

User Agreement

Please Print

Agency Name:

User Name:

E-Mail Address:

AGENCY recognizes the primacy of client needs in the design and management of the HMIS. These needs include both the need continually to improve the quality of homeless and housing services with the goal of eliminating homelessness in our community, and the need vigilantly to maintain client confidentiality, treating the personal data of our most vulnerable populations with respect and care.

As the guardians entrusted with this personal data, HMIS users have a moral and a legal obligation to ensure that the data they collect is being collected, accessed and used appropriately. It is also the responsibility of each user to ensure that client data is only used to the ends to which it was collected, ends that have been made explicit to clients and are consistent with the mission to assist families and individuals in our community to resolve their housing crisis. Proper user training, adherence to the HMIS Policies and Procedures Manual, and a clear understanding of client confidentiality are vital to achieving these goals.

Relevant points regarding client confidentiality include:

- A client consent form must be signed by each client whose data is to be entered into the HMIS;
- Client consent may be revoked by that client at any time through a written notice;
- No client may be denied services for failure to provide consent for HMIS data collection;
- Clients have a right to inspect, copy and request changes in their HMIS records;
- HMIS Users may not share client data with individuals or agencies that have not entered into an HMIS Agency Agreement with AGENCY without obtaining written permission from that client;
- Excluding information shared in the client profile, HMIS Users may not share client data with any Participating Agency that is not specified in their agency's HMIS Agency Agreement without obtaining written permission from the client;
- HMIS Users will maintain HMIS data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals or entities; and
- Any HMIS User found to be in violation of the HMIS Policies and Procedures, or the points of client confidentiality in this User Agreement, may be denied access to the HMIS.

I affirm the following:

1. I have received training in how to use the HMIS;
2. I have read and will abide by all policies and procedures in the HMIS Policies and Procedures Manual
3. I will maintain the confidentiality of client data in the HMIS as outlined above and in the HMIS Policies and Procedures Manual
4. I will only collect, enter and extract data in the HMIS relevant to the delivery of services to people experiencing a housing crisis in our community.

Signature _____

Date: _____