



KCRHA HMIS Deletion Policy & Procedure

Purpose

This policy provides guidance for HMIS users on when and how to delete records. The goal is to:

- Allow specific users the ability to delete records in the HMIS responsibly
- Preserve data integrity
- Prevent misuse or accidental loss of data
- Ensure compliance with HUD regulations and KCRHA policies.

Policy Statement

Deletion of HMIS records is an exceptional action. Records should only be deleted when specific, approved conditions are met. Whenever possible, data must be corrected rather than deleted.

Audit & Oversight

- All deletions are logged and subject to HMIS Lead audit.
- Supervisors must review recurring deletions for compliance and training needs.
- Violations may result in removal of delete permissions.

Access Control: Who Has Delete Rights?

Case Managers (Staff): Typically have limited delete rights.

HMIS Leads: Have broader authority, but still subject to policy restrictions.

Right Type	Functionality	Who Can Delete
Delete Agency Services	Delete service items, attendance.	HMIS Leads, Case Managers
Delete Agency Programs	Delete Agency Programs.	HMIS Leads
Delete Agency CE Events (Manual/Inferred)	Delete CE events within agency.	HMIS Leads
Delete Agency Referral	Delete Agency Referral.	HMIS Leads, Case Managers
Delete Agency Program Files, Contact, Files, Location	Delete Agency Program Files, Contact, Files, Location	HMIS Leads
Delete Enrollment Based Unit Records	Delete connection between a client & unit in Unit tab	HMIS Leads (If user have access to Inventory Module)

Delete Encampment Alerts & Notes, Outreach Encampment, Encampment Status Update	Delete Encampment Alerts & Notes, Outreach Encampment, Encampment Status Update	HMIS Leads (If user have access to Outreach Module)
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If you're ever unsure whether any data should be deleted for a client, please first consult your agency's HMIS Lead. If questions remain, email the Bitfocus Support Team at kcsupport@bitfocus.com with the Client Unique ID, a brief description of the issue, and the reason for the request, and copy your supervisor for documentation.

