



END USER AGREEMENT

Agency Name

Statement of Confidentiality

Employees, volunteers, and any other persons with access to the Sarasota & Manatee Community Services Information System (CSIS), administered by the Suncoast Partnership to End Homelessness, are subject to certain guidelines regarding usage. The CSIS contains a range of personal and private information on individuals and all such information must be treated carefully and professionally by all who access it.

The CSIS system contains personally identifying information (PII) including name, social security number, date of birth, race, gender, veteran status, disabling conditions, prior residence, and services utilized. (42 U.S.C.A. §§ 11360(16) & 11360a(f)(3); 24 C.F.R. §§ 576.2, 578.3, & 578.13). All records containing protected identifying information of any individual or family who applies for and/or receives Continuum of Care assistance will be kept secure and confidential (24 C.F.R. § 578.103(b)); and 24 C.F.R. § 576.500(x) requires all records containing PII of any individual or family who receives ESG assistance to be kept secure and confidential).

Guidelines for use of the CSIS include:

- ◆ Personal User Identification and Passwords must be kept secure and are not to be shared.
- ◆ Informed client or guardian consent, as documented by a **current** standard CSIS Client Authorization form, is required before entering, updating, editing, printing, or disclosing basic identifying information and non-confidential service transactions via the CSIS.
- ◆ Only general, non-confidential information is to be entered in the “other notes/comments” section of the Client Profile on the CSIS. Confidential information, including TB diagnosis, domestic violence and mental and/or physical health information, is not permitted to be entered in this section.
- ◆ Informed client or guardian consent, as documented by a **current** Client Authorization form, is required before entering, updating, editing, printing, or disclosing information beyond basic identifying non-confidential information and service transactions.
- ◆ Confidential information, including personal identifying information, obtained from the CSIS is to remain confidential, even if my relationship with _____ (agency name) changes or concludes for any reason.
- ◆ Only individuals that exist as clients under the Agency’s jurisdiction may be entered into the CSIS.
- ◆ Misrepresentation of the client base by entering known, inaccurate information is prohibited.
- ◆ Client records are not to be deleted from the CSIS. If a client or guardian of a client chooses to rescind consent to participate in the CSIS, her/his file shall become “inactive.”
- ◆ Discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation are not permitted in the CSIS. Profanity and offensive language are not permitted in the CSIS.
- ◆ The CSIS is to be used for business purposes only. Transmission of material in violation of any United States Federal or State of Florida regulations or laws is prohibited and includes material that is copyrighted, legally judged to be threatening or obscene, and considered protected by trade secret. The CSIS will not be used to defraud the Federal, State, or local government or an individual entity or to conduct any illegal activity.
- ◆ Any unauthorized access or unauthorized modification to computer system information or interference with normal system operations will result in immediate suspension of your access to the CSIS.

Failure to comply with the provisions of this Confidentiality Statement is grounds for immediate termination from CSIS. Your signature below indicates your agreement to comply with this statement of confidentiality. There is no expiration date of this agreement.

Signature _____ Date ___/___/___

Printed Name _____

Email: _____ Phone Number _____

Suncoast Partnership Signature _____ Date ___/___/___