Orange County Continuum of Care
Homeless Management Information System Client Consent form

Welcome to the Orange County Continuum of Care (CoC).

You are currently accessing services from a service provider/organization participating in the Orange County Homeless Management Information System (HMIS). HMIS is the secure database used to collect and store information about clients served through this service provider/organization. It also allows the sharing of information among HMIS participating service providers/organizations to streamline access to services and help them understand a client's history of homelessness or housing instability. HMIS is managed and operated by Orange County United Way's 2-1-1 Orange County (211OC).

In Orange County, all service providers/organizations that participate in HMIS share data with each other to coordinate care and improve program outcomes. If you agree to participate in HMIS, this means you allow information gathered by a participating service provider/organization to be entered into HMIS and allow all other participating service providers/organizations to view and use your data to provide services to you. Additionally, the service provider/organization will also be able to see what kind of services in Orange County you have received in the past.

A complete list of all service providers/organizations that participate in the HMIS is maintained at http://ochmis.org/about-hmis/contributing-agencies/. You can also ask the service provider/organization you are receiving services from for a list of HMIS participating service provider/organization. Please note that the list of service providers/organizations contributing data to HMIS can change frequently and without notice, and therefore the website should be consulted for the most recent list.

HMIS contains sensitive health and personal data. The Orange County CoC and HMIS participating service providers/organizations take your privacy very seriously and have implemented **the following protections to safeguard your data:**

- Individual client data is only viewable by trained staff at each participating service provider/organization.
- In order to participate in the HMIS, leaders at each agency must sign an Agency Agreement that includes a commitment to protecting client data and maintaining confidentiality.
- In order to use HMIS, service provider/organization staff must complete multiple trainings that examines privacy laws and the importance of client privacy.
- The HMIS is hosted on a secure server and data is encrypted.

What information is shared in the HMIS database?
We share Protected Personal Information (PPI), Protected Health Information (PHI), and general information obtained during your intake, assessment, and enrollment in the program. This may include, without limitation, the following:

- Your name and your contact information
- Your social security number and date of birth
- Your basic demographic information such as gender, race and ethnicity
- Your history of homelessness and housing (including your current housing status, and where and when you have accessed services)
- Your medical history and disabling conditions, including mental and physical health concerns, substance abuse history, and HIV/AIDS status
- Your case notes and services
- Your income sources and amounts
- Your non-cash benefits
- Your veteran status, service history and discharge status
- Information about other members of your household
- Your self-reported history of domestic violence
- Verification of history of homelessness and/or disabling conditions (including third-party verifications and/or self-attestations)
- Your photo (optional)

If you feel any of your rights outlined in this document have been violated, please contact (714) 589-2360.

By signing this form, you understand the following:

- <u>You have the right to receive services even if you do not sign this consent form</u>. Providers may not refuse to provide you with services based on your refusal to sign this form.
- You have the right to receive a copy of this consent form for your records.
- Your consent permits your data be entered in HMIS and allows any participating service providers/organizations to view your history of homelessness and service utilization, add to or update your information in HMIS without asking you to sign another consent form. This consent form expires seven (7) years after the signature or at any time you choose to revoke your consent. Please note, the Orange County CoC is required to retain all data stored in HMIS for seven (7) years after the data was created or last changed. However, stored data will not be further shared upon the expiration of your consent.
- You may revoke your consent to share your information with other HMIS participating service providers/organizations at any time. Your revocation must be provided either in writing or by completing the Revocation of Consent form. The service provider/organization you are receiving services from must make this form available to you if you ask, and it should be out and available for you to take from the office or facility you receive services from. Upon receipt of your revocation, 211OC will remove your PPI and PHI from the shared HMIS database and prevent further PPI and PHI from being added. However, the PPI and PHI that you previously authorized to be shared cannot be entirely removed from the HMIS database. This information, as described previously, will remain accessible to the service providers/organizations that provided you with direct services.
- Participating agencies are required to post a Privacy Notice at each location where intakes are completed. The Privacy Notice contains more detailed information about how your information may be used and disclosed and should be readily available to you and conspicuously posted at all participating service provider/organization locations. You have the right to receive a copy of this notice for your records.
- You have the right to request, in writing, the following pieces of information. This information is to be provided to you within five (5) business days of your request.
  - A correction of inaccurate or incomplete PPI and/or PHI
  - A copy of your consent form
  - A copy of your HMIS record (agency staff must review this information with you if you request such a review so that you can fully understand the information presented to you and how it is used)
- Aggregate or statistical data that is released from the HMIS database will not disclose any of your PPI or PHI
- You are not waiving any rights protected under Federal and/or California law.

SIGNATURE AND ACKNOWLEDGEMENT

Your signature indicates that you have read (or been read) this consent form, have received answers to your questions, and you freely consent to have your information, and that of your minor children (if applicable and/or if you choose to include them), entered into the HMIS database. You also consent to share your information with other participating organizations as described in this consent form.

Client Name:_____Date Of Birth (DOB):_/_____/_____

Signature:_____Date Signed:____/____/_____

Minor Children (if applicable and/or if you choose to include them):

Name:_____DOB:____/____/_____   Name:_____DOB:____/____/_____

Name:_____DOB:____/____/_____   Name:_____DOB:____/____/_____

Agency Staff Signature:

Agency Staff Name:_____Agency Staff Signature:_____

Agency Name:_____Date:____/____/_____

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Orange County Continuum of Care
Homeless Management Information System Participating Service Providers/Organizations

Please note that the list of service providers/organizations contributing data to HMIS can change frequently and without notice, and therefore the website should be consulted for the most recent list – http://ochmis.org/about-hmis/contributing-agencies/.

The following service providers/organizations are participating in the Homeless Management Information System (HMIS). These service providers/organizations have the ability to enter data into HMIS and also view the client's information previously entered by other HMIS participating service providers/organizations, including utilization of homeless services in Orange County.

1736 Family Crisis Center	
211OC	Health Care Agency – Behavioral Health Services
A Community of Friends	Health Care Agency OC Outreach & Engagement
Advanced Healthcare Administration	Healthcare In Action
American Family Housing	Helping HandUps
Anaheim Housing Authority	HIS-OC
APAIT	Hope Center of Orange County
Asian American Senior Citizens Service Center	Housing for Health Orange County
Be Well OC	Hub Resource Center
CalOptima	Illumination Foundation
Casa Teresa	Jamboree
Casa Youth Shelter	JMh – Anaheim Foundation
Celebrating Life Community Health Center	Last Is First Philanthropies
City Net	Leading Purpose
City of Brea	Lutheran Social Services of Southern California
City of Buena Park	Mariposa Women & Family Center
City of Costa Mesa	Mental Health Association
City of Dana Point	Mercy House
City of Fullerton	Moving Forward Psychological Institute, Inc.
City of Garden Grove	New Directions for Veterans
City of Huntington Beach	Nurturing Care LLC
City of Irvine	OC Rescue Mission
City of La Habra	Orange County Asian and Pacific Islander Community Alliance
City of Lake Forest	Orange County Housing Authority
City of Mission Viejo	Orange County United Way
City of San Clemente	People Assisting the Homeless (PATH)
City of San Juan Capistrano	Pathways of Hope
City of Stanton	Project Kinship
City of Westminster	Radiant Health Centers
Colette's Children's Home	Salvation Army
Community Action Partnership of Orange County	Santa Ana Housing Authority
County of Orange/Office of Care Coordination	Share Our Selves
Covenant House California	South County Outreach
Encompass Housing	Serving People In Need (SPIN)
Families Forward	StandUp for Kids
Families Together of Orange County	The Orangewood Foundation
Family Assistance Ministries	Thomas House
Family Health Matters - North Orange County Regional Health Foundation	US Veterans Initiative
	Volunteers of America Los Angeles (VOALA)
Family Promise of Orange County	Waymakers
Family Solutions Collaborative	We Care Los Alamitos
Friendship Shelter	WISEPlace
Grandma's House of Hope	

The following service providers/organizations have restricted access in HMIS. This means that the service providers/organizations are limited to only entering data into HMIS are not able to view client's history, files, project enrollments, etc.

Santa Ana Police Department

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