

Coordinated Entry Protocols

Juneau Coalition on Housing and Homelessness

March 1, 2019



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Photo courtesy of Pat McGonegal, Juneau

Coordinated Entry Protocols

Juneau Commission on Housing and Homelessness

March 1, 2019

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Non-discrimination disclaimer

The participants in the Juneau Commission on Housing and Homelessness commit to providing programs and services for all clients regardless of actual or perceived race, color, religion, national origin, age, gender identity, pregnancy, citizenship, familial status, household composition, disability, Veteran status, or sexual orientation. No client will be turned away from crisis response services or homeless designated housing due to lack of income, lack of employment, disability status, or substance use. If you feel any of our participating organizations have violated the intent of this declaration, we encourage you to talk to them. If you are not comfortable talking to them, please contact:

The Alaska Coalition on Housing and Homelessness, Board of Directors

Executive Director: Brian Wilson

Phone: (907) 523-5660

E mail: director@alaskahousing-homeless.org

Post: 319 Seward Street, Suite 7

Juneau, AK 99801

The City and Borough of Juneau has an equal rights ordinance that prohibits housing discrimination due to race, color, age, religion, sex, familial status, disability, sexual orientation, gender identity, gender expression, nor national origin. The ordinance also prohibits discrimination in employment or public accommodations. The ordinance specifically prohibits intimidation or retaliation based on the factors above. For details, refer to:

Ordinance of the City and Borough of Juneau, Alaska

Serial No. 2016-23(d)

An Ordinance amending the City and Borough of Juneau Code to Add a New Title on Equal Rights

<https://beta.juneau.org/manager/anti-discrimination>

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Participants

All Participating Organizations (POs) that receive Continuum of Care (CoC), Emergency Services Grants (ESG) and Basic Homeless Assistance Program (BHAP) funding are required by their funders to participate in the Coordinated Entry System.

Organizations who are not required to participate via grant requirements have signed a Memorandum of Understanding (MOU) committing to case conferencing policies and procedures.

Below we've listed participating organizations on the publication date of this document. We recognize that this list will evolve as services, needs, and provider base change. A current list of participating organizations can be found on the City and Borough of Juneau's web site:

https://beta.juneau.org/housing/ce_participants

Participating organizations will only refer clients to other participating organizations.

Participating Organization	CoC	ESG	BHAP
<i>Alaska Coalition on Housing and Homelessness</i>	X		
<i>Alaska DHSS Division of Public Health, Juneau Public Health Center</i>			
<i>Alaska Housing and Finance Corporation</i>			
<i>Alaska Housing Development Corporation</i>			X
<i>AWARE</i>		X	X
<i>City and Borough of Juneau</i>			
<i>Family Promise</i>			
<i>Gastineau Human Services</i>			X
<i>Glory Hole</i>		X	X
<i>Housing First</i>	X		
<i>JAMHI Health and Wellness</i>			
<i>Juneau Youth Services</i>			
<i>Polaris House</i>			
<i>Saint Vincent de Paul Juneau</i>	X		X

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- E: Data Entry, Analysis, and Coordinated Entry Schedule

Acronym List

AKCH2	Alaska Commission on Housing and Homelessness
BHAP	Basic Homelessness Assistance Program
CBJ	City and Borough of Juneau
CE	Coordinated entry
CES	Coordinated entry system
CET	Coordinated Entry Team
CoC	Continuum of Care Grant
DLO	Designated Lead Organization
DV	Domestic violence
ESG	Emergency Services Grant
AKHMIS	Alaska Homeless Management Information System
HUD	United States Department of Housing and Urban Development
ICA	Institute of Community Alliances
JCHH	Juneau Coalition on Housing and Homelessness
MOU	Memorandum of Understanding
PO	Participating Organization
PSH	Permanent supported housing
RR	Rapid Rehousing
TH	Transitional Housing
VI-SPDAT	Vulnerability Index - Service Prioritization Decision Assistance Tool 2.0

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Summary

The purpose of Coordinated Entry is to eliminate the chaos in an individual's life that is caused by homelessness. After housing, social integration and clinical treatment is easier, and associated emergency services costs are reduced.

This document outlines how the Juneau Coalition on Housing and Homelessness (JCHH) Coordinated Entry Team (CET) will comply with the Alaska Coalition on Housing and Homelessness (AKCH2) Coordinated Entry Policies and Procedures (draft, 12/29/17), which is incorporated into this document by reference. These can be accessed at: www.alaskahousing-homeless.org/coordinated-entry/

Please submit proposed changes or corrections to:

Irene Gallion, Housing and Homelessness Services Coordinator
City and Borough of Juneau
irene.gallion@juneau.org

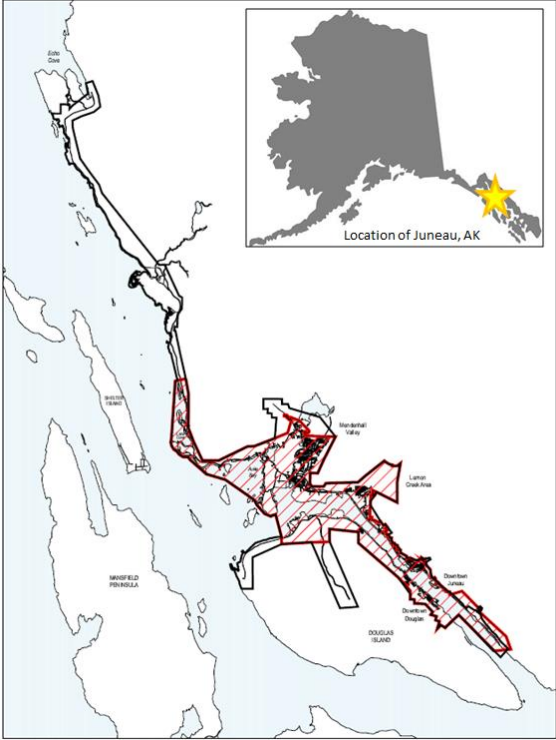
AND

Scott Ciambor, Chief Housing Officer
City and Borough of Juneau
scott.ciambor@juneau.org

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Geographic Area

Juneau is located in the Southeast region of Alaska, and is accessed by air or ferry service. There are no roads connecting Juneau to the contiguous United States.



The Juneau Coalition on Housing and Homelessness (JCHH) initial boundary for coordinated entry corresponds to the City and Borough of Juneau’s (CBI’s) roaded service area #9 (Figure 1), facilitating service provision and client access.

Future expansion considerations include borough boundaries, or could consider partnership with smaller communities in the area, such as Gustavus, Hoonah, Kake, Skagway, Haines, and Sitka. Expansion would require analysis of transportation costs and service access.

Figure 1: The Juneau Commission on Housing and Homelessness Coordinated Entry location and geographic boundary.

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Data Sharing and Data Privacy

Participating organizations (POs) commit to using the Alaska Homeless Management Information System (AKHMIS) for client intake and monitoring. This provides:

- Consistent intake procedures and data collection across POs.
- Robust statistical analysis to support funding requests or programmatic changes.
- Established data sharing protocols and rules.

There are three groups of documents to consider. Those for:

- POs who are doing data entry AND case conferencing. A checklist of documents is provided in **Appendix A**.
- POs who are only doing case conferencing. A checklist of documents is provided in **Appendix B**.
- Clients need to sign a JCHH Case Conferencing ROI (**Appendix C**).

Note that, in the past, clients had to sign an ROI for participation in the AKHMIS system. That is no longer the case due to “implied consent.” According to the United States Department of Housing and Urban Development (HUD), when someone is working with someone to find housing, they should assume that their personal information will be shared in order to secure that housing.

Juneau’s domestic violence shelter, AWARE, is transitioning to a domestic violence AKHMIS system (DVAKMIS) that is managed by the Institute for Community Alliances (ICA) and is compatible with AKHMIS, but protects victims’ personal data. A separate vulnerability index list, redacting personal information, will be provided as needed by AWARE for coordinated entry (CE) case conferencing.

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Designated Lead Organization

The designated lead organization (DLO) is the City and Borough of Juneau through the Housing and Homelessness Coordinator. The DLO will:

- Manage prioritization list.
- Encourage fidelity of local access points.
- Coordinate marking efforts.
- Monitor system performance.
- Relay information between AKCH2 and the JCHH CET.
- Maintain current points of contact, and provider contact info for community.
- Provide hour changes to AKCH2 within 24 hours, and make sure 211 (statewide information line) has the most current info.
- Communicate access point or target population changes to the statewide and local CE entities.

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Access Points

The following POs provide intake and initial assessment services for clients accessing their target populations. Note that these POs may not provide housing, but can provide clients with access to housing resources.

Table 1: Participating Organizations Providing Intake

Participating Organization	Type	Assessment		Populations Served				
		In-Person	Phone	Adults w/o children	Adults w/ children	Unaccompanied youth	DV and other threats	At risk of homelessness
The Glory Hole	Emergency	X						
Saint Vincent de Paul	Transitional/Supported	X						
Gastineau Human Services	Transitional							
JAHMI	Supported	X						
Juneau Youth Services	Emergency/Transitional	X	X					
AWARE	Emergency/Transitional	X	X					
Family Promise	Transitional/Supported							
Non-housing organizations developing intake capability:								
Zach Gordon Youth Center		X						
Front Street Clinic		X						
Bartlett Regional Hospital		X						

Appendix D illustrates the access points and intake process. POs will use this figure to route clients to the appropriate supporting organization. POs will first try to route individuals to an organization with appropriate support services. If they are not able, any organization can do intake and assessment to get the client into the AKHMIS system, then can refer them to a more appropriate organization.

The JCHH does not currently have an after-hours program for intake, and will work on that as a 2019 goal. Initial challenges include staffing and conflicts with individual organization privacy policies.

Assessment

Every contact with clients should be entered into AKHMIS. This facilitates tracking the services they are using, provides context on their needs, and aids in determining who should be involved in case management. Note that initial triage, prevention and diversion do not require AKHMIS entry, but by tracking these clients we make a case for the need.

Clients often struggle with long assessment processes. Each PO does their best to collect required information, and will supplement as able. Inability to complete assessments will not bar a client from receiving services. Combining assessments may be warranted: For instance, if able, a provider may be able to provide initial triage, intake, and initial assessment in one sitting. Or, initial and eligibility assessment could be combined.

Initial triage: This step is where the PO addresses any life and safety issues that the client presents. If the person has immediate health or safety needs, contact emergency services at 911. If the person may be experiencing domestic violence (DV), involve AWARE as soon as possible if the client consents.

Prevention/Diversion: The client is not anticipated to be using services long-term. For instance, if someone had long term housing lined up tomorrow, but just needed a place to sleep tonight, that would be prevention/diversion.

Some questions to help determine if homelessness can be prevented:

- Do you believe you will become homeless within the next 7 days?
- If you received financial assistance, would you be able to stay where you are now?
- Have you received an eviction notice?
- If yes, have you requested or received any legal support – are you challenging it?

While someone may be homeless, they may be diverted from Juneau's Continuum of Care (CoC):

- Is there anyone else you could stay with for at least the next 3 – 7 days, if you were able to receive case management services / transportation assistance / limited financial support?
- If the person who gave you a place to stay allows you to continue to stay overnight, will that person put his / her own housing in jeopardy (violating a lease)?
- Does the client have income for any source? If yes,
 - Total monthly income

- Monthly income sources

Juneau's Gruening Park manages rental assistance, and can be an early part of prevention and diversion efforts. Alaska Legal Services can provide legal assistance for those facing eviction or other legal challenges to their housing. As of this publication, Family Promise Juneau and AWARE are both in the process of developing Rapid Rehousing programs

Intake: This involves collecting basic information required for a client to accept services, and entering this information into AKHMIS. Intake will always happen before an assessment. Intake includes:

- Getting a signed ROI for case conferencing.
- Doing an intake form, called the "**Alaska Balance of State (BoS) Coordinated Entry (CE) Intake Assessment:**"
 - Individual or Head of Household, or
 - Household Member

Both forms are available at the "Resources for Navigators" web page:

<https://beta.juneau.org/housing/navigators>

Initial Assessment: This involves collecting information required for the **Vulnerability Index – Service Prioritization Decision Assistance Tool 2.0 (VI-SPDAT 2.0)**. Note that this analysis should only be done for people who are currently homeless. Those who may become homeless should be diverted if possible. The VI-SPDAT is available at the "Resources for Navigators" web page:

<https://beta.juneau.org/housing/navigators>

Eligibility Assessment: At this point the client is screened for which providers could provide services, based on the provider's rules. Current availability of those services is not considered. For instance, if a client qualifies for Housing First, but there are no beds available, he would still be recognized as "eligible." This process is automated through AKAKHMIS, and is managed through the DLO.

The JCHH uses "dynamic prioritization," recognizing that not only one intervention type could be successful. Dynamic prioritization:

- Prioritizes the most vulnerable.
- Shortens the wait time for housing.
- Flexibly leverages CoC resources
- Encourages systemic coordination and improvement.

Case Management: Is our client in the best spot? Are they receiving the services they need? Are they eligible for housing further through the continuum of care? For those who have been declined for service due to provider restrictions, what is the plan to get those clients housed? Case management is provided by Navigators, field-level case managers and other support providers.

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Prioritization

Regardless of the housing intervention type, the order of priority will always be based on length of time homeless and the severity of the service need. The severity of the service need is determined by the VI-SPDAT, so all clients seeking housing should have a VI-SPDAT score.

Table 2: Prioritization

	PRIORITIZATION					
	1	2	3	4*	5	6
Chronically homeless, to a PSH bed dedicated to that purpose						
Longest history of homelessness	■	■			N/A	N/A
Most severe service needs	■		■		N/A	N/A
Other				**	N/A	N/A
Rapid Rehousing						
Referral to PSH declined, prefers RR	■					
Longest history of homelessness		■				
Most severe service needs			■			
Fleeing or attempting to flee DV				■		
Individuals at risk of trafficking or exploitation					■	
All others with a VI-SPDAT within the RR range						**
Transitional Housing						
Priority population	■	■	■	■	**	N/A
Referral to PSH declined, prefers TH	■					N/A
Longest history of homelessness		■				N/A
Most severe service needs			■			N/A
Individuals at risk of trafficking or exploitation				■		N/A

** When multiple individuals are in the lowest prioritization range for each category of client, a PO can develop a “localized referral zone.” Prioritization will not be based on a disability, but can consider:

- Veteran status,
- Individual fleeing or attempting to flee DV,
- Living situation,
- Time on the prioritization list, OR
- Other factors relevant to the needs of the community.
 - Tribal preference.
 - Family accommodations.
 - Youth accommodations.
 - Pets.

Changes to these standards must be approved by the DLO and the AKCH2, then incorporated as an amendment.

The Juneau CET localized referral zone procedures will focus on special programs that may prioritize certain populations.

Example: Person A is single, person B is single, and Person C has a family of 5. A three-bedroom apartment is available through Transitional Housing. The family can be prioritized for that housing.

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Referral process

General: By this point, PO intake processes have collected information to create a VI-SPDAT for the chronically homeless clients, and those clients have been prioritized using the standards outlined above.

Regular participants in the CE process will include:

The Glory Hole	AWARE
Saint Vincent de Paul	Family Promise
Juneau Youth Services	Alaska Housing Development Corporation
City and Borough of Juneau	Front Street Clinic
Bartlett Hospital	

Other entities may be invited to participate as needed. Some individuals who retire from POs or those who are transitioning between POs may wish to continue to be involved in CE for clients they are particularly knowledgeable about. The CET may consider these requests on a case-by-case basis, and the individual must have a sponsoring PO. Any PO must sign the Organization Partnership Agreement coordinated through ICA and the Memorandum of Understanding (MOU) through JCHH.

The Coordinated Entry Team (CET) will keep running priority lists for housing interventions: permanent supported housing, transitional housing, rapid rehousing, and prevention and diversion, as applicable to the Juneau Continuum. At the time of this publication, the system is in use for permanent supported housing.

Procedure:

Data entry: Navigators will collect information continually. For individuals they think should be considered for CE, Navigators will endeavor to have information into AKAKHMIS in accordance with the schedule in **Appendix E**.

List pull and candidate review: The DLO will pull an AKAKHMIS prioritization list based on the schedule in **Appendix E**. The DLO will clean up the list to remove unneeded columns of information. The DLO will:

- Sort the list to prioritize by VI score, and save that as a second list.
- On both lists, highlight the top 10 individuals who have all required information entered:
 - LOT homeless
 - Chronic or Not Chronic
 - VI score

Candidates who have been previously disqualified will be greyed out on the list, but included.

The full list will be provided to Bartlett Regional Hospital through the Director of Case Management, Rainforest Recovery Center Case Manager, and the Emergency Room Social Worker. The full lists will be also be provided to JAMHI and the Glory Hall.

Table 3: Full List Distribution

Name	Title	E mail
Jeanette Lacey Dunn, LMSW, ACM	Director of Case Management	jlacey@bartletthospital.org
Alex Polanski, LBSW	Case Manager	apolanski@bartletthospital.org
Anna Bullock	Social Worker	abullock@bartletthospital.org
Morgan Erisman, MSW, MPH	Clinician II	morgan@jamhi.org
Maria Lovishchuk	Executive Director	lovishchuk.mariya@gmail.com

The top 15 from each list will be provided to Capital City Fire and Rescue, and Juneau Police Department.

Table 4: Top 10 List Distribution

Name	Title	E mail
Erin Russell, CCFR	Administrative Officer I	Erin.Russell@juneau.org
Jim Quinto, Juneau Police Dept.	Officer	JRQuinto@juneaupolice.com

The DLO will collect feedback from CCFR and JPD as appropriate and enter it into the AKAKHMIS case notes for each individual reviewed.

Coordinated Entry Case Conferencing: Two full lists will be brought to the CE meeting so that people at the meeting can do a quick review if desired.

The top 15 people on each list will be discussed in detail. Corrections to the VI-SPDAT score can be based on:

- Self-report inflation: Some clients “game the system” by reporting more time homeless than actually homeless, while others don’t recognize periods of homelessness as such. POs will re-administer the survey, question clients on the details of their POst, and update the assessment appropriately.
- Medical vulnerability: People who are in imminent danger due to particularly fragile medical conditions can be moved higher on the list with advice from a CET health care provider.

At this time, clients can be byPOssed for housing due to:

- Particularly violent behavior toward other homeless – requires concurrence from JPD.
- Assaultive behavior toward shelter staff or police.
- Arson.

The CET will develop priority lists for the housing available for those:

- Primarily presenting alcohol dependency.
- Primarily presenting drug dependency (pending).
- Primarily presenting Behavioral Health challenges (pending).

Client referral information will be entered into the AKAKHMIS ServicePoint client file by the DLO within one week of the meeting. The DLO will send out the meeting summary to all the participants and other partner organizations. Participants and organizations can access AKAKHMIS to follow up on parties they are interested in – this limits distribution of personal information.

As an individual is considered for housing at Forget-me-Not Manor, the individual will be presented to a residential representative, who will share the name with other residents and gather feedback. If there are strong concerns about community safety the individual’s placement will be reconsidered.

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Grievances

Clients should complain directly to a service provider if they have concerns about:

- How they were treated by PO staff,
- PO conditions, or
- Possible violation of confidentiality agreements.

Any other complaints should be routed in writing to:

The Alaska Coalition on Housing and Homelessness, Board of Directors

Executive Director: Brian Wilson

Phone: (907) 523-5660

E mail: director@alaskahousing-homeless.org

Post: 319 Seward Street, Suite 7

Juneau, AK 99801

Please include details on any steps taken to resolve the issue locally. The Executive Director will make a determination on the validity of the grievance and next steps. Anyone who disagrees with the Executive Director's determination can file a grievance with the Board Chair.

Board Chair: Scott Ciambor (SHAM-bor)

City and Borough of Juneau, Chief Housing Officer

Phone: (907) 586-0220

E mail: Scott.Ciambor@juneau.org

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Evaluation Plan

In **January of each year**, the DLO will send one survey to all CET participants and Organization stakeholders, and another to clients. For the CET and Organization stakeholders, the survey will be administered electronically, and only one response will be allowed per invitation.

For our clients, the survey can be administered electronically, or using a paper form. Case managers may be involved in completing the survey, and will be able to enter multiple surveys electronically from one electronic invite. Case managers and other support staff can enter paper surveys into the system, or scan them to the DLO, who can enter them. The survey will also be conducted during the Project Homeless Connect during the last week of January, to capture clients who may not be currently connected. The survey will have its own booth and provide some sort of reward (socks, candy bars, etc.) for participation.

In **March**, the regularly scheduled CET meeting will be extended half an hour to discuss poll results and provide the opportunity for discussed feedback. The DLO will collect feedback and comments.

By **April**, the DLO will provide proposed updates to these protocols. The draft will include an explicit list of comments and responses in a spreadsheet format. The changes will be submitted concurrently to the CET, JCHH and the AKCH2. The report to AKCH2 will include survey statistics and a summary of how survey concerns are being addressed.

Comment #	Page	Paragraph	Comment	Commenter	Response	Responder
001	9	3.5	DLA should also be assigned to bring doughnuts to meeting	HMA	Bullet item added: Provision team with doughnuts.	IMG
002	14	4.2	Update hours of operation for my organization to include Saturdays from noon to 4 pm.	HNG	Updated.	IMG
003	20	6.2	Update local referral zone info to include preference for language accomodation - such as Spanish speaking staff	FES	Updated, circulated to staff for approval.	IMG

Figure 2: Example of possible comment response for CET protocol updates.

CET team members and stakeholders will review the changes, and advise if any need discussion. If further discussions are required, the regularly-scheduled CET meeting will be extended by half hour increments until issues are addressed. The DLO will use e mail and verbal coordination to address as many comments as possible, reducing the need for additional meeting time.

The DLO will provide updated protocols **by July** unless discussions delay the update. Each CET member and stakeholder will receive a hard copy of the updated protocols, and an electronic copy will be posted on the JCHH web site under "Documents."

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Training

AKHMIS training and coaching is available via appointment with the Institute of Community Alliances (ICA). This training and service is covered for Alaska providers under a statewide grant. New users should schedule a one-on-one indoctrinal training with ICA with:

Alissa Parrish
AKHMIS Project Manager
Institute for Community Alliances
Phone: (512) 246-6643
E mail: Alissa.Parrish@icalliances.org

All users are required to have indoctrinal and recurrent training for:

- Coordinated Entry system policies and procedures, including a review of “localized referral zones.”
- Requirements for use of VI-SPDAT to determine prioritization, and how to do an intake. (Need this for Navigators and other outreach staff)(provided locally).
- Non-discrimination policy.
- Criteria for uniform decision-making and referrals.
- Trauma-informed care (provided locally).

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Marketing Plan

What are marketing goals?

- Relationship-building
- System awareness
- Entry into AKHMIS

What are target audiences?

- Chronically homeless
- Those about to lose their homes

How do we measure success?

- We will use the client evaluation survey, administered annually, to assess customer awareness and satisfaction.
- We will use the survey to update this marketing section.

Messaging guidelines

- We will meet you where you are.
- Know that you can come back. If you become housed and are in jeopardy of losing your housing, reach out to us for help.

The most critical element of outreach with the homeless population is to develop relationships. Many of our providers can tell of how clients simply will not go to meet with a stranger, especially if in an unfamiliar facility. The JCHH partners are actively looking for funding to support the relationship-building elements of our marketing plan.

Street outreach is conducted through the JCHH Navigator positions, currently funded through Saint Vincent de Paul. Navigators seek out homeless and at-risk people, and will refer them to an intake point in the community.

Case managers at the JAMHI and Front Street Clinic also actively seek out and refer the homeless. Case managers can accompany clients to more intimidating events, such as intake interviews, mental health assessments or physical health assessments.

One area of confusion that deserves clarification is the VI-SPDAT process. Many clients have recognized the assessment as a "Housing First application," so may be reticent to participate, or have

unreasonable expectations. Another area that warrants clarification is that of the fluid wait list – where a client’s place on the list may change based on score rather than time on the list.

The JCHH will develop signage that:

- Complies with the CBJ Title 49 Land Use Code: Chapter 49.45 – Signs (have CDD review)
- Shows the provider is part of a system of services
- Outlines the services that could be provided at that site

The JCHH will conduct a contest for a system logo. Ideas for development include:

- The Juneau Douglas High School art program will be asked to provide students the opportunity to develop the logo. The logo entries will be copied and displayed at the provider’s location, and clients will be asked to select their favorite.
- Clients will be asked to develop a concept logo.
- The winning logo will be selected by:
 - The ACH2 Board.
 - A group of dignitaries, such as the assembly.
 - The public will decide at a First Friday event.
 - System users.

The JCHH will pursue grant funding for production and installation of the signs. The signs will be placed on the building façade next to the door that accepts new clients. If needed, additional directional signs can be developed.

Follow Up Activities

This document is the first iteration in efforts to establish Coordinated Entry protocols for the JCHH. Our intent is to expand participation to public housing and other landlords.

The JCHH balances the need to get CE processes under way with the acknowledgement that further improvements to the system can be made.

- Improved signage.
- Create a chart of “participating beds” that receive funding to provide homelessness services.
- Check with AHFC to determine who receives tax credits and under what programs. Invite public housing and service organizations to participate in the CE program. These Phase II participants may include AHFC, Volunteers of America, and other tax-subsidized housing programs.
- Develop after hours capability. Note that some POs have very strict practices for handling personal information, which after hours protocols will need to consider.

This document and the CE process will be evaluated in January of 2020.

APPENDIX A

Case Conferencing Document Check List



Is your agency providing AKHMIS data entry AND case conferencing?

Organization Documents: An organization representative with operational authority is responsible for these documents.

____ Post a **Consumer Notice** in a conspicuous area. This is available at the ICA web site.

____ Sign an **Organization Partnership Agreement**, which includes:

- Compliance with state and federal laws, statutes and regulations regarding sensitive client information.
- Client understanding and consent requirements, and posting of the Consumer Notice.
- Agency requirements to oversee staff training and compliance.
- Criminal background check requirements for staff, and disqualifying crimes.

This form will be provided to the organization by ICA before initial training occurs.

____ Sign an **Alaska CoC Statewide Interorganizational Data Sharing and Coordinated Services Agreement**, which includes:

- Restatement of the need to comply with state and federal laws, statutes and regulations regarding sensitive client information.
- An agreement to resist judicial or quasi-judicial efforts to obtain access to client information, unless expressly provided for in state or federal regulations.

This form will be provided to the organization by ICA before initial training occurs.

____ Develop and post a **Privacy Policy** in compliance with the documents above. The Policy must be provided to clients upon request.

____ Sign a **Juneau Coalition on Housing and Homelessness Case Conferencing Memorandum of Understanding**. This outlines procedures applicable to the case conferencing process.

Individual Documents: Each person doing data entry is responsible for these documents:

____ Sign a **AKHMIS User Agreement**, which includes:

- Acknowledgement of your organization's privacy policy.
- The need to protect client information and system access passwords.
- IT system requirements.
- Individual responsibilities for understanding policies and procedures.

Provided for information only. Please retrieve the most recent Consumer Notice from ICA's web site: icalliances.org

CONSUMER NOTICE

HMIS: HOMELESS MANAGEMENT INFORMATION SYSTEM

This Agency participate in the Alaska Homeless Management Information System (AKHMIS). Some agencies receive funding to provide services for individuals and families experiencing homelessness or near-homelessness that requires use of AKHMIS. Other agencies choose to use this database outside of funding requirements

AKHMIS collects basic information about clients receiving services from this Agency. This helps us get a more accurate count of individuals and families experiencing homelessness, and to identify the need for different services.

This Agency only collects information that is considered to be appropriate and necessary. The collection and use of all personal information is guided by strict standards of confidentiality and privacy. A copy of the Privacy Notice, describing the Agency's privacy practice, is available to all clients upon request. Please note that this Agency may release your personal information for the purposes of research and evaluation to help inform its work.

You do have the ability to share your personal information with other area agencies that participate in AKHMIS by signing a "Release of Information" document. This will allow those agencies to work in a cooperative manner to provide you with efficient and effective services.

Public Notice (Federal Register / Vol. 69, No. 146) / Effective August 30th, 2004

Organization Partnership Agreement Alaska Homeless Management Information System (AKHMIS)

The Alaska Homeless Management Information System (AKHMIS) is an internet-based database that is used by some Covered Homeless Organizations (CHOs) within the State of Alaska's Continuums of Care -Anchorage CoC and Balance of State CoC (AK CoCs) to record and store client-level information about the numbers, characteristics, and needs of persons at-risk of or experiencing homelessness.

A Covered Homeless Organization (CHO) is defined as any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses, or processes PII on clients at-risk of or experiencing homelessness for an HMIS. This definition includes both organizations that have direct access to the AKHMIS, as well as those organizations who do not but do record, use, or process PII. This Agreement is specific to CHOs that directly access and enter data into HMIS.

The State of Alaska's implementation of HMIS is administered by the Institute for Community Alliances (ICA) and WellSky™. WellSky™ administers the central server and ICA administers user and Organization licensing, training, and compliance. In this Agreement, ICA is the "HMIS Lead", "Covered Homeless Organization (CHO)" is an Organization participating in HMIS, "Client" is a consumer of services, and "Organization" is the covered homeless organization named in this Agreement.

The signature of the Executive Director of the Organization indicates agreement with the terms set forth before an HMIS account can be established for the Organization.

I. Confidentiality

A. The Organization shall uphold relevant federal and state confidentiality regulations and laws that protect client records, and the Organization shall only release client records in accordance with this Agreement and the Alaska Homeless Management Information System Policies and Procedures (AKHMIS P&Ps).

1. The Organization shall abide specifically by federal confidentiality regulations as contained in the Code of Federal Regulations, 42 CFR Part 2 regarding disclosure of alcohol and / or drug abuse records. In general terms, the federal rules prohibit the disclosure of alcohol and / or drug abuse records unless disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information **is not** sufficient for this purpose. The Organization



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understands that federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patients.

2. The Organization shall abide specifically, when applicable, with the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and corresponding regulations passed by the Federal Department of Health and Human Services.

B. The Organization **shall not** solicit or input information from clients into the HMIS database unless it is essential to provide or coordinate services, to develop reports and provide data, or to conduct evaluation or research. Furthermore,

1. The Organization shall provide its clients a verbal explanation of the HMIS database and the allowable uses and disclosures of the data therein, and shall arrange for a qualified interpreter or translator in the event that an individual is not literate in English or has difficulty understanding the Alaska Continuums of Care Privacy Policy (AK CoCs Privacy Policy).
2. The Organization agrees to abide by the allowable uses and disclosures of personally identifiable information (PII), as laid out in the AK CoCs Privacy Policy. Any other uses and disclosures of PII by the Organization requires written client consent.
3. ICA does not require or imply that services must be contingent upon clients' participation in the HMIS database. Services should be provided to clients regardless of HMIS participation, provided the clients would otherwise be eligible for the services.

C. The Organization is responsible for ensuring that its users comply with the requirements laid out in the AK CoCs Privacy Policy and the Alaska Continuums of Care Security Policy (AK CoCs Security Policy).

1. The Organization shall ensure that all staff and volunteers issued a User ID and password for HMIS will comply with the following:
 - a. Read and abide by this Organization Partnership Agreement;
 - b. Read and abide by the AKHMIS Policies and Procedures;
 - c. Read and sign the AKHMIS User Agreement;
 - d. Participate in new user privacy and security training and on-going security training on an annual basis;



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- e. Participate in additional trainings as required by the AKHMIS Policies and Procedures;
- f. Maintain a unique User ID and password, and not share or reveal that information to anyone by written or verbal means; and
- g. Read the AKHMIS email newsletter.

D. The Organization shall conduct criminal background checks on all staff and volunteers before requiring potential users to attend new user training led by ICA. Individuals with a history of perpetrating fraud, identity theft, or misuse of confidential information, or an individual who is under investigation for such issues, shall not be permitted a user license.

E. The Organization understands that the file server will contain all Client information. The Organization understands that all client information will be encrypted on a file server physically located in a locked office with controlled access, at the office of WellSky™ located at 333 Texas Street Suite 300, Shreveport, Louisiana 71101.

- 1. The Organization shall not be denied access to client data entered by the Organization. CHOs are bound by all restrictions placed upon the data by the AK CoCs Privacy Policy. The Organization shall not knowingly enter false or misleading data under any circumstances.

F. Display of Notice: Pursuant to the notice published by the Department of Housing and Urban Development (HUD) on July 30, 2004, the Organization will prominently display at each intake desk (or comparable location) the Alaska Continuums of Care (AK CoCs) Consumer Notice that explains generally the reasons for collecting identified information in the HMIS and the client rights associated with providing Organization staff with identified data. The Organization will ensure clients' understanding of their rights. Additionally, if the Organization maintains a public webpage, the current version of the AK CoCs Consumer Notice must be posted on the webpage.

G. If this Agreement is terminated, ICA and remaining CHOs shall maintain their right to the use of all client data previously entered by the terminating Organization; this use is subject to any restrictions laid out in the AK CoCs Privacy Policy.



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II. HMIS Use and Data Entry

A. The Organization shall follow, comply with, and enforce the AKHMIS User Agreement and the AKHMIS Policies and Procedures (located at www.icalliances.org.) Modifications to the User Agreement and Policies and Procedures needed for the purpose of smooth and efficient operation of the HMIS and to meet HUD requirements shall be established in consultation with the AKHMIS Advisory Board, with final approval made by the AK CoCs' Executive Committees. ICA will announce approved modifications in a timely manner via the AKHMIS Newsletter.

1. The Organization shall only enter individuals in the HMIS database that exist as clients under the Organization's jurisdiction. The Organization shall not misrepresent its client base in the HMIS database by knowingly entering inaccurate information.

2. The Organization shall use client information in the HMIS database, as provided to the Organization or CHOs, to assist the Organization in providing adequate and appropriate services to the client.

B. The Organization shall consistently enter information into the HMIS database and will strive for real-time data entry. Data must be entered into the HMIS database within five business days, as outlined by the AKHMIS Policies and Procedures.

C. The Organization will not alter information in the HMIS database that is entered by another covered homeless organization with inaccurate information (i.e. Organization will not purposefully enter inaccurate information to over-ride information entered by another CHO).

D. The Organization shall not include profanity or offensive language in the HMIS database. This does not apply to the input of direct quotes by the client if the Organization believes that it is essential to enter these comments for assessment, service, and treatment purposes.

E. The Organization shall utilize the HMIS database for business purposes only.

F. The Organization shall not use the HMIS database with intent to defraud federal, state, or local governments, individuals or entities, or to conduct any illegal activity.



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G. ICA will provide initial training and periodic updates to that training to Organization staff on the use of the HMIS.

H. The ICA HelpDesk (AKHMIS@icalliances.org) should be utilized for technical assistance.

I. The transmission of material in violation of any federal or state regulations is prohibited. This includes, but is not limited to, copyright material, material legally judged to be threatening or obscene, and material considered protected by trade secrets.

J. The Organization must be an active participant in the State of Alaska’s Continuum of Care in which they operate.

K. An Organization may establish a Memorandum of Understanding (Coordinated Services Agreement) with another CHO so that a licensed user at that covered homeless organization may enter data on its behalf. The MOU must be approved by ICA and signed by the Executive Directors or the immediate supervisors of the employees responsible for HMIS activities at both organizations, and the licensed user who will have privileges to access the Organization’s data.

III. Reports

A. The Organization shall retain access to identifying and statistical data on the clients it serves.

B. The Organization’s access to reports containing data on clients it does not serve shall be limited to non-identifying and statistical data.

C. The Organization may make aggregate data available to other entities for funding or planning purposes pertaining to providing services to persons experiencing homelessness. The aggregate data shall not directly identify individual clients.

D. ICA and / or the AK CoCs will use only de-identified, aggregate HMIS data for homeless policy and planning decisions; in preparing federal, state, or local applications for homeless funding; to demonstrate the need for and effectiveness of programs; and to obtain a system-wide view of program utilization within the State of Alaska.



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E. Once a report containing confidential client information is downloaded from HMIS, it is the responsibility of the Organization to protect all confidential information.

F. An Organization may distribute a report containing PII for the express purpose of referring its own clients to a community housing program or other service intended to benefit its clients.

IV. Proprietary Rights

A. The Organization shall not give or share assigned usernames and / or passwords of the HMIS database with any other covered homeless organization, business, or individual.

B. The Organization shall not cause in any manner, or way, corruption of the HMIS database.

V. Terms and Conditions

A. Neither ICA nor the AK CoCs shall transfer or assign any rights or obligations without the written consent of the other party.

B. This Agreement shall be in-force until revoked in writing by either party provided funding is available.

C. This Agreement may be terminated with 30 days written notice.

VI. Reasonable Accommodations

CHOs are obligated to provide reasonable accommodations for persons with disabilities throughout the data collection process. This may include but is not limited to, providing qualified sign language interpreters, readers or materials in accessible formats such as Braille, audio, or large type, as needed by the individual with a disability. See 24 CFR 8.6; 28 CFR 36.303. Note: This obligation does not apply to CHOs who do not receive federal financial assistance and who are also exempt from the requirements of Title III of the Americans with Disabilities Act because they qualify as “religious entities” under that Act.

VI. Covered Homeless Organization Signature

By signing this Agreement, I understand and agree with the terms within. Failure of any or all users to comply may result in suspension or termination of access to the HMIS database.



Info only: ICA will provide this document before training occurs.

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This signed Agreement is valid for one year from the date of signature. Agreements must be updated on an annual basis.

DocuSigned by:
Scott Ciambor
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Executive Director Signature

1/9/2019

Date

Scott Ciambor

Executive Director Name

City and Borough of Juneau

Organization Name



Alaska CoC Statewide Interorganization Data Sharing & Coordinated Services Agreement

The following Covered Homeless Organizations (CHOs) hereby enter into an Interorganization Data Sharing & Coordinated Services Agreement (hereinafter "Agreement"):

- **The list of participating Organizations can be found [here](#)**

The Alaska Continuums of Care Statewide Network of Covered Homeless Organizations utilizes a computerized record-keeping system that captures information about people experiencing homelessness or at-risk of homelessness. This system, the Alaska Homeless Management Information System (AKHMIS), is administered by the Institute for Community Alliances (ICA). The AKHMIS creates an unduplicated count of individuals and households at-risk of or experiencing homelessness and develops aggregate information that will assist in developing policies to end homelessness. In addition, the AKHMIS allows CHOs to share information electronically about clients, including their service needs, in order to better coordinate services.

Personally identifiable information (PII) can only be shared between and among CHOs that have established this Agreement. Allowable uses and disclosures of PII are described in the Alaska Continuums of Care Privacy Policy (AK CoCs Privacy Policy). Any uses and disclosures of PII not described in the AK CoCs Privacy Policy is only allowable with written client consent.

A Covered Homeless Organization (CHO) is defined as any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses, or processes PII on clients at-risk of or experiencing homelessness for an HMIS. This definition includes both organizations that have direct access to the AKHMIS, as well as those organizations who do not but do record, use, or process PII.

By establishing this Agreement, the collaborating CHOs agree, within the confines of the Alaska Continuums of Care Statewide Network of CHOs and the AK CoCs Privacy Policy, that:

1. In transmitting, receiving, storing, processing, or otherwise dealing with any PII, they are fully bound by state and federal regulations governing confidentiality of patient records, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients (42 CFR, Part 2) and the Health Insurance Portability and



Alaska CoC Statewide Interorganization Data Sharing & Coordinated Services Agreement

- Accountability Act of 1996 ('HIPAA', 45 CFR, Parts 160 & 164), and cannot use or disclose the information except as permitted or required by this Agreement, the AK CoCs Privacy Policy, or by law.
2. They are prohibited from making any further disclosure of this information unless further disclosure is expressly permitted by the AK CoCs Privacy Policy or as otherwise permitted by state and federal regulations governing confidentiality of patient records, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 ('HIPAA', 45 CFR, Parts 160 & 164).
 3. They will use appropriate safeguards to prevent the unauthorized use or disclosure of the PII.
 4. They will notify each of the other CHOs, within one business day, of any breach, use, or disclosure of PII not provided for by this Agreement or the AK CoCs Privacy Policy.
 5. They will adhere to the standards outlined within the Health Insurance Portability and Accountability Act of 1996 ('HIPAA', 45 CFR, Parts 160 & 164) which provides consumers access to their protected information, (164.524), the right to amend protected information (164.526), and receive an accounting of disclosures of protected information (164.528).
 6. PII that is used or disclosed will not be used to harm or deny any services to a client.
 7. The CHO shall not solicit or input information from clients to enter into the AKHMIS unless it is essential to provide services.
 8. Clients have the right to request information about to whom their PII was released in the State of Alaska Continuums of Care Statewide Network of CHOs.
 9. They will notify each of the other CHOs of their intent to terminate their participation in this Agreement.
 10. They will resist, through judicial proceedings, any judicial or quasi-judicial effort to obtain access to PII pertaining to clients, unless expressly provided for in state and / or federal regulations.



Alaska CoC Statewide Interorganization Data Sharing & Coordinated Services Agreement

11. A violation of the above will result in immediate disciplinary action.

Whereby the above-named CHOs agree to use and disclose the following PII, as relevant for their projects, via the AKHMIS and as laid out in the AK CoCs Privacy Policy:

- Client Full Name, including any Alias entered into the AKHMIS
- Client Social Security Number
- Client Date of Birth
- Entry / Exit Assessment and Information
- Case Manager Information
- Incident History
- Client Service Transactions History
- Client Program Goals
- Client Photo
- Vulnerability Assessment as it relates to Coordinated Entry

The signatures below constitute acceptance of the "Data Sharing & Coordinated Services Agreement":

DocuSigned by:

Scott Ciambor

1/30/2019

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Executive Director Signature

Date

scott Ciambor

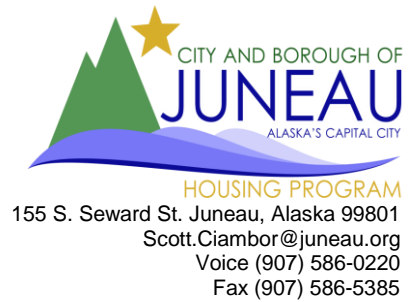
City and Borough of Juneau

Executive Director Name

Organization Name



MEMORANDUM



TO: All CBJ Staff

FROM: Scott Ciambor, Chief Housing Officer

DATE: June 29, 2018

SUBJECT: Personal Data Privacy Policy

The City and Borough of Juneau Housing Office created Personal Data Privacy Policies for the coordinated entry process for local housing and homelessness services. Coordinated entry uses data and case conferencing to index the vulnerability of homeless individuals so that housing is prioritized for those who need it most. Two privacy policies have been developed:

- **Personal Data Privacy Policy – General:** This includes general protocols on how data will be collected, how it will be used or disclosed, how it will be stored and destroyed, and who to contact if one has concerns about the privacy of their data.
- **Personal Data Privacy Policy – Electronic Information:** These protocols specifically address electronic data storage and access, including policies for access to the Alaska Homelessness Information System (AKHMIS), a statewide database cooperatively managed by the Alaska Coalition on Housing and Homelessness.

The policies and their development documents are stored here: I:\HOUSING\Privacy Policy

You will need to read and sign the last page of the “Personal Data Privacy Policy – General” if you:

- Are involved with Coordinated Entry.
- Are providing support for Coordinated Entry, or attending Coordinated Entry meetings.
- Have access to certain electronic drives that store personal information.

With your signature, you are verifying that you have read and understood the “Personal Data Privacy Policy – General” and the “Personal Data Privacy Policy – Electronic Information,” and that you had an opportunity to discuss it with the Chief Housing Officer or his designee.

This privacy policy was developed based on AKHMIS protocols, and is provided as an example of a compliant privacy policy.

City and Borough of Juneau, Housing Office
Personal Data Privacy Policy - General
Original, 6/29/18

EMPLOYEE NAME (PRINT): _____

This policy outlines how the City and Borough of Juneau (CBJ) Housing Program staff will handle personal information accessed through or entered into a statewide database designed to provide and collect information on homelessness in Alaska. CBJ is a member of the Juneau Coalition on Housing and Homelessness (JCHH). Other, but not all, members of JCHH also have access to and enter information into the statewide database. Each agency will have its own policy outlining how they will collect, use, distribute and destroy personal information.

Collection of Personal Information

Personal information will be collected for Alaska Homeless Management Information System (AKHMIS) only when it is:

- Needed to provide services,
- Needed for another specific purpose of the agency where a client is receiving services, or
- Required by law.

Personal information may be collected to:

- Provide or coordinate services for clients,
- Find projects that may provide additional assistance to clients,
- Comply with government and grant reporting obligations,
- Assess the state of homelessness in the community, and/or
- Assess the condition and availability of affordable housing to better target services and resources.

Only lawful and fair means are used to collect personal information.

Personal information is collected with the knowledge and consent of clients. It is assumed that clients consent to the collection of their personal information as described in this notice when they seek assistance from an agency using AKHMIS and provide the JCHH with their personal information. However, a client may not be denied services that he/she is otherwise eligible to receive if the client chooses not to consent to providing their personal information. If JCHH reasonably believes that a client is the victim of abuse, neglect, or domestic violence, or if a client reports that he / she is a victim of abuse, neglect, or domestic violence, JCHH will only enter and share the client's information in the AKHMIS if JCHH receives explicit permission from the client to do so.

Personal information may also be collected from:

- Additional individuals seeking services with a client.
- Other private organizations that provide services and participate in AKHMIS.

Upon request, clients will be able to access the *Use and Disclosure of Personal Information* policy found below.

Use and Disclosure of Personal Information

The Use and Disclosure of Personal Information (UDPI) policy explains why JCHH collects personal information from clients, and how the CBJ will use and disclose personal information. Personal information may be used or disclosed for activities described in this part of the UDPI. Client consent to the use or disclosure of personal information for the purposes described in the UDPI, and for reasons that are compatible with purposes described in the UDPI but not listed, is assumed. **With the exception of the purposes described below**, clients must give consent before their personal information is used or disclosed.

Per the UDPI, personal information may be used or disclosed for the following purposes:

1. To provide or coordinate services to individuals. Client records are shared with other organizations that may have separate privacy policies and that may allow different uses and disclosures of the information. If clients access services at one of these other organizations, they will be notified of the agency's privacy and sharing policy.
2. Sharing of data input and generated by HMIS shall be limited outside of the system to the greatest extent possible. If there is a need to share or reference a HMIS file, only the client file number may be shared via email.
3. To carry out administrative functions such as legal audits, personnel, oversight, and management functions.
4. For academic research conducted by an individual or institution that has a formal relationship with the Institute for Community Alliances, the entity providing technical assistance for the AKHMIS. The research will only be conducted by an individual employed by or affiliated with the organization or institution. All research projects will be conducted under a written research agreement approved in writing by the designated agency administrator (for CBJ this is the Housing and Homelessness Services Coordinator), coordinator or Chairman of the JCHH. The written research agreement will:
 - Establish the rules and limitations for processing personal information, and provide security for personal information in the course of the research.
 - Provide for the return or proper disposal of all personal information at the conclusion of the research.
 - Restrict additional use or disclosure of personal information, except where required by law.
 - Require that the recipient of the personal information formally agree to comply with all terms and conditions of the written research agreement
 - Be substituted, when appropriate, by Institutional Review Board, Privacy Board, or other applicable human subjects' protection institution approval.
5. When required by law. Personal information will be released to the extent that use or disclosure complies with the requirements of the law.
6. To avert a serious threat to health or safety if the use or disclosure is:

- Necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public; and
- Made to a person reasonably able to prevent or lessen the threat, including the target of the threat.

7. To report to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence, information about an individual reasonably believed to be a victim of abuse, neglect, or domestic violence. When the personal information of a victim of abuse, neglect, or domestic violence is disclosed, the individual whose information has been released will promptly be informed, except if:

- It is believed that informing the individual would place the individual at risk of serious harm, or
- A personal representative (such as a family member or friend) who is responsible for the abuse, neglect, or other injury is the individual who would be informed, and it is believed that informing the personal representative would not be in the best interest of the individual as determined in the exercise of professional judgment.

8. For a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:

- In response to a lawful court order, court-ordered warrant, subpoena, or summons issued by a judicial officer or a grand jury subpoena, if the court ordered disclosure goes through the Institute for Community Alliances and is reviewed by their Executive Director for any additional action or comment.
- If the law enforcement official makes a written request for personal information. The written request must meet the following requirements: 1) Be signed by a supervisory official of the law enforcement agency seeking the personal information; 2) State how the information is relevant and material to a legitimate law enforcement investigation; 3) Identify the personal information sought; 4) Be specific and limited in scope to the purpose for which the information is sought; and 5) Be approved for release by the Institute for Community Alliances legal counsel after a review period of seven to fourteen (7-14) days.
- If it is believed that the personal information constitutes evidence of criminal conduct that occurred at the agency where the client receives services.
- If the official is an authorized federal official seeking personal information for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to a foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 (threats against the President and others), and the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.

9. For law enforcement or another public official authorized to receive a client's personal information to conduct an immediate enforcement activity that depends upon the disclosure. Personal information may be disclosed when a client is incapacitated and unable to agree to the disclosure if waiting until the individual is able to agree to the disclosure would materially and adversely affect the enforcement activity. In this case, the disclosure will only be made if it is not intended to be used against the individual.

10. To comply with government reporting obligations for homeless management information systems and for oversight of compliance with homeless management information system requirements, but only to the extent required by law.

Personal Information Storage and Destruction

CBJ will store data and electronic files in accordance with the “CBJ Housing Office: Personal Data Privacy Policy - Electronic Information.”

Printed materials will be stored in a locked drawer, and shredded when disposed.

Inspection and Collection of Personal Information

Clients may inspect and receive a copy of their personal information maintained in AKHMIS. JCHH will offer to explain any information that a client may not understand.

If the client believes the information listed in the AKHMIS is inaccurate or incomplete, the client may submit a verbal or written request to have his/her information corrected. Inaccurate or incomplete data may be deleted, or marked as inaccurate or incomplete and supplemented with additional information.

A request to inspect or copy one’s personal information may be denied on the following grounds:

- The information was compiled in reasonable anticipation of litigation or comparable proceedings;
- The information was obtained under a promise of confidentiality and if the disclosure would reveal the source of the information; or
- The life or physical safety of any individual would be reasonably endangered by disclosure of the personal information.

If a request for inspection access or personal information correction is denied, JCHH will explain the reasons for the denial. The client’s request and the reason for the denial will be included in the client’s record.

Requests for inspection access or personal information collection may be denied if they are made in a repeated and/or harassing manner.

Limits on Collection of Personal Information

Only personal information relevant for the purpose(s) of which it will be used will be collected. Personal information must be accurate and complete.

Client files not used in seven (7) years maybe be inactivated in AKHMIS. Institute for Community Alliances will check with JCHH before a client file is made inactive. Personal information may be retained for a longer duration if it is required by statute, regulation, contract, or another obligation.

Limits on Partner Agency Use of AKHMIS Client Information

The AKHMIS is a data system with limited sharing agreements in place. Providers have the option of changing their program settings to share some or all of a client's data, if the applicable data sharing agreements are in place. Providers serving clients under the age of 18 must maintain closed AKHMIS client files. Youth under the age of 18 may not provide either written or verbal consent to the release of their personally identifying information in AKHMIS.¹

Complaints and Accountability

Questions or complaints about CBJ's privacy and security policies and practices should first be discussed with:

Irene Gallion, Housing and Homelessness Services Coordinator
City and Borough of Juneau
155 S. Seward Street
Juneau, AK 99801
irene.gallion@juneau.org
(907) 586-0623

If these discussions do not resolve concerns, the questions or complaints may be submitted to JCHH through CBJ's Housing and Homelessness Services Coordinator. Please include any information on efforts taken so far to address the concerns. Complaints specific to AKHMIS will be routed to:

Brian Wilson, Executive Director
The Alaska Coalition on Housing and Homelessness
319 Seward Street, Suite 7
Juneau, AK 99801
director@alaskahousing-homeless.org
(907) 523-5660

If there is no resolution, the AKHMIS Advisory Board will oversee formal arbitration. All AKHMIS users (including employees, volunteers, affiliates, contractors, and associates) are required to comply with these privacy policies. Users are required to receive and acknowledge receipt of a copy of this privacy policy.

I have been given a copy of the Personal Data Privacy Policy – General, and the Personal Data Privacy Policy – Electronic Information. I have read and understand these policies, and have had the opportunity to discuss it with the Chief Housing Officer or their designee:

Signature of Employee and date

¹ Under very limited circumstances, parents or legal guardians of youths under the age of 18 may provide written consent to the release of the youth's personally identifying information in AKHMIS.

Includes the handling of all electronic data related to homelessness at CBJ

Purpose:

This policy assigns procedures to protect confidential information related to Homeless Management Information Systems (HMIS) data.

Understanding:

In order to provide more effective services to people in Alaska who are struggling with homelessness or near-homelessness, service providers have joined together with the Institute for Community Alliances (ICA) to effectively implement the Alaska Homeless Management Information System (AKHMIS). AKHMIS was initiated to meet the United States Department of Housing and Urban Development's (HUD) data collection requirements. The two Continua of Care in Alaska (Anchorage and the Balance of State) and the AKHMIS Lead Agency (ICA) are working to make it an attractive tool for all homeless services providers.

The City and Borough of Juneau (CBJ) works cooperatively with AKHMIS and the agencies within the Continua of Care in Alaska. CBJ uses AKHMIS in the pursuit of our mission. In doing so we are compelled to comply with their data protection policies. The CBJ Housing Office has adopted the following policy to manage onsite electronic information handling to become effective immediately.

Updated: June 25, 2018

Scope:

This policy applies to any CBJ employee handling and/or communicating information related to homelessness electronically.

Rules and procedures:

- Storing of information related to homelessness will be segregated from other network accessible data locations.
- Creation and administration of any locally developed application or database designed to manage homeless information will reside in a secure environment that includes secure hardware environments, permissions, user, and access security requirements.
- Computer access to HMIS type data will be restricted by user credentials and file permissions.
- Access granted to these data locations will be authorized by the Chief Housing Officer or their designated management authority only.
- Strict compliance of current confidential data transmission policies set forth by AKMIS for the transmission and handling of sensitive or confidential information will be followed.

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MEMORANDUM OF UNDERSTANDING

Agencies Participating in Coordinated Entry



Coordinated entry (“Coordinated Entry”) is a process to provide fair and equal access to housing assistance based on an individual’s needs, and to steward funding towards those most in need. Part of Coordinated Entry are case conferencing meetings, where an individual’s suitability for available housing is discussed. If an individual is determined not to be suitable for housing available, a plan must be developed to find them housing elsewhere. Agencies receiving federal funding from the U.S. Department of Housing and Urban Development will be required to participate in Coordinated Entry.

Signatory agencies have agreed to provide delegates (“Delegates”) to participate fully, as they are able, in such Coordinated Entry meetings, forming a Coordinated Entry team (“CET”). Members of the CET will:

- A. Obtain informed, time-limited releases from clients in order to discuss their private information at CE meetings.
- B. Provide consultation on issues relevant to housing.
- C. Share relevant information within the CET, while protecting the client’s right to confidentiality. Maintain professional discussion of barriers while focusing on client strengths.
- D. Support the CET in monitoring of housing progress and outcomes.
- E. Provide the CET with insight on issues that relate directly to housing.
- F. Share the discussion points/outcome with the client.

Signatory agencies will:

- A. Notify the CET:
 - a. Agency Delegates by name and title.
 - b. Notify in advance if the signatory agency intends to send new/alternate Delegates to the meeting.
 - c. Submit notifications to:
 - i. CBJ’s Housing and Homelessness Services Coordinator: Irene.Gallion@juneau.org, (907) 586-0623, or her successor. In the event this individual is not available,
 - ii. CBJ’s Housing Officer, Scott.Caiambor@juneau.org, (907) 586-0220, or his successor. In the even this individual is not available,
 - iii. CBJ Manager’s Office at (907) 586-5240.
- B. Provide Delegates with training on agency privacy/confidentiality procedures.
- C. Provide Delegates with decision-making authority with regard to eligibility for agency housing and support programs.
- D. Ensure Delegates’ decision-making authority with regards to housing and client confidentiality.
- E. Support CET team members in their agency attending training opportunities made available through the CET, or the Alaska Coalition on Housing and Homelessness.
- F. Support individual Delegates consistent attendance; notify CET in advance if the signatory agency intends to send new/alternative Delegates to the meeting.

- G. As funding is available, support CET team attendance at trainings provided by other professional groups.
- H. Support CET team members attending monthly meetings.
- I. Provide support infrastructure for file confidentiality – such as electronic security, current anti-virus software, and/or locking drawers.
- J. Signatory agencies will brief Delegates that they will be expected to:
 - a. Uphold any individual agency/professional standards for sharing confidential information (HIPPA, VAWA, etc.). The CET does not override agency mandates for privacy/confidentiality as determined by law or regulation.
 - b. Maintain the confidentiality of cases discussed during the CET meetings.
 - c. In the event that a case presents an ethical dilemma or conflict for the Delegates, notify the CET if the conflict prohibits participation in the case review process.
 - d. Be fully versed in agency privacy/confidentiality procedures and know to what extent information sharing is permitted.
 - e. Make every effort to achieve respectful conflict resolution. Part of vigorous multidisciplinary involvement may be professional differences of opinion.

By signing this memorandum of understanding (“MOU”), you acknowledge you represent your agency with operational authority to perform functions of command over subordinate forces, such as organizing and employing, assigning tasks, designating objectives, and giving authoritative direction necessary to accomplish the mission, and execute this MOU.

Agency Representative’s Signature

Date

Representative’s Printed Name

Agency Name

Agency Address

**Alaska Homeless Management Information System
(AKHMIS)**

MINIMUM REQUIRED DATA SET

DATA COLLECTION POLICY

Provider Agencies shall, at all times, have rights to the data pertaining to their clients that was created or entered by them in ServicePoint™ (this is the software used by the Alaska HMIS). Provider Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

It is a client's decision about which information, if any, entered into ServicePoint™ shall be shared with any other Provider Agencies, and if so, which specific agencies. The AKHMIS Client Informed Consent / Release of Information must be completed and signed by the client if the client wishes to share information with other Service Provider Agencies, or with entities for research or program monitoring purposes, per the AKHMIS Policies and Procedures

Sharing data is separate from entering data into the Alaska HMIS. Provider Agencies are required to attempt to collect and enter Universal Data Elements. Regardless of funding source, the following elements are required for all individuals in all project types:

- Full Legal Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- Residence Prior to Project Entry
- Project Start and Project Exit Dates
- Destination at Project Exit
- Relationship to Head of Household
- Client Location (CoC Code)
- Housing Move-In Date
- All questions included in any assessments required by agency or funding sources (project and program specific)

I understand and agree to comply with all the statements listed above.

ServicePoint™ User Signature

Date

Agency

Email Address

Provided for information only. Please retrieve the most recent Consumer Notice from ICA's web site:
icalliances.org

**Alaska Homeless Management Information System (AKHMIS)
CONFIDENTIALITY AGREEMENT**

Your User ID and password give you access to the statewide ServicePoint™ software of AKHMIS. **Initial each statement below to indicate your understanding and acceptance of the proper use of your User ID and password, and your intention to comply with all elements of the Homeless Management Information System Data and Technical Standards Notice.** Failure to uphold the confidentiality and security standards is grounds for immediate termination from AKHMIS.

_____ An HMIS Consumer Notice will be posted at any location client intake services are provided and that information will be entered into the ServicePoint™ database.

_____ This agency has a written privacy policy that includes the allowable uses and disclosures of protected personal information by this agency, and it will be made available to the client upon request.

_____ My ServicePoint™ User ID and password are for my use only and must not be shared with anyone, including others within my own agency.

_____ I will take all reasonable means to keep my User ID and password physically secure.

_____ I understand that the only individuals who can view information in the ServicePoint™ database are authorized users and the clients to whom the information pertains.

_____ I may only view, obtain, disclose, search for, or use the database information that is necessary to perform the official duties of my job.

_____ If I am logged into ServicePoint™ and must leave the work area where the computer is located, I must log off of ServicePoint™ before leaving the work area.

_____ I will attend any and all HMIS and related topic training sessions to ensure accurate and appropriate data entry and use of HMIS, per the AKHMIS Policies and Procedures “Ongoing User Training Requirements” section.

_____ Any computer that has ServicePoint™ “open and running” shall never be left unattended.

_____ Any computer that is used to access ServicePoint™ must be located in an area that can be physically secured with a lock when not in use by the authorized staff person.

_____ Any computer that is used to access ServicePoint™ must be equipped with locking (password-protected) screensavers.

_____ Any computer that is used to access ServicePoint™ must have virus protection software installed with auto-update functions, and software and / or hardware firewall protection.

_____ Failure to log off ServicePoint™ appropriately may result in a breach in client confidentiality and system security.

_____ Hard copies of AKHMIS information must be kept in a secure file. When hard copies of AKHMIS information are no longer needed, they must be properly destroyed to maintain confidentiality.

_____ I have read and understand the AKHMIS Policies and Procedures.

_____ If I notice or suspect a security breach, I must immediately notify the System Administrator.

_____ If I have a client record in AKHMIS, or I have an immediate family member who has a client record in AKHMIS, I will inform my direct supervisor of this conflict of interest and I agree, per the AKHMIS Policies & Procedures, that I will not access or edit client records that pertain to myself or my immediate family members.

I understand and agree to comply with the statements above. I further understand that our agency will be monitored for compliance with the AKHMIS management elements listed above.

ServicePoint™ User Signature

Date

Printed Name

**Provided for information only. Please retrieve the most recent Consumer Notice from ICA's web site:
icalliances.org**

APPENDIX B

Case Conferencing Document Check List



Is your organization providing ONLY case conferencing? (No data entry into AKHMIS)

Organization Documents: An organization representative with operational authority is responsible for these documents.

- _____ Sign the **Alaska CoC Statewide Interorganization Data Sharing and Coordinated Services Agreement**. This document acknowledges that, while you are not directly using the HMIS system, you may have access to information in it through case conferencing. You are agreeing to comply with standard privacy policies. This agreement will be sent to your agency when you agree to participate in Juneau Coalition on Housing and Homelessness Case Conferencing.

- _____ Sign a **Juneau Coalition on Housing and Homelessness Case Conferencing Memorandum of Understanding**. This outlines procedures applicable to the case conferencing process.

Alaska CoC Statewide Interorganization Data Sharing & Coordinated Services Agreement

The following Covered Homeless Organizations (CHOs) hereby enter into an Interorganization Data Sharing & Coordinated Services Agreement (hereinafter “Agreement”):

Information only, ICA will provide this document upon request.

- **The list of participating Organizations can be found [here](#)**

The Alaska Continuums of Care Statewide Network of Covered Homeless Organizations utilizes a computerized record-keeping system that captures information about people experiencing homelessness or at-risk of homelessness. This system, the Alaska Homeless Management Information System (AKHMIS), is administered by the Institute for Community Alliances (ICA). The AKHMIS creates an unduplicated count of individuals and households at-risk of or experiencing homelessness and develops aggregate information that will assist in developing policies to end homelessness. In addition, the AKHMIS allows CHOs to share information electronically about clients, including their service needs, in order to better coordinate services.

Personally identifiable information (PII) can only be shared between and among CHOs that have established this Agreement. Allowable uses and disclosures of PII are described in the Alaska Continuums of Care Privacy Policy (AK CoCs Privacy Policy). Any uses and disclosures of PII not described in the AK CoCs Privacy Policy is only allowable with written client consent.

A Covered Homeless Organization (CHO) is defined as any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses, or processes PII on clients at-risk of or experiencing homelessness for an HMIS. This definition includes both organizations that have direct access to the AKHMIS, as well as those organizations who do not but do record, use, or process PII.

By establishing this Agreement, the collaborating CHOs agree, within the confines of the Alaska Continuums of Care Statewide Network of CHOs and the AK CoCs Privacy Policy, that:

1. In transmitting, receiving, storing, processing, or otherwise dealing with any PII, they are fully bound by state and federal regulations governing confidentiality of patient records, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients (42 CFR, Part 2) and the Health Insurance Portability and



Alaska CoC Statewide Interorganization Data Sharing & Coordinated Services Agreement

- Accountability Act of 1996 ('HIPAA', 45 CFR, Parts 160 & 164), and cannot use or disclose the information except as permitted or required by this Agreement, the AK CoCs Privacy Policy, or by law.
2. They are prohibited from making any further disclosure of this information unless further disclosure is expressly permitted by the AK CoCs Privacy Policy or as otherwise permitted by state and federal regulations governing confidentiality of patient records, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 ('HIPAA', 45 CFR, Parts 160 & 164).
 3. They will use appropriate safeguards to prevent the unauthorized use or disclosure of the PII.
 4. They will notify each of the other CHOs, within one business day, of any breach, use, or disclosure of PII not provided for by this Agreement or the AK CoCs Privacy Policy.
 5. They will adhere to the standards outlined within the Health Insurance Portability and Accountability Act of 1996 ('HIPAA', 45 CFR, Parts 160 & 164) which provides consumers access to their protected information, (164.524), the right to amend protected information (164.526), and receive an accounting of disclosures of protected information (164.528).
 6. PII that is used or disclosed will not be used to harm or deny any services to a client.
 7. The CHO shall not solicit or input information from clients to enter into the AKHMIS unless it is essential to provide services.
 8. Clients have the right to request information about to whom their PII was released in the State of Alaska Continuums of Care Statewide Network of CHOs.
 9. They will notify each of the other CHOs of their intent to terminate their participation in this Agreement.
 10. They will resist, through judicial proceedings, any judicial or quasi-judicial effort to obtain access to PII pertaining to clients, unless expressly provided for in state and / or federal regulations.



Alaska CoC Statewide Interorganization Data Sharing & Coordinated Services Agreement

11. A violation of the above will result in immediate disciplinary action.

Whereby the above-named CHOs agree to use and disclose the following PII, as relevant for their projects, via the AKHMIS and as laid out in the AK CoCs Privacy Policy:

- Client Full Name, including any Alias entered into the AKHMIS
- Client Social Security Number
- Client Date of Birth
- Entry / Exit Assessment and Information
- Case Manager Information
- Incident History
- Client Service Transactions History
- Client Program Goals
- Client Photo
- Vulnerability Assessment as it relates to Coordinated Entry

Information only, ICA will provide this document upon request.

The signatures below constitute acceptance of the "Data Sharing & Coordinated Services Agreement":

DocuSigned by:

Scott Ciambor

1/30/2019

Executive Director Signature

Date

scott Ciambor

City and Borough of Juneau

Executive Director Name

Organization Name



MEMORANDUM OF UNDERSTANDING

Agencies Participating in Coordinated Entry



Coordinated entry (“Coordinated Entry”) is a process to provide fair and equal access to housing assistance based on an individual’s needs, and to steward funding towards those most in need. Part of Coordinated Entry are case conferencing meetings, where an individual’s suitability for available housing is discussed. If an individual is determined not to be suitable for housing available, a plan must be developed to find them housing elsewhere. Agencies receiving federal funding from the U.S. Department of Housing and Urban Development will be required to participate in Coordinated Entry.

Signatory agencies have agreed to provide delegates (“Delegates”) to participate fully, as they are able, in such Coordinated Entry meetings, forming a Coordinated Entry team (“CET”). Members of the CET will:

- A. Obtain informed, time-limited releases from clients in order to discuss their private information at CE meetings.
- B. Provide consultation on issues relevant to housing.
- C. Share relevant information within the CET, while protecting the client’s right to confidentiality. Maintain professional discussion of barriers while focusing on client strengths.
- D. Support the CET in monitoring of housing progress and outcomes.
- E. Provide the CET with insight on issues that relate directly to housing.
- F. Share the discussion points/outcome with the client.

Signatory agencies will:

- A. Notify the CET:
 - a. Agency Delegates by name and title.
 - b. Notify in advance if the signatory agency intends to send new/alternate Delegates to the meeting.
 - c. Submit notifications to:
 - i. CBJ’s Housing and Homelessness Services Coordinator: Irene.Gallion@juneau.org, (907) 586-0623, or her successor. In the event this individual is not available,
 - ii. CBJ’s Housing Officer, Scott.Caiambor@juneau.org, (907) 586-0220, or his successor. In the even this individual is not available,
 - iii. CBJ Manager’s Office at (907) 586-5240.
- B. Provide Delegates with training on agency privacy/confidentiality procedures.
- C. Provide Delegates with decision-making authority with regard to eligibility for agency housing and support programs.
- D. Ensure Delegates’ decision-making authority with regards to housing and client confidentiality.
- E. Support CET team members in their agency attending training opportunities made available through the CET, or the Alaska Coalition on Housing and Homelessness.
- F. Support individual Delegates consistent attendance; notify CET in advance if the signatory agency intends to send new/alternative Delegates to the meeting.

- G. As funding is available, support CET team attendance at trainings provided by other professional groups.
- H. Support CET team members attending monthly meetings.
- I. Provide support infrastructure for file confidentiality – such as electronic security, current anti-virus software, and/or locking drawers.
- J. Signatory agencies will brief Delegates that they will be expected to:
 - a. Uphold any individual agency/professional standards for sharing confidential information (HIPPA, VAWA, etc.). The CET does not override agency mandates for privacy/confidentiality as determined by law or regulation.
 - b. Maintain the confidentiality of cases discussed during the CET meetings.
 - c. In the event that a case presents an ethical dilemma or conflict for the Delegates, notify the CET if the conflict prohibits participation in the case review process.
 - d. Be fully versed in agency privacy/confidentiality procedures and know to what extent information sharing is permitted.
 - e. Make every effort to achieve respectful conflict resolution. Part of vigorous multidisciplinary involvement may be professional differences of opinion.

By signing this memorandum of understanding (“MOU”), you acknowledge you represent your agency with operational authority to perform functions of command over subordinate forces, such as organizing and employing, assigning tasks, designating objectives, and giving authoritative direction necessary to accomplish the mission, and execute this MOU.

Agency Representative’s Signature

Date

Representative’s Printed Name

Agency Name

Agency Address

APPENDIX C

RELEASE OF INFORMATION

Housing, Case Conferencing



This Release of Information (ROI) allows agencies participating in Coordinated Entry to discuss your information to determine suitability for available housing. This information includes personal health information such as:

- Age
- Gender
- Veteran status
- Disability status
- Last permanent address
- Past or present mental health information, problems or diagnoses
- Past or present physical health problems
- Past or present problems with social supports
- Past or present interactions with first responders
- Past or present substance abuse problems or diagnoses (including alcohol and drug treatment records)

Information related to substance abuse information (which includes alcohol and/or drug treatment records) and psychiatric treatment (which includes mental health information) is protected under 42 CFR, Part 2, and 45 CFR, parts 160 & 164, and cannot be disclosed without your written consent unless otherwise provided for by the regulations.

The list of agencies participating in Coordinated Entry can change over time, and a current list can be found online at https://beta.juneau.org/housing/ce_participants. This may include Aiding Women in Abuse and Rape Emergencies (AWARE), Alaska Legal Services Corporation, Bartlett Regional Hospital, Catholic Community Service, Central Council Tlingit Haida Indian Tribes of Alaska, The Front Street Community Health Center, Gastineau Human Services Corporation, The Glory Hall, Haven House, Juneau Alliance for Mental Health, Inc (JAMHI), Juneau School District, Juneau Public Health Center, Juneau Youth Services, Inc., NAMI Juneau, Polaris House, Rainforest Recovery Center, SERRC - Alaska's Educational Resource Center, St. Vincent de Paul, Southeast Alaska Independent Living (SAIL), Tlingit and Haida Regional Housing Authority, and Zach Gordon Youth Center.

You may limit how this information is shared in the manner provided below. Please initial next to one selection:

_____ You are authorized to share my name and information in Coordinated Entry.

_____ You are **NOT** authorized to share my name, but you are authorized to use a case number or other anonymous identifier. You may share my information in Coordinated Entry.

_____ I do **NOT** authorize you to share my name or information, and I choose not to participate in Coordinated Entry. I understand without access to my information, I will not be considered for housing openings in the Coordinated Entry system.

RIGHT TO REVOKE

*I understand I have the right to revoke this ROI at any time by submitting a written revocation to an Agency participating in Coordinated Entry. I understand the revocation will not apply to information that has already been release in response to this authorization.

* I understand if I refuse to sign this ROI or later revoke it, my refusal will not affect my ability to obtain treatment with the participating agency. My refusal will only impact my ability to have my case considered for Coordinated Entry.

*I understand that I may, upon request, inspect the information to be disclosed under this ROI.

*I understand that once information is released as specified under this authorization, the participating agency cannot prevent re-disclosure of that information. However, I understand that Agencies participating in Coordinated Entry keep information protected in a confidential environment and no unauthorized third party will be allowed to attend meetings in which information is disclosed.

RELEASE OF INFORMATION

Housing, Case Conferencing



By signing below, you agree that:

- You've read through this form, or had someone read it to you.
- You've been given the opportunity to ask questions, and understand the answers.
- You agree to share information as outlined above.

Name of Participant or Legally Responsible Party (full name, print): _____ DOB: _____

Participant or Legally Responsible Party signature: _____ Date: _____

If Legally Responsible Party, relationship to Participant: _____

Agency Representative (full name, print): _____

Agency Representative signature: _____ Date: _____

EXPIRATION OF AUTHORIZATION

This Authorization for Release of Information shall expire on the following date, event or condition: _____

Unless a different date is otherwise specified above, this consent expires (check one): one year five years after the date of signature if not previously revoked.

*I understand if I am signing as a Legally Responsible party for a minor under the age 18, this authorization will expire upon the participant reaching the age of 18. Unless otherwise under the legal guardianship of the legally responsible party, the 18 year old participant will need to sign a new authorization in their name.

ADDITIONAL HOUSEHOLD MEMBERS

The Legally Responsible Party, _____ is signing for the release of information for the following household members who are under 18 years of age:

(full name, print): _____ DOB: _____

(full name, print): _____ DOB: _____

(full name, print): _____ DOB: _____

(full name, print): _____ DOB: _____

(full name, print): _____ DOB: _____

(full name, print): _____ DOB: _____

(full name, print): _____ DOB: _____

**Note that household members 18 years of age or older must sign an ROI to release their information.

APPENDIX D

WELCOME!

Safe?

Single

Family

Under 20

20 or older

DV

DV



(907) 586-1090
(Crisis Line, 24 hours)
www.awareak.org



Zach Gordon Youth Center

(907) 586-2635
See web site for hours:
<http://www.juneau.org/parkrec/youthcenter/>



247 S. Franklin Street
Open 24 Hours a day
365 days a year
(907) 586-4159
7:00 am – 9:30 pm
www.feedjuneau.org



(907) 500-3032
9:00 am – 11:00 am,
3:00 pm – 5:00 pm
Monday through Friday
www.familypromisejuneau.org



SERVICES (see Figure 3)

HOUSING (see Figure 3)



(907) 789-7654
24 hours, 7 days a week
www.jys.org



KEY

- AH Affordable housing
- TH Transitional housing
- VI Intake and Vulnerability Index Assessment
- E Emergency shelter
- PSH Permanent supported housing

Bartlett Regional Hospital

(907) 796-8580 (Case Management)
7 days a week, 8:00 am – 4:30 pm
<https://www.bartletthospital.org/>



FRONT STREET CLINIC

(907) 364-4565

Office hours: 8:30-4:30, Mon-Fri

www.frontstreet.org

VI



(907) 780-4338

Office hours: 8:00 am–5:00 pm Monday – Friday

www.ghscorp.org

Behavioral health and sobriety services.

VI

TH



(907) 463-3303

24/7 Emergency Behavioral Health

Office hours: 8:00 am – 4:30 pm

Monday through Friday

www.jamhi.org

VI

TH



Both agencies provide:

- Same day mental health evaluation
- Case management and rehabilitation
- Wellness Services
- Medication-assisted treatment (MAT) of substance abuse disorders

MENTAL HEALTH SERVICES

HOUSING

Alaska Housing Development

*Gruening Park, Ravenwood,
Eaglewood*

(907) 780-6666

housing assistance

(907) 780-4475

Office hours: 10:00 am – 12:00
pm and 1:00 pm – 3:00 pm,
Monday through Thursday

AH



Riverbend, Mountain View Senior, Cedar Park,

Geneva Woods

(907) 586-3750

www.ahfc.us/publichousing

AH

Ak Preservation Channel

Limited Partnership

Channel Terrace

(907) 364-2245

AH

Chinook Apartments (907) 789-1921

Coho Apartments (907) 789-5708

AH



(907) 780-4338

Office hours: 8:00 am–5:00 pm

Monday – Friday

www.ghscorp.org

TH

VI

Orca Point

(907) 364-3130

AH



*Channel View, Hill View, Paul's Place,
Smith Hall and Strasbaugh*

(907) 789-5535, x6 housing manager

Office hours: 9:00 am -5:00 pm

Monday through Friday

www.svdpjuneau.org

TH

AH

VI

PSH



Sleepy Spruce, Trillium

(907) 586-6920

Hours:

<http://www.quantumms.com/juneau-ak/sleepy-spruce>

<http://www.quantumms.com/juneau-ak/trillium-landing>

AH



TLINGIT & HAIDA
REGIONAL HOUSING AUTHORITY

Fireweed Place, housing assistance

(907) 780-6868

Hours: 8:00 am to 4:30 pm

Monday through Friday

www.regionalhousingauthority.org

AH



Terraces at Lawson Creek

(907) 523-5665

Hours:

https://www.voak.org/using_properties/terraces-at-lawson-creek

AH

APPENDIX E

2019 AKHMIS Data Submission and Evaluation Schedule

CE Meeting, Thursday	List Pull, Monday	Last Day to Enter Data, Friday
January 17		
February 21	February 11	February 8
March 21	March 11	March 8
April 18	April 8	April 5
May 16	May 6	May 3
June 20	June 10	June 7
July 18	July 8	July 5
August 15	August 5	August 2
September 19	September 9	September 6
October 17	October 7	October 4
November 21	November 11	November 8
December 19	December 9	December 6

2020 AKHMIS Data Submission and Evaluation Schedule

CE Meeting, Thursday	List Pull, Monday	Last Day to Enter Data, Friday
January 16	January 6	January 3
February 20	February 10	February 7
March 19	March 9	March 6
April 16	April 6	April 3
May 21	May 11	May 8
June 18	June 8	June 5
July 16	July 6	July 3
August 20	August 10	August 7
September 17	September 7	September 4
October 15	October 5	October 2
November 19	November 9	November 6
December 17	December 7	December 4

Note that dates in GREEN fall on or near a holiday and may need to be adjusted to earlier, depending on the Navigator's schedule.