

<b>Homeless Management Information System (HMIS)</b> USER AGREEMENT	<b>Page 1 of 2</b>
	<b>Revision Date 09/02/04</b>

**PRINT**

NAME \_\_\_\_\_ ACCESS LEVEL \_\_\_\_\_

Service Provider/Program(s) \_\_\_\_\_

## USER AGREEMENT

*For IHFA Homeless Management Information System (HMIS).*

### **Recitals:**

The Idaho Housing and Finance Association (IHFA) Homeless Management Information System (HMIS) of choice is ServicePoint. ServicePoint (trademarked and copyrighted by Bowman Internet Systems, Inc.) is a client information system that provides a standardized assessment of a Client's needs, creates individualized service plans and records the use of housing and services which communities can use to determine the utilization of services of participating Service Providers, identify gaps in the local service continuum and develop outcome measurements.

IHFA has instituted the use of HMIS in response to the requirements of the United States Congress under the HUD Appropriations Act HR\_2620 and as directed by the United State Department of Housing and Urban Development (HUD) requiring the implementation and operating of management information systems for purposes of collecting unduplicated counts of homeless people and analyzing patterns of use of assistance funded by the federal government.

IHFA is the owner and operator of IHFA Homeless Management Information System (HMIS). IHFA serves as the system administrator for the HMIS system under the terms of this Contract.

The Service Provider is assisting homeless persons and therefore is a participant in using the HMIS for individual recipients (the "Client").

The Parties hereto agree to following terms and conditions, which include the recitals.

### **GENERAL SECTION**

Service Providers may share information for provision of services to eligible homeless persons through a networked infrastructure.

Service Providers shall at all times have rights to the data pertaining to their Clients that was created or entered by them in the HMIS, subject to requirements under the law. Service Providers shall be bound by all restrictions imposed by the Service Provider's Clients pertaining to the use of PPI<sup>2</sup>.

It is a Client's decision about which information entered into the HMIS shall be shared and with which affiliated Service Providers<sup>1</sup>. The Client Consent & Release of Information Authorization shall be signed if the Client agrees to share information with any HMIS affiliated Service Provider<sup>1</sup>.

Minimum data entry on each consenting Client will be: (Refer to Policy & Procedures for specific fields)

ClientPoint Section:

Client Profile

HUD40118 Assessment

Household relationships

Release of Information

Entry/Exit

Service Transactions:

Client Needs

Provided

Referred (Mainstream resources)

Unmet (GAPs Analysis)

ShelterPoint Section – Bed use.

<b>Homeless Management Information System (HMIS)</b> USER AGREEMENT	<b>Page 2 of 2</b>
	<b>Revision Date 09/02/04</b>

Data necessary for the development of aggregate reports of homeless services, including services needed, services provided, referrals and Client goals and outcomes should be entered to the greatest extent possible, subject to the Client's consent or restrictions.

The HMIS system is a tool to assist Service Providers in focusing services and locating alternative resources to help homeless persons. Therefore, the Service Provider staff should use the Client information in the HMIS system to target services to the Client's needs.

**USER RESPONSIBILITY**

Your User ID and Password give you access to the Idaho Statewide HMIS system. Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the HMIS system and may be subject to further penalties including but not limited to legal action.

*(Acknowledge by initialing)*

\_\_\_\_\_ **My User ID and Password are for my use only and must not be shared with anyone, I must take all reasonable means to keep my Password secure.**

\_\_\_\_\_ I understand that the only individuals who are allowed to view information in the HMIS system are authorized users and the Clients to whom the information pertains.

\_\_\_\_\_ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

\_\_\_\_\_ If I am logged into HMIS and must leave the work area where the computer is located, **I must lock-up or log-off** of HMIS before leaving the work area. A computer that has HMIS open and running shall never be left unattended. Failure to lock up or log off HMIS appropriately may result in a breach in Client confidentiality and system security.

\_\_\_\_\_ Hard copies of HMIS information, if needed, must be kept in a secure file.

\_\_\_\_\_ When hard copies of HMIS information are **no longer needed**, they must be properly destroyed.

\_\_\_\_\_ If I notice or suspect a security breach, I must immediately notify the Service Provider Administrator for The HMIS system or the System Administrator.

\_\_\_\_\_ Any person or Service Provider that is found to violate their agreement may have their access rights terminated and may be subject to further penalties including but not limited to legal action.

**USER CODE OF ETHICS**

- A. HMIS Users must treat affiliated Service Providers<sup>1</sup> with respect, fairness and good faith.
- B. Each HMIS User should maintain high standards of professional conduct in the capacity as a HMIS User.
- C. The HMIS User has primary responsibility for his/her Client(s).
- D. HMIS Users have the responsibility to relate to the Clients of other Service Providers with full professional consideration.

I understand and agree to comply with all the statements listed above.

\_\_\_\_\_  
**HMIS User Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Service Provider Administrator /System Administrator Signature**

\_\_\_\_\_  
**Date**

NOTE: The User Agreement Forms will be retained by the Service Provider Administrator or the System Administrator for a period of time not less than the duration the User has an User ID and password.

<sup>1</sup> All entities that have agreements to access the HMIS system as administered by IHFA, as well as IHFA and HUD.

<sup>2</sup> Protected Personal Information: Any information that can be used to identify a particular individual. Protected Personal Information includes without limitation a Client's name, Social Security Number, Date of Birth, and such personal identifying information that identifies directly, indirectly, by linking with other identifying information to identify a specific individual, or can be manipulated by a reasonably foreseeable method to identify an individual