

## Community Resource Network System User Agreement



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

User Name: \_\_\_\_\_  
(Please Print)

In this System Users Agreement, “AGENCY” refers to the agency named above. AGENCY recognizes the primacy of client needs in the design and management of the Community Resource Network (CRN). These needs include both the need continually to improve the quality of homeless and housing services with the goal of eliminating homelessness in our community, and the need vigilantly to maintain client confidentiality (45 CFR 164.306 ((b)), treating the personal data of our most vulnerable populations with respect and care.

As the guardians entrusted with this personal data, CRN users have a moral and a legal obligation to ensure that the data they collect is being collected, stored, accessed and used appropriately. It is also the responsibility of each user to ensure that client data is only used to the ends to which it was collected, ends that have been made explicit to clients and are consistent with the mission to assist families and individuals in our community to resolve their crisis. Proper user training, adherence to the CRN Policies and Procedures Manual, and a clear understanding of client confidentiality are vital to achieving these goals.

Relevant points regarding client confidentiality include: (HIPPA 164.104)

- A client consent form (CRN Intake with ROI) must be signed by each client whose data is shared with Partner Agencies via the CRN.
- Client consent may be revoked by that client at any time through a written notice.
- Clients have a right to inspect, receive a copy and request changes in their CRN records.
- CRN Users may not share client data with individuals or agencies that have not entered into an CRN Agency Sharing Agreement without obtaining written permission from that client.
- CRN Users will maintain CRN data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals or entities.
- Any CRN User found to be in violation of the CRN Policies and Procedures, or the points of client confidentiality in this User Agreement, may be denied access to the CRN.

I affirm the following: (Compliant to 45 CFR 164.306 ((d)), ((2)))

1. I have received training in how to use the CRN.
2. I have read and will abide by all policies and procedures in the CRN Policies and Procedures Manual.
3. I will maintain the confidentiality of client data in the CRN as outlined above and in the CRN Policies and Procedures Manual.
4. I will only collect, enter, and extract data in the CRN relevant to the delivery of services to people experiencing a crisis in our community.
5. I agree to accept and refer clients throughout the CoC/CRN for the purposes of preventing and ending homelessness.

\_\_\_\_\_  
User `Signature

\_\_\_\_\_  
Date