<u>Entering Release of Information Documentation in Clarity</u>

Client Consent

You **must** obtain informed consent from all of your active clients in the new system if the warning banner is visible at the top of their profile. Consent -- in this context -- is simply consent to share basic demographic information – viewable on the Client Profile screen. **No other information is visible or shared across agencies within the Cambridge HMIS. Other agencies will not be able to see a client's assessment or program enrollment data entered by your agency.** Demographic information is typically static; it does not usually change over time. Sharing this type of information enables us to have an unduplicated count of persons we are serving in our CoC and prevents clients from having to answer the same questions repeatedly.

This Release of Information in HMIS is universal, meaning that only one agency needs to obtain it per client. Therefore, if the warning banner is not showing at the top of the record for an existing client, you do not need to collect this consent from the client.

Types of Consent Documentation

- Attached PDF – A scanned and uploaded form that the client has signed
- Electronic Signature – This format can be used *only* if the client agrees to consent and can provide his or her signature electronically. It is not currently available for households providing consent for dependents.
- Verbal Consent – Should be chosen if the provider has signed the form on behalf of the client
- Household – Should be chosen for persons under age 18 who are receiving services as part of a family, if the Head of Household has provided consent for their dependents' profile information to be shared
- Outside Agency Verified – For Planning and Development use only

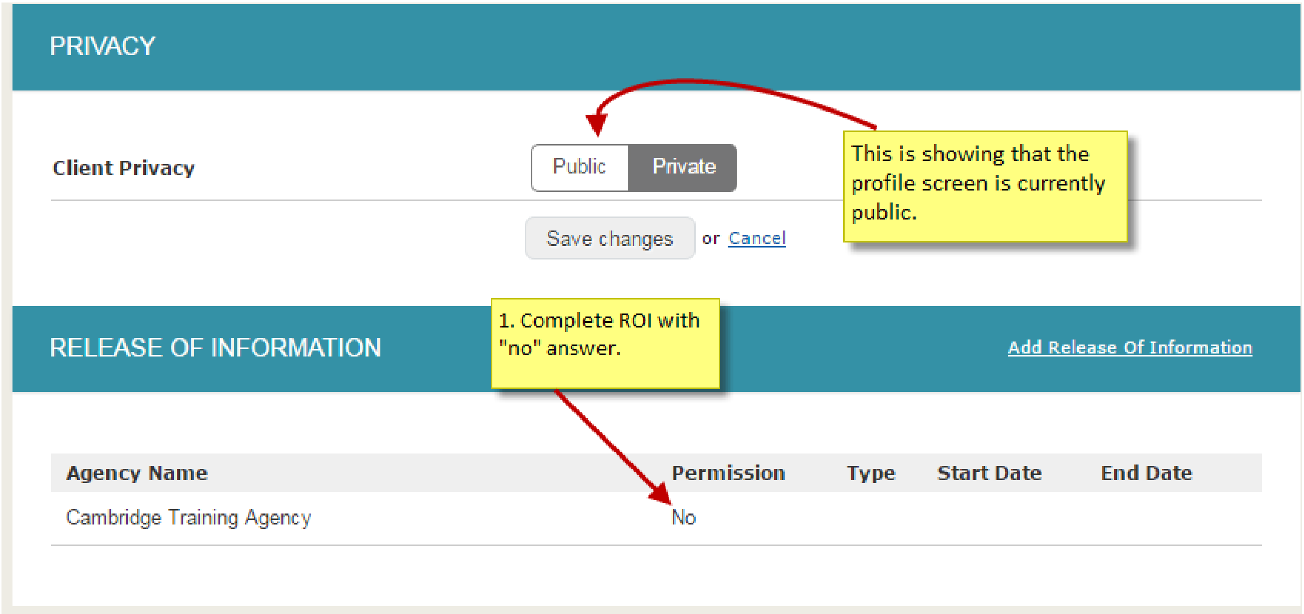
If an ***existing*** client does not want to give consent to share their basic information in HMIS with other participating provider agencies, have them complete a hard copy of the form and upload the scanned document to the Files section of the client's HMIS record. Here are the steps to take (see screen shots that follow):

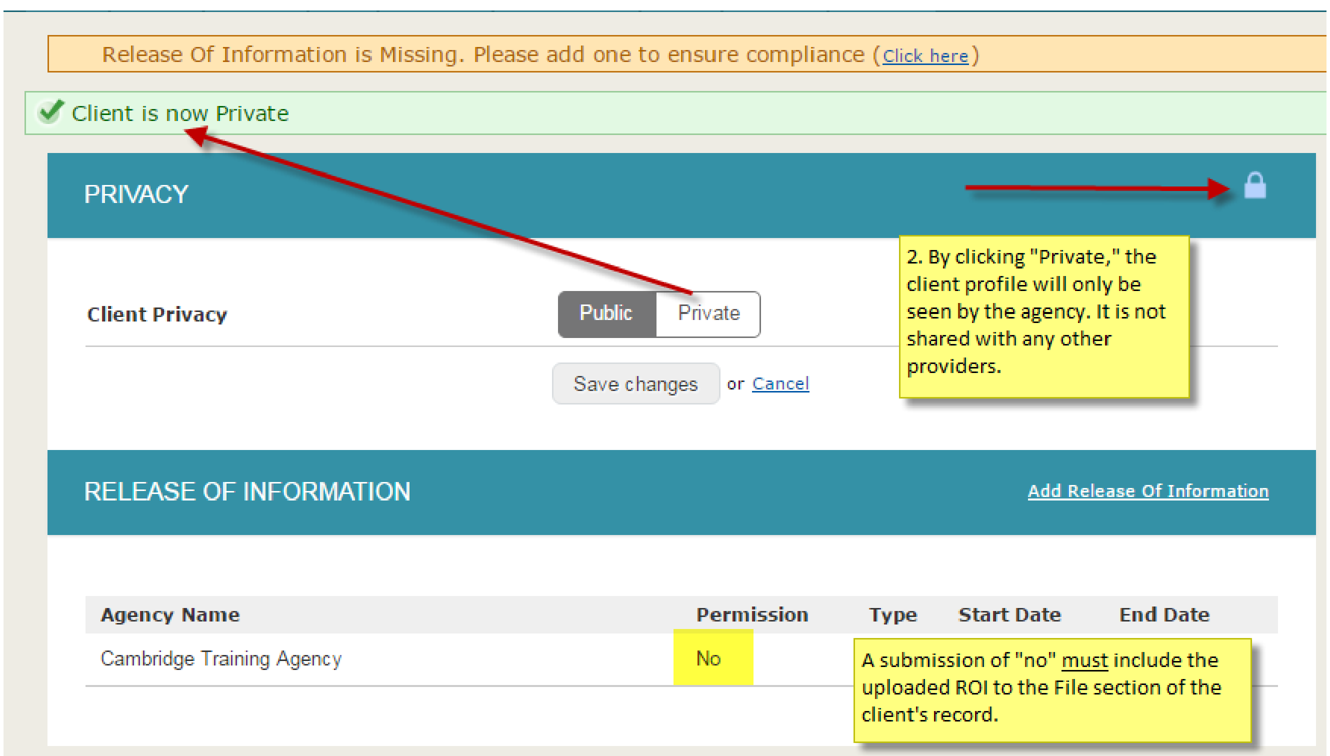
1. Complete the Release of Information by choosing "no."
2. On the Client Privacy screen, select "Private." This will prevent other agencies in our system from accessing this client's record (profile screen information).
3. Upload the signed refuse to consent to share document to Files section in category "Uploads for Verbal Consent or Refused" – "Signed Refused Consent Form."

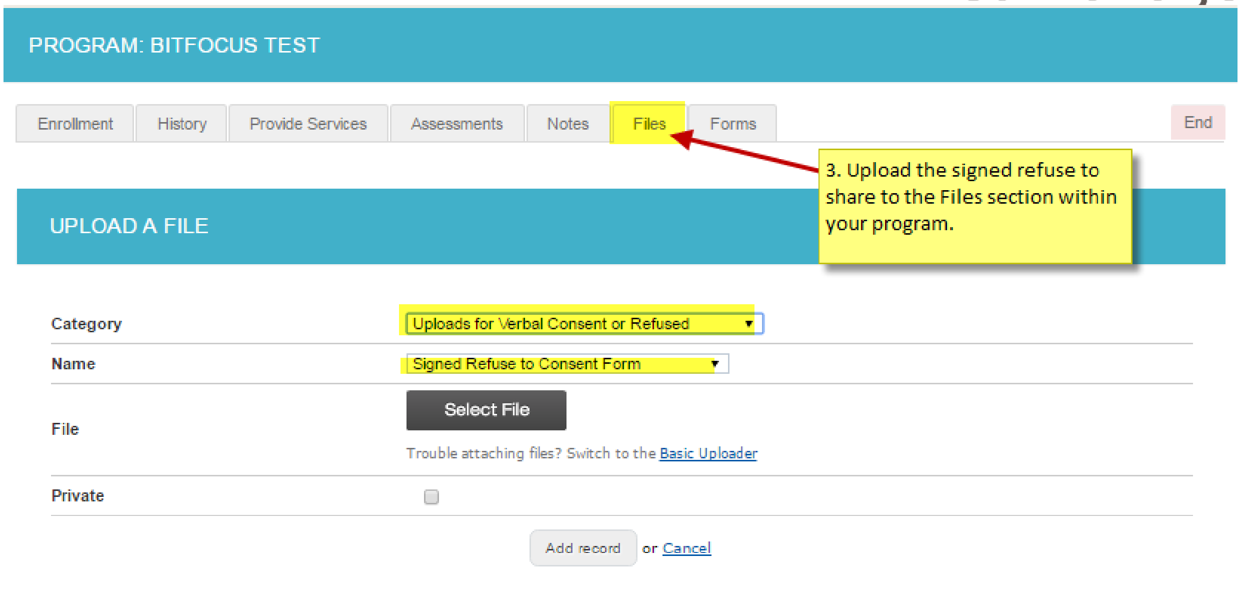
For more guidance and review on how to enter the Client Release of Information, please see the following entry in the Clarity online help portal: http://help.clarityhs.com/clients/roi-end-user/.

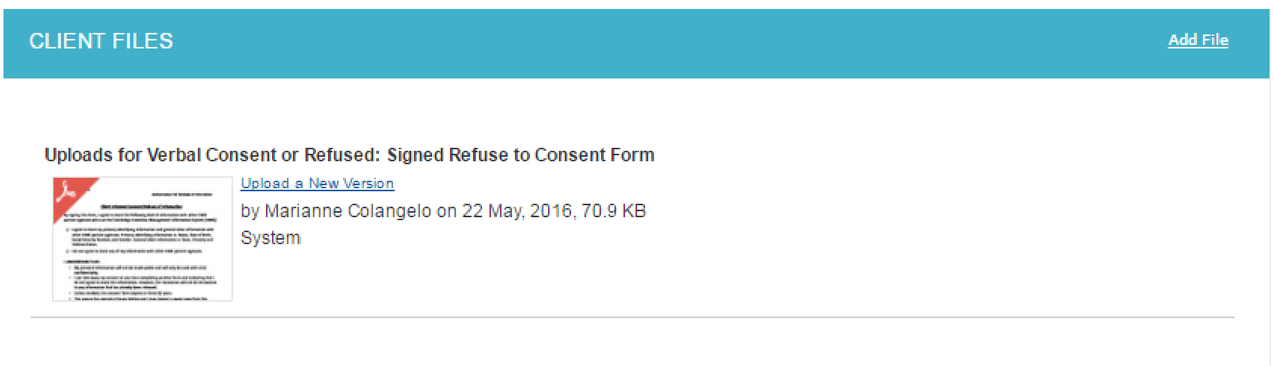
Cambridge HMIS

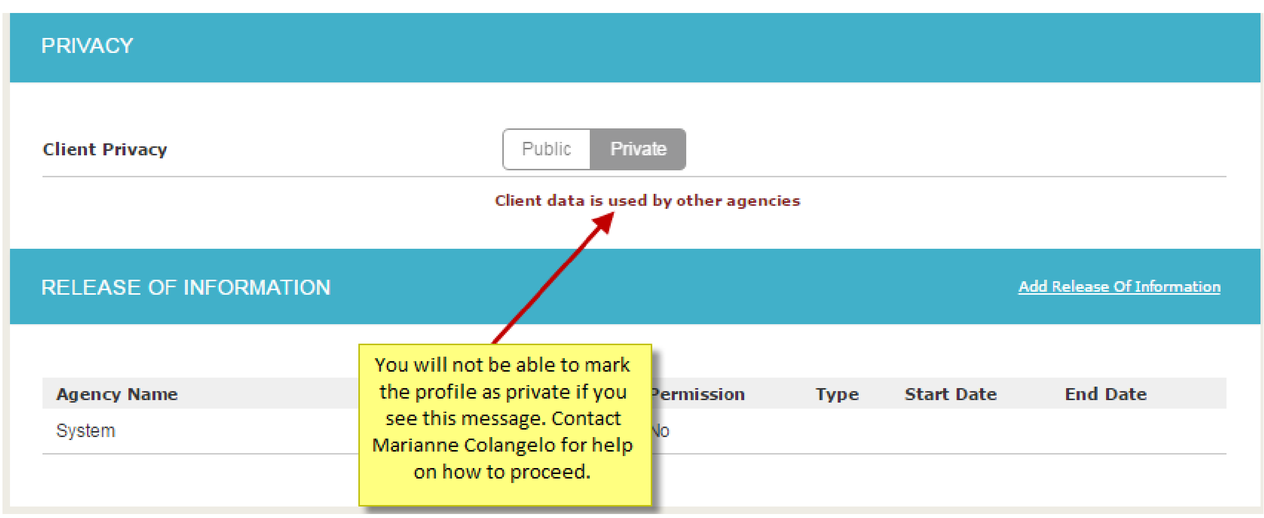
Cambridge CONTINUUM OF CARE






PROGRAM: BITFOCUS TEST
Enrollment
History
Provide Services
Assessments
Notes
Files
Forms
End
3. Upload the signed refuse to share to the Files section within your program.
UPLOAD A FILE
Category
Uploads for Verbal Consent or Refused
Name
Signed Refuse to Consent Form
File
Select File
Trouble attaching files? Switch to the Basic Uploader
Private
Add record
or Cancel


CLIENT FILES
Add File
Uploads for Verbal Consent or Refused: Signed Refuse to Consent Form
Upload a New Version
by Marianne Colangelo on 22 May, 2016, 70.9 KB
System


PRIVACY
Client Privacy
Public
Private
Client data is used by other agencies
RELEASE OF INFORMATION
Add Release Of Information
Agency Name
Permission
Type
Start Date
End Date
System
No
You will not be able to mark the profile as private if you see this message. Contact Marianne Colangelo for help on how to proceed.

If a client refuses to participate in HMIS, you will still need to collect HUD information, however, you'll enter a record for them that is unidentifiable. This is also the case for entering information on anyone who is: 1) working with a DV agency or, 2) currently fleeing or in danger from domestic violence, dating violence, sexual assault or a stalking situation.

How to add a new unidentifiable record for a client who is **not** already in the HMIS:

How to enter anonymous client records

- Social Security Number
  - Enter all 0's
  - For SSN Quality, choose "Client Refused"

- Client Name Fields
  - Enter series of letter "x" as last name (Xxxxx)
  - Enter series of letter "o" as first name (Oooooo)
  - "Partial, street name, or code name reported" for Name DQ
  - After saving, replace Unique ID "A2343Y49" in Last Name field and save changes

- Date of Birth
  - Enter only the year the person was born
  - Eg. 1/1/1976 instead of 3/17/1976