



## STANDARD OPERATING PROCEDURE/POLICY

### Mid Florida Homeless Coalition

<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>203</b>
<b>Date Approved:</b>	<b>01/24/2014</b>	<b>Author:</b>	<b>MFIN Committee</b>
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#### **AUTHORITY:**

*24 CFR Parts 91, 576, 580, and 583 HMIS* - Responsibilities for HMIS Administration (\$580.5)  
MFIN Roles & Responsibilities – Agency Staff Roles & Requirements

#### **POLICY:**

Each Mid Florida Information Network (MFIN) Member Agency is required to have either an agency administrator (for agencies with 5 or more active licenses) or a point of contact to coordinate MFIN activities for their organization.

#### **PROCEDURE:**

The Executive Director (or legal authorized officer) of the agency will complete the agency administrator designation / point of contact form to assign the position to a specific staff person. This role is vital to the success of MFIN to ensure that the data is entered in a timely manner, the quality of data is continuously monitored, and communication and support between MFIN and the MFIN Member Agency is streamlined.

#### **Definitions:**

Agency Administrator – is the centralized contact for MFIN staff; first line of technical assistance to their users; participates in *Coordinated Access*-MFIN Advisory Committee Meetings

Point of Contact – is the centralized contact for MFIN staff

*See Form 203-A –Designation of Agency Administrator or Point of Contact Form*



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<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>204</b>
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### **AUTHORITY:**

*24 CFR Parts 91, 576, 580, and 583 HMIS* - Responsibilities for HMIS Administration (\$580.5)  
MFIN Roles & Responsibilities - End User Roles & Responsibilities

### **POLICY:**

Each Mid Florida Information Network (MFIN) End User must attend at least one new user training, attend annual security training, and sign a MFIN privacy notice receipt in order to access live client data in MFIN.

Every MFIN End User is responsible for the following:

- Adhering to all the policy & procedures outlined in this document
- Attending all trainings required by MFIN staff and the MFIN Member Agency administrator
- Entering quality data in a timely and accurate manner
- Adhering to the data requirements set by the MFIN staff and the MFIN Member Agency

**PROCEDURE:**

*Agencies with new users must contact the HMIS Administrator to arrange New User Training. Users requesting additional training must also contact the HMIS Administrator to arrange the necessary training.*



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<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>206</b>
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### **AUTHORITY:**

*24 CFR Parts 91, 576, 580, and 583 HMIS* - Responsibilities for HMIS Administration (§580.5)  
MFIN Roles & Responsibilities – MFIN Minimum Technical Requirements

### **POLICY:**

All Mid Florida Information Network (MFIN) end user workstations must meet minimum technical requirements in order for MFIN to be functional and to meet the required security specifications.

### **PURPOSE:**

The following details are the minimum set of technical requirements for hardware and internet connectivity to MFIN:

#### ***Minimum Requirements***

Operating System: Windows 7+, Mac OSX 10.5+

Processor Speeds: Intel or AMD Dual Core

RAM: 1GB RAM

Connectivity: Cable or ISDN

Authorized browsers: Internet Explorer 9+, Google Chrome, Firefox, or Safari

Firewalls: Yes

Routers: Yes

***Desired Requirements***

Operating System: Windows 7+, Mac OSX 10.11

Processor Speeds: Intel i3

RAM: 4GB RAM

Connectivity: 20kbps per User

Workstation: should have their caches refreshed on a regular basis to allow for proper speed and functionality; should continue to be updated to the most current version of Java; may need to have their virtual memory increased; *should not be set to automatically save usernames and passwords*

Virus protection: Every computer that accesses MFIN must have current virus protection *that runs automatically on at least a weekly basis, but preferably daily.*

Form 206-A MFIN Compliance Checklist



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### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 HMIS - HUD HMIS Security Standards (§580.7)  
User Administration – User Training

### **POLICY:**

Mid Florida Information Network (MFIN) provides the following training opportunities for its end users.

- Privacy & Client Consent Policy & Procedure –training focuses on clients’ rights and privacy, and data security in MFIN.
- Standard Operating Procedures – training focuses on requirements of data entry based on state/federal funding, definitions relating to homelessness, data requirements of MFIN, etc.
- Basic HMIS Software & Data Entry –training focuses on the software: how to add clients, enroll into programs and services, discharging clients, etc.
- Referral Training – training will focus on the procedures to refer a client to another MFIN agency via HMIS software.
- Intermediate / Advanced HMIS software – training will focus on basic Microsoft Excel (entering data, inserting/deleting columns and cells, formatting cells, calculating sums,

sorting data; training also focuses on the reports in HMIS, how to run, export, and use reports.

- System Administrator Training for MFIN staff
- Monthly Periodic User Training
- Annual Security Training – training will focus on maintaining security of client data
- Grant reports and budget projection spreadsheet – training will focus on how to utilize Excel to plan services to be provided in order to fully expend a grant budget, as well as how to use MFIN reports to complete monthly grant reports.

#### **PROCEDURE:**

Agencies who wish to have a new user trained must contact the MFIN administrator to schedule training. MFIN Administrator will attempt to schedule training at locations and times to best serve multiple new users.

~~Training locations are typically held in centralized locations: Lake County – Lake County Government Admin Building – HR Conference Room; Hernando County – Hernando County Government Building – HHS Conference Room; Citrus County – Lecanto Government Building – Computer Lab. Users are free to attend which ever location is most convenient.~~

Training times for new user classes typically are: morning classes will run from 8:30am – 12pm, and afternoon classes will run from 1pm – 4:30pm.

Training for areas other than new user classes will be scheduled on an as-needed basis.



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<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>403</b>
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#### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 HMIS - HUD HMIS Security Standards (§580.7)  
User Administration – Usernames

#### **POLICY:**

End Users must be provided a licensed username and provided training through Mid Florida Information Network (MFIN) prior to entering or accessing client data in MFIN.

#### **PROCEDURE:**

Upon approval of a new user, MFIN Administrator will create a username and provide log-on information to the user during the New User Training. Multiple users utilizing the same username is prohibited except under certain circumstances and with prior knowledge and permission from the HMIS Administrator. As always, any new users who would be using this shared username will be required to attend new user training provided by HMIS staff, and all subsequent required training, including annual security training.





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### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 HMIS - HUD HMIS Security Standards (§580.7)  
User Administration – User License Administration

### **POLICY:**

Notification of issuance and revocation of access within the Mid Florida Information Network (MFIN) is the responsibility of the Member Agency Administrator.

### **PROCEDURE:**

The Member Agency administrators are responsible for notifying MFIN staff of a new user, change in user access, or deletion of user access within 24 hours of the needed change to MFIN access.

MFIN staff will assign the security level of every end user based on the agreed upon security settings established by the Member Agency at the initial MFIN Site Visit. Users should be assigned the lowest level of security needed to perform their normal work duties.

Users must log in to the live HMIS within 5 days of initial training, and allow no more than 60 days between login sessions to keep their username active. ~~Violation of these rules~~ **Failure to do so** will result in a user having their login access deactivated by MFIN staff **or automatically by the MFIN system**, and the user will be required to attend re-training prior to regaining access.



## STANDARD OPERATING PROCEDURE/POLICY

Mid Florida Homeless Coalition

<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>501.2</b>
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### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 – HUD HMIS Security Standards (§580.35)  
Security Plan – Security Training

### **POLICY:**

The MFIN Administrator, also known as the MFIN Security Officer:

1. will ensure that all users receive security training prior to being given user access to HMIS;
2. will provide required ~~annual~~ security training at least annually for all users, and that the training curriculum reflects the policies of the Continuum of Care and the requirements as per DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT 24 CFR Parts 91, 576, 580, and 583 [Docket No. FR-5475-P-01] Homeless Management Information Systems Requirements.



## STANDARD OPERATING PROCEDURE/POLICY

Mid Florida Homeless Coalition

<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>601</b>
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### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 – HUD HMIS Data Quality Standards (§580.37)  
Data Quality Plan – Data Quality Plan

### **POLICY:**

Data Quality Standards and Benchmarks for the FL-520-Citrus, Lake, Hernando, & Sumter CoC are as follows:

- Bed Coverage Rates – the CoC strives for 100% bed coverage each year, meaning all shelters in the geographic area except domestic violence shelters are entering data into the MFIN.
- Bed Utilization or Occupancy Rates – CHOs are to strive for a utilization rate of 65% and higher (the minimum rates required for the Annual Homeless Assessment Report)
- Service-Volume Coverage Rates – this rate applies to HUD projects without overnight accommodations (homelessness prevention projects or street outreach projects) and will be obtained by dividing the number of persons served annually by the projects that participate in the HMIS by the number of persons served annually by all of the Continuum of Care projects within the HUD-defined category.
- Universal Data Elements

- Facilities and local, state or federally funded programs requiring entry into HMIS - users MUST answer the following data element questions: Name, SSN, DOB, Race, Ethnicity, Gender, Veteran Status, Disabling Condition, Project Start Date, Project Exit Date, Destination, and Relationship to Head of Household, Client Location, Housing Move-In Date, and Living Situation. (*Client Location is automatically completed by system.*)
- Prevention Services – it is recommended that agencies providing rental and utility assistance that are not state or federally grant-funded should collect the same Universal Data Elements as the Facilities and other grant-funded programs requiring entry into HMIS.
- Other Services Only & Food Programs – for services not provided under local, state and federal program that are not financial in nature, the MFHC RECOMMENDS agencies answer Name, SSN, DOB, Gender, Race, Ethnicity, Veteran Status, as well as Living Situation, Employment Status, Income Status, and Disabling Condition.
- Missing/Don't Know/Refused Data –
  - Facilities and local, state or federally funded programs (street outreach, rapid rehousing, homeless prevention) should strive for less than 3% missing / don't know / refused data on universal data elements;
  - Services Only and Food Pantries should strive for 20% or less missing / don't know / refused data on universal data elements.

**PROCEDURE:**

It is expected that all member agencies entering data into the MFIN will work with clients to collect and enter all necessary data.

Data quality will be evaluated on a monthly basis, and if needed, the MFIN Administrator will contact necessary agencies to correct or complete data. Agencies must respond to requests within 5 business days.

~~Data quality report~~ Performance cards are prepared by MFIN Admin staff for those federal or state funded programs and shared with the Performance Measures Committee, and include, but are not limited to, Performance as measured by the System Performance Measures report, Average cost per household, Utilization rates, Timeliness of data entry and Data Quality for all Universal Data Elements (UDE).



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### Mid Florida Homeless Coalition

<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>601.3</b>
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#### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 – HUD HMIS Data Quality Standards (§580.37)  
Data Quality Plan – Utilization Report

#### **POLICY:**

Shelter utilization rates will be reported to the Continuum of Care (CoC) on a quarterly basis.

#### **PROCEDURE:**

The Utilization Report will be prepared ~~after the 6th of each month~~ **each quarter**. Agencies should ensure all data ~~for the previous month~~ is up-to-date in order for the utilization rates to be accurate.

A report consisting of each individual shelter's utilization rates (# of nights available for use, # of nights used, percentage rate of usage, and number of individuals served) for the previous ~~month~~ **quarter and last 12 months**, and a report ~~showing the last 12 month's occupancy rates of all shelters~~ will be created and shared with the CoC and published on the CoC's website.



## STANDARD OPERATING PROCEDURE/POLICY

### Mid Florida Homeless Coalition

<b>Department:</b>	<b>Mid Florida Information Network (HMIS)</b>	<b>Policy #</b>	<b>602.1</b>
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#### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 – HUD HMIS Data Quality Standards (§580.37)  
Data Quality Plan – Federal Grantees and Sub-Grantees of MFHC

#### **POLICY:**

Contracts with the Department of Housing and Urban Development (HUD) will be reviewed by the Mid Florida Information Network (MFIN) staff to determine what data must be collected and reported. Beginning in 2016, all State of Florida funding is granted to the Lead Agency, Mid Florida Homeless Coalition, and then sub-granted to various Member agencies.

#### **PROCEDURE:**

MFIN staff will advise Member Agencies with any changes necessary in data collection or data entry based on their contracts with HUD.

Sub-grantees will be required to attend a pre-grant meeting and/or training where they will be provided all data collection requirements.

MFIN staff will review collected data on a monthly basis, advising Member Agency administrator of any missing or conflicting data in a timely manner, allowing agency a chance to correct the

data prior to monthly, quarterly or annual reports being pulled from the HMIS database. Per Policy 601.1, data relating to state and federal grants requiring entry into the MFIN must be entered within 5 days of occurrence.

The Annual Performance Report (APR) for the HUD Homeless Assistance Grants that are submitted to the granting agency must be copied to MFIN staff (via email is the preferred method). Monthly, quarterly and final ESG CAPER reports for the Emergency Solutions Grants will be run by MFIN staff and submitted to the the granting agency. Agencies receiving Emergency Solutions Grants are encouraged to run the ESG CAPER reports themselves to review their data for any inconsistencies.

The MFHC Performance Measurement Committee will review the quarterly/final ~~ESG reports~~ **Performance cards prepared by MFIN Administrative staff**. The **HUD CoC Program** recipient agencies will be asked to present their APR during a regular Continuum of Care meeting held following the APR's submission. These reports provide information on data quality, as well as outcomes for stable housing, income, and earned income measures.



This policy will be replaced with one related to the Longitudinal Systems Analysis Report that has replaced the Annual Homeless Assessment Report.

## ~~STANDARD OPERATING PROCEDURE/POLICY~~

~~Mid Florida Homeless Coalition~~

<del>Department:</del>	<del>Mid Florida Information Network (HMIS)</del>	<del>Policy #</del>	<del>602.2</del>
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### ~~AUTHORITY:~~

~~24 CFR Parts 91, 576, 580, and 583—HUD HMIS Data Quality Standards (§580.37)  
Data Quality Plan—Annual Homeless Assessment Report~~

### ~~POLICY:~~

~~The Continuum of Care (CoC) must report to HUD, on an annual basis, information pertaining to all persons who have stayed in a facility via the Annual Homeless Assessment Report (AHAR).~~

### ~~PROCEDURE:~~

~~This information is pulled from the client data each agency enters into the Mid Florida Information Network (MFIN). Data reported includes age, race, ethnicity, residence prior to program entry, zip code of last permanent address, disabling condition and types, veteran status, and household size.~~

~~MFIN staff reviews, on a monthly basis, the data quality of all facilities, and will use this data to create the AHAR report.~~



~~Missing or conflicting information will be shared via email with each Member Agency in order to reflect the most accurate data possible. Member Agencies are asked to respond to data quality requests within 5 days of receipt.~~

~~Data is combined with information from the Housing Inventory Count (HIC) to produce a utilization rate for individuals and families with children for each project (Emergency Shelter, Transitional Housing, and Permanent Supported Housing). The overall utilization rate goal is 65% for the AHAR report to be considered usable by HUD.~~



## STANDARD OPERATING PROCEDURE/POLICY

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### **AUTHORITY:**

24 CFR Parts 91, 576, 580, and 583 – HUD HMIS Data Quality Standards (§580.37)  
Data Quality Plan – Annual Point in Time Count (PIT) and Housing Inventory Count (HIC)

### **POLICY:**

The Continuum of Care (CoC) must report, on an annual basis, information pertaining to all persons who are homeless on one day during the last 10 days in January. Every year, all sheltered literally homeless individuals and those who are literally homeless without shelter must be counted and reported to both HUD and the State of Florida. On alternating years (even years), the report to the State of Florida may also include those individuals who are homeless but living in a doubled-up situation such as with family or friends based on the requirements of the State.

On that same day in January, the CoC must also report for each facility, using the Housing Inventory Count (HIC), the number of beds and units available for individuals and families with children who are homeless throughout our communities.

**PROCEDURE:**

The CoC will determine on which of the last 10 days of January the count will occur. Mid Florida Information Network (MFIN) will utilize HMIS for the sheltered count, and plans will be made for street counts of the literally homeless in each of our communities, utilizing volunteers from the Member Agencies and other agencies serving those in need.

Representatives of each school system within the CoC will report the number of homeless students, and these will be added to the sheltered and street counts.

All Member Agencies who enter data for facilities must have their data entry completed within 5 days of the date of the count. The MFIN Administrator will review the data, and if necessary contact each Member Agency with any questions regarding missing or conflicting data. If necessary, based on the State's requirements, Member Agencies may need to complete a Shelter Assessment for each individual containing any additional questions required by the State.

The MFIN Administrator will complete the Point-in-Time report on HUD's Data Exchange website, and the Executive Director will submit the report.

During the month of February, the MFIN Administrator will visit each shelter to certify the number of year-round beds, the number of overflow beds, and the number of seasonal beds. The number of beds will be based on Member Agency input, as well as a review of past usage.

It is important that each shelter accurately report the number of year round use beds as the Housing Inventory Count results will be utilized as part of the ~~Annual Homeless Assessment Report~~ **Longitudinal Systems Analysis Report** to determine the utilization rate for each shelter.