

Housing Advocate

vs 7/1/2015

How to Sign onto the Website	3
Go to www.housingworks.net	3
What types of Subsidized/Affordable Housing can you apply to if you use HousingWorks?	4
Comparing the Old site to the New Site	5
How you perform the day-to-day tasks in the new site	6
Working with a brand new client.....	6
Working with an existing client.....	7
The individual pages of the “Wizard”	8
1. Client information (the Head of Household)	8
2. Household Information	9
3. Housing History	10
4. Set Your "Housing Search" Preferences.....	11
Next Steps: follow these to save many hours each month	12
View the "Housing Search" results – and print out pre-filled applications	12
Help us maintain Housing Waitlist info – saves you 10-40 hours a month	13
Mail the applications using #10 double window envelopes – no more mailing labels!	14
Print a record of where/when you've applied	15
Update all waitlists when your client has a change in address, income, and household size.....	16
How to do a mail merge.....	17
Reports.....	18
<i>Get Real-Time Reports</i>	18
Help Design New Reports	18
About PPI, Security, and Report Permissions	19
Security and Personally Protected Information (PPI)	19

Housing Advocate

vs 7/1/2015

Any report that is created will protect the privacy of the individual clients	19
The Internet, Security, and State/Federal Law	20
Security and Accreditation Statement.....	21
User Compliance Forms 1-3 (you must sign and initial all three).....	22
Form 1 - Procedures for System Security.....	22
Form 2 - Office Procedures	23
Form 3 - Procedures for Hosting and Maintenance of the Website.....	24
How we keep the information about waiting lists up-to-date	25
How to Register.....	26
Set up Four Passwords	26
How to Sign on	27
Take one client through every step:	28
1. Enter a client's SSN (or a last name and DOB if there is no SSN)	28
2. Set up a search for <i>subsidized, affordable, or special needs</i> housing.....	29
2a. Search in different ways (for oddly shaped regions like the Cape)	29
2b. Search for different kinds of housing:.....	29
3. View the results – and how to print out pre-filled applications	30
4. New ways to maintain Housing Waitlist info - results are fruitful.....	30
5. Mail the applications - made easy	31
6. Print a record of where/when you've applied	32
7. How to notify waitlists about changes in address, income, and household size.....	33
201 CMR 17.00: STANDARDS FOR THE PROTECTION OF PERSONAL INFORMATION OF RESIDENTS OF THE COMMONWEALTH.....	34

How to Sign onto the Website

Go to www.housingworks.net



Username

- a. Sign in (note the UserID is no longer a number; and the password is much more secure: Should you change your password, you will need to honor these restrictions.
 - Password must have at least 2 letter(s).
 - Password must have at least 2 digit(s).
 - Password must have at least 12 character(s).
 - Password must have at least 2 symbol(s).
 - Password can not have 3 consecutive letters.
 - Password cannot match 3 past passwords.
- b. The easiest way to create a highly secure password is to take a famous sentence and use the first letter of each word to create your password: "Rhett! Wherever shall I go? Whatever shall I do? Becomes R!Ws1g?Ws1d? where the letter "I" becomes a numeral "1".

What types of Subsidized/Affordable Housing can you apply to if you use HousingWorks?

<p>A single person or household might be eligible for most of these types of Housing waitlists, so will need to locate them all at one sweep – but many of these waitlists cannot be located UNLESS you use HousingWorks</p>		
<input type="checkbox"/> Affordable Homeownership (<i>via voucher</i>) <input type="checkbox"/> Assisted Living Facilities <input type="checkbox"/> Chapter 200 and 705 housing <input type="checkbox"/> Chapter 667 housing <input type="checkbox"/> Congregate housing – <i>various populations</i> <input type="checkbox"/> Deaf Independent Living <input type="checkbox"/> De-leaded Housing <input type="checkbox"/> Disability Housing <input type="checkbox"/> Elderly: 55+yrs, 60+yrs and 62+yrs <input type="checkbox"/> Emergency Solutions Grant Programs <input type="checkbox"/> Ex-Offender Housing <i>communities</i> <i>private landlord arrangements</i> <i>other</i> <input type="checkbox"/> Federal Subsidized Public Housing – 200+ Housing Authorities (<i>some overlap with State</i>) <input type="checkbox"/> Federal Subsidized Privately Managed Housing 1300+ Developments (<i>some overlap with State</i>)	<input type="checkbox"/> HOPWA and HIV-Specific Housing (DPH) <input type="checkbox"/> McKinney-Vento TH and PSH programs <input type="checkbox"/> Mobile Home Parks <input type="checkbox"/> MRVP (<i>State rental assistance program for non-disabled</i>) <input type="checkbox"/> AHVP (<i>State trans. rental assistance program for disabled individuals</i>) <input type="checkbox"/> Temporary Rental Assistance Programs such as HomeBase <input type="checkbox"/> Non-profit subsidized <input type="checkbox"/> Nursing Homes <input type="checkbox"/> Permanent sober housing <input type="checkbox"/> Private small landlords with less-than-market-rate units <i>Landlords with affordable units should be able to list in the system</i>	<input type="checkbox"/> Section 8 Project Based Designated Housing Programs (<i>individuals with disability, under 62</i>) <input type="checkbox"/> Section 8 Project Based Mainstream Housing Programs (<i>families with disability</i>) <input type="checkbox"/> Section 8 mobile voucher programs <input type="checkbox"/> State Subsidized Public Housing – 200+ Housing Authorities (<i>some overlap with Federal</i>) <input type="checkbox"/> State Subsidized Privately Managed Housing 1300+ Developments (<i>some overlap with Federal</i>) <input type="checkbox"/> USDA Subsidized Housing <input type="checkbox"/> Veterans Transitional Housing <input type="checkbox"/> VASH subsidies <input type="checkbox"/> All other transitional, emergency, and permanent supportive housing programs <input type="checkbox"/> Inventory in bordering states!

Comparing the Old site to the New Site

Once signed in to the New Site, you should be at the Advcoate Dashboard – which is the same as the "Home Page" on the old website. Compare the old page with the new page. The new page looks much simpler, but you will be able to access everything on the new page that you were able to access via the old page!

Old Site

Look up new or Old Client by SSN or lastname/dob

becomes

Change your Sign on

becomes

Change your password, or upload picture of yourself

new

New Site

"Start working with a new client"

1

"My Account"

2

"My Account" - Then on next page, click "edit" tab at far right
upload photo of yourself.

4

and 3 change password or

The screenshot displays the HousingWorks for Kansas Advocate Dashboard. The top navigation bar includes links for Home, Advocate Dashboard, Switch Program, and Provider Dashboard. The main content area is titled 'Clients' and features a 'Start working with a new client' button (labeled 1) and a table of clients. The table has columns for Name, Household Size, Birthdate, SSN, and Search Results. A 'My Account' link is visible in the top right corner (labeled 2). An inset window shows the 'My Account' page, which includes a profile picture upload area (labeled 3) and an 'edit' tab (labeled 4).

How you perform the day-to-day tasks in the new site

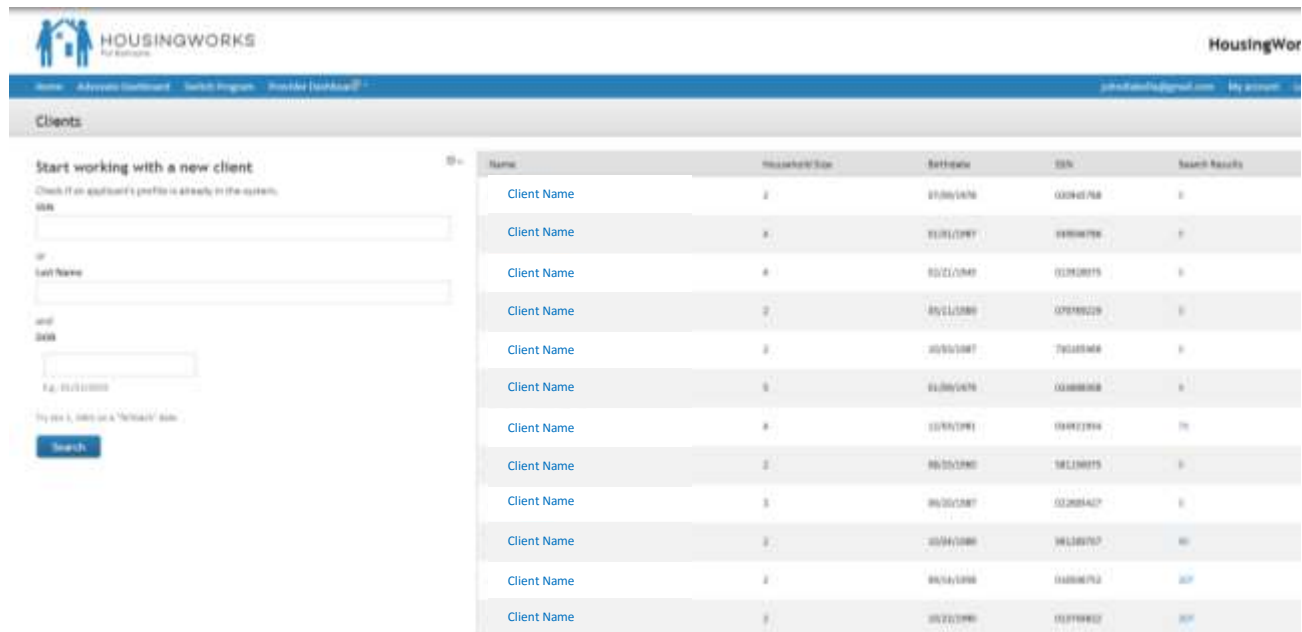
Working with a brand new client

Look up the applicant by SSN or Last name/DOB on the **Advocate Dashboard**.

- If the applicant's info is not already in our system, you will be instructed to "Create a new client" →
- If the applicant's info is already in the system, you will be instructed enter a password: this is either their mother's maiden name (MMN) or the phrase "hw1". Contact HW is neither passwords works using the link just below the password box. →
- Once you have gained access to the client's profile, you must complete "The Wizard". Review and update the existing information on that client. What you see may be out of date!) As you can see, there are four pages to the Wizard". You must finish all four pages before you can search and apply for housing. You can tell which page you are on by looking at the guide bar that runs across the top of the page

Working with an existing client

The clients you've worked with most recently will show at the side of, or the bottom of, the Advocate Dashboard. If you don't see them in the top part of the list, enter a SSN or lastname and DOB, and hit the button. Then find their name and click on it.



The screenshot shows the HousingWorks for Kentucky Advocate Dashboard. On the left, there is a form titled "Start working with a new client" with fields for SSN, Last Name, and DOB, and a "Search" button. On the right, there is a table of recent clients.

Name	Household Size	Birthdate	SSN	Search Results
Client Name	2	01/06/1976	003945768	0
Client Name	2	01/01/1987	003945768	0
Client Name	4	03/21/1949	003945768	0
Client Name	2	05/11/1989	003945768	0
Client Name	2	05/03/1987	003945768	0
Client Name	0	01/06/1976	003945768	0
Client Name	4	03/03/1981	003945768	0
Client Name	2	06/05/1980	003945768	0
Client Name	3	06/03/1987	003945768	0
Client Name	2	03/04/1986	003945768	0
Client Name	2	06/04/1986	003945768	0
Client Name	2	05/22/1980	003945768	0

The individual pages of the “Wizard”

Filling out these pages is just like filling out a housing application. Whatever you type here will show up on all the housing applications you print from the website, so be sure to type everything in **formal** English: John Smith, not john smith or JOHN SMITH.

There are four pages to the client ‘Wizard’. **Fields with a red asterisk * are required.**

1. Client information (the Head of Household)

The screenshot shows the 'New client: John LaBella' form. The top navigation bar includes 'Home', 'Advocate Dashboard', 'New Client Program', and a user profile 'alan@housingworks.net'. The form is divided into four tabs: '1. Client information' (active), '2. Household information', '3. Housing history', and '4. Housing preferences'. The 'Client information' tab contains the following fields:

- First name ***: John
- Middle name**: [empty]
- Last name ***: LaBella
- Suffix**: [empty]
- Client username ***: [empty]
- Client password ***: [empty]
- Repeat password ***: [empty]
- Gender**: [empty]
- Birth date ***: [empty]
- Birth location**: [empty]
- Current address**: [empty]
- Current city**: [empty]
- Current state**: [empty]
- Current zip**: [empty]
- Current phone**: [empty]
- Current email**: [empty]
- Current fax**: [empty]
- Current address type**: [empty]
- Current address description**: [empty]
- Current address notes**: [empty]
- Current address type**: [empty]
- Current address description**: [empty]
- Current address notes**: [empty]

Below the form, there is a section for 'Secondary Address' with a 'Get the Zip Code' button and a 'Secondary Address' label. The 'Secondary Address' section includes fields for 'Address 1', 'Address 2', 'City', 'State', and 'Zip Code'.

2. Household Information

There are three sections to this page:

1. Client information

2. Household information

3. Housing history

4. Housing preferences

Household information

Please specify the number of members in the household and the total household income. Compare with head of household and additional members below to ensure values balance.

Total Household Size *

2 person(s)

Total Household Income *

\$ 31589

Press the "Save Household Information" button immediately below.
Do not proceed without saving these two fields.

Save Household Information

Section 1 - provide the TOTAL Household size and the TOTAL income in the fields to the left. Press **Save** before proceeding to Section 2!

Section 2: click the "Edit" link (see circle below) and provide the detailed financial information that applies just to the head of household

Household Members and Dependents

Name	Age	Gender	Income	Assets	Action
Oliveria, Natina Kiana (head)	14	Female	0.00	0.00	edit

Add member

Enter additional members of the household and dependant persons. *

Check if an applicant's profile is already in the system.

SSN

or

Last Name

and

DOB

Eg. 01/04/2015

Try Jan 1, 1900 as a "fallback" date.

Search / Add

3. Housing History

Click the "Add History" button once for each back address. Include the current address as well!

The addresses will sort themselves automatically based on the dates the client lived there; this means, you don't need to enter them in any particular order.

But it is a good sign if you enter them in order:

1. Current address first,
2. Address before the current address;
3. Address before THAT;
4. Address before THAT. etc. etc. etc.

The screenshot shows the HousingWorks Staff 1 interface. At the top, there is a navigation bar with links: Home, Advocate Dashboard, Switch Program, and a user profile section for 'HousingWorks Staff 1' with email 'advocate@housingworks.net', 'My account', and 'log out'. Below the navigation bar, the client name 'New client: John LaBella' is displayed. The main content area has a tabbed interface with three tabs: '1. Housing history' (highlighted in green), '2. Housing information', and '4. Housing preferences'. Under the '1. Housing history' tab, there is a section titled 'Housing History' with a blue button labeled 'Add residence' circled in red. At the bottom right of the form, there are three buttons: 'Back', 'Proceed to next step', and 'Cancel'.

4. Set Your "Housing Search" Preferences

- You can search by either zip code area or by county,
- You must indicate the Number of bedrooms you want:
- You must pick at least one types of Housing you seek. (Permanent) You can pick as many as you like; they don't overlap!

(The Shelter/Transitional field is the only optional field on this page)

You can always change these preferences, for example, start looking in a different area, or start looking for a 3BR instead of a 2BR. Run the Wizard for this client one more time before changing the search; usually the household contact info, or household size, or income, will change at the same time as the search.

The screenshot shows a web form titled "Search by". It contains several dropdown menus and a text input field. The "Search by" dropdown is set to "Zip code". The "Within" dropdown is set to "1 Mile". Below these is a text input field for "...of Zip code:". Further down, there are three more dropdown menus: "Number of bedrooms you qualify for" (set to "Choose some options"), "Permanent Housing or Rental Assistance" (set to "Choose some options"), and "Shelter/Transitional" (set to "Choose some options").

Next Steps: follow these to save many hours each month

View the "Housing Search" results – and print out pre-filled applications

- **Advocates with paid subscriptions can print out housing applications.** If you have a free subscription, you can only search for housing and print out a list of places to call and request an application:
- If you are printing:
 - create a folder for each of your clients, *last name first name last 4 of SSN*, examples:
Smith Alice 4057
Smith Alice 3456.
Stoughton John 1239
 - Whenever you open an application for a client, save a copy of the application to that client's folder. Once you've downloaded a sufficient number of applications for that one client, go to that client's folder, open the applications, and print them – **print double-sided whenever possible. This saves a great deal of paper and postage!**

Help us maintain Housing Waitlist info – **saves you 10-40 hours a month**

- View search results and generate applications if waitlists are open.
- **NYA:** If a waitlist is marked as "Not accepting" but you know that that waitlist is open, you can open the list yourself (see the rectangular box in the first picture, then look at the second picture) – taking this simpler step lets you immediately generate the application! This also lets everyone else know that this list is open – in other words, you are helping hundreds or thousands of other families with your one bit of work. This begins to restore some balance to the housing world.

Waitlist	Program	Address	Classroom	Updated	Only Available	Application
Walnut Washington-400 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Westman 100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Westman 100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Westman 100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Westman 100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Westman 100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Westman 100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Salem Housing Authority	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		State PHA Application (sent)
Walnut Washington-100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting
Westminster 100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Westminster Application Accepted onto list 3/12/2014
Walnut Washington-100 10% AHB	Westman, Walnut Washington, and Westminster Apartments	9 Westman St, near Rushway, 944-822-09-1180	1.84-4-10	5/5/14		Not accepting

Walnut Washington Apartments
617-989-9556

Waitlist Name	Currently Open?	Question of the Month: "What waitlists do you have, and which ones are open right now?"
1-2BR Disabled any age Moderate Income	<input checked="" type="checkbox"/>	<p>Indicate open waitlists using the checkboxes to the left.</p> <p>If the waitlists named to the left do not correspond to what the housing provider tells you, please find out what their waitlist names are and e-mail us with the updated information.</p>
1-2BR Disabled any age Project Based	<input checked="" type="checkbox"/>	
1BR Elderly Moderate Income	<input checked="" type="checkbox"/>	
1BR Project Based Elderly	<input checked="" type="checkbox"/>	
2BR Elderly Moderate Income	<input checked="" type="checkbox"/>	
2BR Project Based Elderly	<input checked="" type="checkbox"/>	

Did you find out anything else useful while speaking with your buddy program? If so, Tell Us!

Mail the applications using #10 double window envelopes – **no more mailing labels!**

- We can handle (or already have) most any application for any housing program in N.E.
- No more hand addressing of envelopes or need for mailing labels! Our mailing process works with almost every application in N.E.
 - Simply purchase #10 single- or double-window envelopes from Staples, Office Max, etc. Online purchase is best: it's not easy to get #10 double window self-seal envelopes!
 - <http://www.amazon.com/Quality-Park-Envelopes-Self-Sealing-24559/dp/B000MK9VJE>
 - Every application you print from our website has a small dotted line showing exactly where to fold it so that the addresses fit properly in the windows of the envelope.



Print a record of where/when you've applied

In the Client Menu, click the link "Update Waitlists/Mail Merge" and print out a chart showing all the places you've applied.



Chart of Applications for LaBella-Demo, John David

Program	Name of Waitlist	Phone	Street	CityStateZip	Date Applied	Status
Cleaves Court - 2BR 60% AMI	Bancroft, Dimock, Bragdon, Jamaica Plain, and Montebello Apts	617-989-1052	2010 Columbus Ave Suite 2	Roxbury, MA 02119	2/4/2015	
Walnut Washington 1BR 30% AMI	Winn Wardman I Walnut Washington I Westminster Portfolio	617-989-0168	P.O. Box 231104	Boston, MA 02123-1104	2/4/2015	
2BR 80% AMI	Bristol Communities Revitalization LP	617-277-1166	7 Harvard St.	Brookline, MA 02445	2/5/2015	
Artist Work Studio (non- residential)	43 Race Point Rd	508-487-2426 TTY=800-439-2370	PO Box 1015	Provincetown, MA 02657	2/7/2015	
2-room SROs	83 Shank Painter Rd	508-487-2426x3 TTY=800-439-2370	PO Box 1015	Provincetown, MA 02657	2/7/2015	
1-room SROs	83 Shank Painter Rd	508-487-2426x3 TTY=800-439-2370	PO Box 1015	Provincetown, MA 02657	2/7/2015	
1BR and 2BR 80% AMI	Gramercy Park Apartments	413-789-0843	66 Industry Ave	Springfield, MA 01104	2/7/2015	
1BR State Elder Chapter 667	Hatfield Housing Authority	413- 247-9202	Two School St	Hatfield, MA 01038	2/7/2015	
1BR and 2BR 80% AMI	River Vista Apartments	413-789-6679	66 Industry Ave	Springfield, MA 01104	2/7/2015	

3/1/2015

Update all waitlists when your client has a change in address, income, and household size

When you search for housing, one of the most important things is to know if the information is CURRENT: Is the Springfield HA 2BR Chapter 705 list really open today, or was it just open till last week? The problem is that no gov't agency can force all the types of subsidized housing to keep their information current, because most Housing Providers get funding from different state, federal, and city funding sources. Because of that, HousingWorks has come up with several ways to make sure the information is as fresh as possible – AND

- Click the link in the red box to download mail merge data for this applicant.



- Mail merge** the data with this letter below (see step-by-step instructions on "how to merge" on the next page), and then print and stuff the letters into the same #10 double window envelopes you used to mail applications: in just a few minutes, you've successfully submitted all waitlist updates. **You will receive a copy of this letter after you have had your training.**

Waitlist Update for «Program»

Advocate: First type all responses on this page. Next, do the mail merge on the next page.

Head of Household's FULL NAME		«Client_Name»		«ControlNumber»	
<input type="checkbox"/> Yes <input type="checkbox"/> No «Does the Head of Household have a Social Security Number?»					
Head of Household's SOCIAL SECURITY NUMBER		GENDER		Head of Household's DATE OF BIRTH	
<input type="text"/> - <input type="text"/> - <input type="text"/>		<input type="text"/>		Month: <input type="text"/> Day: <input type="text"/> Year: <input type="text"/>	
ETHNICITY Type "Y" in the box Also provide your race at right		RACE: (Asian, Black, White, Native American, Pacific Islander, Multi-racial) Do NOT write Spanish, Hispanic, Latino here – and do NOT write your country!			
<input type="checkbox"/> Hispanic <input type="checkbox"/> Not Hispanic		<input type="checkbox"/>			
YOUR MOTHER'S MAIDEN NAME					
YOUR HOME TELEPHONE			SECOND TELEPHONE (if you have one)		
<input type="text"/> - <input type="text"/> - <input type="text"/>			<input type="text"/> - <input type="text"/> - <input type="text"/>		
YOUR EMAIL ADDRESS					
<input type="text"/>					
BEST LONG-TERM CONTACT ADDRESS FOR THIS APPLICANT (blank = no change to address)					
Type (No "no care") <input type="checkbox"/> a P.O. Box <input type="checkbox"/> a Street address (be sure to include apartment #) <input type="checkbox"/> a "care of" address					
Address Line 1 (Type the street AND apartment number, or write "P.O. Box XXXXXXXX")					
«Client_Address»					
City, State, and Zip Code					
«Client_CityStateZip»					

vs 7/1/2015

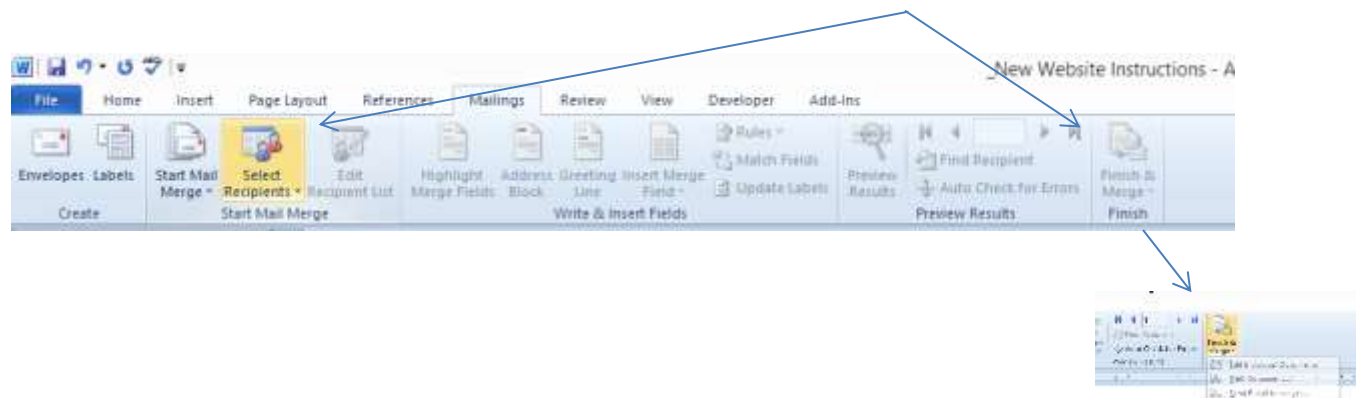
The instructions are different depending on which version of MS Word you use. These instructions are probably good for MS Word 2007 2010 and 2013.

- One document is a MS Excel file called "**Programs Applied**" (see picture just below). This is a file you download from our website. **This document contains information on every Housing Program you've applied to using our website, so it will have a different number of rows for each client.** You never need to open this file, but here is a picture of what it would look like if you *did* open it.

[illegible]

- STEP ONE: open the MS Word letter. It is 2 pages long. On the first page type any changes to the applicant's information, and then go to page two and answer "Y" or "N" to the two statements there. Type right on the letter!

STEP THREE: move your eye over to the far right. The words "Finish & Merge" will now be highlighted. Select Edit Individual Documents, then



Reports

Get Real-Time Reports

(Items below are samples of what is possible)

- Average number of applications sent, by age group/household size/income level
- Measure the time from first application sent to getting housed/getting rejected for housing
- Measure supply and demand: Average time on subsidized housing waitlists, by unit size/zip code/county
- Average time on waitlists at TH, DV, and PSH projects within your CoC
- Number of units of housing compare with number of applicants (we can do this because we store both 1. The info on applicants and 2. The inventory of every subsidized property.
- How many applicants have a full-time job and are still rent burdened?

Help Design New Reports

HousingWorks will regularly schedule meetings open to all housing advocacy and housing provider groups and CoCs to invite suggestions on the new reports. Reports with the most support will be created first.

About PPI, Security, and Report Permissions

Security and Personally Protected Information (PPI)

- This new system has "higher than bank-grade security" and goes significantly beyond the current recommendations for PPI (personally protected information) in Massachusetts.
- The only client-level data shared is what is put on housing applications and mailed to individual housing providers. Only anonymous, aggregate, unduplicated data is shared with CoCs and other policy groups
- Applicants can control who views their information even AFTER they leave a housing advocate.
- We provide a signed letter stating compliance with state and federal laws concerning HIPAA, PPI to all registered users of our system. Please keep this in your files.
- Our free trainings include a handy checklist of items to go over with your staff: This checklist helps you quickly educate staff about important procedures, such as: leaving a computer turned on when you go on break; how to keep computers safe from viruses, etc.

Any report that is created will protect the privacy of the individual clients

- A Housing Advocate will only see data on his/her clients.
- A housing Provider will only see data on applicants on his/her waitlists.
- A CoC will only see anonymous aggregate data on all clients in the CoC, for purposes of unmet need.

The Internet, Security, and State/Federal Law

Some technologies (like MS Office) allow the user to use them in any way you choose: you can type everything lower case, or all in CAPS, *or in unusual, hard to read fonts and colors*. Other technologies, like cars and internet databases, are subject to laws demanding consistency – and users of those technologies must be certified or accredited before being allowed to use the site. Everyone must observe 'rules of the road' because deviations from the norm will cause hurt to other people.

Certification is the responsible of the vendor providing the software. The vendor and the user must be able to verify that they are observing the procedures required by law and outlined in this document.

Offices that do not store these documents and agree to observe state and federal regulations can be liable to lawsuits from either applicants or a government agency if these are not observed.

The vendor also has the option/responsibility to remove access in order to protect the office, The Managing Agent, or the vendor.

Security and Accreditation Statement

Two copies: one must be stored on site and the other copy in the HousingWorks offices

PREAMBLE: HousingWorks verifies that, as a company granted access to Personally Protected Information (PPI), it has the capacity to protect such PPI consistent with Massachusetts Regulation 201 CMR 17.00, as well as applicable federal regulations. The purpose of this document is to affirm that we have a written comprehensive security program that that complies with the Massachusetts Regulations. Compliance with these regulations means:

- 1) that we having the required protections in place; and
- 2) that we have a set of documents, policies, and certification forms that serve to educate and remind your staff – and our users - about the components of a security program. This helps ensure that the compliance is maintained over time. Forms pertinent to you as a user are included in the written resources we provide you when you subscribe to our service.
- 3) that the third party service providers we work with also hold or, to exceed these standards, and that they, too, have written guidelines to maintain compliance. For your information: our third party providers are DigitalAid, Accendi, <http://illuminex.com/services/> and RIMU <http://rimuhosting.com/index.jsp> - each of whom handles client information for countries, banks, US federal and state gov't agencies, and for multi-national private companies where security concerns are paramount.

Sincerely



John LaBella
President
HousingWorks.net

P.O. Box 231104
Boston, MA 02123

For your convenience, a copy of the 201 CMR language follows on the last pages of this document.

User Compliance Forms 1-3 (you must sign and initial all three)

Initial every Item, then fax this page to 617-536-8561.

This section details the Security and Practices procedures in force on the HousingWorks website. Some procedures are one you must simply acknowledge - but others are procedures to which you must agree and to which you must adhere in order to gain access to the system.



Form 1 - Procedures for System Security

The following procedures have been implemented to be compliant with **201 CMR 17.00: Standards for the Protection of Personal Information of Residents of the Commonwealth**. - to which you must agree - are required by state law. This document outlines HousingWorks' - and your offices - commitment to protect its clients' personal information - and be compliant with - 201 CMR 17.00: Standards for the Protection of Personal Information of Residents of the Commonwealth.

My email is: _____ and I will comply

User Initials

Every user of the HousingWorks web application is issued a separate username.

HW and users must observe a strong password policy. Users are required to use passwords of at least 12 characters including 1 number and one symbol (?,/ , _ !# \$ @ & *); passwords are required to be changed every 120 days, and **passwords may not be reused.**

User accounts are disabled after 120 days of inactivity. Contact HousingWorks to re-activate these. If new staff, HousingWorks must eliminate the old account and create a new one.

User access gets blocked for 6 hours after 4 unsuccessful login attempts. Subsequent login failures within a 24 hour period result in indefinite account blockage. Such account blockages require an administrators approval to re-enable the account. Copy and paste your password from the "Four Passwords" document, and you avoid this problem.

HousingWorks will periodically review what you are doing, to ensure compliance with our guidelines.

The website includes links to our *Terms of Use* and *Privacy Policy*

Furthermore, all database entries with the following information are encrypted:

- ☐ Name
- ☐ Address
- ☐ Telephone number
- ☐ Email address
- ☐ Financial information such as income amounts, income sources, and financial institutions
- ☐ Social Security and Driver's License numbers
- ☐ Medical information such as disability or disease status
- ☐ Gender and sexual orientation status

As of 1/1/2015 HousingWorks now photographs every client application and update page containing Date/Time Stamps. These are stored offline. Should you not be able to locate an applicant page, we may be able to send it to you.

The office must distributed approved Update Forms to applicants

The office must provide the outcomes of Vacancy Progress Charts to HousingWorks, clearly showing the outcome of each applicant's consideration for a vacancy

The office should provide at least a 24 hours notice in advance when it needs reports

Form 2 - Office Procedures

Two copies: one must be stored on site and a copy in the HousingWorks offices

The following procedures - to which you must agree - are either required by state law or by HousingWorks in order to protect all parties from lawsuit. This document outlines your office's commitment to:



1. protect its clients' personal information; and
2. maintain the accuracy of the information stored in the system.

_____ Communications with HousingWorks containing client names, SSNs, DOB and other identifying information must be faxed – never emailed.

_____ Staff must use the Forms provided by HousingWorks, or equivalent ones designed in-office.

_____ You should request support using the official HousingWorks Help Form or one of the email links - both the Help Form and the email links are on the top page of the website: www.housingworks.net

Form 3 - Procedures for Hosting and Maintenance of the Website

Two copies: one must be stored on site and a copy in the HousingWorks offices



The following procedures have been established with regards to the hosting and maintenance of the website:

- The website is hosted on a dedicated Virtual Private Server (VPS) in a secure data center. Administrative access to this VPS is restricted to development staff only, and all such connections are recorded in the servers logs.
 - This system is monitored regularly to ensure that its firewall rules are up to date and that all system security releases are applied.
 - The VPS is backed up daily. Those backups are encrypted and stored on separate hardware in a high-security data center.
 - Disaster Recovery: Data is co-located on two continents (Dallas, TX and London, England)
- The website itself is stored on an encrypted disk partition on the VPS. Furthermore, all database entries with the following information are encrypted:
 - Name
 - Address
 - Telephone number
 - Email address
 - Financial information such as income amounts, income sources, and financial institutions
 - Social Security and Driver's License numbers
 - Medical information such as disability or disease status
 - Gender and sexual orientation status

Furthermore, all HousingWorks employees and advocates are trained in the proper use, storage, and handling of personally identifiable information, and are required to sign forms indicating their understanding of those procedures and the consequences of violating those policies.

This policy is in effect as of 12/28/2014 and will be reviewed annually by the HousingWorks board.

- We require full end-to-end TLS encryption for users connecting to the website.
http://en.wikipedia.org/wiki/Transport_Layer_Security
- Users are granted access privileges that correspond with their job or role responsibilities.
 - Office Users are only allowed to access data directly connected to their user account
 - Advocates are allowed to view client data for clients assigned to them.
 - Administrators are allowed to view all data; administrator access is limited to the Director of HousingWorks and the site's system administrator.

_____ Initials of Office Manager: We may or may not understand (as laypersons) the words but we understand the intent.

How we keep the information about waiting lists up-to-date

When you search for housing, one of the most important things is to know if the information is up to date: Is the Springfield Housing Authority 2BR Chapter 705 list really open *today*, or did that waitlist close last week? The problem is that no single gov't agency can force all the providers of subsidized housing to keep their waitlist information available in one place, because most Housing Providers get funding from different state, federal, and city funding sources. This has always been a big problem: trying to figure out who's accepting applications and who is not! So, HousingWorks has come up with several ways to make sure the information is as fresh as possible – and you can help other advocates and thousands of other clients by doing your small part.

- Many Housing Programs fax us a one-page document to announce the opening or closing of a waitlist. Why would they do this? Because it only takes 5-10 minutes a year, and saves them hundreds or thousands of phone calls – if people can use our website to see everything that's open, they won't call each property to ask what's open. So this also saves each applicant or housing advocate hundreds of phone calls over time.
- Our own staff do some outreach to places where the information seems to be old.
- New and powerful feature for registered advocates:** You as housing advocates will have the ability to open and close waitlists right when you are doing a search. See the pictures below
 - In the picture below, you are viewing the search results for one client. Also, you can generate applications if waitlists are open.
 - If you happen to see that a waitlist is marked as "Not accepting" **but you know that that waitlist is open**, you can open the list yourself (as a registered housing advocate) and immediately generate the application! *This also lets everyone else know that this list is open - so you are helping hundreds or thousands of other families with your one bit of work.*

Walnut Washington Apartments 617-989-9556

Waitlist Name	Currently Open?	Question of the Month: "What waitlists do you have, and which ones are open right now?"
1-2BR Disabled any age Moderate Income	<input checked="" type="checkbox"/>	Indicate open waitlists using the checkboxes to the left. If the waitlists named to the left do not correspond to what the housing provider tells you, please find out what their waitlist names are and e-mail us with the updated information.
1-2BR Disabled any age Project Based	<input checked="" type="checkbox"/>	
1BR Elderly Moderate Income	<input checked="" type="checkbox"/>	
1BR Project Based Elderly	<input checked="" type="checkbox"/>	
2BR Elderly Moderate Income	<input checked="" type="checkbox"/>	
2BR Project Based Elderly	<input checked="" type="checkbox"/>	

Did you find out anything else useful while speaking with your buddy program? If so, Tell Us!

Contact HousingWorks support@housingworks.net

tel: 617-504-0577

fax: 617-536-8561

How to Register

- Download the **subscription form**, complete the form. Mail the form along with your check to the address listed on the form: www.housingworks.net/static/subform-Advocate.pdf
- Download the **training request form** to set up the free training over the web. Fax the form to the number listed on the form: www.housingworks.net/static/Help-Request.pdf
- After your training, you can immediately start using the system. Use the instructions below to remind yourself of what you learned during the webinar.

Set up Four Passwords

You will need to change your password every three or four months, so set up four passwords using our "Four Passwords" worksheet - we will give this worksheet to you during the training.

A safe password contains at least 12 letters, two numbers and two punctuation symbols! We suggest you take use a favorite sentence from a book, movie, or song. See the examples below:

Example 1: Rhett! Wherever shall I go? Whatever shall I do? from [Gone with the Wind](#)

Take the first letter of each word, change the letter "I" to a # "1", and this gives you the password:

R!ws1g?Ws1d?

Example 2: The rain in Spain stays mainly in the plain. - from [My Fair Lady](#)

Take the first letter of each word, change the letter "i" to the number 1, add two exclamation points at the end, and this gives you the password: (note that the "S" for Spain is still capitalized)

Tr1Ssm1tp!!

Everyone once in a while, you will be asked to change the password. This secondary password can be the same as the primary, but with something like a "2" or "B" added to the end. We suggest you using the same password with a 2 at the beginning, or a letter B at the end:

Rws1g?Ws1d?

2Rws1g?Ws1d?

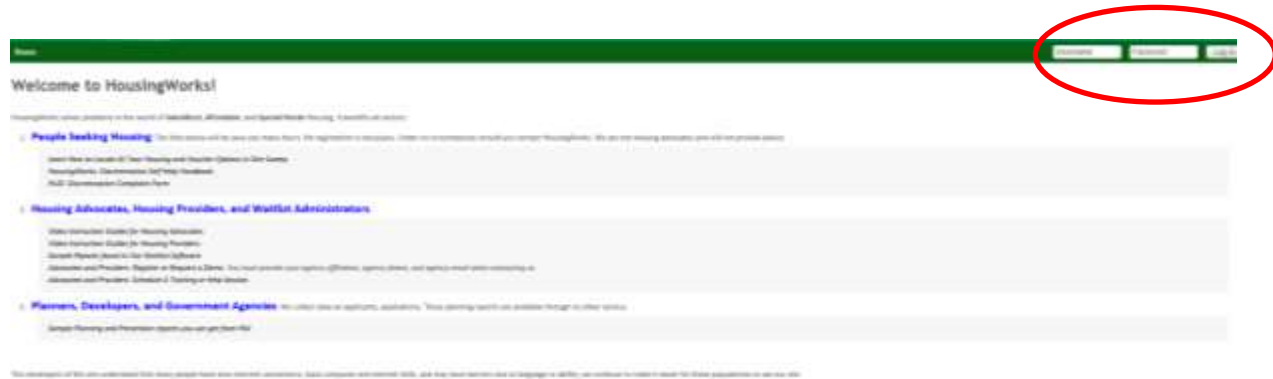
Tr1Ssm1tp!!

Tr1Ssm1tp!!2

Have fun with this password: For instance, visit this webpage, get one of their great posters, and use their slogans with enough changes to fit the numbers requirements. <http://www.despair.com/demotivators.html>

How to Sign on

Go to www.housingworks.net and sign on with a username and password



Take one client through every step:

1. Enter a client's SSN (or a last name and DOB if there is no SSN)

Entering a client's info automatically places the client into your list [1] and [2] begins a search for housing. (See red number 1 and 2 below.) Clients you already work with show in the list, and there is a column showing the number of possible places to apply. Simply click the number under "Search Results" to jump to the Results page and begin, generating applications that are already filled out with the client's info!

Clients

Start working with a new client

Check if an applicant's profile is already in the system

SSN

OR

Last Name

DOB

DOB

Fig. 10/1/2015

You can't add a "New" client.

1

Name	Household Size	Birthdate	DOB	Search Results
John David La Balle	3	06/11/1990	00000000	0
Bob Martin	3	06/02/2014	00000000	0
Ernesto Hernandez Pardo	3	06/10/2010	00000000	0
Ben Alexander Martin	3	05/12/2010	11111110	0
Shirley Clifford Dunlap	3	06/02/2010	00000000	0
George David Armstrong	3	06/02/2010	11111110	0
Michael David Brown	3	06/11/2010	00000000	0

2

2. Set up a search for *subsidized, affordable, or special needs* housing

2a. Search in different ways (for oddly shaped regions like the Cape)

"by county"	or "by area around a zip code"
<p>New client: John La Bella</p> <p>Client information » Household information » Housing history » Housing preferences</p> <p>Search by *</p> <p>County ▼</p> <p>County: <input type="text" value="Seminole, MA"/></p> <p><small>Please enter the county name (without the word "County"), and state abbreviation (for instance "Buffalo, NY").</small></p> <p>Number of bedrooms you qualify for:</p> <p><input type="checkbox"/> Section 8 voucher</p> <p><input type="checkbox"/> 0 bed</p> <p><input type="checkbox"/> 1 BR</p> <p><input type="checkbox"/> 2 Bedroom</p> <p><input type="checkbox"/> 3 Bedroom</p> <p><input type="checkbox"/> 4 Bedroom</p> <p><input checked="" type="checkbox"/> 5 Bedroom</p> <p><input checked="" type="checkbox"/> 6 Bedroom</p> <p><input type="checkbox"/> 7 Bedroom</p> <p><input type="checkbox"/> Studio</p> <p><input type="checkbox"/> SRO</p>	<p>New client: John La Bella</p> <p>Client information » Household information » Housing history » Housing preferences</p> <p>Search by *</p> <p>City/State ▼</p> <p>Within *</p> <p>15 Miles ▼</p> <p>Off Zip code</p> <p><input type="text" value="62115"/></p> <p>Number of bedrooms you qualify for:</p> <p><input type="checkbox"/> Section 8 voucher</p> <p><input type="checkbox"/> 0 bed</p> <p><input type="checkbox"/> 1 BR</p> <p><input type="checkbox"/> 2 Bedroom</p> <p><input type="checkbox"/> 3 Bedroom</p> <p><input type="checkbox"/> 4 Bedroom</p> <p><input checked="" type="checkbox"/> 5 Bedroom</p> <p><input checked="" type="checkbox"/> 6 Bedroom</p> <p><input type="checkbox"/> 7 Bedroom</p> <p><input type="checkbox"/> Studio</p> <p><input type="checkbox"/> SRO</p>

2b. Search for different kinds of housing:

3. View the results – and how to print out pre-filled applications

Advocates with paid subscriptions can print out housing applications:

First: create a folder for each of your clients, named like this: *Smith, Alice* or *Gonzalez, Alberto* etc.

Second: Whenever you're viewing search results, click on the application links (see circled link in the picture below) and save the applications to a folder. Once you've downloaded a sufficient number of applications for that one client, go to that client's folder, open the applications, and print them – **print double-sided whenever possible. This saves a great deal of paper and postage!**

4. New ways to maintain Housing Waitlist info - results are fruitful

- View search results and generate applications if waitlists are open.
- If a waitlist is marked as "Not accepting" but you know that that waitlist is open, you can open the list yourself (see the rectangular box in the first picture, then look at the second picture) – taking this simple step lets you immediately generate the application! This also lets everyone else know that this list is open – in other words, you are helping hundreds or thousands of other families with your one bit of work. This begins to restore some balance to the housing world.

The screenshot shows a table of search results with columns: Waitlist, Program, Address, Distance, Apartment, Units Available, and Application. The 'Application' column contains links like 'Wardman Application' and 'State PHA Application (sent)'. To the right of the table is a column of links, all labeled 'Change waitlist status?'. A purple arrow points from the 'Wardman Application' link to the 'Change waitlist status?' link. A red box highlights the 'Change waitlist status?' link at the bottom right.

Walnut Washington Apartments
617-989-9556

Waitlist Name	Currently Open?	Question of the Month: "What waitlists do you have, and which ones are open right now?"
1-2BR Disabled any age Moderate Income	<input checked="" type="checkbox"/>	<p>Indicate open waitlists using the checkboxes to the left.</p> <p>If the waitlists named to the left do not correspond to what the housing provider tells you, please find out what their waitlist names are and e-mail us with the updated information.</p>
1-2BR Disabled any age Project Based	<input checked="" type="checkbox"/>	
1BR Elderly Moderate Income	<input checked="" type="checkbox"/>	
1BR Project Based Elderly	<input checked="" type="checkbox"/>	
2BR Elderly Moderate Income	<input checked="" type="checkbox"/>	
2BR Project Based Elderly	<input checked="" type="checkbox"/>	
Did you find out anything else useful while speaking with your buddy program? If so, Tell Us!		
<input type="button" value="Update"/> <input type="button" value="Cancel"/>		

5. Mail the applications - made easy

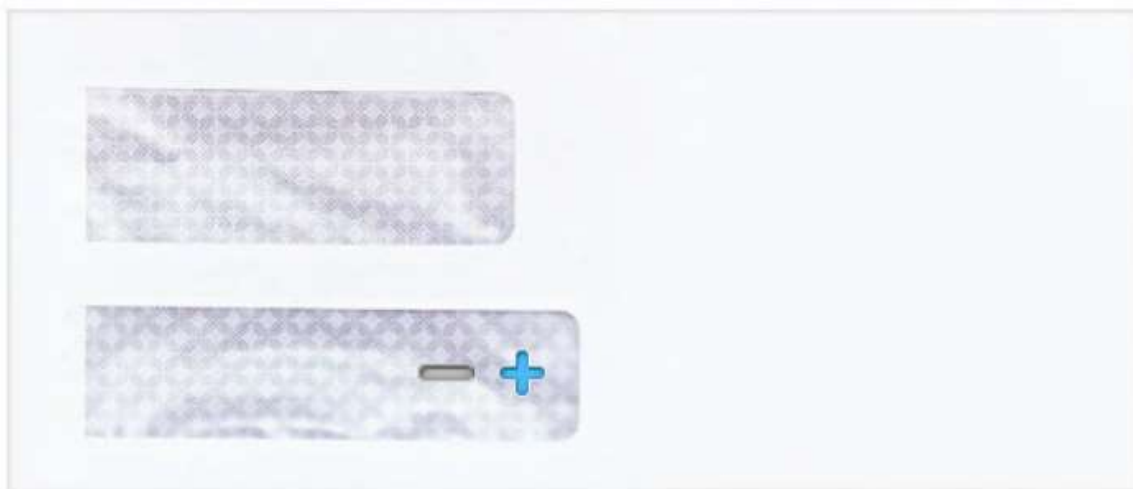
- We can (or already have) included most any application for any housing program in N.E.
- No more hand addressing of envelopes or need for mailing labels! Our mailing process works with almost every application in N.E.
 - Simply purchase #9 single- or double-window envelopes from Staples, Office Max, etc. Every application has a small dotted line showing exactly where to fold it so that the addresses fit properly in the windows.
 - Accepted by 98% of all housing providers.



Your Name: _____
Address: _____
City/State/Zip: _____

Winn Residential
Codman Square Portfolio
702 Washington St
Dorchester Centre, MA 02124
617-625-8888

These two addresses fit in the two windows of the envelope.



6. Print a record of where/when you've applied

Click the link in the red box and print out a beautifully formatted list of places you've applied.



Name of Property	Phone	Mailing Address for each Property	Exact Name of Waitlist	Date you mail the Application	Did you make it onto the list?	What Control # did they assign you?
Oak Haven Apts	781-123-1234	ATTN: Prop Manager Oak Haven Apts 11 Smith St Boston, MA 02115	Chapter 200 2BR Wheelchair list	5/4/2011	X YES <input type="checkbox"/> NO	4562
Wardman Apts	617-988-1234	Winn Residential 9 Wardman Rd, read Roxbury, MA 02119	2BR VLI	1/13/2014	X YES <input type="checkbox"/> NO	
Salem Housing Authority	978-563-4445	SHA 9 Salem Rd Salem, MA 01970	2BR Chapter 700 Family	1/13/2014	X YES <input type="checkbox"/> NO	A-12345
Revere Housing Authority	781-456-7895	RHA 9 Smith Rd suite 200 Revere, MA 02151	2BR Chapter 700 Family	1/15/2014	<input type="checkbox"/> YES X NO	

7. How to notify waitlists about changes in address, income, and household size

When you search for housing, one of the most important things is to know if the information is CURRENT: Is the Springfield HA 2BR Chapter 705 list really open today, or was it just open till last week? The problem is that no gov't agency can force all the types of subsidized housing to keep their information current, because most Housing Providers get funding from different state, federal, and city funding sources. Because of that, HousingWorks has come up with several ways to make sure the information is as fresh as possible – AND

- Click the link in the red box to download mail merge data for this applicant.



- Mail merge the data with this letter, and stuff the letters into the same #9 double window envelopes you used to mail applications: in just a few minutes, you've successfully submitted all waitlist updates.

5/19/2014

<Client_Name>
Client Address
Client CityStateZip

<Program>
<Street>
<CityStateZip>
<Phone>

Dear <Program>:

I, <Client_Name> am on the waitlist for: <Waitlist> with a control number of: <ControlNumbers>. Because waitlists often contain people with the same name and same last four numbers of SSN, I am providing my complete SSN (if I have one) and Date of Birth:

Head of Household's SOCIAL SECURITY NUMBER	Birthdate: Month / Day / Year

My name has changed to:

My mailing address changed to:

Street # or Box #	Street Name	Apartment #
City, State, and Zip Code		

My current household size is: Persons (including yourself)	# of bedrooms requested Bedrooms	My family's annual income is now: \$

Fold the letter on this line to ensure it fits in the windows of the envelope.

Sections:

- 17.01: Purpose and Scope
- 17.02: Definitions
- 17.03: Duty to Protect and Standards for Protecting Personal Information
- 17.04: Computer System Security Requirements
- 17.05: Compliance Deadline

17.01 Purpose and Scope

(1) Purpose

This regulation implements the provisions of M.G.L. c. 93H relative to the standards to be met by persons who own or license personal information about a resident of the Commonwealth of Massachusetts. This regulation establishes minimum standards to be met in connection with the safeguarding of personal information contained in both paper and electronic records. The objectives of this regulation are to insure the security and confidentiality of customer information in a manner fully consistent with industry standards; protect against anticipated threats or hazards to the security or integrity of such information; and protect against unauthorized access to or use of such information that may result in substantial harm or inconvenience to any consumer.

(2) Scope

The provisions of this regulation apply to all persons that own or license personal information about a resident of the Commonwealth.

17.02: Definitions

The following words as used herein shall, unless the context requires otherwise, have the following meanings:

Breach of security, the unauthorized acquisition or unauthorized use of unencrypted data or, encrypted electronic data and the confidential process or key that is capable of compromising the security, confidentiality, or integrity of personal information, maintained by a person or agency that creates a substantial risk of identity theft or fraud against a resident of the commonwealth. A good faith but unauthorized acquisition of personal information by a person or agency, or employee or agent thereof, for the lawful purposes of such person or agency, is not a breach of security unless the personal information is used in an unauthorized manner or subject to further unauthorized disclosure.

Electronic, relating to technology having electrical, digital, magnetic, wireless, optical, electromagnetic or similar capabilities.

Encrypted, the transformation of data into a form in which meaning cannot be assigned without the use of a confidential process or key.

Owns or licenses, receives, stores, maintains, processes, or otherwise has access to personal information in connection with the provision of goods or services or in connection with employment.

Person, a natural person, corporation, association, partnership or other legal entity, other than an agency, executive office, department, board, commission, bureau, division or authority of the Commonwealth, or any of its branches, or any political subdivision thereof.

Personal information, a Massachusetts resident's first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such resident: (a) Social Security number; (b) driver's license number or state-issued identification card number; or (c) financial account number, or credit or debit card number, with or without any required security code, access code, personal identification number or password, that would permit access to a resident's financial account; provided, however, that

“Personal information” shall not include information that is lawfully obtained from publicly available information, or from federal, state or local government records lawfully made available to the general public.

Record or Records, any material upon which written, drawn, spoken, visual, or electromagnetic information or images are recorded or preserved, regardless of physical form or characteristics.

Service provider, any person that receives, stores, maintains, processes, or otherwise is permitted access to personal information through its provision of services directly to a person that is subject to this regulation.

17.03: Duty to Protect and Standards for Protecting Personal Information

(1) Every person that owns or licenses personal information about a resident of the Commonwealth shall develop, implement, and maintain a comprehensive information security program that is written in one or more readily accessible parts and contains administrative, technical, and physical safeguards that are appropriate to (a) the size, scope and type of business of the person obligated to safeguard the personal information under such comprehensive information security program; (b) the amount of resources available to such person; (c) the amount of stored data; and (d) the need for security and confidentiality of both consumer and employee information. The safeguards contained in such program must be consistent with the safeguards for protection of personal information and information of a similar character set forth in any state or federal regulations by which the person who owns or licenses such information may be regulated.

(2) Without limiting the generality of the foregoing, every comprehensive information security program shall include, but shall not be limited to:

- (a) Designating one or more employees to maintain the comprehensive information security program;
- (b) Identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, and/or integrity of any electronic, paper or other records containing personal information, and evaluating and improving, where necessary, the effectiveness of the current safeguards for limiting such risks, including but not limited to:
 - 1. ongoing employee (including temporary and contract employee) training;
 - 2. employee compliance with policies and procedures; and
 - 3. means for detecting and preventing security system failures.
- (c) Developing security policies for employees relating to the storage, access and transportation of records containing personal information outside of business premises.
- (d) Imposing disciplinary measures for violations of the comprehensive information security program rules.
- (e) Preventing terminated employees from accessing records containing personal information.
- (f) Oversee service providers, by:
 - 1. Taking reasonable steps to select and retain third-party service providers that are capable of maintaining appropriate security measures to protect such personal information consistent with these regulations and any applicable federal regulations; and
 - 2. Requiring such third-party service providers by contract to implement and maintain such appropriate security measures for personal information; provided, however, that until March 1, 2012, a contract a person has entered into with a third party service provider to perform services for said person or functions on said person’s behalf satisfies the provisions of 17.03(2)(f)(2) even if the contract does not include a requirement that the third party service provider maintain such appropriate safeguards, as long as said person entered into the contract no later than March 1, 2010.
- (g) Reasonable restrictions upon physical access to records containing personal information, and storage of such records and data in locked facilities, storage areas or containers.
- (h) Regular monitoring to ensure that the comprehensive information security program is operating in a manner reasonably calculated to prevent unauthorized access to or unauthorized use of personal information; and upgrading information safeguards as necessary to limit risks.
- (i) Reviewing the scope of the security measures at least annually or whenever there is a material change in business practices that may reasonably implicate the security or integrity of records containing personal information.

- (j) Documenting responsive actions taken in connection with any incident involving a breach of security, and mandatory post-incident review of events and actions taken, if any, to make changes in business practices relating to protection of personal information.

17.04: Computer System Security Requirements

Every person that owns or licenses personal information about a resident of the Commonwealth and electronically stores or transmits such information shall include in its written, comprehensive information security program the establishment and maintenance of a security system covering its computers, including any wireless system, that, at a minimum, and to the extent technically feasible, shall have the following elements:

- (1) Secure user authentication protocols including:
 - (a) control of user IDs and other identifiers;
 - (b) a reasonably secure method of assigning and selecting passwords, or use of unique identifier technologies, such as biometrics or token devices;
 - (c) control of data security passwords to ensure that such passwords are kept in a location and/or format that does not compromise the security of the data they protect;
 - (d) restricting access to active users and active user accounts only; and
 - (e) blocking access to user identification after multiple unsuccessful attempts to gain access or the limitation placed on access for the particular system;
- (2) Secure access control measures that:
 - (a) restrict access to records and files containing personal information to those who need such information to perform their job duties; and
 - (b) assign unique identifications plus passwords, which are not vendor supplied default passwords, to each person with computer access, that are reasonably designed to maintain the integrity of the security of the access controls;
- (3) Encryption of all transmitted records and files containing personal information that will travel across public networks, and encryption of all data containing personal information to be transmitted wirelessly.
- (4) Reasonable monitoring of systems, for unauthorized use of or access to personal information;
- (5) Encryption of all personal information stored on laptops or other portable devices;
- (6) For files containing personal information on a system that is connected to the Internet, there must be reasonably up-to-date firewall protection and operating system security patches, reasonably designed to maintain the integrity of the personal information.
- (7) Reasonably up-to-date versions of system security agent software which must include malware protection and reasonably up-to-date patches and virus definitions, or a version of such software that can still be supported with up-to-date patches and virus definitions, and is set to receive the most current security updates on a regular basis.
- (8) Education and training of employees on the proper use of the computer security system and the importance of personal information security.

17.05: Compliance Deadline

- (1) Every person who owns or licenses personal information about a resident of the Commonwealth shall be in full compliance with 201 CMR 17.00 on or before March 1, 2010.

REGULATORY AUTHORITY
201 CMR 17.00: M.G.L. c. 93H