WV Office of Economic Opportunity
DBA FACS Pro User Confidentiality Agreement

DBA FACS Pro is a computerized data collection application designed to capture client-level information over time on the demographics, service needs and service outcomes of men, women, and children served by programs within the West Virginia Community Action network. DBA FACS Pro provides an unduplicated count of clients served within an agency and within the state of West Virginia. DBA FACS Pro is also used to configure, facilitate, and protect data integrity and sharing amongst funders, service providers and other CAA's

The purpose of this Confidentiality Agreement is to ensure proper use of the DBA FACS Pro system by Users and Partner Agencies. The steps required for acquiring, maintaining and terminating User ID's are listed below.

User Code of Conduct

As the guardians entrusted with this personal data, DBA FACS Pro End-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, the ends that have been made explicit to clients and are consistent with the mission of the Community Action Agency and the West Virginia Office of Economic Opportunity and to advance the provision of quality services for clients, improve data collection, and promote more responsive policies to assisting low income individuals and families toward self-sufficiency.

- The User must treat clients and users from participating Partner Agencies with respect, fairness and good faith.
- User ID's and initial passwords are assigned to Users by the agency's DBA FACS Pro System Administrator.
- A User ID will only be issued upon successful completion of DBA FACS Pro User Training
- Any issues with login, User ID, password, etc. must be reported immediately to the agency's System Administrator via email, or phone.
- All passwords are required to be changed every 120 days.
- The User is responsible for creating and maintaining client records, including enrollments, assessments, services, action plans, etc.
- The User must relate to the clients shared with other Partner Agencies with full, professional consideration.
- The User will not misrepresent its client records in DBA FACS Pro by knowingly entering inaccurate information (e.g., user will not purposely enter inaccurate information on a new record or to override the information entered by another agency).
- Discriminatory comments based on race, color, religion, national origin, ancestry, disability, age, sex and/or sexual orientation are not permitted in DBA FACS Pro.
- The User will not use DBA FACS Pro with intent to defraud the federal, state, or local government; an individual entity; or to conduct any other illegal activity.
- While in DBA FACS Pro, the User will follow all of his/her agency policies

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

_____   _____

Print User Name   Print Supervisor Name

_____   _____

User Signature   Date   Supervisor Signature   Date

For Agency System Administrator Use

Date New User Training Received: _____Trainer: _____

User ID: _____   Date User ID Assigned: _____   Date User ID Inactivated: _____