

Spokane Regional Continuum of Care Homeless Management Information System **Member Agency User Responsibility and Confidentiality Agreement**

Member Agency: _____

Name: _____

Your ClientTrack user ID and password give you access to the Spokane Regional Continuum of Care Homeless Management Information Management System (HMIS). Failure to uphold the confidentiality and security standards stated below is grounds for immediate termination from the Spokane Regional HMIS. Maintaining a high degree of data security protects the entire Continuum of Care (CoC) and the clients. Furthermore, it safeguards the funding streams upon which. The information security of a CoC's HMIS database is something closely watched by the Federal, State, and private organizations that provide funding.

In line with maintaining information security is ensuring information quality. Every user of the system must maintain familiarity with the different system components (e.g. conducting intakes, exits, follow-ups, navigating the Home and Client tabs, etc.). The strength of the CoC's HMIS is dependant on you, the end user, to enter in information that is accurate and comprehensive in scope. Skipping data fields, or ignoring client assessments in Clienttrack, negatively impacts the CoC's ability to accurately identify market trends, impedes its ability to provide quality service to clients, and weakens the CoC's ability to be competitive with other CoCs for bonus projects and funding.

Initial each item below to indicate your understanding and acceptance of the proper use of your ClientTrack user ID and password.

User Requirements

- _____ My ClientTrack user ID and Password are for my use only and must not be shared with anyone.
- _____ I must take all reasonable means necessary to keep my password physically secure.
- _____ I understand that the only individuals who can view information in the HMIS system are authorized users and the clients to whom the information pertains.
- _____ I may only view, obtain, disclose, or use the HMIS database that is necessary to perform my job.

_____ If I am logged into ClientTrack and disrupted by another task that would cause me to leave my work area, I must log-off of ClientTrack before leaving my work area.¹

_____ Failure to log-off of ClientTrack appropriately may result in a breach in client confidentiality and system security.²

_____ If the user of the Member Agency makes a hard copy of any data obtained through the Clienttrack database it will be kept in a secured location. If a digital copy is made it must be password protected or provided with some other means of digital security.³

_____ If I **notice** or **suspect** a security breach, I must immediately notify the HMIS administrator at the City of Spokane Human Services Department.⁴

_____ If I encounter a glitch or technical error in the database I will immediately notify City of Spokane, Human Services Department.⁵

_____ I have **read**, **understand** and **agree** to comply with all statements above.

Training Requirements

_____ I will arrange to attend a comprehensive training class quarterly.

_____ I will ensure I always have a copy of the most current training manual available.

_____ I will address any and all technical questions I may have, that are not already addressed by the training manual, to the City of Spokane, Human Services Department.

User Signature

Date

Supervisor's Signature

Date

HMIS Administrator Signature

Date

¹ It is **strongly** advised that users leaving their work stations lock their computers by pressing CTRL + ALT + Delete, or by using some other means of password protecting their computer. If users are conducting a **quick** office task (e.g. getting a copy, file, or quick discussion with other staff) it is not necessary to log out. Please practice good data security by constantly being aware of your activities within the database and ensuring you log-off when access is no longer needed.

² Users must properly log out of Clienttrack. A sign-out button is located towards the upper right-hand corner of the screen.

³ A secure location can mean a locked filing cabinet, a secured room, etc. Digital files can be password protected. Agencies are encouraged to keep digital copies, provided proper security is maintained.

⁴ A security breach can take a number of different forms. It is better to err on the side of caution. If a known, or **perceived**, security breach is believed to have occurred, it is the duty of the user to contact Spokane City Human Services at 509.625.6130.

⁵ It is crucial that technical problems be addressed as quickly as they occur in the system. The longer a technical error goes unaddressed the greater the damage to the system. For that matter, anything that seems unusual to the user should be reported.