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THP-Plus and THP+FC Participant Tracking Systems: Software and Security Information

The THP-Plus and THP+FC Participant Tracking Systems (PTS) are free online databases managed by the John Burton Foundation, that capture demographic information and outcomes data on THP-Plus and THP+FC participants. The THP-Plus PTS was created in 2008, and the THP+FC PTS in 2015.

Each PTS User has signed a User Agreement with the John Burton Foundation.

Definition of User

Depending on the PTS User, there are various levels of information and access that can be obtained. User type can be determined by viewing the information on the User Agreement.

User Definitions:

Administrator - Administrative Users (John Burton Foundation) have the ability to enter, manipulate and retrieve data. They also have the capacity to create, alter and terminate User Accounts as well as create and delete files at the request of the owner of the data. Only the Administrative Users have this ability.

Provider - Provider Users have the ability to enter, manipulate and retrieve data about THP-Plus and/or THP+FC participants and their THP-Plus and/or THP+FC programs. Provider Users own the data they enter into the PTS. Provider Users also have the ability to compare their data to aggregate statewide data.

County - County Users have the ability to retrieve data, both individual and aggregate, about THP-Plus and/or THP+FC participants in their programs, but may not enter or manipulate provider data. County Users also have the ability to compare their county's data to aggregate statewide data.

Back-Up Procedures for the THP-Plus and THP+FC Participant Tracking Systems

The John Burton Foundation contracts with Newtek Technology Services (Newtek) to host and store all of the data for the PTS.

Newtek backs up the entire website database by making a complete image backup of the entire website, database and all of the other information contained. The backup is performed every evening between 6p-midnight Mountain Standard Time.

Disaster Recovery Plan for the THP-Plus and THP+FC Participant Tracking Systems

Newtek also provides a procedure in the case of a disaster such as a virus that has contaminated the John Burton Foundation website and database, or the physical destruction of the database and relevant information.

Since Newtek provides a daily image backup, they will be able to restore the site and database from any point within 14 days. Newtek also implements the same type of backup system for their own data. To date, there have not been any security breaches to their system as they employ a level 4 data center that is extremely secure and has limited access.

Privacy Plan for the THP-Plus and THP+FC Participant Tracking Systems

Newtek provides a level of commitment to the privacy of customer information. There is an online information privacy report that can be obtained by contacting Newtek at 1-877-323-4678 or techlegal@thesba.com.

Security Plan

In order to prevent unauthorized access, maintain data accuracy and ensure the correct use of information, Newtek has implemented appropriate physical, electronic and managerial procedures to safeguard and secure the information collected online.

Newtek also uses a third party to run security and vulnerability audits of their network. These audits include, but are not limited to, port scans, server configuration audits and other security and vulnerability checks that help ensure that the network Newtek manages is as secure as possible.

Questions or Concerns

If there are any questions or concerns about Newtek's procedures, or any of the information provided in this document, please feel free to contact the John Burton Foundation:

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