



User Agreement & Code of Ethics

Overview

This form must be completed by all individuals with access to the Homeless Management Information System (HMIS) managed by the Homeless Alliance of WNY. The purpose of this document is to provide final confirmation that all users have been trained on both the expectations for HMIS users and consequences of violating the guidelines outlined within.

Users must complete this form for each new organization whose projects they will access.

General System Guidelines

The Homeless Management Information System (HMIS) is a locally implemented data system used to record and analyze clients, service, and housing data for individuals and families who are homeless or at risk of homelessness. Agencies and service providers use our HMIS to share information and deliver services to people experiencing homelessness across Western New York.

Your organization...

- Must meet the minimum data entry requirements set forth by the US Department of Housing and Urban Development (HUD) in the HUD Data Standards Manual for each project housed within the system.
- Must maintain compliance with any additional data entry or recordkeeping requirements set forth in the project-specific data manual(s) as applicable.
- Must respect and follow all Client wishes for how their personal data is used and shared, as outlined in the HMIS Client Consent and Release of Information Agreement.

Enter the name of your organization along with your initials, and today's date below to indicate your acceptance of these guidelines:

Agency or Service Provider:	User Initials:	Date:
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User Code of Ethics

Breaking **any of the following** ethical conditions will result in a permanent loss of HMIS access.

Do...

- ✓ **Treat Partner Agencies with respect,** fairness, and good faith.
- ✓ **Maintain professional conduct when using HMIS** and accessing clients' private data.
- ✓ **Take full responsibility for your client(s) data** for as long as they are receiving services from your program.

Don't...

- ✗ **Misrepresent your client base in HMIS** by knowingly entering inaccurate information or overriding information entered by others.
- ✗ **Make discriminatory comments** based on race, color, religion, national origin, ancestry, handicap age, sex, and sexual orientation in HMIS.
- ✗ Use HMIS to **defraud federal, state, or local government** or an individual entity; or to conduct any illegal activity.



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User Guidelines

Initial next to each of the following to indicate your understanding:

Account Management

- I will not share my login information with others or allow someone else to use my account.
- I will login to HMIS on a regular basis to ensure my account is not deactivated.
- I understand that my license will be temporarily suspended if I am on extended leave (6 weeks or more) from my organization.
- I will not attempt to login or access client data once I have separated from my organization.

Data Privacy

- I will ensure that HMIS client data is only viewed by authorized individuals.
- I will only access and use client data that I need to provide effective services.
- I will not share or store HMIS data over unsecured email, digital storage devices, or files without password protection.
- I will ensure that all hard copies of client records are properly stored and disposed of in accordance with my organization's records retention policy.

System Security

- I will use a strong password and keep it secured by avoiding the use of password management tools.
- I will always log-off HMIS before leaving my onsite work area and will maintain a secure environment when working remotely.
- If I see or suspect that there has been a security breach, I will immediately notify both my organization's Agency Administrator and the HMIS System Administrator at HAWNY.

Data Quality

- I will not knowingly create duplicate client profiles and will always complete a client search using full name, social security number (SSN), and date of birth (DOB) before creating new profiles.
- I will maintain up-to-date and accurate records for all my clients by entering new data within 72 hours of each client engagement.

Final Acceptance

All users, regardless of organizational role or HMIS access level, must always maintain compliance with the User Guidelines and Code of Ethics.

Failure to comply with these expectations can result in any or all the following:

- Temporary loss of HMIS access pending mandatory retraining.
- Account deletion and permanent loss of system access.
- Disciplinary action within your organization.

Print and sign your name below, along with today's date to indicate your acceptance:

Print Name:	Signature:	Date:
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