INSTITUTE FOR COMMUNITY ALLIANCES

TWO STATE HMIS – VT AND NH

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SYSTEM CONFIGURATION AND SECURITY

- The two-state system will operate out of one Clarity Human Services Database.
    - Will be segmented by CoC (and, therefore, by state)
    - Can even go further and segmented by agency, department, and even user access role.
- All settings are established at the CoC level, including referral workflows and data sharing options.
    - Data sharing across agencies and CoCs is a feature of Clarity, it is not required to configure any aspect of the database.
- Sharing a system empowers communities to efficiently share data, track clients across counties and regions, and build partnerships that lead to better funding and more effective policies.
- Reporting
    - Security Reporting – audit trail reports, SOC2, SOC3
    - Both standard and ad-hoc reporting functionality allow users to generate reports at the client, program, agency, CoC (individual or multiple CoCs), and system levels.
    - For example, authorized users can run a HUD System Performance Report for a specific program, an agency, a specific CoC (as per official specs), or the system as a whole.
    - Using both Clarity's pre-built reports,its data analysis and custom reporting tool, users can rapidly identify the home CoC for a client in projects covering multiple CoC's. Additionally, our reporting infrastructure is designed to handle large reports and exports—including reporting for multi-CoC systems and high-volume programs—on-demand, without special accommodations or procedures.
- Data Storage Center
    - Data is stored at a Las Vegas, Nevada data center for computing resources, the client databases are hosted on AWS. Off-site backup and supplemental storage are hosted in the AWS Cloud.
- System Encryption – SSL and AES
    - By default, all Clarity Human Services traffic is 2048-bit SSL encrypted at transit and rest.
    - All API traffic must be further AES encrypted.
    - Each instance of Clarity Human Services operates under a separate hostname supported by a dedicated database independent of all other customer instances.
- Multiple-factor authentication – added layer of security to help prevent unauthorized access
- Password policy enforcement – automatically enforces polices around password complexity
- HIPAA Certified – HITRUST CSF
- IP Whitelisting – ability to limit where users can log in from
- Detail Audit Logs – history of every field in the system. See who, when and what was created/entered/deleted by who, when and what they did.
- Flexible sharing and access controls- securely supports complex sharing and privacy to facilitate secure collaboration across agencies and programs
- Client Notification and Consent – capture and manage client consent (ROI) directly from the client record

- Clarity team includes professional from the privacy and information security fields
  - Legal and Regulatory experts
  - Former HUD and TA Providers
  - Certified Privacy Experts – including IAPP CIPP/US, CIPT and FIP
- Privacy Flags – can be added to sensitive data elements, notes, files or entire client records
- Examples of Bitfocus Clarity Security and Privacy features:
  - Client data sharing/client data not sharing: https://get.clarityhs.help/hc/en-us/articles/115002555407-Introduction-to-Sharing-Client-Data
  - Sharing groups within system: https://get.clarityhs.help/hc/en-us/articles/115002554847-Working-with-Sharing-Groups
  - Agency level sharing groups: https://get.clarityhs.help/hc/en-us/articles/115002666488-AgencExceptions
  - Embedded System Release of Information functionality: https://get.clarityhs.help/hc/en-us/articles/115000411427-Release-of-Information-ROI-Overview

CONTRACTUAL IMPLICATIONS

- Bitfocus standard contract language states clearly participating agencies retain ownership to all client data entered into Clarity Human Services. – Vermont agencies would own their data; and New Hampshire agencies would own their data.
- Costs associated with Vermont agencies and CoCs are assigned in the contract to Vermont and costs associated with New Hampshire agencies and CoCs are assigned to New Hampshire, respectively.
- If different states/CoCs require different configurations that are not already a part of the system functionality this can be addressed after contracting as part of a special statement of work. If formal agreements are needed between VT/NH, then those could be covered via MOU between ICA and the states or between the states themselves