

NH-HMIS

USER POLICY AGREEMENT

(to be signed and on file for every NH-HMIS user)

For: _____
User Name (print Name)

From: _____
Agency Name (print Name)

USER POLICY

Participating Agencies who use the New Hampshire Homeless Management Information System (NH-HMIS) and each User within any Participating Agency are/is bound by various restrictions regarding the Client information.

It is a Client's decision if personal identifiable information is entered into NH-HMIS. The NH-HMIS Client Consent form shall be signed by the Client before any identifiable Client information is entered into NH-HMIS. The NH-HMIS User shall ensure that prior to obtaining Client's signature; the NH-HMIS Client Consent and the Notice of Uses and Disclosures was fully reviewed with Client in a manner to insure that the Client fully understood the information (e.g. securing a translator if necessary). Should the client decline consent to enter their personal identifiable information, the client must be added as an anonymous client.

USER CODE OF ETHICS

Users must be prepared, able and willing to answer Client questions regarding NH-HMIS.

Users must faithfully respect Client preferences with regard to the entry of Client information within NH-HMIS.

Users must not decline services to a (potential) Client if that person refuses to allow entry of information into NH-HMIS. The user must enter the client information in as an anonymous client.

The User has primary responsibility for information entered by the User. Information users enter must be truthful, accurate and complete to the best of User's knowledge.

Users will not alter or over-write information entered.

Users will not use NH-HMIS database for any violation of any law, to defraud any entity or conduct any illegal activity.

Upon Client written request, users must allow a Client to inspect and obtain a copy of the Client's own information maintained within NH-HMIS. *Information compiled in anticipation of a civil, criminal or administrative action or proceeding need not be provided to Client.

Users must permit Clients to use the established shelter grievance procedures, as per He-M 314.09, to address a client's complaints regarding the use or treatment of their information within NH-HMIS.

USER RESPONSIBILITY

Your username and password give you access to the NH-HMIS software in accordance with this Agency Participation Agreement.

By signing below you indicate your understanding and acceptance of the proper use of your username and password. I also agree to maintain the confidentiality of Client information in NH-HMIS in the following manner:

- I will not use or enable the internet browser or computer operating system's capacity to remember passwords: I will manually enter the password each time I log on to the NH-HMIS.
- I will take reasonable means to keep my password physically secure, and I will not share my user account and passwords with others.
- Once entered, I will only view, disclose, or use the database information necessary to perform my job.
- I understand that the only individuals who may directly access NH-HMIS Client information are authorized users, and I will take the following steps to prevent casual observers from seeing or hearing NH-HMIS Client information:
 - I will not leave my, or any other, computer that has NH-HMIS "open and running" unattended. I will log off of NH-HMIS before leaving my work area.
 - I will keep my computer monitor positioned so that persons not authorized to use NH-HMIS cannot view data that may be displayed.
 - I will store hard copies of NH-HMIS information in a secure file and not leave such hard copy information in public view on my desk, or on a photocopier, printer or fax machine I will properly destroy hard copies of NH-HMIS information when they are no longer needed unless they are required to be retained in accordance with applicable law.
 - I will not discuss NH-HMIS confidential Client information with staff, Clients, or Client family members in a public area or on the telephone in any areas where the public might overhear my conversation.
 - I will not leave messages on my agency's answering machine or voicemail system that contains NH-HMIS confidential Client information.
 - I will keep answering machine volume low so that NH-HMIS confidential information left by callers is not overheard by the public or unauthorized persons.
 - I understand that a failure to follow these security steps appropriately may result in a breach of Client confidentiality and NH-HMIS security. If such a breach occurs, my access to the NH-HMIS may be terminated and I may be subject to further disciplinary action as defined in the agency's personnel policy.
 - If I notice or suspect a security breach, I will immediately notify the Director of my Agency and / or the NH-HMIS Agency Administrator.

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

NH-HMIS User: Signature

Date

NH-HMIS User: Name (please print)