HMIS Release of Information

The Coalition of Homeless Services Providers and our partner agencies recognizes the importance of Client Confidentiality and will make every attempt to assure clients are well informed of (a) if their information will be shared; (b) with whom their information will be shared; and (c) how long their information will be shared. A client's refusal to participate in sharing their information does not disqualify the client for services.

WHAT IS A RELEASE OF INFORMATION (ROI)

The ROI is a signed Consent of Release form that gives the client the option to:

A. **Consent to the entry of basic and relevant information into the Homeless Management Information System (HMIS), during the time frame in which the ROI is active, and shared between partner agencies.**
   a. The ROI permits visibility of the client's activity during which the ROI is active. After the ROI expires the client's information will still be visible. Information entered into HMIS after the ROI expires is against policy.
B. **Consent to entry of basic and relevant information into HMIS, during the time frame in which the ROI is active, but not shared between Partner Agencies.**
   a. If the client already exists in HMIS, only the specific program Entry will be locked down to all users outside of the receiving agency.
   b. If the client did not already exist in HMIS, the entire client profile will be locked down to all users outside of the receiving agency.
C. **Completely refuse to sign the ROI.**
   In this case, the agency has the following options:
   i. Ask the client to provide their own alias and enter the client's information into HMIS (with the exception of their social security number and birthday.) The agency should keep record of the client's alias in the client's folder. Many clients have street names and may choose to use that name. *This is the most desirable option as the client is likely to remember this alias and use it at other agencies, reducing the possibility of double entry.*
   ii. The agency may their own unique name (or alias) and enter the client's information into HMIS (with the exception of their social security number and birthday.) The agency should keep record of the client's alias in the client's folder.
   iii. Opt out on entering the client's information into HMIS completely, while remembering to manually include the client in all reporting (HIC/PIT, ESG, PATH, etc.)

TIMEFRAME

At initial intake, and every three years after (while the client is an active participant in program), the client must be offered an opportunity to sign an ROI.

WHAT IF THE CLIENT CHANGES THE LEVEL OF WHICH THEIR INFORMATION IS SHARED?

New ROI's supersede all previous ROI's. If the client changes the level in which their information is shared, the agency must follow the steps mentioned above.

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COALITION
OF HOMELESS SERVICES PROVIDERS