



HMIS Emergency Operations Procedure

Approved on: 7/2/2020

Effective Date: 3/6/2020

The Austin/Travis County Continuum of Care (CoC) has developed the following interim guidelines regarding recordkeeping in emergency situations. These interim guidelines are in place until stated otherwise.

Austin / Travis County Homeless Management Information System Data Sharing Policy and Release of Information (ROI)

Due to new social/physical distancing work locations, end users may no longer have a convenient way to retrieve a signed Austin / Travis County Homeless Management Information System Data Sharing Policy and Release of Information (ROI). They may now receive verbal permission from the client for the ROI.

If verbal consent is granted by the client, the client's consent must be documented on the Austin / Travis County Homeless Management Information System Data Sharing Policy and Release of Information document by marking, "The client received a telephonic explanation of this form. End user obtained telephonic acknowledgement of HMIS Data Sharing Policy and documented that consent with the end user signature on this form." The client's consent must still be documented in HMIS under the ROI tab by selecting, "Phone Consent Documented by Staff."

The verbal consent may be in place until the end user is able to obtain a signed ROI for uploading into HMIS at the next available opportunity when in-person contact can happen. All clients must be informed of their rights regarding HMIS participation. Clients will be read the HMIS Data Sharing Policy and Release of Information script. Clients can view the Privacy Notice on the ECHO website or pick up a copy at the agency where the ROI was explained.

PKI Security Certificate

Our policies and procedures usually do not allow us to install PKIs on personal devices, however due to the current situation with COVID-19 we will honor PKI install requests for personal devices during the time end users are mandated to work from home. Agency Administrators must first be the one to make the request to ECHO on behalf of the end user. The Agency Administrator will also be tasked with informing ECHO when "work from home" policies are lifted, or any particular staff has returned to the office. Below are the terms and conditions that must be agreed to before the HMIS department proceed with installing the PKI on an end user's personal computer.

1. The end user's personal device must be password protected at all times.
2. When the end user is required to return to work, the Agency Administrator must inform the ECHO HMIS team so that they can remote back into the end user's personal computer and remove the PKI from their personal device.
3. The end user should inform the ECHO HMIS team within 7 day of returning to work on their work device.
4. The end user must allow ECHO HMIS to access your personal device to remove the PKI. Failure to do so within 7 days after their return to work will cause their HMIS user account to be

“suspended” until the ECHO HMIS team has verified that the PKI has been removed from their personal device.

If you agree or disagree to these terms and conditions, please write back **“Agreed”** or **“Disagree/Refuse”**.

If you agree to these terms and conditions for a PKI install on your personal device, upon receiving your response the HMIS department will send you the instructions needed to perform a remote install of the PKI on your device.

If you disagree with the terms and conditions that are set forth above, then no further action is needed.

Austin / Travis County Homeless Management Information System User Agreement

Due to new social/physical distancing work locations, end users may no longer have a convenient way to print, sign and scan back the Austin / Travis County Homeless Management Information System User Agreement. End users may now electronically sign the document. Agency Administrators must be copied on communication regarding the end user submitting the New User Agreement Statement. Agency Administrators will notify ECHO when “work from home” policies are lifted, or any particular staff has returned to the office.

New User Agreement Statement –

Since you are not able to physically sign the New User Agreement at this time, by typing your name in response to the statement below, you have read and are agreeing to the HMIS User Policy. Once emergency operations have ceased you have 7 days to send the HMIS team a physically signed copy of the New User Agreement. Failure to do so we result in revoking HMIS access.

Name _____

Date _____

Agency _____