

**The Socialserve.com® - ILHousingSearch.org Caseworker Portal  
User Agreement**

Completion of User Agreement and training grants username and password access for the following roles:

Privately Promoted Special Needs Properties  
Saved Search Access  
Statewide Referral Network Units  
Prescreen Clients for HUD 811 Waiting List

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

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

In this System Users Agreement, "AGENCY" refers to the agency named above. AGENCY recognizes the privacy of client needs in the design and management of the Special Populations Housing Search. These needs include both the need to find safe, decent and affordable housing for special needs clients, and the need to vigilantly maintain client confidentiality, treating the personal data of our most vulnerable populations with respect and care.

As the guardians entrusted with this personal data, Socialserve.com® Special Needs Housing Search 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 with finding housing. Proper user training and a clear understanding of client confidentiality are vital to achieving these goals.

Relevant points regarding client confidentiality include:

- Socialserve.com® Special Needs Housing Search Users will maintain data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals, or entities.
- Any Socialserve.com® Special Needs Housing Search User found to be in violation of the points of client confidentiality in this User Agreement may be denied access to the Socialserve.com® Special Needs Housing Search.

I affirm the following:

1. I will receive official training on the Socialserve.com® Special Needs Housing Search.
2. I will maintain the confidentiality of client data in the Socialserve.com® Special Needs Housing Search as outlined above.
3. I will only collect, enter, and extract data in the Socialserve.com® Special Needs Housing Search relevant to the delivery of services to people seeking housing options in our community.
4. I will adhere to the practices and responsibilities listed on the Attachment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## Attachment

### **The Socialserve.com® Special Needs Housing Search – User Responsibilities and Practices**

Your username and password give you access to the Socialserve.com® Special Needs Housing Search. Initial each item below to indicate your understanding and acceptance of the proper use of your username and password. Failure to uphold the confidentiality standards set forth below is grounds for termination from Socialserve.com® Special Needs Housing Search database access and may result in disciplinary action from the partner agency as defined in the partner agency's personnel policies.

I agree to maintain the confidentiality of client information in Socialserve.com® Special Needs Housing Search in the following manner (PLEASE initial each item):

- My username and password are for my use only and will not be shared with anyone.
- I will take reasonable means to keep my password physically secure.
- I will only view, obtain, disclose, or use database information that is necessary to perform my job.
- I understand that the only individuals who may view or hear Socialserve.com® Special Needs Housing Search client information are authorized users, and I will take these steps to prevent casual observers from seeing or hearing client information:
  - I will log off of Socialserve.com® Special Needs Housing Search before leaving my work area or make sure that the system database has "timed out" before leaving my work area.
  - I will not leave unattended any computer that has Socialserve.com® Special Needs Housing Search open and running.
  - I will keep my computer monitor positioned so that persons not authorized to use Socialserve.com® Special Needs Housing Search cannot view it.
  - I will store hard copies of Socialserve.com® Special Needs Housing Search information in a secure file and not leave such hard copy information in public view on my desk or on a photocopier, printer, or fax machine.
  - I will not distribute hard copies of Socialserve.com® Special Needs Housing Search information with anyone other than registered database users.
  - I will properly destroy hard copies of Socialserve.com® Special Needs Housing Search information when they are no longer needed.
  - I will not discuss confidential client information with staff, clients, or client family members in a public area.
  - I will not discuss confidential client information on the telephone in any areas where the public might overhear my conversation.
  - I will not leave messages on my agency's answering machine or voicemail system that contain confidential client information.
- I will not discuss confidential client information with landlords, other providers, family members, or anyone else without a specific signed and dated Release of Information approved by the client.
- I will not fax, email, text, or utilize any other communications channels to share or discuss confidential client information without establishing reasonable and appropriate administrative, technical, and physical safeguards to protect the information being transmitted.
- Should my employment with my agency become terminated, by myself or the agency, I will notify Socialserve.com to discontinue my account and password.
- I understand that a failure to follow these security steps appropriately may result in a breach of client confidentiality and system security. If such a breach occurs, my access to Socialserve.com® Special Needs Housing Search will be terminated and I may be subject to further disciplinary action as defined in the partner agency's personnel policy.
- If I notice or suspect a security breach, I will immediately notify Socialserve.com.

The Socialserve.com® Special Populations Housing Search – User Code of Ethics

- 1. Each Socialserve.com® Special Populations Housing Search User will maintain high standards of professional conduct in his or her capacity.
2. Socialserve.com® Special Populations Housing Search Users will use the system in good faith to benefit Clients.
3. Socialserve.com® Special Populations Housing Search Users have the responsibility to relate to Clients with full professional consideration.

Please fill out the following information to help us better understand how you serve clients' needs.

- Which geographic areas do you cover?
• Which populations do you mainly work with?
- Blind or Visually Impaired
- Drug and/or Alcohol Recovery
- Natural Disaster Victims
- Frail and Elderly
- Previous Evictions
- Shelter Plus Care
- Transitional Age Youth
- Homeowners Impacted by Foreclosure
- Domestic Violence Victims
- Persons with Developmental Disabilities
- Persons with Physical Disabilities
- Homeless
- Sponsored Tenants
- Veterans
- Deaf or Hard of Hearing
- Mental Health Consumers
- Ex-Offenders
- HIV/AIDS
- Refugees
- Students
• How often do you locate housing for clients?
• Do you contact the property provider on behalf of your client or do you provide them with listings?
• Do you have a list of property providers you work with regularly?

I understand and agree to comply with all the statements listed above.

Agency Name

Supervisor Name (please print)

Agency Address

Supervisor Administrator Signature/Date

City, State, ZIP Code

Agency Staff Name (please print)

Agency Staff Phone Contact

Agency Staff Email (please print)