



Ohio Balance of State Continuum of Care
Homeless Management Information System (HMIS)
End User Agreement



Name of HMIS End User: _____ E-Mail Address: _____
Phone Number: _____
Agency Name: _____ Project Name/s: _____

The Agency recognizes the primacy of client needs in the design and management of the Ohio BoSCoC HMIS. This includes the need to continually improve the quality of homeless and housing services with the goal of eliminating homelessness in our community and to vigilantly maintain client confidentiality, treating the personal data of our most vulnerable populations with respect and care.

As the guardians entrusted with this personal data, HMIS End Users have a moral and legal obligation to ensure that the data they collect is being collected, accessed and used appropriately. It is also the responsibility of each End User to ensure that client data is only used to the ends to which it was collected, ends that have been made explicit to clients and are consistent with the mission to assist families and individuals in our community to resolve their housing crisis. Proper End User training, adherence to the HMIS Policies and Procedures Manual, and a clear understanding of client confidentiality are vital to achieving these goals.

Relevant points regarding client confidentiality include:

- A client consent form must be signed by each client whose data is to be entered into the HMIS; Client consent may be revoked by that client at any time through a written notice;
No client may be denied services for failure to provide consent for HMIS data collection;
Clients have a right to inspect, copy, and request changes in their HMIS records;
HMIS End Users may not share any client data without obtaining written permission from that client;
HMIS End Users will maintain HMIS data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals or entities; and
Any HMIS End User found to be in violation of the HMIS Policies and Procedures or the points of client confidentiality in this End User Agreement may be denied access to the HMIS.

I affirm the following:

- I have received training in how to use the HMIS;
I have read and will abide by all policies and procedures in the HMIS Policies and Procedures Manual;
I will maintain the confidentiality of client data in the HMIS as outlined above and in the HMIS Policies and Procedures Manual;
I will only collect, enter and extract data in the HMIS relevant to the delivery of services to people experiencing a housing crisis in our community.

Signature _____ Date _____