

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, service providers/organizations that participate in HMIS share data with each other to coordinate care and improve program outcomes. If you sign this consent form, you agree to allow information gathered by a participating service provider/organization to be shared in HMIS with other service providers/organizations that have access to HMIS. This allows 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 you have received in the past in Orange County. Signing this consent form also means that your data may be included in data requests approved by the CoC Board for academic research purposes, analysis of the homeless system of care, or other purposes as deemed appropriate by the Board.

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 providers/organizations. Please note that the list of service providers/organizations with access 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)

**By signing this form, you understand the following:**

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

- You have the right to receive services even if you do not sign this consent form. 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 to be shared in HMIS and allows participating service providers/organizations to view your history of homelessness and service utilization. Service providers/organizations can also add to or update your information in HMIS without asking you to sign another consent form. Your consent also permits your data to be included in data requests approved by the CoC Board for academic research purposes, analysis of the homeless system of care, or other purposes deemed appropriate by the Board.
- 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, data stored in HMIS will no longer be shared in HMIS or data requests upon the expiration of your consent, or if you revoke 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; it should be readily available to you and conspicuously posted at all participating service provider/organization locations. Upon receipt of your revocation, the HMIS Lead will ensure your record is no longer shared with service providers/organizations in the HMIS database. 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.
- There are some situations where your data may be shared without consent. 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; it 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 (visit the Client Record Request page <https://ochmis.org/hmis-client-record-requests/> for more information about this process)
- 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: \_\_\_/\_\_\_/\_\_\_

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

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