



I'd update the logo for all pages not just these with the actual changes.

## STANDARD OPERATING PROCEDURE/POLICY

### Mid Florida Homeless Coalition

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|-----------------------|---|----------------------|-----------------------|
| <b>Department:</b>    | <b>Mid Florida Information Network (HMIS)</b> | <b>Policy #</b>      | <b>206</b>            |
| <b>Date Approved:</b> | <b>01/24/2014</b>                             | <b>Author:</b>       | <b>MFIN Committee</b> |
| <b>Last Reviewed:</b> | <b>7/8/12/2019</b>                            | <b>Last Updated:</b> | <b>8/23/2019</b>      |

#### **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 10.15+

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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| <b>Department:</b>    | <b>Mid Florida Information Network (HMIS)</b> | <b>Policy #</b>      | <b>301</b>            |
| <b>Date Approved:</b> | <b>05/04/2007</b>                             | <b>Author:</b>       | <b>MFIN Committee</b> |
| <b>Last Reviewed:</b> | <b>8/12/2019</b>                              | <b>Last Updated:</b> | <b>8/4/2016</b>       |

### **AUTHORITY:**

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

### **POLICY:**

The Mid Florida Information Network (MFIN) is an opt-out system as we are an open CoC that wants to share data with other agencies.

It has been established that the data that is being entered by each agency belongs to that agency. Agencies can run reports that include any and all data entered by that agency's personnel. Mid Florida Homeless Coalition, as the Administrator for the MFIN, has client level and report access to both Shared and Not Shared data, but will not provide client level data that belongs to one agency to another.

A Homeless Management Information System is not a part of the Sunshine Law and information should only be provided to law enforcement via a court order.

How organizations use Personal Information that is collected and Shared or Not-Shared is listed in the Mid Florida Information Network Full Privacy Notice.

MFIN's current system has a variety of sharing options. Settings may be different for each of the following categories:

**Clients Created** – this category refers to the Client Profile

Not Shared ~~will allow all users to view SSN, name, DOB and client id~~ prevents client records created by Agency from being shared with other Agencies;

Shared will allow all users to see all elements of the client profile screen.

*Default setting for all agencies on initial set up in system is Shared. Agencies wishing to make this function Not Shared must indicate so on form 301-1.*

The following settings apply to the various components of a client record (listed below).

Not Shared – other agencies will not see any information about service, program or assessment transactions

Basic Shared – other agencies will see that service and program transactions have occurred, but will not be able to edit or see details of these transactions.

Full Shared – users from other agencies have full access to all information relating to service or program transactions, and have the ability to edit the transaction.

*Default setting for all agencies on initial set up in system is **Basic Shared**. Agencies wishing to make this function Not Shared must indicate so on form 301-1.*

- **Services / Programs / Assessments Placed**
- **Notes** – includes Client Notes and Public Alerts
- **Files** – includes Client Files and Client Forms that can be downloaded and stored in Files tab of the client record
- **Contact & Location** (~~refers to the various types of addresses that are recordable~~ phone numbers and emails are viewable under both Basic Shared & Full Shared but editable only under Full Shared)

**Individual Exceptions** – An agency can choose to have a category set to Basic Shared or Full Shared, but for some types of entries, a user can set an individual entry to “private”, and even though the agency's share setting is basic shared or full shared, that particular entry will be Not Shared. Types of entries that have this option: Programs & Services, Notes, Public Alerts, **Contacts**, Locations, Files, Forms.

### **Agency Exceptions**

An agency exception can be created when you need a particular agency to have sharing settings that differ from the Sharing Default settings.

**Procedure:** Each agency must provide written request for share settings to be changed. Refer to Form 301-A – MFIN Share Settings in the appendices.

**See form 301-A – MFIN Share Settings**

*(FYI – this is not a part of the proposed changes – the sharing information is really the same – just re-formatted to take up less space. The part where it describes not shared, basic shared and full shared used to be repeated for each of the bulleted items. I figured it could be simplified. The only real change is the addition of Contacts and the one word in the Default setting that was added.)*



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| <b>Department:</b>    | <b>Mid Florida Information Network (HMIS)</b> | <b>Policy #</b>      | <b>601</b>            |
| <b>Date Approved:</b> | <b>02/22/2013</b>                             | <b>Author:</b>       | <b>MFIN Committee</b> |
| <b>Last Reviewed:</b> | <b>8/12/2019</b>                              | <b>Last Updated:</b> | <b>8/25/2017</b>      |

### **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, Project Start Date, ~~and~~ Relationship to Head of Household, Client Location, Housing Move-In Date (if applicable), Living Situation, Disabling Conditions & Barriers, Income, Non-Cash Benefits, Health Insurance, and Project Exit Date, Destination,. ~~(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.

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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| <b>Department:</b>    | <b>Mid Florida Information Network (HMIS)</b> | <b>Policy #</b>      | <b>601.3</b>          |
| <b>Date Approved:</b> | <b>02/22/2013</b>                             | <b>Author:</b>       | <b>MFIN Committee</b> |
| <b>Last Reviewed:</b> | <b>8/12/2019</b>                              | <b>Last Updated:</b> | <b>8/25/2017</b>      |

### **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 each quarter. Agencies should ensure all data 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 quarter and last 12 months, of all shelters will be created and shared with the CoC and published on the CoC's website.

**Should this policy be deleted? I haven't done this in quite a long time.**

**Without 100% HMIS participation or even 100% participation with providing info via email, this would not be a complete report.**





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| <b>Department:</b>    | <b>Mid Florida Information Network (HMIS)</b> | <b>Policy #</b>      | <b>602</b>            |
| <b>Date Approved:</b> | <b>02/22/2013</b>                             | <b>Author:</b>       | <b>MFIN Committee</b> |
| <b>Last Reviewed:</b> | <b>8/12/2019</b>                              | <b>Last Updated:</b> | <b>10/28/2016</b>     |

### **AUTHORITY:**

Mid Florida Homeless Coalition, Inc. – Lead Agency  
Data Quality Plan – Grant Contracts

### **POLICY:**

All organizations that are required to use HMIS as the reporting database for a State or Federal grant **that does not come through MFHC**, must provide a copy of all grant contracts, or award notification letters, within ten days of being fully executed. These contracts will be used **by the** MFIN Administrator to set up needed **reports programs and services**, and will provide needed guidelines to be used to ~~assure~~ **ensure** correct data is being collected and entered.

### **PROCEDURE:**

Upon receipt of your fully executed contract, forward a copy, via email if possible.



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| <b>Department:</b>    | <b>Mid Florida Information Network (HMIS)</b> | <b>Policy #</b>      | <b>602.1</b>          |
| <b>Date Approved:</b> | <b>02/22/2013</b>                             | <b>Author:</b>       | <b>MFIN Committee</b> |
| <b>Last Reviewed:</b> | <b>8/12/2019</b>                              | <b>Last Updated:</b> | <b>??</b>             |

### **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~~ State and Federal grants are encouraged to run ~~the ESG-CAPER~~ HMIS reports themselves to review their data for any inconsistencies. ~~Suggested reports are ESG CAPER and Annual Performance Report to measure grant performance, and the Program Details Report for data quality reviews.~~

The MFHC Performance Measurement Committee will review the ~~quarterly~~ bi-monthly/final 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.



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| <b>Last Reviewed:</b> | <b>8/12/2019</b>                              | <b>Last Updated:</b> | <b>06/26/2015</b>     |

### **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 **as well as surveys for any non-HMIS participating facilities** 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 Longitudinal Systems Analysis Report to determine the utilization rate for each shelter.