Mendocino County Homeless Services Continuum of Care
Homeless Management Information System (HMIS) End User Agreement

This agreement applies to all individuals working at agencies participating in the Homeless Management Information System (HMIS) implemented by the Mendocino County Homeless Services Continuum of Care (MCHSCoC) through the HMIS Lead agency of the Mendocino County Department of Social Services (MCSS).

All members of the continuum will act in good faith to the continuum and its mission. **The mission of the MCHSCoC is to create an effective continuum of outreach, housing and support services for the homeless of Mendocino County.** All members will use professional integrity, care, skill, and diligence when carrying out any acts affiliated with the continuum. All members will use the highest standards of integrity, honesty, ethics and fairness when carrying out any and all duties associated with the MCHSCoC.

Individuals working in HMIS will have access to confidential information regarding clients and services. All confidential information obtained will be held in the highest confidence by individuals. Agencies will reassure clients that confidential information will only be used as necessary, in the interest of client progress and program compliance. Confidential information will not be shared or used outside of the parameters of the Release of Information granted by the client.

Individuals should report any violations of this Confidentiality Agreement to the HMIS Lead Agency. The HMIS Lead Agency will investigate all reports and take appropriate disciplinary action up to and including barring Agencies from participation in the MCHSCoC for a specified period of time, and funding associated with that participation.

Security for data maintained in HMIS depends on a secure computing environment. Computer security is adapted from relevant provisions of the Department of Housing and Urban Development's (HUD) "Homeless Management Information Systems (HMIS) Data and Technical Standards Notice" (see https://www.hudexchange.info/hmis/hmis-data-and-technical-standards/). Agencies are encouraged to directly consult that document for complete documentation of HUD's standards relating to HMIS. Agencies will allow access to HMIS only from computers that are:

(i)   Physically present on Agency's premises:
(ii) Owned by Agency; or
(iii) Approved by Agency for the purpose of accessing and working with HMIS; and
(iv) protected from viruses by commercially available virus protection software,
(v)   protected with a software or hardware firewall,
(vi) maintained to insure that the computer operating system running the computer used for the HMIS is kept up to date in terms of security and other operating system patches, updates, and fixes,
(vii) Accessed through web browsers with 128-bit encryption (e.g., Internet Explorer, version 10.0). Some browsers have the capacity to remember passwords, so that the user does not need to type in the password when returning to password-protected sites. This default shall NOT be used with respect to HMIS; the end-user is expected to physically enter the password each time he or she logs on to the system,
(viii)   Staffed at all times when in public areas. When computers are not in use and staff are not present, steps should be taken to ensure that the computers and data are secure and not publicly accessible. These steps should minimally include: Logging off the data entry system, physically locking the computer in a secure area, or shutting down the computer entirely.

Passwords: Member agencies will permit access to HMIS only with use of a user ID and password which the user may not share with others. Written information pertaining to user access (e.g. username and password) shall not be stored or displayed in any publicly accessible location. Passwords shall be at least eight characters long and meet industry standard complexity requirements, including, but not limited to, the use of at least one of each of the following kinds of characters in the passwords: upper and lower-case letters, and numbers and symbols. Passwords shall not be, or include, the username, or the HMIS name. In addition, passwords should not consist entirely of any word found in the common dictionary or any of the above spelled backwards. The use of default passwords on initial entry into the HMIS application is allowed so long as

the application requires that the default password be changed on first use. Passwords and user names shall be consistent with guidelines issued from time to time by HUD.

Member agencies will permit access to HMIS only after the authorized user receives appropriate confidentiality training. Agencies will also conduct ongoing basic confidentiality training for all persons with access to HMIS and will train all persons who may receive information produced from HMIS on the confidentiality of such information. Member agencies are responsible for ensuring their current and future employees are trained regarding this specific HMIS confidentiality agreement. Member agencies will be accountable for employee actions. *Member agencies are responsible for notifying the HMIS Administrator when new employees require access to HMIS. Member agencies are responsible for notifying the HMIS Administrator when employees leave employment with the agency so access to HMIS can be removed.*

*Note- HMIS End users with active access can log into HMIS from any device with internet; therefore, it is imperative to notify the HMIS Administrator immediately following the employee's departure from the agency.

Each new HMIS participant agency, individual employees, and the Mendocino County Homeless Services Coordinator, or her/his representative, will together review this confidentiality agreement. After review two copies of the agreement will be signed and dated by both the individual and the coordinator, or her/his representative. Individuals will keep one signed, dated original for their record and one original will be kept with the oversight agency, or Mendocino County Department of Social Services.

ACKNOWLEDGMENT OF HMIS END USER AGREEMENT
I have received, read and understand the HMIS End User Agreement for the Mendocino County Homeless Services Continuum of Care Homeless Management Information System.

Name of Agency:	
Printed Name of Individual:	
Individual Signature:	Date:
Title:	
Work Phone: Work Email:	
Printed Name of Agency Administrator/Director:	
*Signature:	Date:
Agency Admin or Director is responsible for notifying the HMIS Administrator when new employees require access to HMIS and when employees leave employment with the agency so access to HMIS can be removed.	
Printed Name of HMIS Lead Agency Administrator:	
Signature:	Date: