

HOPE System Comparable Database Policies and Procedures

San Francisco Department of Homelessness and
Supportive Housing

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1. General

The Department of Homelessness & Supportive Housing (HSH) collaborated with survivors of violence, Victim Service Providers (VSPs)¹, and other impacted providers to establish comparable databases that safeguard program participant data.

A comparable database is a relational database that meets all Homeless Management Information System (HMIS) Data Standards set forth by the federal Department of Housing and Urban Development (HUD). Comparable databases must also meet minimum standards related to HMIS privacy and security requirements.

¹ <https://www.hudexchange.info/faqs/programs/continuum-of-care-coc-program/program-requirements/coordinated-entry/how-does-hud-define-victim-service-provider/#:~:text=HUD%20defines%20a%20victim%20service,to%20victims%20of%20domestic%20violence.>

The reason for establishing comparable databases is that VSPs and other agencies that receive funding from certain sources² are prohibited from entering data into the Continuum of Care's (CoC's) HMIS, which is called the ONE System in San Francisco.

In order to meet HUD reporting requirements, CoC- and ESG- funded programs operated by VSPs and other agencies prohibited from entering data into HMIS must track data in a comparable database.

The solution to this issue has been the development of the Housing Opportunities for People Experiencing Violence (HOPE) System, which operates as a framework for ensuring that each comparable database partner agency in San Francisco has software that meets HUD's reporting requirements while also safeguarding survivor confidentiality.

The content in this policy and procedures guide is intended to provide minimum, baseline standards to guide the use of the closed comparable database environments housed within the HOPE System.

1.1. Introduction and Guiding Principles

In order to ensure the safety and privacy of adult, youth, and child survivors of domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening circumstances, it is the policy of HSH and comparable database partners to protect the confidentiality and privacy of those who seek services and to hold confidential all personally identifying or individual information. This includes communications, observations, and information gathered about program participants.

All comparable database users are charged with maintaining the confidentiality of program participants as outlined in their individual agency policies and in federal and state law. Comparable database users shall not disclose any personally identifying information or individual information collected in connection with services requested, utilized, or denied through its programs, or reveal any individual client information without the informed, written, reasonably time-limited consent of the person about whom information is sought.

Comparable database users will avoid any inadvertent release of personally identifying information or individual information about any program participant. The obligation to maintain confidentiality does not end when the service to a program participant is

² <https://files.hudexchange.info/resources/documents/HMIS-When-to-Use-a-Comparable-Database.pdf>

concluded. Confidentiality extends to all current and former program participants, including those who were denied services.

Comparable database users must keep the physical address of any undisclosed agency locations, as well as the employment, residence, and family addresses of program participants, staff, volunteers, counselors, advocates, board members, and student interns confidential.

Confidential information can be released from comparable databases to third parties only in accordance with the guidelines set out below.

1.2. Compliance

HSH and comparable database partner agencies shall collaborate to ensure that comparable databases protect all data entered as required by:

- HMIS Data and Technical Standards as announced by the CoC Interim Rule at 24 CFR 578.7(a)(8),
- Health Insurance Portability and Accountability Act of 1996 ("HIPAA"),
- California Confidentiality of Medical Information Act,
- Any other federal, state, or local statutes providing additional protection for medical, mental health, and substance abuse information,
- The Violence Against Women Act (VAWA),
- The Family Violence Prevention and Services Act (FVPSA), and the
- Victims of Crime Act (VOCA).

Additionally, sharing de-identified data should clear all requirements outlined in HIPAA, the California Confidentiality of Medical Information Act, and any other federal, state, or local statutes providing additional protection for medical, mental health, and substance abuse information.

2. Comparable Database Security and Access

2.1. Access Overview

As mandated by VAWA, FVPSA, and VOCA, each agency's comparable database is a closed system only accessible to the comparable database partner agency that the database has been established for.

All data held in that comparable database environment is owned by the partner agency and the program participant it concerns.

HSH and its comparable database vendor, Bitfocus are prohibited from accessing a comparable database partner agency's client level data. Each comparable database

partner agency is responsible for working with HSH and Bitfocus to ensure the security of the data kept in that agency's closed data environment.

Comparable database implementation may not allow for client information to be shared across multiple providers.

2.2. Agency Leads

Each comparable database partner agency is responsible for designating an **Agency Lead**. This person acts as a liaison between their agency and the Bitfocus Help Desk and Community Administration team, as well as relevant HSH staff. Agency Leads are responsible for the following security tasks:

- **Authorizing new comparable database system accounts.** Agency leads should determine the appropriate level of access based on a user's role and program participant privacy needs.
- **Deactivating user accounts.** When users leave an agency, agency leads must submit a request to Bitfocus to deactivate their account within one (1) work day.
- **Reactivating user accounts.** When a user account has been deactivated due to 90 days of inactivity or by request, the request to reactivate must come from the Agency Lead.
- **Access role changes.** If a user's job role changes and they need a different access level, the agency lead should notify Bitfocus within one (1) work day of the appropriate change.
- **Performing bi-annual internal data audits.** These audits will ensure that only the appropriate users and entities are accessing client information.

2.3. New Users

New comparable database user accounts may be requested by the comparable database partner Agency Lead. Agency Leads will email the name, email address, and access role of the requested new user to the Help Desk at onesf@bitfocus.com. Bitfocus staff will verify that the user has completed required training and that they meet any additional requirements, and will set up the new user account.

Required Training

Before receiving authorization to access a comparable database, all potential users must complete the following trainings, which are available on the [Bitfocus website](#):

- **HOPE System Training**, which will teach users how to enter data into their agency's database, how to maintain data quality, how to run reports, and how to provide aggregate data to HSH when necessary.

- **Supporting Survivor Choice & Autonomy**, embedded within the HOPE system training, the Supporting Survivor Choice & Autonomy module provides an overview of the importance of maintaining survivor confidentiality, prioritizing survivor autonomy, and best practices for collecting information in an empathic and trauma-informed manner.
- **Program Specific Training:**
 - **Coordinated Entry for Survivors:** This training will also cover how comparable database users will coordinate with HSH to send and receive referrals between HMIS-restricted agencies and the ONE System while also maintaining program participant confidentiality. This training will also inform access point staff about issues related secondary trauma and dealing with crises at access points.
 - **Rapid Rehousing & Emergency Housing Vouchers:** This training will cover how comparable database users will enter client information, including program enrollment, exit, move-in dates, and services provided as a part of rapid rehousing and other scattered site programming.
 - **Shelter:** This training will cover how HUD-funded shelter services will be recorded in the comparable database including program enrollment, exit, and exit destinations.
- **Clarity General Training:** This course introduces end users to the basics of Clarity Human Services through a series of short, easy-to-understand videos. Registration is available online through the ONE SF Help Center. After completing the General Training, contact your Agency Lead for further instructions on Clarity Human Services account access.

2.4. Access Roles for Comparable Database

The access roles below describe the levels of access and functionality that different comparable database users will have.

VSP Agency Lead

Staff in this role will have access to all client-level information, the ability to run all types of required reporting, and the ability to delete and restore certain pieces of information.

Agency Leads serve as liaisons to HSH and Bitfocus and assist with quality assurance.

VSP Staff

Staff in this role will have access to all client-level information and the ability to run all types of required reporting. They do not have access to delete or restore information.

For additional detail regarding access roles, please visit the [Bitfocus Access Roles site](#).

2.5. Internal Audits

In order to ensure that only the appropriate users are accessing client information, the Agency Lead for each partner agency will run the Staff Client Data Activity Report bi-annually. This report states which staff have interacted with a profile, shows details such as creation, editing and deletion. Agency Leads are responsible for ensuring that no unauthorized users have made changes to client level data.

2.6. Passwords

User authentication is controlled by user account and password, PIN, or other equally secure or more secure means. User authentications should require complex passwords of a fixed length that use a combination of numeric and alphanumeric characters, as well as a combination of upper and lowercase letters. The system also utilizes two factor authentication which will require users to enter a code listed in the authenticator application. The user should be automatically logged off after a defined period of inactivity.

If a comparable database user forgets a password, the user should be required to do one of the following:

- Initiate BitFocus' password reset process
- If unable to reset password, contact a System Administrator:
 - Help Center Support Desk email: onesf@bitfocus.com
 - Help Center Support Desk phone: 415-429-4211
- If unable to reach a System Administrator, use paper files until access is restored. Paper files shall be stored and destroyed as set forth in the Partner Agency's policies and procedures.

3. Supporting Survivor Choice and Autonomy

The CoC and comparable database partner agencies prioritize client choice and autonomy in providing assistance to survivors of violence.

Survivor autonomy is the belief that survivors possess their own sense of agency, and have the right to define their needs and to make their own choices about how to meet those needs.

HSH values meaningful inclusion of feedback from persons with lived experience, and operates using the following shared ethics and values:

- Recognizing that procedural processes necessary to provide effective care for populations experiencing harm have significant impact on their lives and have residual and lasting effects.
- There is a unified responsibility to protect any notes or client level data from disclosure or theft, and to provide services in ways that center best practices of incorporating responsive, anti-oppressive, consistent, empathetic, mutually cooperative, and respectful communications, while also providing tools to promote personal power, and support survivors' right to be self-governing.

Prior to entering any program participant-level data into the comparable database, partner agency staff will review their agency's policies with regard to client confidentiality and inform survivors that they have the right to opt-out of having their information entered into the comparable database.

This decision to opt-in or opt-out cannot be the basis for providing or denying them assistance. If a program participant requests that their information be omitted from the database, they should and would be informed how their decision may limit the services they are able to receive from the Homelessness Response System (HRS).

4. Third Party Disclosures

Please note that these policies and procedures do not cover releases of information for comparable database partner agencies to disclose information to third-parties. Each provider should follow their agencies existing VAWA/FVPSA/VOCA-compliant policies and procedures with regard to those disclosures.

Human Services Agency Releases of Information

Human Services Agency Releases of Information are optional, but highly recommended where VAWA/FVPSA/VOCA-compliant. Such releases allow information to be exchanged between the Department of Homelessness and Supportive Housing and the Human Services Agency to:

- Coordinate economic support and self-sufficiency services for people served both by Human Services Agency and the by Department of Homelessness and Supportive Housing;
- Evaluate and improve Human Services Agency housing related programs; and/or
- Comply with mandated reporting requirements; the Human Services Agency may access information regarding my housing status, such as which services I am connected to.

5. Coordinated Entry and Cross-System Referrals

Survivors of violence will continue to engage Coordinated Entry through mainstream access points if they choose to do so. If Access Points become aware of a household who may be fleeing or experiencing violence at any point during the Coordinated Entry process, Access Point staff will offer the survivor an optional, immediate referral to a Victim Service Provider. Survivors can choose to accept both the referral to the Victim Service Provider and to continue with the mainstream Coordinated Entry process, or to seek services solely through the Victim Service Provider.

Federal law prohibits Victim Service Providers from entering survivor data into HMIS. However, HSH collaborates closely with Victim Service Providers to facilitate survivor access to housing and homeless services available through both Coordinated Entry and Victim Service Provider systems. Victim Service Providers may also refer any household seeking homeless services—including housing placement—to mainstream Access Points.

5.1. Assessments

The Housing Primary Assessment is a scored interview tool used to assess vulnerability to homelessness, barriers to housing, and chronicity of homelessness. Based on the Primary Assessment score, a household is considered in either Housing Referral Status or Problem Solving Status. Housing Referral Status Households are referred and matched to available permanent supportive housing (PSH) or rapid rehousing (RRH). Households in Problem Solving Status are provided continuous Problem Solving interventions to identify other pathways to housing without needing to access the Homelessness Response System. These can include housing location assistance and relocation support outside San Francisco. Both Housing Referral Status and Problem Solving Status represent a path to permanent housing.

Assessment tools were developed and tested in partnership with the community. These tools were designed to gather only enough participant information to determine the program participant's severity of need and eligibility for housing and related services. Assessment tools are subject to revision as a result of community input and changes to the Homelessness Response System. All assessments will be conducted in a safe and private space to ensure all participants' sensitive information is protected.

Assessments are currently conducted with survivors of violence engaging Coordinated Entry through mainstream Access Points. With the implementation of Coordinated Entry for Survivors of Violence, Victim Service Providers will also conduct Primary Housing Assessments to determine eligibility for housing and related services through the

homelessness response system. Individuals who choose not to participate in data collection upon initial assessment or project entry may later decide that their information can be collected and entered into HMIS. Participant data in HMIS can be updated after an initial Coordinated Entry data collection period and throughout project enrollment to reflect emergence of new information, corrections to previously collected information, or additions of previously unanswered questions.

Currently, San Francisco Adult & Youth Coordinated Entry Assessments are active for 6 months from date of assessment. People experiencing homelessness are not expected to conduct a new assessment simply due to a new symptom or a change in their household status. Households in Problem Solving status who believe their status does not reflect their current needs can pursue an Administrative Review.

San Francisco's Coordinated Entry uses a unique Housing Primary Assessment for Households with children. In the event a household experiences a change in household type (e.g., the addition of a new child, or departure of an adult) that household may be immediately re-assessed. Family Primary Housing Assessments for households with children can be re-conducted every three months.

In the future, Primary Housing Assessments conducted by Victim Service Providers will be stored in that agency's comparable database. For more information regarding assessments and Coordinated Entry please refer to the Coordinated Entry written standards available on the HSH website.

5.2. Referrals to Mainstream Programs

Emergency Services

While the primary goal of Coordinated Entry is housing placement through either Problem Solving or by being matched to a housing program, Coordinated Entry may conduct limited prioritization and placement for the Homeless Response System's (HRS) temporary shelter resources. Victim Service Providers may refer survivors of violence to the HRS' temporary shelter resources by referring survivors to mainstream Access Points and by other means specific to that shelter resource.

Additionally, Victim Service Providers who operate a shelter program or service that is funded by HUD will be required to enter program enrollments and exits in their comparable database.

Permanent Housing Interventions and Housing Referral Status

Data collected through the Coordinated Entry process is used to prioritize persons experiencing homelessness within the CoC's geography and assign them a Housing

Referral Status designation as defined previously. Participant data is initially collected through a Housing Primary Assessment. All agencies are required to provide a Housing Primary Assessment for each participant. Households that are Housing Referral Status are placed on a queue managed in the ONE system (San Francisco's HMIS). As new participants are added, the dynamic list will adjust the ranked order of existing participants based on community priorities related to participant vulnerability. The relative date upon which participants are entered into the ONE System is not a controlling factor in ranking.

In addition, Administrative Review and Case Review outcomes are considered during prioritization. A Housing Referral Status designation is calculated based on the number of housing opportunities expected to become available within a 90-day period. Once a person experiencing homelessness is given this status, the designation will be valid for the duration of their engagement with Coordinated Entry until exited to housing.

When a participant is matched to an available housing intervention, Access Point staff will contact, inform, and offer the intervention to the participant who will have the opportunity to accept or decline the referral. Access Point staff will maintain contact with the household until such time as a shelter and/or housing referral is made. Housing Referral Status households on the prioritized housing opportunity list are matched to available housing based on the needs of the person experiencing homelessness, provided the household meets the eligibility criteria for the housing program and expresses interest in being matched to such a program.

5.3. Referrals to Survivor Specific Housing Programs

Survivor specific housing programs include rapid rehousing programs designed for survivors of violence as well as specific housing allocations for survivors from mainstream programs.

Currently, Victim Service Providers funded by HSH to provide Coordinated Entry services are assigned a certain number of housing program slots to fill in a rapid rehousing or other permanent housing program such as Emergency Housing Vouchers.

Survivor Specific Housing Program slots can be filled in the two ways described below: HSH determines the number of referrals that will be made and the method.

Current VSP Clients

Victim Service Providers refer current clients who are survivors of violence that are fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking. Typically, these are clients residing in shelter or are case management clients. These families and individuals must meet eligibility requirements

for the program they are being referred to. Victim Service Providers then outreach to these households offer the housing program and if the household accepts, the Victim Service Provider refers them to the program. If the household declines, then the Victim Service Provider is free to refer another household to the slot.

Mainstream Coordinated Entry

Victim Service Providers refer survivors of violence that are fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking and have been designated as Housing Referral Status. Victim Service Providers receive an automated report from the ONE system which identifies eligible households for the program who've gone through the mainstream system. Victim Service Providers then outreach to these households to offer the housing program, and if the household accepts, then the Victim Service Provider refers them to the program. If the household declines, they remain on the queue for another housing opportunity.

All referrals for Survivor Specific Housing Programs will be documented in the agency's comparable database. Once a referral has been made, it is up the Housing Provider to enroll the household in their services.

6. Data Management and Quality

Data quality is a term that refers to the reliability and validity of program participant-level data in an agency's comparable database. It is measured by the extent to which data in the system reflects actual information in the real world. With good quality data, a community can accurately tell its story of the individuals and families it serves.

6.1. Roles & Responsibilities

Bitfocus

BitFocus is the software vendor and System Administration partner for the HOPE System, which is the overarching framework that holds each agency's closed comparable database environment.

Bitfocus' access to data is not limited technically, instead, it is limited by their practice and contractual obligations. Bitfocus will provide the following services to assist agencies in correctly entering data into the comparable database(s), and in addressing data quality issues:

- Configure and maintain the system
- Provide end user trainings and workflow documents.

- Work with comparable database agency partner management to identify at least one agency employee as the comparable database Agency Lead.
- Produce data quality reports and information on how to correct any identified data quality issues.
- Provide technical assistance to agencies requesting assistance in identifying what steps need to be taken in order to correct data quality issues.
- Provide other services as contracted with HSH and/or the comparable database agency partner.
- Provide written instructions to their staff and contractors and conduct regular monitoring to ensure Bitfocus staff and contractors refrain from accessing or utilizing Personally Identifying Information and Protected Health Information.
- Bitfocus will investigate any unauthorized access of Personally Identifying Information or Protected Health Information by Bitfocus staff or contractors at the written request of the comparable database partner agency.

Comparable Database Partner Agencies

Agencies will take sole responsibility for entering, verifying, and correcting data entry:

- Agency staff will measure completeness by running Annual Performance Reports (APRs) and other reports, then distribute those reports to staff tasked with improving data completeness.
- It is the responsibility of agency management to ensure staff tasked with correcting data quality issues do so in a timely manner.
- Agencies will make their best efforts to obtain data requested by HUD in their current HMIS Comparable Database Manual. However, agencies will not be penalized for duplicate or missing data, as these circumstances may be due to a program participant's decision related to data sharing.

HSH

HSH is the HMIS lead entity and the Continuum of Care lead entity in San Francisco. As the HMIS Lead, HSH also provides training and technical assistance to the extent permitted by the HMIS Comparable Database Manual. HSH is also the primary grant recipient for Victim Service Providers receiving CoC and other federal homeless assistance grant funding. By leveraging federal funding, HSH is able to make the HOPE System comparable database software available for all four Victim Service Providers, who otherwise might not have the resources to configure their own internal systems to HUD data standards.

HSH is the funder of the HOPE System and the holder of the contract with Bitfocus, who is both the vendor and system administrator for the HOPE System. HSH will not have access to the comparable database environments housed within the HOPE System. HSH will obtain information for HUD-reporting purposes by requesting aggregate data reports from Victim Service Providers.

6.2. Reporting

In order to comply with HUD grant requirements, comparable database partner agencies must provide data reports to HSH that include de-identified aggregate data.

Each comparable database partner agency will work with their HSH program manager to set a schedule for providing these reports to HSH. HSH will then enter this data into HUD's Sage system.

6.3. Comparable Database Updates

Changes made to the comparable database will be made periodically on an as-needed basis to ensure that all software remains compliant and able to meet HUD's data standards.

Changes to comparable databases that are unrelated to HUD data standards updates will be made in collaboration with comparable database partner agencies, either through the Survivor Data Working Group, the Safe Housing Working Group, or another body that includes people with lived experience.

The process for making these changes is as follows:

- Comparable database partner agencies can request changes using the ONE System change request form.
- Bitfocus will make all changes in a testing site.
- Bitfocus will have access to the live site to produce the requested change and will utilize a fake agency and fake client.
- Comparable database partner agencies will test the change with clients in the live site and report back to HSH and Bitfocus whether the change took effect as intended.

Appendix 1: Glossary of Acronyms

AHAR	Annual Homeless Assessment Report
APR	Annual Performance Report
CES	Coordinated Entry System
CH	Chronically Homeless
CoC	Continuum of Care
CPD	Community Planning and Development (HUD office)
DHS	Department of Human Services
DRP	Direct Referral Program
DV	Domestic Violence
ESG	Emergency Solutions Grants
HIPAA	Health Insurance Portability and Accountability Act
HMIS	Homeless Management Information System
HOPE	Housing Opportunities for Persons Experiencing violence
HOPWA	Housing Opportunities for Persons with AIDS
HRS	Homelessness Response System
HSH	San Francisco Department of Homelessness and Supportive Housing
HT	Human Trafficking
HUD	U.S. Department of Housing and Community Development
HUD-VASH	HUD Vouchers through Veterans' Affairs Supportive Housing
LGBTQ	Lesbian, Gay, Bisexual, Transgender, Queer/Questioning
LSA	Longitudinal Systems Analysis
ONE System	Online Navigation and Entry System
PII	Personally Identifying Information
PSH	Permanent Supportive Housing

RRH	Rapid Rehousing
SA	Sexual Assault
SMI	Serious Mental Illness or Seriously Mentally Ill
SSVF	Supportive Services for Veterans Families
TAY	Transition Age Youth (18-24 years old)
TH	Transitional Housing
VASH	Veterans Affairs Supportive Housing
VAWA	Violence Against Women Act
VSP	Victim Services Provider

Appendix 2: Definitions

Comparable Database Partner Agency is any victim services provider or HMIS-prohibited agency that uses the comparable database program offered by HSH.

Confidential Information includes any written or spoken information shared in confidence between a service participant and a counselor/advocate in the course of that relationship, which includes any information that might identify the location or identity of someone who has sought services. Confidential communication includes all information received by the service participant and any advice, report, or working paper given or made by the counselor/advocate. Any and all knowledge, advice, records, logs, client and organizational records, or working papers (including electronically maintained records relating to a service participant) are confidential and are not to be shared with a third party. Communications are confidential even if the service participant shares the information with third parties, who are working to further the interest of the service participant, in the presence of the counselor/advocate. Confidential documents received from other agencies (for which a service participant had to execute a written release) are confidential and part of the scope of confidential communications.

Coordinated Entry is a way to organize the Homelessness Response System and a tool for matching people experiencing homelessness to the most appropriate housing resource. Coordinated Entry is the backbone of a highly functional Housing First system, as it helps expedite housing placement and ensures that the most vulnerable people in our community are linked to robust housing interventions.

Coordinated Entry Access Points are the community gateways into San Francisco's Homelessness Response System and serve Adults, Families and Transitional Age Youth (age 18 to 24). Access points are located throughout San Francisco and are operated by local non-profit service providers. At these community Access Points, eligible individuals and families experiencing homelessness are provided with Problem Solving opportunities and solutions, shelter (for youth and families with children), housing opportunities, needs assessments, and other services in San Francisco. For more information, visit [this link](#).

Permanent Supportive Housing (PSH) is affordable housing designed for people experiencing homelessness with chronic illnesses, disabilities, mental health issues, and/or substance use disorders who have experienced long-term or repeated homelessness. PSH provides subsidized housing, and supportive services.

PII or Personally Identifying Information or Personal Information is individually identifying information about an individual and includes information likely to disclose the

location of a victim of domestic violence, dating violence, sexual assault, or stalking. This information can include—

- a. First and last name.
- b. Home or other physical address.
- c. Contact information (including a postal, e-mail, or Internet protocol address or telephone or facsimile number).
- d. Social security number.
- e. Any other information (including date of birth, racial or ethnic background, or religious affiliation) that, in combination with (a) through (d), would serve to identify an individual.

Problem Solving is a strategy that prevents or diverts people from homelessness by helping identify immediate alternate housing arrangements and, if necessary, connecting them with services and short-term financial assistance to help them quickly return to housing. Problem Solving programs can reduce the number of people or families becoming homeless and reduce demand for shelter or other emergency services.

Program Participant is any person, including any adult, youth, child, or family who contacts a comparable database partner agency or receives any services from a comparable database partner agency, whether those services are received by telephone, fax, electronically, or in person and whether those services are sought for themselves or for someone else.

Rapid Rehousing (RRH) is a housing program designed for a wide variety of individuals and families. It provides time limited rental subsidy and case management services for people experiencing homelessness. Households enrolled in the Rapid Rehousing programs are housed in units scattered throughout the private rental market and receive a monthly rental subsidy typically between 12 to 24 months. The goals of Rapid Rehousing are to help people obtain housing quickly, increase self-sufficiency, successfully graduate from the program by taking over 100% of the full amount of rent. Rapid Rehousing includes housing location, temporary rental assistance, and housing focused case management.

Relational Database A relational database is a collection of information that structures data into one or more tables (or "relations") of columns and rows, making it easy to understand and gain insights about the relationship between various points of data. For example, a relational database could be used to see the number of clients using a

particular service, or those using a service in a particular location. For source information and further detail, visit [this link](#).

Staff includes all paid and unpaid staff, volunteers, counselors, advocates, consultants, board members, student interns, and any other roles that a comparable database partner considers staff.

Temporary Shelter provides temporary places for people to stay while accessing other services and seeking housing solutions. This may include shelters, Navigation Centers, Stabilization Beds, and Transitional Housing.

Survivors of Violence individuals and families who are fleeing or attempting to flee violence (including domestic violence, dating violence, sexual assault, stalking, human trafficking, or other dangerous or life-threatening conditions that relate to violence).

Victim Services Provider is a term used by HUD, identified as “a private nonprofit organization whose primary mission is to provide direct services to [survivors].” See [HUD FAQ ID 2686](#) and [34 USC § 12291\(a\)\(43\)](#).

Additional Definitions of Key Terms in the San Francisco Homeless Response System are available in the [San Francisco Department of Homelessness and Supportive Housing Strategic Framework](#).