

Lane County

ServicePoint HMIS

Policies & Procedures

Lane County HMIS Regional System Administrator

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Revision History

Date	Author	Description
2012-11-17	Lisë Stuart	Draft created and submitted for review & approval
2012-12-21	Lisë Stuart	Edits to draft
2013-07-10	Lisë Stuart	Edits to draft
2013-07-17	Lisë Stuart	Edits to draft
2013-07-18	Lisë Stuart	Draft submitted for review & approval to the LC-HSD Community Action Advisory Committee.
2013-07-18	Lisë Stuart	Approved by LC-HSD Community Action Advisory Committee
2014-01-02	Lisë Stuart	Added forms to "7. Form Control"

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1 Introduction

This document provides the framework for the ongoing operations of ServicePoint HMIS- the Client and Homeless Management Information System used by Lane County. The Project Overview provides the main objectives, direction and benefits of ServicePoint HMIS. Governing Principles establishes the values that are the basis for all policy statements and subsequent decisions.

Operating Procedures provides specific policies and steps necessary to control the operational environment and enforce compliance in

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

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

2 Project Overview

The long-term vision of ServicePoint HMIS is to enhance Provider collaboration, service delivery and data collection capabilities. Accurate information will put the Lane County Continuum of Care in a strong position to request funding from various sources and help plan for future needs.

The mission of ServicePoint HMIS Project is to be an integrated network of homeless, prevention and other service providers that use a central database to collect, track and report uniform information on client needs and services. This system will not only meet Federal and State requirements, but also enhance service planning and delivery.

The fundamental goal of ServicePoint HMIS Project is to document the demographics of homelessness, at-risk of homelessness and poverty in Lane County according to the HUD HMIS Standards. It is then the goal of the project to identify patterns in the utilization of assistance, and document the effectiveness of the services for the client. This will be accomplished through analysis of data that is gathered from the actual experiences of persons who are homeless or at-risk of homelessness and the service providers who assist them in shelters, homeless assistance programs, prevention programs, and basic needs services throughout the County. Data that is gathered via intake interviews and program participation will be used to complete HUD Annual Performance Reports (APR), HUD Annual Housing Assessment Reports (AHAR), Community Services Block Grant (CDBG) reports, Emergency Solutions Grant (ESG) reports, Community Services Block Grant (CSBG) reports, and reports for state funded programs including Home Tenant-Based Assistance (HTBA), Housing Stabilization Program (HSP), State Homeless Assistance Program (SHAP), Low-Income Rental Housing Fund Program (LIRHF), and Housing Plus. This data may also be analyzed to provide unduplicated counts and anonymous aggregate data to policy makers, service providers, advocates, and consumer representatives.

The project utilizes a web-enabled application residing on a central server to facilitate data collection by service providers throughout the county. Access to the central server is limited to agencies formally participating in the project and then only to authorized staff members who meet the necessary training and security requirements.

ServicePoint HMIS is staffed by Lane County and advised by the Lane County HMIS Committee. The Lane County Health and Human Services Director is the authorizing agent for all agreements made between participating Agencies, Lane County (LC) and the City of Portland's NW Social Service Connections (NWSSC). The LC System Administrator is responsible for the administration of system in Lane County and Lane County user access. LC HMIS Project staff provide technology, training and technical assistance to users of the system throughout the county.

- The HMIS is administered statewide by NWSSC.
- The system is administered locally by Lane County.

The Lane County Community Action Advisory Committee (CAAC) is responsible for oversight and guidance of ServicePoint HMIS. This group is committed to balancing the interests and needs of all stakeholders involved: men, women, and children (clients) who are low income, homeless or at-risk of homelessness; service providers; and policy makers.

Potential benefits for clients and case managers: Service coordination can be improved when information is shared among case management staff within one agency or with staff in other participating agencies (with clients' informed consent) who are serving the same clients.

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

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

3 Governing Principles

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

Participating Agencies¹ are expected to read, understand, and adhere to the spirit of these principles, even when the Policies and Procedures do not provide specific direction.

Confidentiality

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

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

¹ Agency – An agency which has programs in ServicePoint HMIS. The Agency is represented by the Executive Director of the agency/organization.

Data Integrity

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

System Availability

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

Compliance

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

4 Roles and Responsibilities

Lane County Continuum of Care Board

Lane County HMIS Committee

- Project Direction And Guidance
- Technology Plan
- Selection Of System Software
- Approval Of Project Forms And Documentation
- Project Participation And Feedback
- Data Entry protocol
- Data Quality Review

Lane County Health and Human Services Director or Designee

- Liaison With HUD
- Project Staffing
- Lane County Signatory For Memorandums Of Understanding
- Overall Responsibility For Success Of ServicePoint HMIS in Lane County
- Keeper Of Signed Memorandums Of Understanding

Lane County System Administrator and Data Analyst

- End User Licenses
- Creation Of Project Forms And Documentation
- Project Website
- Project Policies And Procedures And Compliance
- General Responsibility For Project Rollout
- User Administration
- Manage User Licenses
- Ongoing Protection Of Confidential Data
- Adherence To HUD Data Standards
- Application Customization

- Data Monitoring
- Data Validity
- Aggregate Data Reporting And Extraction
- Assist Participating Provider Agencies With Agency-Specific Data Collection And Reporting Needs (Within Reason And Within Constraints Of Other Duties)

Statewide System Administrator (NWSSC)

- Selection And Procurement Of Server Hardware
- Hosting Facility Agreement
- Domain Registration
- Procurement Of Server Software And Licenses
- Central Server Administration
 - 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
- Keeper Of Signed Memorandums Of Understanding
- User Administration
 - Add And Remove Agency Technical Administrators
 - Manage User Licenses
 - Keeper Of Electronic Copies of Agency User Agreements
- System Uptime And Performance Monitoring
- Ongoing Protection Of Confidential Data
- Reporting

Training Coordinator

- Curriculum Development
- Training Documentation
- Confidentiality Training
- Application Training For Agency Administrators And End Users
- Outreach/End User Support
- Training Timetable
- Helpdesk

Participating Agency

Agency Executive Director

- Authorizing Agent for Participation Agreements (Memorandum of Understanding) with NW Social Services Connections and Lane County.
- Designation Of Technical Administrator
- Agency Compliance With Policies & Procedures
- Assigning End User Licenses
- Agency Level HUD Reporting
- Each Agency is responsible for ensuring they meet the Privacy and Security requirements detailed in the HUD HMIS Data and Technical Standards. Annually,

Participating Provider Agencies will conduct a thorough review of internal policies and procedures regarding HMIS.

Agency Administrator

- Authorizing Agent For Agency User Agreements
- Keeper Of Original Agency User Agreements
- Keeper Of Executed Client Informed Consent Forms (if required)
- Responsible for ServicePoint User notices to be posted in all public areas and any area where Clients are served.
- Authorizing Agent For User ID Requests
- Staff Workstations
- Internet Connectivity
- End User Adherence To Workstation Security Policies
- Detecting And Responding To Violations Of The Policies And Procedures
- First Level End User Support
- Maintain Provider Information in HMIS Application (eligibility requirements, program description, contacts, bed and service availability, etc.)

Agency Staff

- Safeguard Client Privacy Through Compliance With Confidentiality Policies
- Data Collection As Specified By Training and Other Documentation

5 OPERATING PROCEDURES

5.1 Project Participation

Policies

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

Procedures

Confirm Participation

1. The Agency shall confirm their participation in ServicePoint HMIS by submitting an NWSSC Agency Participation Agreement to the Lane County Human Services Division's (LC-HSD) Contract Coordinator.
2. LC-HSD Contract Coordinator will obtain the co-signature of Lane County H&HS Director.
3. The LC-HSD Contract Coordinator will maintain a file of all signed Agency Participation Agreements.
4. The LC System Administrator will update the list of all participating Agencies and make it available to the project community and post this list on the Lane County website (<http://www.lanecounty.org/Departments/HHS/hsc/Pages/default.aspx>).
5. All participating Agencies will be listed on the Lane County website.

Terminate Participation

Voluntary

1. The Agency shall inform the LC System Administrator in writing of their intention to terminate their agreement to participate in ServicePoint HMIS.
2. The LC System Administrator will inform the Lane County Health and Human Services Director and update the Agency List.
3. The LC System Administrator will revoke access of the Agency staff to ServicePoint HMIS. Note: All Agency -specific information contained in the ServicePoint HMIS system will remain in the ServicePoint HMIS system.
4. The LC-HSC Contract Coordinator will keep all termination records on file with the associated Memorandums of Understanding.

Lack of Compliance

1. When the LC System Administrator determines that an Agency is in violation of the terms of the partnership, Executive Directors of the Provider Agency and Lane County Health and Human Services Director will work to resolve the conflict(s).
2. If the Directors are unable to resolve conflict(s), a Conflict Resolution specialist will identified and called upon to resolve the conflict. If that results in a ruling of Termination:
 - i. The Agency will be notified in writing of the intention to terminate their participation in ServicePoint HMIS.
 - ii. The LC System Administrator will revoke access of the Agency staff to ServicePoint HMIS.
 - iii. The LC Human Services Division's Contract Coordinator will keep all termination records on file with the associated Agency User Agreements.

Assign HMIS Agency Administrator

1. The Agency shall designate a primary contact for communications regarding ServicePoint HMIS by submitting an Agency Administrator Agreement form to LC System Administrator.
2. The LC System Administrator will obtain all signatures necessary to execute the Agency Administrator Assignment Agreement.
3. The LC System Administrator will maintain a file of all HMIS Agency Administrator Agreement Assignment forms.
4. The LC System Administrator will maintain a list of all assigned Agency Administrators and make it available to the LC ServicePoint HMIS staff.

Re-Assign Technical Administrator

1. The Agency may designate a new or replacement primary contact in the same manner as above.

Site Security Assessment

1. Prior to allowing access to ServicePoint HMIS, the Agency Administrator and the LC System Administrator will meet to review and assess the security measures in place to protect client data. The Agency Executive Director (or designee) and their Agency Administrator will meet with a Lane County

Human Services Division staff member to assess the Agency's information security protocols. This review shall in no way reduce the responsibility for Agency information security, which is the full and complete responsibility of the Agency, its Executive Director, and Agency Administrator.

2. Agencies shall have virus protection software on all computers that access ServicePoint HMIS.

5.2 User Authorization & Passwords

Policies

- Agency staff participating in ServicePoint HMIS shall commit to abide by the governing principles of ServicePoint HMIS and adhere to the terms and conditions of the Agency Participation Agreement.
- The Agency Administrator must only request user access to ServicePoint HMIS for those staff members that require access to perform their job duties.
- All users must have their own unique user ID and should never use or allow use of a user ID that is not assigned to them [see Agency Participation Agreement].
- Temporary, first time only, passwords will be communicated via email to the owner of the user ID.
- User-specified passwords should never be shared and should never be communicated in any format.
- New user IDs must require password change on first use.
- Passwords must consist of at least 8 characters and must contain a combination of letters and numbers (no special characters; alpha and numeric only). The password must contain at least two numbers [required by software]. According to the HUD Data and Technical Standards Final Notice (July 2004): *User authentication. Baseline Requirement. A CHO must secure HMIS systems with, at a minimum, a user authentication system consisting of a username and password. Passwords must be at least eight characters long and meet reasonable industry standard requirements.*
- Passwords must be changed every 45 days. If they are not changed within that time period, they will expire and the user will be locked out of the system.
- User Accounts not accessed for 40 days will be deleted. The User license will be redistributed by the LC System Administrator to the next user on the waiting list.
- Agency Administrator account passwords may only be reset by the LC System Administrator.
- For Agency Users (not including the Agency Administrator), passwords should be reset by the Agency Administrator, but in some cases may be reset by the LC System Administrator.
- Three consecutive unsuccessful attempts to login will disable the User ID until the account is reactivated by the Agency Administrator or the LC System Administrator.
- The Statewide System Administrator will enlist the use of PKI (Public Key Infrastructure) or another suitably secure method to comply with Public Access baseline requirement in the HUD Data Standards (4.3.1 System Security).

Procedures

Workstation Security Assessment

1. Prior to requesting user access for any staff member, the Agency Administrator will assess the operational security of the user's workspace.

2. Agency Administrator will confirm that workstation has virus protection properly installed and that a full-system scan has been performed within the last week.
3. Agency Administrator will confirm that workstation has and uses a hardware or software firewall.

Request New User ID

1. When the Agency Administrator identifies a staff member that requires access to ServicePoint HMIS, a *HMIS User Agreement* will be provided to the prospective user.
2. The prospective user must read, understand and sign the *HMIS User Agreement* and return it to the Participating Provider's HMIS Agency Administrator.
3. The Agency Administrator will co-sign the *HMIS User Agreement* and keep it on file.
4. The Agency Administrator will fax or scan/email a PDF of the *HMIS User Agreement* to the LC System Administrator.
5. The LC System Administrator will assign an available license the new user account in the HMIS as specified and notify the user ID owner of the temporary password via email. If there are no available licenses, then the new user is placed on the waiting list.

Change User Access

1. When the Agency Administrator determines that it is necessary to change a user's access level, the Agency Administrator will request this modification from the LC System Administrator.

Rescind User Access

Voluntary

Use this procedure when any Lane County HMIS user leaves the agency or otherwise becomes inactive.

Compliance Failure:

Use this procedure when any Lane County HMIS user breaches the *HMIS User Agreement*, or violates the Policies and Procedures, or breaches confidentiality or security.

1. The Agency Administrator will deactivate staff user IDs
2. The Agency Administrator will inform the LC System Administrator of the compliance failure immediately.
3. The LC System Administrator will deactivate all other user IDs.

Reset Password

1. When a user forgets his or her password or has reason to believe that someone else has gained access to their password, they must immediately notify their Agency Administrator.
2. The Agency Administrator will reset the user's password and notify the user of the new temporary password.
3. If the Agency Administrator is not available, then the LC System Administrator is contacted to reset the user's password.

Public Key Infrastructure (PKI) Security Procedure

1. The HMIS Lead Agency will establish the method of using PKI certificates or other suitably secure method in computers used for street outreach only.
2. All participating Agencies require the use of PKI or other suitably secure method and shall be responsible for all expenses related to compliance of this requirement.

5.3 Collection and Entry of Client Data

Policies

- Client data will be gathered according to the policies, procedures and confidentiality rules of each individual program.
- Client data may only be entered into ServicePoint HMIS where the agency is abiding by the Privacy rules for informed consent.
- All agencies participating in ServicePoint HMIS must abide by the Privacy rules for informed consent
- All universal and program data elements from the HUD HMIS Data and Technical Standards Final Draft should be collected for housing, rental assistance and case management program types.
- Client data will be shared with Lane County's Participating Provider Agencies.
- Client data will be entered into ServicePoint HMIS in a timely manner.
 - Client identification should be completed during the intake process or as soon as possible following intake and within 72 hours.
 - Service records should be entered on the day services began or as soon as possible within the next 72 hours.
 - Required assessments should be entered as soon as possible following the intake process and within 72 hours.
- All client data entered into ServicePoint HMIS will be kept as accurate and as current as possible.
- Hardcopy or electronic files will continue to be maintained according to individual program requirements, and according to the HUD HMIS Data and Technical Standards Final Draft or other applicable funder regulations. If multiple funds are used, the most rigorous rule is followed.
- Agencies are responsible for the accuracy, integrity, and security of all data input by said Agency.
- The Lane County and the Participating Agencies commit to entering client specific data into the HMIS that is accurate, complete, and timely to ensure quality of data, and to provide reports to agency executive management, public policy decision makers, and all participating homeless service and housing providers.
- Data quality of client specific data is essential
- Data quality shall be a concern of highest importance and all Participating Agencies will work to continuously improve quality.
- Quality assurance shall be the ultimate responsibility of each Agency's Executive Director. Lane County will provide access to Data Quality/Completeness Reports to Agency Administrators.
- The Agency that creates a client record owns the responsibility for a baseline of data quality to include: non-duplication of client record, Release of Information (ROI) if applicable, Universal & Program level data elements as defined by HUD Data Standards or other program/funder data requirements, and up-to-date Program Entries and Exits, assessments, and service transactions.
- Each Agency that comes in contact with a client has an opportunity to improve data quality and should make every effort to do so when that opportunity arises.

- Each Agency has agreed to and is responsible for collecting and entering all of the data elements on the appropriate Lane County's Standardized Intake Form, whether required by HUD or not.
- Agencies can request a waiver allowing them to do direct data entry into ServicePoint HMIS and have the requirement to collect data on a paper form waived.
- The Continuum of Care will decide on a plan to dispose of (or remove identifiers from) client data seven (7) years after it was created or last changed.

Procedures

1. Refer to User Manuals and/or Training Materials for specific data entry guidelines.
2. Lane County will provide each agency with the training necessary in order for the Agency to be able to generate reports for their own agency needs.
3. The Agency Administrator will share client identifying data with authorized personnel only (those with ServicePoint HMIS).
4. The Agency Administrator will be responsible for generating and reviewing the monthly Data Quality Report cards and notifying users to make corrections, within one week.
5. Lane County will provide the monthly Data Quality Report cards to Participating Provider Agencies who do not have an assigned an Agency Administrator.
6. The Agency Administrator will inform the LC System Administrator if there are any technical issues retrieving the Data Quality Report cards within three (3) business days.
7. Upon request of Agency Executive Management, the LC System Administrator will provide measures and metrics to verify data quality.
8. Upon request by Lane County Continuum of Care Board, the LC System Administrator will provide measures and metrics to assess the data quality of individual programs.
9. The LC CoC HMIS Committee shall decide on the procedure to properly dispose of client data within the seven-year time frame allocated in the HUD Data Standards.

5.4 Confidentiality and Disclosure of Client Data

Policies

1. Client-specific data from HMIS will be shared with Lane County Participating HMIS Agencies which are required to follow the informed consent guidelines.
2. All Partner Agencies must have a signed Agency Participation Agreement on file with the Lead HMIS Agency via Lane County.
3. Sharing of client data may be limited by program specific confidentiality rules.
4. No client-specific data will be released or shared outside of the Lane County Participating HMIS Agencies unless the client gives specific written permission or unless withholding that information would be illegal. Note that services may NOT be denied if client does not agree to the Notice to Clients of Users & Disclosures – Privacy Notice for Informed Consent.
5. The burden of INFORMED consent rests with the intake counselor to inform the client that their data will be entered into ServicePoint. A notice must be posted explaining the reasons for collecting the data, the clients' rights, and any potential future uses of the data. A downloadable version of the required sign may be

found <http://www.lanecounty.org/Departments/HHS/HSC/Pages/hmis.aspx> under ServicePoint Privacy Notice.

6. Client shall be given print out of all data relating to them upon written request and within 10 working days.
7. A report of data sharing events, including dates, agencies, persons, and other details, must be made available to the client upon request and within 10 working days.
8. A log of all external releases or disclosures must be maintained for seven (7) years and made available to the client upon written request and within 10 working days.
9. Aggregate data that does not contain any client specific identifying data may be shared with internal and external agents without specific permission. This policy should be made clear to clients as part of the Informed Consent procedure.
10. Each Agency Executive Director is responsible for his or her agency's internal compliance with the HUD Data Standard.

Procedures

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

REPORTING OUT OF HMIS

Any request from a funding jurisdiction for agency (and/or program) level data should be directed to the appropriate agency administrator (or other agency contact person) with the information provided directly to the requesting jurisdiction by that agency. Lane County will be available to offer technical support to reporting agencies.

Requests for reports on data quality, certificates of compliance and quality of participation by agencies in HMIS will be provided directly to the requesting jurisdiction by Lane County if either:

1. The request comes directly from the agency;
2. The requesting jurisdiction sends a copy of the request to the agency and the agency confirms that Lane County has permission to send the information.

Copies of any and all reports issued by Lane County to requesting jurisdictions will be copied to the appropriate agency administrator upon request.

On a quarterly basis, Lane County will report program level and data quality performance to the Lane County Continuum of Care Committee or committee acting in that capacity.

5.5 Workstation Security

Policies

- The Agency Administrator is responsible for preventing degradation of the whole system resulting from viruses, intrusion, or other factors under the agency's control.
- The Agency Administrator is responsible for preventing inadvertent release of confidential client-specific information. Such release may come from physical or electronic or even visual access to the workstation, thus steps should be taken to prevent these modes of inappropriate access (that is, don't let someone read over your shoulder: lock your screen).
- The User shall log off ServicePoint HMIS and shut down the browser when not using HMIS. The User shall utilize the password protected screen savers that

automatically turn on to mitigate the burden of shutting down the workstation when momentarily stepping away from the work area.

- All workstations to be used with ServicePoint HMIS must be secured by a firewall between the workstation and the internet. Software firewalls are acceptable.
- Recommended Internet connection: DSL or Cable Modem, at least 1Mb. Minimum - 56 Kbps || Optimal – 128 Kbps – 1.5 mps
- Recommended Browser: Google Chrome is suggested as it is supported and speed is improved over Firefox. Firefox 10+ is recommended. Internet Explorer 8 is supported but speed is nominal.
- Definition and communication of all procedures to all Agency users for achieving proper agency workstation configuration and for protecting their access by all Agency users to the wider system are the responsibility of the Agency Administrator.

Procedures

1. At a minimum, any workstation accessing the central server shall have antivirus software with current virus definitions (24 hours) and frequent full system scans (weekly).

5.6 Training

Policies

- The Agency Executive Director shall obtain the commitment of the Agency Administrator and designated staff persons to attend training(s) as specified in the Agency User Agreement between Partner Agency and NWSSC via Lane County.

Procedures

Start-Up Training

Lane County will provide training in the following areas prior to the Agency using HMIS.

1. Agency Administrator training
2. End user training
3. Confidentiality training
4. Coordinated Entry training

Agency Administrator Training

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

1. Running reports in the Advanced Reporting Tool
2. Managing Agency User accounts
3. Managing Provider Profiles and Bed Inventories

Follow-Up Training

Lane County will provide on-site follow-up training at each participating Agency. Once the Agency has “gone live,” the Lane County will schedule one-to-one training sessions as needed to ensure that the Agency becomes proficient in the use of HMIS.

On-Going Training

Lane County will provide regular training for the Continuum of Care, as needed. The areas covered will be:

1. Agency Administrator training
2. End user training
3. Confidentiality training
4. Coordinated Entry training

Training requests should be directed to Lane County HMIS staff.

5.7 Training

Policies

- Compliance with these Policies and Procedures is mandatory for participation in HMIS.
- Using the ServicePoint software, all changes to client data are recorded and will be periodically and randomly audited for compliance.
- Each Agency is responsible for ensuring they meet the Privacy and Security requirements detailed in the HUD HMIS Data and Technical Standards. Annually, Agencies will conduct a thorough review of internal policies and procedures regarding ServicePoint HMIS.

Procedures

1. See “Project Participation” and “User Authorization” sections for procedures to be taken for lack of compliance.
2. Annually, during the month of April, the LC System Administrator, or a designee, will send out (via email or mail) the Agency/Site Data Standards Compliance Checklist and a Certificate of Compliance to each Agency Administrator.
3. The Agency Administrator, or a designee, will conduct a review of each site where ServicePoint HMIS is used using the HMIS Data Standards Compliance Checklist as a guide.
4. If areas are identified that require action, the Agency Administrator, or designee, will note these on the checklist, and corrective action will be implemented within one month.
5. Once all action items are addressed, the Certificate of Compliance is to be signed by the Agency Executive Director, or a designee, and returned to Lane County by the required date.

5.8 Technical Support

Policies

- Support requests include problem reporting, requests for enhancements (features), or other general technical support.
- Users shall submit support requests to their Agency Administrator (email is suggested).
- Users shall not, under any circumstances, submit requests to software vendor.
- Users shall not submit requests directly to the NWSSC without specific direction. All requests to Lane County shall be copied to Agency Administrator. The LC System Administrator may then forward the request to NWSSC as appropriate.

- Lane County will only provide support for issues specific to ServicePoint HMIS software and systems.

Procedures

1. User encounters problem or originates idea for improvement to system or software.
2. User creates support request via email sent to Agency Administrator specifying the severity of the problem and its impact on their work, specific steps to reproduce the problem, and any other documentation that might facilitate the resolution of the problem. User shall also provide contact information and best times to contact.
3. The Agency Administrator, upon receipt of a support request, shall make reasonable attempts to resolve the issue.
4. If the Agency Administrator is unable to resolve the issue and determines that the problem is specific to ServicePoint HMIS software and systems, the Agency Administrator shall consolidate multiple similar requests and submit the issue to the LC System Administrator.

Note: If the Support Request is deemed by ServicePoint HMIS System Administrator to be an agency-specific customization², resolution of the request may be prioritized accordingly. Lane County reserves the right to charge on an hourly basis for these changes if/when the workload for such agency-specific customizations becomes burdensome.

5. The LC System Administrator may at this point determine that the cause of reported issue is outside the scope of control of ServicePoint HMIS software and systems.
6. The LC System Administrator will consolidate such requests from multiple Partner Agencies, if appropriate, and strive to resolve issues according to their severity and impact.
7. If LC System Administrator is unable to resolve the issue, other software or system vendor(s) may be included in order to resolve the issue(s).
8. In cases where issue resolution may be achieved by the end user or other Partner Agency personnel, LC System Administrator will provide instructions via email to the Agency Administrator.

5.8 Changes to This and Other Documents

Policies

- The Lane County HMIS Committee will guide the compilation and amendment of these Policies and Procedures.

Procedures

Changes to Policies & Procedures

1. Proposed changes may originate from any participant in ServicePoint HMIS.
2. When proposed changes originate within an Agency, they must be reviewed by the Agency Executive Director, and then submitted by the Agency Executive Director to LC System Administrator for review and discussion.

² Agency-specific customizations include but are not limited to new assessments, new data fields, and new picklists.

3. LC System Administrator will maintain a list of proposed changes.
4. The list of proposed changes will be discussed by the LC HMIS Committee, subject to line item excision and modification. This discussion may occur either at a meeting of the LC HMIS Committee, or via email or conference call, according to the discretion and direction of the LC HMIS Committee Chairperson.
5. Results of said discussion will be communicated, along with the amended Policies and Procedures. The revised Policies and Procedures will be identified within the document by the date of the Technology Committee discussion.
6. Agencies Executive Directors shall acknowledge receipt and acceptance of the revised Policies and Procedures within 10 working days of delivery of the amended Policies and Procedures by notification in writing or email to LC System Administrator. The Agency Executive Director shall also ensure circulation of the revised document within their agency and compliance with the revised Policies and Procedures.

6 Other Obligations and Agreements

The current HUD grant for ServicePoint HMIS provides for a limited number of user licenses. While it may not be possible to meet every agency's full requirements for licenses within the HUD grant to Lane County, LC System Administrator will endeavor to ensure that every agency participating will have their minimum requirements met. At this time Participating Agencies do not pay a fee to use ServicePoint.

HUD HMIS Data and Technical Standards

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

HIPAA

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

7 Forms Control

All forms required by these procedures are available in pdf format on the project website:
<http://www.lanecounty.org/Departments/HHS/HSC/Pages/hmis.aspx>.

Filing of Completed Forms and Data Entry Instructions

ID	Description	Location	Responsibility
LC SP User Agreement 2014.doc	End User Agreement	Lane County server	LC System Admin
NW Social Services Connections Agency Participation Agreement	Agreement between NWSSC and the Agency using ServicePoint	portlandonline.com	LC-HHS Program Coordinator and NWSSC
Certificate of Compliance			
Data Entry Option	Waives the requirement to collect Entry/Exit information in paper copies and instead enter data directly into ServicePoint.	Lane County server	LC System Admin
72 Hour Data Entry Requirement Alternative Request	Permission to enter data 72 hours after last day in prior month.	Lane County server	LC System Admin
LC HMIS Data Expectations and Exceptions	Data accuracy and completeness expectations and agreement	Lane County server	LC System Admin
Remote Access Policy and Agreement Form	Ability to request permission to work at another work station (such as at home or at another work site)	Lane County server	LC System Admin
DQP Exiting from HUD Entry-Exit type programs	DATA QUALITY PLAN Exiting Clients from Housing / Rental Assistance Programs Specifically Programs Using the HUD Entry/Exit Type	Lane County server	LC System Admin