

# Spokane Regional Continuum of Care Homeless Management Information System **Partner Agency User Responsibility and Confidentiality Agreement**

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Partner Agency: \_\_\_\_\_

Name: \_\_\_\_\_

Your HMIS user ID and password gives you access to the Spokane Regional Continuum of Care Homeless Management Information Management System (HMIS). Failure to uphold the confidentiality and security standards stated below is grounds for immediate termination from the Spokane Regional HMIS. Maintaining a high degree of data security protects the entire Continuum of Care (CoC) and the clients. It also safeguards our funding streams. The security of a CoC's HMIS database is something closely watched by the Federal, State, and private organizations that provide funding.

In line with maintaining information security is ensuring information quality. Every user of the system must maintain familiarity with the different system components (e.g. conducting intakes, exits, follow-ups, navigating the Home and Client tabs, etc.). The strength of the CoC's HMIS depends on you, the end user, to enter in information that is accurate and comprehensive in scope. Skipping data fields, or ignoring client assessments in HMIS, negatively impacts the CoC's ability to accurately identify market trends, impedes its ability to provide quality service to clients, and weakens our ability to be competitive with other CoCs for bonus projects and funding.

Initial each item below to indicate your understanding and acceptance of the proper use of your HMIS user ID and password.

## **User Responsibilities**

- \_\_\_\_\_ My HMIS user ID and Password are for my use only and must not be shared with anyone, including my supervisor.
- \_\_\_\_\_ I will take all reasonable means necessary to keep my password physically secure.
- \_\_\_\_\_ I understand that the only individuals who can 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 HMIS database that is necessary to perform my job.

- \_\_\_\_\_ If I am logged into HMIS and disrupted by another task that would cause me to leave my work area, I must log-off of HMIS before leaving my work area.<sup>1</sup>
- \_\_\_\_\_ Failure to log-off of HMIS appropriately may result in a breach in client confidentiality and system security.<sup>2</sup>
- \_\_\_\_\_ If the user of the Partner Agency makes a hard copy of any data obtained through the HMIS database it will be kept in a secured location. If a digital copy is made it must be password protected or provided with some other means of digital security.<sup>3</sup>
- \_\_\_\_\_ If I **notice** or **suspect** a security breach, I must immediately notify the HMIS Coordinator at the City of Spokane Human Services Department at 509-625-6130.<sup>4</sup>
- \_\_\_\_\_ If I encounter a glitch or technical error in the database I will immediately notify City of Spokane, Human Services Department at 509-625-6130.<sup>5</sup>
- \_\_\_\_\_ I have **read**, **understand** and **agree** to comply with all statements above.

### **Training**

The City of Spokane, Human Services Department provides a regularly scheduled HMIS training/technical assistance workshop. Training is held monthly. The session start time(s)/date(s), length, and location, is subject to change.

This training is available for all **licensed** HMIS users. Non-licensed individuals wishing to attend may be granted special permission on a case-by-case basis. All individuals wishing to attend training **must** pre-register by contacting one of the HMIS Coordinators.

Licensed users are expected to maintain familiarity with all required HMIS components. The more familiar with the software a user is, the better the data quality and overall health of the system. It is the responsibility of the user to determine how often training is needed. If excessive support/technical assistance is needed for a user, the HMIS Coordinator may require said user to attend one, or more, of the scheduled training sessions.

Requests for assistance, suggestions, or general questions concerning HMIS use/operation **should** be submitted via the HMIS Issue Tracker. Doing so allows the HMIS Coordinators to identify system-wide patterns of technical issues and implement solutions accordingly.

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<sup>1</sup> It is **strongly** advised that users leaving their work stations lock their computers by pressing CTRL + ALT + Delete, or by using some other means of password protecting their computer. If users are conducting a **quick** office task (e.g. getting a copy, file, or quick discussion with other staff) it is not necessary to log out. Please practice good data security by constantly being aware of your activities within the database and ensuring you log-off when access is no longer needed.

<sup>2</sup> Users must properly log out of HMIS. A sign-out button is located towards the upper right-hand corner of the screen.

<sup>3</sup> A secure location can mean a locked filing cabinet, a secured room, etc. Digital files can be password protected. Agencies are encouraged to keep digital copies, provided proper security is maintained.

<sup>4</sup> A security breach can take a number of different forms. It is better to err on the side of caution. If a known, or **perceived**, security breach is believed to have occurred, it is the duty of the user to contact Spokane City Human Services at 509.625.6130.

<sup>5</sup> It is crucial that technical problems be addressed as quickly as they occur in the system. The longer a technical error goes unaddressed the greater the damage to the system. For that matter, anything that seems unusual to the user should be reported.

\_\_\_\_\_ I acknowledge my understanding of the above training policy.

\_\_\_\_\_ I will submit any and all technical questions I may have to the City of Spokane,  
Human Services Department via the HMIS Issue Tracker.

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User Signature

Date

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Supervisor's Signature

Date

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HMIS Administrator Signature

Date