

DOCUMENT

# MINER NEVADA STATE HMIS STANDARD OPERATING PROCEDURES





## Miner (HMIS) Standard Operating Procedures

### **Section 1: Contractual Requirements and Roles**

Bitfocus, Inc. Contractual Requirements: Bitfocus, Inc., in its role as HMIS Program Administrator, agrees to use its reasonable best efforts to provide all of the necessary equipment and staff to operate and maintain the central server. In addition, Bitfocus will use its reasonable best efforts to provide technical assistance as it pertains to software, hardware and the use of the Miner system to all participating agencies. Additional services may be provided on a case-by-case basis, as agreed upon by Bitfocus and a participating agency.

Central Server Requirements: Security of equipment and data is a priority for Bitfocus. This document outlines the foundation for system security including the usage policy for access to the system, the data for export, import or data analysis needs, and physical system access, as well as the procedures for maintaining the system and data integrity.

Miner Working Group: The Miner HMIS has a Working Group to govern the project. The group is composed of representatives of stakeholders. This includes consumers, HUD funded agencies, homeless service agencies, local governments, and state government. Members of the HMIS Working Group will be elected from time to time by majority vote of all participating agencies. The qualifications and meetings of members of the HMIS Working Group and all other matters relating to the Working Group shall be provided in by-laws of the Working Group adopted or modified from time to time by majority vote of all of the participating agencies.

Central Server Management: Management of an HMIS requires several skill sets. The Working Group has identified the following roles to provide the best and most efficient service to HMIS stakeholders:

- Systems Administrator/Department Head—assigns rights for users, merges duplicate files, responsible for maintenance reporting, backups, security, updates policy and procedures, monitors login attempts, completes system updates, approves any changes to the system, maintenance and disaster planning, and supervision of personnel.
- Report Writer/Technical Assistant/Help Desk Support—assists in the design of reports as needed by participating agencies and community stakeholders, answers user questions and assists users in resolving problems, if needed go onsite to resolve hardware/software issues.

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As the user-base grows, it is understood that these positions and roles will be re-evaluated to meet the needs of stakeholders, as funding is available.

New Sites Requirements: Any agency wishing to participate in the Miner system must assume a share of all operational and acquisition costs for hardware, software and technical assistance to support the operation and maintenance of the system. If Bitfocus is able to secure additional funding, these costs may be reduced or eliminated accordingly.

The roles of every participating user are defined in order to prevent confusion regarding responsibilities and privileges. The following roles must be filled in order for an agency to begin working with the project:

- Participating Agency Director
- Participating Agency Technical Administrator
- Participating Agency Intake Worker or Case Manager

In addition, some agencies may also have the following roles:

- Participating Agency Mental Health Worker
- Participating Agency Substance Abuse Counselor
- Participating Agency Health Worker
- Participating Agency User
- Participating Agency Data Analyst
- Continuum of Care Representative

**Note: In some cases, more than one role will be assigned to the same individual.**

*Participating Agency Director:* Has access to all files and data regarding all programs and services operated by his or her agency.

*Participating Agency Technical Administrator:* Is able to edit, create, and append data for all programs and services operated by his or her agency. Able to run reports regarding agency programs and services. Creates user accounts for his or her agency.

*Participating Agency Intake Worker:* Is able to create client files and run reports on his or her caseload only.

*Participating Agency Case Manager:* Is able to create client files and run reports on his or her caseload only. Able to update and append client records. Able to view sensitive portions of the record if the client has consented and signed a release.

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*Participating Agency Mental Health Worker:* Is able to create client files and run reports on his or her caseload only. Able to update and append client records. Able to view sensitive portions of the record generated by Mental Health Workers in that agency.

*Participating Agency Substance Abuse Counselor:* Is able to create client files and run reports on his or her caseload only. Able to update and append client records. Able to view sensitive portions of the record generated by the counselor.

*Participating Agency Health Worker:* Is able to create client files and run reports on his or her caseload only. Able to update and append client records. Able to view sensitive portions of the record generated by the worker.

*Participating Agency Data Entry Worker:* Is able to complete data entry only. Will not be able to view information after the information has been entered.

*Participating Agency Data Analyst:* Is able to view global reports regarding homeless persons in our community, demographics, service utilization, total statistics and numbers regarding persons in the system.

*Regional Homeless Coordinator:* Is able to view aggregate-level reports regarding our community, demographics, service utilization, total statistics and numbers regarding data in the system.

All users of the system should recognize that rights are assigned on a need to know basis.

## **Section 2: Participation Requirements**

Participation Requirements: For most efficient utilization of the services provided by the Miner HMIS, several steps must be completed at the agency level before implementation can begin. Although the Miner System Administrator can assist with most steps, agencies should be prepared to act without assistance. These steps include:

- Acquisition of High Speed Internet Connectivity with at least one static IP address
- Identification of an on-site Technical Administrator to serve as the primary contact, or the name of an outside contractor.
- Completed network and security assessment to comply with HUD HMIS Data Standard Regulations (4.3 – Security Standards), as published in the July 30, 2004 Federal Register.
- Signed Memorandum of Understanding.
- Written procedures concerning client consent for release of information, client grievance procedures and interview protocols.

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Implementation Requirements: Agencies must generate documents that cover each of the following areas in order for implementation to begin.

Interagency Data Sharing Agreements: Agencies that will be sharing client specific records must agree in writing to uphold specified minimum standards of privacy protection.

Written Client Consent Procedure for Data Entry: Agencies must obtain the client's consent prior to entering information concerning a client into the system. If a client does not consent, services should not be denied to the client. The agency can use the anonymous client function in appropriate cases.

Confidentiality and Consent Forms: Agencies must use the forms approved by the Miner Working Group. Agencies that share protected health information must have internal procedures for obtaining client consent prior to the sharing of this information.

Privacy Notice: Agencies must develop a privacy notice, and incorporate the Miner Privacy Notice into its policies and procedures. In addition, HUD mandates that organizations develop policies and procedures to distribute privacy notices to their employees, which include having employees sign to acknowledge receipt of the notices.

Interview Protocols: Each agency must develop a written program specific interview guide that includes the minimal data elements and any additional elements the agency wishes to collect.

Background Check Procedures: Each agency is responsible for conducting its standard background check for all users of the Miner system.

Staff Confidentiality Agreements: Each agency must develop a procedure for informing staff of client confidentiality. All users of the system must have training prior to being authorized to use the system. In addition, all users of the system are required to attend Miner confidentiality and privacy training each year.

Information Security Protocols: Internal policies must be developed at each participating agency to establish a process for the detection and prevention of a violation of any HIMS information security protocols.

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Virus Prevention, Detection, and Disinfection Protocols: Participation in the HMIS requires that agencies develop procedures intended to assure that computers with access to the HMIS system run updated anti-virus software.

Data Collection Commitment: Participation in the HMIS requires that all participating agencies collect minimum data elements on all consenting clients in accordance with HUD requirements.

Connectivity: Once implementation has begun each participating agency agrees to use its reasonable best efforts to maintain appropriate connectivity in order to continue participation.

Maintenance of Onsite Computer Equipment: Each participating agency agrees to use its reasonable best efforts to maintain computer equipment to the extent required to continue participation.

Conversion of Legacy Data or Links to Other Systems: Agencies that are using other systems or wish to have legacy data converted must provide resources and processes that enable conversion without cost to the HMIS system.

### **Section 3: Training**

User, Administrator and Security Training: MetSYS has provided training to instruct the Miner System Administrator in the proper procedures to supervise and maintain the operation of the HMIS. System Administration training has covered security, configuration and user customization.

Participating Agency Technical Administrator Training: Each agency participating in the Miner system will have a Technical Administrator who will be the contact person for participation in the HMIS. Each organization participating in the Miner system will have a representative participate in the Participating Agency Technical Administrator Training Program prior to system deployment at that agency. Training will take place in Nevada and participants are not to exceed fifteen persons per training. These trainings will cover practical problem solving. Each agency's Technical Administrator will learn how to adjust eligibility screens, identify service data that must be migrated to the HMIS, and how to track expenses and customize the system for his or her organization. Each Participating Agency Technical Administrator will have access to a master manual for program management and will be responsible for either copying or purchasing a copy in house for use at his or her organization. Upon conclusion of the training and prior to deployment, Technical Administrators will begin inputting their HMIS information, number of beds (if any), services, and contact information into the system.

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End User Training Schedule: Bitfocus will provide training in the day-to-day use of the Miner system. Training class size will be limited. Training will use an established demo database, and will cover the following topics: intake, assessment, information and referral, reports, and client tracking. Training on any agency-modified fields/screens will be the responsibility of the agency making the modification. Training requires an eight to twelve hour commitment over the course of two days.

#### **Section 4: User, Location, Physical and Data Access**

Access Privileges to the Miner System: Access to system resources will only be granted to agency staff that needs access in order to perform their jobs.

Access Levels for Miner System Users: Each user of the system will be assigned an account that grants access to the specific system resources that he or she requires. A model of least-privilege is used; no user will be granted more than the least amount of privilege needed to perform his or her job.

Access to Data: All data collected by the Miner system project will be categorized. Access to data sets, types of data, and all other information housed as part of the system is governed by policies approved by the HMIS Working Group and Bitfocus. Reproduction, distribution, destruction of and access to the data are based on the content of the data. At no time may identifying confidential data be distributed or accessible without the consent of the client.

Access to Client Paper Records: Agency users should not have greater access to client information through the Miner system than is available through the agency's paper files.

Physical Access Control: All equipment or media containing HMIS data must be physically controlled at the central site. Protection and destruction of data policies are outlined below. The building containing the central server is secured through locked key access. The room housing the central server has keyed entry with access to keys limited to: Miner System Administrator, his or her supervisor and the HMIS Project Manager. Access to the central server room is limited to authorized personnel under supervision of the Miner System Administrator or HMIS Project Manager. All guests will be required to sign in prior to entry. The sign in sheet will be stored and can be produced upon request. All media containing HMIS data will be stored in a fire-protected safe. When necessary, archived media will be destroyed through reformatting and destruction. All hard drive media, optical media and magnetic floppy media taken out of service will be disassembled and the platters physically destroyed.

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System access over wired networks: Access to the HMIS system over wired networks will be controlled using a hardware based firewall and secure VPN connection. Each site will maintain a site-to-site VPN connection with a unique encryption key. While HUD does not specify specific parameters, Bitfocus will use its best reasonable efforts to use the highest level of security reasonably attainable between the MINER system and participating agencies. If an agency is not large enough to warrant a hardware firewall, each client workstation accessing the HMIS system will be required to have VPN client software installed.

System access over wireless networks: Access to the HMIS system over any type of wireless network is discouraged. Wireless networks are more susceptible to unauthorized access than wired networks. If any type of wireless network is used, it must have at least 128-bit encryption. If 128-bit encryption is not available, each client workstation must have VPN client software installed.

Unique User ID and Password: Each user of the system must be individually and uniquely identified. Identification will be verified through a password. Users are not permitted to share their password or permit other users to log in to the system with their password. Passwords will be at least eight characters long and meet reasonable industry standard requirements. These requirements are:

- 1) Using a combination of at least 3 of the following:
  - a. Numbers
  - b. Lowercase letters
  - c. Capital letters
  - d. Special characters (e.g. ~ ! @ # \$ % ^ & \* ( ) \_ )
- 2) Not using, or including, the username, the HMIS name, or the HMIS vendor's name
- 3) Not consisting entirely of any word found in the common dictionary or any of the above spelled backwards

Written information specifically pertaining to user access (e.g., username and password) may not be stored or displayed in any publicly accessible location. Individual users will not be able to log on to more than one workstation at a time, or be able to log on to the network at more than one location at a time.

Right to Deny User and Participating Agencies' Access: The Working Group has the right to suspend, limit or revoke the access of any agency or individual for violation of HMIS policies. Upon remedy of said violation, access rights may be reinstated. If privileges have not been reinstated, the person or agency can file an appeal to the HMIS Working Group for reinstatement.

Monitoring: Access to the system will be monitored. In addition, the Miner system will maintain logs of all actions taken within the system including login transactions and

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detailed monitoring of user data transactions within the software. Bitfocus will use its best reasonable efforts to review logs on a regular basis. It is understood that agencies will cooperate with all monitoring requirements. All exceptions that show security policy violations will be investigated.

Data Integrity Controls: Access to the production data is restricted to essential system administrative staff only. Each staff that has access to production data is contracted to not alter or impact the data in any adverse way.

### **Section 5: Technical Support and System Availability**

Planned Technical Support: Bitfocus will use its best reasonable efforts to offer technical support to all participating agencies. Support services of the Miner system include: training, implementation support, report writing support, and process troubleshooting.

Participating Agency Service Requests: System administrative staff is only permitted to respond to service requests that are submitted in writing by the participating agency executive director or on-site technical administrator.

Rapid Response Technical Support: An emergency contact number will be provided for requests for service that require a rapid response (i.e., unable to access system). These service requests will be prioritized above other requests. Participating agencies should plan accordingly.

Availability: The goal is to have the system available 24 hours a day, subject to scheduled outages for updating and maintenance. Bitfocus will use its best reasonable efforts to achieve a 99% uptime. On occasion, there will be planned system outages. Participants will be notified a minimum of 48 hours before a planned but unscheduled outage is to occur. Bitfocus will use its best reasonable efforts to address unplanned interruptions within 24 hours, and agencies will be notified when the system becomes available.

### **Section 6: Stages of Implementation**

Stage 1 – Startup: Agency must complete all MOU's, Agreements, policies, Technology Assessment Inventory. Create organization and master account login.

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Stage 2 – Organization Data Entry: Define the organization and detailed descriptions of programs and eligibility. Adjustments to intake screens and define development of workflow.

Stage 3 – Initial System Rollout: Miner system and privacy and confidentiality training for TA and users. Define users and responsibilities and create accounts. Miner system training will take place using a demonstration version of the software and data. This same version will be available for agencies to use for training. Real client data will **NEVER** be used for training purposes.

Stage 4 – Client Data Entry: Begin entering client information into the system

Stage 5 – Client-Program Entry: Begin entering client use of programs

Stage 6 – Case Management: Using the Miner system as a case management tool in the day-to-day operation of the agency if the agency wishes to do so.

Stage 7 – Program Management: Using the Miner system to track program performance on an organization level.

### **Section 7: Encryption Management**

Encryption General: All information should be encrypted in the database per HUD standards. All connections to the Miner database should be encrypted to HUD standards or higher. Encryption should be sufficient to prevent unauthorized personnel from accessing confidential information for any reason.

Encryption Management: In the event that system wide data decryption becomes necessary, the Working Group must obtain the written authorization of every participating agency's executive director.

### **Section 8: Data Release Protocols**

Data Entry: Before any data will be entered into the system, the client must first consent to data entry and agree to what information can be entered into the Miner system. Upon completion of the approved consent form, the service provider will only enter the information into the system that has been approved by the client. The Miner system will assign the client a unique personal identifier. Service providers should note that services must not be contingent on a client consenting to data entry.

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Anonymous Client Data Entry: In the event that a client does not want to have any of their information entered into HMIS, they will be entered as a "John/Jane Doe" and all of the information entered into the system fields will be zeros. The HMIS will assign them a unique personal identifier.

Sharing of Information: Clients must consent to the sharing of their information prior to allowing that information to be shared with participating agencies. In the event that the client agrees to have their information entered into the HMIS but does not agree to have it shared with other agencies, selecting the "Local Only" option available in the Miner system will close the entire record.

Sharing Protected Information: A separate Release of Information (ROI) indicating what information the client agrees to have shared with other participating agencies should be signed prior to sharing of any Protected Personal Information (PPI).

Printed Information: Printed records disclosed to the client or another party should indicate: the person and/or agency to whom the record is directed, the date, and the initials of the person making the disclosure.

Requests for HMIS Client Information: The agency must notify the HMIS Program Administrator within one working day when the agency receives a request from any individual or outside organization for client-identifying information.

Case Notes: It is understood that client case notes will not be shared, and that each agency will have the ability to enter its own private notes about a client.

The Release of Information (ROI) form will be a dated document that expires. The provider will only be able to access the information specified on the ROI that was entered into the system during the time the ROI was in effect. Also, the client can decide at any time that he or she wants to have their information closed, in full or in part, and/or client file deactivated.

### **Section 9: Internal Operating Procedures**

Computer Virus Prevention, Detection, and Disinfection: The goal of the Miner system will be to incorporate and maintain updated virus protection from a reputable single source. Any and all viruses found will be quarantined and analyzed. If unrepairable, the virus will be deleted. Participating agencies are required to run and maintain their own anti-virus software from an approved source on all computers that have access to the HMIS system.

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Operating System Updates: The goal will be to update or patch the HMIS system within a reasonable time after review of the vendor's release of updates and patches and approval by the system administrator.

Backup and Recovery: The goal will be to back up the Miner system on a daily basis. Backup media will be stored in a fire-protected safe with the server. In addition, backups will be stored electronically, offsite. A backup of hardware and Miner system software will be stored in an offsite location so that it will be available in the event of catastrophic failure.

Disaster Recovery Process: The goal will be to review disaster recovery processes and check offsite systems checked for viability twice per year.

Community Reporting Process: At the direction of the Working Group, Bitfocus will publish community-wide aggregate reports on the clients in the HMIS system on a periodic basis. These report(s) will reflect raw, point-in-time data.

Termination of the HMIS system: In the event the Miner HMIS ceases to exist, participating agencies will be notified and provided a reasonable time to access and save client data on those served by the respective agencies as well as statistical and frequency data from the entire system. Then, the information on the central server will be purged or stored. If the latter occurs, the data will remain in an encrypted and aggregate state.

Termination of Bitfocus as Program Administrator: In the event Bitfocus is no longer the program administrator, custodianship of the data on the HMIS system will be transferred to the HMIS Working Group or to a successor program administrator, and all participating agencies will be informed in a timely manner.

### **Section 10: HMIS Client Grievance Procedures**

If a client has any issue with the HMIS system at a particular agency, the client should work with that agency to resolve the problem.

If the problem is still not resolved to the client's satisfaction, the client can request an 'HMIS Grievance Form' (blank copies of this form are available on the Miner website – [www.miner-hmis.com/consent\\_forms.html](http://www.miner-hmis.com/consent_forms.html)). Specific instructions are listed on the form.

Bitfocus will receive the form, and will distribute copies to all Working Group Members. The Working Group will be notified of all grievances received. Bitfocus will use its best

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reasonable efforts to investigate the issue, and will inform the Working Group of the results.

If the issue is not system related, the Working Group will recommend the best course of action to handle the grievance.

Any material change(s) resulting from a grievance (system related or not) requires approval from the Working Group.

### **Section 11: HMIS Privacy Notice**

An individual has a right to adequate notice of the uses and disclosures of protected personal information that may be made by a participating agency and of the individual's rights and the participating agency's legal duties with respect to protected personal information. The notice should be prominently displayed in the program offices where intake occurs. The participating agency should promptly revise and redistribute its notice whenever there is a material substantive change to the permitted uses or disclosures, the individual's rights, the Participating Agency's legal duties, or other privacy practices stated in the notice. Participating agencies should maintain documentation of compliance with the notice requirements by retaining copies of the notices issued by them. A client has the right to obtain a paper copy of the notice from the participating agency upon request. An inmate does not have a right to notice, and the requirements of this notice do not apply to a correctional institution that is a Miner system user.

**Content of Notice:** The Participating Agency must provide a notice that is written in plain language and that contains the elements required by this section. These elements are not exclusive, and either oral or written notice may inform the individual of the permitted uses of information. The following statement as a header or otherwise must be prominently displayed: "THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY."

- ❑ A description of each of the purposes for which a participating agency is permitted or required by this notice to use or disclose protected personal information without the individual's written consent or authorization. These include administrative, programmatic, and academic research purposes.
- ❑ If a use or disclosure is prohibited or materially limited by other applicable law, the description of such use or disclosure must reflect the more stringent law.

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- ❑ A statement that consensual uses and disclosures will be made only with the individual's written authorization and that the individual may revoke such authorization.
- ❑ A statement of the individual's rights with respect to protected personal information and a brief description of how the individual may exercise these rights.
- ❑ A statement that the participating agency is required by law to maintain the privacy of protected personal information and to provide individuals with notice of its legal duties and privacy practices with respect to protected personal information.
- ❑ A statement that the participating agency is required to comply with the terms of the notice currently in effect.
- ❑ A statement that reserves the right to change the terms of the notice and to make the new notice provisions effective for all protected personal information. The statement must also describe how the agency will attempt to provide individuals with a revised notice.
- ❑ A statement that individuals may complain to the participating agency if they believe their privacy rights have been violated.
- ❑ A brief description of how the individual may file a complaint with the participating agency.
- ❑ A statement that the individual will not be retaliated against for filing a complaint.
- ❑ The name, or title, and telephone number of a person or office to contact for further information.
- ❑ The date on which the notice is first in effect, which may not be earlier than the date on which the notice is printed or otherwise published

### **Section 12: Participation without using MetSYS software (data feeding)**

If an agency wishes to participate in the HMIS, but does not wish to use the MetSYS software, the following additional guidelines must be met:

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- 1) Agency understands that it is its responsibility to pay for any additional costs related to feeding data to the HMIS.
- 2) Agency must be able to produce an extract file from its existing system.
- 3) Agency must be able to produce the extract file in a format specified by Bitfocus and approved by the Working Group.
- 4) Agency understands that the extract format will most likely change in the future. One of the main reasons for the file format change is that there is a movement underway to standardize the HMIS import file formats.
- 5) Agency data imported into the HMIS system will be available only for the purpose of generating aggregate reports.
- 6) If, at a later date, an agency chooses to use the MetSYS software, the agency understands that its historical imported data will not be available.
- 7) Sections 1 – 8 of this document do not apply to agencies feeding data to the HMIS system.

### **Section 13: Sharing data between agencies**

If a participating agency wishes to share data through the HMIS with one or more other agencies:

- 1) All agencies wishing to share data must meet with Bitfocus to discuss and address all details of data sharing. For example: What information is to be shared, direction of sharing, etc.
- 2) A separate Memorandum of Understanding must be created between Bitfocus and all agencies that will participate in the inter-agency sharing.
- 3) Agencies must comply with Section 8 of this document (relating to obtaining clients' permission to have their information shared).

### **Section 14: User Meetings**

User meetings will be scheduled periodically with advance notice given via the Miner HMIS mailing list and posted on the Miner web page ([www.miner-hmis.com](http://www.miner-hmis.com)). The Bitfocus staff responsible for HMIS matters should be available to confer with participating agencies via phone, e-mail or in person.

While most meetings will be optional to attend, it may be necessary to request mandatory attendance at a particular meeting. If this becomes necessary, ample notice will be given.

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## **Section 15: Guidelines on Removing Agencies or Users**

Voluntary Removal: If an agency or user no longer wants to access the Miner system, they simply need to contact Bitfocus and inform them of the decision. In the case of user removal, it is the relevant agency's responsibility to contact Bitfocus in a timely fashion so the User ID can be deactivated to prevent unauthorized access to the system. An agency asking to be removed from the system understands the following:

- 1) The agency will receive one (1) copy of the data it has input into the Miner system. This copy will be in a format determined by Bitfocus and approved by the Working Group. The agency will be given an appropriate description of the data format.
- 2) The data the agency enters into the system will remain in the system for the purposes of producing aggregate non-identifying reports. Client records will be marked as inactive, and not be available to be accessed. Any agency information will remain in the system, but will be marked as inactive.
- 3) The agency must return all hardware (firewalls, etc.) that are owned by Bitfocus.
- 4) Any fees paid for participation in the Miner HMIS system will not be refunded.
- 5) The agency understands and accepts any ramifications for not participating in the Miner system.

Involuntary Removal: It is vital for the Working Group and Bitfocus to provide a secure service for all users. Any action(s) that threaten the integrity of the system will not be tolerated.

- 1) Bitfocus reserves the right to modify, limit and/or suspend any user account at any time if there is a security risk to the system
- 2) Any improper use of the Miner System is subject to immediate suspension of the user's account. The penalties imposed on a user for improper system use will vary based on the level of the offense. Typically the user will receive a warning on the first offense. However, if the offense is severe enough, Bitfocus reserves the right to disable the account immediately and in extreme cases, may disable all users' access by the agency in question.
- 3) Bitfocus will contact the organization within one business day of any suspension.
- 4) If a users account is suspended, only the director (or acting director) for an organization may request account re-activation. Suspended users may be required to attend additional training before having their access reinstated.
- 5) In the event that an agency is removed from the system they must submit a written request for reinstatement to the Working Group and Bitfocus. If an agency is not reinstated into the system after review, the agency will be given one (1) copy of its data in a format that will be determined by Bitfocus and

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- approved by the Working Group (the agency will also be provided with a description of the data format). Data will not be given to the agency until all hardware (firewalls, etc.) belonging to Bitfocus is returned. Any fees paid for participation in the Miner system will not be returned.
- 6) All Miner system users agree to waive and release any and all claims and expenses related to or arising from the user's violation of this agreement against the Working Group, the employers of the respective members of the Working Group, Bitfocus, its officers, directors, shareholders, employees, agents, subsidiaries and affiliates.

### **Section 16: Additional Participation Standards**

System/Data Security: In the event an agency becomes aware of a system security or client confidentiality breach, the executive director of the agency shall notify the HMIS Program Administrator of the breach within one business day.

HMIS related forms and printed material: The agency agrees to maintain all Client Authorization and/or Release of Information forms related to the Miner HMIS. This information may be requested by the Working Group, Bitfocus, and/or its contractors for periodic audits.

Destruction of HMIS related printed material: Any HMIS forms or printed information obtained by an agency or user from the HMIS system must be destroyed in a manner that ensures client confidentiality will not be compromised.

### **Section 17: No Third Party Beneficiaries**

The foregoing operating procedures have been set forth solely for the benefit and protection of the Working Group, Bitfocus and the respective participating agencies and their respective heirs, personal representatives, successors and assigns. No other person or entity shall have any rights of any nature in connection with or arising from the foregoing operating procedures or by reason hereof. Without limiting the generality of the preceding sentence, no user of the HMIS system in his or her capacity as such and no current, former or prospective client of any agency shall have any rights of any nature in connection with or arising from the foregoing operating procedures or by reason hereof.

### **Section 18: HMIS Concepts and Terms**

Aggregate - Collected together from different sources and considered as a whole, and lacking identifying information.

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Client - Somebody who uses or applies to use the services of a participating agency.

CoC – The acronym for Continuum of Care

Community - A group of people with a common background or with shared interests within a defined geographic area, for our area to include the State of Nevada.

Confidentiality - Entrusted with somebody's personal or private information or matters.

Connectivity – The ability to connect two or more systems together. Pertaining to the HMIS system, the use of a high speed Internet connection for accessing the system.

Consent – Express acceptance of or agreement to something.

Data – The information in the system, for example, numbers, text, images, and sounds, in a form that is suitable for storage in or processing by a computer

Decryption – To render an encoded amount of data into plain language or out of its encrypted state.

Encryption – To convert computer data and messages to something incomprehensible by means of a key, so that only an authorized recipient holding the matching key can reconvert it.

Firewall – A component of a network that prevents unauthorized users and/or data from getting in or out of the network, using rules to specify acceptable communication

HMIS – The acronym for Homeless Management Information Systems, sometimes also referred to as HIMS or Homeless Information Management System.

HUD – The acronym for the Department of Housing and Urban Development.

Legacy Data – Information stored in an older version of software or format that is not compatible with the HMIS system.

MetSYS – The name of the software application that being used for the Miner HMIS.

Miner System – The name that has been given to our implementation of an HMIS system.

MOU – The acronym for Memorandum of Understanding. A document that outlines the specific areas of agreement between two or more parties.

Organization - A group of people identified by shared interests or purpose.

PPI – The acronym for Protected Personal Information.

Program – A collection of services grouped together.

ROI – The acronym for Release of Information.

Service - The system or operation by which people are provided with something.

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VPN – The acronym for Virtual Private Network. A way for securely connecting systems together to transmit data.

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