

USER  
NAME \_\_\_\_\_

AGENCY \_\_\_\_\_

## **USER POLICY, RESPONSIBILITY STATEMENT, & CODE OF ETHICS**

*For the North Dakota Homeless Management Information System (HMIS)*

### **USER POLICY**

The North Dakota HMIS utilizes ServicePoint, a computer application that stores information gathered about clients who are homeless. As the guardians entrusted with this personal client data, ServicePoint Users have a moral and legal obligation to ensure that the data they gather from Clients is being collected, accessed, and used appropriately and in accordance with the HMIS standard operating procedures.

ServicePoint Users shall at all times have rights to the data pertaining to their clients that was created or entered by them into ServicePoint. ServicePoint Users shall be bound by all restrictions imposed by clients pertaining to the use of personal data that they do not formally release.

It is a Client's decision about which information, if any, entered into ServicePoint shall be shared and with other agencies participating in HMIS. The Client Consent/Release of Information shall be signed if the Client agrees to share information with other Agencies.

Minimum data entry on each consenting Client will be:

- Client Identification
- Family Information
- Client Barriers
- Financial Assessments
- Homeless Enrollment

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 ServicePoint 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 ServicePoint to target services to the Client's needs.

### **USER RESPONSIBILITY**

Your User ID and Password give you access to the statewide ServicePoint 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 following confidentiality standards is grounds for immediate termination from the Client Track 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 ServicePoint system are authorized users and the Clients to whom the information pertains.
- \_\_\_\_\_ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
- \_\_\_\_\_ I **must log off** before leaving the work area where the computer is located when using ServicePoint.
- \_\_\_\_\_ A computer that has ServicePoint open and running shall never be left unattended.
- \_\_\_\_\_ Failure to log off ServicePoint appropriately may result in a breach in client confidentiality and system security.
- \_\_\_\_\_ Hard copies of ServicePoint information must be kept in a secure file.
- \_\_\_\_\_ Hard copies of ServicePoint must be properly destroyed to maintain confidentiality when the information is no longer needed.
- \_\_\_\_\_ If I notice or suspect a security breach, I must immediately notify the System Administrators.

**USER CODE OF ETHICS**

- ❖ ServicePoint Users must treat all other agencies with respect, fairness, and good faith.
- ❖ Each ServicePoint User should maintain high standards of professional conduct in the capacity as a ServicePoint User.
- ❖ The ServicePoint User has primary responsibility for his/her Client(s).
- ❖ ServicePoint Users have the responsibility to relate to the Clients of other agencies with full professional consideration.

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

\_\_\_\_\_  
ServicePoint User Signature Date

\_\_\_\_\_  
Agency Executive Director Date