

Hampden County HMIS • Springfield Office of Housing

PRIVACY PLAN

Data Collection Notice

Agencies that contribute HMIS data must let clients know that personal identifying information is being collected, and the reasons for taking this information. To meet this requirement, agencies may post the following language in places where intake takes place:

We collect personal information directly from you for reasons that are discussed in our privacy notice. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.

An attachment to this Plan sets forth the language in English and Spanish, and may be posted to meet the notice requirement. While the posted notice is the minimum requirement, agencies may choose to take additional steps to obtain consent from clients, including obtaining written consent. Agencies that provide transitional or permanent housing are encouraged to obtain written consent.

Privacy Notice

Each agency is required to publish and post on its web site a Privacy Notice describing its policies and practices for use of protected personal information, and must provide a copy of its Privacy Notice to any individual upon request. The agency must post a sign stating the availability of its Privacy Notice to any individual who requests a copy.

A sample Privacy Notice in English and Spanish is attached to this document. This document may be used as is or adapted to a specific agency.

Accountability

Agencies must require staff to sign an agreement that acknowledges receipt of a copy of the Privacy Notice and that pledges to comply with the Privacy Notice. The Hampden County HMIS User agreement contains this language and enables each CHO to meet this requirement.

A CHO must establish a written policy for accepting and considering questions or complaints about its privacy and security policies and practices.

Access and Correction

In general, agencies must allow an individual to inspect and to have a copy of any information about the individual, and must offer to explain any information that the individual may not understand. Agencies must consider any request by an individual for correction of inaccurate or incomplete information about the individual, but is not required to remove any information. However, the agency may mark information as inaccurate or incomplete and may supplement it with additional information.

The agency may deny access to personal reasons for any of the following reasons, and should describe possible reasons in its Privacy Notice:

1. Information compiled in reasonable anticipation of litigation;
2. Information about another individual;
3. Information obtained under a promise of confidentiality if disclosure would reveal the source of the information; or
4. Information, the disclosure of which would be reasonably likely to endanger the life or physical safety of any individual.

The agency can reject repeated or harassing requests for access or correction. An agency that denies an individual's request for access or correction must explain the reason for the denial to the individual and must include documentation of the request and the reason for the denial as part of the protected personal information about the individual.

Purpose and Use Limitations

Agencies may use or disclose personal identifying information from HMIS under the following circumstances: (1) To provide or coordinate services to an individual; (2) for functions related to payment or reimbursement for services; (3) to carry out administrative functions, including but not limited to legal, audit, personnel, oversight and management functions; or (4) for creating de-identified personal identifying information.

Certain disclosures may be required due to provider obligations that go beyond the privacy interests of clients. The following additional uses and disclosures are recognized by HUD, and the Springfield Office of Housing may provide additional guidance regarding these circumstances (each of which is described in more detail in the HUD 2004 HMIS Technical Standards):

1. Uses and disclosures required by law
2. Uses and disclosures to avert a serious threat to health or safety
3. Uses and disclosures about victims of abuse, neglect or domestic violence
4. Uses and disclosures for academic research purposes
5. Disclosures for law enforcement purposes

Confidentiality

Each agency must develop and implement written procedures to ensure: (1) All records containing protected identifying information of any individual or family who applies for and/or receives Continuum of Care assistance will be kept secure and confidential; (2) The address or location of any family violence project assisted with Continuum of Care funds will not be made public, except with written authorization of the person responsible for the operation of the project; and (3) The address or location of any housing of a program participant will not be made public, except as provided under a preexisting privacy policy of the recipient or subrecipient and consistent with State and local laws regarding privacy and obligations of confidentiality.

Protections for victims of domestic violence, dating violence, sexual assault, and stalking

Victim service providers are prohibited from entering data into HMIS. Other agencies must be particularly aware of the need for confidentiality regarding information about persons who are victims of domestic violence, dating violence, sexual assault, and stalking. Additional protections for these clients includes explicit training for staff handling personal identifying information of the potentially dangerous circumstances that may be created by improper release of this information.

Other Requirements

All agencies that contribute HMIS data must comply with the baseline privacy requirements described in this Privacy Plan. A CHO must comply with federal, state and local laws that require additional confidentiality protections. When a privacy or security standard conflicts with other Federal, state, and local laws to which the CHO must adhere, the CHO must contact the Springfield Office of Housing and collaboratively update the applicable policies for the CHO to accurately reflect the additional protections.

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We only collect information that we consider to be appropriate.

Recopilación de Datos

Recopilamos información personal directamente de usted por las razones que se discuten en nuestra declaración de privacidad.

Podemos ser requeridos recopilar alguna información personal por ley o por las organizaciones que nos dan dinero para operar este programa. Otra información personal que recopilamos es importante para ejecutar nuestros programas, mejorar los servicios para las personas sin hogar, y para comprender mejor las necesidades de las personas sin hogar.

Nosotros solamente recopilamos información que consideramos apropiado.

Hampden County HMIS

Privacy Notice

This notice describes how we may use and share information we have about you and how you can access that information.

HMIS is a database that stores information about clients we serve and services we provide. We collect information that is defined in the U.S. Department of Housing and Urban Development's HMIS Data Standards. This notice applies to the Hampden County HMIS.

Uses and Disclosures of Your Information

Information you provide...

- Will be entered into the Hampden County HMIS.
- Will be used to improve, provide and coordinate services.
- May be used in relation to payment or reimbursement for services.
- Will be used to make sure that our programs are effective.
- Will be used to prepare statistical reports.

Information you provide about physical or mental health problems will not be shared with other service providers, unless you have authorized it.

Protected Identifying Information (PII) will be shared only if you authorize it or if required by law, or if there is a serious threat to health or safety.

In Massachusetts, PII includes your name, date of birth, social security number, driver's license number, and bank account numbers. We **DO NOT** collect driver's license or bank account numbers.

Your Rights

- Your right to receive services will not be affected if you refuse to provide HMIS information.
- You control who your information is shared with. You may allow or refuse to share your information with other service providers.
- You may give written notice to end all privacy and information sharing agreements at any time.
- You may have a copy of this notice.
- You may view your record, have your record corrected, and file a complaint.

How to Inspect and Correct your Personal Information

You may request a copy of your HMIS record. Please submit a verbal or written request to program staff to get a copy. We will explain any information on it that you do not understand.

We will consider your request to correct inaccurate or incomplete personal information. We may delete or fix information that we agree is inaccurate or incomplete.

We may deny your request to inspect your personal information if...

- The information was gathered in reasonable anticipation of legal actions.
- The information would violate a confidentiality agreement.
- Sharing the information would endanger the life or safety of any individual.

If we deny your request we will explain the reason. We will keep a record of the request and the reason it was denied.

Data Storage and Disposal

We dispose of personal information that is not being used **seven** years after it was created or updated. We may remove personal identifiers from the information instead of getting rid of it.

We may keep information longer if required by laws, statutes, regulations or contracts.

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For more information contact the supervisor of your program.

To file a complaint, contact the Hampden County Continuum of Care:

Jesus Arce
City of Springfield Office of Housing
1600 E. Columbus Ave.
Springfield, MA 01103
(413) 787-6500
jarce@springfieldcityhall.com

We have the right to change this notice at any time and changes may apply to information collected prior to the date of the change.

We accept and consider all questions or complaints regarding the Hampden County HMIS.

HMIS del Condado de Hampden

Notificación de Privacidad

Este aviso describe como podemos utilizar t compartir la información que tenemos sobre usted y como usted puede tener acceso a esa información.

HMIS es una base de datos que almacena información acerca de los clientes que servimos y servicios que ofrecemos. Recopilamos la información que se define en el Departamento de Vivienda y Estándares de Datos HMIS de Desarrollo Urbano del EE. UU. . Este aviso se aplica al HMIS del Condado de Hampden.

Usos y Divulgaciones de su información

La información que usted proporcione...

- Se introducirá en el HMIS del Condado de Hampden.
- Se utilizará para mejorar, proveer y coordinar servicios.
- Puede ser utilizado en relación con el pago o reembolso de los servicios.
- Se utilizará para asegurar que nuestros programas sean eficaces.
- Se utilizará para preparar informes estadísticos.

La información que usted proporciona acerca de problemas de salud física o mental no será compartida con otros proveedores de servicios, a menos que usted haya autorizado.

Información de identificación protegida (PII) será compartida solo si usted lo autorice, o si lo requiere la ley, o si hay una amenaza seria a la salud o la seguridad.

En Massachusetts, PII incluye su nombre, fecha de nacimiento, número de seguro social, número de licencia de conducir y números de cuentas bancarias. No recopilamos números de licencia de conducir o cuentas bancarias.

Sus Derechos

- Su derecho a recibir los servicios no se vera afectado si se niega a proporcionar información de HMIS.
- Usted controla con quien su información se comparte. Puede permitir o denegar compartir su información con otros proveedores de servicios.
- Puede dar aviso por escrito para terminar los acuerdos del intercambio de información y privacidad en cualquier momento.
- Puedes obtener una copia de este aviso.
- Usted puede ver su expediente, tener su expediente corregido, y someter una queja.

Como revisar y corregir su información personal

Usted puede solicitar una copia de su expediente HMIS. Por favor, envíe una solicitud verbal o por escrito al personal del programa para obtener una copia. Explicaremos cualquiera información que no entiende.

Consideraremos su solicitud para corregir la información personal que este inexacta o incompleta. Podemos eliminar o corregir la información en que estemos de acuerdo ser inexacta o incompleta.

Podemos negar su solicitud para revisar su información personal si...

- La información se recopiló en anticipación razonable de acciones legales.
- La información violaría un acuerdo de confidencialidad.
- Compartir la información pondría en peligro la vida o seguridad de cualquier persona.

Si negamos su petición le explicaremos la razón. Vamos a mantener un registro de la solicitud y la razón por la que fue denegada.

Almacenamiento de Datos y Eliminación

Disponemos información personal que no esta siendo utilizado siete años después de su creación o actualización. Podemos quitar los identificadores personales de la información en lugar de deshacerse de ella.

Podemos mantener la información por más tiempo si lo requieren las leyes, estatutos, reglamentos o contratos.

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Para mas información póngase en contacto con el supervisor de su programa.

Para someter una queja, comuníquese con La Continuidad de Cuidado del Condado De Hampden.

Jesús Arce
Cuidad de Springfield, Oficina de Vivienda
1600 East Columbus Avenue
Springfield, Massachusetts 01103
(413) 787-6500
jarce@springfieldcityhall.com

Tenemos el derecho de cambiar este aviso en cualquier momento y cambios pueden aplicar a información recopilada antes de la fecha de cambio. Aceptamos y consideramos todas las preguntas o quejas con respecto a la Continuidad de Cuidado de HMIS del Condado de Hampden.