

Columbus ServicePoint User Agreement

Agency Name: _____ Full Name: _____
User ID: _____ Email: _____

The Community Shelter Board recognizes the primacy of client needs in the design and management of the CSP. These needs include both the need to continually improve and maintain the quality of homeless and housing services with the goal of eliminating homelessness in Columbus and Franklin County, as well as the need to maintain client confidentiality and treat the personal data of clients with respect and care.


As the guardians entrusted with this personal data, Columbus ServicePoint (CSP) users have a moral and a legal obligation to ensure that the data they collect is being collected, 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 of the Community Shelter Board to assist families and individuals in Central Ohio to resolve their housing crisis. Proper user training, adherence to the CSP Policies and Procedures Manual, and a clear understanding of client confidentiality are vital to achieving these goals.

Relevant points regarding client confidentiality include:

- Each client must be made aware of the Provider’s privacy policy (the “Privacy Policy”) and its content regarding the collection, use and maintenance of such client’s protected personal information.
- The Privacy Policy must be provided to the client upon request and a notice indicating that such Privacy Policy is available must be posted at the Provider’s intake desk and on the Provider’s website, if applicable.
- Each client must be presented with the Client Acknowledgement for Electronic Data Collection form.
- Clients have a right to inspect, copy, and request changes in their CSP records.
- CSP users may not share client data with individuals or agencies that have not entered into a Master Provider Agreement or a CSP Agency Agreement with CSB without obtaining written permission from that client.
- Excluding information shared in the client profile and other sections as agreed by the Continuum of Care, CSP users may not share client data with any Connecting Agency, unless there is a separate Data Sharing Agreement between the Connecting Agencies.
- CSP users will maintain CSP data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals or entities.
- Any CSP user found to be in violation of the CSP Policies and Procedures, or the points of client confidentiality in this User Agreement, may be denied access to the CSP.

I affirm the following:

- 1) I have received training in how to use the CSP.
- 2) I have read and will abide by all policies and procedures in the CSP Policies and Procedures Manual and have adequate CSP training and knowledge to enter and extract data.
- 3) I will maintain the confidentiality of client data in the CSP as outlined above and in the CSP Policies and Procedures Manual.
- 4) I will only collect, enter and extract data in the CSP relevant to the delivery of services to people in housing crisis in Columbus and Franklin County.
- 5) If I have access to a reporting license (Art Viewer or AdHoc), I will maintain the confidentiality of client data by NOT attempting to or producing reports and data downloads using any other Connecting Agency programs available through CSP and the reporting software. Any user found to be in violation of this clause will have a lifetime denial of access to CSP and criminal charges may be brought against the user.

CSP End User Signature  Date

CSB Database Administrator Signature  Date