

## **Privacy Notice For Clients**

(for the Homeless Management Information System)

We will enter information you provide our agency into a computerized record-keeping system called the Service Point Homeless Management Information System (HMIS). Several local agencies use this system in order to better organize and deliver helpful services to homeless individuals and families in Clackamas County. Our goal is to improve efforts to end homelessness. Information you provide can play an important role, including:

- Helping us prioritize, plan, and provide meaningful services to you and your family;
- Assisting our agency to improve its work with clients that are homeless;
- Allowing local agencies to work better together to end homelessness;
- Providing statistics for local, state, and national policy makers to set effective goals.

### **Important points about how your personal information will be used**

- We will use HMIS to keep an electronic record of your involvement with our agency.
- Information entered into HMIS may be shared with other provider agencies using the HMIS, but only if you give permission through a Release of Information.
- The agency will ask for consent to share information in the written Release of Information.
- Disclosures may be made subject to the protections of state and federal law, or to avoid a serious threat to health or safety.
- Information you provide will be used for administrative and operational purposes to improve, provide and coordinate services that can be offered you.

### **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 degree of security protection available.
- No personal identifying information entered into HMIS will be accessible to state or federal officials, except as required by law, or to avoid a serious threat to health or safety. No personal identifying information will be entered into the HMIS system by domestic violence service providers.
- Clackamas County officials with access to HMIS data shall not issue reports containing personal identifying information. Clackamas County officials having access to personally identifying information contained in HMIS shall be limited to no more than three system administrators and shall be governed by County Privacy Policies.
- Any information that could identify you, such as your name or birth date, will be viewed only by people working to provide services to you or by administrators providing technical assistance, and will be removed before reports are issued to local, state, or national agencies;
- All HMIS users receive training in privacy protection and have received copies of this privacy policy and have signed a confidentiality agreement pledging to adhere to its requirements.

### **Know your information rights:**

As a client receiving services from a HMIS agency, you have the following rights:

1. *Reasonable accommodation.* The agency you are seeking services from must make reasonable accommodations to ensure that you understand your information rights.
2. *Access to your record.* Within one week of making a request, you have the right to review your HMIS record, obtain a printed copy of your data, and have information that you do not understand explained to you.
3. *Correction of your record.* You have the right to have your record corrected so that information is up-to-date, accurate, and to ensure fairness in its use. Disagreements over the accuracy of information shall be subject to the agency grievance process and any uncorrected disagreement shall be noted in your HMIS record.
4. *Disclosure.* You have the right to determine the level of disclosure of your information by allowing or refusing to share your information with other service providers.
5. *Refusal.* You will not be denied services for which you are otherwise eligible if you refuse to have certain personally identifiable data entered into HMIS or if you refuse to consent to the sharing with other provider agencies of data that has been entered into HMIS. Please discuss this with a staff member.

6. *Withdrawal of the Release of Information Form.* You have the right to withdraw consent to have information about you that has been entered into HMIS shared with other provider agencies that are part of the HMIS system.
7. *Grievance.* You have the right to be heard if you feel that you have been unjustly served, put at personal risk, or harmed by disclosure of your information. Employees or agencies that misuse information are subject to reprimands, warnings, and dismissal from the HMIS system. The agency must make their written grievance policy available to you.
8. *Data Removal:* All personally identifying data will be removed from HMIS no later than seven years after being entered or after last being modified.
9. *Amendments:* The terms of this privacy notice may be amended at any time and all amendments will be effective with respect to previously obtained information.
10. *Privacy Policy Questions & Complaints:* All unresolved questions or complaints regarding this agency's privacy and data security practices may be pursued through the agency grievance process.
11. *Copy of Privacy Notice.* You have a right to receive a copy of this privacy notice.