VISIBILITY & SECURITY IN SERVICEPOINT® 5.X

Resources you can use.

www.bowmansystems.com

WELCOME!

- Laura McLain from Wilder and Tim Wilson from Bowman are presenting together on security processes
  - Overview of Forms and Practices
  - Review the ServicePoint rules of data sharing
  - Release of Information
  - Following the Default Visibility
  - Manually Adjusting Visibility
  - Q & A

Data Sharing in MN

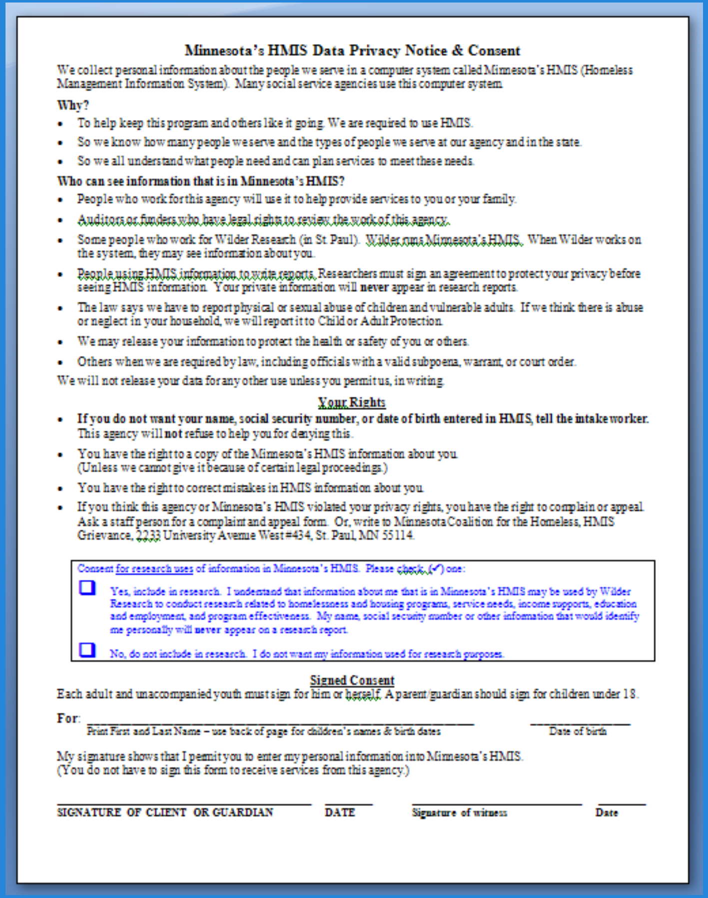
- Data sharing has been available, but rarely used
- New data sharing model currently under review
  - Working on a simpler process applicable to entire CoCs or possibly the state
  - Timeline still uncertain

Consent forms

- Located on MN HMIS website: http://www.hmismn.org/forms/clientconsent.php
- Must be reviewed with all clients
- Most clients will agree to have their name in the system and share data if they understand how it can help them
  - Most agreement is about the conversation and not the forms
- Clients have the right to say no

Data privacy & protection: Client Notification and Consent form

- Alerts the client that their information will be entered into the HMIS database and can be accessed by agency staff and Wilder Research
- Client can choose whether or not to sign the form
- Read the instruction page before giving the form to a client



Minnesota's HMIS Data Privacy Notice & Consent

We collect personal information about the people we serve in a computer system called Minnesota's HMIS (Homeless Management Information System). Many social service agencies use this computer system.

Why?

- To help keep this program and others like it going. We are required to use HMIS.
- So we know how many people we serve and the types of people we serve at our agency and in the state.
- So we all understand what people need and can plan services to meet these needs.

Who can see information that is in Minnesota's HMIS?

- People who work for this agency will use it to help provide services to you or your family.
- Auditors or funders who have legal rights to review the work of this agency.
- Some people who work for Wilder Research (in St Paul). Wilder runs Minnesota's HMIS. When Wilder works on the system, they may see information about you.
- People using HMIS information to write reports. Researchers must sign an agreement to protect your privacy before seeing HMIS information. Your private information will **never** appear in research reports.
- The law says we have to report physical or sexual abuse of children and vulnerable adults. If we think there is abuse or neglect in your household, we will report it to Child or Adult Protection.
- We may release your information to protect the health or safety of you or others.
- Others when we are required by law, including officials with a valid subpoena, warrant, or court order.

We will not release your data for any other use unless you permit us, in writing.

Your Rights

- **If you do not want your name, social security number, or date of birth entered in HMIS, tell the intake worker.** This agency will **not** refuse to help you for denying this.
- You have the right to a copy of the Minnesota's HMIS information about you. (Unless we cannot give it because of certain legal proceedings.)
- You have the right to correct mistakes in HMIS information about you.
- If you think this agency or Minnesota's HMIS violated your privacy rights, you have the right to complain or appeal. Ask a staff person for a complaint and appeal form. Or, write to Minnesota Coalition for the Homeless, HMIS Grievance, 2233 University Avenue West #434, St. Paul, MN 55114.

Consent for research uses of information in Minnesota's HMIS. Please check (✓) one:

☐ Yes, include in research. I understand that information about me that is in Minnesota's HMIS may be used by Wilder Research to conduct research related to homelessness and housing programs, service needs, income supports, education and employment, and program effectiveness. My name, social security number or other information that would identify me personally will **never** appear on a research report.

☐ No, do not include in research. I do not want my information used for research purposes.

Signed Consent

Each adult and unaccompanied youth must sign for him or herself. A parent/guardian should sign for children under 18.

For: ______________________________ ____________

Print First and Last Name – use back of page for children's names & birth dates | Date of birth

My signature shows that I permit you to enter my personal information into Minnesota's HMIS.
(You do not have to sign this form to receive services from this agency.)

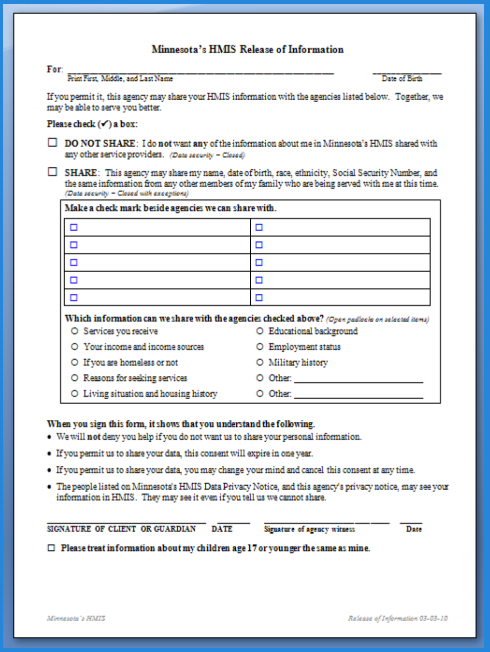
SIGNATURE OF CLIENT OR GUARDIAN | DATE | Signature of witness | Date

Data privacy & protection: Client Notification and Consent form

- Signed form = enter identifying information (name & SSN)
  - Each adult must sign their own form
  - Adults sign for their minor children
  - Unaccompanied youth may sign on their own behalf
- Unsigned form = enter client anonymously
  - Households can have both identifiable and anonymous members
  - You can always change the client from anonymous to identifiable once the consent form is signed
  - **Never** enter a client's name and SSN until you have signed consent!
  - Record the client ID number for later use

Data Privacy & Protection: ROI form (new)

- ROI allows the client to choose:
  - Which (if any) agencies his/her information can be shared with
  - Which parts of his/her record may be shared
- Must include all agencies on the sharing group and all parts of the system set-up for sharing (use West Central form only)
  - Client can decide what data they want to share and who they want to share it with
  - Parents can sign for children
  - Each adult must complete their own form
  - Youth on their own can complete the form



Minnesota's HMIS Release of Information

For: ______________________________ ______________
Print First, Middle, and Last Name — Date of Birth

If you permit it, this agency may share your HMIS information with the agencies listed below. Together, we may be able to serve you better.

Please check (✔) a box:

☐ **DO NOT SHARE**: I do **not** want **any** of the information about me in Minnesota's HMIS shared with any other service providers. *(Data security – Closed)*

☐ **SHARE**: This agency may share my name, date of birth, race, ethnicity, Social Security Number, and the same information from any other members of my family who are being served with me at this time. *(Data security – Closed with exceptions)*

Make a check mark beside agencies we can share with.

☐	☐
☐	☐
☐	☐
☐	☐
☐	☐

Which information can we share with the agencies checked above? *(Open padlocks on selected items)*

- O Services you receive
- O Your income and income sources
- O If you are homeless or not
- O Reasons for seeking services
- O Living situation and housing history
- O Educational background
- O Employment status
- O Military history
- O Other: ______________
- O Other: ______________

When you sign this form, it shows that you understand the following.

- We will **not** deny you help if you do not want us to share your personal information.
- If you permit us to share your data, this consent will expire in one year.
- If you permit us to share your data, you may change your mind and cancel this consent at any time.
- The people listed on Minnesota's HMIS Data Privacy Notice, and this agency's privacy notice, may see your information in HMIS. They may see it even if you tell us we cannot share.

SIGNATURE OF CLIENT OR GUARDIAN — DATE — Signature of agency witness — Date

☐ **Please treat information about my children age 17 or younger the same as mine.**

Minnesota's HMIS — *Release of Information 03-03-10*

Reviewing Consent

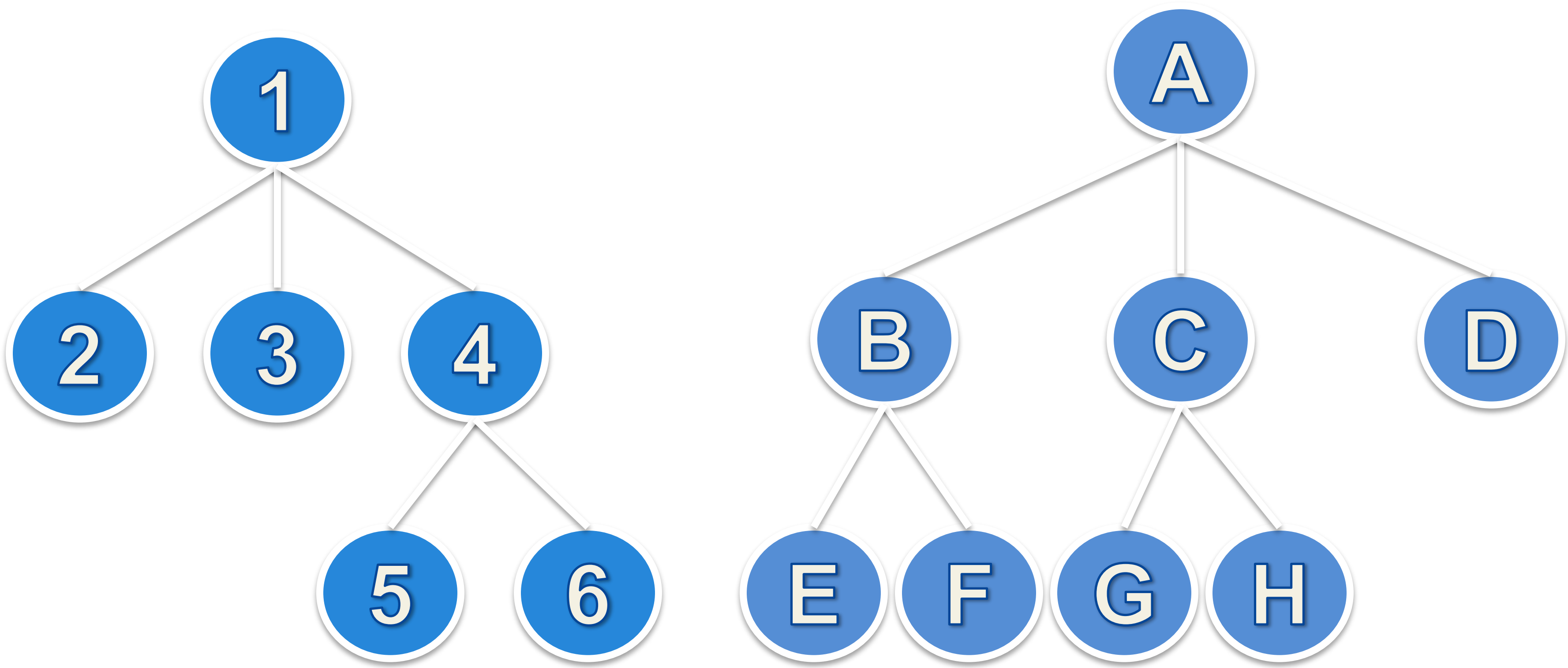
- Clients who are currently being served:
  - Cover new option to share and review ROI form with them
  - If they didn't sign the HMIS Consent you *could* revisit it with them (case by case basis)
- Returning clients
  - Review prior consent form choice and new option to share data. ROI form will be needed.

Levels of Security in SP 5.x

- **Golden Rules of Visibility**
  - Important when thinking of Provider tree structure, location of users, etc.
  - Automatic Flow of Created Data
  - User Level Permissions
- **Sharing of data via the Visibility tab in Provider Admin**
  - Visibility Groups
  - Deny Groups
- **Release of Information**

Golden Rules of Security

Automatic Flow of Created Data

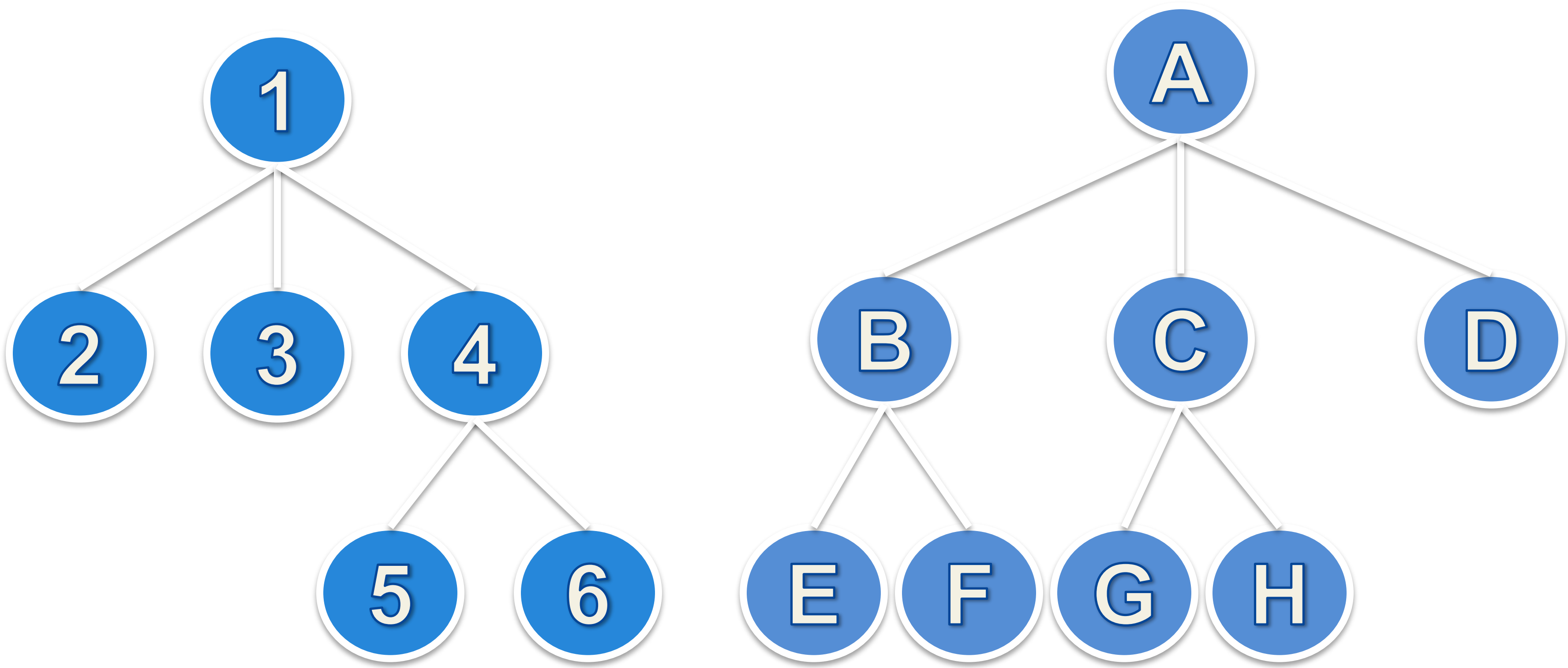


A provider can always see its own data.

providers enter

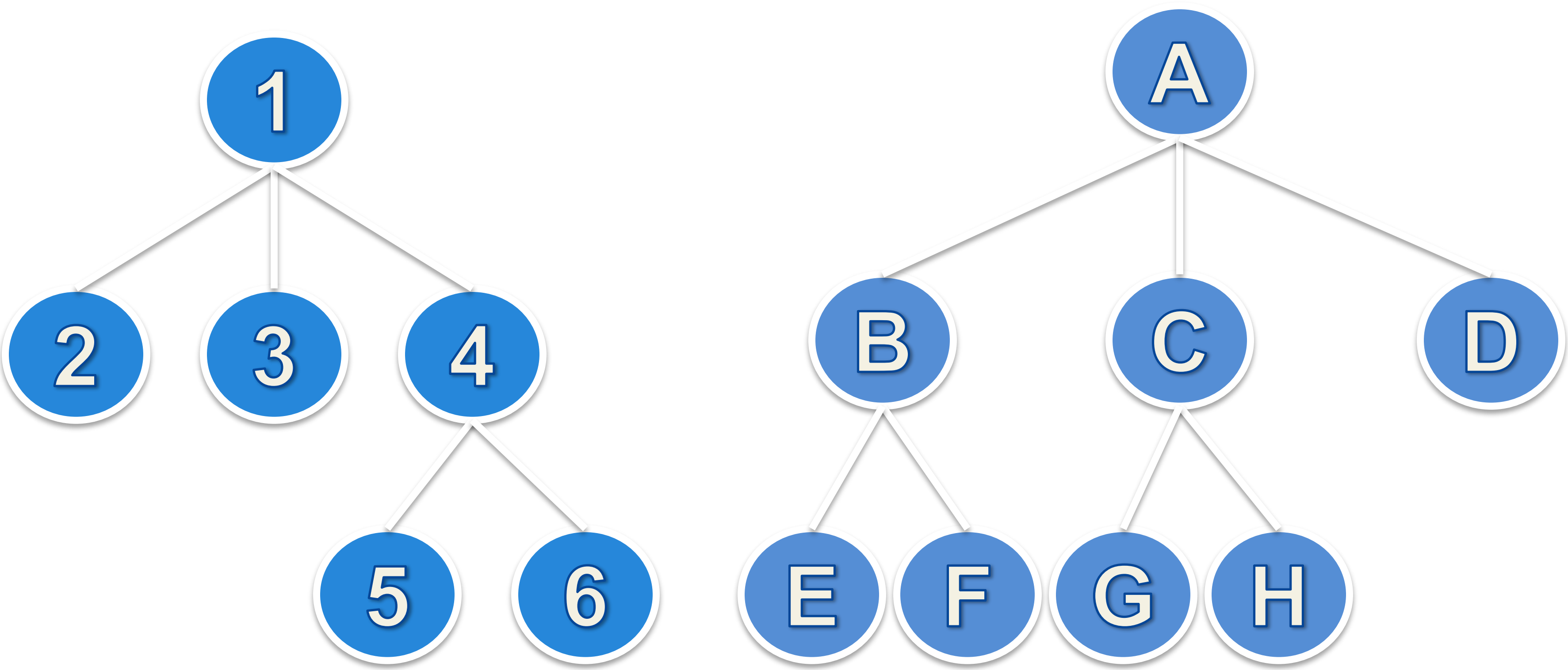
Golden Rules of Security

User Level Permissions



System Administrator II's can see all data entered in the system

How do we share data outside of these golden rules, including Cross-Tree Data Sharing?



Do clients transition between programs in multiple trees often?

Who needs to be able to see the data for reporting?

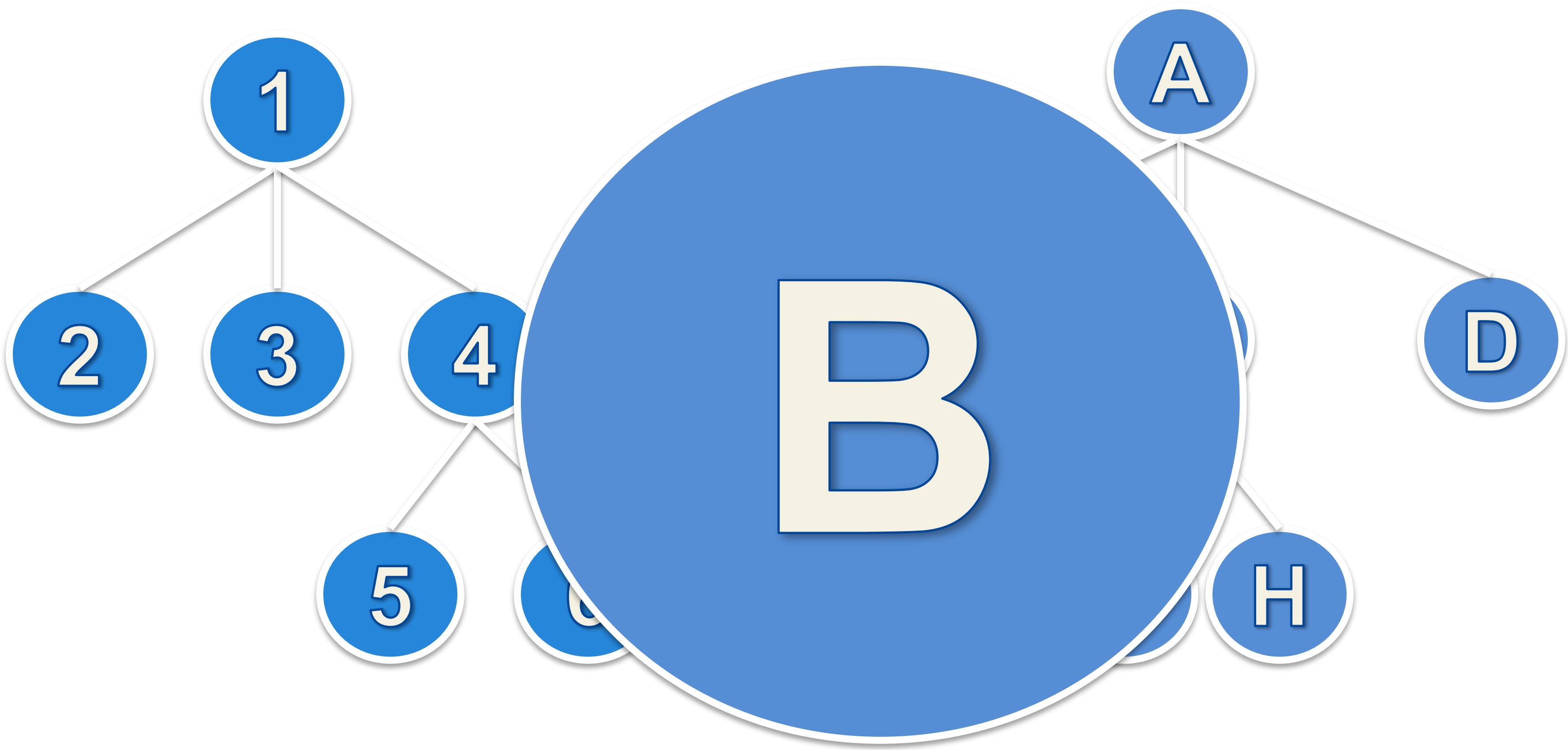
Visibility

- **Whenever you add any client information in ServicePoint, you are creating a specific piece of data**
  - Creating a client
  - Entering a client via an Entry/Exit
  - Answering a question for a client
- **There are multiple <u>types</u> of client data that can be cre**ated
  - Even though these different types of data may be related, they are still distinct pieces of data
- **These different types of data can be shared in different ways**
- **Visibility for each piece of data is based on the Provider Creating that data**
  - Users may Enter Data As many different Providers

How is Visibility Initially Written?

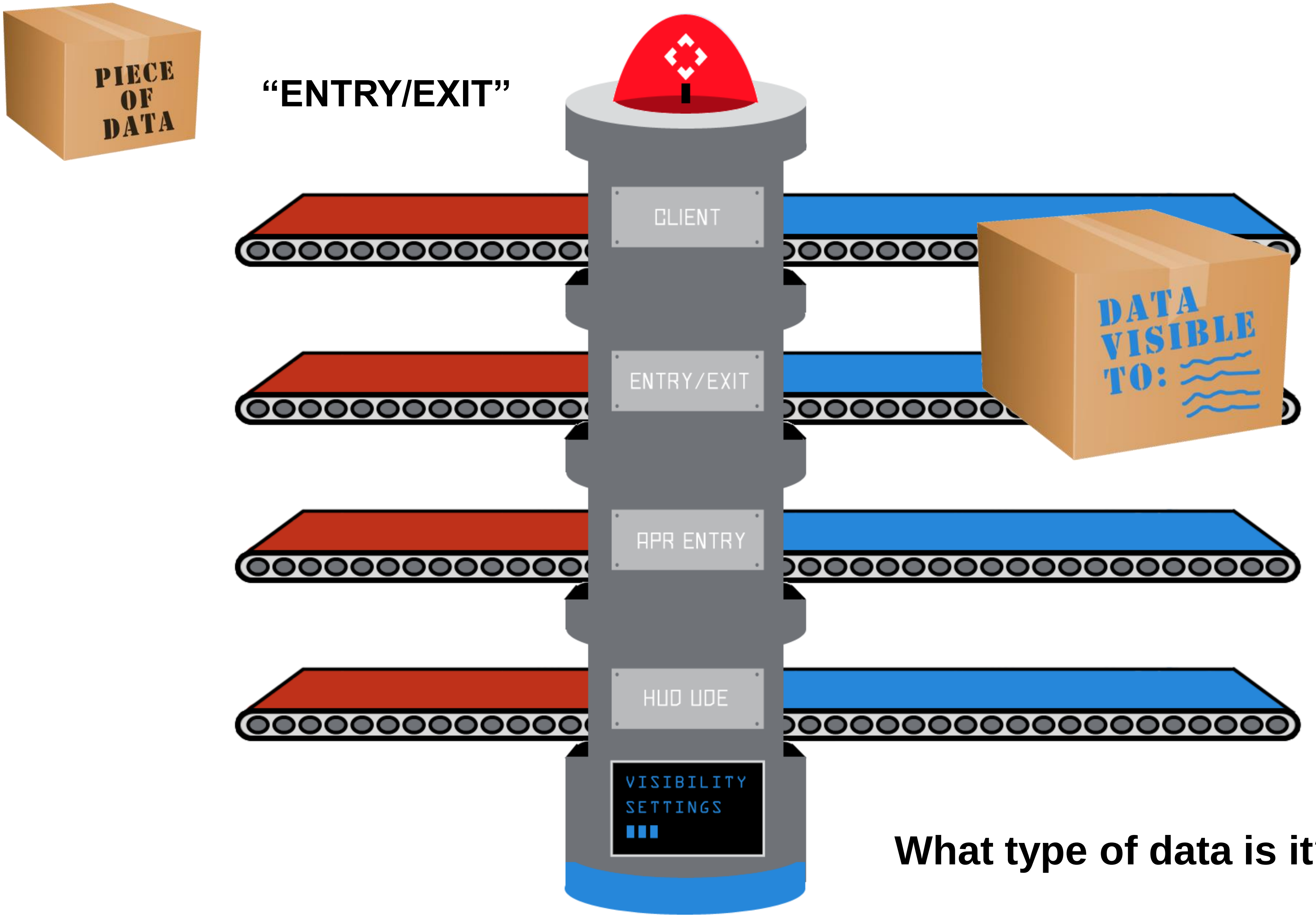
- **Three questions come into play h**ere:
  1. Which Provider **created** the data?
  2. What **type** of data was created?
  3. What was that Provider’s default Visibility set-up for that type of data when that data was created?
     - What was Provider A’s default Entry/Exit security when Provider A created that Entry/Exit?
- **Visibility is written at the time of creation**

The “Magic Visibility Machine”



Which provider created the data?

The "Magic Visibility Machine"



What type of data is it?

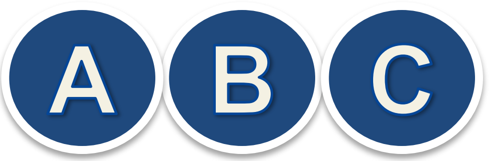
Manually Adjusting Visibility

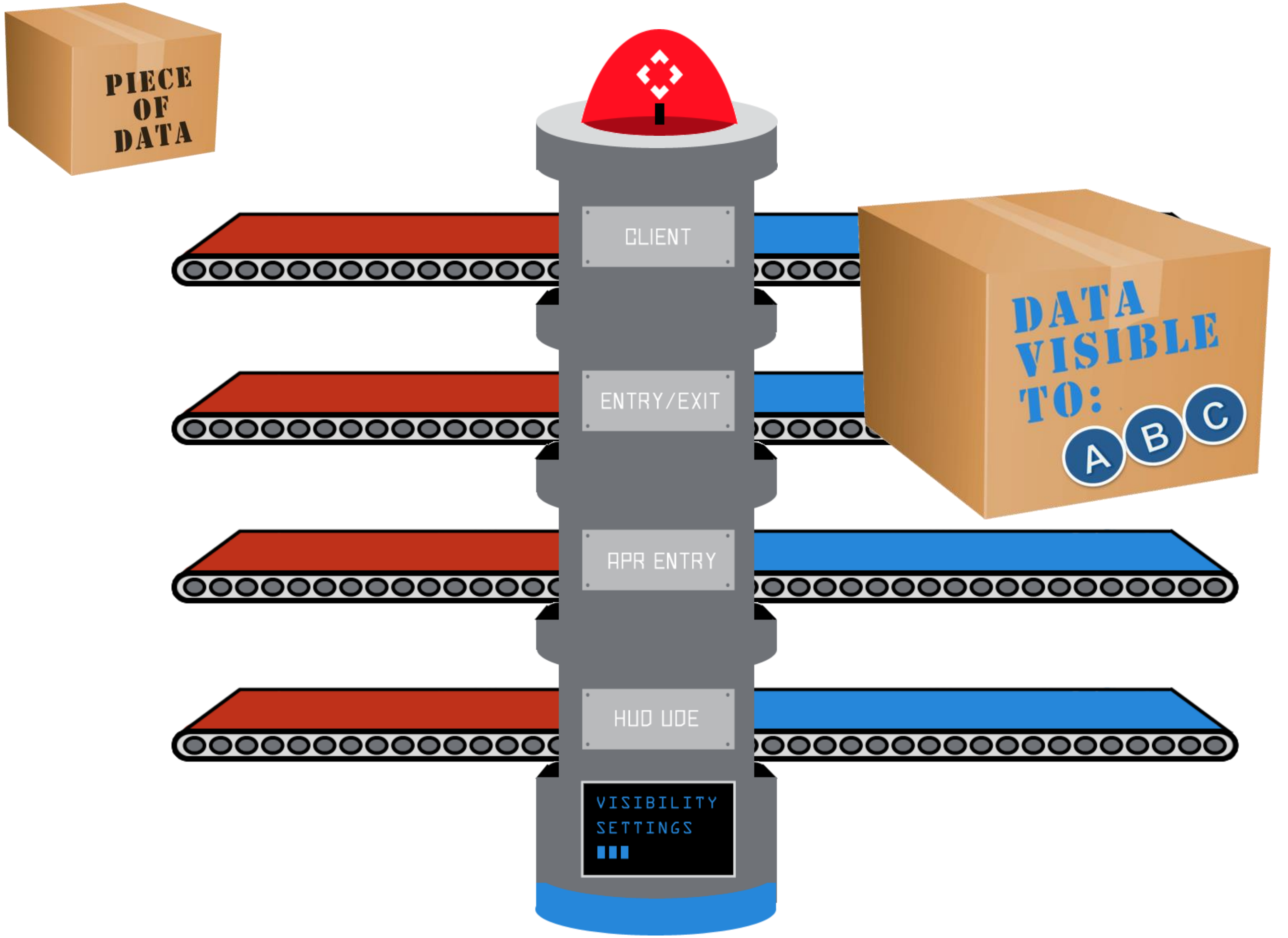
- What happens to historic data if you change the provider default visibility?
- Once the default Visibility is set, how do you change it?
- Locks in the Client record

Visibility Groups

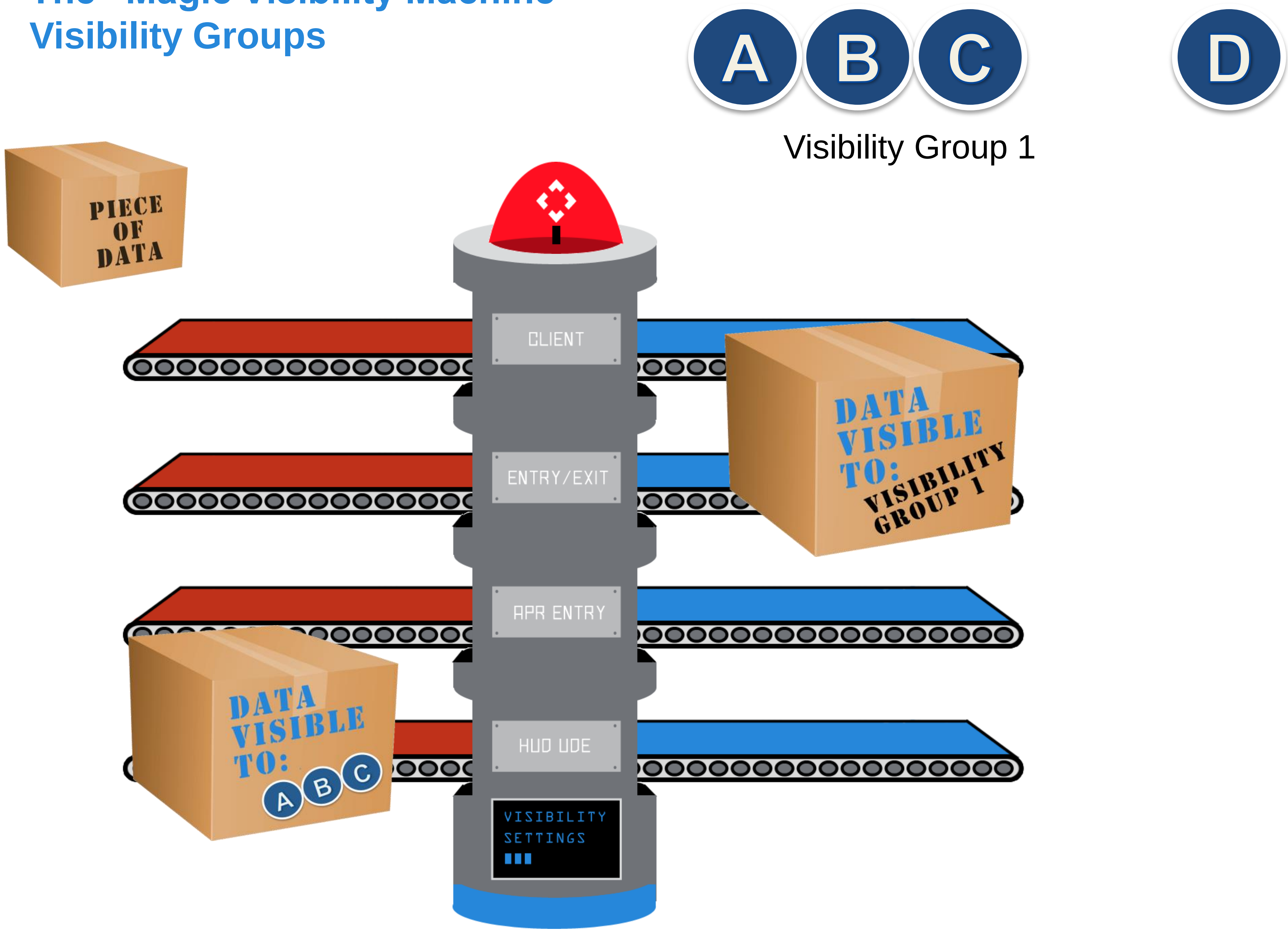
- System-Generated Groups
  - Provider Itself
  - Global
  - Children Included
- Custom

The "Magic Visibility Machine"
Visibility Groups





The "Magic Visibility Machine"
Visibility Groups



Release of Information

- Additional level of security
- Visibility still has to be set
- Needs to be set for all pieces of data except the Client record itself

Release of Information

- What the Release of Information needs to cover:
  - All data has a Date attribute and a Provider attribute
  - Many pieces of data may have the same attributes
  - These attributes of the data will help us understand what ROI’s need to be created

Release of Information

- Date Attribute
  - For Entries, Needs, Goals, Client Notes, the Start and End Dates for the ROI must span the date that you specified
  - For dynamic data, the ROI has to be created with Start/End dates that span the Date Effective of the data

Release of Information

- Provider Attribute
  - If a Provider can be specified when you're creating data, then in order to release that data, a ROI has to be created with the ROI Provider equal to **the Provider that you specified**
  - If a Provider cannot be specified when you're creating data, a ROI has to be created with the ROI Provider equal to **the Provider that you are sitting at**
    - Default Provider or EDA / Shadow Provider

Entering Data

- Two main data entry processes:
  - – Clients created <u>before</u> data sharing started
  - – Clients created <u>after</u> data sharing started

ROI Tab

- Select other household members as needed
- Providers: ROI needs to be completed at level where data is entered and for each provider client enters into
- Release Granted: select yes or no
- ROI start date: Should be on or before day information entered into the system.
- End Date: One year after start date

Overall Security Rules

- Sections of client records set to share data
  - Client Profile and household info
  - Entry/Exit dates and provider
  - West Central Assessment
    - Includes VI-SPDAT plus other MN Universal elements (new)
    - Additional VI-SPDAT related questions will be added by July 1st and possibly before

Overall Security Rules

- Padlocks control sharing
  - Click on padlock to access (main: right of client name): red with triangle=sharing
- New Clients: Use Deny Groups to exclude clients from sharing
  - Visibility is already set: Don't add any additional providers to this tab
  - Deny tab is grey, but click on it to add programs to exclude
    - You will need to search for correct providers to exclude. Use instruction document as a reference to make sure you are selecting the correct ones

Overall Security Rules

- Existing Clients: Records still set to closed (red padlock only when open)
  - Security used is settings at time of record creation
  - Use padlocks to open client data and capture new security settings

Padlocks

- Main padlock
  - Controls overall security for client
    - Shares name and basic demographics
    - Once this is modified, additional info can also be shared
- Padlocks in client record
  - Sets security only for that specific section
  - Also has “future only” or “future and historical”
    - Select “future and historical” if information in the assessment fields already completed

Client Sharing Options

- Clients share all data (red padlock with triangle)
- Clients share some data (red padlock with triangle)
  - Certain data elements or programs
- Clients share no data (red padlock)

New Client(s) Signs Both Forms

- Enter client information in as usual
- Enter ROIs=Yes

Returning Clients Sign Both Forms

- Look up client
- Go to main padlock
  - Push “Add Visibility Group” search for West Central Sharing VI-SPDAT and select by clicking plus next to name
  - Then click exit
- Go to each household member that wants to share and do the same
- Return to Head and complete ROI for all Household members

New Client Doesn’t Want to Share

- Enter Client name in system
- Go to Main Padlock
  - Click on Deny tab and press “Add Deny Group”
  - Search for and Select “West Central Data Sharing VI-SPDAT”
- Enter additional household members and do the same step for each one
- ROI: best practice to record ROI and select “no”

Returning Client Doesn't Want to Share

- Security on record is already set to closed so no modifications needed
- ROI: Best practice is to record and set to "no"

New Client Wants to Share with only some providers

- Sharing data with only some programs:
  - Click on the overall padlock, then click on the deny tab
    - Search for and select the agencies that client doesn’t want to share with (see instruction document for list) and save
    - Repeat for additional family members
  - Complete ROI=Yes

New Client wants to share only some data: closing items

- Record ROI=Yes
- Entry/exit closed: click on padlock next to client name in “households members associated with this entry/exit” box. Then search and add program name
- Individual questions: click on colored bar next to question when saved, then padlock next to response
- Assessment: click on padlock on the right side of the assessment name

New client wants to share only some data

- If client only wants to share name and basic demographics
  - No padlock adjustment needed
  - Enter ROI but select “no”

Returning client wants to share only some data: opening items

- Complete ROI =Yes and open main padlock
- Entry/Exit To share: click on padlock and add programs to visibility tab
- Assessment: click on padlock and add programs to visibility tab
- Individual questions: click on colored bar and add programs to the visibility tab

Returning Client wants to share only some data

- If client only wants to share name and basic demographics
  - Add visibility group to main padlock
  - Enter ROI but select “no”

Sharing data=mutual responsibility

- When sharing data between programs there can be changes made by users at other programs
- Communication between agencies will be important when questions or concerns arise
- Wilder can help track what happened, but we won’t know why a change was made

Questions

Resources

- Recorded webinar and PowerPoint
- Instruction document
- HMIS helpdesk:
  - hmis@wilder.org
  - 1-877-280-2780
  - Wilder staff are learning about data sharing and may take a bit longer to get you correct info
  - We will consult with Bowman as needed