

## FACT Sheet: RI Homeless Management Information System (HMIS)

*We will enter information you provide to us into a computer program called ServicePoint. We are doing this for several reasons:*

- To find out what we need to end homelessness in Rhode Island;*
- To provide better service;*
- To receive federal funds.*

### IMPORTANT POINTS ABOUT HOW YOUR INFORMATION WILL BE USED

- We will use ServicePoint to keep a record of your contact with our agency.*
- We will not share **any** information **without your written permission** through a signed client consent form that allows us to share client profile information with collaborating agencies. This means that you will not have to provide the same information at more than one intake.*

### HOW WILL MY INFORMATION BE KEPT SECURE?

*We have done several things to make sure that your information is kept safe and secure:*

- The computer program we use has the highest security protection available;*
- Any information that could identify you, like your name, SS# or birth-date, will be viewed only by people working to provide services to you, and will be removed before reports are issued to local, state, or national agencies;*
- All employees agree to follow privacy rules before using the system.*

### KNOW YOUR RIGHTS

*You have the following rights:*

- To see a report of your records within 48 hours (or per agency policy).*
- To have your record changed so that information is up-to-date and correct.*
- To refuse consent and still receive services.*
- To file a complaint about how the system was used.*

*To file a complaint, write to: HMIS Lead System Administrator, RI Coalition for the Homeless, 1070 Main Street, Suite 304, Pawtucket, RI 02860 or  
Call (401) 721-5685 Ext. 25, 26 or 27 to speak with the Administrator first.*