

Homeless Management System (HMIS)

Disaster Recovery Plan

The Tennessee Valley Continuum of Care Homeless Management Information System (TN 512-HMIS) is a critically important tool used to gather and maintain information about the homeless population in the state. This document describes the responsibilities of key personnel and three scenarios where HMIS recovery may be required:

- A. On-site power outage at the Lead Agency in Knoxville
 - B. Local disaster in Tennessee
 - C. Outage or disaster at Caseworthy (formerly ECM) location
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A. On-Site Power Outage or Service Interruption

If there is a power loss at the Lead Agency, users will be able to continue normal day-to-day operations. However, reporting (including custom reporting), and technical support may be temporarily unavailable.

1. The TN 512-HMIS data is backed up nightly to an off-site, secure server bank. In the event of a disaster, this data can be immediately available via Internet connection.
2. TVCH Tech support will still be available during normal business hours.

B. Local Disaster Plan

1. Local Disaster

A local disaster is considered to be a disaster that affects locations in or around Tennessee. In the event of a local disaster:

- a. TN 512-HMIS, in collaboration with the local Agencies, will provide information to local responders (fire, police, etc.) as required by law and within best practice guidelines.
- b. TN 512-HMIS in collaboration with the local Agencies will also provide access to organizations charged with crisis response within the privacy guidelines of the HMIS system and as allowed by law.

2. Staff Emergency Responsibilities

During a disaster, communication between the HMIS Lead Agency staff, the CoCs, the Agencies, and the software Vendor (Caseworthy) will be a shared responsibility that is based on location and type of disaster. Appendix A- Emergency Contacts lists key contact people and their phone numbers.

In the event of an outage or system failure, staff responsibilities include:

HMIS Administered by:

TENNESSEE VALLEY COALITION for the HOMELESS

business contact | 877.488.8234 **homeless assistance hotline** | 888.556.0791 **fax** | 866.876.0527
office | 4313 Ball Camp Pike, Knoxville, TN 37921 **mailing** | PO Box 1015, Jacksboro, TN 37757 **TVCHomeless.org**

- a. The TN 512-HMIS Project Manager or designee will notify all participating CoCs and local Agency Administrators should a disaster or major outage occur at Caseworthy or in the TN 512-HMIS Administrative Offices.
- b. When possible, the TN 512-HMIS Project Manager or designee will also provide a description of the recovery plan timeline.
- c. After business hours, TN 512-HMIS staff will report system failures to the software Vendor using the after regular business hours hotline.
- d. TN 512-HMIS staff will send an email to local Agency Administrators and HMIS staff no later than one hour following identification of the failure.
- e. TN 512-HMIS Project Manager or designated staff will notify the HMIS Vendor if additional database services are required.
- f. If an outage or failure happens at Caseworthy, the Caseworthy support staff will manage communication to the System Administrator as progress is made to address the service outage.

In order to ensure that HMIS data can be restored in the event of a disaster, HMIS Lead Agencies are required to:

- a. Back-up internal management data systems nightly.
- b. Provide a solution for off-site storage for internal data systems.
- c. Perform automated backups Monday through Friday to a local network access storage (NAS) device.
- d. Emergency contact information, including the names and phone numbers of local responders and key internal organization staff, designated representative of the CoCs, local HMIS Lead Agency, and the TN 512-HMIS Project Manager. See Appendix A-Emergency Contacts for a list of contacts.
- e. The HMIS team is responsible for notification and nature of the emergency and the timeline of TN 512-HMIS being available.

C. Outage or Disaster at Caseworthy (formerly ECM) Locations

1. Software Recovery Services

HMIS data is entered into Caseworthy application. In the event that there is a service outage or disaster at Caseworthy's location, it is important that Caseworthy and all data is backed up and recovered as soon as possible so that personnel in Tennessee can do their work.

In addition, TN 512-HMIS has a contract with Caseworthy that covers the following recovery and preventative options:

a. Standard System Failure Recovery

The TN 512-HMIS database is stored online, and is readily accessible approximately 24x7.

b. Data Backups

All servers, network devices, and related hardware are maintained by Caseworthy. All client data is backed up online and stored on a central file server repository for 24 hours. Each night Caseworthy makes a backup of client data and maintains it at a secure location.

c. Data Restores

Historical data can be restored by contacting Caseworthy and having them restore the database within a 24 hour period.

d. System Crash Restore

After a system crash, there may be the loss of all unsaved data on the current record. The HMIS system is maintained by Caseworthy offsite and on a secure server.

2. Major Outages

All major outages are immediately brought to the attention of executive management. Caseworthy support staff helps manage communication as progress is made to address the service outage. Caseworthy takes major outages seriously, and understands and appreciates that HMIS is a tool used for daily activity and client service workflow, so every effort will be made to restore service quickly.