

ServicePoint Privacy Policy

Northwest Oregon Housing Authority (NOHA) collects information about those who use and access its services. When we meet with you, we will ask for information about your household and situation, which we will then enter into a software system called ServicePoint, which is licensed to NW Social Service Connections (NWSSC) in Portland, Oregon. This software program is used by partnering agencies throughout the state that provide services to low-income individuals and households.

Consent Information

- NOHA will never give information about a person to anyone outside of this system without the person's consent, or as required by law through a court order.
- In accordance with federal and state law, medical information such as mental health conditions, HIV status, and substance abuse treatment will not be shared.
- Only agency staff members who have signed the ServicePoint User Agreement will be allowed to log into ServicePoint.
- You have a right to see your records, ask for changes, and to have a copy of your record from this agency upon written request (a copy fee may be charged).
- You have the right to refuse your information from being shared without a negative impact on services received.
- Regardless of your consent, the agencies have limited rights to include some of your information (non-identifying) for reports on poverty and low-income households and services needed by those populations.
- You have the right to withdraw your consent by informing agency staff in writing. Withdrawing consent will not change information that has already been given out or actions already taken.