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 System (HMIS). Failure to uphold the confidentiality and security standards stated below is grounds for immediate termination from the Spokane Regional HMIS and may result in additional criminal and/or civil penalties. Maintaining a high degree of data security protects the client and the entire Continuum of Care. 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 data 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 workspaces, 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 trends, impedes its ability to provide quality service to clients, and weakens our ability to be competitive with other CoC's for bonus projects and funding.

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

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 secure.

_____ I may only view, obtain, disclose, or use data from the HMIS database that is necessary to perform my job and for which I'm authorized to view, obtain, or disclose. Questions regarding authorization will be directed to the HMIS Manager.

_____ 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.[1]

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[1] 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.

_____ Failure to log-off of HMIS appropriately may result in a breach in client confidentiality and system security.[2]

_____ 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. [3]

_____ If I **notice** or **suspect** a security breach, I must immediately notify the HMIS Manager at the City of Spokane, Community, Housing and Human Services Department at 509-625-6051.[4]

_____ If I encounter a glitch or technical error in the database I will, at the next opportunity, submit a support request in the HMIS Issue Tracker.

_____ I have **read, understand** and **agree** to comply with all statements above.

Training

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. If excessive support/technical assistance is needed for a user the HMIS Manager may require said user to attend one, or more, 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 Team to identify system-wide patterns of technical issues and implement solutions accordingly.

_____ 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, Community, Housing and Human Services Department via the HMIS Issue Tracker.

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User Signature Date

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[2] Users must properly log out of HMIS. A sign-out button is located towards the upper right-hand corner of the screen.

[3] 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.

[4] 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 City of Spokane, Community, Housing and Human Services at 509-625-6130.