

**Agency/Organization:** \_\_\_\_\_

**End User's Name:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

This agency recognizes the privacy of client needs in the design and management of the Homeless Management Information System (HMIS). This includes both the need to continually improve the quality of homeless and housing services with the goal of eliminating homelessness in our community, and the need to vigilantly 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 ethically. It is also the responsibility of each user to ensure that client data is only used for the purpose of which it was collected. Proper user training, adherence to the HMIS Policies and Procedures Manual, and a clear understanding of client confidentiality are vital in achieving these goals.

By executing this agreement, you agree to abide by the following client confidentiality provisions:

1. Personal User Identification and Passwords must be kept secure and are not to be shared.
2. A **Release of Information (ROI)** must be signed by each client whose data is to be entered into the HMIS; this consent form must be properly reviewed with the client in a manner that ensures the client fully understands the information. Users must provide clients a copy of the ROI upon client's request.
3. Client consent may be revoked by any client at any time.
4. No client may be denied services for failure to provide consent for HMIS data collection, unless that information is necessary for determining their eligibility for services.
5. Clients have a right to inspect, copy, and request changes in their HMIS records.
6. HMIS Users may not share client information with agencies that do not use HMIS unless a separate ROI is signed by the client.
7. HMIS Users will log off of ServicePoint when they must leave the work area where the computer is located.
8. 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.
9. Hard copies of client information from HMIS must be kept in a secure file and be locked. When hard copies are no longer needed, they will be properly destroyed to maintain confidentiality.
10. 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 or I am scheduled for training on 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 served by my agency.
5. I will be vigilant in my data quality and ensure all data is complete, accurate, and timely.
6. I will notify my supervisor and the HMIS department at BCEH if I notice or suspect a security breach.

Signing below indicates your agreement to comply with this statement of confidentiality. There is no expiration date of this agreement.

\_\_\_\_\_  
User's Signature

\_\_\_\_\_  
Date