

# Mid-Willamette Valley Homeless Alliance Continuum of Care Community Services™ User Agreement

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User's Full Name: \_\_\_\_\_

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

Work Email: \_\_\_\_\_

Work Phone # \_\_\_\_\_

(direct line – if applicable):

## Statement of Confidentiality

Employees, volunteers, and any other persons with access to HMIS are subject to certain requirements regarding use of Community Services software. Community Services contains 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 Community Services:

- The User shall be provided information on all data standards, policies, and procedures; user must comply with all data standards and policies and procedures.
- Community Services User Identification and Password must be kept secure and are not to be shared.
- Information obtained from Community Services is to remain confidential, even if the User's relationship with MWVHA Continuum of Care changes or concludes for any reason.
- The User's agency must post and inform clients of the privacy notice describing the HMIS policies and practices for the processing of Private Personal Information (PPI). The User must offer to explain any information that the client does not understand and must provide a copy of the privacy policies to any individual upon request.
- Informed client or guardian consent, as documented by a Release of Information form, is required for any data-sharing outside of participating MWVHA Community Services agencies.
- Only general, non-confidential information is to be entered in the "other notes/comments" section of the Client Profile on Community Services. 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 this section.
- The User shall access only the client records pertaining to User's assigned work duties.
- Only individuals that exist as clients under the agency's jurisdiction may be entered into Community Services.
- Misrepresentation of the client base by entering known, inaccurate information is prohibited.
- Client records are not to be deleted from Community Services; contact MWVHA Administrators for appropriate action.
- Discriminatory comments based on race, color, religion, national origin, ancestry, familial status, disability, source of income, age, gender, or sexual orientation are not permitted in Community Services. Profanity and offensive language are not permitted in Community Services.
- Community Services is to be used for business purposes only.
- Transmission of material in violation of any United States or State of Oregon regulation or law is prohibited and includes material that is copyrighted, legally judged to be threatening or obscene, or considered protected by trade secret. Community Services will not be used to defraud the Federal, State, or local government or an individual entity or to conduct any illegal activity.

- Any unauthorized use, access, or modification to Community Services’ computer system information or interference with normal system operations will result in immediate suspension of User access to Community Services.
- Community Services shall only be accessed from the agency’s network, desktops, laptops, or mini-computers or through secure web-based access. In special circumstances access from other locations may be permitted after application and approval by the agency, the MWVHA Community Service Administrator, and the HMIS System Administrator.
- The User is expected to physically enter the password each time he/she/they logs on to the system. DO NOT save passwords in auto-complete settings.
- A User account license may be deleted after 90 days of inactivity and reissued to another User at any MWVHA participating agency.
- Should the User download client identifiable information in any format, he/she/they will securely store and/or dispose of all electronic and hard copy in a manner to protect the client’s personal information. At a minimum this will require the use of strong password protection, preferably including encryption.
- This agreement will be superseded by any additional or alternative agreements presented by HMIS System Administrators.

Failure to comply with the provisions of this User Agreement may result in the termination of the User License or agency participation. There is no expiration date of this agreement.

My signature below indicates my agreement to comply with the *Statement of Confidentiality and Requirements for Use of Community Services*, as written above.

\_\_\_\_\_  
User’s Signature

\_\_\_\_\_  
Witness’s Signature

\_\_\_\_\_  
User’s Printed Name

\_\_\_\_\_  
Witness’s Printed Name

\_\_\_\_\_  
User’s Title and Agency

\_\_\_\_\_  
Witness’s Title and Agency

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**The agency must send a copy of this form to:**

Amy Hatfield  
MWVCAA/ARCHES Project  
615 Commercial St. NE  
Salem, OR 97301

**The agency must keep a copy of this form on file.** Forms for individuals no longer employed by the agency should be kept on file for seven years following date of termination.

HMIS System Administrators may, at any time, monitor compliance of this agreement.

Mid-Willamette Valley Homeless Alliance Continuum of Care HMIS Program Lead - Amy Hatfield  
MWVCAA/ARCHES Project, 615 Commercial St. NE, Salem, OR 97301  
503-399-9080 x 4001 (Desk) | 503-399-9118 (Fax) amy.hatfield@mwvcaa.org