Disaster Recovery Plan

HMIS can be used in response to catastrophic events. The HMIS data is housed in a secure server bank with nightly off-site backup. Data will be immediately available via Internet connection if the catastrophe is in Oregon and can be restored within 24 hours if the catastrophe is where the server bank is located.

HMIS Data System:

- Nightly database backups
- Offsite storage of backups
- 7 day backup history stored locally on instantly accessible RAID storage
- 1 month backup history stored off site
- 24 / 7 access to WellSky s emergency line to provide assistance related to "outages" or "downtime"
- 24 hours backed up locally on instantly-accessible disk storage

Agency Emergency Protocol:

- The Agency Administrator will act as the emergency contact liaison between the Agency and CDSA.
- The Agency will include HMIS in their internal emergency response policies including notification the timeline of notification procedures

In the Event of System Failure:

The System Administrator will notify Agency Administrators should a disaster occur at Wellsky Information Systems or in CDSA government offices.

- Notification will include a description of the recovery plan-related time-lines.
- After business hours, HMIS staff report System Failures to Wellsky using the Emergency Contact protocol.
- The System Administrator will notify Wellsky if additional database services are required.

Data Collection, Types, and Usage

Each participating agency is responsible for ensuring that all Clients are asked a set of questions which answer HUD or local required data elements.

Besides the required elements, the HMIS Administrator will work with the Agency Administrator to identify the most appropriate assessments to complete. In doing so, the HMIS System Administrator will ensure that each program is completing the required data elements as part of their regular Client assessments.

System Changes

Any system change(s), i.e. new required data elements, merging data elements or programs, etc. must be presented to HMIS Advisory Committee for approval. The System Administrator will determine whether CDSA has the capability to make the changes or contracted out to Wellsky or other third party. CDSA System Administrator will keep record of all requests and changes made. HMIS documents will be updated as needed to reflect the changes.

Agency/Program Reports

Self-Generated: User Agencies can run their own reports using Report Writer or Advance Report Tool (ART). ART requires the purchase of an ART viewer license. Basic Report training for running ART reports is available upon request to CDSA. User Agencies can only run reports using their own Client s data. CDSA is not responsible for the accuracy of any Report Writer reports produced by a User Agency.

CDSA Produced: The Agency Administrator may request a custom program report(s) from the HMIS Analyst by email. CDSA expects requests to be made within a reasonable amount of time of when it is needed.

Victim Service Providers

Victim Service Provider agencies are prohibited from participating in HMIS by the Violence Against Women Act (VAWA).

> ### Definition: Victim Service Provider (VSP)
> A VSP is defined as a private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. Providers include rape crisis centers, domestic violence shelter and transitional housing programs, and other programs. A VSP is a designation at the agency level, not the project level (see 24 CFR 578.3).

Based on funding, VSPs are required to use a comparable database. In this case, those programs are responsible for creating/contracting for this database and are required to ensure that it meets regulations. CDSA will cooperate with these programs to ensure that accurate reporting of aggregated, de-identified data is counted in quarterly and annual reports and tables. Upon request, CDSA will provide VSPs access to a comparable data system.

Inter-Agency & Inter-Departmental Data Sharing

CDSA's HMIS participates in various Oklahoma projects. HMIS data may be exported and used in various data-based projects. If a project requires this data, those Agencies that chose CDSA as their HMIS Lead will be informed of the project request. If approved by the HMIS Joint Advisory Committee, CDSA will then de-identify the HMIS data prior to submission of the project. The purpose of sharing:

- Data visualization for HMIS participating agencies through Tableau
- Data Quality Activities
- Research (not client level)
- Program Evaluation and Design (not client level)

Participating Agency Use of HMIS Data

HMIS Participating Agencies may publish and report using HMIS data collected and entered by their agency. HMIS Participating Agencies may not use data collected and entered into HMIS by other HMIS Participating Agencies without a written agreement between the Agencies.

Release of Data

CDSA will periodically publish public reports about poverty and homelessness in the OK-500 and OK-507 CoC geographic area. No confidential Client data will be included in these reports. The HMIS Analyst will review the reports prior to release.

In order to ensure accurate and consistent interpretation of HMIS data, only CDSA may publish or report using HMIS data. No other CDSA department or division may use HMIS for reporting or publishing activities.

Requests for System Wide Data: Any organization or individual who would like to request system wide poverty and homeless data must complete a Data Request form and submit it to the HMIS Analyst (see supporting documents). The form will include the purpose of the request, type of data needed, time frame, etc. CDSA will attempt to fulfill routine requests in a timely manner. CDSA has the right to accept or reject any request, i.e. information requested is at a level of detail we are unable to provide, or data elements that may not be reliable, etc.

If data will be used for publication CDSA should be credited as the source of the data. System Analyst will keep record of requests and the information that was provided.