

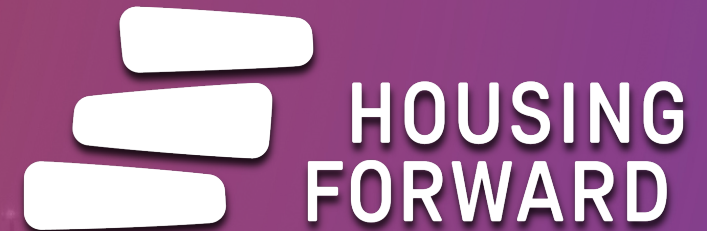
September 12, 2024

Presented by
Housing Forward

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Data Governance and Client Consent

Coordinated Access in Dallas



Introductions

Meet the Team



Freda Nelms

Director of Data Management & Reporting

Freda is a project administrator and data management professional with 10 years' experience as an HMIS subject matter expert for the collaborative applicant and HMIS lead. Her focus is on leading cross-functional teams, training, and ensuring data quality and compliance.

At Housing Forward, she serves as the director of Data Management and Reporting, where she has led efforts that have reduced homelessness by 19% and decreased data quality errors by 48% since 2021.



Philip Force

HMIS Administrator

Phil serves as an HMIS administrator, leveraging his strong data management skills to oversee HMIS customizations at Housing Forward. With 12 years' experience in various roles, including web design and community services, Phil thrives in collaborative environments and enjoys providing guidance, managing data, and making operations as smooth as possible.

1

How the CoC Is Structured

2

Why and How We Changed Our Privacy Policy

3

CE Implementation Within HMIS

How the CoC Is Structured

84

**SECURITY
ORGANIZATIONS
WITHIN CLIENTTRACK**

314

**PROJECTS WITHIN
CLIENTTRACK
(1 SINGLE CE PROJECT)**

570

**END USERS WITHIN
CLIENTTRACK**

3718

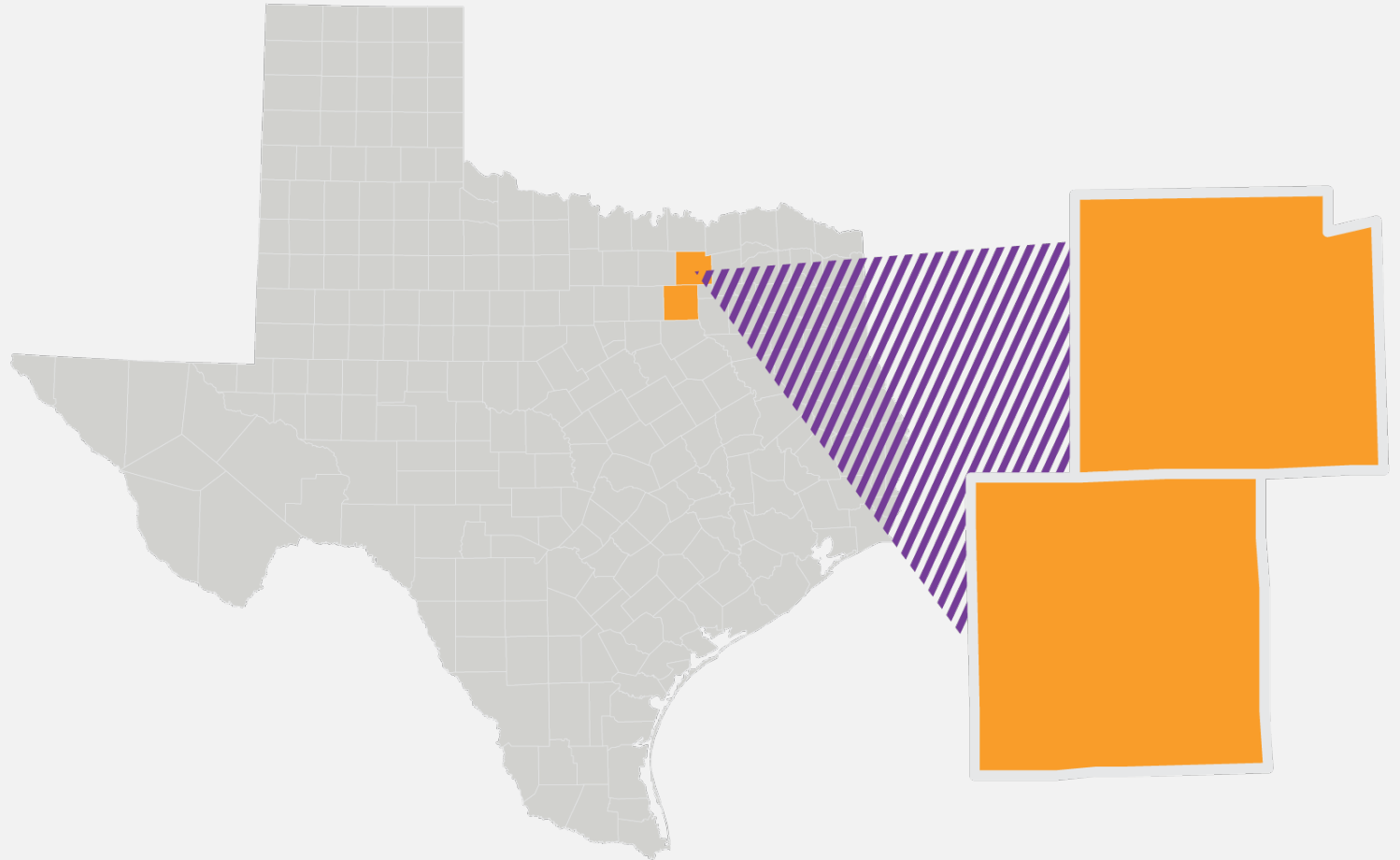
**SHELTERED &
UNSHELTERED 2024
PIT COUNT**

Continuum of Care Size and Statistics

CoC Location

Dallas and Collin County

Each county is similar in size to Cook County, Illinois (Chicago x2)



Who's Who?

All Neighbors Coalition CoC

- 11 workgroups to accomplish specific tasks to conceive, test, and implement policies and practices that improve how providers work together to make services more efficient.
- HMIS workgroup works closely with HMIS Lead staff regarding monitoring of providers, policy, and data integrity

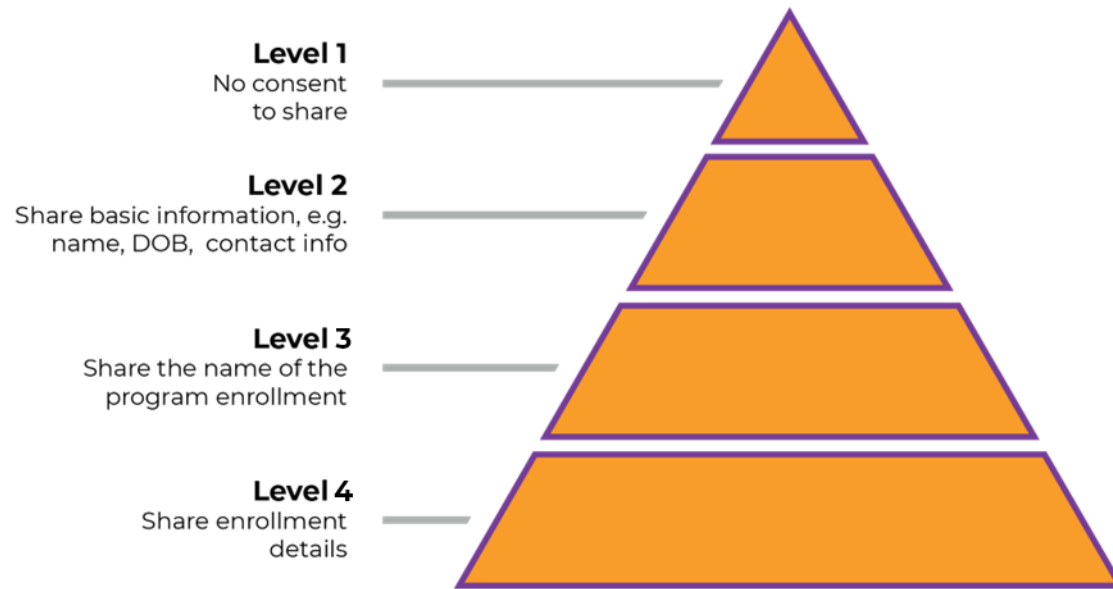
Housing Forward Staff

- Collaborative Applicant
 - *33 staff total*
- HMIS Lead Agency
 - *4 HMIS system administrators*
 - *Contracts with ICA for special projects*
 - PIT data cleaning, preparation for HDX submission, and analysis
 - ClientTrack customizations for CE



Why and How

We Changed Our Privacy Policy



10,000+

CLIENTS WOULD NOT BE ABLE
TO EASILY ACCESS CE
SERVICES, CREATING AN
UNNECESSARY BARRIER

Consent Before ClientTrack

Transition to an Open System

**With the assistance of HUD
TA and Coordinated Entry
Management and Data
Guide updated**

- [HMIS Privacy Notice](#)
- [HMIS Privacy Policy](#)
- [Client Consent & Release of Information](#)

**With Eccovia designed the
MOU Release in ClientTrack**

- Basic client and demographic information are always shared

Implemented a structure for non- sensitive and sensitive organizations

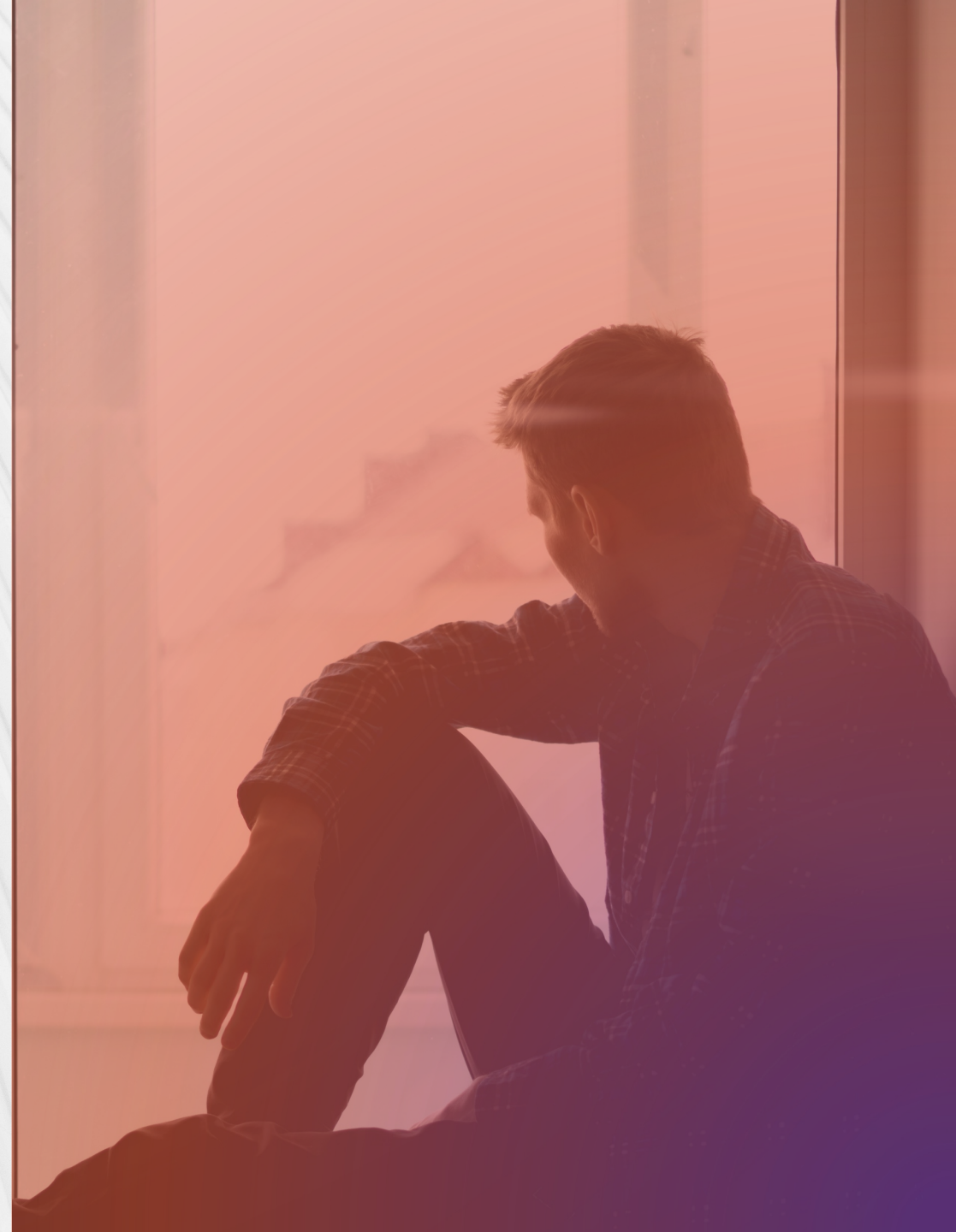


Sensitive Organizations

- Organizations funded by HOPWA and RHY grants are considered "Sensitive Organizations".
- These organizations are only required to get signed consent when the client opts to share their data in HMIS. If shared, enrollment data is only shared with the same type of sensitive organization from which the client is receiving services.
- If the client does not want to share their data, the data is still entered. However, the sharing setting is set to "restricted" in ClientTrack and no consent form is needed. Enrollment data is only seen by the sensitive org serving the client.

Non-Sensitive Organizations

- All other organizations in HMIS—those not funded by HOPWA or RHY grants—are considered “non-sensitive.”
- No consent form is needed for these organizations because, our privacy policy covers sharing for these organizations under informed implied consent.
- Enrollment data is shared and is visible by all organizations within ClientTrack.



CE Implementation Within HMIS

- **Client Consent and Sharing**
- **CE org is nonsensitive**
- **Activities visible for all end users with access to a single CE org**
 - **Enrollment/service visibility**
- **Access is granted to staff at access points and providers participating in CAS**

Single CE Project & Owner Organization





Access Point Providers

- **Client expresses desire to be housed**
- **APP adds client to CAS queue by creating CE enrollment**
- **APP adds case notes**
- **APP maintains CAS document check (verification of homelessness and/or disability, ID)**
- **APP records living situation at least every 90 days**

When CE Enrollment Is Exited

- Auto-exited if no contact has been made with the HoH in 90+ days
- Client no longer needs homelessness response system to rehouse them
- Client is housed by a provider





CAS Administrator

- **CAS Admin Workgroup for Housing Forward staff to manage referrals, prioritization, and matches in CAS queue/single BNL**
- **Verify eligibility**
- **Refer from CAS queue to CAS-participant programs**
- **Review referral rejections and communicate with providers about those**

Housing Provider

- **Accept or reject referrals**
- **Create housing program enrollments and manage client data via enrollment and later assessments**



Questions?



