

Policies & Procedures

HMIS DATA SHARING

Section: Administrative Policies

Pages:

Subject: HMIS Data Sharing

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Revision Date:

PURPOSE

This policy with accompanying procedures set forth standards for employees using the HMIS within Davis Behavioral Health.

POLICY

All data entered by DBH staff will align with the UHMIS Data sharing policy.

PROCEDURE

This agency is part of the Utah Homeless Management Information System (UHMIS). UHMIS is a system that uses computers to collect information about homelessness. The reason for UHMIS is to track funding for homeless programs given by many funders. The goal is to simplify service delivery to people in need.

UHMIS operates over the internet and uses many security protections to keep client information safe. Many service providers across Utah use UHMIS, so client information will be shared with other service providers that provide similar services. This is done to provide services to clients in the best way possible.

Information collected is housed in a secure server located at Data System International (DSI), in Sandy, Utah. DSI employees have access to this server and the data housed there, but only for network support and maintenance purposes. UHMIS staff and approved Utah State Community Services Office (SCSO) staff collect and use only information that is needed for reports on

homelessness to help inform policy decisions. Every person with access to this information must sign and comply with all confidentiality agreements.

Client consent is required for your information to be entered into HMIS. Utah HMIS has a tiered approach to client consent.

Tier I minimum standard: Emergency Shelters, Street Outreach and Coordinated Quick Assessment Projects:

- Projects must post the UHMIS privacy posting in an area easily accessible to clients. If the client is being served over the phone, the agency will read the statement to the client found in the UHMIS Privacy Posting.

Tier II minimum standard: All other projects

- Projects must post the UHMIS Privacy Posting and gather a signed UHMIS Informed Consent Release form from their clients. For clients participating in these programs this form must be gathered before their information is entered into UHMIS.

This tiered approach to gathering client consent is consistent with regulations set forth by HUD, please see: Federal Register/ Vol. 69, No. 146 / Friday, July 30, 2004 / Notices.

Clients may cancel their consent to share their information at any given time by written request to this agency. The cancellation will not be applied to records already collected from the client. If clients choose to not give consent, it does not make the client ineligible to receive services unless the client is applying for the Homeless Prevention and Rapid Re-housing

Funding thru ESG, SSVF, TANF.

What Data Are We Sharing

Shared between and editable by all participating organizations:

- Client Intake record: Name, Birth date, Social Security Number, Gender, Race, Ethnicity
- Family and Contact Information: Family Name, Family Relationships, Family Address,
- Client Photo

Shared between all participating organizations:

Program Enrollments: Case Name, Entry Date, Exit Date, Program Name, Username, Program Type, Organization

Name

General Client assessment data: income, general health, education, etc.

Limited to the organization that created the record:

Sensitive client data, such as: Case Notes, HIV/AIDS Barrier, Mental Illness, Domestic Violence assessment, alcohol abuse and substance abuse assessment

How We May Use and Disclose Client Information

We only collect information that is needed for 1) case management, 2) administrative, 3) billing and disclosures, 4) analytical, 5) other purposes as permitted by the client or required by law. We do not use or reveal client information without client written consent, except in certain situations. These situations are when required by our funders or by law, or for specific administrative or research purposes. These specific purposes are outlined in our policy.

Case Management: Agencies may use or give client information for case management purposes to help match services. Unless a client requests that his/her record remain hidden, personal identifiers will only be given to HMIS participating agencies. Agencies may only give client information with written client consent or another specific waiver.

Administrative Uses: Agencies may use client information to carry out administrative functions internally including but not limited to report, checks, oversight, and management functions. Client information is stored on a central statewide database. Client information will be given for system administration purposes by the Lead Agency or contractors who administer the central database.

Billing Use: Agencies may use client information for functions related to payment or reimbursement for services if required by the funder/billing agency.

- Analytical Use: Agencies may use client information for internal analysis including but not limited to evaluating program effectiveness, creating an unduplicated database on clients served within the system, understanding needs and trends in homelessness, and assessing Utah's Plan to End Homelessness. Information that could be used to identify the client will never be included in these reports.
- Required by Law: Agencies may give client personal information that meets the minimum standard necessary for the immediate purpose to comply with legal requirements. Agencies may only give client information to law enforcement entities in response to appropriate legal requests including subpoena or court order.
- Other: Agencies may give client information to an agency authorized by law to receive reports of abuse, neglect, or domestic violence if this agency believes the clients are the victim of such treatment on the circumstance that 1) the disclosure is required by law, 2) the client agrees to this disclosure, 3) this agency believes the disclosure is necessary to prevent serious harm. An agency may give client information if it believes it is necessary to prevent or lessen a serious or imminent threat to the health and safety of an individual or public, and if that information is given to a person reasonably able to prevent or reduce that threat.

Client records are maintained on the HMIS system for a period of seven years from its last modification date after which, personally identified information is removed and the remaining information is stored in a de-identified format. If clients have any questions about the use of their personal information or are concerned about client privacy or safety, they should share their questions or concerns with staff. If a client feels that the security or integrity of their information has been violated by an end-user or agency itself, CHOs are required to provide a client with a Grievance Filing Form (Appendix G) and submit it to the lead agency. The lead agency will investigate each grievance and submit suggested actions to the CHO within 30 days.

Clients that submit a grievance filing form will not be retaliated against for filing a complaint. You may also ask for a copy and/or an explanation of the privacy policy.

Client Rights

- Clients have the right to get services even if they choose NOT to participate in the UHMIS.
- Clients have the right to ask who has seen their information.
- Clients have the right to see their information and to change it if it's not correct. Clients must show documentation to do so.

A list of participating agencies is available from their case manager or online at <http://hmis.utah.gov>. If clients do not want their information shared with a specific agency, need to let their case manager or intake worker know. He/she can then take the proper action to honor their request.

Changes to This Policy

Changes to our privacy practices and the terms of this Policy may apply to all client information in HMIS. We reserve the right to change our privacy practices and the terms of this Policy at any time, including protected personal information created or received before we made the changes, provided such changes are permitted by applicable law. Before we make a significant change in our privacy practices, we will change this Policy. A copy of the revised Policy will be posted at our location and on our website, and available upon request.

We are required by applicable federal and state law to maintain the privacy of clients' personal information. We are required to provide this Policy of our privacy practices, legal duties, and clients' rights concerning their protected personal information. We must follow the privacy practices that are described in this Policy while it is in effect. This Policy takes effect immediately and will remain in effect until we replace it.

DATA SECURITY POLICIES AND PROCEDURES

In accordance with 2010 HUD data security guidelines, this section reviews the UHMIS Privacy Plan, including physical and technical safeguard, and data disposal policies. It also outlines the UHMIS Data Security Plan with guidelines for administrative responsibilities to protect data security, and reporting data security breaches. These policies are designed to secure

Personal Protected Information (PPI) that allows identification of an individual directly or indirectly, can be manipulated by a reasonably foreseeable method to identify a specific individual, or can be linked with other available information to identify a specific individual.