Confidentiality Principles & Policy Activity

**True or False?**

1. Clients can provide a verbal release of information to participate in coordinated entry.
2. We need permission from clients to count them in our end of year report as a household that was sheltered.
3. If the lead agency says that I can share information about a client, then I don’t need to look at my agency’s policy or procedures on information sharing.
4. I should only offer the release of information to clients when I think it will be beneficial for them to share information.
5. If a client signs a release of information, then I can share any information about their case with any service provider they may be working with.
6. We need to have clients sign a separate release of information form to be entered into HMIS/ServicePoint.
7. Two Key Principles to think about when sharing personal, private and health information about clients:
8. When participating in a master list review or a case conferencing session, I should share lots of information about my client’s story so that every agency knows how deserving they are of assistance.
9. Three federal regulations that are important regarding confidentiality are:
10. If my agency does not provide health care, then I don’t need to be concerned about HIPAA.
11. Clients have to agree to share all of their information in order to participate in coordinated entry.
12. Only the head of household needs to sign an ROI.

Confidentiality Principles & Policy Activity

Answer Sheet

1. Clients can provide a verbal release of information to participate in coordinated entry.

FALSE. Written release is required.

1. We need permission from clients to count them in our end of year report as a household that was sheltered.

FALSE. Permission is not (usually) needed to include information in aggregate reports, or reports like the PIT count. Sometimes agencies redact client information if even anonymous information may identify a client due to their unique circumstances. For example, reports that aggregate data by town when there are only a handful of homeless households in a small town.

1. If the lead agency says that I can share information about a client, then I don’t need to look at my agency’s policy or procedures on information sharing.

FALSE. Always follow your agency’s policies and procedures. Work with your agency leadership to identify if the Coordinated Entry ROI process can work for your agency or suggest ways that it can be modified so that your agency can feel confident about the ROI process and form.

1. I should only offer the release of information to clients when I think it will be beneficial for them to share information.

FALSE. Clients should make their own choices about whether signing the release will benefit them. If there are concerns about safety, or you think the client might have concerns, it’s important to discuss these with the client so that they can make informed choices that are right for them.

1. If a client signs a release of information, then I can share any information about their case with any service provider they may be working with.

FALSE. You can only share relevant (and released) information with agencies who are specifically named on the Release of Information.

1. We need to have clients sign a separate release of information form to be entered into HMIS/ServicePoint.

FALSE. The ROI covers information sharing in HMIS and out of HMIS.

1. Two Key Principles to think about when sharing personal, private and health information about clients:

Need to Know

Nothing about me, without me

1. When participating in a master list review or a case conferencing session, I should share lots of information about my client’s story so that every agency knows how deserving they are of assistance.

FALSE. Every client deserves affordable, safe housing. Coordinated Entry provides important tools to support objective decision-making so that sharing significant details about a client’s situation may not be necessary.

1. Three federal regulations that are important regarding confidentiality are:

HIPAA

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VAWA

1. If my agency does not provide health care, then I don’t need to be concerned about HIPAA.

FALSE. All staff participating in coordinated entry information sharing need to be aware of HIPAA requirements and how they apply to your agency and other agencies.

1. Clients have to agree to share all of their information in order to participate in coordinated entry.

FALSE. Clients can agree to have some or all of their information shared. This may mean that they are “manually” placed on the Master List. If not enough information is shared, it could also mean that they remain low in the order of priority.

1. Only the head of household needs to sign an ROI.

FALSE. All adults in a HH need to sign an ROI. Only one adult needs to sign a release for children.