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| **Object** | **Content** |
| **Course Title** | Homeless Management Information Systems 101 Module 2 |
| **Language Code** | en-US |
| **Palette Id** | hud |
| **Use System Fonts** | False |
| **First Page** | 001 |
| **Completion Page** | 015 |
| **Contents Page** | 001 |
| **Module Title** | Homeless Management Information Systems 101: Module 2: A Brief Overview of HMIS Data and Technical Standards |
| **Abbreviated Module Title** | HMIS 101 Module 2 |
| **Notes** | These will not be included in course output |

# Course Title (for Word Outline Purposes Only)

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| **Object** | **Content** |
| **Unit Title** | Data & Technical Standards |
| **Abbreviated Title** | Data & Technical Standards |
| **Notes** | These will not be included in course output |

# Unit Title (for Word Outline Purposes Only)

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A1-HUD |
| **Menu Title** | Welcome to: HMIS 101 Module 2 |
| **Background Image** | ${CONTENT\_ROOT}/images/collage11.jpg |
| **Part** | Part 2: |
| **Title** | HMIS 101 |
| **Subtitle** | A Brief Overview of HMIS Data and Technical Standards |
| **Notes** | These will not be included in course output |

## Page Title

## Page Title

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A3-HUD |
| **Menu Title** | HMIS Data and Technical Standards |
| **Header** | HMIS Data and Technical Standards |
| **Subtitle** | The HMIS Data and Technical Standards provide a secure structure for collecting and reporting information on people who are at-risk or experiencing homelessness.  The Standards are updated periodically to reflect advances in security and privacy and to meet the needs of new programs using HMIS.  Adherence to HMIS data collection and data quality expectations will result in better data at the local level for planning. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A4-HUD |
| **Menu Title** | What the HMIS Data and Technical Standards Don't Do |
| **Image** | ${CONTENT\_ROOT}/images/collage11.jpg |
| **Header** | The HMIS Data and Technical Standards Do Not: |
| **Subtitle** | * Set a specific software to be used * Prohibit a CoC or HMIS from collecting additional data elements * Prohibit a CoC or HMIS from requiring additional client privacy and system security protections * Prohibit a CoC or HMIS from adding additional functionality * Stay static |
| **Notes** | These will not be included in course output |

## Page Title

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A4-HUD |
| **Menu Title** | HMIS Data Standards |
| **Image** | ${CONTENT\_ROOT}/images/collage11.jpg |
| **Header** | HMIS Data Standards |
| **Subtitle** | Three data element categories are outlined in the March 2010 revised HMIS Data Standards:   * Program Descriptor Data Elements (PDDE) * Universal Data Elements (UDE) * Program-Specific Data Elements (PSDE)   The Data Standards define specific, allowable responses for each data element. All programs required by law to participate in the HMIS must collect and enter PDDEs and UDEs. Programs that receive CoC funding must also collect and enter PSDEs. |
| **Notes** | These will not be included in course output |

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| **Layout** |  |
| **Template** | S4-HUD |
| **Menu Title** | HMIS Data Standards Overview |
| **Header** | HMIS Data Standards Overview |
| **Scrolling List** | |  |  |  | | --- | --- | --- | | Label | Description | URL | | OneCPD Resource Exchange |  | https://www.onecpd.info | | 2004 Data and Technical Standards |  | https://www.onecpd.info/resource/1318/2004-hmis-data-and-technical-standards-final-notice/ | | HMIS Data Exchange Resources |  | https://www.onecpd.info/resource/1220/final-hmis-data-standards | | Housing Inventory Count/Point in Time Data Collection Guidance |  | https://www.onecpd.info/resource/2076/2013-hic-and-pit-of-homeless-persons-data-collection-guidance/ | | Webinar: Preparing for your 2013 Housing Inventory/Point in Time Counts |  | https://www.onecpd.info/resource/2075/preparing-for-your-2013-housing-inventory-and-point-in-time-counts/ | | AHAR Reports |  | http://www.hudhdx.info/PublicReports.aspx | | AHAR FAQs |  | https://www.onecpd.info/resource/2080/2012-ahar-faqs | | AHAR 101: Tips and Tricks for Submitting AHAR Data |  | https://www.onecpd.info/resource/1247/annual-homeless-assessment-report-101/ | | Advanced AHAR: For Experienced Communities |  | https://www.onecpd.info/resource/1248/ahar-webinar-for-experienced-communities/ | | AHAR Introductory Guidebook |  | https://www.onecpd.info/resource/1227/introductory-guide-to-the-annual-homeless-assessment-report-ahar/ | | Department of Housing and Urban Development (HUD) |  | http://portal.hud.gov/hudportal/HUD | |
| **Bullets** | |  |  | | --- | --- | | HMIS is governed by the HMIS Data and Technical Standards, first issued in 2004. | 0:03 | | Outline requirements for data elements as well as requirements for insuring client privacy and protecting the security of the data | 0:07 | | The 2004 Data Standards were updated in 2010. | 0:18 | |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide25.mp3 |
| **Audio Title** | HMIS Data Standards Overview |
| **Audio CC** | HMIS is governed by the HMIS Data and Technical Standards, first issued in 2004. These standards outline the requirements for data elements to be collected by communities, as well as requirements for insuring client privacy and protecting the security of the data from unauthorized access. The 2004 Data Standards were updated in 2010. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | S4-HUD |
| **Menu Title** | Program Descriptor Data Elements |
| **Header** | Program Descriptor Data Elements |
| **Scrolling List** | |  |  |  | | --- | --- | --- | | Label | Description | URL | | 2.1 Organization Identifier |  |  | | 2.2 Organization Name |  |  | | 2.3 Program Identifier |  |  | | 2.4 Program Name |  |  | | 2.5 Direct Service Code |  |  | | 2.6 Site Information |  |  | | 2.7 Continuum of Care Number |  |  | | 2.8 Program Type Code |  |  | | 2.9 Bed and Unit Inventory Information |  |  | | 2.10 Target Population A |  |  | | 2.11 Target Population B |  |  | | 2.12 Method for Tracking Residential Program Occupancy |  |  | | 2.13 Grantee Identifier |  |  | |
| **Bullets** | |  |  | | --- | --- | | These are collected once, then updated annually.   * Purpose is to uniquely identify and describe programs | 0:03 | | CoC uses PDDEs to:   * Complete HUD required Housing Inventory Chart (HIC) * Annual Homeless Assessment Report (AHAR) | 0:13 | |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide29.mp3 |
| **Audio Title** | Program Descriptor Data Elements |
| **Audio CC** | HUD requires that each CoC enter into the HMIS a complete, accurate and current inventory of all housing and service programs targeting assistance to homeless populations in their geographic region. The Program Descriptor Data Elements or PDDEs, allow the HMIS to uniformly store this information, which must be updated annually. The CoC uses the PDDEs to complete the HUD-required Housing Inventory Chart and to provide information for the Annual Homeless Assessment Report, or AHAR. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | S4-HUD |
| **Menu Title** | Universal Data Elements |
| **Header** | Universal Data Elements |
| **Scrolling List** | |  |  |  | | --- | --- | --- | | Label | Description | URL | | 3.1 Name |  |  | | 3.2 Social Security Number |  |  | | 3.3 Date of Birth |  |  | | 3.4 Race |  |  | | 3.5 Ethnicity |  |  | | 3.6 Gender |  |  | | 3.7 Veteran Status |  |  | | 3.8 Disabling Condition |  |  | | 3.9 Residence Prior to Program Entry |  |  | | 3.10 Zip Code of Last Permanent Address |  |  | | 3.11 Housing Status |  |  | | 3.12 Program Entry Date |  |  | | 3.13 Program Exit Date |  |  | | 3.14 Unique Person Identification Number |  |  | | 3.15 Household Identification Number |  |  | |
| **Bullets** | |  |  | | --- | --- | | Universal Data Elements   * Required for CoC and ESG funded programs * Non-HUD funded programs encouraged to contribute * Victim Service providers not required to participate | 0:03 | | Universal Data Elements are critical to HMIS and the CoC.   * Necessary to de-duplicate client records across programs * Accurately report scope and nature of homelessness | 0:23 | | * Data elements are utilized for Annual Homeless Assessment Report (AHAR) * AHAR is used by Congress to make policy and funding decisions. | 0:33 | | Your community’s ability to collect these elements ahs a direct impact on federal funding levels, and the availability of funding at the local level. | 0:43 | |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide30.mp3 |
| **Audio Title** | Universal Data Elements |
| **Audio CC** | These are the Universal Data Elements or UDEs which all ESG- and CoC-funded programs must collect and enter into the HMIS, and which non-HUD-funded homeless programs are encouraged to contribute. Victim Service or legal assistance providers funded by the CoC are not required to enter this information. UDEs include the client identifiers necessary to accurately de-duplicate client records across programs and report the scope and nature of local homelessness. They are also the data elements used, in aggregate form, for the Annual Homeless Assessment Report, which Congress uses to inform policy and program funding decisions. The extent and accuracy of a community's ability to collect this basic information for all homeless programs has a direct impact on Congressional funding decisions and therefore funding available at the local level. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | S4-HUD |
| **Menu Title** | Program Specific Data Elements |
| **Header** | Program Specific Data Elements |
| **Scrolling List** | |  |  |  | | --- | --- | --- | | Label | Description | URL | | 4.1 Income and Sources |  |  | | 4.2 Non-Cash Benefits |  |  | | 4.3 Physical Disability |  |  | | 4.4 Developmental Disability |  |  | | 4.5 Chronic Health Condition |  |  | | 4.6 HIV/AIDS |  |  | | 4.7 Mental Health |  |  | | 4.8 Substance Abuse |  |  | | 4.9 Domestic Violence |  |  | | 4.10 Destination |  |  | | 4.11 Date of Contact |  |  | | 4.12 Date of Engagement |  |  | | 4.13 Financial Services Provided |  |  | | 4.14 Housing Relocation & Stabilization Services Provided |  |  | | 4.15 Optional Data Elements |  |  | |
| **Bullets** | |  |  | | --- | --- | | PSDEs provide information about:   * Client needs and circumstances * Program interventions * Client outcomes | 0:03 | | Supportive Services for Veteran’s Families program collects:   * 4.1 Income Amounts and Sources * 4.2 Non-cash benefits * 4.10 Destination * 4.13 Financial services provided * 4.14 Housing relocation and stabilization services provided | 0:34 | | All CoC Programs must collect:   * PSDE 4.1 through 4.10   Outreach programs must also collect:   * PSDE 4.1 through 4.12 | 1:03 | | Although all three programs share common data elements for collection, such as Income Amounts and Sources, Non-Cash Benefits, and Destination, no program collects them all. | 1:19 | | These elements provide:   * Consistent information across a range of service providers * Useful data for planning, monitoring service provision and assessing client outcomes | 1:31 | |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide32.mp3 |
| **Audio Title** | Program Specific Data Elements |
| **Audio CC** | This is the list of Program Specific Data Elements. Also called PSDEs, these data elements describe client needs and circumstances, program interventions, and client outcomes. Different types of programs are required to collect different combinations of these PSDEs. No program is required to collect all of these data elements. For example, overnight emergency shelters that only receive HUD ESG funding are not required to collect any of the PSDEs. The Veteran's Administration (VA) asks programs receiving funding from the Supportive Services for Veterans' Families program to collect 4.1 (income Amounts and Sources), 4.2 (Non-Cash Benefits), 4.10 (Destination), 4.13 (Financial Services Provided), and 4.14 (Housing Relocation and Stabilization Services Provided). All programs funded under HUD's Continuum of Care program must collect PSDE 4.1 through 4.10. CoC -funded Outreach programs collect two additional fields, 4.11 and 4.12. Although all three programs share common data elements for collection, such as Income Amounts and Sources, Non-Cash Benefits, and Destination, no program collects them all. That said, these data elements provide communities with consistent information across a range of service providers that is very useful for planning, monitoring service provision and assessing client outcomes. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | M1 |
| **Menu Title** | How has HMIS impacted your service with veterans? |
| **Media Path** | ${MEDIA\_ROOT}/${CONTENT\_ROOT}/video/hmis\_slide31.f4v |
| **Media Poster Path** | ${CONTENT\_ROOT}/images/vidposter-slide31.jpg |
| **Media Title** | How has HMIS impacted your service with veterans? |
| **Media Description** | Will Cefredo, Program Manager at Heading Home |
| **Media CC Title** | How has HMIS impacted your service with veterans? |
| **Captions** | |  |  | | --- | --- | | Recently some housing opportunities came up for homeless veterans. I was sitting in my office and I quickly needed to find out | 0:01 | | which veterans did I have in my system. If I were to enter my files which I have 3 -4 cabinets full of them, and target each family and see who was a veteran that would take me days. | 0:04 | | I was able to go to HMIS. I was able to see which veterans were in the system out of the 75 families that we currently have. I was able to target my veteran families immediately. | 0:08 | | There was also a timeline tied to this housing opportunity. I had about a week to submit these applications. I was able to use HMIS to find out who these families were, get my case managers to visit them at | 0:12 | | their homes, currently where they resided in the shelter system and fill out and submit the application within that timeline. So that these families would have the opportunity to take part in this opportunity that was given by the State. | 0:16 | |
| **Notes** | These will not be included in course output |

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A5-HUD |
| **Menu Title** | Personal Protected Information (PPI) |
| **Image** | ${CONTENT\_ROOT}/images/collage8.jpg |
| **Header** | Personal Protected Information (PPI) |
| **Subtitle** | The 2004 Technical Standard defines Protected Personal Information (PPI) as "Any information maintained by or for a Covered Homeless Organization about a living homeless client or homeless individual that:  1) Identifies, either directly or indirectly, a specific individual;  2) Can be manipulated by a reasonably foreseeable method to identify a specific individual; or  3) Can be linked with other available information to identify a specific individual." |
| **Notes** | These will not be included in course output |

## Page Title

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A5-HUD |
| **Menu Title** | Privacy Standards Framework |
| **Image** | ${CONTENT\_ROOT}/images/collage8.jpg |
| **Header** | Privacy Standards Framework |
| **Subtitle** | PPI includes name, SSN, DOB/age, race, ethnicity, family information, zip code of last permanent address.  PPI must be collected by lawful and fair means and, where appropriate, with the knowledge or consent of the individual. For programs operating under HIPAA rules, HIPAA privacy and security rules take precedence over HMIS privacy rules.  HMIS Technical Standard specifies allowable HMIS Uses and Disclosures of PPI. |
| **Notes** | These will not be included in course output |

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| **Layout** |  |
| **Template** | B4a-HUD |
| **Menu Title** | Privacy/Confidentiality Requirements |
| **Header** | Privacy/Confidentiality Requirements |
| **Image** | ${CONTENT\_ROOT}/images/collage8.jpg |
| **Bullets** | |  |  | | --- | --- | | The Technical Standards include provisions:   * to protect the privacy and confidentiality of personal information; * to ensure that reasonable efforts have been made to ensure that clients are aware of and have agreed to the collection of this information; and * to allow for reasonable, responsible, and limited uses and disclosures of such data   For more information visit: [www.onecpd.info](http://www.onecpd.info) | 0:03 | | The Technical Standards focus on 6 components: | 0:20 | | **1) Limitations:**  Data collected must be used appropriately or, when it is required by law, with the knowledge and consent of the individual. | 0:24 | | **2) Data Quality:**  This component ensures that the data provisions be accurate, complete and timely. | 0:33 | | **3) Limiting the Purpose and Use of the Data:**  This component includes requiring projects to post privacy notices and disclosure of how PPI information is used. | 0:42 | | **4) Openness:**  This component requires projects to be open about the collection of HMIS data and provide information when requested. | 0:54 | | **5) Access and Correction:**  This component affirms the right of clients to inspect and obtain copies of any PPI pertaining to them and request corrections when information is inaccurate or incomplete. | 1:04 | | **6) Accountability:**  Requires project staff and volunteers to:   * Sign and renew privacy and confidently policies and procedures   Projects must:   * Establish procedures for questions or complaints | 1:19 | | More information on the Technical section of the 2004 HMIS Data and Technical Standards can be found at [www.onecpd.info](http://www.onecpd.info) | 1:41 | |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide33.mp3 |
| **Audio Title** | Privacy/Confidentiality Requirements |
| **Audio CC** | The HMIS Technical Standards include requirements to ensure that policies and procedures are in place to protect the privacy and confidentiality of client data, and to ensure the security of client Personal Protected Information or PPI against accidental, malicious, or otherwise unauthorized disclosure. The Technical Standards focus on 6 components : One, Limitations. Data collected must be used appropriately or, when it is required by law, with the knowledge and consent of the individual. Two, Data Quality. This component ensures that the data provisions be accurate, complete and timely. Three, limiting the purpose and use of the data. This component includes requiring projects to post privacy notices and disclosure how PPI information is used. Four, openness. This component requires projects to be open about the collection of HMIS data and provide information when requested. Five, Access and Correction. This component affirms the right of clients to inspect and obtain copies of any PPI pertaining to them and request corrections when information is inaccurate or incomplete. Lastly, Accountability. This last component requires project staff and volunteers to sign and renew agreements committing to follow privacy and confidentiality policies and procedures. Projects must also establish procedures for questions or complaints about their privacy and security policies and practices. More information on the Technical section of the 2004 HMIS Data and Technical Standards can be found at www.oneCPD.info |
| **Notes** | These will not be included in course output |

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A4-HUD |
| **Menu Title** | Security Requirements |
| **Image** | ${CONTENT\_ROOT}/images/collage8.jpg |
| **Header** | Security Requirements |
| **Subtitle** | System security provisions apply to all the systems where Personal Protected Information (PPI) is stored, including, but not limited to, networks, desktops, laptops, mini-computers, mainframes and servers as well as paper files.  Security has three categories:   * System Security * Software Application Security * Hard Copy Security |
| **Notes** | These will not be included in course output |

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| **Layout** |  |
| **Template** | B4-HUD |
| **Menu Title** | System Security |
| **Header** | System Security |
| **Image** | ${CONTENT\_ROOT}/images/collage8.jpg |
| **Bullets** | |  |  | | --- | --- | | System security refers to what the software and equipment can do to protect client information.  Three areas of system security:   * User Authentication * Virus Protection * Firewalls   For more complete information refer to [the 2004 HMIS Data and Technical Standards.](https://www.onecpd.info/resources/documents/finalhmisdatastandards_march2010.pdf) | 0:01 | | **User Authentication**   * Users must not share passwords or User IDs   **Virus Protection and Firewalls**   * Protection from viruses * Protects systems from external hackers | 0:23 | |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide35.mp3 |
| **Audio Title** | System Security |
| **Audio CC** | System security refers to the what the software and equipment can do to protect client information. This presentation focuses on three aspects of system security: user authentication, virus protection, and firewalls. For more complete information refer to the 2004 HMIS Data and Technical Standards. "User authentication" provisions describe how the computer operating system and the HMIS software will require users enter their personal User ID and password. Users must not share IDs or passwords. Employees who share passwords jeopardize the security of client data by allowing access to that data by persons who are not authorized to access it, who are not on record as having agreed to adhere to privacy and security practices, and whose actions cannot be audited by the software . Additionally, password sharing creates liability for employees and agencies. If a client's privacy is breached by an unauthorized user, the computer system's audit trail will point to the authorized person whose ID and password were used to access the system , and not to the person who inappropriately used that ID and password . Employees allowing unauthorized access to client data put themselves and their agencies at great financial and public risk, as well as exposing their clients to harm . Virus protection and firewalls protect systems from external hackers seeking to steal information. Computers accessing HMIS software must have these protections in place. If the computer is a standalone and is not connected to a protected network, then virus protection and a firewall must be installed and turned on. If the computer is part of a protected network, then the network must have these protections installed and turned on. Virus and firewall protections should be updated regularly to minimize risk from new viruses. |
| **Notes** | These will not be included in course output |

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| **Layout** |  |
| **Template** | B4-HUD |
| **Menu Title** | The Importance of Data Quality |
| **Header** | The Importance of Data Quality |
| **Image** | ${CONTENT\_ROOT}/images/collage8.jpg |
| **Bullets** | |  |  | | --- | --- | | * Poor quality data means that you will not be able to report on the full extent of the services you provide. * Or the positive outcomes you will help your clients achieve.   Data is VERY important to your own program and to your funding sources and community partners. | 0:03 | | An HMIS is only as good as the data that it collects.  Garbage In Garbage Out: this is what occurs if you only enter partial data or lots of "unknown" "don't know" or "refused" - then you will not be able to accurately report your services or assess client outcomes.  In many communities there is already a formal data quality plan that programs can review and adhere to.  Many HMIS implementations will focus a good deal of training and reporting on data quality. | 0:25 | |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide38.mp3 |
| **Audio Title** | The Importance of Data Quality |
| **Audio CC** | It is important to understand your role and responsibility regarding data quality. First, poor quality data means that you will not be able to report on the full extent of the services you provide and the positive outcomes you will help your clients achieve. Therefore, quality data is VERY important to your own program and to your funding sources. However, quality data within an HMIS is essential to your community partners as well. An HMIS is only as good as the data that it collects. An HMIS can have perfect Policies and Procedures, flawless training, and impeccable software, but if program staff does not collect and enter quality data, the system will not be successful. Many HMIS implementation experts talk about Garbage In Garbage Out: this is what occurs if you only enter partial data or lots of "unknown" "don't know" or "refused" - then you will not be able to accurately report your services or assess client outcomes. Your data is useless and you will be unable to justify your program to your funders or your community. In many communities there is already a formal data quality plan that programs can review and adhere to. It should also be noted that many HMIS implementations will focus a good deal of training and reporting on data quality. |
| **Notes** | These will not be included in course output |

## Page Title