

Alaska Continuums of Care Security Policy (AK CoCs Security Policy)

This Policy describes standards for the security of personal information collected and stored in the Alaska Homeless Management Information System (AKHMIS), as well as personal information collected for the purposes of either the Alaska Continuums of Care (AK CoCs) Coordinated Entry System. The standards seek to ensure the security of personal information. This Security Policy (hereinafter referred to as “Policy”) is based on principles of fair information practices recognized by the information security and technology communities.

This Policy defines the security standards that will be required of any organization within the State of Alaska that records, uses, or processes personally identifiable information (PII) on clients at-risk of or experiencing homelessness for the AKHMIS, and / or the AK CoCs CES. Organizations must also comply with federal, state, and local laws that require additional security protections, where applicable.

This Policy recognizes the broad diversity of organizations that participate in the AKHMIS, and / or the AK CoCs CES, and the differing programmatic and organizational realities that may demand a higher standard for some activities. Some organizations (e.g., such as those serving victims of domestic violence) may choose to implement higher levels of security standards because of the nature of the clients they serve and / or service provision. Others (e.g., large emergency shelters) may find higher standards overly burdensome or impractical. At a minimum, however, all organizations must meet the security standards described in this Policy. This approach provides a uniform floor of protection for clients at-risk of or experiencing homelessness with the possibility of additional protections for organizations with additional needs or capacities.

The following sections discuss the Alaska Continuums of Care Security Policy (AK CoCs Security Policy).

I. **AK CoC Statewide Security Policy: Definitions and Scope**

a. Definition of Terms

1. *Personally Identifiable Information (PII)*: Any information maintained by or for a Covered Homeless Organization about a client at-risk of or experiencing homelessness that: (1) Identifies, either directly or indirectly, a specific individual; (2) can be manipulated by a reasonably foreseeable method to identify a specific individual; or (3) can be linked with other available information to identify a specific individual.



Alaska Continuums of Care Security Policy (AK CoCs Security Policy)

2. *Covered Homeless Organization (CHO)*: 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 or CES. This definition includes both organizations that have direct access to the AKHMIS, and / or the AK CoCs CES, as well as those organizations who do not but do record, use, or process PII.
3. *Processing*: Any operation or set of operations performed on PII, whether or not by automated means, including but not limited to collection, maintenance, use, disclosure, transmission, and destruction of the information.

II. Security Standards

This section describes the standards for system, application, and hard copy security. All CHOs must comply with these requirements.

III. System Security Applicability

Equipment Security. A CHO must apply system security provisions to all the systems where PII is stored, including, but not limited to, a CHO's networks, desktops, laptops, mini-computers, mainframes, and servers.

User Authentication. Each user accessing a workstation that contains AKHMIS and / or CES data must have a unique username and password. Passwords must be at least eight characters long and meet reasonable industry standard requirements. These requirements include, but are not limited to:

- I. Using at least one number and one letter or symbol;
- II. Not using, or including, the username, the HMIS name, or the HMIS vendor's name; and / or
- III. Not consisting entirely of any word found in the common dictionary or any of the above spelled backwards.

Written information specifically pertaining to user access (e.g., username and password) must not be stored or displayed in any publicly accessible location. Individual users must not be able to log on to more than one workstation at a time, or be able to log on to the network at more than one location at a time.

Virus Protection. A CHO must protect the AKHMIS and any electronic device used to store PII for the purposes of the AK CoCs CES from viruses by using commercially available virus protection software.



Alaska Continuums of Care Security Policy (AK CoCs Security Policy)

Virus protection must include automated scanning of files as they are accessed by users on the system where the AKHMIS application is housed and / or where PII for the purposes of the AK CoCs CES is stored. A CHO must regularly update virus definitions from the software vendor.

Firewalls. A CHO must protect the AKHMIS and any electronic device used to store PII for the purposes of the AK CoCs CES from malicious intrusion behind a secure firewall. Each individual workstation does not need its own firewall, so long as there is a firewall between that workstation and any systems, including the Internet and other computer networks, located outside of the organization.

For example, a workstation that accesses the Internet through a modem would need its own firewall. A workstation that accesses the Internet through a central server would not need a firewall so long as the server has a firewall. Firewalls are commonly included with all new operating systems. Older operating systems can be equipped with secure firewalls that are available both commercially and for free on the Internet.

Public Access. The AKHMIS and any electronic device used to store PII for the purposes of the AK CoCs CES that use public forums for data collection or reporting must be secured to allow only connections from previously approved computers and systems through Public Key Infrastructure (PKI) certificates, or extranets that limit access based on the Internet Provider (IP) address, or similar means. A public forum includes systems with public access to any part of the computer through the Internet, modems, bulletin boards, public kiosks or similar arenas.

Physical Access to Systems with Access to HMIS Data. A CHO must, at all times, staff computers stationed in public areas that are used to collect and store AKHMIS, and / or AK CoCs CES data. When workstations are not in use and staff are not present, steps should be taken to ensure that the computers and data are secure and not usable by unauthorized individuals. After a short amount of time, a password-protected screensaver should automatically turn on when the workstation is temporarily not in use. Password-protected screensavers are a standard feature with most operating systems and the amount of time can be regulated by a CHO. If staff from a CHO will be gone for an extended period of time, staff should log off the data entry system and shut down the computer.

Disaster Protection and Recovery. The AKHMIS data is copied on a regular basis to another medium (e.g., tape) and stored in a secure off-site location where the required security standards apply. The CHO



Alaska Continuums of Care Security Policy (AK CoCs Security Policy)

that stores the data (WellSky™) in a central server stores that central server in a secure room with appropriate temperature control and fire suppression systems. Surge suppressors are used to protect systems used for collecting and storing all the AKHMIS data.

Disposal. In order to delete all AKHMIS, and / or AK CoCs CES data from a data storage medium, a CHO must reformat the storage medium. A CHO should reformat the storage medium more than once before reusing or disposing the medium.

System Monitoring. A CHO must use appropriate methods to monitor security systems. Systems that have access to any AKHMIS, and / or AK CoCs CES data must maintain a user access log. Many new operating systems and web servers are equipped with access logs and some allow the computer to email the log information to a designated user, usually a system administrator. Logs must be checked routinely.

IV. Application Security

These provisions apply to how all the AKHMIS data are secured by the HMIS application software.

Applicability. A CHO must apply application security provisions to the software during data entry, storage, and review or any other processing function.

User Authentication. A CHO must secure all electronic AKHMIS, and / or AK CoCs CES data with, at a minimum, a user authentication system consisting of a username and a password. Passwords must be at least eight characters long and meet reasonable industry standard requirements. These requirements include, but are not limited to:

1. Using at least one number and one letter or symbol;
2. Not using, or including, the username, the HMIS name, or the HMIS vendor's name; and
3. Not consisting entirely of any word found in the common dictionary or any of the above spelled backwards.

Written information specifically pertaining to user access (e.g., username and password) may not be stored or displayed in any publicly accessible location. Individual users should not be able to log on to more than one workstation at a time, or be able to log on to the network at more than one location at a time.



Alaska Continuums of Care Security Policy (AK CoCs Security Policy)

Electronic Data Transmission. A CHO must encrypt all AKHMIS, and / or AK CoCs CES data that are electronically transmitted over the Internet, publicly accessible networks, or phone lines to current industry standards. The current standard is 128-bit encryption. Unencrypted data may be transmitted over secure direct connections between two systems. A secure direct connection is one that can only be accessed by users who have been authenticated on at least one of the systems involved and does not utilize any tertiary systems to transmit the data. A secure network would have secure direct connections.

Electronic Data Storage. A CHO must store all AKHMIS, and / or AK CoCs CES data in a binary, not text, format. A CHO that uses one of several common applications (e.g., Microsoft Access, Microsoft SQL Server, or Oracle) are already storing data in binary format and no other steps need to be taken.

V. **Hard Copy Security**

This section provides standards for securing hard copy data.

Applicability. A CHO must secure any paper or other hard copy containing PII that is either generated by or for the AKHMIS, and / or AK CoCs CES, including, but not limited to reports, data entry forms, and case / client notes.

Security. A CHO must, at all times, supervise any paper or other hard copy generated by or for the AKHMIS, and / or the AK CoCs CES that contains PII when the hard copy is in a public area. When CHO staff are not present, the information must be secured in areas that are not publicly accessible. Written information specifically pertaining to user access (e.g., username and password) must not be stored or displayed in any publicly accessible location. Any hard copy that contains PII must be shredded upon disposal.

