

THE HOMELESS COALITION OF POLK COUNTY

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

SECURITY USER AGREEMENT

I. Purpose

The HMIS is the secured electronic database for the Polk County, Florida Continuum of Care (CoC) and is a valuable resource for local communities. The CoC's goal is to provide a comprehensive case management system to advance the provision of quality services for homeless persons, improve data collection, and promote more responsive policies to end homelessness in Polk County, Florida.

II. Agreement and Understanding

This Agreement authorizes you, an HMIS User (User), to enter Protected Personal Information (PPI) into the HMIS system, as authorized by your organization and the CoC HMIS Administrator. You must complete the necessary training(s) prior to receiving a unique HMIS User Identification (User ID) and password.

II. Client Confidentiality and Informed Consent

Confidentiality: This User must abide by its organization's policies and procedures; uphold all privacy protection standards established by the Homeless Coalition of Polk County's Policies and Procedures; and comply with all relevant federal and State of Florida confidentiality laws and regulations that protect client records.

Written Consent: To obtain written consent, prior to each client's assessment, Users must inform each client that the client's information will be entered into an electronic database called HMIS. Users must also explain the terms of the *Consent to Share Protected Personal Information* form. Each client who agrees to have his or her PPI entered into the HMIS system must sign the *Consent to Share Protected Personal Information* form.

Verbal Consent: Verbal consent to enter PPI into the HMIS system may be obtained during circumstances such as phone screenings, street outreach, or community access center sign-ins. Users must inform each client that the client's information will be entered into the HMIS database. Users must also explain the terms of the *Consent to Share Protected Personal Information* form.

III. Client Rights

- A client may not be denied services for failure to provide consent for HMIS data collection.
- A client has the right to inspect, copy, and request changes in their HMIS records.
- A client has the right to sign a written request to remove their consent at any time. They can also file a grievance with the Agency or the Homeless Coalition of Polk County by providing a written notice of the alleged violation, if they believe their privacy rights have been violated and that they will not be retaliated against for filing such a complaint.
- A copy of the Privacy Notice must be provided at the time the client requests.
- Each client has the right to receive the following, no later than five (5) business days of a written request:
 - A correction of inaccurate or incomplete PPI
 - A copy of his or her consent form;
 - A copy of his or her HMIS records; and
 - A current list of Participating Organizations that have access to HMIS data.

Right to Make Corrections

If the client believes that their PPI in HMIS is incorrect or incomplete, the client has the right to request for a correction. To ask for either of these changes, the client will need to send a written request, including the reason

why he or she believes the information is incorrect or incomplete to the HMIS Administrator of the organization that entered the information into HMIS. The organization may turn down the request if the information:

- Was not created by the organization you are requesting the change from;
- Is not part of the information that you would be allowed to look at and copy;
- Is related to another individual;
- Is found to be correct and complete;
- Is otherwise protected by law.

However, if your request for correction is denied, you have the right to request that the following language is entered next to a particular entry: “The participant disputes the accuracy of this entry.”

IV. User Responsibilities and Conduct

I understand and agree that:

- I have an ethical and a legal obligation to ensure that the data I collect and enter into HMIS is accurate and does not misrepresent the client’s information.
- I will not reveal or release PPI to unauthorized organizations, individuals or entities.
- I will use the data within the HMIS only for the purposes of homeless service delivery.
- I am not permitted to access the HMIS from any computer that has not been designated or approved by my organization.
- I will never use the HMIS to perform an illegal or malicious act.
- I acknowledge that HMIS contains confidential and sensitive information. Accordingly, I understand and agree that my access to HMIS may be suspended and/or permanently revoked as a result of my unethical or illegal actions, even if those actions were not related to my use of HMIS. Unethical or illegal actions may include, but are not limited to, breach of trust or fiduciary duty, harassment, fraud, threats, etc., in relation to person seeking or receiving services.
- I authorize this Organization to release any and all information, related to my unethical or illegal conduct mentioned above, to the HMIS Administrator
- I will not attempt to increase the level of access to which I am authorized, or attempt to deprive other HMIS Users of access to the HMIS.
- My HMIS User ID and password shall be kept secure and will not be shared.
- I will refrain from leaving my computer unattended while logged into the system.
- I will protect and store client information printed from HMIS in a secure location.
- I will dispose of PPI printed from HMIS, when it is no longer needed, in a manner that maintains client confidentiality.
- If I suspect or encounter a security breach, I will immediately notify my organization’s HMIS administrator.
- If my relationship with my organization changes or terminates, any client information that I entered into or obtained from the HMIS must remain confidential.
- Discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex are not permitted in the HMIS. Profanity and offensive language are also not permitted in the HMIS.
- PPI that is transmitted electronically must be password protected to maintain confidentiality.
- I will comply with my organization’s policies and procedures and the Homeless Coalition of Polk County Policies and Procedures and Data Quality Plan in my use of HMIS. The Homeless Coalition of Polk County Policies and Procedures and Data Quality Plan can be accessed from your CoC HMIS website.
- Each HMIS Participating Agency must collect a minimum set of data elements, referred to as Universal Data Elements (UDEs), from clients at initial program enrollment or service. UDEs are specified in the HUD Data Standards Manual.
- In addition to UDEs, HMIS Participating Agencies must record program Entry and Exit dates and/or Service dates for each client served by an Agency project.
- Data must be entered into the HMIS for every client and every program Entry/Exit and/or Service. Please refer to the Polk County Data Quality Plan for timelines and frequency of data entry.

- If the HMIS Administrator updates or makes changes to this Agreement, I will be provided with a written notice of the changes from the Organization named below. I understand and agree that I will be responsible to comply with all such updates and/or changes.
- Any violation of this User Agreement is grounds for immediate suspension or revocation of my access to the HMIS.

My signature below confirms my agreement to comply with all the provisions of this HMIS User Agreement.

Administrator Organization Name

**Organization Administrator/Authorized Representative
(Print Name)**

Signature

Date of Signature

User Organization Name

User First and Last Name (Print Name)

Signature

Date of Signature

