

Oakland–Berkeley–Alameda County Continuum of Care
Homeless Management Information System
HMIS Standard Latent Response Policy

Each Covered Homeless Organizations (CHO) that participates in Homeless Management Information System (HMIS) must decide to adopt the HMIS Latent Response Ticket Closure Policy in whole.

The following Policy recognizes the broad diversity of CHOs that participate in the HMIS and the differing programmatic and organizational realities that may demand a higher level of time and attention for some activities. Some CHOs may experience various barriers that can lead to a delay in response to open system tickets. Any ticket that is older than 30 days from the date the HMIS Lead responded will be closed. A notice of closure will be sent to the agency. A new ticket will have to be created if the need still exists or a request to reopen the ticket must be submitted. This approach provides a uniform floor of system management.

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All Continuums of Care (CoC) are responsible for the oversight and operation of a Homeless Management Information System. The HMIS Lead recognizes its responsibility to ensure the timeliness in ticket response and completion. At the same time, the HMIS lead must insure to manage open tickets with a standard process. This Policy describes standards for HMIS latent ticket response closure. The standards will aim to improve the inflow and outflow of system tickets. This Policy is based on principles of fair information practices recognized by the HMIS Oversight communities.

The following sections discuss the HMIS Latent ticket closure Policy

1 Definitions and Scope

1.1. Definitions

- **Covered Homeless Organization (CHO):** Any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses, discloses or processes PII on clients at-risk of or experiencing homelessness. This definition includes both organizations that have direct access to submit support tickets to the HMIS Lead.

- **Disclose:** Activities in which a CHO submits a support ticket. When the HMIS lead responds to the initial support ticket and does not receive a response within 30 days that ticket will be closed.
- **Homeless Management Information System (HMIS):** A local information technology system used to collect, support, store and report client-level information about individuals who are seeking services to resolve homelessness or the risk of homelessness.

The HMIS system is designed to improve effectiveness and efficiency for clients, CHOs, provider agencies, jurisdictions, other systems of care, funders, and the community. Improved knowledge gained from HMIS about various communities with special needs and their service usage aides with providing a more effective and efficient service delivery system.

CA-502 uses Clarity by BitFocus for its HMIS software.

- **Participating CHOs:** A list of CA-502 participating CHOs can be found at <https://alameda.bitfocus.com/participating-organizations>

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- **Latent Ticket Closure Notice:** Service ticket request that have are currently waiting on a response from the customer that has exceeded the 30 day wait time. These request will be closed and notification sent to program.
- **Process:** Any service ticket operation or set of operations performed in HMIS that has exceeded 30 days response deadline.
- **Record:** Activities internal to any given CHO that involve creating service request in the HMIS system.
- **Use:** Activities internal to any given CHO that involves interaction with HMIS.

1.2 Applying this Policy

This Policy applies to any CHO that records, uses, or processes personally identifiable information (PII) for the Oakland–Berkeley–Alameda County Continuum of Care (CA-502) Homeless Management Information System (HMIS).

1.3 Accountability

A CHO must establish a procedure for accepting and considering questions or complaints about the latent ticket closure policy and procedure. A CHO must require each member of its staff (including employees, volunteers, affiliates, contractors, and associates).

In the event of a premature ticket closure, CHOs are required to notify the HMIS Administrator within 3 business days. The HMIS Administrator will respond within 3 business days of receiving the notification. The HMIS Administrator will provide a written response or corrective action plan as appropriate. Corrective actions may include reopening ticket request,

