

**HMIS / SERVICEPOINT END USER LICENSE AGREEMENT, POLICY, RESPONSIBILITIES
STATEMENT, & CODE OF ETHICS**

User Full Name/Title:
User Work Phone:
User Work Email:
Agency:

PRIVACY AND DATA ACCESS

Consistent with client permissions and restrictions, agencies using ServicePoint in the Harford County Homeless Management Information System (HCHMIS) shall at all times have rights to the data pertaining to their clients entered by them. The Harford County Department of Housing & Community Development, the agency, and any partner agencies with access to data, through a client consent form, shall be bound by all restrictions imposed by the client pertaining to any use of that client's personal information.

HCHMIS and ServicePoint are tools to assist agencies in focusing services, locating alternative resources to help homeless/prevention clients, and to meet State and Federal reporting requirements. Designated HCHMIS Staff will provide training, assistance, and support for using ServicePoint and assist in resolving data and database issues.

USER POLICY

ServicePoint users will comply, to the best of their ability, with both the procedures and policies of their agency and those HCHMIS policies and procedures relating to ServicePoint and HCHMIS data. Minimum data entry on each consenting client will be the data in the HUD universal data elements plus any additional data required by the agency or other commitments.

USER RESPONSIBILITY

Your User ID and Password give you access to your agency's data in the ServicePoint system. Initial each item below to indicate your understanding and acceptance of the proper use of this access. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the ServicePoint system.

	My User ID and Password are for my use only, and will not be shared with anyone.
	I will take all reasonable precautions to keep my Password physically secure.
	I will never share my password, or allow anyone to access ServicePoint using my
	I will only let authorized individuals to view information in ServicePoint (or my
	I will only view, obtain, disclose, or use the database information that is necessary

	I will not leave a computer, where I am logged into ServicePoint, unattended.
	I will log-off of ServicePoint before leaving the work area, even for a very short time.
	I understand that failure to log off ServicePoint appropriately may result in a breach
	I will assure that any and all printouts / hard copies of ServicePoint information
	I will assure that any hard copies of client information no longer needed will be
	If I notice or suspect a security breach, I will immediately notify the HCHMIS staff .

USER CODE OF ETHICS

- A. ServicePoint Users will treat Partner Agencies with respect, fairness and good faith.
- B. ServicePoint User will maintain high standards of professional conduct in their capacity as a ServicePoint User.
- C. ServicePoint Users will ensure client data is handled securely, responsibly and in accord with the clients’ wishes.
- D. ServicePoint Users will relate to the clients of other Partner Agencies with full professional consideration.

I understand and agree to comply with all of the statements listed above. I agree to maintain the strict confidentiality of information obtained through the HCHMIS and use it only for the legitimate client services and administration of Agency services.

ServicePoint User Signature

Date

HCHMIS System Administrator Signature

Date

*All End User License Agreements must be on file with the HCHMIS System Administrator.
Mail original signed copy to:
Renee Duzan, Grants Specialist
Harford County Department of Housing & Community Development
15 S. Main Street
Bel Air, MD 21014*