I may revoke my consent at any time, in writing, and no **new** information will be shared.

This consent will end three years from today. Verbal consent expires in one year.

Check this box if you are receiving verbal consent.

I have a right to see my HMIS record, ask for changes, and to have a copy of my record from this agency upon written request.

I authorize this agency to share my information with other agencies on the Hampton Roads HMIS.

I do not authorize this agency to share my information with other agencies on the Hampton Roads HMIS.

Client Signature

Date

Agency Witness

Date

Sample HMIS Client Consent Form Authorization for Release of Confidential Information

Agency Name _____ Program Name _____

Client Name _____

Dependent children, if any (first and last names and date of birth)

I know that this agency is part of the Hampton Roads HMIS (Homeless Management Information System.) The HMIS is a system that uses computers to collect information about homelessness in order to help pay for services to people who are homeless.

With this written consent, the HMIS agencies listed on page two of this agreement may share, see, and update restricted information about me and my children including health, medical needs, mental health, and domestic violence information. The purpose of the disclosure authorized in this consent is to coordinate services.

Other agency staff members who have signed the HMIS confidentiality agreement will be allowed to see, enter, or use information kept in the HMIS. This agency will never give information about a person to anyone outside this system without the person's written consent, or as required by law through a court order.

- I understand that my treatment records are protected under state and federal regulations governing confidentiality of patient records.
- The regulations are the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 45 CFR, Parts 160 & 164.
- The records cannot be shared without my written consent except as provided for in the regulations.
- I also understand that I may end this consent and no **new** information will be shared.
- I understand that there may have been information shared and services provided based on this consent when it was in effect. Ending this consent cannot change that.
- I understand that any notice to end this consent must be in writing.
- This consent will end three years from today.

Information in this system may not be used to deny outreach, shelter, or housing. My decision to sign or not sign this consent document will not be used to deny outreach, shelter, or housing services. I have a right to see my HMIS record, ask for changes, and to have a copy of my record from this agency upon written request.

I authorize this agency to share my restricted information with the following agencies on the Hampton Roads HMIS:

- Program 1
- Program 2
- Program 3
- Program 4

I do not authorize this agency to share my restricted information with other agencies on the Hampton Roads HMIS.

Client Signature

Date

Agency Witness

Date

Client Privacy Statement Policy

Privacy Statement Requirements - A requirement for participation in a Homeless Management Information System (HMIS) is the collection of Protected Personal Information (PPI) from Clients. Homeless service organizations must collect PPI by “lawful and fair means and, where appropriate, with the knowledge or consent of the individual.”

To meet this requirement, homeless service organizations must post a **Client Privacy Statement** at each intake desk that explains the reasons for collecting this information. A copy of the Client Privacy Statement must be posted on each participating agency’s public website, if applicable. The posted statement refers to the **Notice of Privacy Practices** which should be given to all Clients. If your agency already has a privacy notice, please submit it to The Planning Council so that we may review it for compliance.

A Client Privacy Statement is provided in the Hampton Roads HMIS Policies and Procedures on page 20. If your agency has your own Client Privacy Statement, please submit a copy of that statement to the HMIS Lead Agency for review.

Client Privacy Statement

We collect personal information directly from you for the reasons that are discussed in our **Notice of Privacy Practices**. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.

The collection and use of all personal information is guided by strict standards of confidentiality. A copy of our **Notice of Privacy Practices** is available to all Clients upon request.

NOTICE OF PRIVACY PRACTICES

Purpose of This Notice

The Hampton Roads Homeless Management Information System (HMIS) is a Community Services software product that is a centralized case management system that allows authorized participating agency personnel to collect Client data, produce statistical reports, and share information with other Participating Agencies.

This notice tells you about how we use and disclose your private personal information. It tells you about your rights and our responsibilities to protect the privacy of your private personal information. It also tells you how to complain to us or the government if you believe that we have violated any of your rights or any of our responsibilities.

We must follow the terms of this notice that are currently in effect. We reserve the right to change this Notice at any time and amendments may affect information obtained before the date of the amendment. This Notice is not a legal contract. If this Notice is changed, a copy of the revised Notice will be available upon request or posted at our location or on our website

Our Legal Duty

We are required by applicable federal and state law to maintain the privacy of your private personal information. We are also required to make this Notice about our privacy practices, our legal duties, and your rights concerning your private personal information available upon request. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice takes effect immediately and will remain in effect until we replace it.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our Notice effective for all private personal information that we maintain, including private personal information we created or received before we made the changes. Before we make a significant change in our privacy practices, we will change this Notice and make the new Notice available upon request.

You may request a copy of our Notice at any time. For more information about our privacy practices, or for additional copies of this Notice, please contact us using the information listed at the end of this Notice.

How We Use or Disclose Your Private Personal Information

Uses or Disclosures That Are Required or Permitted by Law

- **To provide or coordinate services** – We may use or disclose your private personal information to provide you with or connect you to services. We may share this information with members of our staff or with others involved in your support.
- **For functions related to payment or reimbursement for services**

- **To carry out administrative functions** – We may use or disclose your private personal information for operational purposes such as, but not limited to, legal, audit, personnel, oversight, and management functions. For example, to evaluate our services, including the performance of our staff in caring for you. We may also use this information to learn how to continually improve the quality and effectiveness of the services that we provide to you.
- **For creating de-identified from personal identifying information (PII)**
- **As required by law** – We may use or disclose information about you when we are required to do so by law.
- **To avert a serious threat to health or safety** – We may disclose private personal information about you if the HMIS user or developer, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public and is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.
- **Victims of abuse, neglect, or domestic violence** – We may disclose private personal information about you to a government agency if we believe you are the victim of abuse, neglect, or domestic violence.
- **For research purposes** - We may use or disclose protected personal information to individuals performing research who have a formal relationship with ShelterLink.
- **For law enforcement purposes** – We may disclose private personal information about you to law enforcement officials for law enforcement purposes:
 - In response to a court order, subpoena, or other legal proceeding
 - To identify or locate a suspect, fugitive, material witness or missing person
 - When information is requested about an actual or suspected victim of a crime
 - To report a death as a result of possible criminal conduct
 - To investigate allegations of misconduct that may have occurred on our premises
 - To report a crime in emergency circumstances
- **Funeral Directors, Coroners and Medical Examiners** – We may disclose protected personal information about you as necessary to allow these individuals to carry out their responsibilities.
- **National Security and Intelligence** – We may disclose protected personal information about you to authorized federal officials for national security and intelligence activities.
- **Protective Services for the President and Others** – We may disclose protected personal information about you to authorized federal officials for the provision of protective services to the President of the United States or other foreign heads of state.

Uses or Disclosures That Require Your Authorization

Other uses and disclosures will be made only with your written authorization. You may cancel the authorization at any time by notifying our Complaint Officer in writing of your desire to cancel it. If you cancel an authorization, it will not have any effect on information that we have already disclosed. Examples of uses or disclosures that may require your written authorization include the following:

A request to provide your private personal information to an attorney for use in a civil lawsuit.

Your Rights

The information contained in your record maintained by ShelterLink is the physical property of ShelterLink. The information in it belongs to you. You have the following rights:

- **Right to request restrictions** – You have the right to ask us not to use or disclose your private personal information for a particular reason related to our services or our operations. That request must be made in writing to our Complaint Officer.

We do not have to agree to your request. If we agree to your request, we must keep the agreement, except in the case of a medical emergency. Either you or ShelterLink can stop a restriction at any time.

- **Right to inspect and copy your protected personal information** – You have the right to request to inspect and obtain a copy of your private personal information. You must submit your request in writing to our Complaint Officer. If you request a copy of the information or that we provide you with a summary of the information we may charge a fee for the costs of copying, summarizing, and/or mailing it to you.

If we agree to your request, we will tell you. We may deny your request under certain limited circumstances. If your request is denied, we will let you know in writing and you may be able to request a review of our denial.

- **Right to request amendments to your protected personal information** – You have the right to request that we correct your private personal information. If you believe that any private personal information in your record is incorrect or that important information is missing, you must submit your request for an amendment in writing to our Complaint Officer.

We do not have to agree to your request. If we deny your request, we will tell you why. You have the right to submit a statement disagreeing with our decision.

- **Right to an accounting of disclosures of private personal information** -You have the right to find out what disclosures of your private personal information have been made. The list of disclosures is called an accounting. The accounting may be for up to six (6) years prior to the date on which you request the accounting but cannot include disclosures before July 1, 2004.

We are not required to include disclosures for services, payment, or operations or for National Security or Intelligence purposes, or to correctional institutions and law enforcement officials. The right to have an account may be temporarily suspended if it will impede the agency's activities. The notice of suspension should specify the time for which such a suspension is

required. Requests for an accounting of disclosures must be submitted in writing to our Complaint Officer. You are entitled to one free accounting in any twelve (12) month period. We may charge you for the cost of providing additional accountings.

- **Right to obtain a copy of the notice** – You have the right to request and get a paper copy of this notice and any revisions we make to the notice at any time.

Complaints

You have the right to complain to us and to the United States Secretary of Housing and Urban Development if you believe we have violated your privacy rights. There is no risk in filing a complaint.

If you are concerned that we may have violated your privacy rights, you disagree with a decision we made about access to your private personal information or in response to a request you made to amend or restrict the use or disclosure of your private personal information, or have us communicate with you by alternative means or at alternative locations, you may complain to us using the contact information listed in this notice.

To file a complaint with us, contact by phone or by mail:

Julie Dixon, Senior Director of Planning and Program Development
The Planning Council
2551 Eltham Ave., Suite I
Norfolk, VA 23513
Phone (757) 622-9268

Questions and Information

If you have any questions or want more information about this Notice of Privacy Practices, please contact:

Julie Dixon, Senior Director of Planning and Program Development
The Planning Council
2551 Eltham Ave., Suite I
Norfolk, VA 23513
Phone (757) 622-9268

A written request for information is defined under the **Your Rights** section of this notice. Complaints or questions may be made by phone or in writing. We support your right to protect the privacy of information. We will not retaliate in any way if you choose to file a complaint with us.

HMIS Standards of Care

SVHC, GVPHC, and Central Virginia CoC

The following standards apply to all SVHC, GVPHC, and Central Virginia CoC HMIS End Users of the Hampton Roads HMIS and will be subject to a compliance audit by the HMIS Lead Agency.

Data Collection and HMIS

Standard F1: The agency does not share HMIS data with any unauthorized entity.

Guideline F1: The agency has a policy that precludes unauthorized data sharing. The policy and Release of Information is available for review.

Standard F2: The agency upholds all relevant federal and state confidentiality regulations and laws that protect client records, and the agency shall only release client records with written/verbal consent by the client, unless otherwise provided for in the regulation.

Guideline F2: Release of Information / Confidential Information is signed by the client or there is documentation of verbal consent within the client's file.

Standard F3: The agency collects, enters, and extracts only HMIS data that are relevant to the delivery of services.

Guideline F3: The agency has a policy regarding data collection, entry and extraction that specifies appropriate use of data. The policy is available for review.

Standard F4: The agency accurately enters all the required HMIS data within 5 business days of providing services to the client.

Guideline F4: The agency has a Quality Assurance plan in place and a monthly verification that data was entered accurately within the required time frame. A file review confirms that this has been completed.

Standard F5: The agency has completed a "Hampton Roads HMIS User Policy, Responsibility Statement & Code of Ethics" agreement for each authorized system user and has provided a copy to The Planning Council.

Guideline F5: User agreements are up-to-date and on file at the agency and The Planning Council for each user. Agency user agreements are available for review and match the Hampton Roads HMIS user list.

Standard F6: The agency limits access to information provided by the HMIS database to its own employees specifically for verifying eligibility for service, entering data for services provided, tracking client services, monitoring data quality, and evaluating programs.

Guideline F6: The agency has a policy regarding access to the HMIS database that is available for review. The policy prohibits employees from using HMIS data in an unethical or unprofessional manner.

Standard F7: All staff entering/viewing HMIS data in the Hampton Roads HMIS must be appropriately trained and have an individual user license with a unique username and password (exceptions must be authorized by the HMIS Lead Agency/System Administrator).

Guideline F7: The HMIS System Administrator(s) can describe training provided to staff and the process for ensuring that each user has a license with a unique name and password (unless an exception applies as authorized by the HMIS Lead Agency/System Administrator). Relevant documentation or tracking system is available for review.

- Standard F8:** As staff members no longer require access to the HMIS, their HMIS user accounts are immediately inactivated or changed to accommodate their change in status. The agency must contact the HMIS System Administrator to make these changes within 24 hours.
- Guideline F8: The agency has a written procedure for handling HMIS account activation and deactivation as a user's status changes. The written procedure is available for review.
- Standard F9:** Technical assistance requests and training issues should be limited to contact with the HMIS System Administrator.
- Guideline F9: The HMIS System Administrator can describe how technical assistance requests are handled internally and how technical assistance and training needs are communicated to ShelterLink.
- Standard F10:** The "Hampton Roads HMIS Client Release of Information" forms or documentation of verbal consent from clients are kept on file for a period of seven years.
- Guideline F10: The agency has a Quality Assurance Plan in place and monthly process that verifies that consent was obtained. Relevant documentation is available for review.
- Standard F11:** Data is collected and recorded in alignment with all applicable HUD Data Standards and all Federal Partner Program Standards.
- Guideline F11: The agency has a Data Collection and Quality Assurance Plan in place and a process for verifying that data is being collected and recorded as expected. The agency can produce a copy of their Data Collection and Quality Assurance Plan for the CoC and/or HMIS Lead Agency.
- Standard F12:** The agency has a written policy that requires that staff inform clients of the purpose for data collection and explain client rights concerning the collection and use of their private information,
- Guideline F12: Signs informing clients of the "purpose for data collection" and the agency privacy policy are posted and easily viewable in each area where intakes are completed. Intake staff can explain how they inform clients of these rights.
- Standard F13:** Agency computers used for accessing the HMIS are located in a secure location where access is restricted to authorized staff and employ screen and software security and access restriction measures.
- Guideline F13: The agency has written security procedures that includes the use of the following: for each workstation -- locking screen savers, virus protection with auto-update, individual or network firewalls, software password recording features disabled; for digital data files and storage disks: encryption and password protections.



HOMELESS MANAGEMENT INFORMATION SYSTEM
(HMIS)
STANDARDS OF CARE

PHAC Adopted 12-1-2022

Page 1

Purpose: This document serves to provide members of Portsmouth Homeless Action Consortium (PHAC) with guidance pertaining to Homeless Management Information System (HMIS) standards and activities unique to PHAC in addition to those addressed in the Hampton Roads HMIS Policies and Procedures. The Hampton Roads HMIS Policies and Procedures are included in brevity to provide a more complete picture of the PHAC Standards of Care. Please refer to the Hampton Roads HMIS Policies and Procedures for clarification on those standards.

Participating Agencies: Any agency operating and/or recording data for a PHAC project including but not limited to Emergency Shelter, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing Other Permanent Housing, Homeless Supportive Services, Prevention or Diversion Services for Portsmouth.

HMIS Participation:

Standard: Participating Agencies who operates and/or enters data for a PHAC project will be required to maintain active participation as defined by PHAC Membership requirement. All System Users are welcome to attend.

Standard: HMIS Lead Agency will work to expedite requests from new agencies to establish HMIS access once the agency has been vetted at Executive Committee.

Standard: HMIS Lead Agency will provide the HMIS Committee Chair(s) with a current list semi-annually in March and September of all PHAC HMIS Participating Agencies who enter data related to PHAC projects and/or PHAC Reports.

Standard: Participating Agencies shall designate a System User and Alternate System User to participate in PHAC HMIS Committee Meetings. These individuals will be responsible for communicating the outcomes of Committee meetings or other forms of communications to their Agency System Users and their Executive Committee designee.

Standard: Participating Agencies shall notify the HMIS Lead Agency immediately of staffing changes.

Standard: Participating Agencies agree to ensure all System Users complete the mandated quarterly training videos within the time frame stated with each video.

Standard: PHAC HMIS Committee Meetings will be held bi-monthly on the third (3rd) Wednesday of each odd month (Jan, Mar, May, July, Sept, Nov.) for any calendar year ending December 31. Items of an urgent nature will be communicated via email by the HMIS Committee Chair(s).

Standard: Any Participating Agency that misses 2 consecutive HMIS Committee meetings will be contacted by the PHAC HMIS Committee Chairs and then to the Participating Agencies Executive Committee designee, for resolution, if unsuccessful to PHAC Executive Committee for determination of continued support.

Standard: Any Participating Agency that fails to uphold the Standards of Care (SoC) as established for PHAC shall be subjected to a compliance audit by the HMIS Lead Agency with the reporting of outcomes to PHAC HMIS Committee Chair(s).

PHAC Adopted 12-1-2022

Data Quality & Collection of Data:

Standard: The Participating Agency does not share HMIS data with any unauthorized entity.

Standard: The Participating Agency has a policy that precludes unauthorized data sharing.

Standard: The Participating Agency upholds all relevant federal and state confidentiality regulations and laws that protect client records, and the Agency shall only release client records with written consent from the client, unless otherwise provided for in the regulation.

Standard: The Participating Agency is responsible for ensuring accurate and complete data entry within 5 business days regardless of project.

Standard: The Participating Agency collects, enters, and extracts only HMIS data that are relevant to the delivery of services for their agencies.

Standard: The Participating Agency is responsible for ensuring that all HUD required Universal Data Elements are collected for any Coordinated Entry System participation.

Standard: All HMIS System Users may submit Technical Assistance (TA) requests to the HMIS Lead Agency as needed, but are encouraged to review the Ongoing WellSky Issues list available at <https://www.hamptonroadsendshomelessness.org/ongoing-wellsky-issues.html> to confirm whether the TA has already been addressed. The HMIS Lead Agency will monitor TA requests and provide a quarterly report of TA requests by type; if the same errors continue to occur the HMIS Lead Agency may report to the PHAC HMIS Committee members outside of the usually scheduled report, may suggest a training at an upcoming PHAC HMIS Committee meeting to remedy system-wide trends, and will report issues to WellSky if the issue is software-related.

Standard: All Technical Assistance (TA) requests submitted to the HMIS Lead Agency shall be acknowledged and/or responded to within 2 (two) business days.

Standard: All Participating Agency staff entering/viewing HMIS data in the Hampton Roads HMIS must be appropriately trained and have an individual user license with a unique username and password. Login credentials are not to be shared with anyone. Sharing Login credentials is grounds for immediate termination of the System Users access.

Standard: The Participating Agency has a Quality Assurance plan in place and that data is entered accurately within the required time frame.

Standard: The Participating Agency agrees to a Data Quality standard of less than 5% error rates on HUD required Universal Data Elements for their Agency's projects. Participating Agencies will strive to achieve a less than 10% error rate on Universal Data Elements related to the PHAC Coordinated Entry project.

Standard: The HMIS Lead Agency will communicate to PHAC HMIS Committee Chairs any and all data challenges, changes or updates as reported to or by WellSky (the identified HMIS Solution vendor) and such information will be communicated by the HMIS Committee to identified Participating Agencies System User.

PHAC Adopted 12-1-2022

Confidentiality, Release of Information and Privacy

Standard: The Participating Agency must uphold all relevant federal and state confidentiality regulations and laws that protect client records, and the Participating Agency shall only release client records with written consent from the client, unless otherwise provided for in the regulation, or as required by law through a court order.

Standard: The Participating Agency has the HMIS and PHAC specific Release of Information(s) signed by the client, or there is documentation of verbal consent within the client's file. A separate signed Release of Information may be required by Victim Service Providers that state consent has been given if the client is to be entered into the PHAC Coordinated Entry project.

Standard: The Participating Agency shall keep signed copies of the Hampton Roads HMIS Release of Information/Client Consent forms for the Hampton Roads HMIS for a period of seven years after the date of client services.

Standard: The Participating Agency must have a written and posted policy that requires staff to inform clients of the purpose for data collection and explains client's rights concerning the collection and use of their private information.

Standard: Participating Agency computers used for accessing HMIS are located in a secure location where access is restricted to authorized staff and employ screen and software security. Computers must be locked when unstaffed to prevent unauthorized access to the HMIS. Computers must be locked via locking screensavers or by logging off. All HMIS data is classified as confidential and must be handled discreetly. Electronic copies shall be stored only on an encrypted device where a password is required to access the data.

Sharing of PHAC HMIS Data & Requests for Data

Standard: The Participating Agency does not share HMIS data with any unauthorized entity.

Standard: The Participating Agency must have a posted policy that precludes unauthorized data sharing.

Standard: The HMIS Lead Agency may make aggregate data available to other entities once the request has been approved by the PHAC Executive Committee with explanation as to why the entity is requesting the information. Requests for information should only relate to PHAC funding or planning purposes or pertaining to providing services to homeless persons in Portsmouth. However, such aggregate data shall not directly identify clients.

Standard: All inquiries/requests received by the HMIS Lead Agency regarding PHAC Data shall be directed to the PHAC Co-Chairs who shall determine the appropriateness of the request. PHAC Co-Chairs will respond in a timely manner in order to ensure the appropriateness of the request as it relates to confidentiality, system performance or any federal or state laws prohibiting such release of information.

System Performance Measures, LSA, HIC, PIT and STELLA P

Standard: All Participating Agencies who operates and/or enters data for a PHAC project are subject to System Performance Measures that will be reviewed by PHAC HMIS Committee in collaboration with the HMIS Lead Agency to ensure accuracy and project compliance.

Standard: All Participating Agencies who operates and/or enters data for a PHAC project are subject to a review of the LSA, HIC, PIT and STELLA P data relevant to the agency's performance and outcomes and the impacts of same on PHAC reports.

Standard: Outcomes of data quality relating to SPM, LSA, HIC, PIT and STELLA P and prepared by the HMIS Lead Agency will be reviewed and discussed with HMIS Committee members to ensure accuracy ahead of any deadlines proposed for distribution.

HMIS Audits

- All PHAC Participating Agencies regardless of location who operates and/or enters data for a PHAC project will be subjected to an annual HMIS Audit that will consist of the following elements.
 - Compliance with the Hampton Roads HMIS Policies and Procedures Security Policy
 - Compliance with the Hampton Roads HMIS Policies and Procedures as they relate to the User Policy, User Responsibility Statement and Code of Ethics
 - Compliance with Confidentiality and Client Consent

- All PHAC Participating Agencies regardless of location who operates and/or enters data shall maintain compliance with the HMIS Standards as set forth by HUD and other Federal Partners

- All PHAC Participating Agencies regardless of location who operates and/or enters data shall maintain compliance with the Hampton Roads HMIS Policies and Procedures as adopted.

The remainder of this page is left intentionally blank

Local Determinations

CoC Decisions on HMIS Standards Open to Local Determinations

The following standards derive from decisions made by one or more local CoCs. Each standard has been formally adopted by the CoC's listed under the Standard. These standards will be subject to a compliance audit by the HMIS Lead Agency.

Coordinated Entry System "Fall-Off" Timeframe

VA-501, SVHC – Adopted **03/17/2021**

*Clients that have not had contact with the CES system in **45 calendar days** will be exited from the CE project in HMIS.*

VA-503, BEACH – Adopted **12/03/2020**

*Clients that have not had contact with the CES system in **30 calendar days** will be exited from the CE project in HMIS.*

VA-505, GVPHC – Adopted **12/15/2020**

*Clients that have not had contact with the CES system in **45 calendar days** will be exited from the CE project in HMIS.*

VA-507, PHAC – Adopted **9/9/2020**

*Clients that have not had contact with the CES system in **45 calendar days** will be exited from the CE project in HMIS.*

Street Outreach "Fall-Off" Timeframe

VA-501, SVHC – Adopted **03/17/2021**

*Clients that have not had contact with the project's street outreach worker(s) in **90 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the State's PATH Street Outreach standard.*

VA-503, BEACH – Adopted **12/03/2020**

*Clients that have not had contact with the project's street outreach worker(s) in **30 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the CoC's CES Fall-Off Timeframe standard.*

VA-505, GVPHC – Adopted **12/15/2020**

*Clients that have not had contact with the project's street outreach worker(s) in **45 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the CoC's CES Fall-Off Timeframe standard.*

VA-507, PHAC – Adopted **09/09/2020**

*Clients that have not had contact with the project's street outreach worker(s) in **45 calendar days** will be exited from the Street Outreach project in HMIS. This standard was determined in alignment with the CoC's CES Fall-Off Timeframe standard.*

Appendix I

CoC Committees defined for HMIS Access Policy

VA-501	
HMIS Lead Agency	The Planning Council Jordan Schaller
CoC Lead Agency	The Planning Council Amanda Ofsonka
CoC Coordinator	The Planning Council Natalie Jackson
CoC Co-Chairs	Governing Board Chairs Lisa Dixon and Sharonita Cousin
CoC Committee	Program Monitoring Committee
CoC Committee Chair(s)	Maddi Zingraff and Julie Snell
VA-503	
HMIS Lead Agency	The Planning Council Jordan Schaller
CoC Lead Agency	Department of Housing and Neighborhood Preservation Pamela Shine
CoC Coordinator	Department of Housing and Neighborhood Preservation Stacey Leary
CoC Co-Chairs	Governing Board Chair(s) Ruthie Hill and Karen Smith
CoC Committee	Program Monitoring Committee (PMC)
CoC Committee Chair(s)	Kathleen Brooks-Johnson and Lisa Maund
VA-505	
HMIS Lead Agency	The Planning Council Jordan Schaller
CoC Lead Agency	Hampton Department of Human Services Angel Hill
CoC Coordinator	The Planning Council Karen Griffith
CoC Co-Chairs	Leadership Team Chairs Lauren Tolley and Jennifer Small
CoC Committee	Leadership Team
CoC Committee Chair(s)	Lauren Tolley and Jennifer Small
VA-507	
HMIS Lead Agency	The Planning Council Jordan Schaller
CoC Lead Agency	Portsmouth Department of Social Services DeAnna Valentine
CoC Coordinator	The Planning Council Karen Joyner
CoC Co-Chairs	Executive Committee Chairs Darlene Washington and DeAnna Valentine
CoC Committee	Policy and Planning Committee
CoC Committee Chair(s)	Jean Jones and Sharonita Cousins