

Notice to Clients of Uses & Disclosures

Privacy Notice to Clients

This notice tells you about how we use and share your private personal information. It tells you about your rights and our responsibilities to protect the privacy of your private personal information. It also tells you how to let us know if you believe that we have violated any of your rights or any of our responsibilities.

We are required by law to keep the privacy of your private personal information and we must adhere to the terms of this notice.

We reserve the right to change this Notice at any time. This Notice is not a legal contract. If this notice is changed, a copy of the revised notice will be available upon request or posted on our website.

You may request a copy of our notice at any time. For more information about our privacy practices, or for more copies of this notice, please request this from the agency assisting you.

We will enter the information given our agency into a computerized record-keeping system called ServicePoint. Participating agencies use ServicePoint to better organize and deliver services to homeless or near homeless individuals and families. Agencies and staff have sign confidentiality agreements to keep information in ServicePoint protected.

Certain basic client information is shared only to participating agencies to avoid creating duplicate records. Authorized HMIS persons at participating community agencies will be able to see the following data elements of all client records:

- First Name and Last Name
- Social Security Number (needed for specific services)
- Veteran Status

Our goal is to improve efforts to better understand what we can do to prevent and end homelessness. Information you share will play an important role, including:

- Help us prioritize, plan, and provide meaningful services to you and your family.
- Help our agency to improve its work with families and individuals that are homeless or at-risk of homelessness.
- Allow local agencies to work better together to prevent and/or end homelessness.
- Provide statistics for local, state, and national policy makers to set effective goals.

Information you share is used to:

- Enter program and services in ServicePoint.
- Improve and coordinate services that can be offered you.
- Receive reimbursement for services provided.
- Monitor program effectiveness.
- Prepare aggregate reports and statistical information without personal identifying information.

Any other Personal identifying information will not be shown to any third-party, unless authorized by you or required by law. Authorization not needed for certain disclosures to government agencies or legal processes:

- Uses and disclosures required by law
- Public health, health oversight and regulatory agency activities
- Cases of neglect, abuse or domestic violence
- Judicial and administrative proceedings
- Law enforcement investigations
- Deceased individuals and organ donors
- Serious threats to health or safety
- Disclosure of "de-identified" health information

How will my information be kept secure?

- ServicePoint has the highest degree of security protection available.
- ServicePoint is governed by federal, state, county, and local privacy policies. System-wide access to personally identifying information contained in ServicePoint is limited to individuals employed and screened by a participating agency with documented agreements in place.
- Persons with access to ServicePoint data will not issue reports having personal identifying information.
- Personal identifying information in addition to those listed above may be viewed by the agency assisting you and other participating agencies that may provide you additional assistance.
- Personal identifying information will be removed before reports are issued to local, state, or national agencies.
- ServicePoint users receive training in privacy protection and have received copies of this privacy policy and have signed a confidentiality agreement pledging to adhere to its requirements.

Know your information rights!

As a client receiving assistance from a Participating agency, you are entitled to a copy of this notice. In addition, you can:

1. Decide the level of disclosure of your information; allow or refuse to share your information with OCCC participating agencies.
2. Revoke visibility of your information by providing this service provider written notice. This includes restricting data visibility to only the agency assisting you.
3. Request reasonable accommodation. The agency you are seeking services from must make reasonable accommodations to ensure that you understand your information rights.
4. Access your record. You have the right to review your ServicePoint record, obtain a printed copy of your data, and have information that you do not understand explained to you.
5. Correct your record. You have the right to have your record corrected so that information is up-to-date, correct, and to ensure fairness in its use. Disagreements over the accuracy of information shall be subject to the agency grievance process and any uncorrected disagreement shall be noted in your ServicePoint record.
6. Refuse to allow access and not be denied assistance. You will not be denied services for which you are otherwise eligible if you refuse to consent to the sharing with other provider agencies of data that has been entered into ServicePoint. If you have safety concerns, please discuss this with a staff member.

7. File a grievance. You have the right to be heard if you feel that you have been unjustly served, put at personal risk, or harmed. Employees or agencies that misuse information are subject to reprimands, warnings, and dismissal from using ServicePoint. The agency must make their written grievance policy available to you.

Additionally:

- Data Archival: All personally identifying data will be archived from ServicePoint no later than seven years after being entered or after last being modified.
- Amendments: The terms of this privacy notice may be amended at any time and all amendments will be effective with respect to previously obtained information.
- Privacy Policy Questions & Complaints: All questions or complaints about this agency's privacy and data security practices may be pursued through the agency grievance process.
- Agencies with access to shared information can be found on the Oregon Community Continuum of Care website: <https://oregonbos.org/about>. Your intake worker can print a list of participating agencies at your request.