

# ETHICS REFRESHER TRAINING

2024

Prepared by: ECHO



# COURSE CONTENT

- Introduction to Course Structure
- Ethics Basics
- Participating Agencies
- Privacy/Security
- Release of Information (ROI)
- Data Quality
- Quiz



# TRAINING STRUCTURE

- Welcome to the 2024 Ethics Refresher, Training. This content is required by HUD for any participating HMIS user as a refresher in the ethical guidelines that we use in our database.
- At the end of the training there will be a quiz. You must make a score of 80 or higher to pass and maintain your HMIS License.
- No need to email us your score, we are keeping track of scores on our end.



## WHAT ARE ETHICS

- Ethics refers to standards of behavior that guide us in the many situations we may find ourselves. They are moral principles that govern a person or group's behavior

## WHY DO WE NEED ETHICS TRAINING

- With varied levels of experience with this population, it is important to discuss ethics through the lens of data management and confidentiality

## [RESOURCES \(CLICK HERE\)](#)

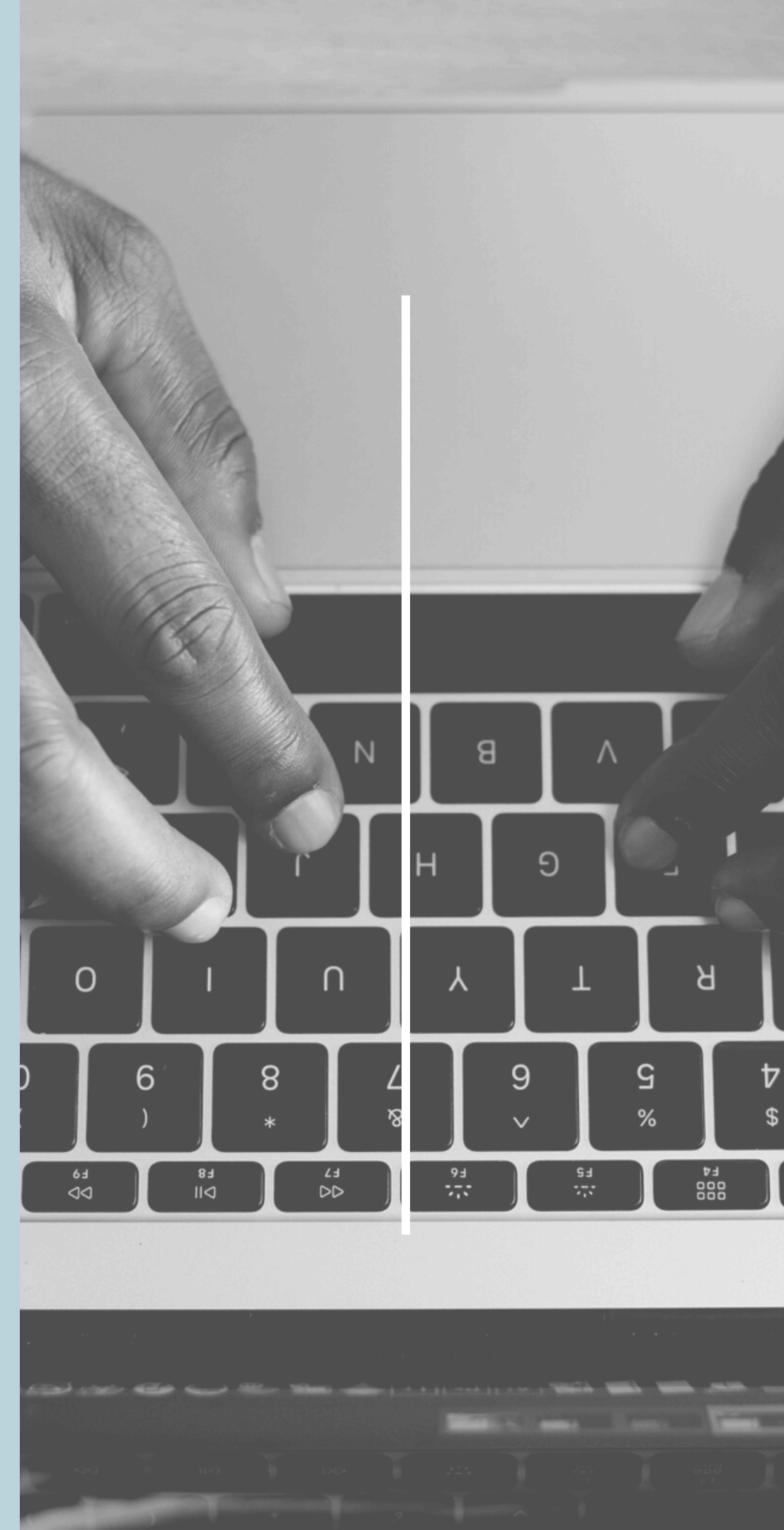
- Privacy Policy Statement
- New User Agreement
- Privacy Notice



# Participating HMIS Agencies

A New Entry  
AIDS Services of Austin  
Any Baby Can  
American GI Forum-NVOP Inc.  
Ashwell Sexual Health + Wellness  
African American Youth Harvest Foundation  
Austin Area Urban League  
Black Men's Health Clinic  
Caritas of Austin  
Casa Marianella  
Capital Metropolitan Transportation Authority  
Capital Area Private Defender's Service  
Catholic Charities of Central Texas  
City of Austin – APL, CDU, DACC, EMS, CIT  
CommUnity Care  
Dell Seton  
Drive By Howdy  
Ending Community Homelessness Coalition (ECHO)  
Family Eldercare  
Family Endeavors  
First Baptist Church of Austin  
Foundation Communities  
Foundation for the Homeless  
Front Steps  
Goodwill Industries of Central Texas  
Green Doors  
Travis County Sheriff's Office  
Travis County Mental Health Public Defender's Office  
The Charlie Center  
First Baptist Church  
Travis County Public Defender's Office  
Capital Metropolitan Transportation Authority

Housing Authority – City (HACA) Sprigdale Park Neighbors Housing  
Authority of Travis County (HATC) Endeavors  
Hearts 2 Heal  
Hungry Hill  
Integral Care  
Change 1  
Jail to Jobs  
LifeWorks  
LINC Austin  
Maximizing Hope  
Meals on Wheels and More  
Mobile Loaves and Fishes  
Progressive IMPACCT  
Queertopia  
Saffron Women's Trust  
SAFE Alliance  
Saint Louise House  
Sunrise Homeless Navigation Center  
The Salvation Army  
Sobering Center  
The Other Ones Foundation  
Travis County – Health & Human Services & Veteran Services  
Travis County – Mental Health Public Defenders  
Trinity Center  
U.S. Department of Veteran Affairs  
Austin Area Urban League  
Capital Area Private Defender Service  
ASHwell  
Roslyn's Novel  
Austin Area Urban League  
We Can Now  
Walking by Faith Prison Ministries  
Urban Alchemy  
YMCA Greater Austin



# PRIVACY

As HMIS users it is our responsibility to protect our clients' data. In order to do this well, we use several methods of checks and balances to make sure our data is safe at all times.

- We collect personal information directly from the client.
- We only collect useful and appropriate data.
- We ensure that clients have access to their data.
- We always give the client the right to update or change data to what is most accurate.
- We always display the HUD regulated Privacy and Security Notice in any area that data is being collected.
- To our best ability, we only collect data in a safe space in which the client feels comfortable sharing sensitive information

# SECURITY

Security in HMIS refers to the means of ensuring that data is kept safe from corruption.

All computers accessing HMIS must have:

- Authentication
- Multiple Access
- Virus protection with auto-updates
- Firewalls- Individual workstations and
- Network Encryption
- Public Access Controls
- Location Control
- Backup and Disaster Recovery
- System monitoring
- Password Expirations



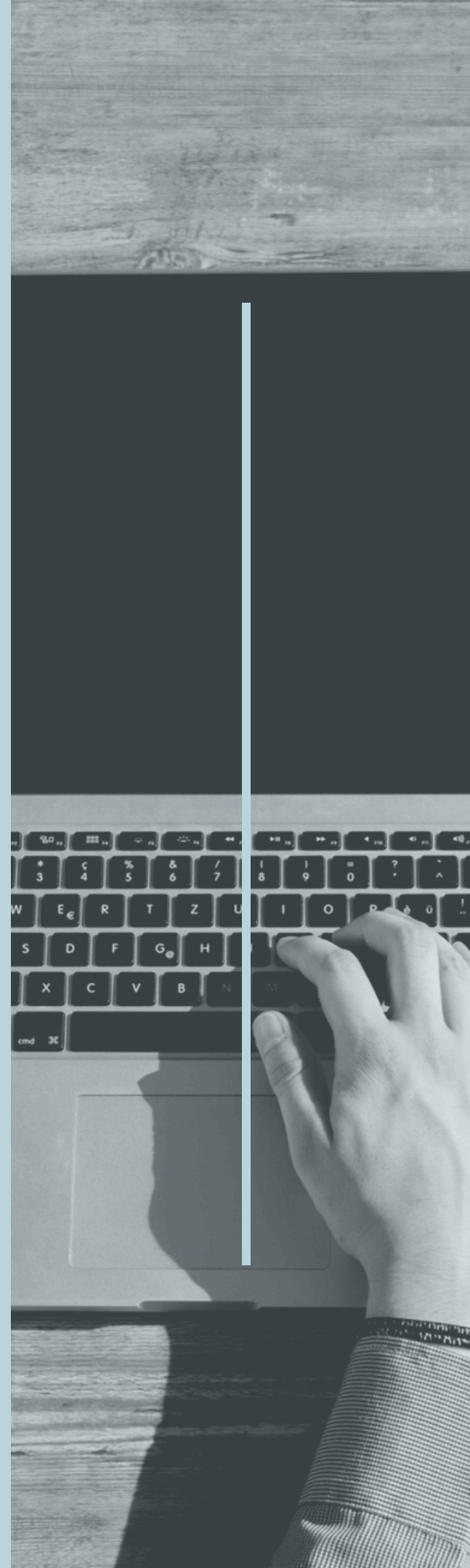
All Austin/Travis County HMIS users receive training on the privacy and security standards and must sign a confidentiality agreement agreeing to comply with the privacy policies.

All HMIS users are responsible for shielding client data from outside entities, such as media, cameras, passerbyers, etc..

All HMIS users have a password-protected login to the HMIS system that automatically expires every 45 days. Do not save your username and password on browser to avoid any breaches in security within our system.

All HMIS users are required to complete an Ethics Refresher Training once a year to maintain access to HMIS in the next year.

The standard for our community is that all HMIS data should be entered by the 5th business days after the date of client .interaction



# End Users Responsibility





# Release of Information



- It is best practice to re-read the HMIS Release of Information regularly.
- Please take time now to read through the ROI fully.
- A client only needs one signed ROI for the entire Continuum of Care.
- Quiz questions will be asked at the end of the training covering the ROI.

CLIENT NAME / HMIS #: \_\_\_\_\_

**Appendix 9**  
**Austin / Travis County Homeless Management Information System**  
**Data Sharing Policy and Release of Information (ROI)**

Agency Completing Form: \_\_\_\_\_

This agency collects information about people who ask about our homeless services. When we meet with you, we will ask you for information about you and your family. We will put the information you give us into a computer program called WellSky Community Services (or "HMIS").

Austin / Travis County HMIS data is all stored in one computer system. Your information will be shared with all agencies that use our system (all "HMIS Agencies") to help you get services more quickly and easily. A list of all current HMIS Agencies is on the next page of this form, and you can ask for a new copy at any time.

The Personal Information we share may include:

- Personal Identifying Information (such as name, social security number, and date of birth)
- Who is in your household
- Job history
- Military history
- Living situation and housing history
- Educational background
- Demographic information (such as race, gender, and ethnicity)
- Your income and income sources
- Services you request or receive
- If you are experiencing homelessness or not
- Reasons for seeking services
- Self-reported health needs

You can refuse to answer any question at any time, including questions about the things listed above. You will never be denied help because you did not answer a question unless we need to know that answer to know if you are eligible for a service.

We will not store or share treatment records about Mental Health, HIV/AIDS, or Drug, Alcohol, or Substance Abuse Treatment unless you give us specific permission.

We may also share some of your information from HMIS with agencies that do not use our HMIS system ("Outside Agencies") for different summary reports about homelessness. Personal Information that could be used to tell who you are will only be put in those reports if we have your written permission, or if the law lets us or requires us to share that information without your permission.

\_\_\_\_\_ Please initial here to show that you have read and understand the rules above.

**Consent for Release of Personal Information**  
 In addition to the information sharing above, you can also choose:

- To let HMIS Agencies share and discuss your Personal Information outside of the computer system to help give you services;
- To let HMIS Agencies share your Personal Identifying Information with Outside Agencies for research, reporting, and coordinating services; and
- To let HMIS Agencies put any treatment records about Mental Health, HIV/AIDS, or Drug, Alcohol, or Substance Abuse Treatment into our computer system as part of your Personal Information.

Please think about the information below before making your decisions:

Revised: 1/26/2024

CLIENT NAME / HMIS #: \_\_\_\_\_

- Personal information that can be used to tell who you are (Personal Identifying Information) will only be shared with Outside Agencies with your permission, or when the law lets us share that information without your permission.
- If you let us put any treatment records related to Mental Health, HIV/AIDS, or Drug, Alcohol, or Substance Abuse Treatment into our computer system, we will share that information just like the rest of your Personal Information.
- The current list of HMIS Agencies is below. Any agency not on that list is considered an Outside Agency. Other agencies may join this list in the future and share your information just like the current HMIS Agencies. You may ask for an updated list of the HMIS Agencies from any HMIS Agency at any time.
- Some of your Personal Information may be protected by additional state and federal privacy laws. Agencies that must follow these laws may need additional permission to collect or share some of your information.
- Once we share your information with an Outside Agency, that agency can sometimes share it with other Outside Agencies, if the law says they can.
- This consent is voluntary. You will not be denied services if you decline to sign this consent form.

**Current Austin / Travis County HMIS Agencies**

- A New Entry
- African American Youth Harvest Foundation
- Any Baby Can
- American GI Forum-NVCP Inc.
- Ashwell Sexual Health + Wellness
- Austin Area Urban League
- Black Men's Health Clinic
- Caritas of Austin
- Casa Marianella
- Capital Metropolitan Transportation Authority
- Capital Area Private Defender Service
- Catholic Charities of Central Texas
- Change 1
- City of Austin – AFL, CDU, HSO, DACC, EMS, CIT, APH, Parks & Recreation, Family Health Unit
- Community Care
- Dell Seton Medical Center
- Drive By Humanity
- Ending Community Homelessness Coalition (ECHO)
- Family Eldercare
- Family Endeavors
- First Baptist Church Austin
- Foundation Communities
- Foundation for the Homeless
- Front Steps
- Goodwill Industries of Central Texas
- Green Doors
- Health 2 Real
- Housing Authority – City (HACA)
- Housing Authority of Travis County (HATC)
- Hungry Hill
- Integral Care
- Jail to Jobs
- LifeWorks
- LINC Austin
- Maximizing Hope
- Meals on Wheels and More
- Mobile Loaves and Fishes
- Progressive IMPACT
- Queeringia
- Safe Women's Trust
- SAFE Alliance
- Saint Louis House
- Sex Workers Educating and Empowering Texans
- Street Forum Mutual Aid
- Sunrise Homeless Navigation Center
- Sobering Center
- Texas Harm Reduction Austin
- The Charlie Center
- The Other Ones Foundation
- The Salvation Army
- Travis County – Health & Human Services & Veteran Services
- Travis County – Mental Health Public Defenders
- Travis County Public Defender's Office
- Travis County Sheriff's Department
- Travis County Juvenile Probation Dept. Social Services Division
- Trinity Center
- Urban Academy
- U.S. Department of Veteran Affairs
- Vivid Health
- Walking By Faith Prison Ministries
- We Can Help
- YWCA Greater Austin

Revised: 1/26/2024

**Optional Agencies Section**

Please choose one:

\_\_\_\_\_ Yes, all Austin/Travis County HMIS Agencies may share and discuss Personal Information about me and my family outside of the computer system to help give us services. They may also share that information with Outside Agencies for research, reporting, and coordinating services.

Permission to share your information will last seven years from the date you sign this form. You can cancel this permission at any time by sending a written letter to the agency where you filled out this form. It may take up to three business days to process the cancellation letter.

\_\_\_\_\_ No, I do not want HMIS Agencies to share and discuss my Personal Information outside of the computer system. I also do not want information that can be used to tell who I am to be part of any outside reports or research. HMIS Agencies may only share information in the computer system for questions I choose to answer.

If you chose NO above, you can still choose to let HMIS Agencies share and discuss your Personal Information with specific Outside Agencies or individuals outside of the computer system to coordinate services. If you want to do that, please initial your choices below.

\_\_\_\_\_ Contact Person: \_\_\_\_\_

_____ Ascension Seton	_____ Dept. of Assistive & Rehab Services
_____ Austin Police Department	_____ Social Security Administration
_____ Capital of Texas Workforce	_____ St. David's Hospital
_____ Community Care Collaborative	_____ Texas RioGrande Legal Aid
_____ Connexus	_____ Other _____
_____ Dell Medical Center	_____ Other _____

**Optional Treatment Records Section**

Please initial below if you would like to put treatment records about Mental Health, HIV/AIDS, or Drug, Alcohol, or Substance Abuse Treatment in our computer system as part of your Personal Information. We will share this sensitive health information for the record types you initial below:

\_\_\_\_\_ Mental Health Treatment Records

\_\_\_\_\_ HIV/AIDS Test Results and/or Treatment Records

\_\_\_\_\_ Drug, Alcohol, or Substance Abuse Treatment Records

Client Name: \_\_\_\_\_

Dependents Name(s): \_\_\_\_\_

Client or Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR ORGANIZATIONAL USE ONLY (initial all that apply):**

( ) The client received a telephonic explanation of this form. Staff obtained telephonic acknowledgment of HMIS Data Sharing Policy and documented that consent with the staff signature on this form.

( ) The client wishes to remain anonymous in HMIS.

( ) An authorized representative completed this consent for the client. A description of their right to do so is attached.

( ) Other \_\_\_\_\_

# Release of Information (ROI)

(Click Above for the ROI)

- Practice reading through this document out loud. It helps to prepare you for when you are explaining this to a client.
- A separate ROI is required for every adult 18 years and older.
- Put any dependents on one of the parent's/guardian's ROI
- A ROI is valid for seven years from the date it is signed.
- Only one ROI is required for the entire CoC so if the client has a previous signed ROI from another organization that uses HMIS, it's not necessary to complete a new one specific to your organization





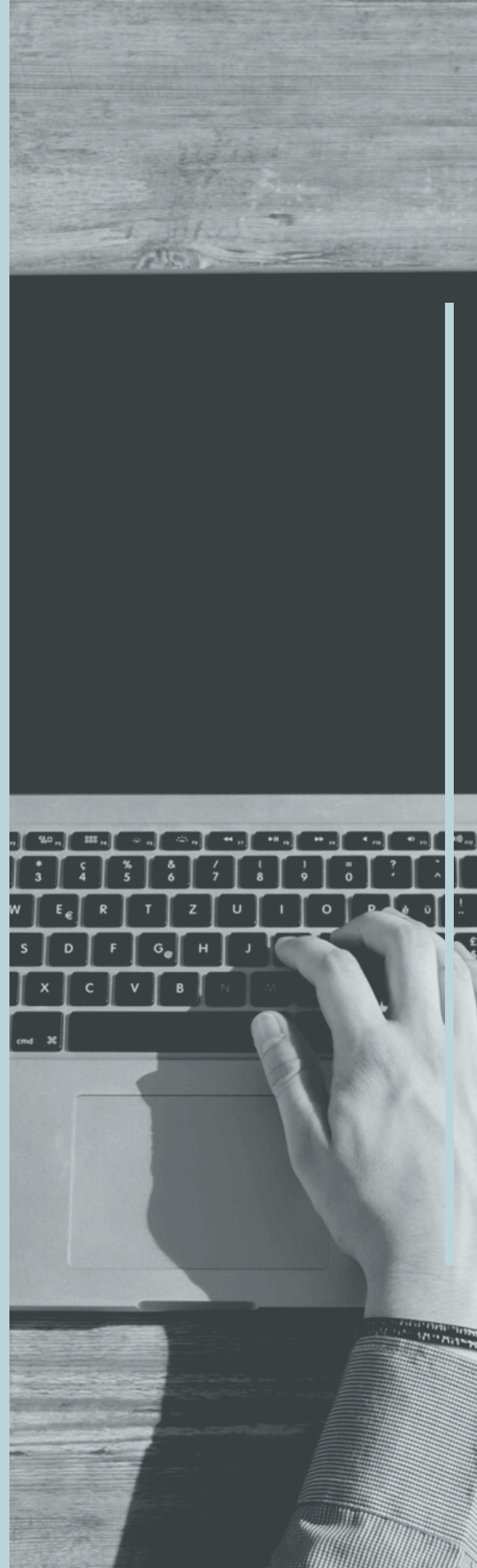
# DATA QUALITY

What type of Data is collected?

Universal Data Elements (UDEs)

- Date of Birth, gender, Social Security number, race, ethnicity, veteran status
- Program Specific Data Elements (PSDEs)  
Ex. income, health insurance, non cash benefits, Disability,

## Housing Move in Date



- **Housing Move in Date:** If a client moves into housing while enrolled in a program, it's important that the housing move in date is captured in HMIS. This should be the date the client physically moves into housing.
- If client vacates a housing situation and the project stops paying rental assistance, staff should exit the client from the project with an accurate Project Exit Date and Destination and create a new Project Start Date in a second enrollment for the client on the same or following day.
- The project would continue working with the client until a new unit is found, at which point a new housing move-in date would be recorded on the second project record.



# DATA QUALITY

Standards for Completeness, timeliness, and accuracy

## Accuracy

Enter what you know to be true or most accurate at the time of data collection from the client.

If data previously entered is no longer accurate, or you know it to be untrue, update it.

## Timeliness

Data entry must be completed in HMIS by the 5th business day after the date of client interaction or program Entry/Exit.

## Missing and Null Data

Must be less than 3% per month in total for required fields.

“Refused” or “Don’t know” must be less than 5% per month in total for required fields.

"Data not Collected" indicates the question wasn't asked at all and negatively impacts Data Quality reports

# QUESTIONS?

[Please click to submit a Help Desk Ticket](#)



## 2024 Ethic Refresher Training Quiz

A 80 or above is passing. If you do not pass, please retake the quiz by clicking the link on the Ethics Refresher Training.

### [Link to Quiz](#)

The quiz is mandatory and you must score a 80 or above

Please note: If you do not make a 80 or higher on your quiz after viewing your quiz results you must retake until you score a 80. Come back to this [link](#) to retake the quiz.



Thank you!

