



A program of the North Carolina Housing Coalition

CAROLINA HOMELESS INFORMATION NETWORK

118 St. Mary's Street | Raleigh, NC 27605 | 877.703.3176 (Help Desk) | 919.881.0350 (FAX)

**End User Contract for Acceptable Use of CHIN
Systems, Services, and Information Resources**

BY SIGNING BELOW, these parties agree that _____
(End User Signature) has been adequately trained to use the Carolina Homeless Information Network (CHIN) on _____
_____**(Training Date)** and is now designated as a certified end user and agrees to adhere to all of CHIN's Standard Operating Policies. Specifically, by signing this document, the end user agrees to uphold *PUB A-5: Acceptable Use of the CHIN Systems, Services, and Information Resources* and to apply these governing principles whenever accessing the network and other policies governing appropriate use of the network.

Training Type: ____ **HMIS Certification** ____ **HPRP Certification** ____ **Recertification** ____ **Reports** ____ **Other**

Representation of the NORTH CAROLINA HOUSING COALITION, a NC non-profit corporation:

Name: <u>Laura McDuffee</u>	Signature: _____
Name: <u>Holly Barham</u>	Signature: _____
Name: <u>Sonia Ensenat</u>	Signature: _____
Name: <u>Michael Tillman</u>	Signature: _____
Name: <u>Rob Tripp</u>	Signature: _____
Name: <u>Aaron Asbury</u>	Signature: _____

Agency Designee: End User Information

Agency Name: _____
Agency Type: _____
End User Signature: _____
Printed Name: _____
Title: _____
Address: _____

E-mail: _____
Phone: _____
FAX Number: _____



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Standard Operating Policies

Section IIA – Policies: Carolina Homeless Information Network Contractual Roles and Requirements

Since August 2004, CHIN has been an affiliate of NC Housing Coalition and provides vital information and community services to the citizens of North Carolina. It is guided by a twenty-one member Advisory Committee, comprised of member agencies, CoCs, and representative end users. In this unique capacity CHIN is able to leverage the resources of its constituent members and agencies to more fully address homelessness in North Carolina. It is designed as a computerized data collection tool to aggregate client-level information, over time, on characteristics, service needs and service utilization of individuals experiencing homelessness. CHIN provides homeless persons, service organizations and nonprofit and government agencies with the support and technical assistance to help strengthen our community in its efforts to end homelessness in North Carolina. The resources presented through CHIN are for informational and educational purposes only.

PUB A-5: Acceptable Use of the CHIN Systems, Services, and Information Resources (Part 1)

POLICY	CHIN Steering Committee has the right to define acceptable and appropriate use(s) of CHIN services.		
SCOPE	All project stakeholders.		
DATE APPROVED	June 29, 2005	DATE(S) REVISED	August 18, 2010

DESCRIPTION

The following are guiding principles for the acceptable use of computer systems, networks, and information services owned and/or operated by CHIN Staff, the CHIN Advisory Committee and the North Carolina Housing Coalition on behalf of the CHIN Steering Committee. Access to these resources carry specific responsibilities and obligations and is granted only through specific CHIN policies, and Local, State, and Federal laws. Acceptable use is always ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and individuals' rights to privacy and to freedom from intimidation and harassment.

The following guidelines are created to define acceptable and appropriate use(s) of CHIN services. These guidelines are not intended to supersede Local, State, and/or Federal laws.

- Use of CHIN resources should be for authorized purposes.
- It is the user's responsibility to protect an assigned username and password. All activity using this access is the user's responsibility. Unauthorized and inappropriate activity will not be tolerated.
- Access is granted to assigned areas. Unauthorized access is considered a serious violation and will result in revocation of access privileges.
- Excessive demands on the system and resources of CHIN may be grounds for revocation of access privileges. Violators will be contacted by a member of the CHIN staff or Advisory Committee to review usage demands.
- Users should not use another person's system, files, or data without expressed permission. Individuals may not use another person's username or password.
- Illegal access gained through any measure, including circumventing or subverting system or network security measures, will result in immediate revocation of privileges. Further, any activity that might be purposefully harmful to systems or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files or making unauthorized modifications to CHIN data will be considered unlawful and violators will be reported to appropriate law enforcement agencies.
- CHIN is an informational and educational resource, therefore commercial and partisan political use of the system and services is prohibited.
- CHIN will not make or use illegal copies of copyrighted materials or software, or transmit them over CHIN networks.
- Spamming and other forms of mail and messaging abuse are prohibited. Abuse includes mail that harasses or intimidates another person.
- CHIN will meet or exceed all U. S. Department of Housing and Urban Development standards for security and privacy.
- CHIN will assist agencies in fulfilling HIPAA requirements as they relate to HMIS.

DESCRIPTION