

Healthy Families New York MIS User Agreement

As a Healthy Families New York (HFNY) worker and administrative staff, you have direct access to the HFNY data system. Therefore, you must follow the procedures listed below in order to protect the confidentiality of participants and to ensure data integrity. Before using the HFNY MIS, you must certify that you have reviewed the policies below. You must also abide by your site's policies and procedures regarding computer usage and information security.

Access to HFNY MIS

- All access to the HFNY MIS is individualized on a per-person basis. HFNY MIS administrators reserve the right to restrict user privileges or deactivate a user account at any time without notification.
- Access to the MIS for site Program Managers and non-site staff must be requested in writing from the HFNY MIS Help Desk at the Center for Human Services Research (CHSR).
- Access to the HFNY MIS ends immediately upon worker termination. Program Managers must terminate staff's MIS access immediately (within 24 hours) upon their departure. For all other terminations, the HFNY MIS Help Desk must be notified in writing upon termination of any user within one business day.
- All workers who have access to the MIS must complete HFNY MIS data training on the HFNY MIS website. Depending on your program, some workers may also need to complete an in-person training with supervisors.
- Within the HFNY MIS, staff will only access the forms, reports, and data for which they are approved. Degree of access will be determined by the site Program Manager. Data should be accessed effectively and respectfully as needed to best serve the families. Information should be used in a productive and professional manner.
- Within a program, information regarding families assigned to another worker should never be accessed unless staff is directed to do so by a supervisor.

Confidentiality & Security

- Data in the HFNY MIS must be kept confidential and secure to protect the privacy of HFNY families, staff, and members.
- Families have a right to inspect, copy, and request changes to their own MIS records.
- Staff may not share family data from the HFNY MIS with individuals or agencies outside of HFNY without first obtaining permission from the family and Program Manager.
- In case of a possible exception to confidentiality, such as suspected child abuse and neglect, subpoenas and court orders, and "duty to warn" situations where a family member may be dangerous to themselves or to others, staff will follow their program's policies. Home visitors are encouraged to report suspected child abuse and neglect to their supervisor and may be directed to contact the Statewide Central Register of Child Abuse and Maltreatment.
- Treatment of all hard copies of MIS information should follow individual program policies.

- Family data and forms may be entered into and uploaded to the MIS only when securely connected to the server. Work should not be transmitted from locations other than a Healthy Families, OCFS, or CHSR office unless connected via a secure browser.
- Users must log out of the MIS when the application is not in use. Staff are responsible for their own log-in information, must take all reasonable measures to keep passwords secure, and should not share it with anyone else. Browsers should **NOT** be set to remember password information.
- Any user who notices or suspects a security breach must immediately notify their Program Manager, who will then notify the contract manager and the HFNY MIS Help Desk.

Data Integrity

- All information entered into the HFNY MIS must be, to the best of each staff member's knowledge and ability, complete, accurate, and in accordance with the rules and policies of HFNY. Data misconduct does not include honest error or differences of opinion, but does include plagiarism, fabrication, and falsification of data:

Plagiarism refers to using another's work, ideas, or language without giving credit to the original source (for example, copying from another staff member's home visit narrative). It also includes self-plagiarism, or re-using your own work without acknowledgement (such as pasting in a standardized narrative without individual details).

Fabrication means creating or "making up" data or information (e.g., entering a home visit when none occurred).

Falsification is when real information is knowingly entered incorrectly, or changed to make others believe something that is not true (such as changing the time or length of a home visit).

- Evidence of these types of entries or behaviors will be taken seriously by program supervisory staff and HFNY MIS administrators.
- All staff must consult with their supervisor before making changes to submitted data.

Summary & Signature

In summary, access to the HFNY MIS is granted as needed, and can be revoked. Data in the HFNY MIS must be kept confidential and secure to protect the privacy of HFNY families, staff, and members. Data entered into the MIS must be complete and accurate to the best of each worker's ability and knowledge. Workers must also follow the policies and procedures of their individual programs. Violation of these procedures may be grounds for disciplinary action up to and including loss of access to HFNY MIS and/or termination.

☐ *I certify that I have read the above document and agree to use the HFNY MIS according to these procedures.*

Employee Name [field]

MIS username [field]