2022 HMIS and Data Management Protocol

HMIS Operations; Policy and Procedures

1. **\_\_\_**The agency has signed an HMIS Participation Agreement(This is beginning in 2022, will not be evaluated this year)
2. **\_\_\_**The agency has designated an HMIS Site Manager, who is the agency’s single point of contact for the HMIS Lead Agency**.** (agencies are given until June 2022 to appoint someone and may change the wording/terms for these roles)
3. \_\_\_The agency has ensured that each HMIS user within its agency has signed a user agreement stating full understanding of user rules, protocols and confidentiality.
4. \_\_\_The agency conducts a thorough review of internal policies and procedures regarding HMIS every six months. (ask for date of last review? Not scored in 2022)

Privacy

1. \_\_\_The agency has a Data Collection/Privacy Notice *posted (if at all possible, in English and Spanish)* at each intake location.
2. \_\_\_The agency has a written Privacy Statement or uses the CoC’s written Privacy Statement (CoC Privacy Statement for agencies is not yet available).
3. \_\_\_If the agency has a web site, the Privacy Statement is posted to the web site.
4. \_\_\_The agency has a signed authorization for release of information form that it uses for any client for which the agency enters into a Three County Coc HMIS/data warehouse
5. \_\_\_The agency ensures that all signed forms are locked in a designated location with limited access to staff.
6. \_\_\_The Agency has executed the Agency Sharing Data Agreement, if applicable. (don’t have anything like this currently, may become relevant at some point)
7. \_\_\_The agency has a written client complaint/grievance policy and a process of tracking all filed complaints and can provide copies of complaints and resolution to the HMIS Lead Agency if requested.

Security

1. \_\_\_Agency maintains a list of active HMIS users. (Suggested best practice, not scored)
2. **\_\_\_**Agency contacts the HMIS Lead when an employee leaves the agency within 24 hours, in order to make sure that the person’s HMIS and/or data warehouse account is disabled. **(not scored in 2022)**
3. **\_\_\_**The agency’s HMIS workstations are located in secure locations where only authorized persons have access and are not accessible to clients, the public, or any unauthorized agency staff or volunteers.
4. \_\_\_HMIS data is only entered at workstations included in workstation security self-audits (not scored in 2022)
5. **\_\_\_**The agency has identified a person who will serve as the agency’s HMIS partner agency security officer and has sent a document certifying that a background check was completed and the agency believes the individual to be capable of advancing the goal of protecting the security and integrity of the HMIS system and safeguarding the personal information contained therin.(agencies have until June to complete, will not be evaluated in 2022)
6. \_\_\_ the HMIS partner agency confirms that all HMIS users completed an HMIS security training within the last 12 months (will be evaluated next year)
7. \_\_\_The agency has, in place, policies and procedures to protect hard copies (paper) with personal identifying information.
8. \_\_\_Partner Agency Security Officer conducts security self-audits for any workstation used for HMIS data collection/entry no less than twice a year (possibly request most recent date, not scored in 2022).
9. \_\_\_The agency does not currently have any unresolved workstation self-audit findings or security breaches (not scored in 2022)

Data Quality

1. **\_\_100% of clients served are entered in HMIS and minimum data quality standards are met >=95% completeness.**
2. **\_\_The agency enters Client Basic Demographic Data, enrolls clients, and enters Program Specific Data Elements into the HMIS in the timeframe expected for this project type. (CE:5 days, ES:1-3 days, SO:1-3 days, TH:1-3 days, PSH:5 days, Other:5-7 days)**
3. **\_\_Agency staff review reports received from HMIS Program Administrator and addresses any issues noted within 5 business days. (**This will not be scored or evaluated this year, but note for expectations.)
4. \_\_\_The agency conducts client file spot checks to ensure the data in a client file matches what was entered into HMIS at least once a year prior to annual performance reports.
5. \_\_The agency completed the Three County CoC APR Submission Form online within 45 days of the project’s most recent grant cycle ending.