



HOUSING
ALLIANCE
DELAWARE

DELAWARE COMMUNITY MANAGEMENT INFORMATION SYSTEM (DE-CMIS)

CMIS USER POLICY AGREEMENT

The Agency Partner (AP) shall share Client records for the purposes of coordinating services to Clients enrolled in DE-CMIS. In addition, statistical data will be used for reporting unduplicated counts to local, state, federal and other sources. Lastly, DE-CMIS seeks to establish a uniform, consistent, and accurate source of data for all member participants and stakeholders.

The AP shall have rights to the client records pertaining to their clients created or entered by them in DE-CMIS system. The AP shall comply with state and federal confidentiality laws and regulations. The AP agrees to share its Client data with other DE-CMIS Agencies to the extent that the Client has consented to sharing personal information in DE-CMIS upon enrollment.

It is a Client's decision about which information entered into the DE-CMIS system, if any, shall be shared. The DE-CMIS Release of Information (ROI) form must be completed and signed by each Client, even if they do not agree to share information with APs.

I. DEFINITIONS

"Agency Administrator" is a designated point of contact within an Agency Partner on DE-CMIS matters.

"Agency Partner" (AP) is party agency entering data in DE-CMIS.

"Housing Alliance Delaware" (HAD) is the legal entity to serve as the DE-CMIS Lead and eligible applicant to HUD.

"Client" is a consumer of services.

"Client records" is any information entered into the DE-CMIS system, including identification, personal characteristics, or circumstances of a particular client.

"Identifying data" is any information that can be used to identify a client, as well as any information that the disclosure of would violate local, state, or federal

law. Such information includes, but is not limited to, name, physical address, date of birth, sex, race, marital status, sexual orientation, information regarding household members, Social Security number, housing and homelessness status, details about cause and timing of that status, employment status, income, or veteran status.

"Release of Information" (ROI) is the documentation in which client provides consent for their information to be entered into DE-CMIS.

Clients Module (CM) is a module in DE-CMIS where Client-level information is entered.

"User" is an Agency Partner employee with approved access to DE-CMIS.

II. **DATA ENTRY**

Minimum data entry actions in DE-CMIS for each consenting Client, including children, will including completing or creating:

- The Client Profile in Clients Module (CM), which includes identifying data, as completely and accurately as possible prior to DE-CMIS project entry.
- A Household in CM, incorporating all family or non-family members entering at the same time into the same Client's household prior to DE-CMIS project entry.
- A ROI entry in CM for each Client or Client's Household prior to DE-CMIS project entry.
- The Entry/Exit for each Client or Client's Household at project entry. While in the Entry/Exit tab, completing the appropriate program-specific entry assessment. There may be additional information to collect within the entry assessment, depending on the project's and the Client's circumstances.
- Interim assessments in CM through the Entry/Exit tab whenever there is a change in a Client's circumstances or those of a Client's Household member.
- Annual update assessments in CM for Clients receiving services through HUD Continuum of Care (CoC) grants, including CoC- and ESG-funded programs. Annual assessments will be completed within a 30-day window either prior to or after date of project entry.

- The exit of Client or Client's Household from the AP project in DE-CMIS and completing the necessary exit assessment from the Entry/Exit tab in this process and in a timely manner.

To the greatest extent possible, data necessary for the development of aggregate reports of homeless services, including services needed, services provided, referrals made, and goals and outcomes of a Client should be entered into the system.

The DE-CMIS is a tool to assist AP in focusing on services and locating alternative resources to serve Clients. Therefore, AP staff should use the Client information in DE-CMIS to track and target services to Clients' needs.

III. CMIS USER OBLIGATIONS

The User shall enter Client data into DE-CMIS as accurately and completely as possible.

The User is to contact a DE-CMIS System Administrator at cmis.support@housingallianceode.org should they have any issues with maintaining data quality. HAD's CMIS team is available for technical assistance Monday through Friday during business hours.

The User must complete a DE-CMIS Refresher Training per year through TalentLMS. Users must complete a Refresher within ninety (90) days of assignment. Additionally, on-demand training will be available to all Users.

Users are expected to adhere to additional guidelines relating to DE-CMIS data and system usage provided during training.

IV. USER CODE OF ETHICS

The User must treat each of their Clients with respect and fairness.

The User must maintain high standards of professional conduct in the use of the system.

The User has primary responsibility for the completeness and accuracy of information entered in DE-CMIS for the AP's Clients.

The User must ensure that Client confidentiality is maintained in the conduct of all AP activities.

V. USER RESPONSIBILITY

A User's ID and Password gives them access to the statewide DE-CMIS system. All Users must **initial each item below** to indicate their understanding and acceptance of the proper use of the User ID and Password as they apply to data privacy and data security. *Failure to uphold the data security and data privacy standards set forth below are grounds for immediate termination from the DE-CMIS system.*

	My User ID and Password are for my use only and must <i>not</i> be shared with anyone.
	It is my responsibility to keep my Password physically secure.
	The only individuals who may view information in the DE-CMIS system are authorized Users and the Clients who the information pertains.
	I may view, obtain, disclose, or use only the database information that is necessary to perform my job.
	When I am finished working with DE-CMIS, I must log off from DE-CMIS before leaving the work area.
	A computer that has DE-CMIS open and running must never be left unattended.
	Failure to log off from DE-CMIS appropriately may result in Client confidentiality and system security.
	Hard copies of DE-CMIS information must be kept in a secure and locked file.
	When hard copies of DE-CMIS information are no longer needed, they must be shredded to maintain confidentiality.
	If I notice or suspect a security or ethical breach, I must immediately the Agency Administrator for DE-CMIS within my Agency and/or a DE-CMIS System Administrator at HAD.
	If I notice or suspect a security or ethical breach committed by the AP Administrator for DE-CMIS, I must immediately notify a DE-CMIS System Administrator at HAD.
	My agency's designated Agency Administrator has authorized my onboarding as a DE-CMIS end user. My agency's designated Agency Administrator has the ability to end my access in DE-CMIS at any time.

I understand and agree to comply with all statements listed above. **This agreement, dated September 1, 2022, is valid until September 30, 2023**, a period of 13 months. Thereafter, the User Policy Agreement will be renewed on an annual basis, beginning September 1, 2024. The User Policy Agreement is considered enforced once it is signed by both the User and a DE-CMIS System Administrator at HAD.

CMIS User's Name (printed)	
Email Address	
Contact Number	
CMIS User Signature	
Date	

HOUSING ALLIANCE DELAWARE SYSTEM ADMINISTRATORS ONLY -	
HAD System Administrator Signature	
Date	