

# NW Social Service Connections Rural Oregon Continuum of Care User Agreement

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End-User 's Full Name: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Work Email: \_\_\_\_\_

Work Phone # \_\_\_\_\_

(direct line- not the front desk or public access phone number):

## Statement of Confidentiality

Employees, volunteers, and any other persons with access to NW Social Service Connections CMIS/HMIS are subject to certain guidelines regarding use of ServicePoint™. ServicePoint™ contains personal and private information on individuals and all such information must be treated carefully and professionally by all who access it.

## Guidelines for use of ServicePoint include:

- The User shall comply with all data standards and policies and procedures.
- ServicePoint™ User Identification and Passwords must be kept secure and are not to be shared.
- Information obtained from ServicePoint™ is to remain confidential, even if my relationship with
- Rural Oregon Continuum of Care changes or concludes for any reason.
- The Agency must post the privacy notice describing the HMIS policies and practices for the processing of Private Personal Information (PPI). The User must offer to explain any information that the individual does not understand and must provide a copy of the privacy policies to any individual upon request.
- Informed client or guardian consent, as documented by a Release of Information form, is required for any data sharing outside of participating Rural Oregon Continuum of Care ServicePoint Agencies.
- Only general, non-confidential information is to be entered in the "other notes/comments" section of the Client Profile on ServicePoint™. Confidential information, including TB diagnosis, HIV diagnosis or treatment information, domestic violence and mental and/or physical health information, is not permitted to be entered in this section.
- Client records only pertaining to User's assigned work duties will be accessed.
- Only individuals that exist as clients under the Organization's jurisdiction may be entered into ServicePoint™.
- Misrepresentation of the client base by entering known, inaccurate information is prohibited.
- Client records are not to be deleted from ServicePoint™, contact Rural Oregon Continuum of Care System Administrators for appropriate action.
- Discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation are not permitted in ServicePoint™. Profanity and offensive language are not permitted in ServicePoint™.
- ServicePoint™ is to be used for business purposes only.
- Transmission of material in violation of any United States Federal or State of Oregon regulations or laws is prohibited and includes material that is copyrighted, legally judged to be threatening or obscene, and considered protected by trade secret. ServicePoint™ will not be used to defraud the Federal, State, or local government or an individual entity or to conduct any illegal activity.

- Any unauthorized use, access or unauthorized modification to ServicePoint™ computer system information or interference with normal system operations will result in immediate suspension of your access to ServicePoint™ and may jeopardize your ServicePoint access and/or your employment status.
- ServicePoint™ shall only be accessed from the Agency's network, desktops, laptops, mini-computers and any other electronic devices that are web capable. In special circumstances access from remote locations may be permitted after application and approval by the Agency, the ROCC System ServicePoint Administrator, and the NWCCS CMIS/ HMIS System Administrator.
- The User is expected to physically enter the password each time he or she logs on to the system. DO NOT Save passwords in auto-complete settings.
- **All CoC funded User's account license may be deleted after 60 days of inactivity and reissued to another User at any Rural Oregon Continuum of Care participating agency. All Non-CoC funded User's account license will be subject to discontinued HMIS/TA support after 90 days of inactivity.**
- Should the User download client identifiable information in any format, he or she will securely store and/or dispose of all electronic and hardcopy in a manner to protect the client's personal information. At a minimum this will require the use of strong password protection, preferably including encryption.
- This agreement will be superseded by any additional or alternative agreements presented by NWSSC CMIS/ HMIS System Administrators.

Failure to comply with the provisions of this Statement of Confidentiality may result in the termination of the User License or Agency Participation. Your signature below indicates your agreement to comply with this statement of confidentiality. There is no expiration date of this agreement, and it may be renewed when System Administrators see the need.

**List all ServicePoint Funding Types User will be Entering Data for: (Check all that apply)**

<input checked="" type="checkbox"/>	Funding Types
<input type="checkbox"/>	CoC
<input type="checkbox"/>	SSVF
<input type="checkbox"/>	RHY
<input type="checkbox"/>	OHCS
<input type="checkbox"/>	Other
<input type="checkbox"/>	

**User Level:**

(Check All that apply, see attachment A)

<input checked="" type="checkbox"/>	ROLE LEVEL
<input type="checkbox"/>	Volunteer
<input type="checkbox"/>	Read Only I
<input type="checkbox"/>	Case Manager II
<input type="checkbox"/>	Agency Admin
<input type="checkbox"/>	ART
<input type="checkbox"/>	

\_\_\_\_\_  
End-User's Signature

\_\_\_\_\_  
Witness's Signature

\_\_\_\_\_  
Printed End User's Name and Title

\_\_\_\_\_  
Printed Witness's Name, Title, Agency

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

The User Agreement will be kept on file at Oregon Housing & Community Services. The **Agency** must also keep a copy of this form on file. Forms for individuals no longer employed by the Agency should be kept on file for seven years following date of termination. System Administrators may, at any time, monitor compliance of this agreement.

Rural Oregon Continuum of Care/HMIS System Administrator - David Mulig  
Community Action Partnership, 350 Mission Street, SE, Suite 201

541-842-0087      David@caporegon.org

# User Role Levels

Select the lowest level that meets your needs.

Level	1	2	3	4	5	6
<b>ServicePoint® User Roles</b> Version 5.11 September 5, 2014	Volunteer	Read Only 1	Case Manager I	Case Manager II	Case Manager III	Agency Admin
<b>ClientPoint</b>						
View client record	X	X	X	X	X	X
Modify client record	X		X	X	X	X
Ability to modify static client security			X	X	X	X
View ServicePoint Client releases of information		X	X	X	X	X
Modify / delete client releases of information			X	X	X	X
View case managers		X	X	X	X	X
Modify / delete case managers			X	X	X	X
View Case Plans Tab		X	X	X	X	X
Add/Edit goals, case notes, action steps Case Plans			X	X	X	X
View client incidents	X	X	X	X	X	X
Modify / delete client incidents				X	X	X
View client needs/services/referrals	X	X	X	X	X	X
Modify / delete client needs/services/referrals	X		X	X	X	X
View client entry/exits		X	X	X	X	X
Modify / delete client entry/exits			X	X	X	X
View client file attachments	X	X	X	X	X	X
Modify / delete client file attachments	X		X	X	X	X
<b>ResourcePoint</b>		X	X	X	X	X
<b>ShelterPoint</b>	X		X	X	X	X
<b>Reports</b>			X	X	X	X
<i>Audit Reports</i>						X
<i>Provider Reports (canned reports)</i>						
AHAR Report		X				X
Call Record Report		X	X	X	X	X
Client Served Report		X	X	X	X	X
Client Intake Report						X
Daily Unit Report		X	X	X	X	X
Entry/Exit Report		X	X	X	X	X
ESG Caper Report		X	X	X	X	X
PATH Report		X	X	X	X	X
Referrals Report		X	X	X	X	X
Service Transaction Report		X	X	X	X	X
Needs Report		X	X	X	X	X
<b>Report/Writer</b>			X	X	X	X

For more roles available in ServicePoint:

[http://sp5help.bowmansystems.com/ServicePoint5\\_Help/512x/ServicePoint\\_Help/default.html?topiconly=false#!Word Documents/userroletable.htm](http://sp5help.bowmansystems.com/ServicePoint5_Help/512x/ServicePoint_Help/default.html?topiconly=false#!Word Documents/userroletable.htm)