

This Agreement is entered into on ___ / ___ / ___ mm/dd/YYYY) between Rural Oregon Continuum of Care (ROCC) CMIS/HMIS and _____ (Organization Name).

Rural Oregon Continuum of Care (ROCC) is the administrative entity that governs a multiple key stakeholder implementation of Management Information System (CMIS/HMIS) used to record and share information among service-providers on services provided to homeless and near homeless Clients.

The ROCC CMIS/HMIS system of choice is Community Services. Community Services (trademarked and copyrighted by Wellsky Systems) is an information system that provides standardized assessment of a client's needs, creates individualized service plans, and records the use of housing and services which communities can use to determine the utilization of services of participating Service Providers, identify gaps in the local service continuum and develop outcome measurements. Oregon Housing and Community Services (OHCS) is the owner and operator of the ROCC CMIS/HMIS and serves as the ROCC System Administrator and custodian of data in the CMIS/HMIS.

Any documentation, agreements, policies, and forms created for use with Rural Oregon Continuum of Care (ROCC) CMIS/HMIS must incorporate all ROCC CMIS/HMIS policies, agreements, and documents and be no less restrictive.

In this agreement, "Participant" is an organization that uses Community Services; "Client" is a consumer of services.

This agreement is between ROCC for and on behalf of the key stakeholders and _____ (Participant). Additional organizations may join this agreement in accordance with ROCC CMIS/HMIS Policies and Procedures.

1. **Operating Policies:** Each Participant agrees to follow and comply with all HMIS Data Standards and ROCC Policies and Procedures, of which may be modified by ROCC CMIS/HMIS System Administrators.
2. **Technical Support:** Wellsky hosts the service for Rural Oregon Continuum of Care and Community Services. Wellsky provides hosting, maintenance, monitoring, and administration for servers. The System Administrators and Wellsky will provide continuing technical support as related to the Community Services system within budgetary constraints. Participating agencies will identify staff that will use the system and receive user licenses. If the agreement is terminated, OHCS and ROCC System Administrators will revoke user licenses, and the Participant shall promptly return any documentation to the System Administrators. Community Support shall operate and maintain the network server, software, and any other network or communication devices at the host site, which is necessary for the proper functioning of the Community Services system. Each Participant shall provide and maintain its own computers and connection to the Internet.
3. **Security Protocols.** Data security protocols must be in place for all entries accessing data in Community Services to protect sensitive information from unauthorized access, breaches, and other cyber threats. The ROCC, OHCS and all Participants must ensure that internal systems meet HUD's requirements in 24 CFR 578.7(a)(8) and Section II.A and be compliant with HUD's HMIS Privacy and Security Notice. The HMIS Security baseline standards are in the 2004 HMIS Data and Technical Standards Final Notice as

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well as the recommendations and guidance from the Coordinated Entry Management and Data Guide.

ROCC and OHCS Leads manage HMIS security, yet all entities must ensure that locations collecting Personal Identifiable Information (PII) have strict rules to protect the data. They should include, but not limited to, Physical Security: Protected computers and workstation, Staff Security: Background checks on all staff through a reputable third-party provider and training in confidentiality and Agency Security: Have a policy in place for data breaches.

To ensure comprehensive and effective network security, WellSky employs a defensive framework based on the National Institutes of Standards and Technologies (NIST) Cybersecurity Framework. The WellSky Community Services and Solutions Security Posture v.2 is available on request.

4. Training: The Participant is responsible for training related to basic computer skills as well as confidentiality and ethics training. The System Administrators shall ensure the provision of training of necessary Participant staff in the use of Community Services. The System Administrators will provide training updates, as necessary and reasonable due to staff changes and changes in technology.
5. Data: The Participant shall not be denied access to Client data entered by the Participant. Each Participant is bound by all restrictions placed upon the data by the Client of any Participant. Each Participant must diligently record and take all other appropriate actions to assure Community Services includes and reflects all restrictions or release of sharing records the Client has requested. Each Participant must also keep on file all Release of Information forms, including ROCC CMIS/HMIS Client Consent/Release of Information Forms. A Client may not be denied access to their own records.

A Participant shall not knowingly enter false or misleading data under any circumstances. All Participants shall provide the System Administrators with the appropriate Resource-Point Data. Violation of any of the above sections by a Participant is a material violation of this agreement.

If this agreement is terminated, the System Administrators shall provide the Participant an electronic copy of their Client data. A hardcopy form will be available, upon written request, within seven (7) working days. Nonetheless, the System Administrators and remaining Participants shall continue a right of use of all Client data previously entered by the terminating Participant. This use is subject to restrictions requested by the Client and may be used only in the furtherance of the purpose of the ROCC CMIS/HMIS application.

6. Confidentiality of Information: Each Participant understands that participation in the ROCC CMIS/HMIS system will make confidential information in the Client Profile available to other Participants as outlined in the ROCC CMIS/HMIS Policies and Procedures. It is the responsibility of each Participant to observe all applicable laws and regulations regarding Client confidentiality. Only Client specific data approved for release by the Client and properly recorded by the Participant shall be accessible to other Participants. The Participant will provide staff training in privacy protection for their Community Services users.

If a client withdraws consent for sharing of information (release of information), the Participant remains responsible to ensure that the Client's information is restricted at the Client Profile level and therefore unavailable to other Participants. If a Participant terminates this agreement the Participant must notify the ROCC CMIS/HMIS and lead organization System Administrators of the withdrawal. System Administrators and remaining Participants shall continue a right of use of all Client data previously

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entered by the terminating Participant. This use is subject to restrictions requested by the Client and may be used only in the furtherance of the purpose of the ROCC CMIS/HMIS application.

Aggregate data may be made available by CMIS/HMIS lead organizations to other entities for funding or planning purposes pertaining to providing services to the homeless. However, data released by the CMIS/HMIS lead organizations must never directly identify individual Clients. De-identified data sets may be used for unduplicated counting, planning and research activities. All data will be archived from Community Services no later than seven years after being entered or after last being modified.

7. Breach of Confidentiality. In the event of unauthorized access, use, disclosure, disruption, modification, or destruction of client data, or any security incident likely to cause such an event (collectively a “Security Incident”), the entity where the breach occurred must immediately notify the ROCC HMIS Lead or OHCS. They must also initiate their own policies and procedures to protect the client and/or data. The ROCC, OHCS, Participant, and/or Vendor must notify the client without unreasonable delay, and no later than 3 days after the Security Incident.

You agree to obtain and maintain, at your own expense, insurance coverage to protect against data breaches and other cyber-crimes that may affect your environment. This insurance should cover both the hardware and software components of your environment to ensure reasonable recovery is possible. Upon request, you will provide proof of this insurance, including evidence of payment for any premiums or other amounts due under the policy.

8. Transferability: No right, privilege, license, duty, or obligation, whether specified or not in this agreement or elsewhere, can be transferred or assigned, whether done voluntarily or done through merger, consolidation or in any other manner, unless the System Administrators or Community Services Policy Committee grants approval.
9. Mutuality: This agreement applies to, amongst and between each individual Participant, OHCS and the key stakeholders.
10. Limitation of Liability and Indemnification: No party to this agreement shall assume any additional liability of any kind due to its execution of this agreement or participation in the ROCC CMIS/HMIS system. It is the intent of the parties that each party shall remain liable, to the extent provided by law, regarding its own acts and omissions; but that no party shall assume additional liability on its own behalf or liability for the acts of any other person or entity, through participation in Community Services. The parties specifically agree that this agreement is for the benefit of the parties only and this agreement creates no rights in any third party.

Each party shall indemnify and hold harmless all other parties, as well as the officers, directors, employees, volunteers, and agents of those parties from any actions, liabilities, demands, costs, and expenses, including court costs and attorneys’ fees which may arise from that party’s negligent, or intentional acts or omissions under this agreement.

11. Limitation of Liability: OHCS and Key Stakeholders¹ shall not be liable to any member Participant for any cessation, delay, or interruption of services, nor for any malfunction of hardware, software, or equipment to the extent that any such event is beyond reasonable control. If such an event continues for more than 30 days, the Participant may terminate this agreement immediately upon written notification to the System Administrators, OHCS, Key Stakeholders¹, and other Participants. If a

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Participant terminates thereby, the parties shall seek mutual resolution to any dispute.

12. Disclaimer of Warranties: The System Administrators make no warranties, expressed or implied, including the warranties or merchantability and fitness for a particular purpose, to any Participant or any other person or entity as to the services of the Community Services system or to any other matter.
13. Term and Termination: This Agreement shall remain in-force until revoked in writing by either party with 30 days advance written notice. This agreement will supersede by any additional or alternative agreements presented by OHCS and Key Stakeholders¹.
14. Amendments and Waivers: This agreement cannot be altered or modified except in writing signed by the Participant, the System Administrators, OHCS and Key Stakeholders¹. No waiver of any right under this agreement is effective except by a writing signed by the Participant, the System Administrators, OHCS and Key Stakeholders¹. No waiver or breach shall be considered a waiver or breach of any other provision neither of this agreement nor of any subsequent breach or default. Each Participant shall get notice by the System Administrators of any breach or waiver of a breach.
15. Notices: All notices, between Participant and System Administrators, under this agreement must be in writing.
16. Scope of Agreement: This agreement, together with attachments and any referenced material, is the entire agreement between the parties and is binding upon the parties and any permitted successors or assigns.
17. Applicable Law: This agreement is governed by and subject to the laws of the State of Oregon.
18. Display of Notice: Pursuant to the notice published by the Department of Housing and Urban Development (HUD) on July 30, 2004, Participant will prominently display the Notice to Clients of Uses & Disclosures (Privacy Notice to Clients) in its program offices where intake occurs and will take appropriate steps to ensure that all Clients whose information is entered into or accessed from CMIS/HMIS, read and understand the contents of the Notice.

The Notice will be substantially in the form of the **Notice to Clients of Uses & Disclosures**, except that (a) where an Organization's treatment of information is materially limited by other applicable laws or requirements, the Participant's Notice must reflect the more stringent requirements, and (b) Participant will update its Notice whenever ROCC CMIS/HMIS updates and distributes a new form of Notice to Clients of Uses & Disclosures. Participant will provide a written copy of the Participant's Notice then in effect to any Client who requests it and will provide a copy of such Notice to all Clients who are asked to sign a Client Consent/Release of Information Form. Participant will maintain documentation of compliance with these notice requirements by, among other things, maintaining copies of all Notices it uses and the dates upon which they were first used.

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ASSURANCE

_____ (Participant) assures that the following fully executed documents will be on file and available for review.

- The Organization's Confidentiality Policy.
- The Organization's Grievance Policy, including a procedure for external review.
- The Organization's official Privacy Notice for ROCC clients.
- Executed Client Release of Information forms.
- Executed Organization Authorizations for Release of Information as needed.
- Certificates of Completion for required training for all ROCC System Users.
- A fully executed User Agreement for all ROCC System Users.
- A current copy of the ROCC Policy and Procedures.

EXTENT OF AGREEMENT

This document represents the entire agreement between the parties and supersedes all prior representations, negotiations, or agreements, whether written or oral.

RURAL OREGON CONTINUUM OF CARE

Community Action Partnership of Oregon
for OR-505 Oregon Balance of State

Signature

Printed Name

Date (mm/dd/yyyy)

AGENCY PARTICIPANT

Signature

Printed Name

Date (mm/dd/yyyy)