



Community Alliance, Management Information Systems Department
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Management Information System End User License Form

WHEREAS, Community Alliance for the Homeless (hereinafter Community Alliance) is the Administrator of the ServicePoint system, a "web-based, real-time information sharing" software program that allows one or more agencies to share client records in a central database system; and

WHEREAS, it is the intent of Community Alliance to make the ServicePoint Homeless Management Information System (hereinafter HMIS) available for programs serving homeless and at-risk individuals and families; and

WHEREAS, _____ (hereinafter End User) has a primary purpose is to enter data for services/shelter to homeless individuals and/or homeless families; and

WHEREAS, the End User agrees to enter data in the ServicePoint system for the purpose of managing the program client records and to fulfill HUD's requirement to participate in the HMIS as a condition of receiving HUD funds; and

WHEREAS, the parties herein desire to enter into this Agreement setting forth the various rights and responsibilities of each of the parties;

NOW THEREFORE, it is hereby agreed by and between the parties as follows:

1. CAFTH and the End User will uphold relevant Federal and State confidentiality regulations and laws that protect client records. A client is defined as anyone who receives services from the Program. A Guardian is one legally in charge of the affairs of a minor or of a person deemed incompetent.
2. The Parties agree that there are eleven levels of access to the ServicePoint system, however, only nine levels are accessible to End Users and that those levels of access will be assigned; however Case Manager II will be assigned to you as a user:

Resource Specialist I	Resource Specialist I users are limited to the <i>ResourcePoint</i> module. This allows users to search for area providers/organizations and view their details. These users have no access to client or service records. A Resource Specialist cannot modify or delete data.
Resource Specialist II	Resource Specialist II users have access to <i>ResourcePoint</i> . These users are also considered agency-level I&R specialists who update their own organization's information. To perform these tasks, they also have access to Admin Providers and Agency Newsflash .
Resource Specialist III	Same as Resource Specialist II, but also includes access to System Newsflash and limited range of reports.
Volunteer	Volunteers have access to <i>ResourcePoint</i> . These users can also view or edit basic demographic information about clients on the Profile screen, but they are restricted from viewing other assessments. A volunteer can create new client records, make referrals, or check clients in and out of shelters. Administrators often assign this user level to individuals who complete client intake and refer clients to agency staff or a case manager. In order to perform these tasks, volunteers have access to some areas of <i>ClientPoint</i> and <i>ShelterPoint</i> .
Agency Staff	Agency Staff users have access to <i>ResourcePoint</i> and <i>ShelterPoint</i> . These users also have limited access to <i>ClientPoint</i> , including access to service records and clients' basic demographic data on the Profile screen. Agency Staff cannot view other assessments or case plan records. Agency Staff can also add news items to Agency Newsflash .
Case Managers I, II, & III	Case Managers have access to all <i>ServicePoint</i> features except those needed to run audit reports and features found under the <i>Admin</i> tab. They have access to all screens within <i>ClientPoint</i> , including assessments and service records. Case Manager II users can also create/edit client infractions if given access by an Agency Administrator or above. Case Manager III users have the added ability to see data down their provider's tree like an Agency Admin.
Agency Admin	<p>Agency administrators have access to all <i>ServicePoint</i> features, including agency level administrative functions. These users can add and remove users to and from their organization, as well as edit their organization's data. They also have full reporting access with the exception of five reports: Client/Service Access Information, AHAR Annual Homeless Assessment Report, Duplicate Client Report, Exhibit 1: HUD-40076 (CoC)-M), and Call Record Report. Agency Admins cannot access the following administrative functions: Assessment Administration, Direct Access to Admin>Groups, Picklist Data, Admin>Users>Licenses, or System Preferences.</p> <p>Agency Administrators can delete clients that were created by organizations within their organizational tree. They cannot, however, delete clients who are shared across organizational trees. Additionally, Agency Admins can delete needs and services created within their own organizational tree, unless the needs and services are for a shared client.</p>

Agency/Program

Community Alliance for the Homeless
Host Program

Program Manager/Executive Director

Tanyce A. McCray-Davis
Management Information System
Administrator

Date Signed:

Date Signed: