HMIS Forum
1st Quarter 2017

City of Houston Housing & Community Development
March 23, 2017
9:00 – 11:00 a.m.

The Way Home
Changing the Path for Houston’s Homeless
Your HMIS Team

• Ana Rausch – Senior Research Project Manager
• Erol Fetahagic – System Administrator/Analyst
• Karen Flores – HMIS Support Specialist
• Kelita Beechum – Support Manager
• Ryan R. Clay – Reporting Manager
• Yvette Fuentes – HMIS Training Manager
2017 HMIS Support Committee

- Health Service Provider – HHH – Susan Broussard
- Veteran Service Provider – C&R – Delilah Oates
- Consumer Rep – Loretta Ray
- Emergency/Day Shelter – Beacon – Becky Landes
- Local Government – Harris County CSD – Natalie Garcia
- HP/RRH Provider – Salvation Army – Melanie Pang
- Local Government – City of Houston HCDD – Antoinette Boone
- TH/PSH – Harmony House – Preston Witt
Agenda

• Welcome & Introductions
• 2017 Support Committee Members
• Security Update
• Coordinated Access & Chronic Homelessness
• Reporting Updates
• HMIS Site Visits
• Q&A
Welcome to our newest HMIS Participating Agencies

• Hope Beyond Bridges
• The Landing
HMIS Security Training 2017
Training Purpose

• All HMIS users are required to attend the security training annually, to maintain their HMIS license.

• The Coalition for the Homeless (CFTH) takes this very seriously and we want our staff members as well as all ClientTrack Users to understand their responsibilities.

• Training is based on privacy and security standards set forth on HUD exchange.

• HUD HMIS Baseline and Additional security Standards:
What is Data Security?

• Data security refers to protective digital privacy measures that are applied to prevent unauthorized access to computers, databases and websites. Data security also protects data from corruption.
Who does this apply to?
Any organization (employees, volunteers, or contractors) that records, uses or processes Protected Personal Information.

What is Protected Personal Information (PPI)?
Any information about a client that (1) identifies a specific individual, (2) can be manipulated so that identification is possible, (3) can be linked with other available information to identify a specific individual.
Data Collection

Only collect information that is required by HMIS data standards and/or funders.

Only search for clients that you are working with

Post signs of consent at intake desk (or comparable location) and/or in the agency packet. If the agency has a webpage it must be posted there as well.
Data Quality

Set a high standard of data quality by accurately answering all the HUD Data Elements for every person entered into HMIS (*asterisk). HMIS data quality plan:
Passwords

Passwords are like underpants......

1. Never leave them lying around
2. Pick good ones
3. Change often
4. Never share
Passwords

• Requires - **minimum** of 8 characters, with a **minimum** of 1 number, capital letter and symbol.

• When changing passwords - you can’t use any of the last 6 used. Passwords expire every year.

• HMIS System Admins do **NOT** know your passwords.

• After 3 unsuccessful log-in attempts the system will lock the user out.

• For added security, the password is not allowed to be retrieved. You can reset your password using recovery information

• Never save passwords to your computer
Computers

• All computers will have
  - a user name / password
  - an individual or network firewall
  - up to date anti-virus software

• Individual users must not be able to log on to more than one workstation at a time

• Secure your work area before leaving it unattended.
  - Shut down, lock, log off, or put your computer and other devices to sleep before leaving them unattended
  - Computers require a secure password to start up or wake-up
Client Information

At the end of the day

• Do not leave sensitive information lying around - including on printers, fax machines, or copiers
• Secure any paper or other hard copy containing PPI that is either generated by or for HMIS
• Lock up portable equipment and all sensitive materials
• Lock doors, take keys out of drawers
Baseline Requirements

Do not

• access HMIS client data on a public computer (i.e. library.)
• access HMIS client data in a public setting (i.e. coffee shops.)
• access HMIS client data over unsecured public Wi-Fi (i.e. free city Wi-Fi)
• access HMIS on computers that do not have locking screens
User Responsibilities

- Take appropriate measures to prevent unauthorized data disclosure
- Report any security violations (such as sharing passwords) – Security Officer
- Comply with relevant policies and procedures
- Notify HMIS staff once an employee is no longer employed
- Attend HMIS quarterly Forums for current or upcoming information
KEEP CALM
IT'S RAFFLE TIME!

*****

Coalition for the Homeless
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Coordinated Access

• New vulnerability tools for CA (no VI)
  – Adult Singles (over 24)
  – Families (with adult over 24 & child under 18)
  – Young Adults (under 24)

• Over 50% of waitlist reassessed

• Mayor’s Housing Challenge
  – Ending chronic homelessness
  – Navigation Event (invitation only)
    • Tuesday, March 28th, 8 am – 4 pm, Beacon
IT'S GAME TIME!

Coalition for the Homeless
The Way Home
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Data Quality Report

• Stand alone report should be available in ClientTrack by April 1, 2017

• Change out CoC APR DQ section, beginning April 1, 2017

• Change out the ESG CAPER, when it is updated.
Data Quality Report Sections

• Q1 Validation
• Q2 PII (Name, DOB, SSN, Race, Ethnicity, Gender)
• Q3 UDE (Veteran, Dis. Condition, Relationship, Location…)
• Q4 Income & Housing Destination
• Q5 Chronic Homelessness
• Q6 Timeliness (Entry & Exit)
• Q7 Inactive Records in SO & ES
CoC APR

• CoC APR no longer reported in e-snaps
• New APR CSV Export - April 1, 2017
• Upload Data to Sage HMIS Repository
• www.sagehmis.info
KEEP CALM
IT'S RAFFLE TIME!
HMIS Site Visits

• 2016 NOFA released June 2016
• HUD is trying to stay on this schedule
  – Site visits are part of NOFA scoring
HMIS FAQs

• Why am I charged $35.00 for being locked out or $50.00 for not attending a training that was registered for?
• Why do I have to wait to get my password reset?
• Why is it when provided with a new password, it never works?
KEEP CALM IT'S RAFFLE TIME!
What’s trending in HMIS Training

• PSH to PSH transfers (exit reason)
• Security webinar - first quarter of the year
• Monthly reports
2017 HMIS Forum Dates

- Mark your calendars!

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<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>March 23, 2017</td>
<td>9:00AM – 11:00AM</td>
<td>CoH</td>
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<tr>
<td>June 15, 2017</td>
<td>11:30AM – 1:30PM</td>
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<td>September 28, 2017</td>
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<tr>
<td>December 21, 2017</td>
<td>2:00PM – 4:00PM</td>
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New locations – United Way & City of Houston!