Washington County

Homeless Services

HMIS Updated Privacy Notice

Department of Housing Services

co.washington.or.us

Agenda

- What is changing?

- Why is this changing?

- What are the workflows?

- HMIS Demo

- Questions

What is Changing?

- There is a new HMIS Privacy & Security Notice that replaced the prior version effective 1/1/2023

- How data can be shared has not substantially changed from before – what has changed is how consent is obtained

- We have been operating under what is called a "Release of Information" model which requires that direct consent is required from participants prior to sharing data with other service providers in the same continuum
  - Consent has been gained via the "A Road Home ROI"

What is Changing?

- The new model operates under inferred (or implied) consent, which means that if we:
  - Clearly articulate how we are going to use data in our Privacy Notice
  - Only use data as stated in the Privacy Notice
  - Make the Privacy Notice visible to and easily accessible by our participants

Then we can assume that the participant has consented to sharing data by engaging services with us

What is Changing?

- This change means that:
  - We will no longer require that participants provide consent for data sharing either verbally or in writing via the "A Road Home ROI" prior to data entry
- It is even more critical that our Privacy Sign be posted in a visible location where your organization does intakes and/or is brought with you if you meet someone in an alternate location. This can be:
  - In the lobby at your organization's office building
  - At your desk area if you are co-located with another organization
  - Printed copies brought with you when meeting participants at other locations
- One important note:
  - Visibility in HMIS is controlled by provider level settings and that visibility has gotten turned on by the ROI, so if your organization has a reason to not share data, this change will not impact that

Why is this Changing?

- The benefits of moving to a Privacy Notice model vs a ROI model are:
  - Aligns our operations with current best practices in terms of data privacy and security
  - Greatly reduces the administrative burden
  - More trauma-informed and people centered to utilize a Privacy Notice and implied consent as increased data sharing prevents participants from having to tell their story multiple times
  - Reduces barriers when you don't have to sign a paper at every step of the way
  - More efficient and allows providers to focus on service delivery

Workflows: Current Caseload

- During your next interaction with a household already enrolled in your services:
  - Let them know that our Privacy Notice has changed and we are now required to read a Privacy Script during their first interaction with the Homeless Services system in Washington County
  - Explain that way we use and disclose data has not changed. The noticeable impact to them is that we will no longer ask them to sign the Release of Information form previously used before any new program enrollment.

- Once you have covered the new Privacy Notice with them, please update the Privacy Script section in the "WashCo Participant Profile Questions" area of the Client Summary.

Workflows: New Participants

- Review the participant's "WashCo Participant Profile Questions" section on the Client Summary page to determine whether the Privacy Script has been read to this person before.

  - If Yes – No need to do anything with the participant

  - If Select/No – Read the Privacy Script and document accordingly in HMIS

- Other note: Releases of Information will still need to be input in HMIS, but these are purely a technical, system requirement for visibility to work correctly

Bonus Changes

- The new "WashCo Participant Profile Questions" area of the Client Summary also has:
  - REALD questions so this can be more easily added for everyone
  - Contact Information

HMIS Demo

- [Training Site](#)

Training Options

- Register via the Zoom links below or in PowerDMS

  - Wednesday, January 4th from 10 to 10:45am
  - Thursday, January 5th from 11 to 11:45am
  - Friday, January 6th from 10 to 10:45am
  - Friday, January 6th from 2 to 2:45pm
  - Monday, January 9th from 9 to 9:45am
  - Monday, January 9th from 1 to 1:45am
  - Tuesday, January 10th from 9 to 9:45am
  - Wednesday, January 11th from 11 to 11:45am
  - Thursday, January 12th from 9 to 9:45am
  - Thursday, January 12th from 1 to 1:45pm
  - Friday, January 13th from 10 to 10:45am
  - Friday, January 13th from 1:30 to 2:15pm
  - Tuesday, January 17th from 10 to 10:45am
  - Tuesday, January 17th from 3 to 3:45pm
  - Wednesday, January 18th from 9:30 to 10:15am
  - Wednesday, January 18th from 3:30 to 4:15pm
  - Thursday, January 19th from 1 to 1:45pm
  - Thursday, January 19th from 3 to 3:45pm
  - Friday, January 20th from 9:30 to 10:15am
  - Friday, January 20th from 2 to 2:45pm