



# PARTNERSHIP TO END HOMELESSNESS

THE RALEIGH/WAKE PARTNERSHIP TO END AND PREVENT HOMELESSNESS

## Data Sharing in HMIS Definitions

All sharing environments include mutual sharing of basic demographic, file attachment and service transaction data as outlined in the NC HMIS Coordinated Services Agreement (Sharing QSOBAA).

### One-way Sharing Environment

In a one-way sharing agreement, designated client data recorded by Program A will be visible and editable by Program B, but any data recorded at Program B will not be visible to Program A. Implemented in this system are two types of one-way sharing.

**Robust one-way sharing:** One-way sharing will occur from Emergency Shelters, Street Outreach, and Access Sites to Prevention, Transitional Housing, Rapid Rehousing and Permanent Supportive Housing programs as outlined in the NC HMIS Coordinated Services Agreement (Sharing QSOBAA).

This sharing includes the data elements in Entry/Exit assessment, including the Coordinated Intake Pre-screen Assessment and appropriate SPDAT assessment. The contents of the Entry/Exit Assessment data recorded by designated Emergency Shelters, Street Outreach, and Access Sites *will be visible and editable* by designated Prevention, Transitional Housing, Rapid Rehousing and Permanent Supportive Housing programs. However, the contents of the Entry/Exit Assessment data recorded by designated Prevention, Transitional Housing, Rapid Rehousing and Permanent Supportive Housing programs *will not be visible and editable* by designated Emergency Shelters, Street Outreach, and Access Sites.

**Limited One-Way Sharing:** One-way sharing will occur between designated Transitional Housing, Rapid Rehousing and Permanent Supportive Housing programs as outlined in the NC HMIS Coordinated Services Agreement (Sharing QSOBAA).

This sharing does not include the data elements contained in Entry/Exit assessment, including the Coordinated Intake Pre-screen Assessment and appropriate SPDAT assessment. Sharing partners will see the names and of programs in which the client is enrolled, but not the content of the assessments.

### Two-Way Sharing Environment

In a two-way sharing agreement, designated client data recorded by Program A will be visible and editable by Program B, and in turn data recorded at Program B will be visible and editable to Program A.

Two-way sharing will occur between Emergency Shelters, Street Outreach, and Access Sites programs as outlined in the NC HMIS Coordinated Services Agreement (Sharing QSOBAA).



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Agreement (Sharing QSOBAA).

This sharing includes the data elements in Entry/Exit assessment, including the Coordinated Intake Pre-screen Assessment and appropriate SPDAT assessment. The contents of the Entry/Exit Assessment data recorded by designated Emergency Shelters, Street Outreach, and Access Sites *will be visible and editable* by all sharing partners as outlined in the NC HMIS Coordinated Services Agreement (Sharing QSOBAA).

## **Policies and Procedures:** **Data Sharing in HMIS**

The policies and procedures below are meant as an addendum to the existing HMIS policies and procedures for participating agencies in NC HMIS, and as such do not encompass the entirety of the HMIS data entry process.

### **Purpose**

Sharing in HMIS will allow specific projects to see and edit specific data within a client profile, depending on the project's sharing environment. While this sharing will be valuable in the coordination of services, the increased access allows users to potentially edit or delete another agency's data. These policies are in place to ensure the integrity of client data. These policies are applicable for all HMIS Client Enrollment (Entry/Exit data and sub assessments) data and service transactions excluding Referrals.

### **Sharing Policy**

All Entry/Exit and Service transaction data will be clearly labeled with the agency and project that recorded the data. In Servicepoint HMIS, this is always identified as the "Provider."

Client data will be shared across agencies and projects per the details of their Sharing QSOBAA. HMIS users will not alter or delete any Entry/Exit or Service Transaction data recorded by a provider other than their own without an explicit MoU between both agencies.

### **Procedures**

- Data recorded regarding client enrollments into projects and service transactions can be viewed by sharing partners per the Sharing QSOBAA.



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- HMIS users will not alter, delete, or update any data recorded by an agency/provider other than agency/providers the user has been granted access per their HMIS license agreement.
- In some sharing environments, data recorded by a sharing partner project will pre-populate new assessments for that client. The HMIS user must update any data recorded via their intake process for their agency/providers *only*.
- In some sharing environments, the “Client Notes” and “File Attachments” assessments (both located on the client’s profile tab) will be shared with projects outside the user’s agency. As such, no sensitive information or documentation should be recorded in this section. Examples include case management notes, private health information, and legal documentation.
- If data recorded by an agency or project other than the one that employs the HMIS user is deleted, updated, or edited in any way, the HMIS user will alert their agency administrator and contact their local system administrator immediately.

## Referral Policy

In Servicepoint HMIS, Referrals are a specialized form of Service transaction directed from one agency/provider to one or more of their sharing partners for coordinating services for a client. As such, limited elements regarding the resolution of a Referral originating from an agency/provider may be updated by a sharing partner.

Agencies/Providers making a referral will identify the “need” (service to be provided) of the client and the Agency/Providers to be notified. Upon receiving a referral through HMIS, the referred-to agency/provider may update the referral to reflect the outcome of the request.

## Referral Procedures

- Referring agency/provider can select multiple sharing partners when referring a client for a specific service.
- Only the referred-to sharing partner providing the final resolution to the service will update the referral in HMIS.
- Upon resolution of the referred service, the referred-to sharing partner will update Need Status / Outcome / If Not Met, Reason with the applicable responses.



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- If any other data recorded by an agency/provider other than the one that employs the HMIS user is deleted, updated, or edited in any way, the HMIS user will alert their agency administrator and contact their local system administrator immediately.