



## DELAWARE COMMUNITY MANAGEMENT INFORMATION SYSTEM (DE-CMIS)

### CMIS USER 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 the 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 at registration.

It is a Client's decision about which information, if any, entered into the DE-CMIS system 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 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, the disclosure of, which would violate local, state, or federal law. Such information includes, but is not limited to, name, physical address, birthdate, sex, race, marital status, sexual orientation, information regarding household members, Social Security number, housing and

homeless 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.

“Statistical data” is any information that is generated by aggregating two, or more, client records that do not disclose identifying data about any individual client.

ClientPoint (CP) is a section in DE-CMIS where Client 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 include completing or creating:

- The Client Profile in ClientPoint (CP) as completely and accurately as possible prior to DE-CMIS project entry.
- A Household in CP, incorporating all family members entering at the same time into the same Clients Household prior to DE-CMIS project entry.
- A ROI entry in CP for each Client or for each Client’s Household prior to DE-CMIS project entry.
- The Entry/Exit screen for each Client or Client’s Household at project entry. While still in the Entry/Exit tab, completing either a HUD (HUD CoC ESG) assessment, a VA (VA SSVF) assessment, or RHY (HHS RHY) assessment, as appropriate. There may additional assessments to complete from the Entry/Exit tab, depending on the project’s and the Client’s circumstances.
- Interim assessments in CP through the Entry/Exit tab whenever there is a change in a Client’s circumstances or those of a Client’s Household members, or on the anniversary date of project entry.
- Annual update assessments in CP for Clients receiving services through HUDContinuum 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 project entry.
- The exit of Clients 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, 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 help Clients. Therefore, AP staff should use the Client information in DE-CMIS to track and target services to the 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 should they have any issues with maintaining data quality. The DE-CMIS Data Training Manager is available for basic technical assistance Monday through Friday from 9:00am to 5:00pm.
- The User must attend at least one DE-CMIS refresher training per calendar year.

### **IV. User Code of Ethics**

- The User must treat each of its 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 into 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 should *initial each item below* to indicate their understanding and acceptance of the proper use of the User ID and Password. Failure to uphold the confidentiality standards set forth below is grounds for immediate termination from the DE-CMIS system.

\_\_\_\_\_ My User ID and Password are for my use only and must not 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 to whom 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 a breach 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 notify the Agency Administrator for DE-CMIS within my Agency.

\_\_\_\_\_ If I notice or suspect a security or ethical breach committed by the AP Administrator for DE-CMIS, I must immediately notify the DE-CMIS System Administrator at HAD.

If you are a designated *Agency Administrator*, also initial the following statement:

\_\_\_\_\_ If I notice or suspect a security or ethical breach, I must immediately notify the DE-CMIS System Administrator at HAD.

I understand and agree to comply with all of the statements listed above. This agreement, dated September 1, 2021, is valid until September 30, 2022, a period of 13 months. Thereafter, the User Policy Agreement will be renewed on a yearly basis, beginning September 1, 2022. The User Policy Agreement is considered in force once it is signed by both the User and HAD.

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CMIS User Name (printed)

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CMIS User Email Address

Contact Number

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CMIS User Signature

Date

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Agency Partner Administrator Signature

Title

Date

**NOTE:** The AP Administrator must sign the User Policy forms for each of the AP's DE-CMIS Users.

**HOUSING ALLIANCE DELAWARE SYSTEM ADMINISTRATORS ONLY –**

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HAD System Administrator Signature

Date