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## **Service Point**

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USER POLICY,  
RESPONSIBILITY  
STATEMENT, &  
CODE OF ETHICS

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## Service Point User Policy

Agency User recognizes the primary focus in the design and management of the CNYS' Service Points to address the needs of the clients. This includes both the need to continually improve the quality of homeless and housing services, and the need to vigilantly maintain client confidentiality by treating personal data with respect and care.

As the guardians entrusted with this personal data, CNYS' Service Point users have a moral and a legal obligation to ensure that appropriate methods are practiced with the collection, access, and utilization of data. Each user is responsible to make sure that client data is only used for the purpose for which it is collected. Proper user training, adherence to the CNYS' SERVICE POINT Policies& Procedures Manual, and a clear understanding of client confidentiality are vital to achieving these goals. It is a Client's decision about whether or not to participate in the CNYS' Service Point study, and which information, if any, shall be shared with other Partner Agencies. The Client must give consent to participate in the CNYS' SERVICE POINT study, through the method chosen by your agency. However, the agency will still need to collect information on the client in order to provide services, run its operations, and report to its funders.

Relevant points regarding client confidentiality include:

- A client must consent to participate in the CNYS' Service Point study using your agency's policies regarding client consent, privacy, and confidentiality
- 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 study
- Clients have a right to inspect, copy, and request changes in their HMIS records
- SP Users may not share client data from the CNYS' Service Point with individuals or agencies without first obtaining permission from that client
- SP Users will maintain data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals or entities in accordance with the CNYS' Service Point Policies& Procedures manual
- Any SP User found to be in violation of the CNYS' Service Point Policies& Procedures, or the points of client confidentiality in this User Agreement, may be denied access to the HMIS, face agency discipline, or criminal prosecution

Minimum data entry on each consenting Client will be the completion of the necessary data fields as required by your agency, which may include the Universal Data Standards, agency required, Program-Specific Data Standards, and the data necessary for minimum community reporting.

The CNYS' Service Point application is a tool to assist agencies in focusing services, reporting, and locating alternative resources and to help homeless persons. Therefore, agency staff should use the Client information in the CNYS' Service Point to target services to the Client's needs.

I agree to enter the required sample client files (received at training), within 3 days.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## USER RESPONSIBILITY

Your Username and Password give you access to the CNYS' Service Point. **Initial each item** below to indicate your understanding and acceptance of the proper use of your Username and Password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the CNYS' Service Point application.

- \_\_\_\_\_ My User ID and Password are for my use only and must not be shared with anyone.
- \_\_\_\_\_ I must take all reasonable means to keep my Password physically secure.
- \_\_\_\_\_ I understand that the only individuals who can view information in the CNYS' SERVICE POINT are authorized users, system administrators, and the Clients to whom the information pertains.
- \_\_\_\_\_ I may only view, obtain, disclose, or use the database information that is necessary to perform my job.
- \_\_\_\_\_ If I am logged into the CNYS' Service Point and must leave the work area where the computer is located; I **must log-off** of the CNYS' Service Point before leaving the work area.
- \_\_\_\_\_ A computer that has the CNYS' SERVICE POINT "open and running" shall never be left unattended. Failure to log off the CNYS' SERVICE POINT appropriately may result in a breach in client confidentiality and system security.
- \_\_\_\_\_ All hard copies of CNYS' SERVICE POINT information must be kept in a secure file.
- \_\_\_\_\_ When hard copies of CNYS' SERVICE POINT information are no longer needed, they must be properly destroyed to maintain confidentiality.
- \_\_\_\_\_ If I notice or suspect a security breach, I must immediately notify the Agency Administrator for the CNYS' SERVICE POINT or the System Administrator (CNYS).
- \_\_\_\_\_ I will maintain the confidentiality of client data in the HMIS as outlined above and in the CNYS' SERVICE POINT Policies and Procedures Manual.
- \_\_\_\_\_ I have received training in how to use the CNYS' SERVICE POINT.
- \_\_\_\_\_ I have read and will abide by all policies and procedures in the CNYS' SERVICE POINT Policies & Procedures Manual.

## USER CODE OF ETHICS

- ❖ CNYS' SERVICE POINT Users must obtain informed consent with respect, fairness and good faith for both clients and the CNYS' SERVICE POINT study.
- ❖ Each CNYS' SERVICE POINT User should maintain high standards of professional conduct in their capacity as a User.
- ❖ The CNYS' SERVICE POINT User has primary responsibility for his/her Client(s).
- ❖ CNYS' SERVICE POINT Users have the responsibility to relate to the Clients of other Partner Agencies with full professional consideration.

**I understand and agree to comply with all the statements listed above.**

\_\_\_\_\_  
CNYS' SERVICE POINT User (Print Name & Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Service Point Administrator

\_\_\_\_\_  
Date