

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

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