

NC-504 HMIS CLIENT RELEASE OF INFORMATION & SHARING PLAN

Many North Carolina shelters and helping programs use the North Carolina Homeless Management Information System (NC HMIS) to keep information about the people that they help. We collect personal information from you that we need to help us, help you. We have strict rules about sharing your information.

Why do we collect information about you?

- Work with other agencies to help you.
- Help case managers work together for you.
- Connect you with other helping agencies. You may be eligible for other benefits.
- Reduce the number of times you tell your story.
- Allow us to be paid for our work with you and to help us apply for additional dollars that can be used to help you.
- Help us meet our legal obligations.

We need additional identifying information so that you are not confused with someone else. We also need to learn more about your situation to make sure you are eligible for services.

SECTION 1 – Basic Identifying Information

So that agencies that use our NC HMIS system can find your record, agencies can see the following basic identifying information about you:

- Your name
- Your gender
- The last four digits of your Social Security Number
- Your year of birth
- Your veteran status

We use this information to select the correct record and to better coordinate services for you. All persons using NC HMIS are trained and certified in privacy.

If you have a specific reason why other NC HMIS agencies shouldn't be able to find your record in NC HMIS, you can ask to have this basic identifying information secured so that only our agency can see it.

PLEASE NOTE: If you have received services from other agencies who use NC HMIS we may not be able to secure this information. PLEASE TALK WITH YOUR CASE MANAGER for more information. A separate document has been attached).

I have reviewed the attached document named "**Securing Basic Identifying Information.**"
I understand the implications and I am asking that my client profile be secured.
Do not initial here unless you have discussed this with your case manager
Please initial here to secure this basic identifying information _____

SECTION 2 – Acknowledgement of Rights

Many agencies also use the system to improve services delivered to you. The following are your rights concerning your data. Please review and initial in the box next to **each right to show that you understand it. If you have questions, please discuss them with your case manager.**

_____	I have received a copy of the Agency’s Privacy Notice/script that explains NC HMIS and my rights and responsibilities. It explains how information is kept and shared through this system.
_____	I understand that the confidentiality of my records is protected by law. I understand that this agency will never give information about me to anyone outside the agency without my specific written consent through a Coordination of Care Sharing Plan or as required by law, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2), the Health Insurance Portability and Accountability Act of 1996 (HIPAA, 45 CFR, Parts 160 & 164 as revised by the Health Information Technology for Economic and Clinical Health Act of 2009 aka the HITECH Act), and certain North Carolina laws.
_____	I can withdraw my consent to share at any time, but any information already shared with another agency cannot be taken back. If sharing information on the system poses an imminent health or safety risk, I will talk with my case manager.
_____	I understand that I have the right to see my information, request changes, and to get a copy of my information by written request. An agency can refuse to change my record but must provide a written explanation of why they refuse the change within 60 days. Agencies may charge for reproducing a record.
_____	I understand that agencies included in my Sharing Plan must follow strict privacy guidelines.
_____	I understand that my written consent allows the information listed in Section 3 - Coordination of Care Sharing Plan to be shared among the agencies listed in the sharing plan. All sharing agencies where I am receiving services will update that information as I provide new or additional information. The purpose of sharing my information is to better coordinate care for me and my family.
_____	I understand that I will not be denied services (emergency assistance, outreach, shelter, housing assistance, etc.) if I refuse to share information in this system.
_____	I understand that my name and other identifying information may be used to match records through a trusted partner for academic research purposes. Prior to academic research being done, my identifying information will be removed, before data analysis takes place.

SECTION 3 – Coordination of Care Sharing Plan

The information (listed below) can be seen by the following agencies to help coordinate your care. These agencies can share your information with each other.

- | | |
|---|---|
| <ul style="list-style-type: none"> ● Caring Services ● Greensboro Housing Coalition ● Helping Hands ● Partners Ending Homelessness ● Salvation Army of High Point ● The Servant Center, Inc. ● Ward Street Community Resources ● YWCA of Greensboro ● ● | <ul style="list-style-type: none"> ● Greensboro Housing Authority ● Greensboro Urban Ministry ● Open Door Ministries ● Room At The Inn ● Salvation Army of Greensboro ● Tiny Houses Community Development ● West End Ministries ● Interactive Resource Center ● ● |
|---|---|

In addition to the Basic Identifying Information listed in Section 1 above, additional shared information also includes:

Date of birth	Race and ethnicity	Additional assessment responses
Household members and relationships	Housing status, homeless history and move-in date	Current Living Situation and General Location
Physical, developmental, and/or mental disability	HIV/AIDS including T-cell and viral load counts	Type of health insurance and/or medical assistance
Household income and benefits	Chronic health conditions	Alcohol and/or drug abuse
Military service information	Employment	Education level
Domestic violence history	Project exit and destination	Exit housing assessment
Services and financial assistance with dates	Referrals and service connections	Location (city, county) and last permanent address
Eviction/loss of subsidy	Registered sex offender	Contact information
HUD-VASH Voucher tracking	HUD-VASH exit reason	VI SPDAT/Housing Screening Tools
Case plans, goals and notes	Eligibility documentation	General health status

Instructions: Check the box next to the statement that you understand and agree to:

I agree to have my information visible to all of the helping agencies listed above.

- a. Yes, I agree to share according to the Coordination of Care Sharing Plan.
- b. No, I do not agree to the Coordination of Care Sharing Plan (only our agency will be able to see all your detailed information).

SECTION 4 – Outreach Sharing Plan

We partner with North Carolina community programs to see if you might qualify for housing or income supports. **Please read each statement below and circle your response.**

1. **Veteran Affairs:** If you have served in the military, the VA Medical Center may contact you about potential housing. With your permission, they may use the information you give this agency to contact you.

Information that will be shared includes: Name, date of birth, homeless status, veteran status, military service information, housing history, contact information, chronically homeless status

Yes - I agree to share my NC HMIS data for the Veteran's Project: (circle response): Yes/No/NA

2. **Income and Benefits:** Income and benefits are important to staying housed. Some programs may assist with obtaining Social Security Income and/or other state benefits, if you qualify. (For example, through the SOAR program.) With your permission, they may use the information you give this agency to contact you, if you are eligible for benefits.

Information that will be shared includes: Name, date of birth, coordinated assessment information, homeless status, housing history, contact information, chronically homeless status

Yes - I agree to share my NC HMIS data for the Social Security or other state benefits: (circle response): Yes/No/NA

3. **Housing Review Committee/Housing Prioritization:** If you are homeless, you may be eligible for housing in our community. We have a housing review committee made up of representatives from our service providers. To participate in this process, these providers may need to see your information. With your permission, an agency may contact you if your information shows that you may be eligible for local housing services.

A list of service providers involved in this process is available on request.

Information that may be shared includes: Name, coordinated assessment information, homeless status, chronically homeless status, veteran status, disability and any additional information that may be used to connect you with appropriate housing options.

Yes - I agree to share my information with the housing review committee: (circle response): Yes/No/NA

SECTION 4 – Outreach Sharing Plan (continued)

Sharing Plan to improve outreach to individuals who may qualify for benefits

4. **Homeless history:** We may need to document your homeless history throughout the state of North Carolina to see if you are eligible for specific community programs. Your case manager may contact the Michigan Coalition Against Homelessness (MCAH, the NC HMIS lead agency) to view data recorded in NC HMIS to complete a housing history document. With your permission, MCAH will complete the document and give it to your case manager. This document may be uploaded to your client record and shared according to the coordination of care sharing plan.

Information that will be shared includes: NC HMIS number, name, and a 3-year statewide homeless history that includes service provider names and dates of service

Yes - I agree that MCAH may share data with my Case Manager: (circle response): Yes/No/NA

This Release is active for one year effective the date of Signature.

Client signature (head of household): _____, Date: ____/____/____

Adult Household Member signature: _____, Date: ____/____/____

Adult Household Member signature: _____, Date: ____/____/____

Adult Household Member signature: _____, Date: ____/____/____

Signature of guardian or authorized-representative (when required): _____

Relationship to client: _____ Date signed by guardian/authorized representative: _____

Securing Basic Identifying Information (Supplemental Document for Section 1 of the NC HMIS ROI)

So that agencies that use our NC HMIS system can find your record, agencies can see the following basic identifying information about you:

- Your name
- Your gender
- The last four digits of your Social Security Number
- Your year of birth
- Your veteran status

If you have a specific reason why other NC HMIS agencies shouldn't be able to find your record in NC HMIS you can ask to have this basic identifying information secured so that only our agency can see it.

Reasons TO secure basic identifying information:

Severe and imminent risk to client(s) and/or their dependent(s) well-being

- Threats of violence or abuse involving staff/admin/volunteer at another NC HMIS agency
- Acts of violence or abuse involving staff/admin/volunteer at another NC HMIS agency
- Sexual Assault involving staff/admin/volunteer at another NC HMIS agency
- Domestic Violence involving staff/admin/volunteer at another NC HMIS agency
- Child custody dispute involving staff/admin/volunteer at another NC HMIS agency
- Negative socio-economic impact (Ex: Client works at other NC HMIS agency and would affect employment)

Client misunderstandings about why basic identifying information should be secured:

- Client thinks ALL intake information is shared (Only the 5 elements above are shared)
- Client doesn't think sharing information is necessary (Sharing can assist coordination of care on the same record)
- Client or dependents know someone who works at another agency (Limited information is visible)
- Client or dependents are embarrassed about seeking services (Limited information is visible)
- Client or dependents previously worked at another agency (Limited information is visible)

Implications of securing basic identifying information:

- If client is participating in a coordinated entry system, other agencies will not be able to access necessary client information to assist clients with their project.
- Other NC HMIS agencies' access to historical data pertaining to their agency will be limited/eliminated and may impact reporting.
- Future NC HMIS agencies will duplicate client records and not have access to any shared data. This has the potential to make client intake more of a burden on the client due to having to complete multiple sets of intake data.
- Future coordination of services through NC HMIS will be prohibited.

After reviewing the above information is the client requesting to secure their basic identifying information as identified in the NC HMIS ROI? **Y N**

If yes, reason of request: _____

Case Manager Signature: _____ **Date:** _____

Client Signature: _____ **Date:** _____