

# **Homeless Management Information System**

## **Program Policy and Procedure Manual**

**Fresno Madera Continuum of Care  
&  
Housing Authority City of Fresno**

**Revised November 29, 2011**

## **INTRODUCTION**

In 2001 Congress directed the U.S. Department of Housing and Urban Development (HUD) to collect unduplicated data on the extent of homelessness at the local level [H.R. Report 106-988; Senate Report 104-410], the House Report states:

Local jurisdictions are required to collect unduplicated data of homeless persons, and analyze patterns of the use of assistance, including how they enter and exit the homeless assistance programs and the effectiveness of the systems. HUD is directed to assist the local jurisdictions and to assist with the implementation and operation of the HMIS which allows homeless service providers to enter the required data elements for tracking homeless populations and the effectiveness of the homeless programs.

The Housing Authority City of Fresno (HACF) receives funding under the Fresno Madera Continuum of Care (FMCoC) yearly grant from HUD McKinney Vento Act to operate the HMIS. The FMCoC has entered into a Memorandum of Understanding with the HACF to operate the HMIS program for the FMCoC.

The FMCoC HMIS Committee actively participates in the oversight of the HACF HMIS. The FMCoC HMIS Committee is comprised of representatives from HACF HMIS and other members of FMCoC. HACF HMIS Policies and Procedures have been approved by the FMCoC HMIS Committee. The Policy and Procedure Manual serves as a guide for the operation of the HMIS program.

## **DEFINITIONS**

**Agency Participation Agreement:** Agency Participation Agreement confirms the agreement between the HMIS Participating Agencies and HACF HMIS. ServicePoint™ is a web-based client information system used for the HACF HMIS to record and track homeless client information. ServicePoint™ is used to

1. Collect data on homeless population and effectiveness of homeless programs and services.
2. Reporting requirements for HUD.
3. Case management and referral for homeless program/services. This Agreement spells out specific responsibility of the HACF HMIS and the Participating Agency (*see Agency Participation Agreement pages 13-15*).

**Agency Profile for ServicePoint:** This form is to be filled out by the Participating Agency for information to be added into the ServicePoint™ System that includes service data, hours of operation, contact information, website address, street address, and any other description of services that are provided to the homeless population (*see HMIS Agency Profile for ServicePoint™ pages 16-20*).

**Anonymous Client:** A client entered into the database with a unique computer generated identifying code acting as a reference for that client.

**Client Identifying Information:** Any information or a combination of data that would allow an individual client to be identified including but not limited to name, nick name, social security number, military identification number, health insurance carrier number.

**ClientPoint:** A module in ServicePoint that allows users to enter, edit, view, or print client information. ClientPoint offers sophisticated features such as tracking family relationships, restricting client records, and conducting case management.

**Close to real-time:** Data entry within one business day.

**Computer Equipment Loan Agreement:** The Computer Equipment Loan Agreement is between HACF HMIS and the Participating Agency. The equipment is to be used specifically for HMIS data entry and to extrapolate reporting requirements. Equipment is available only as budgetary allowance provide. (*see HMIS Computer Loan Form attached pages 21-22*).

**Confidential Data:** Information that identifies clients in the database. Examples include social security number, name, address, or any other information that can be leveraged to identify a client

**Consumer Notice:** Consumer Notice must be posted at each intake desk/cubicle and the case manager provides information therein to each homeless client before they sign the Release of Information (*see Consumer Notice page 23*).

**Custom Report:** A report which can be created by HMIS participating agency which uses ServicePoint™ Report Writer.

**Data Quality and Agency Participation:** This form requires the Participating Agency to enter data which is timely, complete, and accurate (*see Data Quality Standards pages 24-26*).

**End-user:** Any person given access to the database for entering or updating data.

**HMIS database:** The HMIS database stores data entered by participating homeless service providers.

**Participating Agency:** An agency authorized by HACF HMIS to participate in the HMIS.

**Privacy:** Privacy refers to protecting the rights of clients data and includes protection of the personal client information stored in the HMIS from open view, sharing or inappropriate use (*see Notice of Privacy Policy pages 28-29*).

**Probation:** A trial period of time, not greater than thirty days (30), in which an End-user or Participating Agency addresses and corrects inappropriate actions(s).

**Quality of Data Issue:** Any concern regarding the accuracy and completeness of the data as defined by the Minimum Data Requirements.

**Real-time:** Immediate data entry upon seeing a client.

**Record:** A record contains sufficient accurate individual data elements of a homeless individual that a basic analysis of the extent and characteristic can be conducted.

**Reinstatement Corrective Action Plan:** A HMIS participating agency may be reinstated after a corrective action plan is completed for HMIS compliance.

**ResourcePoint:** A module of ServicePoint™ that allows for adding, editing, classifying, locating agency, program, and service data by city, state, county, zip code or keyword search options. Also allows printing of agency location maps and publication of the resource database to a publicly accessible web site or printed directory

**Restricted Client:** A client whose name is known only by the entering Provider Agency, HMIS System Administrator II, and other agencies that the client grants access to his/her name file record.

**Restricted Data:** Restricted information can not be used for publication or analyses.

**Sanctions:** Penalties for noncompliance specified by the HACF HMIS.

**Security:** Protection of the client and program information stored in the HMIS from unauthorized access, use, or modification.

**ServicePoint™:** A web-based information management system used to enter data by homeless service providers.

**ShelterPoint:** A module of ServicePoint that allows viewing of shelter availability, checking clients in and out, and referring or making reservations for clients to shelters.

**Suspension:** An act of postponing database access, after an End-user or Provider Agency receives written notice via certified mail explaining a breach of contract, quality of data or improper security and/or breach of confidentiality, where the guilty party received a previous warning and has not corrected the inappropriate action.

**Technical Support Staff:** Include, in ascending order, HMIS System Administrator and Help Desk personnel.

**Termination:** The act of ending database access, after an End-user or Participating Agency receives written notice via certified mail explaining the reasons for cessation of database use.

**User Policy, Responsibility Statement and Code of Ethics:** This document is to be signed by each end user along with Agency/System Administrator and kept in HACF HMIS participating agency's file. The document provides relevant points regarding client confidentiality, user policy and responsibility and user code of ethics (*see User Policy, Responsibility Statement and Code of Ethics pages 30-33*).

**Written Consent/Release of Information (ROI):** The law requires written client consent when data is shared between agencies. The ROI signature shows that the individual permits the agency to enter their personal information into FMCoC HMIS; however, they do not have to sign the ROI form to receive services from the service provider agency. Consent form should include the following: the information to be shared; with whom the information will be shared; and for what length of time (*page 27*)

## I. PARTICIPATING AGENCY ADMINISTRATOR, HMIS LEVEL OF ACCESS

- A. Each Connecting Agency** will designate an HMIS Agency Administrator and send that person's name and contact information to the HMIS Administrator. This person will be responsible for all activity associated with the agency including oversight of all agency staff that generate, or have access to client-level data stored in the system software to ensure adherence to the operating procedures outlined in this document;
1. Providing a single point of communication between the end users and HMIS Administrator regarding program issues;
  2. Ensuring that access to the system be granted to authorized staff members only after they have received training and satisfactorily demonstrated proficiency in use of the software and understanding of the Policies and Procedures and agency policies referred to above;
  3. Enforcing business controls and practices to ensure organizational adherence to the HMIS Policies and Procedures. This includes detecting and responding to violations of the Policies and Procedures or agency procedures;
- B. Agency Staff and Volunteer Agency Users, HMIS Level of Access:** Access may vary by user responsibility. Participating Agencies are responsible for communicating needs and questions regarding the HMIS directly to their HMIS Agency Administrator.
- Responsibilities of the agency staff:
1. To be aware of the data's sensitivity and take appropriate measures to prevent unauthorized disclosure;
  2. Comply with all HMIS Policies and Procedures;

## II. PERSONAL USER IDENTIFICATION AND PASSWORDS:

- A. Access Privileges and Levels to System Software:**  
Access is controlled through user identification and authentication. Users are responsible and accountable for work done under their personal identifiers. Access control violations must be monitored, reported and resolved.
- B. Access to Client Paper Reports Generated From System:**
1. Printed versions of confidential data should not be copied or left unattended and open to unauthorized access.
  2. Media containing client-identified data will not be shared with any agency other than the owner
  3. All client records containing identifying information that are stored within the participating agency's local computers are the responsibility of the participating agency.
- C. Unique User ID's and Passwords:**
1. **Access Levels:** Participating Agencies will manage the proper designation of user accounts to enforce aforementioned information security protocols. The HACF HMIS Administrator will generate a username and password for the Agency administrator who will then generate usernames and passwords for agency users.
  2. **Passwords:** User accounts will be created and deleted by the Participating HMIS Administrator. The user will be required to change the password the first time they log

onto the system. The password must be between 8 and 16 characters and contain 2 numbers. Passwords are the individual's responsibility and users cannot share passwords. Passwords expire every 45 days.

3. **Sharing Data between Agencies:** Users will only be able to view the data entered by users of their own agency. Participating Agencies are restricted from viewing each other's information unless specific sharing agreements have been negotiated in advance and the client has given written consent.
4. **Termination:** The Participating Agency Administrator should terminate the rights of a user immediately upon termination from their current position. The Participating Agency Administrator is responsible for removing users from the system.

**D. Auditing – Monitoring, Violations and Exceptions, Data logs**

1. The Participating Agency Administrator will be responsible for monitoring all user access within their agency. Any violations or exceptions should be documented and forwarded to the HACF HMIS Administrator immediately. All data or system security and/or confidentiality violations will incur immediate individual user access suspension until the situation is effectively resolved.
2. Serious or repeated violation by users of the system may result in the suspension or revocation of an agency's access.
3. Any user found to be in violation of security protocols will be sanctioned accordingly. Any agency that is found to have flagrantly violated security protocols may have their access privileges suspended or revoked.
4. If an Agency is found to be in violation, the sanction will be imposed by the HMIS Committee.

**III. AGENCY TRAINING:**

Participating Agencies must complete training before they will receive a Password and Logon to the live HMIS

- A. **Agency HMIS Administrator:** The Agency Executive Director\President of the participating Agency should select an individual as the designated Agency HMIS Administrator. The Agency will sign the Agency Participation Agreement. The Agency Administrator will sign the User Policy, Responsibility Statement and Code of Ethics form (*pages 30-33*) and provide these documents to the HACF HMIS Administrator.
- B. **The Agency Executive Director\President and Agency HMIS Administrator** will identify all agency staff that will have access to the HMIS and the level of access needed for each user. Each user will sign the User Policy, Responsibility Statement and Code of Ethics form (*pages 30-33*) and forward it to the HACF HMIS Administrator. All participating agency staff must complete all user participation forms.
- C. **Logon and Date Entry Training:** The HMIS Administrator will set up training dates with the Agency HMIS Administrator for all staff training. All staff training will take place in a Training version of the HMIS. No live data will be entered in the Training database. A temporary training logon and password will be assigned to each user. This training will take place at the HACF training lab or on site as requested by the user Agency.

- D. **Standard Report Training:** The HACF HMIS Administrator will set up Agency Report training for all staff that will have access to this feature. The main focus will be on how to create standard HUD required reports.
- E. **Reassessment and Monitoring:** Designated HACF HMIS will run ongoing training to address agency staff turnover issues, or additional training and support that may be needed.
  - 1. It is the responsibility of the Agency Administrator to communicate to the HACF HMIS Administrator when additional agency training is needed.
  - 2. Performance will be tracked by the Participating Agency Administrator and evaluated with the HACF HMIS Administrator for areas to improve the process if needed.
  - 3. Once live data entry at the agency has been fully (90%) integrated into the agency's daily operation for at least 2 months, participating organizations can begin using the information for internal evaluation and reporting requirements.

**IV. TECHNICAL SUPPORT AND OTHER SUPPORT:**

- A. **System Availability:** The HACF FMCoC HMIS database server will have nightly backups of HMIS data. In the event of planned server downtime, the HMIS Administrator will inform agencies as much in advance as possible in order to allow Connecting Agencies to plan their access patterns accordingly.

**V. COST, EQUIPMENT, PARTICIPATION REQUIREMENTS**

- A. **Internet Connectivity:** Connection to the internet is the sole responsibility of the participating Agency and is a requirement to participate in the HACF FMCoC HMIS.
- B. **Information Security Protocols:** The following security licenses/protocols are integrated into the project and are paid for by the current HUD grant for each planned participating agency as a year-to-year project. Client confidentiality related to any information that has been downloaded from the HMIS prior to the Agency Termination of Participation will remain in effect indefinitely. The maintenance, upgrades and licenses purchases are limited by the sanctions of the HUD grant. Any additional maintenance, upgrades and license purchases incurred after the grant fund limit, which is designated for HACF/FMCoC HMIS services, becomes the sole responsibility of the Agency that has accepted possession and use of the software and services rendered for HMIS purposes and functionality.

**\*Special Note:** Any additional licenses or service contracts that have been purchased by the agency outside of the HUD provided services may incur an early withdrawal fee.

**Required ServicePoint™ Licenses\***

**One-year commitment**

Bowman ServicePoint License (\$225)

Bowman Support (\$90 per license per year)

\* Once all HUD funded licenses have been used, additional license requests will be at the cost of the agency (see new guidelines on pages 34-42). Currently the costs for each license are \$225 per user. Costs may increase or decrease over time due to vendor product price changes. If an agency is planning on submitting

a grant to cover additional license requests please contact HMIS Administrator for current pricing information.

**Minimum Computer requirements:**

1. Pentium PC
2. Operating system: Windows 98, Windows 2000, Windows XP
3. Internet Connectivity

**VI. INTER-AGENCY DATA SHARING, CLIENT CONSENT, AND ACCESS TO CORE DATABASE:**

**A. Inter-Agency Data Sharing:**

1. Personal Identifying Data entered into the FMCoC HMIS by participating agencies will only be accessible to the agency that entered the client's data.
2. Agency Administrators at both participating agencies who wish to share client information must complete a Data sharing release and have a completed client consent form to be eligible to share client information within the FMCoC HMIS.
3. Participating Agencies will specify the data sections that will be shared with the other identified agencies who wish to share the same client data.

**B. Client Consent:**

1. All participating agencies will post a Client Notice at the point of data collection with the agency to inform clients of their intent to collect and enter data into the FMCoC HMIS. Participating Agency staff will thoroughly explain the client notice to each client. Client consent to collect information and maintain confidentiality within that agency in a closed status will be assumed.
2. All participating agency profiles will be initiated with a Closed Security status within the ServicePoint™ software.
3. Client information will only be shared between participating agencies if client consent form has been signed and participating agencies have completed all processes required in the FMCoC HMIS policies and procedures regarding inter-agency data sharing.
4. The client has the right to revoke consent in writing at any time. Written consent must be submitted to the Agency Administrator. The Agency Administrator will then work with the HMIS Administrator to close the client profile. Any data that has already been shared will not be able to be closed.

**VII. QUALITY AND CONFIDENTIALITY CONTROL OF DATA:**

- A. Data Integrity:** FMCoC HMIS users will be responsible for the accuracy of their data entry. In order to test the integrity of the data contained in the HMIS, the System Administrator will perform regular data integrity checks on the HMIS. Any patterns of error will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry techniques and will be monitored for compliance.

- B. Data Integrity Expectations** Participating agencies will provide the following levels of accuracy and timeliness:
1. All names will be accurate;
  2. All required data fields will not exceed 0% null response per month;
  3. All services provided will be compatible with the providing program;
  4. In all reports of shelter provided for a client, the client must be eligible to receive shelter services from the listed provider; and
  5. Data entry for all services provided during one calendar month must be entered into the HMIS 30 days from the date of service.
- C. HMIS Administrator and Agency Administrator:** The System Administrator will perform regular data integrity checks on the HMIS. Any patterns of error at a Participating Agency will be reported to the Participating Agency Administrator. When patterns of error have been discovered, users will be required to correct data entry techniques and will be monitored for compliance.
- D. Participating Agencies:** Participating Agency approved staff will have access to retrieve any individual and aggregate data entered by their own programs. Participating Agencies will not have access to retrieve individual records entered by other programs except when data is explicitly shared through the HMIS Agency Agreement, and with the explicit consent of the client.
- E. Public:**
1. The HMIS Administrator, on behalf of the HMIS Committee, will address all requests for data from entities other than Participating Agencies or clients. No individual client will be provided to any group or individual that is neither the Participating Agency, which entered the data, nor the client without proper authorization or consent.
  2. All requests for data from anyone other than a Participating Agency or client will be direct to the HMIS Administrator will be approved by the HMIS Committee. As part of the HMIS Administrator's regular employment functions, periodic public reports about homelessness and housing issues Fresno Madera Region will be issued. No individually identifiable client data will be reported in any of these reports.
- F: Data Retrieval Support:**
1. Participating agencies will create and run agency-level reports.
  2. The Agency Administrator will be trained in reporting by the HMIS Administrator. The HMIS Administrator will be a resource for report creation.

#### **VIII. LIMITATION OF LIABILITY AND OWNERSHIP OF AGENCY DATA:**

It is the intent of HACF HMIS that each participating agency within the FMCoC HMIS be the owner of the all client data collected and stored by the HMIS for each agency. All data is protected and secure by the policies, technology, and security protocols in place within the HMIS database server. All participating agencies take full responsibility of ownership and confidentiality protection of any and all data that is collected at their agency and/or downloaded from the HMIS.

## **IX. DATA AND USER ACCESS:**

- A. Data Assessment and Access:** Access to all of central server computing, data communications and sensitive data resources will be controlled. Access is controlled through user identification and authentication. Users are responsible and accountable for work done under their personal identifiers. Access control violations must be monitored, reported and resolved. HACF HMIS staff will work to ensure that all sites receive the security benefits of the system while complying with all stated policies.
- B Access to Core Database:**
1. No one will have direct access to the Fresno Madera Continuum of Care HACF HMIS database through any means other than the ServicePoint™ software, unless explicitly given permission by the HMIS Administrator during a process of software upgrade or conversion.
  2. Access to client data will be tightly controlled using security technology and restrictive access policies. Only individuals authorized to view or edit individual client data will have access to that data.
- C. Physical Security and Location:** The HACF HMIS data center is located at HACF; 24-hour security is provided. During normal business hours, separate, limited key access is required to access the server room. In addition, key and security card access is required for entry into the main office building after normal business hours.
- D. Firewall Protection:** HACF HMIS secures the perimeter of its network. The firewall provides real-time, in-line monitoring, interception, and response to network misuse through broad support for the most common attack intrusion detection signatures. Appropriate action can be taken on packets and traffic flows that violate a security policy or represent malicious network activity.
- E. User Authentication:** ServicePoint™ can only be accessed with a valid username and password combination, which is encrypted via SSL for Internet transmission to prevent theft. If a user enters an invalid password three consecutive times, ServicePoint™ automatically shuts them out of that session.
- F. Application Security:** In addition to restricting access to only authorized users, ServicePoint™ utilizes a system of multiple access levels. These levels automatically detect the user access level and controls access to appropriate data.
- G. Database Security:** Wherever possible, all database access is controlled at the operating system and database connection level for additional security. Users are required to access the ServicePoint™ application by first signing on to ServicePoint™ through [www.thecontinuumofcare.org](http://www.thecontinuumofcare.org) with and individual ID and password.
- H. Media and Hardcopy Protection:** Partner Agencies must establish procedures to handle client paper records. Issues to be addressed include the following: identifying which staff has access to the client paper records and for what purposes, allowing staff access only to those records of clients with whom they work with or for data entry purposes, how and where client paper records are stored, length of storage and disposal procedure, and the disclosure of information contained in client paper records.
- I. System Administrator Access:** Access to all of computing, data communications and sensitive data resources will be controlled. Access is controlled through user identification and

authentication. System Administrators are responsible and accountable for work done under their personal identifiers. Access control violations must be monitored, reported and resolved.

- J. System Access Monitoring:** HMIS automatically tracks and records access to every client record by use, date, and time of access. HMIS Administrator staff will regularly review user access privileges and remove identification codes and passwords from their systems when users no longer require access. HMIS Agency Administrators are required to provide immediate communication to the HMIS Administrator when an employee no longer requires access.
- K. Administration and System-wide Data:** Agency Administrators will have full access to their own HMIS agency profiles and user profiles. Agency Administrators can edit users, maintain updates to agency profiles, and reset user passwords.
- L. Unnamed Clients:** If an agency feels that entry of client's names into HMIS presents an imminent threat to their safety (mostly Domestic Violence clients), the agency may elect to enter all client data as unnamed clients. When entering unnamed clients, it is incumbent upon the agency to keep a record of the client's unique anonymous I.D. to avoid duplication of entry. When the Unnamed Client feature is used, HMIS generates a code number for the client record that the agency maintains in a secure location along with the person's name. The only way to access the client record is to use the code number.

#### **X. AGENCY TERMINATION OF PARTICIPATION:**

Participation in the FMCoC HACF HMIS is completely voluntary. To discontinue participation, the agency must submit written notice to the HMIS Administrator.

- A.** No more than 1 user can be assigned to a ServicePoint™ license at one time. The agency will incur any costs involved associated with transferring/exporting data out of the HACF HMIS at their request. All Participating Agency User Agreements regarding client confidentiality related to any information that has been downloaded from HMIS prior to the Agency Termination of Participation will remain in effect indefinitely.

#### **XI. LICENSE COMMITMENT AND USEAGE POLICY WITHIN HMIS:**

Once an agency agrees to participate within the HMIS and accepts use of a ServicePoint™ user license, the Agency is required to adhere to the following participation requirements:

- A.** All users must complete HMIS training and an HMIS User Agreement form to be granted live system access.
- B.** Once a ServicePoint™ user license is activated on the live system, the Participating Agency is required to begin entering live data into the HMIS as part of their normal intake process within a 30 days.
- C.** If an Agency is inactive with client entry for more than 30 days, the ServicePoint™ user license will be deactivated and the Agency must provide intent of continued participation to the HMIS Administrator. If changes have occurred within the HMIS within those 30 days, the Agency may be required to attend additional user training before their license will be re-activated.
- D.** Agencies inactive for more than 60 days will loose rights to their user license and access to HMIS. Reactivation of an inactive license is subject to availability of licenses and HUD funds available at that time and may require the agency to pay for new licenses.

**Housing Authority City of Fresno  
Homeless Management Information System  
AGENCY PARTICIPATION AGREEMENT**

**For Fresno Madera Continuum of Care Homeless Management Information System**

**AGENCY NAME:** \_\_\_\_\_

For purpose of this agreement, the participating Homeless Service Provider will be referred to as “Participating Agency” the Consumer of Services as the “Client” and the Housing Authority City of Fresno Homeless Management Information System as “HACF HMIS.” ServicePoint is a web-based client information system, used for the HACF HMIS to record and track homeless client information. It will be used for case management, determining utilization of services of participating agencies, and sharing of information on services provided to homeless clients.

**I. ServicePoint Use and Data Entry**

- A. The Participating Agency shall follow, comply with, and enforce the User Policy. Modifications to the User Policy, Policies and Procedures, and Client Consent forms shall be established in consultation with Participating Agencies and may be modified as needed for the purpose of the smooth and efficient operation of the ServicePoint system,
  - 1. All Participating Agency users of ServicePoint are required to have had training by HACF HMIS in using the ServicePoint database before they will be allowed to use it.
  - 2. The Participating Agency shall only enter individuals in the ServicePoint database that exist as Clients in the Participating Agency's jurisdiction. The Participating Agency shall not misrepresent its Client base in the ServicePoint by entering known, inaccurate information.
  - 3. The Participating Agency shall use Client information in the ServicePoint database, as provided to the Participating Agency, to assist the Participating Agency in providing adequate and appropriate services to the Client.
  - 4. The Participating Agency shall consistently enter information into the ServicePoint database and will strive for real-time, or close to real-time data entry.
- B. The Participating Agency will not alter information in the ServicePoint database entered by another Participating Agency with known, inaccurate information.
- C. The Participating Agency shall not give or share assigned User ID's or passwords for the ServicePoint database with any other agency, business, or individual.
- D. If this agreement is terminated, HACF HMIS will provide the Participating Agency with a copy of their client data. Copies will be in both digital and hardcopy form.

**II. Training and Technical Assistance**

- A. HACF HMIS shall assure the provision of training for the necessary Participating Agency staff in the use of ServicePoint™. In addition training updates will be provided as necessary and reasonable for new staff and for changes in the software.
- B. HACF HMIS will be available for continuing technical support as related to the ServicePoint™ system within budgetary constraints.
- C. HACF HMIS shall operate and maintain the network servers, software, data lines, and any other network or communication devices at the host site which is necessary for the proper function of the ServicePoint™ system. Each Participating Agency shall provide and maintain its own connection to the internet.

### III. Confidentiality

- A. The Participating Agency shall uphold all applicable federal and state confidentiality regulations and laws that protect Client records and the Participating Agency shall only release client records with written Consent for Release of Information by the client or when required by law.
  - 1. The Participating Agency shall provide a verbal explanation of the ServicePoint database and the terms of the Consent for Release of Information forms and shall arrange for a qualified interpreter in the event that an individual is not literate in English or has difficulty understanding the consent form.
  - 2. The Participating Agency shall not solicit or input information from Clients into the ServicePoint database unless it is essential to provide services or conduct evaluation or research.
  - 3. The Participating Agency shall ensure that all staff, volunteers, and other persons issued a User ID and password from ServicePoint™ receives client confidentially training.
- B. The Participating Agency may receive access to Client Data entered by other Participating Agencies. All Participating Agencies are bound by restrictions placed upon the data by the client of any other Participating Agency. The Participating Agency shall record, in the ServicePoint™ database, all restrictions requested.
- C. The Participating Agency shall maintain the appropriate Client Consent for Release of Information for the participant in the ServicePoint™ database. See attached uniform consent form.
  - 1. The Participating Agency shall keep signed copies of the Consent for Release of Information form for ServicePoint™ for a period of three years.
  - 2. If a Client withdraws Consent for Release of Information, the Participating Agency remains responsible to ensure that Client's information is unavailable to all other Partner Participating Agencies.
- D. This agreement does not require or imply that services must be contingent upon a Client's participation in the ServicePoint™ Database. Services should be provided to Clients regardless of ServicePoint™ participation provided the Clients would otherwise be eligible for the services.

### IV. Use of Data

- A. The Participating Agency's access to data on Clients it does not serve, shall be limited to non-identifying and statistical data.
- B. The Participating Agency 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 individual Clients.
- C. If this agreement is terminated, the HACF HMIS 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.
- D. HACF HMIS will use only unidentified, aggregate ServicePoint™ data for homeless policy and planning decision, 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.

### V. Terms and Conditions

- A. No party to this agreement shall assume any additional liability of any kind due to the execution of this agreement or participation in the ServicePoint™ system. Each party will remain liable, to the extent provided by law, regarding its own acts and omissions. The parties specifically agree

that this agreement is for the benefit of the parties only and this agreement does not create rights for any third party.

- B. The HACF HMIS shall not be liable to any member Participating Agency for any cessation, delay, or interruption of services, nor for any malfunction of hardware, software, or equipment to the extent that any such event is beyond the reasonable control of HACF HMIS.
- C. This agreement shall be in-force until revoked in writing by either party provided funding is available.

AGENCY \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIPCODE \_\_\_\_\_

NAME OF SIGNATORY \_\_\_\_\_ TITLE \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

## HMIS Agency Profile for ServicePoint™

Agency Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Description \_\_\_\_\_

Alt. Phone \_\_\_\_\_ Description \_\_\_\_\_

Fax \_\_\_\_\_ Description \_\_\_\_\_

Alt Fax \_\_\_\_\_ Description \_\_\_\_\_

E-mail \_\_\_\_\_ Alt e-mail \_\_\_\_\_

Website Address \_\_\_\_\_

Agency Description: \_\_\_\_\_

\_\_\_\_\_

Landmarks: \_\_\_\_\_

Hours: \_\_\_\_\_

Zip Codes Served: \_\_\_\_\_

Program Fees: \_\_\_\_\_

Intake Procedure \_\_\_\_\_



To assist in filling out the HMIS Agency Profile form refer to Program Descriptor Elements pages 18 through 20 of this document.\*

**SECTION 2 PROGRAM DESCRIPTOR DATA ELEMENTS**

Data Elements	Response Category	Page
2.1 Organization Identifier	<i>assigned by HMIS</i>	
2.2 Organization Name		
2.3 Program Identifier	<i>assigned by HMIS</i>	
2.4 Program Name		
2.5 Direct Service Code	___ No ___ Yes	pgs.21-22
2.6 Site Information		
2.6A Program Site Configuration Type	___ Single site, single building ___ Single site, multiple buildings ___ Multiple sites	pg. 23
2.6B Site Address		
2.6C Geocode	___ 061410 Fresno ___ 062166 Madera ___ 060756 Clovis City ___ 069039 Madera County ___ 069019 Fresno County	pg.23
2.6D Site Type	___ Non-residential: services only ___ Residential: special needs and non-special needs ___ Residential: special needs only	pgs.23-24
2.6E Housing Type	___ Mass Shelter/Barracks ___ Dormitory/hotel/motel ___ Shared housing ___ Single Room Occupancy ___ Single apartment (non-SRO) units ___ Single homes/townhouses/duplexes ___ Not applicable: non-residential program	pgs.26-27
2.7 Continuum of Care Number	CA-514	
2.8 Program Type Code	___ Emergency Shelter ___ Transitional Housing ___ Permanent Supportive Housing ___ Homeless Outreach ___ Homelessness Prevention and Rapid Re-Housing ___ Services Only Program ___ Permanent Housing (e.g. Mod Rehab SRO, subsidized housing without services)	pgs 26-27

	<input type="checkbox"/> Safe haven <input type="checkbox"/> Other	
2.9 Bed and Unit Inventory		pgs 28-30
2.9 A Household Type	<input type="checkbox"/> Household without children <input type="checkbox"/> Household with children	pg.30
2.9B Bed Type	<input type="checkbox"/> Facility-based <input type="checkbox"/> Voucher <input type="checkbox"/> Other	pg.30
2.9C Availability	<input type="checkbox"/> Year Round <input type="checkbox"/> Seasonal <input type="checkbox"/> Overflow	pgs 30-31
2.9D Bed Inventory		pg.31
2.9E Chronically Homeless Bed Inventory (PSH only)		pg.31
2.9F Unit Inventory		pg.31
2.9G Inventory Start Date		pg.32
2.9H Inventory End Date		pg.32
2.9I HMIS Participating beds		pg.32
2.9J HMIS Participation start date		pg.32
2.9K HMIS Participation end date		pg.32
2.10 Target Population A	<input type="checkbox"/> SM, single makes (18 yrs and older) <input type="checkbox"/> SF, single females (18 yrs and older) <input type="checkbox"/> SMF, single males and females *18 yrs and older) <input type="checkbox"/> CO, couple only, no children <input type="checkbox"/> SM+HC, single males and household with children <input type="checkbox"/> SF+HC, single females and household with children <input type="checkbox"/> HC, households with children <input type="checkbox"/> YM, unaccompanied young males (under 18) <input type="checkbox"/> YF, unaccompanied young females (under 18) <input type="checkbox"/> YMF, unaccompanied young males and females (under 18) <input type="checkbox"/> SMF+HC, single male and female and households with children	pg.34
2.11 Target Population B	<input type="checkbox"/> DV: Domestic Violence Victims <input type="checkbox"/> VET: Veterans <input type="checkbox"/> HIV: Person with HIV/AIDS <input type="checkbox"/> NA: Not applicable	pg.35
2.12 Method for Tracking Residential Program Occupancy	<input type="checkbox"/> Program Entry and Exit Date Comparison <input type="checkbox"/> Bed Management model <input type="checkbox"/> Service Transaction model	pgs 36-38

**\*HMIS Revised Data Standards Notice March 2010 [www.thecontinuumofcare.org](http://www.thecontinuumofcare.org)**

# HMIS COMPUTER EQUIPMENT LOAN FORM

## Borrowing Agency

Agency Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Address where equipment will reside (Same)  
\_\_\_\_\_

<b>Equipment</b>		
<b>Type</b>	<b>Description</b>	<b>Serial Number</b>

### Terms of Loan

1. By signing this form, I understand that my agency is borrowing this equipment from the Fresno Madera Continuum of Care (FMCoC) Housing Authority City of Fresno (HACF) Homeless Management Information System (HMIS) Program.
2. The equipment shall be and remain at all times the property of the FMCoC, HACF HMIS Program.
3. It is not permitted to open or alter the equipment without receiving HMIS permission. This includes work for troubleshooting, upgrades, repairs, etc. This does not include installation of additional software, which can be performed as long as it does not interfere with the HACF HMIS. The agency is responsible for the licensing of additional software.
4. I understand that the borrower will be responsible for theft of or damage to this equipment including replacement costs at fair market value. Any breakage or loss should be reported immediately to HACF HMIS.
5. The Borrower shall make every effort to ensure that the equipment is used, maintained and stored in a proper manner. The equipment shall not be moved from the regular or agreed upon premises or operations of the Borrower without the prior approval of HACF HMIS.
6. All equipment must be surrendered upon request. The Borrower agrees to return the equipment in the same condition in which it was received, normal wear and tear excepted.
7. The HACF HMIS Program has the right to perform inspections, with prior notice, to ensure the borrower is taking proper care of the equipment.

8. The HACF HMIS Program will also have the authority to change or amend any Policy listed above without any prior notice.

Signatures

Borrower

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

HMIS Signature: \_\_\_\_\_ Name: \_\_\_\_\_

**Fresno Madera Continuum of Care  
The Coalition to End Homelessness  
Consumer Notice**

This agency is a participant in the Housing Authority City of Fresno (HACF) Homeless Management Information System (HMIS). The HACF HMIS collects basic information about clients receiving services from this agency. This basic information is used to get an accurate count of individuals, families and services needed for those who are homeless and/or receiving supportive services. Accurate counts will allow the Fresno Madera Continuum of Care (FMCoC) to better service the needs of our local community.

We only collect information that we consider appropriate. The collection and use of personal information is guided by strict standards of confidentiality. A copy of our Privacy Policy describing our privacy practice is available to all clients on request.

You will also have the ability to share your personal information with other agencies in Fresno & Madera Counties that participate in HACF HMIS by completing a Release of Information form. This will allow those agencies to work in a cooperative manner to provide you with efficient and effective services.

# **Housing Authority City of Fresno**

## **Homeless Management Information System**

### **Data Quality Standards**

For Participating Agencies to be considered participating in the Housing Authority City and County of Fresno (HACCF) Homeless Management Information System (HMIS), the data they provide must fulfill three data requirements: data must be timely, complete, and accurate. In addition, to the data requirements, Participating Agencies must be current in Fresno Madera Continuum of Care (FMCoC) membership dues and HACCF HMIS cash match payments. Participating Agencies that supply data which fail to meet these requirements will not be considered HACCF HMIS participants. HACCF HMIS staff can produce reports upon request for agencies wishing to verify that their data meet these requirements.

#### **DEFINITION OF A RECORD**

A record contains sufficient accurate individual data elements of a homeless individual that a basic analysis of the extent and characteristic can be conducted.

#### **TIMELINESS OF DATA**

To be most useful for reporting, an HMIS participating agency program should include the most current information on the clients served by participating homeless programs. The purpose of timeliness is to ensure access to data when it is needed for either reporting or monitoring purposes. Timeliness of data collection and entry impacts the correctness of the data collected.

#### ***GENERAL STANDARD***

To ensure the most up-to-date data, all Universal and Program Specific Data Elements should be entered within five (5) business days from when it is collected. All service transactions (services provided) should be entered into HMIS by the 5<sup>th</sup> business day of the month following the reporting period. For example, data for the month of April must be entered into the HMIS by the fourth business day of May.

#### ***Exceptions:***

**Emergency Shelters:** All HMIS Emergency Shelter participating programs will ensure Universal Data Elements to be entered within two (2) business days of intake.

**Outreach Programs:** Limited data elements entered within two (2) days of the first outreach encounter. Upon engagement for services, all remaining Universal Data Elements must be entered within two (2) business days.

#### **DATA COMPLETENESS**

The purpose of completeness is to ensure sufficient data on clients, their demographic characteristics, and services used to facilitate confident reporting and analysis on the extent and characteristics of the homelessness including:

- Unduplicated counts of clients served at the local level;
- Patterns of use of people entering and exiting the homeless assistance system; and
- Evaluation of the effectiveness of homeless systems.

#### **PROGRAM DESCRIPTOR DATA ELEMENTS**

The two purposes of the Program Descriptor Data Elements (2.1 to 2.13) are: One purpose is to ensure that the HMIS is the central repository of information about homelessness in the CoC, including information about programs and clients, thereby making available within the system the data necessary to; 1). Complete required reports including the Annual Performance Report (APR), Quarterly Performance Reports (QPR) for HPRP funded programs, the Annual Homeless Assessment Report (AHAR), and the Housing Inventory that is part of a c CoC's annual funding application; 2) track bed utilization; 3) calculate rates of HMIS participation; and 4) monitor data

quality. Complete program descriptor information also enhances the HMIS as a tool for supporting information and referral services.

No null/missing Program Descriptor Data Elements are allowed since this information is required as part of the basic administrative set up of programs within the HMIS system.

### **UNIVERSAL DATA ELEMENTS**

The Universal Data Elements establishes the baseline data collection requirements for all providers in the Fresno Madera Continuum of Care. These elements are also necessary to provide accurate counts for various reporting requirements including HUD's Annual Performance Report, the HPRP Quarterly Report, and the Annual Homeless Assessment Report, and other reporting requirements, and to ensure that the CoC has sufficient client data to conduct basis analysis on the populations they serve.

#### *GENERAL STANDARD*

**The acceptable range for all clients with Null/Missing data is 0% and Don't Know/Refused will be no higher than 5%.**

### **PROGRAM SPECIFIC DATA ELEMENTS**

The Program Specific Data Elements provide information about the characteristics of clients, the services that are provided, and client outcomes. These data elements must be collected from all clients served by programs that are required to report this information to HUD. These elements are also necessary to provide accurate counts for various reporting requirements including HUD's Annual Performance Report, the HPRP Quarterly Report, and to ensure that the CoC has sufficient client data to conduct basis analysis on the populations they serve.

#### *GENERAL STANDARD*

**The acceptable range for all clients with Null/Missing data is 0% and Don't Know/Refused will be no higher than 5%.**

### **SERVICES PROVIDED (SERVICE TRANSACTIONS)**

Services provided are required to be entered for all providers in the Fresno Madera Continuum of Care. It is useful in identifying service gaps in a community and for meeting monitoring and reporting requirements.

#### *GENERAL STANDARD*

**Services that are provided for the benefit of the program clients should be entered when services are rendered but no later than the 5<sup>th</sup> business day of the month following the reporting period.**

### **DATA ACCURACY**

Information entered into HMIS needs to be valid, i.e. it needs to accurately represent information on the people that enter any of the homeless service programs contributing data to HMIS. Inaccurate data may be intentional or unintentional. In general, false or inaccurate information is worse than incomplete information, since with the latter, it is at least possible to acknowledge the gap. Thus it should be emphasized to clients and staff that it is better to enter nothing (or preferably "don't know" or "refused") than to enter inaccurate information. To ensure the most up-to-date and complete data, data entry errors should be corrected on a monthly basis.

#### *Exceptions:*

VAWA Section 605. Amendment to the McKinney-Vento Homeless Assistance Act

**VICTIM SERVICE PROVIDER** - The term 'victim service provider' means a non-profit, non-governmental organization including rape crisis centers, battered women's shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault or stalking.

**VICTIM SERVICE PROVIDERS** - In the course of awarding grants or implementing programs under this subsection, the Secretary shall instruct any victim service provider that is a recipient or sub-grantee not to disclose for purposes of HMIS personally identifying information about any client.

**INFORMATION SHARING** – Participating Agencies may share non-personally identifying data in the aggregate regarding services to their clients and non-personally demographic information in order to comply with Federal, State, tribal or territorial reporting, evaluation or data collection requirements. Agencies required to participate in HMIS and qualify as an exception will be required to submit their aggregate counts to HMIS on a quarterly basis.

**CONSISTENCY**

The purpose of consistency is to ensure that data is understood, collected, and entered consistently across all programs in the FMCoC HMIS.

*GENERAL STANDARD*

All data in HMIS shall be collected and entered in a common and consistent manner across all programs. A basic intake form that collects data in a consistent manner will be available to all programs. To that end, all intake and data entry workers will complete an initial training before accessing the live HMIS system.

**MONITORING**

The purpose of monitoring is to ensure that the standards on the extent and quality of data entered into the FMCoC HMIS that have been agreed upon by the CoC and their homeless service providers are met to the greatest possible extent and that data quality issues are quickly identified and resolved.

The monitoring plan is a separate document and will be circulated to all HMIS participants.

**INCENTIVES**

The purpose of incentives is to provide positive re-enforcement to FMCoC service providers who achieve and maintain data of the extent and quality outlined in this standard.

The incentive policy will be developed and circulated to all HMIS participants.

Fresno Madera Continuum of Care  
Client Informed Consent & Release of Information Authorization  
Homeless Management Information System (HMIS)

\_\_\_\_\_ is a Partner Agency in the Homeless Management Information System (HMIS). HMIS is a shared homeless and housing database system administered by The Housing Authority City of Fresno. HMIS can improve the services and programs for homeless and low income households by allowing authorized staff at Partner Agencies to share client information and to follow trends and service patterns over time. HMIS operates over the internet and uses many security protections to ensure confidentiality.

Participation in the HMIS program is important to our community's ability to provide you with the best services and housing possible. As you receive services, information will be collected about you, the services provided to you, and the outcomes these services help you to achieve.

- Your name and other identifying information will not be shared with any agency not participating in the system (unless required to do so by law.)
- Your name, gender, race, social security number and date of birth may be shared with Partner Agencies for Identification purposes even if you elect not to share other relevant information.
- Sensitive information such as diagnosis or treatment or mental health disorders, drug or alcohol disorders, HIV/AIDS, or domestic violence concerns, **will not** be shared between Partner Agencies without specific written consent.
- A list of Partner Agencies is available upon request.
- Authorizing your information to be entered into the HMIS is voluntary.
- Refusing to do so will not limit your access to shelter or services.

Please initial one of the following levels of consent:

\_\_\_\_(1) I give authorizations for my basic and relevant information to be entered into the HMIS and shared between Partner Agencies. I understand that I have the right to receive a copy of all information shared between the Partner Agencies.

\_\_\_\_(2) I give authorization for my basic and relevant information to be entered into the HMIS, but not shared between Partner Agencies.

I understand that I may cancel this authorization at any time by written request, but the cancellation will not be retroactive. I understand that I have the right to view my HMIS record and will have a report prepared within 72 hours of my written request. I understand that if I refuse consent to share this information I cannot be denied services. I understand that this release is valid for 5 years from the date of my signature.

\_\_\_\_\_  
Print Name of Head of Household

\_\_\_\_\_  
Print Name of Spouse

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Housing Authority City of Fresno  
Homeless Management Information System  
Notice of Privacy Policy  
Fresno Madera Continuum of Care**

ServicePoint™ is a web-based, case management system used for client management, statistical reporting and sharing of information on services provided to clients. ServicePoint™ assists us in managing your information, however, individually identifiable information about you is considered "Protected Personal Information" (PPI). We are required by applicable Federal and State law to maintain the privacy of your PPI and to give you notice about how, when, and why we may use or disclose any of this information. The primary coordinating agency is the Housing Authority City of Fresno (HACF) and Homeless Management Information System (HMIS) and HACF is the system administrator. For the purposes of this Privacy Policy, "Participating Agency" is any agency participating in ServicePoint™ and "Client" is a consumer of services at any Participating Agency.

**How We Use or Disclose your Protected Personal Information**

**To Provide Services**

We may use or disclose your PPI to provide services to you and your household members. We may share this information with members of our staff or with others involved in managing your case. We may also disclose your PPI with a member of your family or other person who is involved in your case upon your approval.

**For Administrative Functions**

We may use or disclose your PPI for operational purposes. For example, we may use your information to evaluate our services, including the performance of our staff while managing your case. We may also utilize the information to improve the quality and effectiveness of our services.

**For Reporting Purposes**

The HACF HMIS and Participating Agencies are required to disclose aggregate information for a variety of reports. The information that is used in these reports describes basic demographic and service information. There will not be any identifying information in these reports, nor will you're PPI be submitted to a National Database.

**Uses or Disclosures that are Required or Permitted by Law**

**Disclosure for Law Enforcement Purposes**

We may use or disclose your PPI to law enforcement officials for law enforcement purposes:

- As required by law
- 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

### **Victims of Abuse, Neglect, or Domestic Violence**

We may disclose your PPI if we believe that you are a victim of abuse, neglect, or domestic violence

### **Public Health Activities**

We may disclose your PPI if the Partner Agency, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious or 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.

### **Uses or Disclosures that Require your Authorization**

Other uses and disclosures of your PPI will be made only with your written authorization. You may cancel your written authorization at any time by notifying the Participating Agency that is managing your case, in writing. If you cancel your authorization, it will not have any affect on the information that we have already disclosed.

### **You're Rights**

- You have the right to receive services even if you choose not to participate in HMIS
- You have the right to view your PPI, correct any inaccurate information and request information about who has seen your PPI.



## **USER POLICY, RESPONSIBILITY STATEMENT & CODE OF ETHICS**

Fresno Madera Continuum of Care (FMCoC)  
Housing Authority City of Fresno (HACF)  
Homeless Management Information System (HMIS)

### **USER POLICY**

Partner Agencies within the FMCoC HACF HMIS shall share information for provision of services to homeless persons through a networked infrastructure that establishes electronic communication among the partner Agencies.

Partner Agencies, shall at all times, have rights to the data pertaining to their clients that was created or entered by them in the ServicePoint™ system. Partner 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 a Client's decision to select which information, if any, entered into the ServicePoint™ system shall be shared and with which Partner Agencies. The ServicePoint™ Client Consent/Release of information shall be signed if the Client agrees to share information with Partner Agencies.

Data necessary for the development of aggregate reports of homeless services, including demographics, services needed, services provided, referrals and Client goals and outcomes should be entered to the greatest extent possible.

The ServicePoint™ system is a tool to assist agencies in focusing services and locating alternative resources to help homeless persons. Therefore, agency staff should use the Client information in the ServicePoint™ system to target services to the Client's needs

### **RELEVANT POINTS REGARDING CLIENT CONFIDENTIALITY INCLUDE:**

- A client consent form must be signed by each client whose data is to be shared in the HMIS System.
- Client consent may be revoked by that client at any time by a written notice
- No client may be denied services for failure to provide consent for HMIS data collection
- Clients have a right to inspect copy and request changes in their HMIS records.
- FMCoC HACF HMIS users may not share client data with any Partner Agency without obtaining written permission from the client.
- FMCoC HACF HMIS users must notify their HMIS Agency Administrator or HMIS System Administrator upon termination of employment from the Agency.
- Any FMCoC HACF HMIS user found to be in violation of the FMCoC HACF HMIS Policies and Procedures, or the points of client confidentiality in the User Agreement, may be denied access to the FMCoC HACF HMIS ServicePoint™ System.

## **USER RESPONSIBILITY**

Your User ID and Password gives you access to the FMCoC HACF HMIS ServicePoint system. Read and 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 ServicePoint™ system

- \_\_\_ 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 ServicePoint™ system 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 ServicePoint™ and must leave the work area where the computer is located, I must logoff of ServicePoint™ before leaving the work area.
- \_\_\_ A computer that has the ServicePoint™ software open and running shall never be left unattended
- \_\_\_ Failure to log off ServicePoint™ appropriately may result in a breach in client confidentiality and system security
- \_\_\_ Hard copies of FMCoC ServicePoint™ information must be kept in a secure file
- \_\_\_ When hard copies of FMCoC ServicePoint™ information are no longer needed, they must be properly destroyed (shredded) to maintain confidentiality.
- \_\_\_ If I notice or suspect a security breach, I must immediately notify the Agency Administrator for ServicePoint™ or the System Administrator (FMCoC HACF HMIS System Administrator).
- \_\_\_ I have received training on the usage of ServicePoint™,
- \_\_\_ I have been made aware of the HMIS Privacy Policy.
- \_\_\_ My PC has a regularly updated Anti-Virus software and a Spy-ware program,

## **USER CODE OF ETHICS**

- A. ServicePoint Users must treat Partner Agencies with respect, fairness and good faith
- B. Each ServicePoint™ User should maintain high standards of professional conduct in the capacity as a ServicePoint™ User.
- C. The ServicePoint™ User has primary responsibility for his/her Client(s)
- D. ServicePoint™ users have the responsibility to relate to the Clients of other Partner Agencies with full professional consideration.

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

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
ServicePoint™ User Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Agency/System Administrator

\_\_\_\_\_  
Date

Date Established \_\_\_\_\_

COMMENTS:

HMIS Administrator: \_\_\_\_\_  
Print name

HMIS Administrator Signature: \_\_\_\_\_

**Fresno Madera Continuum of Care  
Housing Authority City and County of Fresno  
Homeless Management Information System**

**HMIS USER LICENSING POLICY AND PROCEDURE**

**Date:** April 12, 2011

**Subject:** Ordering and Activating Licenses for the Fresno Madera Continuum of Care (FMCoC) Housing Authority City and County of Fresno (HACCF) Homeless Management Information System (HMIS)

**Reasons for Policy:**

- To insure that licenses are properly tracked within the database.
- To insure that the correct funding source is billed by HACCF HMIS.
- To insure that licensing costs are fair and equitable.

**STATEMENT OF POLICY:** FMCoC HACCF HMIS and collaborating partners will maintain an accurate accounting of licenses allocated on the FMCoC HACCF HMIS live site. FMCoC HACCF HMIS licensing fees are established to divide the community cost of HMIS fairly among all the participating agencies. However, the participating HUD funded agencies have priority of licensing because they also contribute the 20% required HUD Cash Match for HMIS grant funding. The HMIS Committee has committed to a development campaign to cover as much of the costs as possible, and will provide this in the form of financial assistance, rebates to agencies, or lowered fees. To the extent that funds are raised, agencies' costs will be lowered.

The purpose of these policies and procedures are to insure proper use of HMIS licenses provided to Agencies. Below are the required steps for acquiring licenses for new personnel, terminating licenses or re-issuing licenses:

A. Issuing New License

1. The new license request should be made to the HACCF HMIS [HelpDesk@c-mti.net](mailto:HelpDesk@c-mti.net).
2. The next available date for HMIS User Training will be provided for sign-up and it is strongly recommended that you return a positive response as soon as possible to ensure the space is reserved.
3. NO user license will be issued until User Training is completed, the test administered is passed and the following documents are received and signed: HMIS End User License Agreement and User Code of Ethics.
4. Upon completion of User Training, an ID and one time temporary password will be issued for the new license and sent via e-mail directly to the end user.

5. Upon receipt of the information, please have the person with the new license log into HMIS using the one-time password. Report any issues with log-in, User ID, password, etc. either phone (559) 498-7322 or e-mail [HelpDesk@c-mti.net](mailto:HelpDesk@c-mti.net).

B. Terminating a License

1. Licenses should be terminated immediately when an HMIS user leaves the agency for any reason or if the HMIS user transfers positions and will no longer access HMIS.
2. Notify The HACCF HMIS HelpDesk as soon as possible in writing, preferably within twenty-four hours. Send an e-mail to [HelpDesk@c-mti.net](mailto:HelpDesk@c-mti.net). Be sure to provide name of the person and their ID.
3. A confirmation e-mail will be returned upon the removal of the license.

C. Re-Issuing a License

1. Notify [HelpDesk@c-mti.net](mailto:HelpDesk@c-mti.net) or call (559) 498-7322. Provide the name and User ID of person who currently holds the license and the name of the person who is to acquire the license.
2. The person acquiring the license MUST have completed HMIS User Training before accessing HMIS. The license will be inactive until confirmation is made that HMIS User Training has been completed.

Upon completion of HMIS User Training, the new user will be provided a user ID and one-time password.

**1. Invoicing and Due Dates:**

- a. Fees will be invoiced annually by HMIS and received by HACCF. Agencies may make arrangements to pay quarterly if preferred.
- b. Fees are due at the end of the quarter after HMIS was installed for any users at that agency. *For example, if one program of the agency begins using HMIS in January, fees for the agency will be invoiced in February, due at the end of February and each February thereafter.*
- c. Late notices will be sent monthly by HMIS. Agencies whose fees are over 2 months late will have their access to HMIS ServicePoint™ terminated.

**2. Participating agencies receive:**

- a. HMIS ServicePoint™ client tracking software licenses for a determined numbers of users in the agency's eligible homeless service programs.
- b. One-on-one and classroom training.

- c. Ongoing data quality assurance.
- d. Reporting: Agencies will be able to produce individual program Annual Performance Reports (APR) and Emergency Shelter Grants (ESG), client fact sheet and other reports at any interval. Agencies can export agency data for additional reporting.
- e. Telephone user support on use of HMIS software.
- f. Offsite, secure data backup.

**3. Financial Assistance:**

Agencies who have carefully considered their ability to pay and cannot afford to pay the assessed fee may apply to the FMCoC HMIS Advisory Committee for **financial assistance**. We do not expect to be able to provide financial assistance to all agencies each year.

In considering financial assistance requests, the committee will look at amount of SHP grant, program budget as a proportion of agency budget, agency cash reserves, and total amount of community requests received.

## HMIS ServicePoint™ Licensing Fees Financial Assistance:

**Address:** Send a letter to:

[ADDRESS]

**Content:** The letter should include the following:

- a. Name of agency and list of all HMIS participating programs.
- b. Documentation of agency budget such as Organization Exempt Form Income Tax form (990) or audit, including amount of cash reserves available.
- c. Agency bed capacity (if shelter or residential program) \_\_\_\_\_
- d. Amount invoiced: \$ \_\_\_\_\_
- e. Amount the agency can pay - \$ \_\_\_\_\_
- f. Amount of financial assistance requested; = \$ \_\_\_\_\_
- g. Year(s) for which financial assistance is requested. \_\_\_\_\_
- h. Written narrative explaining rationale for the request (less than one page).

**Signatures:** The financial assistance request must be signed by the Agency Executive Director and Agency Board Chair.

In considering financial assistance requests, the FMCoC HMIS Committee will look at amount of program budget as a proportion of agency budget, agency cash reserves, and the total amount of community requests received.

The FMCoC HMIS Committee may accept, deny or ask for further clarifications after its deliberations.

1) The FMCoC HACCF HMIS Coordinator completes the “FMCoC HACCF HMIS Activation Request” Form (attached) noting the total number of licenses, the pay source, and a detail of what agency(s) will receive the licenses (total maximum licenses limited per agency is two (2)).

a. Once the form is completed for each pay source and multiple forms may be submitted over time as the System grows.

i. If the licenses are to be purchased through a funded FMCoC grant, the Coordinator lists all the agencies, the agency allocation, and identified the FMCoC Lead Agency as the pay source.

ii. If an agency would like to purchase an additional block of licenses using its own resources:

1. The HMIS Coordinator completes a form listing the Agency as the pay source.

2. Additional licenses may then be added to the FMCoC form with the FMCoC Lead Agency listed as the pay source.

- a. The Lead Agency invoices the agency making the request, and is reimbursed for licenses outside the scope of their FMCoC HUD grant.

- 2) The FMCoC HACCF HMIS Coordinator forwards all completed FMCoC HACCF HMIS Activation Request Forms to California Municipal Technologies, Inc., (CMTi), attention Outreach Coordinator.

- 3) FMCoC HACCF HMIS CMTi:

- a. Enters the information into the ServicePoint License Activation Database.

- b. Orders the new licenses on the FMCoC HMIS Live ServicePoint™ Site. Orders are grouped by pay source, one order per pay source.

- 4) HACCF HMIS staff adds the new licenses to the Level 1 Provider and notifies the Homeless Service Provider that they are available for use.

- 5) HACCF HMIS Coordinator invoices the identified pay source and notifies HACCF Accounting that a bill has been generated.

**FMCoC HACCF HMIS ServicePoint License Activation Request Form**

**Total Licenses included in this Request:**

**Pay Source (Organization purchasing Licenses):** \_\_\_\_\_

**Pay Source Address:** \_\_\_\_\_

**Allocation of requested Licenses:**

<b>Agency</b>	<b>Total # of Licenses</b>

**Requested to be activated on or before (date):** \_\_\_\_\_

**Comments:**

***Requested by:***

**Name of Person Making Request:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

<b>Mandatory Services</b>	<b>Initial Set-up</b>	<b>Yearly Costs</b>	<b>Cost/hour</b>
<b>Per User Fee</b>	<b>\$225</b>	<b>\$330</b>	
<b>ServicePoint™ User Training</b>			
<b>One on one training per person</b>	<b>\$350</b>		
<b>Groups of 10 \$80 per person</b>	<b>\$800</b>		
<b>Optional Services</b>			
<b>Train the Trainer/ ServicePoint™</b>	<b>\$300</b>		
<b>Advanced Reporting Tool (ART) Report Viewer License</b>	<b>\$15</b>	<b>\$80</b>	
<b>Existing ServicePoint User Follow-up Training (2 hours)</b>	<b>\$120</b>		
<b>Support fees</b>	<b>\$125</b>		
<b>Specialized Services</b>			
<b>Data Import</b>			<b>\$100</b>
<b>Custom Report Creation per hour</b>			<b>\$100</b>
<b>Consulting, as needed</b>			<b>\$100</b>
<b>Data Entry</b>			<b>\$40</b>

**Fees are not applicable to agencies that pay the HUD cash match or are a HPRP grantee. However, Specialized Services may be charged to all agencies depending on the cost and time involved for a requested project.**

## Description of Fees

### Per User Fee:

- Procure server software and licenses.
- Provide and managing end user licenses (per terms of grant agreement with HUD).
- Create project forms and documentation
- Provide and maintain the project website.
- Prepare project policies and procedures.
- Obtain and maintain signed Partner Agency MOU's.
- Invoice partner agencies.
- Defines the HMIS program, implement standards, promote program awareness to all interested parties, and monitor the successes and failures to validate HMIS program effectiveness.
- Under Network Operations, HACCF provides: Server security, 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 System backup and disaster recovery Taking all steps needed to secure the system against breaches of security and system crashes. Ensuring system uptime and monitoring system performance. Protecting of confidential data (in compliance with HUD Standards, local privacy policies, and other applicable law), and abiding by any restrictions clients have placed on their own data. Developing and implementing security and confidentiality plans if required by the revised HUD HMIS Standards. Abides by all terms of the contract between the software vendor and HACCF HMIS Maintains [www.thecontinuumofcare.org](http://www.thecontinuumofcare.org) internet web site connectivity and computer equipment in such a manner as not to disrupt continuation of project participation. Develop, implement, and maintains all components of operations of the web-based system including the data security program. Takes all necessary precautions to prevent any destructive or malicious program (virus) from being introduced to the system. Employ appropriate measures to detect virus infection and employ all appropriate resources to efficiently disinfect any affected systems as quickly as possible. Makes the HMIS System and HMIS staff available to all users in a manner consistent with the user's reasonable usage and service request requirement.
- Under Security: HACCF HMIS provides: Secure access to physical areas containing equipment, data, and software. Strictly safeguards all data including client-identifying information and securely protect it to the maximum extent possible. Maintains and administer central and backup server operations including security procedures and maintain backups of the system to prevent the loss of data. Issues User ID and password for HMIS users [through the designated Agency Administrator of each FMCoC HMIS Participating Agency.] User IDs and passwords will be issued only after Agency Administrator at the Participating Agency has confirmed that the requested HMIS user has signed the Homeless ServicePoint™ Agency User Agreement, and has received confidentiality training. In addition, only the designated Agency Administrator may request changes to users within the Agency. May deny access to HMIS system for the purpose of investigation of any suspicion of breached confidentiality. Will not release personal client information to any person, agency, organization, or FMCoC HMIS Participating Agencies; unless it certifies that a signed copy of the Consent for Release of Information is in the client file at their site.
- Provision for ServicePoint™ HelpDesk access call (559) 498-7322 or e-mail [HelpDesk@c-mti.net](mailto:HelpDesk@c-mti.net)

### **ServicePoint™ User Training**

- **ServicePoint is a comprehensive software system and requires training as part of any successful implementation process. The ServicePoint™ User Training ensures guidance and appropriate system use, data entry, data reporting, and data security and confidentiality, including training documentation Confidentiality and Intake/Exit Forms training Application training for end users Outreach to users/end user support Training timetable Helpdesk access.**

### **Train the Trainer/ServicePoint™**

- HACCF offers a multi-session, training program taking administrators and users from the point of learning software setup through program operation and integration into your organizational service delivery processes. Knowledge gained by administrators and end users through this series of interactive presentations will greatly increase the speed and scope of a successful ServicePoint™ deployment. Typically train the trainer approach, taught onsite or in a HACCF computer lab.

### **Advanced Reporting Viewer License.**

- As an ART Viewer License user
  - You are able to have ART Reports sent automatically to your ART Inbox on a daily, weekly or monthly basis,
  - You are be able to monitor your data on a regularly scheduled basis;
  - You can request specific reports to be created that can be sent automatically to your inbox on a scheduled basis;
  - You're able to experience the benefits of ART and its report programming, without actually having to create the reports and learn the functionalities.
  - You get the end product: a formatted and finished report!

### **Existing ServicePoint™ User Follow-up Training**

We offer training on-site with our ServicePoint™ users, regionally coordinated trainings to groups, and also welcome service providers to visit us by scheduling training in our training lab. Our services include (but are not limited to):

- Agency Administrator Training for each product in ServicePoint™
- Module Specific Training within ServicePoint
- Understanding Reports Training for ServicePoint™ Provider and Gallery Reports
- Data Quality Training for Administrators and End Users

### **Support fees**

- We offer answers and solutions to many of the most common issues here including: e-mail configuration and setup, website issues, server outages, basic network and computer repair, as well as request services from us.

### **Data Import**

- Designed activities to import, export and transmission of HMIS SML and HMIS CSV for data conversion or data integration.

### **Custom Report Creation**

- Creation of custom reports in response to requests from Partner Agencies, and maintains all reports in a "Report Library." Some reports are distributed to all Partner Agencies, others are sent by request. If you have questions about reports, wish to receive an existing report, or wish to place a request for a new report, please contact us.
- Other custom reports have been designed to suit needs that vary by program or agency. Some focus on a particular program or funding source. Summary reports are used for community planning.

### **Consulting**

- Make visits to service provider's work place to look at data, workflow, and reporting issues. Advise agencies on how they can benefit from such a visit. Look at operating programs to determine feasibility of integrating data into ServicePoint™.