

**MONTGOMERY COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES (MCDHHS)
CONTINUUM OF CARE
HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS)
USER AGREEMENT
Revised 11/04/2015**

HMIS STATEMENT OF CONFIDENTIALITY AND REQUEST FOR HMIS USER

Please complete the following:

Employee Name: _____
(Please print clearly.)

Business Phone: _____

Business Physical Address: _____

(Please print complete address including city and zip code.)

Business Email Address: _____
(Please print clearly.)

Training: Agency Trained (by Internal Staff) or DHHS Trained

Access Level: _____
(Please see page 3 and print clearly.)

Agency and Provider Name: _____
(Please see pages 3 to 6.)

Important

If you have any questions regarding the completion of this request, please contact the County's Helpdesk at 240-777-2828 or send an email to HelpIT@MontgomeryCountyMD.gov. After filling out this form, please attach in an email and send to HelpIT@MontgomeryCountyMD.gov.

STATEMENT OF CONFIDENTIALITY

I AGREE TO MAINTAIN THE STRICT CONFIDENTIALITY OF INFORMATION OBTAINED THROUGH the Montgomery County Department of Health and Human Services Continuum of Care, Homeless Management Information System. This information will be used only for legitimate client services and administration of the above named agency. Any breach of confidentiality will result in immediate termination of participation in the MCDHHS HMIS.

Employee Signature: _____ **Date:** _____

Supervisor's/Executive Director's Signature: _____

Date: _____

REQUEST FOR ACCOUNT

Each user requires a unique username and password, which is to be kept private. Use of another user's username (account) is grounds for immediate termination from the Montgomery's County Continuum of Care Homeless Management Information System.

USER'S RESPONSIBILITY STATEMENT

Your username and password give you access to the Department of Health and Human Services homeless management information system. Initial each item below to indicate your understanding of the proper use of your username and password, and sign where indicated. Any failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the Montgomery County's HMIS.

Initial Only

- _____ I understand that I must abide by all protocols outline in the HMIS Policy and Procedure Manual.
- _____ I understand that I must take all reasonable means to protect personal information that is in hard copy format, including, but not limited to, reports, data entry forms, and signed consent forms.
- _____ I understand those hard copies of HMIS information must be kept in a secure file.
- _____ I understand that once the hard copies of HMIS are no longer needed, they must be properly destroyed to maintain Confidentiality.
- _____ I understand that I must take all reasonable means to protect personal information that is stored within the application, including, but not limited to, a network, desktop, laptop, and external storage drive.
- _____ I understand that I must take all reasonable means to keep my password physically secure.
- _____ I understand that my username and password are for my use only and should not be shared with any other user.
- _____ I understand that the only individuals who can view HMIS information are authorized users and the clients to whom the information pertains.
- _____ I understand that I may only view, obtain, disclose, or use the database information that is necessary in performing my job.
- _____ I understand that these rules apply to all users of the DHHS HMIS whatever their work role or position.
- _____ I understand that if I notice or suspect a security breach, I must immediately notify DHHS HMIS Administrator.

I understand and agree to the above statements.

Employee Signature: _____ **Date:** _____

Please fax this form back to:

HMIS Administrator
240-777-1575

To be completed by the HMIS Administrator:

1. Verified user was HIPAA trained. [] Yes [] No
2. Verified user was Agency or DHHS application trained. [] Yes [] No
3. Added user's business email to the HMIS Outlook distribution list. [] Yes [] No
4. Submitted Helpdesk Ticket to create County ID. [] Yes [] No [] N/A-User is an employee or onsite contractor.

User ID (Assigned by MCDHHS): _____

HMIS Admin Signature: _____ **Date:** _____

SERVICEPOINT USER ACCESS LEVEL CHART

Note: Case Manager II will have permission to "Allow User to Back-date Releases of Information" and "Allow User to create/edit Client Infractions".

	Resource Specialist I	Resource Specialist II	Resource Specialist III	Volunteer	Agency Staff	Case Managers I & II	Agency Administrator	Executive Director	System Operators	System Administrator I	System Administrator II
ClientPoint											
Profile				X	X	X	X	X		X	X
Assessments						X	X	X		X	X
Case Notes						X	X	X		X	X
Case Plans						X	X	X		X	X
Service Records				X	X	X	X	X		X	X
ServicePoint											
Referrals				X	X	X	X	X		X	X
Services Provided					X	X	X	X		X	X
ResourcePoint	X	X	X	X	X	X	X	X	X	X	X
ShelterPoint				X	X	X	X	X		X	X
Reports											
<i>Audit Reports</i>											
Client/Service Information											X
User Information			X				X	X	X	X	X
Client/Service Access Information											X
<i>Provider Reports</i>											
Client Served						X	X	X		X	X
Daily Bed Report			X			X	X	X		X	X
HUD 40118 APR						X	X	X		X	X
Outstanding Referrals			X			X	X	X		X	X
Service Transaction						X	X	X		X	X
Needs Report						X	X	X		X	X
ReportWriter						X	X	X		X	X
Administration											
Add/Edit Users							X	X	X	X	X
Reset Passwords							X	X	X	X	X
Add Provider			X						X	X	X
Edit Provider			#				#	#	X	X	X
Delete Provider			%				%	%	X	X	X
Agency News		X	X		X	X	X	X	X	X	X
System Wide News			X						X	X	X
Picklist Data									X	X	X
Licenses									X	X	X
Assessment Admin									X	X	X
Shadow Mode											X
System Preferences											X

X: Users have access to this section of ServicePoint.
 %: Users can neither delete the provider they belong to, nor any of their parent providers.
 #: Users cannot edit their parent provider, they may edit their provider or child providers only.

SERVICEPOINT AGENCY AND PROVIDER CHART

Select one of the Providers as your Primary and mark it with an "X".

Also place an "X" in the Enter Data As column for all other Providers you need access to.

Parent Provider	Provider Name	Mark the Providers You Need Access to	
		Primary (Choose 1)	Enter Data As Access
Bethesda Cares Agency	Bethesda Cares, Inc		
Bethesda Cares Agency	Critical Care Intervention (Bethesda Cares) SSO		
Catholic Charities Services, Inc.	Bethesda House		
Catholic Charities Services, Inc.	Chase Partnership House (CC)		
Catholic Charities Services, Inc.	Dorothy Day Place		
City of Gaithersburg	City of Gaithersburg-Up County-Outreach Services		
City of Gaithersburg	DeSellum House		
City of Gaithersburg	Housing Initiative Program-Individual (City of Gaithersburg)		
City of Gaithersburg	Housing Initiative Program - Service Coordination (City of Gaithersburg)		
City of Gaithersburg	Wells Robertson House		
Community Clinic, Inc. Agency	Community Clinic, Inc.		
Community Ministries of Rockville	Jefferson House		
Community Ministries of Rockville	Mansfield Kaseman Health Clinic		
Community Ministries of Rockville	Rockland House		
Department of Health Human Services	Arcola Transitional Families		
Department of Health Human Services	Assertive Community Treatment (PEP) SSO		
Department of Health Human Services	Clinical Assessment and Transition Services (CATS)		
Department of Health Human Services	Community Case Management		
Department of Health Human Services	Core Services Agency - PATH (DHHS-BH)		
Department of Health Human Services	Crisis Center		
Department of Health Human Services	Gaynor Transitional - Families		
Department of Health Human Services	Housing Initiative Program-Family (DHHS)		
Department of Health Human Services	Housing Initiative Program-Individual (DHHS)		
Department of Health Human Services	Housing Stabilization Services-Assessment Only		
Department of Health Human Services	Housing Stabilization Services-County Rapid Re-Housing - Family		
Department of Health Human Services	Housing Stabilization Services-Diversion		
Department of Health Human Services	Housing Stabilization Services-ESG Rapid Re-Housing - Family		

Department of Health Human Services	Housing Stabilization Services-ESG Rapid Re-Housing - Individual		
Department of Health Human Services	Housing Stabilization Services-Shelter/Hotel		
Department of Health Human Services	Montgomery Cares Health Care for the Homeless		
Department of Health Human Services	Systems Planning and Management		
Department of Health Human Services	TB Outreach and Case Management		
Dwelling Place, Inc.	Dwelling Place		
Dwelling Place, Inc.	Housing Initiative Program - Service Coordination (The Dwelling Place)		
Dwelling Place, Inc.	Housing Initiative Program-Family (The Dwelling Place)		
Dwelling Place, Inc.	New Opportunity Homes		
Dwelling Place, Inc.	Permanent Supportive Housing (The Dwelling Place)		
Family Services, Inc.	Housing Initiative Program-Family (Family Services, Inc.)		
Family Services, Inc.	Housing Initiative Program-Individual (Family Services, Inc.)		
Family Services, Inc.	Housing Initiative Program-Service Coordination (Family Services, Inc.)		
House of Divine Guidance – Agency	The Lighthouse (HDG) – TH-FAM		
House of Divine Guidance – Agency	The Winter Haven (HDG) – ES-IND		
House of Divine Guidance – Agency	The Winter Haven (HDG) – ES-FAM		
Housing Opportunities Commission	Housing Counseling Program		
Housing Opportunities Commission	Housing Initiative Program - Family (HOC)		
Housing Opportunities Commission	Housing Initiative Program - Individual (HOC)		
Housing Opportunities Commission	Housing Initiative Program - Service Coordination (HOC)		
Housing Opportunities Commission	Housing Initiative Program Housing Locators (HOC)		
Housing Opportunities Commission	Lasko Manor		
Housing Opportunities Commission	McKinney 03-Family		
Housing Opportunities Commission	McKinney 10-Family		
Housing Opportunities Commission	McKinney 10-Individual		
Housing Opportunities Commission	McKinney 12-Individual		
Housing Opportunities Commission	New Neighbors 1		
Housing Opportunities Commission	New Neighbors 2		
Housing Opportunities Commission	Shelter Plus Care		
Interfaith Works	Becky's House		
Interfaith Works	Carroll House		
Interfaith Works	Community Vision		
Interfaith Works	Community Vision Winter Overflow Shelter		
Interfaith Works	Housing Initiative Program - Service Coordination (Interfaith Works)		
Interfaith Works	Housing Initiative Program-Family (Interfaith Works)		

Interfaith Works	Housing Initiative Program-Individual (Interfaith Works)		
Interfaith Works	Interfaith Homes		
Interfaith Works	Interfaith Homes HUD		
Interfaith Works	Interfaith Housing Coalition		
Interfaith Works	Watkins Mill House		
Interfaith Works	Wilkins Avenue Women's Assessment Center		
Mental Health Association	Places for People 1 (Former)		
Mental Health Association	Places for People 3		
Montgomery Avenue Women's Center Agency	Montgomery Avenue Women's Center		
Montgomery County Coalition for the Homeless	Ashmore		
Montgomery County Coalition for the Homeless	Aurora Apartments		
Montgomery County Coalition for the Homeless	Back to Work		
Montgomery County Coalition for the Homeless	Cordell Place		
Montgomery County Coalition for the Homeless	Cordell Place HUD		
Montgomery County Coalition for the Homeless	Flower		
Montgomery County Coalition for the Homeless	Home First I		
Montgomery County Coalition for the Homeless	Home First II		
Montgomery County Coalition for the Homeless	Hope Housing-Forest		
Montgomery County Coalition for the Homeless	Hope Housing-Gallop		
Montgomery County Coalition for the Homeless	Hope Housing-Grandin		
Montgomery County Coalition for the Homeless	Hope Housing-Hutton		
Montgomery County Coalition for the Homeless	Hope Housing-Jump		
Montgomery County Coalition for the Homeless	Hope Housing-Peony		
Montgomery County Coalition for the Homeless	Hope Housing-Pier		
Montgomery County Coalition for the Homeless	Hope Housing-Rolling		
Montgomery County Coalition for the Homeless	Hope Housing-Shea		
Montgomery County Coalition for the Homeless	Hope Housing-Van Buren		
Montgomery County Coalition for the Homeless	Housing Initiative Program- Service Coordination (MCCH)		
Montgomery County Coalition for the Homeless	Housing Initiative Program-Family (MCCH)		
Montgomery County Coalition for the Homeless	Housing Initiative Program-Individual (MCCH)		
Montgomery County Coalition for the Homeless	Men's Emergency Shelter - Overflow ES-IND		
Montgomery County Coalition for the Homeless	Men's Emergency Shelter - Year Round ES-IND		
Montgomery County Coalition for the Homeless	Partnership for Permanent Housing 1-Family		
Montgomery County Coalition for the Homeless	Partnership for Permanent Housing 1-Individual		
Montgomery County Coalition for the Homeless	Partnership for Permanent Housing 2-Family		

Montgomery County Coalition for the Homeless	Partnership for Permanent Housing 2-Individual		
Montgomery County Coalition for the Homeless	Safe Havens-Adrienne's		
Montgomery County Coalition for the Homeless	Safe Havens-Kensington		
Montgomery County Coalition for the Homeless	Safe Havens-Laytonsville		
Montgomery County Coalition for the Homeless	Safe Havens-Maplewood		
Montgomery County Coalition for the Homeless	Seneca Heights		
Montgomery County Coalition for the Homeless	Seneca Heights Apartments Family Housing		
Montgomery County Coalition for the Homeless	Seneca Heights Private Living Quarters (PLQ)		
Montgomery County Coalition for the Homeless	Seneca Heights Private Living Quarters (PLQ) HUD		
Montgomery County Coalition for the Homeless	Veteran Safe Havens		
Montgomery County Coalition for the Homeless	Vulnerability Initiative Program		
Mount Calvary Baptist Church	Helping Hands Center		
National Center for Children and Families	Family Stabilization Program - Arise House		
National Center for Children and Families	Greentree Shelter		
National Center for Children and Families	Rapid Re-Housing (RRH)		
National Center for Children and Families	Supportive Housing Program (NCCF)		
National Center for Children and Families	Young Adult Rapid Re-Housing (NCCF)		
People Encouraging People	Assertive Community Treatment (PEP) SSO		
People Encouraging People	Homeless Outreach		
Quest, Inc. Agency	Housing Initiative Program - Service Coordination (Quest)		
Quest, Inc. Agency	Housing Initiative Program-Family (Quest)		
Quest, Inc. Agency	Housing Initiative Program-Individual (Quest)		
Rockville Presbyterian Church	Rainbow Place		
Shepherd's Table Agency	Shepherd's Table		
Stepping Stones Agency	Housing Initiative Program - Family (Stepping Stones Agency)		
Stepping Stones Agency	Housing Initiative Program - Service Coordination (Stepping Stones Agency)		
Stepping Stones Agency	Stepping Stones Shelter		
The Coordinating Center Agency	Housing Initiative Program-Individual (The Coordinating Center)		
The Coordinating Center Agency	Housing Initiative Program-Medical (The Coordinating Center)		
The Coordinating Center Agency	Housing Initiative Program - Service Coordination (The Coordinating Center)		