

ARIZONA BALANCE OF STATE CONTINUUM OF CARE

AZBoSCoC Homeless Management Information System (HMIS)

Privacy Policy and Notice

Updated: October 2, 2019

Version 2.0

A. What This Notice Covers

1. This notice describes the privacy policy and practices of the Arizona Balance of State Continuum of Care (“AZBoSCoC”) Homeless Management Information System (“HMIS”) and Arizona Department of Housing as the Collaborative Applicant and System Administrator for the AZBoSCoC.
2. The policy describes how the AZBoSCoC collects, may use and disclose protected personal information (PPI) and additional data collected by covered homeless organizations (“CHO”) within the AZBoSCoC.
3. The policies and practices in this notice cover the processing of protected personal information for clients of the Arizona Balance of State Continuum of Care. This notice covers personal information and data collected and entered in the AZBoSCoC HMIS. It does not apply to medical records or information covered by HIPAA or other legal protections.
4. This notice informs clients, our staff, and others how we process personal information. We follow the policy and practices described in this notice.
5. Protected Personal information (PPI) is any information we maintain about a client that:
 - a. allows identification of an individual directly or indirectly
 - b. can be manipulated by a reasonably foreseeable method to identify a specific individual,
or
 - c. can be linked with other available information to identify a specific client. When this notice refers to personal information, it means PPI.
6. These policies and procedures are intended to be consistent and comply with standards for Homeless Management Information Systems issued by the Department of Housing and Urban Development. (See 69 Federal Register 45888 (July 30, 2004)).



7. This notice and the policies and practices it describes are subject to change at any time. Amendments may affect personal information that we obtained before the effective date of the amendment.
 - a. Amendment Process - All amendments to this Privacy Notice and related policies and procedures are drafted by the AZBoSCoC HMIS Committee which consists of representatives from AZBoSCoC HMIS Users. The AZBoSCoC HMIS Committee submits recommended amendments to the AZBoSCoC Governance Advisory Board for final approval. If approved by the Governance Advisory Board, this Privacy Notice and the related policies and procedures will be amended and distributed throughout the AZBoSCoC.
8. This privacy notice should be posted at all Continuum of Care intakes and service sites where PPI is collected. You may also request a copy of this form from any provider participating in AZBoSCoC and/or HMIS system. This Privacy Notice is maintained on the HMIS website as well as the AZBoSCoC webpage located at <https://housing.az.gov/documents-links/forms/special-needs-continuum>.

A written copy of this Privacy Notice may also be requested by contacting the AZBoSCoC Coordinator via the main office of the AZBoSCoC is located at the offices of the AZBoSCoC lead agency:

Arizona Department of Housing at:
1110 West Washington, Ste. 280
Phoenix, AZ 85007
E Mail: Ryan.Vernick@azhousing.gov
Phone: 602.771.1017

B. How and Why We Collect Personal Information

1. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:
 - a. To provide or coordinate services to clients
 - b. To locate other programs within and outside the homeless services system that may be able to assist clients
 - c. For functions related to payment or reimbursement from others for services we provide



- d. To operate our organization, including administrative functions such as legal, audits, personnel, oversight, and management functions,
 - e. To comply with governmental reporting obligations
 - f. When required by law
 - g. To better provide for the safety, physical and mental health and well-being of persons experiencing homelessness seeking assistance.
 - h. To improve the overall system of homeless services and supports.
2. We only use lawful and fair means to collect personal information. Refusal to provide information or share information required will not result in refusal or ineligibility for services although service referrals, service coordination, program eligibility and placement may take longer and require additional data collection if personal information or sharing is withheld.
 3. We normally collect personal information with the knowledge or consent of our clients. If you seek our assistance and provide us with personal information, we assume that you consent to the collection of information as described in this notice.
 4. We may also get information about you from:
 - a. Individuals who are with you
 - b. Other private organizations that provide services (see list)
 - c. Telephone directories, public records and other published sources
 - d. Verifications government agencies or providers you identify as connected to you

Ex: VA Hospital, Probation, Parole, Health Care Provider

5. As an additional option for clients to be notified of HMIS privacy standards, programs may choose to post a sign at their intake desk or other location explaining the reasons we ask for personal information. (Please note: The HMIS privacy standards notification sign is not in place of the ROI but may be used as an additional layer of notification) The sign says:

“We collect personal information directly from you for reasons that are discussed in our privacy statement. 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 individuals, and to better understand the need of homeless individuals. We only collect information that we consider to be appropriate.”

C. How We Use and Disclose Personal Information



1. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. We assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:
 - a. to **provide or coordinate services** to individuals We share client records with other organizations that may have additional privacy policies and that may allow different uses and disclosures of the information (ex: Veterans Administration, Regional Behavioral Health Authorities).
 - b. for functions related to **payment or reimbursement for services**
 - c. to **carry out administrative functions** such as legal, audits, personnel, oversight, and management functions
 - d. to **create de-identified (anonymous) information** that can be used for research and statistical purposes without identifying clients
 - e. **when required by law** to the extent that use or disclosure complies with and is limited to the requirements of the law
 - f. to **avert a serious threat to health or safety** if
 - (1) we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, **and**
 - (2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat
 - g. to **report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority** (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence
 - (1) under any of these circumstances:
 - (a) where the disclosure **is required** by law and the disclosure complies with and is limited to the requirements of the law
 - (b) if the individual agrees to the disclosure, **or**
 - (c) to the extent that the disclosure is **expressly authorized** by statute or regulation, **and**



- (I) we believe the disclosure is necessary to prevent serious harm to the individual or other potential victims, **or**
 - (II) if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought **is not intended to be used against the individual** and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.
- (2) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
- (a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, **or**
 - (b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.

h. for **academic research purposes**

- (1) conducted by an individual or institution that has a formal relationship with the CHO if the research is conducted either:
 - (a) by an individual employed by or affiliated with the organization for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator (other than the individual conducting the research), **or**
 - (b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator.

and

- (2) any written research agreement:
 - (a) must establish rules and limitations for the processing and security of PPI in the course of the research



- (b) must provide for the return or proper disposal of all PPI at the conclusion of the research
 - (c) must restrict additional use or disclosure of PPI, except where required by law
 - (d) must require that the recipient of data formally agree to comply with all terms and conditions of the agreement, **and**
 - (e) is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board or other applicable human subjects protection institution.
- i. to a law enforcement official **for a law enforcement purpose** (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
- (1) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena
 - (2) if the law enforcement official makes a **written request** for PPI that:
 - (a) is signed by a supervisory official of the law enforcement agency seeking the PPI
 - (b) states that the information is relevant and material to a legitimate law enforcement investigation
 - (c) identifies the specific PPI sought
 - (d) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, **and**
 - (e) states that de-identified information could not be used to accomplish the purpose of the disclosure.
 - (3) if we believe in good faith that the PPI constitutes **evidence of criminal conduct** that occurred on our premises
 - (4) in response to an oral request for the purpose of **identifying or locating a suspect, fugitive, material witness or missing person** and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics, **or**
 - (5) if
 - (a) the official is an authorized federal official seeking PPI for the provision of **protective services to the President** or other persons authorized by 18 U.S.C.



3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), **and**

(b) the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.

- j. to comply with **government reporting obligations** for homeless management information systems and for oversight of compliance with homeless management information system requirements.
 - k. to assist in providing follow up services or care including housing based supportive services. Shared information may include last known location, last provider of record or contact information.
2. Before we make any use or disclosure of your personal information that is not described here, we seek your consent first.

D. How to Inspect and Correct Personal Information

- 1. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.
- 2. Your local HMIS representative agency (case management staff) will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.
- 3. To inspect, get a copy of, or ask for correction of your information, the client's case manager will assist the client in submitting their request through a centralized request portal in order to document and track the reason for the request and the status of response. **All requests should be submitted at HMIS-Support@crisisnetwork.org**
- 4. We may deny your request for inspection or copying of personal information if:
 - a. the information was compiled in reasonable anticipation of litigation or comparable proceedings
 - b. the information is about another individual (other than a health care provider or homeless provider)



- c. the information was obtained under a promise or confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, **or**
 - d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.
5. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial
 6. We may reject repeated or harassing requests for access or correction.

E. Data Quality

1. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.
2. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.
3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

F. Complaints and Accountability

We accept and consider questions or complaints about our privacy and security policies and practices. Any complaints or grievances may be presented in writing to your local HMIS Representative Agency or via mail or e-mail to the AZBoSCoC Coordinator at:

Arizona Department of Housing:
1110 West Washington, Ste. 280
Phoenix, AZ 85007
E Mail: Ryan.Vernick@azhousing.gov
Phone: 602.771.1017

Complaint and/or grievance issues will be documented by the Continuum of Care Coordinator to be investigate within 7 business days. An investigation may include review of HMIS records, interviews with person filing the grievance, and any agency or organization named in the grievance. Grievance should include desired remedy and contact phone number, physical address and or e-mail address for follow up.



1. All members of our staff (including employees, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice. Each staff member must receive and acknowledge receipt of a copy of this privacy notice.

G. Privacy Change History

1. Version 1.0 – November 14, 2014 – Initial Policy
2. Version 1.3 – August 3, 2017 – Last Review
3. Version 2.0- Dec 18, 2018- Last Review
4. Version 2.0- October 2, 2019- Last Review