

**USER AGREEMENT\* (Special Conditions)\*\***  
**(Agreement to follow HUD Standards for Data, Privacy, and Security)**

(put an X before the agency you are employed with)

- |  |   |
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| <input type="checkbox"/> The Inn                               | <input type="checkbox"/> Clackamas County Behavioral Health Division                    |
| <input type="checkbox"/> Housing Authority of Clackamas County | <input type="checkbox"/> Clackamas County Community Development Division                |
| <input type="checkbox"/> Northwest Housing Alternatives        | <input type="checkbox"/> Clackamas County Social Services Division                      |
| <input type="checkbox"/> Clackamas County Women's Services     | <input type="checkbox"/> Clackamas County Children, Youth, and Family Services Division |

Employees, volunteers, and any other persons with access to the ServicePoint/Homeless Management Information System are subject to certain requirements regarding use of the HMIS. The HMIS contains a range of personal and private information on individuals and all such information must be treated carefully and professionally by all who access it.

Requirements for use of the HMIS include:

- The User shall comply with all data standards and policies and procedures.
- Each Agency must post a privacy notice describing its policies and practices for the processing of personal identifying information. The User must offer to explain any information that the individual does not understand and must provide a copy of its privacy notice to any individual upon request.
- Informed client or guardian consent, as documented by a hard copy Release of Information form, is required for any verbal, hard copy, or electronic data sharing or disclosure of personal identifying information to anyone outside of your Agency.
- Confidential information entered in or obtained from the HMIS is to remain confidential, even if your relationship with your Agency changes or ends for any reason.
- If a client or guardian chooses not to sign a Release of Information form, no information should be disclosed to an outside Agency.
- Only general, non-confidential information is to be entered in the Client Notes section of the Client Profile and Exit Notes section of Exit Data in ServicePoint. Confidential information, including TB diagnosis, HIV diagnosis or treatment information, domestic violence and mental and/or physical health information, is not permitted to be entered in these sections.
- Only client records pertaining to user's assigned work duties will be accessed.
- Only individuals that exist as clients under the Agency's jurisdiction may be entered into the HMIS.
- Personal User Identification and Passwords must be kept secure and are not to be shared.
- All licensed users are required by the HUD standards to use a password-protected screensaver.
- When leaving the HMIS computer unattended, steps must be taken to ensure data security. It is best to log off the ServicePoint system so that private information will not be visible to others, especially to clients or the public.
- ServicePoint shall only be accessed from the Agency's network, desktops, laptops, minicomputers and any other electronic devices that are web capable. In rare exceptions, access from remote locations may be permitted after application and approval by Agency and System Administrators.
- Should the User download client identifiable information in any format, he or she will securely store and/or dispose of all electronic and hard copy information in a manner to protect the client's personal information. At a minimum this will require the use of strong password protection (electronic protection), preferably including encryption, and/or secure, locked storage space (hard copy protection).
- Client records are not to be inactivated in ServicePoint by anyone other than the System Administrator. If, for some reason, an Agency needs to inactivate a client record, Agency Administrator should contact the Clackamas County HMIS System Administrators to explore if the record should be made inactive.

- **Misrepresentation of the client by entering known inaccurate information is prohibited.**
- **Discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation are not permitted in the HMIS. Profanity and offensive language are not permitted in the HMIS.**
- **The HMIS is to be used for business purposes only. Transmission of material in violation of any United States Federal or State of Oregon regulations or laws is prohibited and includes material that is copyrighted, legally judged to be threatening or obscene, and considered protected by trade secret. The HMIS will not be used to defraud the Federal, State, or local government or an individual entity or to conduct any illegal activity.**
- **Any unauthorized access or unauthorized modification to HMIS computer system information or interference with normal system operations may result in immediate suspension of your access to the HMIS and may jeopardize your long term HMIS access.**
- **This agreement will be superceded by any additional or alternative agreements presented by Clackamas HMIS System Administrators.**

**Special Condition:**

This user will have access to Clackamas HMIS providers outside her/his specific tree for purposes of subcontract monitoring and running aggregate reports.

**Failure to comply with the provisions of this Agreement is grounds for immediate termination of your HMIS ServicePoint license. Your signature below indicates your willingness to comply with all of the requirements of this Agreement. There is no expiration date for this Agreement.**

\_\_\_\_\_  
User Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
User Printed Name

\_\_\_\_\_  
Witness Printed Name