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**HOMELESS MANAGEMENT INFORMATION SYSTEM**

**STANDARD OPERATING**

**POLICIES & PROCEDURES**

**Community Service Council of Greater Tulsa**

**Lead Agency for Tulsa County Continuum of Care HMIS**

**Ponca City United Way**

**Lead Agency for North Central OK Continuum of Care HMIS**

**Lead Agency for Northeast OK Continuum of Care HMIS**

**Lead Agency for Southeastern OK Regional Continuum of Care HMIS**

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**INTRODUCTION**

ShareLink Homeless Management Information System (HMIS) is the homeless management information system utilized by a collaborative of agencies providing services to people currently or formerly experiencing homelessness across Eastern Oklahoma. A homeless management information system (HMIS) is a database that allows organizations providing services to people experiencing homelessness to collect client information electronically, coordinate client services and produce required reports. Participation in an HMIS system is mandated by the U.S. Department of Housing and Urban Development for all programs receiving Supportive Housing Program funding under the McKinny Vento Act as amended by S.896, the Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009

The goal of the ShareLink HMIS system is to provide standardized and timely information to improve access to housing and services, and strengthen our efforts to end homelessness.

The ShareLink HMIS utilizes ServicePoint, a web-based software application hosted by the software vendor, Bowman Internet Systems, Inc. Through this software homeless service organizations across Eastern Oklahoma are able to capture information about the clients they serve.

**The ShareLink HMIS system is used to:**

* Collect individual client demographic and service information
* Collect household information
* Allow providers to selectively share client data with other service providers
* Decrease duplicative intake and assessments to streamline access to services for clients
* Allow case managers to coordinate client services with another agency with the client’s signed consent
* Produce aggregate reports required by the U.S. Dept. of Housing & Urban Development and participating Continuum of Care
* Produce provider reports to funding entities, boards, program managers and other stakeholders
* Produce aggregate reports that can provide a picture of the extent and nature of homelessness to inform the community’s efforts to end homelessness

# SHARELINK HMIS STRUCTURE

Community Service Council (CSC) contracts with Bowman Systems to use the ServicePoint HMIS software which Bowman Systems hosts on its servers. As part of this contract, CSC purchases user licenses that are distributed to those who will access HMIS on behalf of their participating organizations. CSC serves as the HMIS Lead for the Tulsa County Continuum of Care (CoC) and provides HMIS user licenses to those organizations. Ponca City United Way serves as the HMIS Lead for the North Central OK CoC, Northeast OK CoC and Southeastern OK Regional CoC. Ponca City United Way subcontracts with Community Service Council for user licenses which it then makes available to the organizations that are members of those three CoC. In this document HMIS Lead Agency (HLA) will refer to the agency that is responsible for HMIS within a CoC.

# SHARELINK HMIS GOVERNANCE

Each CoC has its own governance charter with rules and processes for HMIS governance. Where a CoC desires to make changes that would impact multiple CoC in the HMIS system, the HMIS Leads coordinate with each other and the CoC to arrive at a common solution.

**POLICIES AND PROCEDURES UPDATES**

The ShareLink Homeless Management Information System Standard Operating Policies and Procedures were developed to guide the operation of the ShareLink HMIS. This manual contains current operational policies and procedures related to the ShareLink HMIS. It is anticipated that these Policies and Procedures will be modified as circumstances dictate. Any changes suggested by any party in the continuum or participating ShareLink HMIS agency may be presented by a member of the HMIS User and Policy Committee. A decision on each suggestion will be made according to the HMIS User and Policy Committee procedure for making decisions. The Community Service Council will be responsible for updating this guide and communicating changes to the HMIS stakeholders. This guide will be reviewed and updated at least annually as part of the HMIS renewal. All stakeholder agencies will be notified in writing of ShareLink Policy and Procedure changes at least five business days prior to effective date.

**Inquiries about these policies and procedures may be directed to:**

**Jim Lyall, CSC Associate Director: 918-295-1241 email:** **jlyall@csctulsa.org**

**Keith Anderson, CSC HMIS Manager: 918-295-1245 email:** **kanderson@csctulsa.org**

**Melisa Brumley, Ponca City United Way HMIS Coordinator, 580-765-2476 email:** **uwhmis@cableone.net**

**HIPAA AND SHARELINK HMIS**

The Health Insurance Portability and Accountability Act of 1996 is a broad Federal act that imposes standards and rules on every facet of the health care industry. Health care providers, health plans and health care clearinghouses have specific responsibilities under the Privacy and Security Rules of the Administrative Simplification portion of the HIPAA law. The provisions of these rules have implications on the use of ShareLink and the use of its capabilities that allow client information to be shared among organizations.

The ServicePoint software used for ShareLink allows each organization to establish with whom and to what extent each client’s information is shared. Explicit action is required for any client data to be made available to another organization. These capabilities provide the tools to meet all responsibilities under HIPAA and other laws protecting the privacy of information.

A Memorandum of Agreement (MOA) is signed by each organization that uses ShareLink. The MOA includes a requirement to obtain written authorization from the individual to use or disclose their information in any manner not allowed by HIPAA. The MOA includes a business associate contract addendum for organizations that are covered entities under HIPAA. These agreements ensure that each organization understands and accepts their responsibilities in protecting the privacy and security of client data. The Community Service Council as the contracting agency of the ShareLink HMIS has entered into a business associate contract with the ServicePoint software vendor, Bowman Internet Systems, Inc.

**HUD HMIS DATA AND TECHNICAL STANDARDS**

The U.S. Housing and Urban Development (HUD) issued the Homeless Management Information System (HMIS) Data and Technical Standards Final Notice, Federal Register / Vol. 69, No. 146 / Friday, July 30, 2004. This Notice implements the data and technical standards for the HMIS, and describes baseline requirements for all facets of the HMIS. The privacy and security section in the Notice provides baseline standards required of all programs that record, use or process HMIS data. According to the Notice, these required baseline standards are based on common principles of fair information practices and security standards recognized by the information privacy and technology communities as appropriate for securing and protecting personal information and rely on software applications that typically come with hardware purchased within recent years.

These privacy standards in the HMIS Notice apply to any homeless assistance organization that records, uses or processes protected personal information (PPI) for an HMIS. A provider that meets this definition is referred to as a covered homeless organization (CHO). All PPI maintained by a CHO is subject to these standards. Any CHO that is covered under HIPAA is not required to comply with the privacy or security standards in this Notice if the CHO determines that a substantial portion of its PPI about homeless clients or homeless individuals is protected health information as defined in the HIPAA rules.

The Notice further explains that HUD has issued these required baseline requirements and additional security protections that communities may choose to implement to further ensure the security of their HMIS data. The ShareLink HMIS policy and procedures have been designed to meet or exceed the baseline privacy and security protections contained in the HUD HMIS Notice.

In March 2010, HUD published a revised notice of the Homeless Management Information System (HMIS) Data Standards. This Notice revises the Homeless Management Information Systems (HMIS)

Data and Technical Standards Final Notice (69 FR 146, July 30, 2004). The Notice adds a new set of Program Description Data Elements (Section 2). In addition, the Notice presents revisions to Data Standards for Universal Data Elements (Section 3) and Program-Specific Data Elements (Section 4). These sections replace Section 2 (Universal Data Elements) and Section 3 (Program-Specific Data Elements) of the 2004 Notice. All other sections of the 2004 notice remain in effect.

**SHARELINK HMIS LEAD AGENCY RESPONSIBILITIES**

Having been selected as HMIS Lead agencies by CoC, the Community Service Council of Greater Tulsa and Ponca City United Way will:

* Write and maintain the ShareLink/HMIS Memorandum of Agreement (Appendix A) that will be executed by participating Agencies ;
* Provide oversight of all contractual agreements with funders, participating organizations and vendors;
* Prepare their HMIS renewal grant requests to HUD.
* Respond to HMIS CoC reporting requirements;
* Represent HMIS at CoC committees and subcommittees
* Provide HMIS project management to maintain and expand the HMIS systems in accordance with Continuum of Care and community priorities;
* Community Service Council will contract with Bowman Internet System Inc. for server based software licenses;
* Community Service Council will enter into a Business Associate Agreement with Bowman Internet Systems, Inc as defined by HIPAA;
* Serve as the liaison between Bowman Internet Systems and ShareLink HMIS participating agencies;
* Maintain a computing infrastructure with Internet access that meets or exceeds the requirements of Bowman Internet Systems;
* Adhere to the baseline security standards and requirements for system application and hardcopy security as outlined in the Federal Register HMIS Notice dated July 30, 2004.
	+ Apply system security provisions to all systems where personal protected information is stored, including, but not limited to networks, desktops, laptops, mini-computers, mainframes and servers
	+ Provide to each participating Agency a User Authentication System consisting of a unique User name and a password for each authorized User
	+ Protect ShareLink/HMIS from viruses by using commercially available virus protection software. Virus protection must include automated scanning and must be regularly updated to maintain optimum protection
	+ Protect ShareLink/HMIS from malicious intrusion behind a secure firewall
	+ Ensure that when a workstation is not in use, the ShareLink HMIS Technical staff log off before leaving their workstation
	+ Ensure that a copy of all ShareLink/HMIS data is made daily to another medium and stored in a secured off-site location where the required privacy and security standards are met
	+ Ensure that a storage medium is reformatted more than once before reusing or disposing of the medium
	+ Maintain a User Access Log
	+ Ensure that all ShareLink/HMIS data is encrypted to meet current industry standards prior to electronically transmitting it over the Internet, public accessible networks or phone lines
	+ Ensure that all ShareLink/HMIS data is stored in a binary, not text, format;
* Provide ShareLink HMIS ServicePoint administration and user access to the ServicePoint software application for organizations using the ShareLink HMIS;
* Provide initial training, on-going training and technical support to maintain the ShareLink HMIS system ;
* Develop CoC-wide and organization-specific reports to track unduplicated client records, demographics and service usage;
* Monitor ShareLink HMIS agencies’ compliance with HMIS policies including timeliness and completeness of data ;
* Execute a ShareLink HMIS Memorandum of Agreement with all organizations using the ShareLink HMIS to prohibit the re-disclosure of individually identifiable information;
* Adopt and implement a Privacy Policy that is in compliance with the Federal Register HMIS Data and Technical Standards Final Notice, dated July 30th 2004;
* Update the ShareLink Homeless Management Information Standard Operating Policies and Procedures guide as needed to meet current HMIS system requirements and maintain compliance with all federal and state laws, rules and regulations that may apply to the use of the ShareLink HMIS;
* Acquire and maintain adequate revenue to effectively fund ShareLink/HMIS;
* Call for and lead meetings of the ShareLink/HMIS Policy and User Group ;
* Notify agencies in writing at least five business days prior to the effective date of changes to the ShareLink Homeless Management Information Standard Operating Policies and Procedures guide.

**SHARELINK HMIS PARTICIPATING AGENCY RESPONSIBILITIES**

Prior to gaining access to the ShareLink HMIS the following documents and steps must be completed:

* A ShareLink Memorandum of Agreement (MOA) must be read and signed by the Agency Executive Director or designated head of governing authority and an original of the executed Memorandum of Agreement between the Agency and the HMIS Lead agency (HLA) kept on file.
* If the Agency is a Covered Entity as defined in HIPAA, a signed Business Associate Security Addendum must accompany the MOA;
* Write, adopt and implement a Privacy Policy that is in compliance with the Federal Register HMIS privacy and security standards or the HIPAA rules as is applicable to the agency’s status;
* Adhere to the baseline security standard requirements for the system application and hardcopy security as outlined in the HUD – Notice:
	+ Apply system security provisions where personal protected information is stored, including, but not limited to networks, desktops, laptops, mini-computers, mainframes and servers
	+ Protect ShareLink/HMIS from viruses by using commercially available virus protection software. Virus protection software must include automated scanning and must be regularly updated to maintain optimum protection
	+ Protect ShareLink/HMIS from malicious intrusion behind a secure firewall
	+ Ensure that when a workstation is not in use, the ShareLink/HMIS User logs off of system before the leaving their workstation;
* Complete an agency technology audit with the HMIS CSC staff to ensure agency computing infrastructure and Internet access meets or exceeds the requirements of Bowman Internet Systems and security protocols as defined in the Federal Register HMIS privacy and security Notice;
* Complete both HMIS administration and HMIS user training for at least one Agency Administrator and all designated ShareLink HMIS Users;
* Complete client authorization management training for at least one Agency Administrator and all designated ShareLink HMIS Users;
* ShareLink HMIS User and Responsibility Policy statements must be read and signed by Agency Administrator and users of the ShareLink HMIS prior to being issued access to the system; Originals of the HMIS User and Policy Statements will be kept on file in employee records at the agency and a copy of current HMIS User and Responsibility statements will be provided to HLA;
* Agency must consult with the HMIS Technical Staff to configure security settings of each ServicePoint assessment dataset and designate exceptions (if any) to security settings prior to implementing the HMIS system;

ShareLink HMIS participating agency responsibilities include:

* Comply with all federal and state laws, rules and regulations that may apply to the use of ShareLink and the collection, use and disclosure of client information. NOTE: A CHO that is also a Covered Entity under HIPAA is not required to comply with the privacy or security standards in the Federal Register HMIS Data and Technical Standards Final Notice, dated July 20, 2004 if the CHO determines that a substantial portion of its homeless client data is protected health information as defined in the HIPAA rules;
* Comply with the operational policies and procedures contained in the ShareLink Homeless Management Information System Standard Operating Policies and Procedures guide;
* Require all ShareLink users to successfully complete the HMIS User and Client Authorization Management training prior to being issued a ServicePoint User ID;
* Require all Agency ShareLink users to sign the ShareLink User Policy Responsibility Statement;
* Require all Agency ShareLink users to renew the ShareLink User Policy Responsibility Statement annually to coincide with HMIS HUD funding cycle.
* Require Agency ShareLink Administrator to take action necessary to ensure that ShareLink User access is discontinued immediately upon the effective date that an Agency ShareLink user is no longer employed by the Agency or otherwise no longer authorized to be ShareLink user. Action will include at a minimum notifying the CSC ShareLink Administrator in writing of user right termination at least five business prior days to effective date or immediately upon termination of rights if prior notice is not available;
* Verify the accuracy and completeness of Agency resource information in ShareLink on at least an annual basis, and update as needed utilizing the AIRS Taxonomy codes;
* Cooperate with other agencies utilizing ShareLink in the coordination of care and case management for clients accessing services from multiple agencies for the mutual benefit of the client, the agencies, and the community;
* Obtain written authorization from the client using a client authorization for release of protected information form approved by ShareLink HMIS Policy Group before client information is used or disclosed for any purpose not allowed by the HIPAA rules, Federal Register HMIS privacy and security standards or other applicable laws
* Retain original signed *ShareLink HMIS Client Authorization for Release of Protected Information* documents at least six years from the date they cease to be in effect (from expiration or revocation);
* Safeguard information collected from clients or shared by other organizations as defined in the US Housing and Urban Development in Federal Register HMIS Data and Technical Standards
* Authorize HLA to create and share de-identified files and reports by using the methods defined in the HIPAA law, for itself and other methods as appropriate and as permitted by the HIPAA Privacy Rule;
* Authorize HLA to create and share limited data sets as defined and limited by the HIPAA Privacy Rule.

**SHARELINK HMIS AGENCY ADMINISTRATOR ROLES AND RESPONSIBILITIES**

Every ShareLink HMIS Participating Agency must designate at least one person to coordinate the HMIS activities in the agency.

Agency Administrators have access to all features, including agency level administrative functions.

1. This level can add/remove users for his/her agency and edit their agency and program data.
2. They have full reporting access.
3. They cannot access the following administrative functions:  Assessment Administration,

 Picklist Data, Licenses, or System Preferences.

1. 'NewsFlash - Agency' is a means for an Agency Administrator or Executive Director to post and edit news items for his/her Provider only.  No other Provider will see these items.

The ShareLink HMIS Agency Administrator responsibilities will include:

* Editing and updating agency information;
* Setting agency data sharing levels in accordance with Agency policy;
* Ensuring that access to ShareLink is requested for authorized staff members only after they have:
	+ Received training and satisfactorily demonstrated proficiency in use of the software; and
	+ Demonstrated understanding of the ShareLink HMIS Policies and Procedures and agency policies
	+ Signed the ShareLink User Policy and Responsibility statement
	+ Renewed Sharelink User Policy and Responsibility statement annually to coincide with the HMIS grant funding cycle.
* Retaining originals of signed ShareLink User Policies and Responsibility statements and providing current copies to HMIS staff for new users and annually for license renewal ;
* Taking action necessary to ensure that ShareLink User access is discontinued immediately upon the effective date that an Agency ShareLink user is no longer employed by the Agency or otherwise no longer authorized to be ShareLink user. Action will include at a minimum notifying the ShareLink Administrator in writing of user right termination at least five business prior days to effective date or immediately upon termination of rights if prior notice is not available
* Designating each individual’s level of access;
* Ensuring that agencies’ ShareLink/HMIS Privacy Policy is consistent with the HMIS approved privacy policy or HIPAA policy as applicable to the agency;
* Posting the Agencies ShareLink/HMIS Privacy Policy on the agency website;
* Ensuring that their Agency posts the Public Notice in a visible manner;
* Ensuring that new staff persons are trained on the Privacy Policy (HIPAA or HUD as is applicable) and all agency policies which impact the security and integrity of client information;
* Notifying all users in their agency of interruptions in service;
* Serving as point-person to troubleshoot interruptions in service at the agency;
* Serving as point-person in communicating with the HMIS Technical staff;
* Monitoring agency HMIS User data entry including timeliness and completeness;
* Facilitating timely reporting from the Agency she/he represents (unless the Agency has designated another person for this function); and
* Working cooperatively with HMIS technical and service staff.

The ShareLink HMIS Agency Administrator is also responsible for implementation of data security policy and standards, including:

* Administering agency-specified business and data protection controls
* Consulting with the HMIS technical staff to implement agency-specific software security settings
* Administering and monitoring access control
* Providing assistance in and/or coordinating the recovery of data, when necessary; and
* Detecting and responding to violations of the Policies and Procedures or agency procedures

**SHARELINK HMIS USER ROLES AND RESPONSIBILITIES**

ShareLink HMIS users are responsible for ethical use of the software, tools and features within the ShareLink system for the purpose for which they are intended in accordance with the policies and procedures in this guide and Agency policies.

A signature on the ShareLink HMIS User Policy and Responsibility statement by the HMIS User will attest to his/her understanding of and compliance with the following responsibilities.

**I affirm the following:**

\_\_\_\_\_\_I have received training on using the ShareLink System.

\_\_\_\_\_\_I have received training on the Client Authorization Management Process and how to administer client security functions in the ShareLink system.

\_\_\_\_\_\_I will read the Bowman Internet ServicePoint End User Agreement and agree to be bound by the terms stated in the agreement.

\_\_\_\_\_\_My user name and password are for my use only and may not be shared with others.

\_\_\_\_\_\_I will take all reasonable means to keep my password physically secure and private.

\_\_\_\_\_\_The only individuals who can view ShareLink information are authorized users and the individual client to whom the information pertains.

\_\_\_\_\_\_I understand I will be held responsible if I allow an unauthorized user to access the system and damage the information on the system, view client information or to make unauthorized changes to the data.

\_\_\_\_\_\_I will only access ShareLink from locations authorized by my agency.

\_\_\_\_\_\_I will not access ShareLink via the web from unauthorized public locations where the potential exists for viewing client information from unauthorized persons.

\_\_\_\_\_\_I may only view, obtain, disclose or use the ShareLink information necessary to perform my job.

\_\_\_\_\_\_I will observe all of ShareLink user policies regarding safeguarding Client information*.*

\_\_\_\_\_\_I will enter accurate, complete information to the best of my ability.

\_\_\_\_\_\_Hard copy printouts of ShareLink individual client data are part of a client’s confidential file and must be kept in a secure file. If they are no longer needed they must be properly destroyed to maintain confidentiality.

\_\_\_\_\_\_A computer running the ShareLink system should never be left unattended. If I am logged into ShareLink, I must log off before leaving my work area.

\_\_\_\_\_\_I understand that these rules apply to all users of ShareLink, whatever their role or position.

\_\_\_\_\_\_I agree to maintain strict confidentiality of information obtained through the ShareLink HMIS.

\_\_\_\_\_\_I agree that if I allow or notice any breach of confidentiality I will notify my ShareLink Agency Administrator in writing and corrective action will be implemented.

**RIGHT TO DENY USER AND PARTICIPATING AGENCIES’ ACCESS**

Participating Agency or a user access may be revoked for violation of the security protocols. Serious or repeated violation by users of the system may result in the suspension or revocation of an agency’s access.

* All suspected violations of any security protocols will be investigated by the agency and the HMIS Staff.
* HMIS technical staff retains the right to terminate user access if a breach of security is suspected. User access status will remain deactivated until Agency and HMIS technical Staff are satisfied that the situation has been resolved.
* Any user found to be in violation of security protocols will be sanctioned by his/her agency. Sanctions may include but are not limited to: a formal letter of reprimand, suspension of system privileges, revocation of system privileges, termination of employment and/or criminal prosecution.
* Any agency that is found to have consistently and/or flagrantly violated security protocols may have their access privileges suspended or revoked.
* Revoked license(s) can be appealed to the governing CoC.

**CLIENT AUTHORIZATION FOR RELEASE OF PERSONALLY IDENTIFIABLE INFORMATION**

An underlying philosophy of the ShareLink HMIS stakeholder group is respect for the personal data of each individual. It is the intent of the ShareLink HMIS stakeholder group to develop and implement policies to provide protection of personal data that meets or exceeds all applicable state and federal statutes. Clients must give informed consent to having their data entered into the system. Explicit authorization and permission from clients is required before identifiable client information can be released. They may decide not to participate and they may not be denied services for lack of participation. Client information may also be released as permitted under state and federal statutes. In addition, the client has the right to have access to their own data.

* It is a **Client's** decision about which information, if any, is to be shared with any Partner Agencies.
* An authorization form must be signed by a client upon intake before any information can be shared. A standard form has been approved by the ShareLink HMIS User and Policy Group and will be available upon request. Modifications to this authorization will be presented via the News Flash feature in ServicePoint or by email to Agency.
* Written Memorandum of Agreements and business associate agreement security addendums (for HIPAA covered entities only) will have to be in place prior to sharing information across agencies.
* All ShareLink participating agencies will be required to follow all current data security practices and adhere to these standards, regardless of the location where agency users connect to ShareLink.
* Clients must be informed about the intended use of personal client information at the time information is collected. Agencies using ShareLink are responsible for having the proper operational processes in place to ensure the consent to use the information in the intended manner is understood by the client. *(e.g. securing a translator if necessary).*
* A verbal explanation of the authorization should include a description of ShareLink, how the information will be used, how it will be protected and the advantages of providing accurate information.
* Individuals should understand exactly what they are consenting to by signing the authorization, including the specific content of the information that will be shared.
* The release of information (ROI) information entered into ServicePoint must match the actual release date on signed document.
* Authorization remains in effect for up to three years unless client chooses to revoke authorization.
* If client refuses to sign an authorization, client information can still be entered in ServicePoint, but client record should remain closed except to the agency that collected the information.
* Agencies must retain original signed authorization for release of protected information documents at least six years from the date they cease to be in effect (from expiration or revocation).

# INTERAGENCY DATA SHARING

A primary objective of the ShareLink HMIS is to create a shared database system that can be used to streamline client access to services and facilitate the coordination of client services. To accomplish that objective, the ShareLink HMIS interagency data sharing protocols have been designed as an open system with the ability for individual agencies to selectively restrict data sharing between agencies. The ServicePoint software application used by the ShareLink system has a multi-level security configuration that can be selectively set to meet the agency specific requirements.

* Each participating agency is responsible for upholding Federal and State Confidentiality regulations to protect client records and privacy. In addition, the Participating Agency will only release client records with written consent by the client, unless otherwise provided for in the regulations.
* Participating Agency will abide specifically by the Federal confidentiality rules regarding disclosure of alcohol and/or drug abuse records.
* The ServicePoint software used by the ShareLink HMIS security settings will be configured to default sharing of all client data when a client release of information authorization has been activated for that record.
* It is the responsibility of each participating Agency to determine the extent of interagency data sharing that meets Agency policy and complies with all applicable Federal and State confidentiality regulations to protect client records and privacy.
* Each Agency ShareLink Administrator must consult with the HMIS Technical Staff to configure agency security settings of each ServicePoint assessment dataset and designate exceptions (if any) to security settings prior to implementing the HMIS system.

**PUBLIC NOTICE**

The Federal Register HMIS Data and Technical Standard Notice requires as a baseline requirement that every CHO post a sign at each intake desk (or comparable location) that explains generally the reasons for collecting protected personal information (PPI). While ShareLink Policy requires written consent, individual Providers can use the following language to assure that they meet this HUD baseline standard.

 **Public Notice**

**Anuncio Público**

**If you have difficulty reading this notice please ask for assistance.**

**Por favor infórmenos si usted tiene dificultad leyendo este anuncio.**

**This notice describes how information about you may be collected and used.**

**Este anuncio describe como recolectamos y usamos su información personal**

We collect personal information directly from you for reasons that are discussed in this privacy notice. The information you provide is entered into the ShareLink information management system on a web-based computer program. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs and to improve services. We only collect information that we consider to be appropriate. The collection and use of all personal information is guided by strict standards of confidentiality. A copy of our Privacy Notice describing our privacy practice is available to upon request.

 Public Notice (Federal Register / Vol. 69, No. 146 / Friday, July 30, 2004)

Nosotros le preguntamos información personal por razones que explicamos a continuación. La información que usted provee se entra en el sistema de manejo de información de ShareLink, el cual es un programa computarizado alojado en el Internet. Algunas leyes, así como organizaciones que donan dinero para operar este programa, requieren que nosotros recolectemos información personal. Alguna de la información personal que recolectamos es necesaria para el manejo de nuestros programas y para mejorar el servicio que prestamos. Nosotros solamente preguntamos por información que consideramos necesaria. La recolección y el uso de información personal están regulados por normas de confidencialidad muy estrictas. Usted puede solicitar una copia de nuestro Anuncio de Privacidad, el cual describe la manera como manejamos la información privada.

Anuncio Público (Registro Federal / Vol. 69, No. 146 / Viernes 30 de julio de 2004)

**PRIVACY NOTICE**

The Federal Register HMIS Data and Technical Standards Notice dated July 30, 2004 requires all Covered Homeless Organizations (CHOs) that are not Covered Entities under the HIPAA to publish a privacy notice describing its polices and practices for the processing of personally protected information (PPI). CHOs that are Covered Entities under the HIPAA are subject to HIPAA regulations regarding implementing and publishing a privacy notice. A ShareLink HMIS Privacy Notice that exceeds the baseline privacy requirements in the Federal Register HMIS Data and Technical Standards Notice has been adopted by the ShareLink HMIS User and Policy Group. A copy of the approved Privacy Notice is attached to the document as an appendix.

* CHO must adopt and publish the ShareLink HMIS Privacy Notice or develop an Agency Privacy Notice that meets or exceeds the baseline privacy requirements in the Notice.
* CHO must provide a copy of its privacy notice to any individual upon request.
* If the CHO maintains a web page, its current privacy notice must be posted.
* A CHO must state in its privacy notice that the policy may be amended at any time and that amendments may affect information obtained by the CHO before the date of the change. An amendment to the privacy notice regarding use or disclosure will be effective with respect to information processed before the amendment, unless otherwise stated. All amendments to the privacy notice must be consistent with the requirements of these privacy standards, and the CHO must maintain permanent documentation of all privacy notice amendments.
* CHOs are obligated to provide reasonable accommodations for persons with disabilities throughout the data collection process. This may include but is not limited to, providing qualified sign language interpreters, readers or materials in accessible formats as needed by the individual with a disability. In addition, CHOs that are recipients of federal financial assistance shall provide required information in languages other than English that are common in the community if speakers of these languages are found in significant numbers and come into frequent contact with the program.
* A CHO must specify in its privacy notice the purposes for which it collects PPI and must describe all uses and disclosures. **A CHO may use or disclose PPI only if the use or disclosure is allowed by this standard and is described in its privacy notice.**
* Uses and disclosures not specified in the privacy notice can be made only with the consent of the individual or when required by law.
* A CHO must allow an individual to inspect and to have a copy of any PPI about the individual. A CHO must offer to explain any information that the individual may not understand.
* A CHO must consider any request by an individual for correction of inaccurate or incomplete PPI pertaining to the individual; however, the CHO is not required to remove any information but may alternatively choose to mark information as inaccurate or incomplete and may supplement it with additional information.
* A CHO that denies an individual’s request for access or correction must explain the reason for the denial to the individual and must include documentation of the request and the reason for the denial as part of the protected personal information about the individual.

# DATA ELEMENTS TO BE COLLECTED

The U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards Notice published March 2010 revises the Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice (69 FR 146, July 30, 2004).

These Standards reflect comments have an expiration date of March 31, 2013.The final Standards include the interim Data Standards for the Homelessness Prevention and Rapid Re-Housing Program (HPRP) published in June 2009, and replace Section 2 (Universal Data Elements) and Section 3 (Program-Specific Data Elements) of the 2004 HMIS Data and Technical Standards Notice. All other sections of the 2004 Notice, such as the privacy and security standards, remain in effect. All programs are expected to begin collecting new data by June 1, 2010.

The full version of the Revised HMIS Data Standards, published March 2010 is an addendum to this policy and procedure manual. The revised HMIS Data Standards include four sections:

Section 1: Overview Outlines the major differences between the 2004 and 2010 data

standards, describes the statutory authority that allows HUD to prescribe the HMIS

Standards, and defines key terms referenced throughout the document.

Section 2: Program Descriptor Data Elements Describes the data elements that

collect program level information on homeless assistance and HPRP programs.

Section 3: Universal Data Elements Describes client level data elements that must

be collected on persons served in homeless assistance or HPRP programs.

Section 4: Program-Specific Data Elements Describes client level data elements that

are collected from certain types of programs that must provide this information to HUD

for funding.

***Background***

The ServicePoint software application is configured to capture all HUD required universal and program-specific data elements for programs receiving McKinney-Vento/HEARTH Act federal funding and for HPRP programs funded through the American Reinvestment and Renewal Act of 2009. The ServicePoint software application is updated as needed to remain compliant with HUD data standards and reporting requirements.

Picklists that contain a combination of HUD - approved values and other values, are identified by having the word "(HUD)" appended to the value"

Universal Data Elements as defined in HUD Data Standards are required for all programs receiving McKinney-Vento/HEARTH Act federal funding and for Emergency Solutions Grant programs and are recommended for all Sharelink HMIS Users.

Universal data elements include:

1. **Name**
2. **Social Security Number**
3. **Date of Birth**
4. **Ethnicity**
5. **Race**
6. **Gender**
7. **Veteran Status**
8. **Disabling Conditions**
9. **Residence prior to Program Entry**
10. **Zip Code of Last Permanent Address**
11. **Housing Status**
12. **Program Entry Date**
13. **Program Exit Date**

**14. Personal Identification Number (auto created by system)**

**15. Household Identification Number ( auto created by System**)

HUD also defines program level data elements that are required to be used by each HUD funded program depending on its program type.

The ShareLink HMIS User and Policy Committee may data determine elements in addition to HUD universal and program data elements to facilitate reporting or to inform community policy groups, advocates and other programs funded in addition to HUD.

Program Entry/Exits – Programs recording clients’ entry into their programs and exit from their programs using the HMIS Entry/Exit functionality are required to create the entry record within 5 days of program entry and create the exit record within 5 days of program exit. The information requested by the HMIS Entry and Exit screens attached to a program will be updated as part of this process.

Shelter Service Start and Service End – Shelters recording clients’ entry into their shelters and exit from their shelters using the HMIS Services or Bed List functionality are required to create the entry record within 5 days of shelter entry and create the exit record within 5 days of shelter exit. The information requested by the HMIS shelter screens attached to a shelter will be updated as part of this process.

**SHARELINK HMIS SERVICE POINT SOFTWARE MODIFICATION**

The ServicePoint software application has been configured to capture client data in electronic assessment forms. The software application has numerous default data elements and assessments that have been specifically designed to meet the data entry and reporting needs of McKinney Vento/HEARTH Act federally funded HMIS programs. A ShareLink service coordination work group has identified additional data elements and custom assessment configurations to best meet the programmatic and reporting needs of ShareLink HMIS participating agencies. Utilizing standard datasets and assessments facilitates the interagency data sharing needed to aggregate data, streamline client access to services and assist case managers in coordinating services between agencies. All ShareLink participating agencies will be strongly encouraged to utilize the ServicePoint default and ShareLink specific customizations. The HMIS technical staff will be responsible for assisting ShareLink Agency Administrators to identify and implement the appropriate software configuration for their agencies. From time to time, agency specific programmatic and reporting needs may require additional data capture needs which result in needed system modifications to add assessment or sub-assessment questions, or pick list values.

* Requests to modify the ServicePoint software should be submitted in writing to the HMIS staff
* HMIS staff will review the following in determining the feasibility of request:
	+ Existing assessment questions currently developed within the system
	+ Existing sub-assessments currently developed within the system
	+ Alternative options available that may allow capture of the data
	+ Complexity of modification request
* The HMIS User and Policy group will have final input on modification requests that have the potential to impact one or more participating ShareLink HMIS agencies other than the agency making the request.

**SHARELINK HMIS DATA RELEASE POLICY**

A goal of the ShareLink HMIS is to inform public policy about the extent and nature of homelessness in the community. This is accomplished through analysis of data that is gathered from the actual experiences of persons who are currently or formerly experiencing homelessness and the service providers who assist them in shelters and homeless assistance programs. Information that is gathered via interviews and intake assessments conducted by service providers with consumers is entered into the ShareLink HMIS database system and periodically analyzed. The resulting statistics are used to develop an unduplicated count, aggregated (void of any identifying client level information) and made available to policy makers, service providers, advocates, and consumer representatives. The HMIS Technical staff will run management reports for ShareLink HMIS participating agencies on a periodic basis and on as need basis contingent upon availability of HMIS Technical staff.

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**Principles for release of data:**

* Only de-identified aggregate data will be released except as specified below.
* No identified client data may be released without informed consent unless otherwise specified by Oklahoma State and Federal confidentiality laws. All requests for such information must be addressed to the owner/ participating agency where the data was collected.
* Program specific information used for annual grant program reports and program specific information included in grant applications is classified as public information.
* Reports of aggregate data may be made directly available to the public.
* Parameters of the aggregate data, that is where the data comes from and what it includes, will be presented with each report.
* Data will be mined for agencies requesting reports on a case-by-case basis. HMIS Technical staff reserves the right to deny any request for aggregated data.
* Management reports that are created by Agency HMIS Administrator or by Technical Staff on behalf of the Agency are for internal use only are not to be distributed to 3rd parties or intended for statistical analysis or use in independent studies.

**HARDWARE, SOFTWARE AND INTERNET CONNECTIVITY**

**Workstation**
While it is possible to run ServicePoint 5 with the lower than recommended client workstation specifications, your performance will likely be less than optimal.  The recommended specifications are as follows:

**Processor**
At least one Dual-Core processor is recommended.

**Memory**
If using Windows Vista, 4GB is recommended
IF using Windows XP, 2GB is recommended

**Video Resolution**
ServicePoint 5 is designed to run at 1024 x 768 (XGA) resolution

**Browser**Firefox 3+ is recommended.  Internet Explorer 8 is supported.  Other browsers work with varying results.  (For more information on browser compatibility, see knowledge base article located [*here*](https://crm.bowmansystems.com/portal/index.php/faqs/1-sp5/25-servicepoint-5-and-browser-compatibility))

**NETWORK**
In addition to ensuring that you computer meets the specifications listed above, it is important to ensure that your network is configured and performing optimally.  If you are in a larger office setting, your computer will likely be on a network that uses a router or firewall. Some routers and firewalls (**Ex:** SonicWall)  may need their configuration adjusted for optimal end user experience.  For optimal configuration, you should ensure that your network ***MTU*** (Maximum Transmission Unit) is set at **1500** or lower.  For internet connections experiencing high ***latency*** and/or ***packet loss***, lowering the **MTU** may help.

**INTERNET CONNECTION**
A ***broadband*** connection is required.  For the FCC definition of ***broadband***, click [here](http://www.fcc.gov/cgb/consumerfacts/highspeedinternet.html).  Your internet connection's reliability and performance will significantly impact end user experience.  Due to the nature of the internet, some issues may require contacting your ISP (Internet Service Provider) to resolve.  In addition, you may encounter poor performing **hops** (for the definition of a "hop", click [*here*](http://www.webopedia.com/TERM/H/hop.html)) between your ISP hardware and your destination.  Issues with poor performing ***hops*** can only be resolved by the respective ***hop's*** owner.

As a general guideline, connections that experience more than ***500ms latency*** are undesirable, and will degrade the end user experience with ServicePoint 5. and/or

In addition, connections that are experience a significant amount of ***packet loss*** will also cause problems.

For up to date information on performance of internet backbone traffic and network junction, visit [www.internetpulse.com](http://www.internetpulse.com/).  If you are experiencing performance issues related to your internet connection, be sure to visit this website, as you may be routing through a backbone network junction that is experiencing ***high latency*** or ***packet loss***.

While Bowman Systems may not be able to directly control issues that are impacting performance and end user experience, we can help to isolate the issues and make recommendations.

We have developed a toolkit, which you can download [here](https://crm.bowmansystems.com/portal/specs.bat), which will collect various points of data related to our computer hardware and internet connection and traffic.  This toolkit will execute a .bat file that will create a report containing troubleshooting information and place it in the **C:\** on your computer.  Once completed, you can attach the report (named ***"log.txt"***) to a case for your CSS to review.

In addition, if you are using Mozilla Firefox or Google Chrome, we recommend you use "Firebug" or Google's "Developer Tools" feature to capture  information when you are experiencing performance issues using ServicePoint 5.  This information can then be attached to a case for review by your CSS. For a detailed guide how to use Mozilla Firebug and Google Chrome's Developer Tools, click [here](https://crm.bowmansystems.com/portal/Network%20Activity%20Monitoring.pdf)

**USER IDENTITY MANAGEMENT**

Each user of the ServicePoint application must have a unique ID. Sharing of the user ID is a violation of the software license agreement. Your password must be 8 to 50 characters in length and must contain at least two numerals within the password. Your password will expire every 45 days, at that time you will be prompted to choose a new password. You cannot re-use the current password.

If you forget your password contact the ShareLink administrator to receive a new temporary password. System Administrators and Agency Administrators are responsible for validating, establishing, and granting security permissions and making sure security procedures are followed.

* Each Agency Administrator will be responsible for administering its own users (e.g., setting up user ID’s, passwords, etc.). However, the System Administrator will provide the initial user ID and temporary password via e-mail to the Agency Administrator.
* User names will be unique for each user and should not be shared. Recommended user name will be first initial and last name.
* The System Administrator will have access to the complete list of ServicePoint users.
* The System Administrator and Agency Administrators will be responsible for deleting accounts held by former employees.

The security of the database within the ServicePoint application is of great concern since it contains sensitive client data.

1. ***Do not share your password or account with any other user.***
2. ***Do not write your password down and do not let your browser store your password.***
3. ***When you see the prompt offering to save your login information always answer ‘no’ or ‘never for this site’***.
4. ***DO NOT use obvious, trivial, or predictable passwords***. ***Obvious, predictable and trivial passwords include: names of relatives or pets; street names; days and months; repetitive characters; dictionary words; and common words such as PASSWORD, SECURITY, SECRET, etc.***

NOTE: Password protection has been used for many years to control access to computer information. Your computer password is your personal key to a computer system. Passwords help ensure that only authorized individuals access computer systems. Passwords also help to determine accountability for all transactions and other changes made to system resources, including data. If you share your password with a colleague or friend, you will be giving an unauthorized individual access to the system. *The relevant authorized user(s) will be held responsible if an unauthorized individual uses their access privileges to view and/or disclose confidentiality information, make unauthorized changes to the data or damage the information on the system.* The System Administrator has the capability of performing audits of the system to track unauthorized use. Unauthorized use could result in termination of user access.

**DATA ACCESS LOCATION**

Users are not permitted to access ShareLink via the Web from unauthorized public locations where the potential exists for viewing of client information from unauthorized persons. Access is allowed only from authorized agency locations. Public Key Infrastructure (PKI) security is in use requiring that the authorized workstation have the HMIS PKI security file installed.

**SHARELINK HMIS AGENCY TECHNICAL SUPPORT REQUIREMENTS**

Participating agencies are responsible for providing their own technical support for all hardware systems used to connect to ShareLink.

* Ongoing maintenance and support of Personal Computer and printer hardware will also be the responsibility of the agency.
* Communication and Internet connection difficulties will be managed between the agencies and the appropriate Internet Service Provider selected by that agency.
* CSC HMIS Technical Staff will provide troubleshooting and problem analysis/triage related to ShareLink application usage. If any difficulty is traced to agency hardware or agency Internet connection, CSC HMIS staff will not be obligated to interface directly with any hardware manufacturer and/or ISP. CSC HMIS Technical Staff will only be obligated to interface directly with hardware manufacturers or ISP’s as it pertains to the function of the system hosting organization’s responsibility. CSC HMIS Technical Staff will attempt to continue to support and assist the agencies until resolution of the issue/problem, but the primary responsible entity for resolving hardware and Internet communication problems will be the agency. CSC HMIS Technical Staff will be the primary responsible entity for resolving application-specific ShareLink problems.

**Appendix A: ShareLink HMIS Memorandum of Agreement.**

**October 2007.**

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**SHARELINK HMIS Memorandum of Agreement**

This agreement between the COMMUNITY SERVICE COUNCIL OF GREATER TULSA (CSC) and       hereinafter known as AGENCY outlines points of agreement for the use of the ShareLink Homeless Management Information System (ShareLink HMIS), a Web-based information management system administered by CSC. The AGENCY is a Covered Homeless Organization (CHO) as defined by the US Housing and Urban Development in Federal Register HMIS Data and Technical Standards Final Notice, dated July 20, 2004. The AGENCY is [ ]  is not [ ]  a Covered Entity as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

This agreement is effective as of the date shown below, and remains in effect until terminated in writing by either of the parties.

The ShareLink HMIS is a Web-based information management system designed to assist providers of services to homeless and formerly homeless and those at risk of homelessness in order to facilitate client intake, data collection and reporting, and to determine community resource availability. ShareLink also enables the sharing of client information with other providers where allowed by law or authorized by the client to assist in collaboration on client-related activities such as referrals to other agencies, appointment scheduling, coordination of services and case management.

The ShareLink HMIS utilizes the ServicePoint software product from Bowman Internet Systems. The ServicePoint product is operated from a computing infrastructure operated and maintained by Bowman Internet Systems and administered locally by CSC. Viewed as a community resource, CSC accepts guidance from a stakeholder advisory group called the ShareLink HMIS Policy Group concerning the management and operation of ShareLink as it relates to the needs of ShareLink HMIS partner agencies.

AGENCY agrees to the following:

* Comply with all federal and state laws, rules and regulations that may apply to the use of ShareLink and the collection, use and disclosure of client information. NOTE: A CHO that is also a Covered Entity under HIPAA is not required to comply with the privacy or security standards in the Federal Register HMIS Data and Technical Standards Final Notice, dated July 20, 2004 if the CHO determines that a substantial portion of its homeless client data is protected health information as defined in the HIPAA rules;
* Comply with the operational policies and procedures contained in the ShareLink Homeless Management Information System Standard Operating Policies and Procedures guide;
* Adopt and implement a Privacy Policy that is in compliance with either the Federal Register HMIS privacy and security standards or the HIPAA rules as is applicable to AGENCY’s status;
* Require all AGENCY ShareLink users to complete the Client Authorization Management training prior to being issued a ServicePoint User ID;
* Require all AGENCY ShareLink users to sign the ShareLink User Policy Responsibility Statement;
* Require AGENCY ShareLink Administrator to take action necessary to ensure that ShareLink User access is discontinued immediately upon the effective date that a AGENCY ShareLink user is no longer employed by the AGENCY or otherwise no longer authorized to be ShareLink user. Action will include at a minimum notifying the CSC ShareLink Administrator in writing of user right termination at least five business prior days to effective date or immediately upon termination of rights if prior notice is not available;
* Verify the accuracy and completeness of AGENCY resource information in ShareLink on at least an annual basis, and update as needed utilizing the AIRS Taxonomy codes;
* Cooperate with other agencies utilizing ShareLink in the coordination of care and case management for clients accessing services from multiple agencies for the mutual benefit of the client, the agencies, and the community;
* Obtain written authorization from the client using a client authorization for release of protected information form approved by ShareLink HMIS Policy Group before client information is used or disclosed for any purpose not allowed by the HIPAA rules, Federal Register HMIS privacy and security standards or other applicable laws;
* Retain original signed *ShareLink HMIS Client Authorization for Release of Protected Information* documents at least six years from the date they cease to be in effect (from expiration or revocation);
* Safeguard information collected from clients or shared by other organizations as US Housing and Urban Development in Federal Register HMIS Data and Technical Standards Final Notice, dated July 20, 2004 or HIPAA Privacy rules as applicable.
* Authorize CSC to create and share de-identified files and reports by using the methods defined in the HIPAA law, for itself and other methods as appropriate and as permitted by the HIPAA Privacy Rule;
* Authorize CSC to create and share limited data sets as defined and limited by the HIPAA Privacy Rule.

CSC agrees to the following:

* CSC will adhere to the baseline security standards and requirements for system application and hardcopy security as outlined in the Federal Register/vol 69. No. 146/Friday July 30, 2004. (4.3.1.to 5.2.1);
* AGENCY retains ownership of the data that it enters into ShareLink. AGENCY may access this data online via ShareLink, or can obtain copies of data as extracted files by request from CSC;
* AGENCY retains decision-making authority on items related to AGENCY operations and service delivery, including eligibility criteria for services and the means and mechanisms for providing services;
* Adopt and implement a Privacy Policy that is in compliance with either the Federal Register HMIS privacy and security standards or the HIPAA rules as is applicable to CSC’s status;
* Provide ShareLink HMIS ServicePoint administration and user access ServicePoint software application;
* Provide initial training, on-going training and technical support to maintain the ShareLink HMIS system;
* Update the ShareLink Homeless Management Information Standard Operating Policies and Procedures guide as needed to meet current HMIS system requirements and maintain compliance with all federal and state laws, rules and regulations that may apply to the use of the ShareLink HMIS;
* Notify AGENCY in writing at least five business days prior to the effective date of changes to the ShareLink Homeless Management Information Standard Operating Policies and Procedures guide;
* Execute a ShareLink HMIS Memorandum of Agreement with all organizations using the ShareLink HMIS to prohibit the re-disclosure of individually identifiable information;
* Act as liaison between AGENCY and Bowman Internet Systems.

Bowman Internet Systems is solely responsible for any warranty of the capabilities of the ServicePoint software. In no event shall CSC be liable for indirect, consequential punitive or special damages. CSC shall not be responsible for loss of data or interruption of service caused by AGENCY or any other person or entity.

A Business Associate Agreement Security Addendum will be attached to and made a part of ShareLink Memorandum of Agreements with all agencies that are Covered Entities as defined by the Health and Insurance Portability Accountability Act of 1996 (HIPAA).

Any disputes regarding this agreement shall be resolved under the laws of the State of Oklahoma and any litigation shall be commenced in the State of Oklahoma.

**­­­­­­­­­­­­­­­­­**For AGENCY: For CSC:

     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phil Dessauer

*Name*  *Name*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Signature and Date* *Signature and Date*

     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Executive Director

*Title* *Title*

**Appendix B: Business Associate Agreement Contract Security Addendum**

**October 2007**

**Business Associate Agreement**

**Contract Security Addendum**

**(For Covered Entities Only)**

This Security Addendum to the parties’ Business Associate Agreement is made by and between (“Covered Entity”) and Community Service Council of Greater Tulsa (“Business Associate”) on the day of , 2007.

**Recitals**

1. The Covered Entity and the Business Associate (“the Parties”) entered into an agreement for services that caused the Parties to enter into a Business Associate Agreement to comply with the HIPAA Privacy Rule found at 45 CFR Parts 160 and 164, subparts A and C.
2. The Parties also desire to comply with the HIPAA Security Rule found at 45 CFR Parts 160, 162, and 164 that is effective April 14, 2005.
3. By entering into this Security Addendum, the Parties memorialize their agreement with respect to such compliance.

**NOW, THEREFORE**, for good and valuable consideration, the sufficiency of which is hereby acknowledged, the Parties agree, as follows:

Covered Entity will permit Business Associate to create, receive, maintain or transmit Electronic Protected Health Information (“EPHI”) on its behalf so long as Business Associate agrees to the following:

1. Business Associate shall implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of EPHI that Business Associate receives, creates maintains or transmits on behalf of Covered Entity.
2. Business associate shall ensure that any agent to whom it provides EPHI, including a subcontractor, agrees in writing to implement reasonable and appropriate safeguards to protect such EPHI.
3. Business Associate shall report promptly to Covered Entity any security incident involving EPHI that is the subject of this agreement. For the purposes of this Security Addendum, “security incident” shall mean the attempted or successful unauthorized access, use, disclosure, modification or destruction of information or interference with systems operations in an information system.

IN WITNESS WHEREOF, each of the undersigned has caused this Security Addendum to the Parties’ existing Business Associate Agreement to be duly executed on its behalf.

**Covered Entity Business Associate**

 Signature and Date Signature and Date

 (Print Name) (Print Name)

 (Title) (Title)

**Appendix C: ShareLink HMIS User Policy and Responsibility Statement**

**October 2007**

*Each ShareLink user will be required to sign a ShareLink HMIS User Policy and Responsibility Statement 1) prior to obtaining a ServicePoint User ID with ServicePoint Password and 2) annually to coincide to with the HMIS HUD grant cycle of July 1 to June 30th. ServicePoint User Licenses will be set to expire annually on June 30th. A current signed HMIS User Policy and Responsibility statement must be on file with the ShareLink HMIS Aministrator CSC) for each ServicePoint licensed user.*

# Sharelink BW logo

ShareLink HMIS User Policy and Responsibility Statement

For: from:

 User Name *(print Name)* Agency Name *(print Name)*

## ShareLink HMIS User Policy

ShareLink is a Web-based information management system designed to assist providers of services to individuals currently, formerly or at risk of experiencing homelessness to facilitate client intake, data collection and reporting, and to determine community resource availability. ShareLink also enables the sharing of client information with other providers where allowed by law or authorized by the client to assist in collaboration on client-related activities such as referrals to other agencies, appointment scheduling, coordination of services and case management. ShareLink participating agencies and each User within the system are bound by various restrictions regarding the Client information*.*

**Relevant points about safeguarding client information include:**

* It is a **Client's** decision about which information, if any, information is to be shared with any Partner Agencies.
* **ShareLink Authorization for Use and Disclosure of Protected Health Information** shall be signed by Client before any identifiable client information is designated in ServicePoint for sharing with any Partner Agencies. Authorization remains in effect for up to three years unless client chooses to revoke authorization.
* Client consent may be revoked by the client at any time using the Cancellation for Authorization for Use and Disclosure of Protected Health Information. Client should be given a copy of this document and original should be retained by the provider.
* User shall insure that prior to obtaining Client's signature; the **ShareLink Authorization for Use and Disclosure of Protected Health Information** was fully rev*iewed with Client in a manner to insure that Client fully understood the information (e.g. securing a translator if necessary).*
* The Client shall have a right to receive a copy of any signed **Authorization for Use and Disclosure of Protected Health Information.**
* Original signed *ShareLink HMIS Client Authorization for Release of Protected Information* documents shall be retained at least six years from the date they cease to be in effect (from expiration or revocation).
* No client may be denied services for failure to provide consent for ShareLink data collection*.*
* User will comply with all Federal and state laws, rules and regulation that may apply to the use of ShareLink and the collection, use and disclosure of client information.

**User Responsibility Statement**

Please initial each item below to indicate your understanding of proper access to the ServicePoint and use of the ShareLink system.

**I affirm the following:**

\_\_\_\_\_\_I have received training on using the ShareLink System.

\_\_\_\_\_\_I have received training on the Client Authorization Management Process and how to administer client security functions in the ShareLink system.

\_\_\_\_\_\_I will accept the Bowman Internet ServicePoint End User Agreement and agree to be bound by the terms stated in the agreement.

\_\_\_\_\_\_I will take all reasonable means to keep my password physically secure and private.

\_\_\_\_\_\_The only individuals who can view ShareLink information are authorized users and the individual client to whom the information pertains.

\_\_\_\_\_\_I understand I will be held responsible if I allow an unauthorized user to access the system and damage the information on the system, view client information or to make unauthorized changes to the data.

\_\_\_\_\_\_I will only access ShareLink from locations authorized by my agency.

\_\_\_\_\_\_I will not access ShareLink via the web from unauthorized public locations where the potential exists for viewing client information from unauthorized persons.

\_\_\_\_\_\_I may only view, obtain, disclose or use the ShareLink information necessary to perform my job.

\_\_\_\_\_\_I will observe all of ShareLink user policies regarding safeguarding Client information.

\_\_\_\_\_\_I will enter accurate, complete information to the best of my ability.

\_\_\_\_\_\_Hard copy printouts of ShareLink individual client data are part of a client’s confidential file and must be kept in a secure file. If they are no longer needed they must be properly destroyed to maintain confidentiality.

\_\_\_\_\_\_A computer running the ShareLink system should never be left unattended. If I am logged into ShareLink, I must log off before leaving my work area.

\_\_\_\_\_\_I understand that these rules apply to all users of ShareLink, whatever their role or position.

\_\_\_\_\_\_I agree to maintain strict confidentiality of information obtained through the ShareLink HMIS.

\_\_\_\_\_\_I agree that if I allow or notice any breach of confidentiality I will notify my ShareLink Agency Administrator in writing and corrective action will be implemented.

User Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agency Supervisor: Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title:

**Appendix D: Agency HMIS Support Letter Template**

 **(Current letter is required for annual renewal application for HUD funding)**

Print on Agency Letterhead

[Date]

James L. Lyall, Associate Director

Community Service Council of Greater Tulsa

16 E. 16th

Tulsa, Oklahoma 74119

RE: Letter of Commitment to Tulsa Continuum of Care Homeless Management Information System (HMIS) for FY2007 Renewal Application

Dear Jim,

[Insert Agency Name] is pleased to submit this letter of commitment to participate in the Tulsa Continuum of Care Homeless Management Information System.

It is our understanding that the Community Service Council (CSC), as the lead agency for the HMIS, will present a 1-year renewal grant in the amount of $129,113 in the FY2007 HUD Continuum of Care funding application. The budget year for the grant request is July 1, 2008 to June 30, 2009. We understand that the proposed budget will cover 1) annual costs of contracting with the Tulsa City County Health Department to host the HMIS software application, 2) Administrative, service management and technical support for the HMIS, and 3) Community Service Council’s operating expenses for the HMIS project.

[Insert Agency Name] as an active participant in the HMIS, commits to providing an agency participation fee, not to exceed $1,000, toward meeting $31,485 of CSC’s cash match requirements for this grant term. CSC will invoice [Insert Agency Name] for the agency participation fee on the start date of the renewal grant term, July 1, 2008.

[Insert Agency Name] utilizes the HMIS software application as part of its overall client database and case management strategy for programs providing services to homeless and formerly homeless clients.

In accordance with HUD regulations all cash match funds and in-kind leveraging funds committed to the HMIS will be procured from sources other than McKinney Vento Supportive Housing Funds.

We wholeheartedly support the HMIS and the effort to improve service delivery and increase planning and evaluation capacity through the implementation of a community-wide information network.

Sincerely,

**Appendix E: Annual HMIS Agency Report to CoC TemPLATe**

*Each Participating HMIS Agency will submit an annual report using the following template to the Continuum of Care. Reporting cycle will coincide with the HMIS HUD funding cycle of July 1 to June 30th. The HMIS agency annual report will serve as an annual desk monitoring tool and supporting documentation for the HMIS Exhibit 1 portion of the Tulsa City County CoC Annual SuperNofa Supportive Housing Program Application to HUD*

**SHARELINK Homeless Management Information System**

**HMIS Participating Agency Annual Report to Continuum of Care**

**For the Time Period July 1, \_\_\_\_\_ to June 30, \_\_\_\_\_\_\_**

**Instructions:** Review agency information provided by ShareLink HMIS lead agency staff. Correct agency contact information if needed. Complete all check boxes and comment sections.

|  |
| --- |
| Agency Name:  |
| Agency ShareLink HMIS Administrator Name :  |
| Phone Number**:**  | Email:  |
| Date Agency began entering data in ShareLink:  |
| Number of licensed ServicePoint Users for Agency:  |
| Type of Agency Programs in ShareLink: (Check all that Apply)**[ ]** Emergency Shelter **[ ]** Supportive Housing [ ]  Support Services **[ ]** Homeless Prevention [ ]  Other (Describe)       |
| McKinney Vento Funding: (Check all that Apply)[ ]  CoC SuperNOFA Consolidated Application [ ]  ESG [ ]  HOPWA [ ]  HPRP [ ] N/A |

ShareLink HMIS Security and Technical Standards

A check mark indicates agency compliance with security and technical standards. Use comment section to provide explanation if agency does not meet the specified data and technical standard. Reference; ShareLink HMIS Policy and Procedure Guide.

[ ]  Agency has adopted the ShareLink Privacy **Policy** OR is compliant with all applicable HIPAA practices. Enter date policy adopted       If not compliant: date anticipated

[ ]  A ShareLink Privacy Policy or HIPAA Privacy Policy is posted on the agency maintained web site. Enter web site address:

[ ]  A copy of the ShareLink Privacy **Notice** in English and Spanish is posted at all agency ShareLink HMIS intake areas.

[ ] All agency HMIS workstations and Internet connectivity are in compliance with the required HUD system security standards, including:

* ShareLink HMIS ID and password restricted to use by designated ShareLink user
* Secure computer monitor setup, i.e. not accessible for public viewing of ShareLink HMIS information
* Locking screen savers on computers activated
* Virus protection with auto update active
* Individual or network firewalls installed

[ ] All designated ShareLink users have been trained on both the ShareLink HMIS application software and ShareLink client confidentiality protocols.

[ ]  A current signed ShareLink User and Responsibility Statement for all designated users is on file at the Agency and a copy has been provided to the HMIS lead agency.

[ ]  Agency has received a current copy of the ShareLink HMIS Policy and Procedure Guide and has a process to maintain agency compliance with HMIS Policy and Procedures.

[ ]  Agency has a process to get feedback on ShareLink system from consumers and clients

|  |
| --- |
| Comments: provide explanation if agency does not meet a specified security and technical standard. Include plans to meet standard and/or barriers to implementation.      |

ShareLink HMIS Data Entry Status and Data Quality

**Instructions: Review data quality and complete check boxes and comment section.**

Universal Data Elements Quality. Note: This table is completed by HMIS staff.

**\*\* Data Quality Report to be provided by HMIS staff\***

|  |  |
| --- | --- |
| Data Element | Target Values\* |
| Social Security # | ≤5% |
| Date of Birth | ≤5% |
| Ethnicity | ≤5% |
| Race | ≤5% |
| Gender | ≤5% |
| Veteran Status | ≤5% |
| Disabling Condition | ? |
| Residence Prior to Entering Program | ≤10% |
| Zip Code of Last Permanent Address  | ≤10% |
| Name | ≤10% |

\*HUD has not published standards for data quality of universal data elements. Target values noted meet or exceed national averages on AHAR reports. A target value for disabling condition needs further definition to distinguish between self-report disabling conditions and documented disabling conditions.

[ ]  Agency reviews HMIS reports for client level and program level data quality and has implemented a process to maintain and/or improve data quality.

[ ]  Agency reviews program entry and exit dates for validity and has implemented a process to maintain and/or improve data quality. Note: Entry and exit dates for shelter stays are auto populated in ServicePoint.

|  |
| --- |
| Comments: Briefly describe agency process to monitor data quality, include frequency of data checks, process to improve data and note any barriers to maintaining data quality.       |

**ShareLink HMIS Training and Support**

Check all that apply (For CoC and Lead Agency HMIS planning )

Use the Comment Section to note areas of improvement needed or suggestions for training topics and or reporting needs.

**Initial trainings on ServicePoint, Client Confidentiality Protocols and Privacy Policies are:**

 [ ]  Effective for agency needs [ ]  Adequate but needs improvement [ ]  Not Adequate

**Refresher trainings on ServicePoint and additional skill trainings are**:

[ ]  Timely and Effective [ ]  Adequate but needs improvements [ ]  Not adequate

**Technical Support on the ServicePoint System provided by HMIS staff is:**

[ ]  Timely and Effective [ ]  Adequate but needs improvements [ ]  Not adequate

**Technical Support and Report Generation on the Advanced Reporting Tool (ART) is**:

[ ]  Timely and Effective [ ]  Adequate but needs improvements [ ]  Not adequate

|  |
| --- |
| Comments: note areas of improvement needed or suggestions for training topics and reporting needs      |

**Benefit of HMIS System**

Check all that apply (For CoC and Lead Agency HMIS information purposes only)

[ ]  Clients are given option of signing ShareLink authorizations to release information to other participating ShareLink HMIS agencies. Percent that sign

[ ]  Agency ShareLink HMIS records are closed Clients are **not** given the option of signing the

[ ]  Agency uses HMIS system for reporting and program management tool

[ ]  Agency uses HMIS system as case management tool.

[ ]  Agency uses HMIS system to produce HUD APR reports.

[ ]  HMIS system has replaced previous data management system

[ ] Agency is transitioning data management to HMIS system

[ ] HUD mandate for HMIS system has created dual entry for agency staff

|  |
| --- |
| Comments on Benefit of ShareLink HMIS for Agency or CoC: (optional)      |

*ShareLink HMIS Participating Agency Certification for Tulsa Continuum of Care*

*I certify, on behalf of my agency, that all information contained in this report is accurate and true, based on our current program records for the program*.

Agency Administrator for ShareLink HMIS Date

*Submit original to ShareLink HMIS Manager and retain a copy for agency records:*

Community Service Council- Attn: ShareLink HMIS Manager -16 E 16th Suite 202- Tulsa, Oklahoma 74119

**Appendix F: ShareLink HMIS Privacy Policy**

**Adopted by Tulsa County Continuum of Care June 8, 2005**

**(Spanish translation available upon request)**

**SHARELINK**

**PRIVACY NOTICE**

**We collect personal information directly from you for reasons that are discussed in this privacy notice. The information you provide is entered into the ShareLink information management system on a web-based computer program. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs and to improve services. We only collect information that we consider to be appropriate. The collection and use of all personal information is guided by strict standards of confidentiality.**

Please review this carefully. This notice tells you about how we use and disclose your personal information. It tells you about your rights and our responsibilities to protect the privacy of your personal information. It also tells you how to notify us if you believe that we have violated any of your rights or any of our responsibilities.

**If you have difficulty reading this notice, please ask for assistance.**

**Our Legal Duty**

We are required by applicable federal and state law to maintain the privacy of your personal information. We are also required to offer you a copy upon request of this notice about our privacy practices (policies), our legal duties, and your rights concerning your personal information. We must follow the privacy practices (policies) that are described in this notice while it is in effect. This notice takes effect immediately, and will remain in effect until we replace it.

We reserve the right to change our privacy practices (policies) and the terms of this notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices (policies) and the new terms of our notice effective for all personal information that we maintain, including personal information we created or received before we made the changes. Before we make a significant change in our privacy practices (policies), we will change this notice and make the new notice available upon request.

You may request a copy of our notice at any time. For more information about our privacy practices (policies), or for additional copies of this notice, please contact us using the information listed at the end of this notice.

How We Use or Disclose Your Personal Information

When you request or receive services from this program, we ask for information about you. This information helps us continuously improve services to you by:

 • Better assessing your needs

 • Identifying what services are available and what services need to be developed

• Tracking whether needs are met

**Your Rights**

You have the right not to provide protected personal information to an agency. You may exercise your right of privacy by not answering any or all of the personal questions asked by the agency. You will not be denied services for which you would otherwise have been eligible if you choose to not answer questions regarding your protected personal information.

1. You have the right to inspect and obtain a copy of your own protected personal information for as long as it is kept in ShareLink, except for information compiled in reasonable anticipation of, or for use in, a legal proceeding.
2. You have the right to request corrections to your protected personal information when the information in the record is inaccurate or incomplete.
3. You have a right to request that your personal information be provided to you by alternative means, (such as by mail or telephone), or at alternative locations (such as at your residence or place of work). This agency will accommodate reasonable requests.

**HOW WE PROTECT YOUR INFORMATION**

Our agency and all agencies in the ShareLink system are required by law to maintain the privacy of protected personal information and to provide you with notice of their legal duties and privacy practices (policies) with respect to protected personal information.

ShareLink uses many security protections to insure the safety and confidentiality of your information. Some of the information that we may collect from you includes:

• Reasons for homelessness

• Medical and mental health conditions

• Housing information

• People included in your household

 • Income levels and sources

• You or your family’s needs

• Services that are being used by you and your family

• Information that is used to identify you, like your name and date of birth

**NON PERMITTED USES AND DISCLOSURES**

Once entered into ShareLink, your personal information that identifies you is NOT shared outside of this program without your written permission unless such information is categorized below as a permitted use or disclosure. If you would like your information shared with one or more other agencies to make it faster and easier for you to receive benefits or services, please ask us how to fill out the permission form. In the future, if you decide that you no longer want your information shared in this way, you may cancel the permission form by giving us a written statement of your decision. If you have difficulty writing, please ask for assistance.

**PERMITTED USES AND DISCLOSURES:** Information that you provide may be used in the following ways and otherwise as required by law without your written permission. It may be used or disclosed:

**To Provide Services**

We will use personal information about you to provide you with services. We may share this information with members of our staff or with others involved in your support.

**For Billing or Reimbursements of Services**

We may share your personal information with authorized people who work in this agency for purposes related to billing, reimbursement of services or funding.

**For Administrative Operations**

We may use or disclose your personal information for operational and administrative purposes. For example, there are some services that are provided for us by our business associates such as accountants, consultants and attorneys. We may also use your personal information to evaluate our services, including the performance of our staff in caring for you.

**For Creating De-identified Information**

We may use your personal information to create and disclose reports that do not identify you. For example we may create reports for the community that can help us learn how to continually improve the quality and effectiveness of the services to persons who are homeless.

**As Required by Law** – We may use or disclose personal information about you when we are required to do so by law.

**For Public Health Activities** – We may disclose personal information about you if a ShareLink user or administrator, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public and is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

**For Victims of Abuse, Neglect or Domestic Violence** – We may disclose personal information about you to a government agency (including a social service or protective services agency) authorized by law to receive reports of abuse neglect or domestic violence if we believe you are the victim of abuse, neglect or domestic violence.

**For Academic Research Purposes** - We may use or disclose personal information to individuals performing academic research who have a written formal relationship with ShareLink. However, your protected personal information will never be published in any identifiable form.

**For Legal Activities** – We may disclose personal information about you in response to a court proceeding. We may also disclose personal information about you in response to a subpoena or other legal process.

**Disclosures for Law Enforcement Purposes** – We may disclose personal information about you to law enforcement officials for law enforcement purposes as required by law or in response to a court order, subpoena or other legal proceeding.

**How to File a Grievance about our Privacy Practices (Policies)**

If you have concerns about any of these possible uses or disclosures, or believe that such disclosures may put you or someone else at risk, please let us know so that we can address these concerns with you. We want you to be confident that your information is secure. If you believe your information has been shared without your permission, please write down your concern and submit it to us at:

 [Agency Name]

[Contact Person]

[Address Information]

You may use the following form to submit a grievance to us. **It is against the law for any agency to take retaliatory action against you if you file this grievance. You can expect a response within 30 days via the method of your choice.**

Effective date of this notice:

Approved by:

**Grievance about our Privacy Practices (Policies)**

If you think we may have violated your privacy rights or you disagree with a decision we made about access to your " Personal Information” you may complete this form.

And return this form to:

[Agency Name]

[Contact Person]

[Address Information]

Date of offense:

Name of individual who violated your privacy rights:

Brief description of grievance (what happened):

Best way to contact you:

Your name:

Your phone:

Your mailing address:

**It is against the law for any agency to take retaliatory action against you if you file this grievance. You can expect a response within 30 days via the method of your choice.**

**This section for agency use only**

Reviewed by: Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature:

Title: Date:

Recommendation or corrective action taken:

**Appendix G: Public Notice**

 **Approved by Continuum of Care June 8, 2005**

**Laminated Signs Available Upon Request**



**Public Notice**

**Anuncio Público**

**If you have difficulty reading this notice please ask for assistance.**

**Por favor infórmenos si usted tiene dificultad leyendo este anuncio.**

**This notice describes how information about you may be collected and used.**

**Este anuncio describe como recolectamos y usamos su información personal**

We collect personal information directly from you for reasons that are discussed in this privacy notice. The information you provide is entered into the ShareLink information management system on a web-based computer program. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs and to improve services. We only collect information that we consider to be appropriate. The collection and use of all personal information is guided by strict standards of confidentiality. A copy of our Privacy Notice describing our privacy practice is available to upon request.

 Public Notice (Federal Register / Vol. 69, No. 146 / Friday, July 30, 2004)

Nosotros le preguntamos información personal por razones que explicamos a continuación. La información que usted provee se entra en el sistema de manejo de información de ShareLink, el cual es un programa computarizado alojado en el Internet. Algunas leyes, así como organizaciones que donan dinero para operar este programa, requieren que nosotros recolectemos información personal. Alguna de la información personal que recolectamos es necesaria para el manejo de nuestros programas y para mejorar el servicio que prestamos. Nosotros solamente preguntamos por información que consideramos necesaria. La recolección y el uso de información personal están regulados por normas de confidencialidad muy estrictas. Usted puede solicitar una copia de nuestro Anuncio de Privacidad, el cual describe la manera como manejamos la información privada.

Anuncio Público (Registro Federal / Vol. 69, No. 146 / Viernes 30 de julio de 2004)

**Appendix H: Authorization for Use and Disclosure of Protected Health Information**

**Revised July 2008**

**Contact CSC HMIS Staff for most current version of this form prior to utilizing. Document in Spanish available upon request.**

Agency use only:

File ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**Authorization for use and disclosure of protected health information­**

This form documents my permission for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to share my records, which contain information about me called “protected health information”, with other organizations that use the ShareLink system to exchange information. ­­­­­­­­The purpose of sharing my records is to help ShareLink organizations more quickly determine what services I need and whether I am eligible for those services by not having to collect the same information from me again, and to coordinate the delivery of services that are provided to me.

I understand that if I sign this consent/authorization and information is disclosed to another agency, the information may lose protection it would otherwise have under Health Insurance Portability and Accountability Act (HIPAA - a federal law that protects certain health information about me). I further understand that each current and future participating ShareLink organization that will have access to my records will have signed a written contract that promises they will only use my information for the purposes stated above and will not release it to anyone else.

I understand that if I do not sign this form, it will not change whether or not I can receive services from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or any other ShareLink organization.

I understand that this authorization is good for \_\_\_\_\_\_\_\_\_\_\_ (\_\_\_\_) year(s) from the date of my signature below unless I withdraw it by giving a written request to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which I may do at any time. If I withdraw this authorization in the future, I understand that it will not change the fact that my records were shared before that date.

I agree to allow \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to share my records with people who work as employees, contractors, consultants or volunteers at the organizations that use the ShareLink system, which include:

*Community Service Council of Greater Tulsa, Inc., Family & Children’s Services of Tulsa, , John 3:16 Mission, Inc., Legal Aid Services of Oklahoma, Inc., Mental Health Association in Tulsa, Morton Comprehensive Health Services, Restore Hope Ministries, Inc., The Salvation Army Center of Hope, Tulsa City-County Health Department, Tulsa County Social Services, Tulsa Day Center for the Homeless, Volunteers of America of Oklahoma, YMCA of Greater Tulsa, Youth Services of Tulsa*

I understand that additional organizations may join ShareLink at any time and will also have access to my records for the previously stated purpose of coordinating access and delivery of services to me. I understand that upon my request any ShareLink agency will furnish me with an updated copy of all participating agencies.

My records may include information about me and my household such as name, address, employment, gender and age, about non-health services such as food, clothing, housing and financial assistance, about medical and mental health conditions, substance abuse treatment, and domestic violence issues that I currently have or have received treatment for in the past, and about services that I receive from ShareLink organizations.

Oklahoma law requires the following statement on this form: **“Health information authorized for release may include records which may indicate the presence of a communicable or venereal disease which may include, but are not limited to, diseases such as hepatitis, syphilis, gonorrhea and the human immunodeficiency virus, also known as Acquired Immune Deficiency Syndrome (AIDS).”**

**I understand that if the records or information being released involve treatment for alcohol or substance addiction, my records are also protected by federal law and regulations relating to “confidentiality of alcohol or drug abuse patient records” (42 C.F.R. Part 2, 42 U.S.C. § 290dd-2).**

**If the records or information released involve treatment for alcohol or substance addiction, this information has been disclosed to agencies from records protected by federal confidentiality rules (42 C.F.R. Part 2). Federal rules prohibit agencies from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the client to whom it pertains or as otherwise permitted by 42 C.F.R. Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any patient/client for alcohol or drug abuse.**

­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Client (print) Date of Birth

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date signed

For Parent, Guardian or Personal Representative of Client (if applicable)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_

Signature Relationship to Client Date signed

**Appendix I: Cancellation of Authorization for Use and Disclosure of Information**

**October 2007**



Agency use only:

File ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Cancellation of Authorization for use and disclosure of information**

This form documents your request to withdraw the authorization you previously approved for [*agency name*] to share information about you with other organizations that use the ShareLink system.

­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Client (please print) Date of birth

I withdraw the authorization previously given to [*agency name*]to share health information about me, called “protected health information” (PHI) with other ShareLink organizations.

I understand that this cancellation is effective immediately upon my signature and that my information is removed from further disclosure. I also understand that withdrawing this authorization does not change the fact that information about me may have been shared while the authorization I gave was in effect.

I understand that if I wish to re-authorize the sharing of my information at a future time, I will need to sign a new authorization form.

­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

Signature of Client Date signed

For Personal Representative of Client (if applicable)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Personal Representative Relationship to Client Date signed

To be accepted, this written request must be delivered in person, or by postal mail or facsimile to [*agency name*] at the address below.

[*agency name*]

[*c/o contact name*]

[*agency street address1*]

[*agency street address2*]

[*city, state, zip*]

[*facsimile number*]

**Appendix J: Federal RegisteR July 30, 2004**

**HMIS Data and Technical Standards Final Notice July 30, 2004–**

**FR-4848-N-02 July 30, 2004**

**(Document Sent in a File)**

**Original document may be obtained at: http://www.hud.gov/offices/cpd/homeless/hmis/standards/**

**Appendix K: Clarification for DV Shelters**

**HMIS Data and Technical Standards Final Notice; Clarification and Additional Guidance on Special Provisions for Domestic Violence Provider Shelters - FR-4848-N-03 October 15, 2004**

**(Document Sent in a File)**

**Original document may be obtained at:**

[**http://www.hud.gov/offices/cpd/homeless/hmis/standards**](http://www.hud.gov/offices/cpd/homeless/hmis/standards)

# Appendix L : HMIS Data Standards REVISED NOTICE March 2010

**HMIS Data Standards Revised Notice: U.S. Department of Housing and Urban Development Office of Community Planning and Development. March 2010.**

**Document sent as separate attachment.**

**Original may be obtained at:** [**http://www.hudhre.info/documents/FinalHMISDataStandards\_March2010.pdf**](http://www.hudhre.info/documents/FinalHMISDataStandards_March2010.pdf)

# Appendix M: CoC Key Terms and Glossary

**CoC Key Terms and Glossary**

|  |
| --- |
| **24 CFR 578.9:** |
|  | Requires Continuum of Care (CoC) to design, operate, and follow a collaborative process for the development of an application in response to a Notice of Funding Availability (NOFA) issued by HUD. As part of this collaborative process, CoCs should implement internal competition deadlines to ensure transparency and fairness at the local level. |
| **ACQUISTION & REHABILITATION:** |
|  | Many applicants propose to purchase property that will be used to provide supportive housing to homeless persons. In each project, the Supportive Housing Program (SHP) grant for acquisition and rehabilitation is available up to between $200,000 and $400,000 per structure, depending on the area. Consult the HUD Field Office to determine your area's acquisition and rehabilitation cost limits. The recipient must match the funds received for this purpose with money from other sources. |
| **Advanced Reporting Tool (ART):** |
|  | ART is part of Bowman System’s ServicePoint which allows Agencies to query data and create standard or customized reports for analysis that can help them assess the functionality and effectiveness of their respective Agencies. ART is also the tool used for creating funding and state requirement reports.  |
| **AMI:** |
|  | See Area Medium Income |
| **ANNUAL HOMELESS ASSESSMENT REPORT (AHAR):**  |
|  | Each year, HUD publishes its Annual Homeless Assessment Report to Congress (AHAR). This report provides valuable information on the scope of homelessness and the needs of the persons served. It provides critical data to HUD and other policy makers so they can make informed decisions, and also provides the data that is the basis for the targets and goals set for the FSP. The data itself is collected by communities and reported to HUD in the CoC competition, and includes point-in-time data collected as a “snapshot” of the number and characteristics of persons who are homeless on a given night annually, as well as a longitudinal view of persons being served in emergency shelter, transitional housing, permanent housing and HPRP. It allows HUD to track trends in homelessness and make appropriate adjustments to its programs and policies to fit the need.  |
| **ANNUAL PERFORMANCE REPORT (APR):** |
|  | A reporting tool used to track progress and accomplishments of HUD Shelter Plus Care (S+C), Supportive Housing Programs (SHP), Section 8 Moderate Rehabilitation for SRO, HOPWA, Continuum of Care (CoC), and Rural Housing Stability Program-funded projects on an annual basis. |
| **ANNUAL RENEWAL DEMAND (ARD):** |
|  | The amount of the Annual renewal projects for the Continuum of Care (CoC).  |
| **APPLICANT:**  |
|  | An eligible applicant that has been designated by the Continuum of Care (CoC) to apply for assistance on behalf of that Continuum. |
| **APPROPRIATIONS:** |
|  | An *authorization* by an Act of Congress to incur obligations for specified purposes and to make disbursements therefore out of the Treasury. |
| **ARD:** |
|  | See Annual Renewal Demand.  |
| **AREA MEDIAN INCOME:**  |
|  | When working with an affordable housing project, the local government must pay close attention to the county’s Area Median Income (AMI)1. The majority of funding sources available to build affordable housing use AMI to determine household eligibility and selection. The US Department of Housing and Urban Development (HUD) estimates the median family income for an area each year and adjusts that amount for family size so that family incomes may be expressed as a percentage of the AMI. These percentages of AMI have been divided by HUD into income categories. |
| **ART:**  |
|  | See Advanced Reporting Tool |
| **AVAILABILTIY:** |
|  | Grants under Supportive Housing Program (SHP) are awarded through a national competition held annually. A Notice of Funding Availability (NOFA), published in the Federal Register, establishes submission dates and specific rules of the competition for applicants. SHP projects should be submitted through the community Continuum of Care (CoC) system. |
| **CAPER:** |
|  | See Consolidated Annual Performance and Evaluation Report |
| **CASH INCOME SOURCE:** |
|  | HUD will assess CoC performance in assisting program participants with accessing cash income sources to demonstrate performance. Providers will select from the income sources listed in HMIS such as: Earned Income, Unemployment Insurance, SSI, SSDI, Veteran’s Disability, Private Disability Insurance, Worker’s Compensation, TANF or equivalent, Retirement (Social Security), Veteran’s Pension, Pension from former Job, Child Support, Alimony (Spousal Support), Other Source, and No Sources.  |
| **CBRR:** |
|  | See Community-Based Rapid Re-Housing |
| **CCR:** |
|  | See Central Contractor Registration. |
| **CDBG:** |
|  | See Community Development Block Grants |
| **CENTRAL CONTRACTOR REGISTRATION:**  |
|  | The Central Contractor Registration (CCR) system is a highly secure, single repository of vendor data used government wide. Vendor registration provides common data in one central location via a simple web application accessed by a browser. You only need to register once. You control the accuracy of your business information and it will be accessible to all Federal agencies with which you do business. You have access to update your information whenever necessary. Annual renewal is required to remain active. HUD will use your CCR registration data for payment and contract formation purposes. CCR registration will include your electronic funds transfer (EFT) data and will expedite your contract payments.The preferred method for completing a registration is via the World Wide Web at [**www.ccr.gov**](http://www.ccr.gov/). A CCR Handbook is available at this site to assist you with your registration. It provides detailed instructions on data you will need prior to beginning on-line registration, as well as steps to walk you through the registration process. |
| **CFR:** |
|  | See Code of Federal Regulations |
| **CHO:** |
|  | See Covered Homeless Organization |
| **CHRONICALLY HOMELESS:**  |
|  | Has been continuously homeless for a year or more. *(HUD defines “homeless” as “a person sleeping in a place not meant for human habitation (e.g. living on the streets for example) OR living in a homeless emergency shelter.)* Has had four (4) episodes of homelessness in the last three (3) years. *(HUD defines “homelessness” as “sleeping in a place not meant for human habitation (e.g. living on the streets for example OR living in a homeless emergency shelter.)* Part II is supported by Third Party Certification, which includes dates and locations of homelessness, from one or more of the following: * Certification letter(s) from an emergency shelter for the homeless.
* Certification letter(s) from a homeless service provider or outreach worker.
* Certification letter(s) from any other health or human service provider.
* Certification Self-Statement signed by the client.
 |
| **CLIENT:** |
|  | An individual about whom a Contributing HMIS Organization (CHO) collects or maintains personally identifiable information:* Because the individual is receiving, has received, may receive, or has inquired about assistance from a CHO; or
* In order to identify needs, or to plan or develop appropriated assistance within the CoC
 |
| **CODE OF FEDERAL REGULATIONS (CFR):** |
|  | The Code of Federal Regulations (CFR) is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the federal government. It is divided into 50 titles that represent broad areas subject to federal regulation. Each volume of the CFR is updated once each calendar year and is issued on a quarterly basis. |
| **COLLABORATIVE APPLICANT:**  |
|  | Eligible applicant designated by the Continuum of Care (CoC) to apply for a grant for Continuum of Care **planning funds** under Part 578 on behalf of the Continuum |
| **COMMUNITY DEVELOPMENT BLOCK GRANTS (CDBG):**  |
|  | - Federal financial aid to promote sound community development, primarily for the benefit of low- and moderate-income persons. Eligible uses include neighborhood revitalization, economic development, and improved community facilities and services. Communities must develop their own programs and funding priorities and consult with local residents before making final decisions, this process and final product is known as the *Consolidated Plan,* which is required to be updated once every five years. |
| **COMMUNITY PLANNING AND DEVELOPMENT (CPD):** |
|  | [**HUD's**](http://www.huduser.org/portal/glossary/glossary_u.html#hud) Office of Community Planning and Development seeks to develop viable communities by promoting integrated approaches that provide decent housing, a suitable living environment, and expand economic opportunities for low- and moderate-income persons. The primary means toward this end is the development of partnerships among all levels of government and the private sector, including for-profit and nonprofit organizations. |
| **COMMUNITY-BASED RAPID RE-HOUSING (CBRR)** |
|  | CBRR provides temporary rental assistance for 2 to 6 months (potentially renewable for periods up to 18 months) in conventional, private-market housing, with limited, housing-focused services. |
| **CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER):**  |
|  | Annual performance report for the Consolidated Plan. |
| **CONSOLIDATED PLAN:** |
|  | A document written by a state or local government describing the housing needs of the low- and moderate-income residents, outlining strategies to meet these needs, and listing all resources available to implement the strategies. This document is required in order to receive [HUD Community Planning and Development](http://www.huduser.org/portal/glossary/glossary_all.html#cpd) funds. |
| **CONTINUUM OF CARE (CoC):**  |
|  | The composed representatives of organizations including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless person organized to carry out the responsibilities of the Continuum of Care established under 24 CRF part 578.  |
| **COC APPLICATION:** |
|  | Formerly known as the Exhibit 1 of the Super NOFA Grant/ CoC Grant. |
| **CONTINUUM OF CARE (CoC) CONSOLIDATED APPLIATIONS:**  |
|  | CoC Registration process must designate a **Collaborative Applicant to submit** the CoC Consolidated Application on behalf of the CoC. Collaborative Applicants will not be able to access the CoC Consolidated Application in *e-snaps* if the CoC does not have an approved Registration.  |
| **CONTINUUM OF CARE (CoC) PLANNING ACTIVIES:**  |
|  | CoCs have the dual role of planning and operating programs, and use data collected through Homeless Management Information Systems (HMIS) to inform planning decisions and track performance at both the project and systems levels. Eligible activities include: CoC planning activities, acquisition, rehabilitation and new construction for capital projects, leasing, rental assistance, housing operations, HMIS, supportive services, and administration. |
| **CONTINUUM OF CARE (CoC) PROJECT APPLICANT(formerly known as CoC Program/ Exhibit 2):**  |
|  | A project, which may or may not be funded by HUD, that provides services and/or lodging and is identified by the CoC as part of its service system, and whose primary purpose is to meet the specific needs of people who are homeless or at risk of homelessness. CoC projects can be classified as either one that provides lodging (lodging project) or one that does not provide lodging (services project).  |
| **CONTRIBUTING CONTINUUM OF CARE (CoC) PROJECT:** |
|  | A CoC project that contributes Protected Identifying Information (PII) or other client-level data to an HMIS.  |
| **CONTRIBUTING HMIS ORGANIZTION (CHO):** |
|  | An organization that operates a project that contributes data to an HMIS.  |
| **COVERED HOMELESS ORGANIZATION:** |
|  | Any organization (employees, volunteers, and contractors) that records, uses or processes Protected Personal Information.  |
| **CPD:** |
|  | See Community Planning and Development. |
| **DISABLED FAMILY:**  |
|  | A family whose head, spouse, or sole member is a person with disabilities; or two or more persons with disabilities living together, or one or more persons with disabilities living with one or more live-in aides. |
| **DISABILITY:** |
|  | A physical or mental impairment that substantially limits one or more of the major life activities of such for an individual. |
| **DUNS NUMBER and SAM:** |
|  | Project applicants are required to register with Dun and Bradstreet to obtain a DATA Universal Numbering System (DUNS) number, if they have not already done so, and complete or renew their registration in the System for Award Management (SAM). In July 2012, the CCR converted to the System for Award Management (SAM) found at www.SAM.gov. The new SAM website incorporates requirements for Central Contractor Registration (CCR). HUD will not enter into a grant agreement with an entity that does not have a DUNS Number or an active SAM.  |
| **ELDERLY PERSON HOUSEHOLD:** |
|  | A household composed of one or more persons at least one of whom is 62 years of age or more at the time of initial occupancy. |
| **ELIGIBLE ACTIVITIES/ COMPONENTS:** |
|  | SHP funding is generally available to support activities in supportive housing projects. Such as, Permanent Housing, Transitional Housing, and Supportive Services Only (SSO). |
| **ELIGIBLE APPLICANTS:** |
|  | Eligible applicants include States, local governments, other government agencies (such as public housing agencies), private nonprofit organizations, and community mental health associations that are public nonprofit organizations. |
| **EMERGENCY SHELTER:**  |
|  | any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless. |
| **EMERGENCY SOLUTION GRANT PROGRAM (ESG): (formerly known as the Emergency Shelter Grant)** |
|  | Program was revised under the HEARTH Act to broaden existing emergency shelter and homeless prevention activities and to add rapid re-housing activities. A federal program grant designed to help improve the quality of existing emergency shelters for the homeless, to make additional shelters available, to meet the costs of operating shelters, to provide essential social services to homeless individuals, and to help prevent homelessness. ESG also provides short-term homeless prevention assistance to persons at imminent risk of losing their own housing due to eviction, foreclosure, or utility shutoffs.  |
| **ENVIRONMENTAL REVIEW:**  |
|  | HUD requires agencies/providers to conduct an environmental review/assessment of their proposed sites. Mostly checking for lead based paint in homes which house youth.  |
| **ESG:** |
|  | See [Emergency Solution Grant Program](http://www.huduser.org/portal/glossary/glossary_all.html#esg). Formerly known as the Emergency Shelter Grant. |
| **E-SNAPS:** |
|  | Online registration, application and grant management system for HUD’s Continuum of Care (CoC) Programs. In 2008, HUD launched the e-snaps program, a grants management system designed to move HUD from a paper-based competition system to an electronic one. HUD continues to build e-snaps into a life-cycle grants management system by launching modules designed to allow field staff to automate the grant agreement process and improve reporting. |
| **FAIR HOUSING ACT and FAIR HOUSING AMENDMENTS ACT (FHAA):** |
|  | A law that prohibits discrimination in all facets of the home buying/rental process on the basis of race, color, national origin, religion, sex, familial status, or disability. Fair Housing Act of 1968 (amended in 1974 and 1988). Legislation first enacted in 1968 and expanded by amendments in 1974 and 1988, which provides the Secretary of HUD with investigation and enforcement responsibilities for fair housing practices. Prohibits discrimination in housing and lending based on race, color, religion, sex, national origin, handicap of familial status. |
| **FAIR MARKET RENT (FMR):** |
|  | Primarily used to determine payment standard amounts for the Housing Choice Voucher program, to determine initial renewal rents for some expiring project-based Section 8 contracts, to determine initial rents for housing assistance payment contracts in the Moderate Rehabilitation Single Room Occupancy program, and to serve as a rent ceiling in the rental assistance program. Rent Schedules published in Federal Register which establish maximum eligible rent levels allowed under Section 8 program by geographic area. |
| **FAMILIES WITH CHILDREN AND YOUTH (HUD DEFINITION):** |
|  |  An unaccompanied youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her.  |
| **FEDERAL STRATEGIC PLAN TO PREVENT AND END HOMELESSNESS:**  |
|  | In 2010, the United States Interagency Council on Homelessness (USICH) published the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). The FSP employs a partnership between government and the private sector to reduce and end homelessness and maximizes the effectiveness of the Federal Government in contributing to the end of homelessness.  |
| **FLEEING / ATTEMPTING TO FLEE DOMESTIC VIOLENCE (HUD DEFINITION):** |
|  | Any individual or family who: (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; AND(iii) Lacks the resources or support networks to obtain other permanent housing. |
| **FMR:** |
|  | See [Fair Market Rent.](http://www.huduser.org/portal/glossary/glossary_all.html#fmr) |
| **GIW:** |
|  | See Grant Inventory Worksheet.  |
| **GOVERNANCE AGREEMENT:**  |
|  | A governance agreement between the CoC and HMIS lead agency. A governance agreement includes all procedures and policies needed to comply with the HMIS requirements that is reviewed, followed, and updated annually. If there is a governance agreement currently in place, indicate if the agreement includes the most current HMIS requirements provided by HUD. |
| **GRANT DURATION:** |
|  | The term of new SHP grants is 3 years. Renewal grants may be 1 year terms. |
| **GRANT INVENTORY WORKSHEET (GIW):**  |
|  | GIWs are used to provide CoCs and Field Offices with information about CoC program grants that are eligible for renewal.  |
| **GROSS ANNUAL INCOME:** |
|  | The total income, before taxes and other deductions, received by all members of the tenant’s household. There shall be included in this total income all wages, social security payments, retirement benefits, military and veteran's disability payments, unemployment benefits, welfare benefits, interest and dividend payments and such other income items as the Secretary considers appropriate. |
| **HDX:** |
|  | See Homeless Data Exchange. |
| **HEAD of HOUSEHOLD (HH):**  |
|  | An adult client or minor (if no adult is present in the household) who is identified as the head of the household. Unless otherwise defined by a federal agency, it is up to each CoC to identify the criteria for identifying a head of household for purposes of HMIS data collection.  |
| **HEALTH INSURANCE PORTABILITY AND ACCOUNTABILTIY ACT (HIPAA):** |
|  | HIPAA of 1996 is a broad Federal Act that imposes standards and rules on every facet of the health care industry. Health care providers, health plans and health care clearinghouses have specific responsibilities under the Privacy and Security Rules of the Administrative Simplification portion of the HIPAA law. |
| **HEARTH ACT:** |
|  | An Act to prevent mortgage foreclosures and enhance mortgage credit avilabiity was signed into law on May 20, 2009 (Pub. L. 111-22). This new law implements a variety of measures directed toward keeping individuals and families from losing their homes. Division B of this new law is the Homeless emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH ACT). The HEARTH ACT consolidates and amends three separate homeless assistance programs carried out under the title IV of the McKinney-Vento Homeless Assistance Act (42 U>S>C> 11371 *et seq*.) (McKinney-Vento Act) into a single grant program that is designed to improve administrative efficiency and enhance response coordination and effectiveness in addressing the needs of homeless persons. The single Continuum of Care (CoC) program established by the HEARTH Act consolidates the following programs: The Supportive Housing Program (SHP), the Shelter Plus Care (S+C) program, and the Moderate Rehabilitation/Single Room Occupancy (SRO) program.  |
| **HH:** |
|  | See Head of Household. |
| **HHS:** |
|  | The Department of Health and Human Services. |
| **HIC:** |
|  | See Housing Inventory Count. |
| **HIGH PERFORMING COMMUNITIES:**  |
|  | The Department of Housing and Urban Development (HUD) will designate ten High Performing Communities (for the first two years, possibly more thereafter) who meet the qualifications set forth by HUD through an annual application process. The statute specifies that HUD will make sure that they are comparing equivalent information across communities. Once awarded, the designation lasts for one year. **Requirements:** A High Performing Community must show that:o The mean length of episodes of homelessness in the Continuum of Care (CoC) is less than 20 days OR at least 10 percent less than in the year before (for the same population);o Of individuals and families who leave homelessness, fewer than 5 percent of such individuals and families become homeless again at any time within the next 2 years OR the percentage of such individuals and families who become homeless again within the next 2 years has decreased by at least 20 percent from the preceding year;o The community has actively encouraged homeless individuals and families to participate in homeless assistance services and included each person who sought services in Homeless Management Information Systems (HMIS) and the data used to apply for this status;o If the CoC has used CoC funding for housing relocation and stabilization services or rental assistance for people at risk of homelessness in previous years because it was designated a High Performing Community, that such activities were effective at reducing the number of individuals and families who became homeless in that community; ANDo If the CoC chose to use CoC funding to serve people who are homeless under other Federal statutes (like the Department of Education [DOE]), that such programs were effective.**Community Benefit:** High Performing Communities have more flexibility in how they can use their CoC funds, but do not receive more funding. High Performing Communities will agree to assist HUD in sharing best practices. |
| **HIPAA:**  |
|  | See Health Insurance Portability and Accountability Act.  |
| **HMIS LEAD:** |
|  | An organization designated by a CoC to operate the CoC’s HMIS on its behalf. |
| **HMIS VENDOR:** |
|  | A contractor who provides materials or services for the operation of an HMIS. An HMIS vendor includes an HMIS software provider, web server host, data warehouse provider, as well as a provider of other information technology or support.  |
| **HOMELESS:** |
|  | An individual or family who lacks a fixed, regular, and adequate nighttime residence; as well an individual who has a primary nighttime residence that includes living on the street, in a shelter/transitional housing, or an individual who is exiting an institution where he or she resided for *90 days or less* and who resided in a shelter or place not meant for human habitation *immediately* before entering that institution. |
| **HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS):** |
|  | An HMIS is data collection software designed to capture information over time on the characteristics of person(s) experiencing homelessness. The HMIS is used to record, analyze, and transmit client and activity data in regard to the provision of shelter, housing, and services to individuals and families who are experiencing homeless or at risk of experiencing homelessness. For an SHP applicant, an HMIS can be a new project or a renewal of a dedicated HMIS project. |
| **HOMELESS PREVENTION:** |
|  | Activities or programs designed to prevent the incidence of homelessness, including, but not limited to: (1) short-term subsidies to defray rent and utility arrearages for families that have received eviction or utility termination notices; (2) security deposits or first month’s rent to permit a homeless family to move into its own apartment; (3) mediation programs for landlord-tenant disputes; (4) legal services programs that enable representation of indigent tenants in eviction proceedings; (5) payments to prevent foreclosure on a home; and (6) other innovative programs and activities designed to prevent the incidence of homelessness. |
| **HOMELESS RESOURCE EXCHANGE (HRE):** |
|  | The Homelessness Resource Exchange provides information on assisting people who are homeless or at risk of becoming homeless. Program guidance is available for use by Federal Agencies, State and local government agencies, Continuum of Care organizations, homeless service providers, TA providers, persons experiencing homelessness, and other stakeholders.\*\*\* has moved to the [OneCPD Resource Exchange](https://www.onecpd.info/), a one-stop shop for grantees and their partners to view resources, updates, and information related to all CPD programs. Search for resources on the OneCPD Resource Exchange by keyword, program, topic, date published, and resource type. |
| **HOMELESS UNDER OTHER FEDERAL STATUTES (HUD DEFINITON):**  |
|  | Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who: (i) Are defined as homeless under the other listed federal statues; (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application:(iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; AND(iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers |
| **HOMELSS VETERANS:**  |
|  | HUD’s goal, is to end homelessness among veterans by 2015. While the implementation of HUD-VASH is the cornerstone of the Department’s portion of the goal, the targeted programs funded through the HAG account also play an important role. First, data collected by CoCs and reported to HUD provides the baseline for enumerating homelessness among veterans and understanding their characteristics. In 2011, the VA agreed to allow their housing and service providers to participate in local Homeless Management Information Systems (HMIS) so that CoCs can more accurately count and determine service needs for veterans in their geographic area. In 2010, for the first time and annually since, HUD and VA issued a joint report on homeless veterans as a supplement to the AHAR. This data is used to determine the allocations for HUD-VASH, which is administered jointly by HUD and VA. |
| **HOMELESSNESS DATA EXCHANGE (HDX):** |
|  | An online tool designed to allow CoC’s to submit data to HUD including the Housing Inventory Chart (HIC), Point-In-Time (PIT), and Annual Homeless Assessment Report (AHAR).  |
| **HOPWA:** |
|  | See [Housing Opportunities for Persons with AIDS](http://www.huduser.org/portal/glossary/glossary_all.html#hopwa).  |
| **HOUSEHOLD:**  |
|  | For general HMIS purposes, a household is a single individual or a group of person who apply together to a CoC project for assistance and who live together in one dwelling unit or, for person who are not housed, who would live together in one dwelling unit if they were housed. This broad definition may be superseded by more prescriptive definitions of a household required for a particular agency.  |
| **HOUSING INVENTORY COUNTY (HIC):** |
|  | An inventory of beds for homeless persons, including seasonal and overflow beds. |
| **HRE:** |
|  | See Homeless Resource Exchange.  |
| **HUD:** |
|  | The [U.S. Department of Housing and Urban Development](http://www.huduser.org/portal/glossary/glossary_u.html#hud), part of the President’s Cabinet-level Administration, was created under the Urban Development Act of 1965. HUD has responsibility for all federal housing policies and programs. Also see [U.S. Department of Housing and Urban Development](http://www.huduser.org/portal/glossary/glossary_u.html#hud). |
| **IMMINENT RISH OF HOMELESSNESS (HUD DEFINITON):** |
|  | Individual or family who will imminently lose their primary nighttime residence, provided that: (i) Residence will be lost within 14 days of the date of application for homeless assistance; (ii) No subsequent residence has been identified; AND(iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing |
| **INADEQUATE HOUSING:** |
|  | Housing with severe or moderate physical problems, as defined in the American Housing Survey (AHS) since 1984. A unit is defined as having severe physical problems if it has severe problems in any of five areas: plumbing, heating, electrical system, upkeep, and hallways. It has moderate problems if it has problems in plumbing, heating upkeep, hallways, or kitchen, but no severe problems. |
| **INCOME LIMIT (IL):** |
|  | Determines the eligibility of applicants for HUD's assisted housing programs. The major active assisted housing programs are the Public Housing program, the [Section 8](http://www.huduser.org/portal/glossary/glossary_s.html#sec8) Housing Assistance Payments program, [Section 202](http://www.huduser.org/portal/glossary/glossary_s.html#sec202) housing for the elderly, and Section 811 housing for persons with disabilities.  |
| **INDIAN TRIBE:** |
|  | Any Indian tribe, band, group, and nation, including Alaska Indians, Aleuts, and Eskimos, and any Alaskan Native Village, of the United States, which is considered an eligible recipient under the Indian Self-Determination and Education Assistance Act or was considered an eligible recipient under chapter 67 of title 31 prior to the repeal of such chapter.  |
| **INDIVIDUALS AND FAMILIES (HUD DEFINITON):** |
|  | An individual or family who: (i) Has an annual income below 30% of median family income for the area; AND(ii) does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “Homeless” definition; AND(iii) Meets one of the following conditions:(A) Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance: OR(B) Is living in the home of another because of economic hardship; OR(C) Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of the application for assistance; OR(D) Lives in a hotel or motel and the cost is not paid by charitable organizations or by Federal, State, or local government programs for low-income individuals; OR(E) Live in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; OR(F) Is exiting a publicly funded institution or system of care: OR(G) Otherwise live in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved Con Plan |
| **INNOVATIVE SUPPORTIVE HOUSING:** |
|  | The Innovative Supportive Housing component enables the applicant to design a program outside the scope of the other components. In particular, a proposed innovative project must demonstrate that it represents a distinctively different approach when viewed within its geographic area, is a sensible model for others, and can be replicated elsewhere. An applicant should not propose a project under this component unless a compelling case is made that these criteria can be met. |
| **INTERIM RULE:**  |
|  | When an interim rule is published, it is in effect until comments are taken in and a final rule is published. A *proposed rule*, on the other hand, is suggestive language up for comment that is not effective until final language is published. |
| **LAND DEVELOPMENT:** |
|  | The process of making, installing, or constructing improvements. |
| **LEAD-BASED PAINT:** |
|  | Paint or other surface coatings that contain lead equal to or exceeding 1.0 milligram per square centimeter or 0.5 percent by weight or 5,000 parts per million (ppm) by weight. |
| **LEASING:**  |
|  | Grantees may lease structures to provide supportive housing or supportive services, or individual units.  |
| **LITERALLY HOMELESS (HUD DEFINITON):** |
|  | Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:(i) Has a primary nighttime residence that is a public or private place not meant for human habitation.(ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelter, transitional housing, and hotels and motels paid for by charitable organization or by federal, state and local government programs); OR(iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.  |
| **LODGING:** |
|  | A bed, room, or other indoor space offered by a project to clients as lodging. |
| **LODGING PROJECT:** |
|  | Provides overnight accommodations and whose primary purpose is to meet the specific needs of people who are homeless. This includes projects classified as the following under data element 2.8: Project Type: Emergency Shelter, Save Haven, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Permanent Housing.  |
| **McKINNEY-VENTO HOMELESS ASSISTANCE ACT:** |
|  | The CoC Program is authorized by subtitle C of title IV of this Act, as amended (42 U.S.C. 11381–11389) (the “Act”).  |
| **MEMORANDUM OF AGREEMENT:** |
|  | **MOA is signed by each organization that uses Sharelink. These agreements ensure that each organization understands and accepts their responsibilities in protecting the privacy and security of client data.** |
| **MOA:** |
|  | See Memorandum of Agreement. |
| **MODERATE INCOME:** |
|  | Households whose incomes are between 81 percent and 95 percent of the median income for the area, as determined by HUD, with adjustments for smaller or larger families. HUD may establish income ceilings higher or lower than 95 percent of the median for the area on the basis of HUD's findings that such variations are necessary because of prevailing levels of construction costs, fair market rents, or unusually high or low family incomes. |
| **NEIGHBORHOOD STABILIZATION PROGRAM (NSP):** |
|  | Provides emergency assistance to state and local governments to acquire and redevelop foreclosed properties that might otherwise become sources of abandonment and blight within their communities. The Neighborhood Stabilization Program (NSP) provides grants to every state and certain local communities to purchase foreclosed or abandoned homes and to rehabilitate, resell, or redevelop these homes in order to stabilize neighborhoods and stem the decline of house values of neighboring homes. The program is authorized under Title III of the Housing and Economic Recovery Act of 2008. |
| **NEW CONSTRUCTION:**  |
|  | Proposals to build structures in which homeless persons will reside are also funded under SHP. Grants for new construction are limited to $400,000 per structure, regardless of where the project is located. If the applicant is also acquiring the land in tandem with the new construction, the $400,000 limit applies to both activities. The recipient must match the funds received for this purpose with money from other sources. |
| **NOFA:** |
|  | See Notice of Funding Availability.  |
| **NOTICE OF FUNDING AVIALABILITY (NOFA):**  |
|  | Notice of Funding Availability for HUD’s FY 20XX Comprehensive Housing Counseling Grant Program Only HUD-approved housing counseling agencies and State Housing Finance Agencies are eligible to apply directly to HUD for the Comprehensive Housing Counseling Program NOFA. Please see Section II. B. “Eligible Applicants,” Paragraph 1. If your organization is interested in becoming a HUD-approved housing counseling agency and talk with your Continuum of Care (CoC) lead agency. |
| **NSP:** |
|  | See Neighborhood Stabilization Program. |
| **OFFICE OF MANAGEMENT AND BUDGET (OMB):** |
|  | Assists the President in overseeing the preparation of the federal budget and supervises its administration in Executive Branch agencies. In helping to formulate the President's spending plans, OMB evaluates the effectiveness of agency programs, policies, and procedures, assesses competing funding demands among agencies, and sets funding priorities. OMB ensures that agency reports, rules, testimony, and proposed legislation are consistent with the President's Budget and with Administration policies. In addition, OMB oversees and coordinates the Administration's procurement, financial management, information, and regulatory policies. In each of these areas, OMB's role is to help improve administrative management, to develop better performance measures and coordinating mechanisms, and to reduce any unnecessary burdens on the public. |
| **OMB:** |
|  | See [Office of Management and Budget.](http://www.huduser.org/portal/glossary/glossary_all.html#omb) |
| **OneCPD RESOURCE EXCHANGE:** (Formerly known as HRE.info) |
|  | OneCPD represents a fundamental change in the way the U.S. Department of Housing and Urban Development (HUD) structures and delivers technical assistance for its community development programs. Link: <https://www.onecpd.info>  |
| **OPENING DOORS:** |
|  | 2010 Federal Strategic Plan to Prevent and End Homelessness: <http://www.epaperflip.com/aglaia/viewer.aspx?docid=1dc1e97f82884912a8932a3502c37c02> |
| **OPERATING COST:**  |
|  | Costs associated with the physical, day-to-day operations of a supportive housing facility and requiring cash payments are eligible, such as maintenance and repair, operations staff, utilities, equipment, supplies, insurance, food, relocation, and furnishings. In addition, grantees must provide a cash contribution equal to 25 percent of the total operating costs budget. |
| **OWNER:** |
|  | Any private person or entity, including a cooperative, an agency of the federal government, or a public housing agency, having the legal right to lease or sublease dwelling units. |
| **PARTNERSHIP FOR ADVANCING TECHNOLOGY IN HOUSING (PATH):** |
|  | HUD’s Partnership for Advancing Technology in Housing is dedicated to accelerating the development and use of technologies that radically improve the quality, durability, energy efficiency, environmental performance, and affordability of America's housing. PATH is a voluntary partnership between leaders of the homebuilding, product manufacturing, insurance, and financial industries, and representatives of federal agencies concerned with housing. Working together, PATH partners improve new and existing homes and strengthen the technology infrastructure of the United States. PD&R coordinates all PATH activities. |
| **PATH:** |
|  | See Partnership for Advancing Technology in Housing.  |
| **PBTH:**  |
|  | See Project-Based Transitional Housing. |
| **PERMANENT HOUSING:**  |
|  | Eligible types of permanent housing are: Permanent supportive housing for persons with disabilities; Each permanent supportive housing project is expected to report the percentage of participants remaining in permanent supportive housing for more than six months on its APR. More than 80% of the clients should stay 6 months.  |
| **PERMANENT HOUSING for PERSONS with DISABILITIES:**  |
|  | This component provides long-term housing with supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting. |
| **PERMANENT HOUSING SUBSIDY (SUB):** |
|  | The permanent subsidy is typically in the form of a Housing Choice Voucher, *without* dedicated supportive services. |
| **PHA:**  |
|  | See Public Housing Agency.  |
| **PII:** |
|  | See Protected Identifying Information.  |
| **PIT:** |
|  | See Point-in-Time. |
| **POINT-IN-TIME (PIT):** |
|  | Annual count of homeless persons, including sheltered and unsheltered. Also see Unduplicated Count of Homeless Person. |
| **PPI:** |
|  | See Protected Personal Information.  |
| **PROGRAM COMPONENTS:**  |
|  | SHP features six components – or approaches – to help homeless people achieve independence. Applicants may choose the approach that best suits the needs of the people they intend to serve. |
| **PROJECTED ADMISTRATIVE COSTS:**  |
|  | A percentage of any grant awarded under SHP may be used for paying the costs of administering the assistance (i.e., the costs associated with reporting to HUD). Applicants and project sponsors must work together to determine a fair plan for distributing administrative funds between applicant and project sponsor. |
| **PROJECT APPLICANTS:** |
|  | Eligible project applicants for the CoC Program. Formerly known as Exhibit 2.  |
| **PROJECT-BASED TRANSITIONAL HOUSING (PBTH):** |
|  | This intervention features temporary housing assistance offered for up to 24 months (with average expected length of stay of 6 to 12 months) in transitional housing facilities combined with supportive services.  |
| **PROPOSED RULE:** |
|  | A proposed rule is suggestive language up for comment that is not effective until final language is published. Also view interim rule.  |
| **PROTECTED IDENTIFYING INFORMATION (PII):** |
|  | Information about a project participant that can be used to distinguish or trace the participant’s identity, either alone or when combined with other personal or identifying information using methods reasonably likely to be used, which is linkable to the project participant. |
| **PROTECTED PERSONAL INFORMATION (PPI):** |
|  | Information about a project participant that can be used to distinguish or trace the participant’s identity, either alone or when combined with other personal or identifying information using methods reasonably likely to be used, which is linkable to the project participant.  |
| **PUBLIC HOUSING AGENCY (PHA):** |
|  | Any state, county, municipality, or other governmental entity or public body, or agency or instrumentality of these entities that is authorized to engage or assist in the development or operation of low-income housing under the U.S. Housing Act of 1937. |
| **RAPID RE-HOUSING (RRH):**  |
|  | Rapid re-housing (RRH) assistance aims to help individuals or families who are homeless move as quickly as possible into permanent housing and achieve stability in that housing through a combination of rental assistance and supportive services. |
| **RBC:**  |
|  | See Regulatory Barriers Clearinghouse.  |
| **REGULATORY BARRIERS CLEARINGHOUSE (RBC):** |
|  | Collects, processes, assembles, and disseminates information on the barriers faced in the creation and maintenance of affordable housing. The Clearinghouse is hosted by [HUD User](http://www.huduser.org/portal/glossary/glossary_h.html#hu).  |
| **REHABILITATION:** |
|  | The labor, materials, tools, and other costs of improving buildings, other than minor or routine repairs. The term includes where the use of a building is changed to an emergency shelter and the cost of this change and any rehabilitation costs does not exceed 75 percent of the value of the building before the change in use.  |
| **RELOCATION COST:**  |
|  | Cost associated with moving a client to another home or town. There are restrictions so make sure to read the ESG regulations for more details.  |
| **RENOVATION:** |
|  | The rehabilitation that involves costs of 75 percent or less of the value of the building before rehabilitation. |
| **RENTAL ASSISTANCE:**  |
|  | Cost associated with paying all or a percentage of an individual or families rent so they will not be evicted and become homeless.  |
| **REQUIREMENTS AND RESPONSIBILITIES:**  |
|  | Specific performance measures must be established population to be served. Grant recipients are required to regularly monitor their clients' progress in meeting performance measures. In addition to recordkeeping purposes, HUD requires recordkeeping and annual progress reports. Grantees are also expected to make changes in their program or adjust performance measures in response to ongoing evaluation of their progress. |
| **RRH:**  |
|  | See Rapid Re-Housing.  |
| **S+C:** |
|  | See Shelter Plus Care. |
| **SAFE HAVEN:**  |
| **SAM:** |
|  | See System for Award Management.  |
|  | A Safe Haven is a form of supportive housing that serves hard-to-reach homeless persons with severe mental illness and other debilitating behavioral conditions that are on the street and have been unable or unwilling to participate in housing or supportive services. A Safe Haven project that has the characteristics of permanent supportive housing and requires clients to sign a lease may also be classified as permanent housing when applying for HUD funds. It is expected that clients will be reengaged with treatment services as they become stabilized and learn to trust service providers. |
| **SECTION 202** |
|  | Provides capital advances to finance the construction, rehabilitation or acquisition (with or without rehabilitation) of structures that will serve as supportive housing for very-low-income elderly persons, including the frail elderly, and provides rent subsidies for the projects to help make them affordable. |
| **SECTION 8 EXISISTING RENTAL ASSISTANCE:** |
|  | Provides rental assistance to low-income families who are unable to afford market rents. Assistance may be in the form of vouchers or certificates. Assistance payment program administered by local Public Housing Authorities (PHAs). Housing certificates are issued primarily to very low-income families and a limited number of low-income individuals with a limit on the amount based on local Fair Market Rents (FMRs). Certificates are also issued to families currently living in projects with project-based subsidies where an owner is opting out of participation in the program as of 1992, certificates were also authorized for family homeownership.  |
| **SERVICES PROJECT:**  |
|  | Does not provide lodging and whose primary purpose is to provide services that meet the specific needs of people who are homeless or at risk of homelessness. This includes projects classified as the following under 2.8 Project Type: Homelessness Prevention, Street Outreach, Day Shelter, Services Only and Other.  |
| **SHARELINK HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS):** |
|  | **Is the homeless management information system utilized by a collaborative of agencies providing services to people currently or formerly experiencing homelessness with the Continuum of Care (CoC).** |
| **SHELTER PLUS CARE PROGRAM (S+C):** |
|  | Authorized by title IV, subtitle F, of the Stewart B. McKinney Homeless Assistance Act (the McKinney Act) (42 U.S.C. 11403–11407b). S+C is designed to link rental assistance to supportive services for hard-to-serve homeless persons with disabilities (primarily those who are seriously mentally ill; have chronic problems with alcohol, drugs, or both; or have acquired immunodeficiency syndrome (AIDS and related diseases) and their families. The program provides grants to be used for rental assistance for permanent housing for homeless persons with disabilities. Rental assistance grants must be matched in the aggregate by supportive services that are equal in value to the amount of rental assistance and appropriate to the needs of the population to be served. Recipients are chosen on a competitive basis nationwide. Generally speaking, SHP helps homeless people who are sleeping in places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings, or those who are sleeping in an emergency shelter as a primary nighttime residence. |
| **SINGLE FAMILY PROPERTY:**  |
|  | A single-unit family residence detached or attached to other housing structures. |
| **SOCIAL SECURITY DISABILITY INCOME (SSDI):**  |
|  | Benefits for people who are disabilities.  |
| **SUPPLEMENTAL SECURITY INCOME:** |
|  | To qualify for benefits a client must meet all the following: 1) Have a significant physical or mental impairment 2) Their condition has lasted (or will last) for at least twelve month or it is expected to result in death 3) Unable to perform “Substantial gainful activity” that is a job of any type. Sometimes volunteer work will count if the work is “substantial”.  |
| **SSDI:** |
|  | See Social Security Disability Income. |
| **SSVF:** |
|  | See Supportive Services for Veteran Families.  |
| **SSI:** |
|  | See Supplemental Security Income. |
| **SSO:**  |
|  | See Supportive Services Only. |
| **SUB:** |
|  | See Permanent Housing Subsidy.  |
| **SUPPORTIVE HOUSING FOR THE ELDERLY:** |
|  | Housing that is designed to meet the special physical needs of elderly persons and to accommodate the provision of supportive services that are expected to be needed, either initially or over the useful life of the housing, by the category or categories of elderly persons that the housing is intended to serve. |
| **SUPPORTIVE HOUSING PROGRAM:** |
|  | This program is authorized by title IV of the Stewart B. McKinney Homeless Assistance Act (the McKinney Act) (42 U.S.C. 11381–11389). The program is designed to promote the development of supportive housing and supportive services, including innovative approaches to assist homeless persons in the transition from homelessness, and to promote the provision of supportive housing to homeless persons to enable them to live as independently as possible. The Supportive Housing Program (SHP) helps develop housing and related supportive services for people moving from homelessness to independent living. Program funds help homeless people live in a stable place, increase their skills and their income, and gain more control over the decisions that affect their lives. |
| **SUPPORTIVE SERVICES ONLY:**  |
|  | Supportive Services Only (SSO) projects address the service needs of homeless persons. Projects are classified as this component only if the project sponsor is not also providing housing to the same persons receiving the services. SSO projects may be in a structure or operated independently of a structure, such as street outreach or mobile vans for health care. |
| **SUPPORTIVE SERVICES FOR VETERANS ONLY (SSVF):**  |
|  | The SSVF Program focuses on securing and maintaining housing for Veterans who are currently homeless or would be homeless without this assistance. It provides temporary financial assistance and services to help persons gain housing stability. The goal is for Veterans in the SSVF program to remain stably housed after this temporary assistance ends. |
| **SYSTEM FOR AWARD MANAGEMENT:**  |
|  | SAM, or the System for Award Management, will integrate the eight current federal procurement systems and the Catalog of Federal Domestic Assistance into a single new, streamlined system. The systems which will eventually be combined into SAM are: CCR, FedReg, ORCA, EPLS, CFDA, eSRS, FOB, FPDS-NG, FSRS, PPIRS, and WDOL.  |
| **TBRA:** |
|  | See Tenant-Based Rental Assistance.  |
| **TENANT-BASED RENTAL ASSISTANCE (TBRA):** |
|  | HUD assists low- and very low-income families in obtaining decent, safe, and sanitary housing in private accommodations by making up the difference between what they can afford and the approved rent for an adequate housing unit.  |
| **TRANSITIONAL HOUSING (TH):** |
|  | The transitional housing component facilitates the movement of homeless individuals and families to permanent housing. Homeless persons may live in transitional housing for up to 24 months and receive supportive services such as childcare, job training, and home furnishings that help them live more independently. |
| **U.S. CENSUS BUREAU:** |
|  | Serves as the leading source of quality data about our nation's people and economy.  |
| **U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD):** |
|  | Established in 1965, HUD's mission is to increase homeownership, support community development, and increase access to affordable housing free from discrimination. To fulfill this mission, HUD will embrace high standards of ethics, management and accountability and forge new partnerships — particularly with faith-based and community organizations — that leverage resources and improve HUD's ability to be effective on the community level. |
| **UC:** |
|  | See Usual Care. |
| **UFA:** |
|  | See Unified Funding Agent.  |
| **UNACCOMPANIED YOUTH CHILDREN and YOUTH (HUD DEFINTION) :**  |
|  | A child or youth who does not qualify as homeless under the homeless definition, but qualifies as homeless under another Federal statue.  |
| **UNACCOMPANIED YOUTH:** |
|  | Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition. See Homeless Under Other Federal Statutes.  |
| **UNDUPLICATED COUNT OF HOMELESS PERSON:**  |
|  | **An enumeration of homeless persons where each person is counted only once during a defined period of time. See Point-in-Time.**  |
| **UNIFIED FUNDING AGENT:**  |
|  | An eligible applicant selected by the Continuum of Care to apply for a grant for the entire continuum which has the capacity to carry out the duties in 24 CFR Part 578(b) which is approved by HUD and which HUD awards a grant.  |
| **UNIVERSAL DATA ELEMENTS (UDE):**  |
|  | Universal Data Elements (UDE) is the minimum data a provider collects from their client. The CoC and HMIS ensure that the quality of data entered into HMIS by provider organizations is accurate and captures the HUD specified UDE’s. Which include: Social Security Number, Date of Birth, Race, Ethnicity, Gender, Veteran Status, Disabling Condition, Specified Disability, Residence Prior to Program Entry, Zip Cod of Last Permanent Address, Homeless, Chronically Homeless, Housing Status, Service, Income Received at Entry and Exit, Income Source at Entry and Exit, Income Amount at Entry and Exit, Non-Cash Benefits Received at Entry and Exit, Non-Cash Source at Entry and Exit, and Domestic Violence. |
| **UNIVERSAL DESIGN:** |
|  | A design concept that encourages the construction or rehabilitation of housing and elements of the living environment in a manner that makes them usable by all people, regardless of ability, without the need for adaptation or specialized design. |
| **UNSHELTERED COUNT:**  |
|  | The CoC used results from the most recent point-in-time count of unsheltered persons to help determine unmet need.  |
| **USER:** |
|  | An employee, volunteer, affiliate, associate and any other individual who uses or enters data in the HMIS or another administrative database from which data are periodically provided to the HMIS. |
| **USUAL CARE (UC):** |
|  | UC includes any additional time spent in emergency shelters and the services that people would normally access on their own from shelter in the absence of these other interventions. |
| **VA:** |
|  | The Department of Veterans Affairs. |
| **VACANT UNIT:** |
|  | A dwelling unit that has been vacant for not less than nine consecutive months.  |
| **VASH:** |
|  | See Veterans Affairs Supportive Housing Program.  |
| **VERY LOW-INCOME:** |
|  | Households whose incomes do not exceed 50 percent of the median area income for the area, as determined by HUD, with adjustments for smaller and larger families and for areas with unusually high or low incomes or where needed because of facility, college, or other training facility; prevailing levels of construction costs; or fair market rents.  |
| **VETERANS AFFAIRS SUPPORTIVE HOUSING PROGRAM (HUD-VASH):** |
|  | The HUD-Veterans Affairs Supportive Housing (HUD-VASH) program combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs (VA).  VA provides these services for participating Veterans at VA medical centers (VAMCs) and community-based outreach clinics. |
| **VICTIM SERVICE PROVIDER:** |
|  | A private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. This term includes rape crisis centers, battered women’s shelters, domestic violence transitional housing projects, and other projects. |
| **WORST CASE HOUSING NEEDS:** |
|  | Needs experienced by unassisted very low-income renters who either (1) pay more than one-half of their monthly income for rent; or (2) live in severely inadequate conditions, or both. |
| **ZONING:** |
|  | The classification of land by types of uses permitted and prohibited in a given district, and by densities and intensities permitted and prohibited, including regulations regarding building location on lots. |

On December 5, 2011, HUD published the **final rule** on the [Definition of Homeless](http://www.hudhre.info/index.cfm?do=viewResource&ResourceID=4519) in the Federal Register. As this is the final rule, there is not a further comment period for the definition of homeless. The final rule on the Definition of Homeless went into effect on January 4, 2012. The final rule applies to all recipients of Emergency Solutions Grants (ESG) program funds as well as **all** recipients of SHP and S+C funding awarded through the FY2011 CoC Competition. Recipients of the former Emergency Shelter Grants program funds, as well as existing SHP and S+C projects that did **not** renew in the FY2011 CoC Competition, must continue to use the definition of homeless in effect prior to January 4, 2012, which is attached to their current grant agreements. Click [here](http://www.hudhre.info/documents/HomelessDefinition_1.17.12.pdf) for more information about how the revised definition affects existing SHP and S+C grants.