

# HMIS LEAD WEBINAR

March 16, 2022



## PURPOSE

Homeless **M**anagement Information  
System (**HMIS**)

- Inform HMIS Leads & System Admins of upcoming HMIS events, information, and changes to guidance
- Provide broad overviews of HMIS guidance & foundational HMIS knowledge
- Provide forum for questions from the field of HMIS Leads & System Admins
- Remind CoCs and HMIS Leads about upcoming reporting deadlines & reporting requirements using HMIS and other data sources
- Provide leadership to HMIS Leads & System Admins for implementation success

# WEBINAR REMINDERS

- HUD Exchange Website:
  - For all materials, past, present, future
  - For HMIS Lead listserv management
  - For links to other HMIS information
  - For AAQ submission
- During & after the webinar today:
  - You are muted
  - Use Q&A features of WebEx to interact with us\*
  - Use slide numbers in your questions
  - Follow up via HMIS AAQ submission

## HUD & TECHNICAL STAFF

- Fran Ledger, SNAPS Office (she, they)
- Meradith Alspaugh, Partnership Center (she, her)
- Greg Barchuk, ICF (he, him)
- Genelle Denzin, Abt Associates (she, her)
- Jesse Jorstad, Abt Associates (he, him)
- Richard Rankin, Data Remedies (he, him)
- Mary Schwartz, Abt Associates (she, her)
- Kayla Thompson, Abt Associates (she, her)

## AGENDA

### Announcements & Reminders

- Comparable databases
- Reporting Timelines
- NHSDC Reminder – March 28-30, 2022

### Deeper Dive Content

- ESG-CV Uploads
- Security in HMIS
- LSA Feedback Session
- System Performance Measures Reporting

# ANNOUNCEMENTS & REMINDERS

HUD Staff & Technical Assistance Providers

# COMPARABLE DATABASES

- The CoC and VSP both have responsibilities when it comes to ensuring the use of a compliant comparable database (24 CFR 578.57(a)(3); 24 CFR 578.103(b)).
- VSP recipients must use a compliant comparable database or be at risk of a HUD Field Office finding or local finding.
  - No Vendor or Recipient is 100% compliant, 100% of the time!
- HUD is providing Technical Assistance to Recipients and Vendors:
  - [AAQ](#) and [Request for Technical Assistance](#)
- Resources
  - [When to Use a Comparable Database \(Decision Tree\)](#)
  - [Comparable Database Manual](#)
  - [Comparable Database Checklist](#)

## REPORTING TIMELINES

Report	Timeline
Housing Inventory Count/Point In Time	Open now in HDX 1.0
Stellavizification	Available now in HDX 2.0
SSVF Monthly Uploads – April 2022	April 1 – April 7, 2022
RHY Q2 Uploads	April 18 – April 29, 2022
ESG-CV Reporting	April 30, 2022



# NATIONAL HUMAN SERVICES DATA CONSORTIUM (NHSDC) INFO

- Fall 2021 conference sessions are live:  
<https://www.hudexchange.info/trainings/nhsdc-fall-2021-conference/>
- Spring 2022 Conference registration open:  
[https://whova.com/portal/registration/nhsdc\\_202203](https://whova.com/portal/registration/nhsdc_202203)
  - March 28-30, 2022
  - Minneapolis, MN
  - HMIS Foundational Certificate will be offered
  - COVID policies on the registration page (click on “See more” link)

# DEEP DIVES INTO CONTENT

Technical Assistance Providers

# ESG-CV REPORTING

- Reporting on Closed Projects – Bundles Copying Forward
  - Historically, after an ESG-CV project closed, HMIS Leads and VSPs were required to continue submitting cumulative bundles on closed projects in Sage.
  - Beginning with Q6 quarterly report, if a project was reported as closed in a prior reporting period, HMIS leads & VSPs will no longer submit a cumulative bundle for that project.
    - Sage will carry forward any project marked as “closed” in a prior report period.
    - HMIS Leads & VSPs **will not** receive email links for those closed projects.

# HMIS SECURITY

- Reminders from last month's call:
  - Data moving around in lots of different ways
    - Data transfer and handling capability is far different from 2004
    - Increased collaboration between CoCs and other system partners
  - Important to be mindful of how we protect **clients' rights** and adhere to our CoC's **policies and procedures** around data security
  - "When in doubt – don't take it out"
    - "And if you take it out, don't just give it out"

# SECURITY IN AN HMIS ENVIRONMENT

- Not ***just*** about passwords
- How data is protected when entered into HMIS and maintained through the lifetime of our systems' need for that data
- Both about protecting data from being accessed *in* HMIS, but also how data is *handled outside* of HMIS
- Closely related to privacy → Poor security leads to breaches of privacy

# DATA SECURITY: DEFINITIONS

- **Privacy** – refers to the policies and procedures that govern use and disclosure of personally protected information (PPI) or personally identifying information (PII)
  - **Uses** – internal activities for which providers access and interact with a person's PPI
  - **Disclosures** – the circumstances under which PPI can be shared, with or without consent
- **Security** – refers to the ways in which data is protected from intentional or accidental access by unauthorized parties (*or* in unauthorized situations)
  - **Unauthorized access** to HMIS or client data
  - **Improper storage** of extracted HMIS data

# SECURITY ROLES & RESPONSIBILITIES

- Roles and responsibilities for security are defined in the [CoC Program Interim Rule](#) and [HMIS System Administrator Checklist](#)
  - **CoC**: approval of HMIS security plan
  - **HMIS Lead**: maintaining data security by implementing the security plan, monitoring access to the system and processes for data handling, training end users in security protocols
  - **End users & agencies**: adhering to end user and agency agreements, educating participants about the ways in which their data is protected

# DATA SECURITY

- Three parts to security:
- Physical security
  - Limiting access to data through physical means, for example:
    - Locking doors where data is stored and accessible
    - Intrusion detection systems
    - Physical firewalls
- Personal security
  - Anyone who has access to data; thorough hiring process
- Organizational Security
  - Policies and procedures to ensure people correctly use products and access data



# DATA SECURITY

- Security applies to all areas where personal protected information (PPI) are stored either electronically or physically, these include computers, phones/tablets, servers and cloud storage.
- This also includes all Covered Homeless Organizations (CHO)

# DATA SECURITY

- System Security
  - User authentication
  - Limited multiple access
  - Virus protection with auto-update
  - Firewalls - individual workstation or network
  - Encryption - transmission
  - Public access controls
  - Location control
  - Backup and disaster recovery
  - System monitoring
  - Secure disposal

# DATA SECURITY

- User Authentication

- Every user accessing the HMIS system must have a unique username and password.
- At least 8 characters long (the longer the better, preferably over 12 characters).
- Has a combination of upper and lowercase letters, numbers, punctuation, and special symbols.
- *Example: MyDog+MyCat=8legs or 830-630=TwoHundred (Math Formulas)*
- *Example: New York Central Park -> J43 &05o F4j65wp\_w5o (Replace letters with the key on above and to the right)*
- *REMEMBER: DO NOT WRITE DOWN OR SHARE PASSWORDS*

# DATA SECURITY

- **Multiple Access**
  - An individual user must **NOT** be allowed access to the HMIS from multiple workstations at the same time.
- **System Level Virus Protection**
  - All computers accessing HMIS (including remote and VPN users) must have anti-virus software installed and updated regularly that automatically scans files.
- **Firewalls**
  - All computer and/or networks must have either a hardware or software firewall, that is updated regularly

# DATA SECURITY

- Physical Access/Location
  - Access to workstations must be controlled and monitored. i.e. locked office, privacy screens etc.
  - Access to servers must be controlled to a greater degree. i.e. locked and in a secure location
- Backup and Disaster Recovery
  - HMIS data must be regularly backed and stored off site from the servers

# DATA SECURITY

- Secure Disposal
  - All electronic devices used to access HMIS data must be disposed of properly to ensure data has been completely erased from the devices.
  - All hard copy of Personal Protected Information (PPI) data also must be destroyed i.e. shredded, when no longer needed

# DATA SECURITY

- Electronic Transmission
  - All HMIS data that is electronically transmitted must be encrypted with either 128 bit or higher encryption and either a Secure Socket Layer (SSL) or over a Virtual Private Network (VPN)
  - This includes any files that contain PPI, including but not limited to HUD and SSVF CSV files, excel worksheets, files used for external reporting etc.
- Email is not a secure method of transmission!

# DATA SECURITY

- Hard Copy Security
  - Any hardcopy, paper forms or reports that contains PPI generated either for or by the HMIS must be always supervised in public area or locked in a secure location.
  - By Name Lists and other documents containing PPI used in meetings etc. should be accounted for and properly stored or destroyed when finished. For example, do not throw them directly in the garbage or recycle bin in the meeting area



# DATA SECURITY

- Since the 2004 Data Standards were released much has changed in the technology sector.
  - Smart phones, tablets are now commonly used for data collection
  - Cloud services such as products by Google and Microsoft have changed where data and how data are stored
  - Email and messaging services are more commonplace
  - Remote work and video meeting platforms are now universally accepted ways of doing business

# DATA SECURITY

- Smart phones / Tablets
  - The same protocol must be followed as with local computers, these devices should also be locked in a secure location when not in use
  - Enable remote erase functions on the devices in the event they are lost or stolen
- Cloud data storage
  - With many cloud storages options and their use increasing it is very important the same protocol is used to vet their encryption and storage policies as would be done with any HMIS vendor where data is stored on remote servers

# DATA SECURITY

- Email / Messaging
  - These are not secure methods of transmitting electronic files
- Remote Work
  - Documents either transported to or generated at home offices need the same protection as regular offices, i.e. locked office or cabinet
- Video Meetings
  - Where PPI is discussed during these meetings, ensure only the target audience is present
  - Many video meeting platforms offer passwords to enter meetings

# DATA SECURITY

- In conclusion:
  - It is the responsibility of everyone to ensure proper data security, regular privacy and security training will help ensure everyone is aware of their roles
  - Ultimately it is the HMIS lead agency's responsibility to ensure data integrity and security of the HMIS data however it is used and stored
  - **Data Chain of Custody:**
    - There must be a clear chain of custody throughout the life of the data, either in hard copy or electronically, i.e. as data is passed from entity to entity the security rules apply along this chain

# DATA SECURITY

- In conclusion:
  - **ALL INFORMATION** with PPI **MUST** be encrypted when transmitted electronically, do not send data to the SAGE, VA or other reporting systems via unencrypted means (including email)
  - The HUD CSV, SSVF CSV, RHY CSV, the new HUD data quality tool and similar reports all include PPI data.
- If in doubt don't send it out, make absolutely sure the data with PPI is required by the recipient

## RESOURCE LINKS

- [HMIS 2004 Data and Technical Standards](#)
- [Coordinated Entry Management and Data Guide](#)
- [HMIS System Administrator Checklist](#)

# LSA FEEDBACK SESSION

- FY21 & FY22 – What is happening now
- Feedback received so far
- Other known issues
- Planned changes for FY22
- Feedback session

## Feedback On:

- Support Products
- HDX User Interface
- Flags (General and Specific)
- Messaging
- Communication Timeliness
- Review Team
- Anything else

## LSA FY21 WHAT IS HAPPENING NOW

- Analysis team is reviewing the data submitted to identify whether the data can be included in the analysis to determine national estimates of homelessness, a process sometimes referred to as “usability.”
  - Remember we are trying to determine: **Can your data be used to make assumptions about other unknown data?**
  - See the [October 2021 System Admin](#) call for more information on this process.
- We understand that there is a desire to have those determinations shared and we're exploring how that might occur so that communities can better understand where continued data quality improvements can be focused



## LSA FY22 WHAT IS HAPPENING NOW

- Efforts are already underway to review the specifications and identify needed and/or desired updates.

## FEEDBACK RECEIVED SO FAR

We have received feedback from vendors and data liaisons. Here are some of the things we are already aware of:

- Overall, the process was improved from last data collection cycle.
- The process for communicating warnings was late in coming online.
- The CSV Data Quality Tool was helpful in identifying many of the client records causing flags
- The Common Flag Library was useful and should continue to be expanded.
- Additional work should be done to continue clarifying the flag logic and communicating possible resolutions.
- More clarity on “vendor” vs. “CoC” flags.
- Request to be able to check data throughout the year, not just during data collection.


## OTHER ISSUES WE ARE AWARE OF

- If a community attempted to replace a data set and the file was rejected, the notes for warnings were no longer visible to the user.
- HDX closed prematurely, based on eastern time zone, not pacific and worked with communities to submit.
- Some communities attempted to replace their official data sets after HDX had closed and were unsuccessful. We worked with those communities to submit.

## PLANNED CHANGES FOR FY22

- Move warnings into HDX 2.0
- Continue to expand the Common Flag Library
- Determine if there are other checks the DQ Tool could incorporate that would assist communities in identifying records that need investigation.

# HOW TO USE MURAL

- Click the link in the chat
- Click 'Enter as a Visitor' – no need to add your name/email
- You can navigate by single **click and drag** or by using the **Outline**, on the right hand side. Don't see the outline? Click  icon on the top right corner.
- To leave a comment, double click a post it note and start typing.

**Having trouble with the board?** Go ahead and drop your comment in the chat box – we'll add it to the board for you. Please include the question number you are responding to to make sure it gets to the right place.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1		<div>Please note: Data contained in this report is subject to potential data quality issues that may or may not be resolved during the following year's submission process. Data quality issues that arise from events such as legacy data migrations, vendor changes, and other local causes can drastically impact national or categorical averages. For example, CA-600, CA-607, and CA-612 experienced a vendor change in 2017 which caused inconsistent reporting from one year to the next. HUD is aware that each year data quality issues exist from these kinds of system changes but does not know each CoC that is impacted or the magnitude of the impact. Therefore, please use the results with discretion.</div>		2020 CoC Award Amount (\$0 indicates that an application was not submitted)	AHAR Part 1 CoC Category	Bed Coverage			SPM 1				Total Persons Exited (SO)
			Total Non-DV Beds on 2020 HIC ES+TH			Total Non-DV HMIS Beds on 2020 HIC ES+TH	2020 Bed coverage Percent on HMIS for ES-TH Combined	ES-SH Avg (Days)	ES-SH Median (Days)	ES-SH-TH Avg (Days)	ES-SH-TH Median (Days)		
2	State	Continuum of Care (CoC)	HUD CoC Number										
3	AK	Anchorage CoC	AK-500	\$ 3,855,634.00	Other Largely Urban CoC	843	666	79%	54	31	77	41	4
4	AK	Alaska Balance of State CoC	AK-501	\$ 886,692.00	Largely Rural CoC	504	456	90%	42	19	72	28	11
5	AL	Birmingham/Jefferson, St. Clair, Shelby Counties CoC	AL-500	\$ 10,190,721.00	Largely Suburban CoC	767	612	80%	61	26	106	33	48
6	AL	Mobile City & County/Baldwin County CoC	AL-501	\$ 3,930,009.00	Other Largely Urban CoC	321	321	100%	41	17	69	24	14
7	AL	Florence/Northwest Alabama CoC	AL-502	\$ 455,431.00	Largely Rural CoC	95	0	0%	70	49	70	49	0
8	AL	Huntsville/North Alabama CoC	AL-503	\$ 718,541.00	Other Largely Urban CoC	517	197	38%	57	19	74	21	14
9	AL	Montgomery City & County CoC	AL-504	\$ 1,232,522.00	Other Largely Urban CoC	296	296	100%	91	91	108	108	5
10	AL	Tuscaloosa City & County CoC	AL-506	\$ 197,797.00	Other Largely Urban CoC	83	83	100%	88	40	111	40	0
11	AL	Alabama Balance of State CoC	AL-507	\$ 1,474,111.00	Largely Rural CoC	133	93	70%	12	11	256	188	96
12	AR	Little Rock/Central Arkansas CoC	AR-500	\$ 3,152,984.00	Other Largely Urban CoC	693	328	47%	71	29	150	39	5
13	AR	Fayetteville/Northwest Arkansas CoC	AR-501	\$ 366,593.00	Other Largely Urban CoC	142	127	89%	311	366	583	580	5
14	AR	Arkansas Balance of State CoC	AR-503	\$ 631,615.00	Largely Rural CoC	358	225	63%	207	229	317	212	0
15	AR	Southeast Arkansas CoC	AR-505	\$ 232,187.00	Largely Rural CoC	0	0	NA	42	20	65	22	0
16	AR	Fort Smith CoC	AR-508	\$ -	Largely Rural CoC	0	0	NA	271	366	1781	1800	0
17	AZ	Arizona Balance of State CoC	AZ-500	\$ 4,850,312.00	Largely Rural CoC	662	579	87%	62	22	72	25	24

# SYSTEM PERFORMANCE MEASURES

Reminder: SPM results for your and all CoCs can be found here:  
<https://www.hudexchange.info/programs/coc/system-performance-measures/#data>

## DATA STANDARD UPDATES

- HMIS Data Standards are updated bi-annually
- If you have a suggestion, please submit an AAQ:  
<https://www.hudexchange.info/program-support/my-question/>
- Suggestions should be submitted by 12/31/2022 to be considered for FY2024

## RESOURCE LINKS

- [HMIS Lead Webinars & Archive](#)
- [HMIS Lead Series Tools and Products](#)
- [HMIS Data Standards](#)
- [Comparable Database Decision Tree](#)
- [Comparable Database Manual](#)
- [Comparable Database Checklist](#)
- [HMIS Project Set-up Tool](#)
- [EHVs in HMIS](#)

### Newest Resources

[Dual Enrollments & Duplicative Inventory](#)



## UPCOMING MEETINGS

All meetings are 1:00 pm to 2:30 pm ET

### Welcome to 2022

- ✓ January 19<sup>th</sup>
- ✓ February 16<sup>th</sup>
- ✓ March 16<sup>th</sup>
- April 20<sup>th</sup>
- May 18<sup>th</sup>
- June 15<sup>th</sup>
- July 20<sup>th</sup>
- August 17<sup>th</sup>
- September 21<sup>st</sup>
- November 16<sup>th</sup>
- December 21<sup>st</sup>