El Dorado County CoC
Working to End Homelessness in El Dorado County

COORDINATED ENTRY USER POLICY,
RESPONSIBILITY AGREEMENT, & CODE OF ETHICS
For HMIS Shared Database System

USER POLICY

Partner Agencies shall share information for provision of services to homeless persons through a networked infrastructure that establishes electronic communication.

Partner Agencies shall at all times have rights to the data pertaining to their clients that was created or entered by the agencies in the HMIS Shared Database System. Partner Agencies shall be bound by all restrictions imposed by clients pertaining to the use of personal data according to the agency’s and/or HMIS Privacy Policy.

It is a client’s decision which information, if any, entered into the HMIS Shared Database System shall be shared and with which Partner Agencies. The HMIS Shared Database System Consent/Release of Information shall be signed if the client agrees to share information with Partner Agencies.

Minimum data entry performed by partner agencies on each consenting client will be:

1) Record within the HMIS Shared Database System the date of the clients’ signing of the HMIS consent/release.
2) Completing the baseline required data elements determined by the HUD/HMIS final notice and the current HUD Data Standards.
3) Each shelter bed reservation and service use shall be recorded.
4) Beginning and ending dates for each service provided to clients.
5) Data necessary for the development of aggregate reports of homeless services, including services needed, services provided, referrals and client goals and outcomes should be entered to the greatest extent possible.

The HMIS Shared Database System is a tool to assist agencies in focusing services and locating alternative resources to help homeless persons. Therefore, agency staff should use the client information in the HMIS Shared Database System to target services to the clients’ needs.
USER RESPONSIBILITY

Your User ID and Password give you access to the countywide HMIS Shared Database System. Initial each item below to indicate your understanding and acceptance of the proper use of your User ID and password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination of your user account for the HMIS Shared Database System.

- My User ID and Password are for my use only and must not be shared with anyone.
- I must take all reasonable means to keep my Password physically secure.
- I understand that the only individuals who can view information in the HMIS Shared Database System are authorized users and the client’s to whom the information pertains.
- I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
- If I am logged into HMIS Shared Database System and must leave the work area where the computer is located, I must log-off of the HMIS Shared Database System before leaving the work area.
- A computer that has HMIS Shared Database System “open and running” shall never be left unattended.
- Failure to log off HMIS Shared Database System appropriately may result in a breach in client confidentiality and system security.
- Hard copies of HMIS Shared Database System information must be kept in a secure file.
- When hard copies of HMIS Shared Database System information are no longer needed, they must be properly destroyed to maintain confidentiality.
- If I notice or suspect a security breach, I must immediately notify the Lead Agency Administrator for the HMIS Shared Database System or the System Administrator.

PASSWORD PROTOCOLS

The user account protocols used for access to the HMIS Shared Database System are configured to meet the minimum baseline requirement set by the HUD/HMIS Final Notice. User name and password must:

1) Include at least one or more numbers.
2) Include one or more upper-case letters.
3) Include one or more lower-case letters.
4) Passwords be a minimum of eight characters or longer.
5) Use symbols in place of some letters.
6) Not based on the user’s name, organization, or software name.
7) Must not be based on common words found in the common dictionary or any of the above spelled backwards.
8) Passwords are free of word or number patterns.
USER CODE OF ETHICS

HMIS Shared Database System users must treat Partner Agencies with respect, fairness and good faith. Each HMIS Shared Database System user should maintain high standards of professional conduct in the capacity as a HMIS Shared Database System user. The HMIS Shared Database System user’s primary responsibility is to his/her Client(s). HMIS Shared Database System users have the responsibility to relate to the client’s of other Partner Agencies with full professional consideration.

I understand and agree to comply with all the statements listed above.

_________________________________________________  _______________________
User Signature  Date

_________________________________________________  _______________________
HMIS/System Administrator  Date

NOTE: The HMIS Administrator must sign all User Policy forms for the agency’s HMIS Shared Database System users.