How-To Guide:
Restricting Client Records in HMIS

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Overview & Partner Agency Responsibilities

!! End Users are *NEVER* to restrict an HMIS client record from the *Client Profile* tab !!

Please contact the HMIS Help Desk if you have any questions *OR* feel that a record needs to be restricted on the Client Profile tab *in addition* to the project enrollment record from the Entry / Exit tab

When a client signs the ***'HMIS Client Data Sharing Opt-Out Form'*** *they are **opting out** of full data sharing* with the MD BoS HMIS Partner Agencies & will need to specify their preferences for sharing amongst *Partner Agency projects* in the MD BoS HMIS. In addition, if the client does not wish to share information with the MSHDW, they will need to complete the form and select Option 3.

- **Option 1:** *CONSENT* to share ***only*** with the LHC's MD BoS CE project
- **Option 2:** *DENY consent* to share with other MD BoS HMIS Partner Agencies
- **Option 3:** *DENY consent* to share with the MSHDW

The Partner Agency will then complete the steps outlined in this document, based on the clients selection, to properly restrict the clients HMIS record.

1. *End User* witnessing client signature must – ***within 24hrs*** of client signing:
   a. ***Sign*** the 'Partner Agency Staff Signature' below the clients signature
   b. ***Restrict*** the HMIS client record by following the steps outlined for sharing option(s) selected
   c. ***Upload*** a copy of the signed *HMIS Client Data Sharing Opt-Out Form* to the 'File Attachments' section in the clients HMIS record
   d. ***Notify*** the Partner Agency HMIS PoC that the client has completed the '*HMIS Client Data Sharing Opt-Out Form*'
2. *HMIS Agency Point-of-Contact* (PoC), ***within 48 hours*** of the client signing, must:
   a. ***Confirm*** the correct HMIS client enrollment has been properly restricted & that the '*HMIS Client Data Sharing Opt-Out Form*' has been uploaded to the clients HMIS record
   b. ***Notify*** the MD BoS HMIS Team that a client has completed the '*HMIS Client Data Sharing Opt-Out Form*' by submitting a ticket to the HMIS Help Desk and identifying the client by providing the clients HMIS ID number

Instructions to Restrict HMIS Client Records

<u>Option 1: CONSENT to Share Only with LHC's CE Project</u>

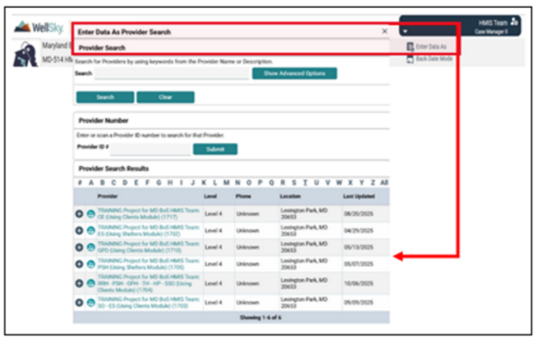
!! End Users are *NEVER* to restrict an HMIS client record from the *<u>Client Profile</u>* tab !!

Step 1.

- **Log into HMIS**

Step 2.

- Click **Enter Data As** – then click the plus ⊕ next to the *<u>HMIS Coordinated Entry</u>* project for which you are entering data



LHC	HMIS Provider ID	Coordinated Entry Project Name
Allegany County	1466	AC: Coordinated Entry (CE)
Cecil County	1621	CC: Coordinated Entry (CE)
Frederick County	1681	FC: Coordinated Entry (CE)
Garrett County	1465	GC: Coordinated Entry (CE)
Harford County	1437	HC: Coordinated Entry (CE)
Southern Maryland	1630	SM: Coordinated Entry (CE)
Washington County	319	WC: Coordinated Entry (CE)

Step 3.

- **Enroll** the client who is the ***HoH*** into the project selected above in Step 2

  **** <u>CLICK HERE</u> for the correct HMIS workflow to enroll HoH into the CE project ****

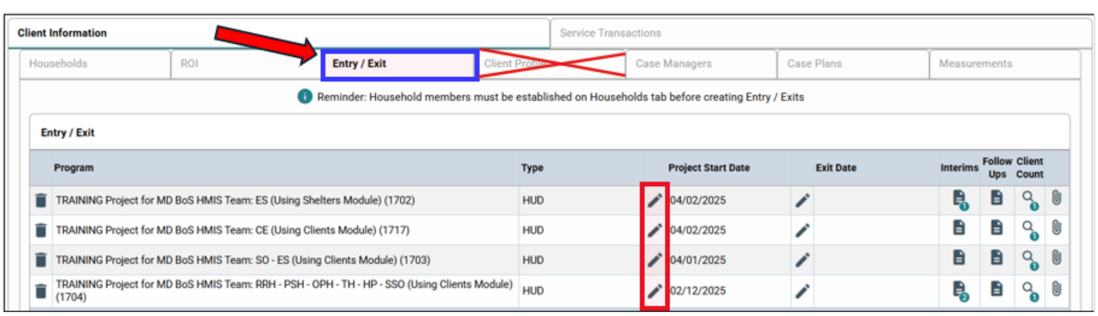
  - Save & Exit the Entry assessment

✅ ***After*** enrolling the HoH into the HMIS CE project

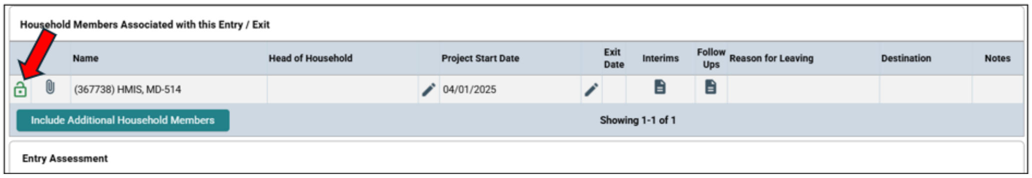
➡️ And from the *<u>Entry / Exit</u>* tab on the **HoH client record**

Step 4.

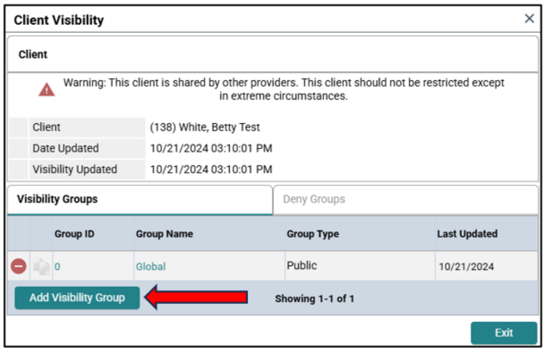
- **Restrict** the HMIS record based on option the client (HoH) selected on the 'Opt-Out' form
  - ***Click*** on the pencil for the project enrollment that is being restricted & open the ***ENTRY*** *assessment*



- ***Click*** on the '*Lock*'



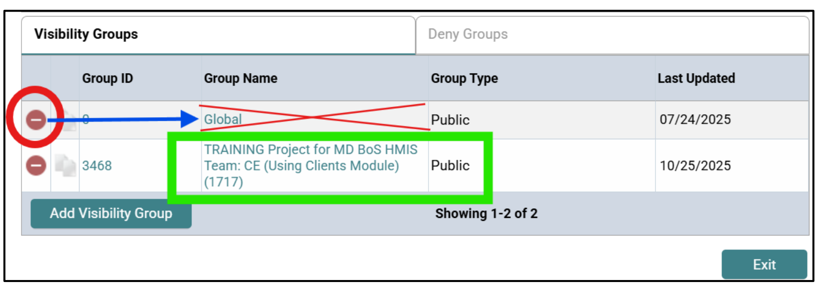
- ***Click*** '*Add Visibility Group*'



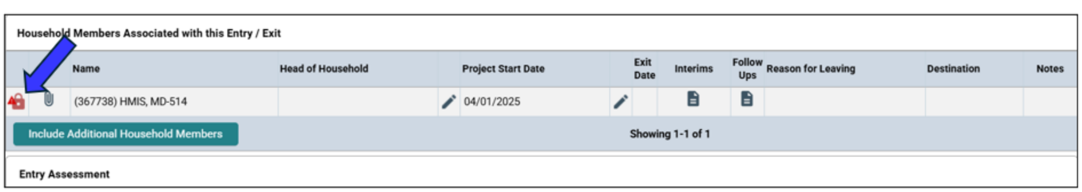
- ***Search*** for & ***Select*** the HMIS Coordinated Entry project you enrolled HoH into

LHC	HMIS Provider ID	Coordinated Entry Project Name
Allegany County	1466	AC: Coordinated Entry (CE)
Cecil County	1621	CC: Coordinated Entry (CE)
Frederick County	1681	FC: Coordinated Entry (CE)
Garrett County	1465	GC: Coordinated Entry (CE)
Harford County	1437	HC: Coordinated Entry (CE)
Southern Maryland	1630	SM: Coordinated Entry (CE)
Washington County	319	WC: Coordinated Entry (CE)

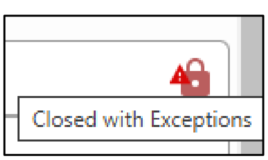
- ***AND*** – ***Remove*** the group called '*Global*' by clicking the icon



- The '*Lock*' will now be **RED**

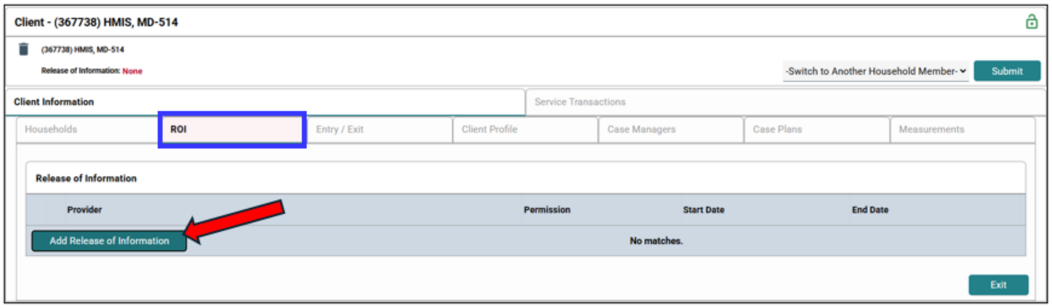


- When you hover over the '*Lock*' it, it will say '*Closed with Exceptions*'

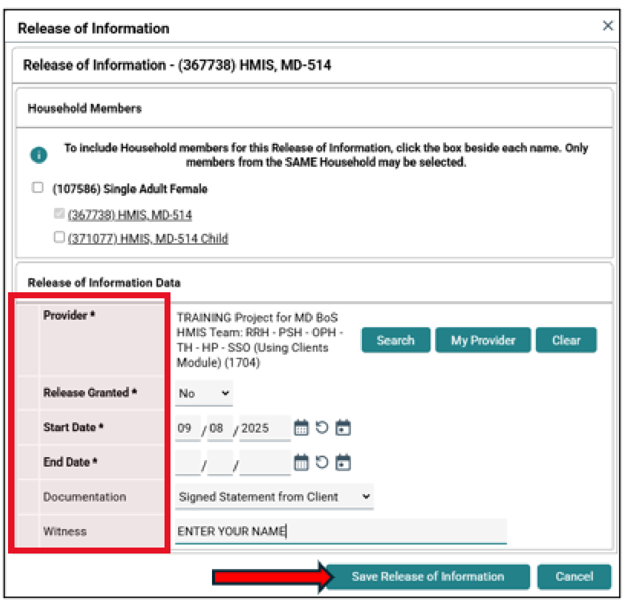


Step 5.

- Go to the ***ROI*** **tab**
  - **Click** ‘*Add Release of Information*’



  - **Provider**: This should be the HMIS CE project selected for ‘*Enter Data As*’ in Step 2
  - **Release Granted**: Select ‘*NO*’
  - **Start Date**: Enter the date client signed the ‘Opt-Out’ form
  - **End Date**: Enter 01/01/2099 *****Change End Date*** if the client decides in the future to ***ALLOW*** data sharing******
  - **Documentation**: Select ‘*Signed Statement from Client*’
  - **Witness**: Enter your name
  - **Click** ‘*Save Release of Information*’

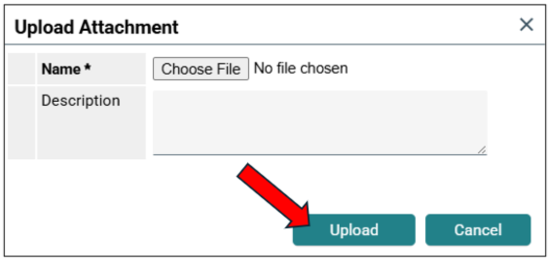


Step 6.

- Go to the ***Client Profile*** **tab**

  - Under the **File Attachments** section
  - **Click** ‘*Add New File Attachment*’

- Upload the '*MD BoS HMIS Client Data Sharing Opt-Out Form*' that has been ***signed / dated*** by the client & Partner Agency staff



Option 2: DENY Consent to Share with MD BoS HMIS Partner Agencies

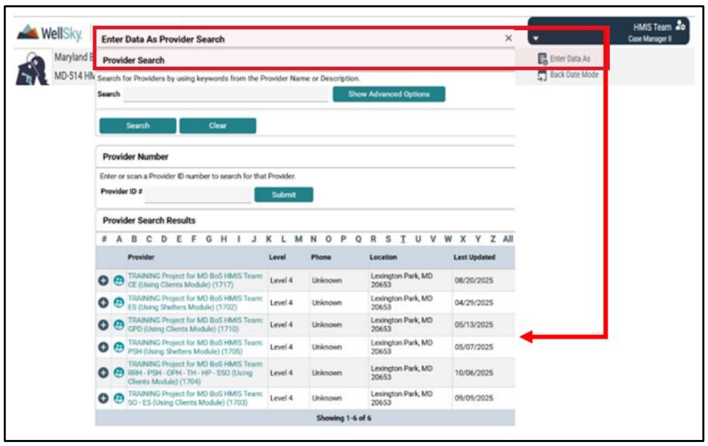
!! End Users are *NEVER* to restrict an HMIS client record from the *Client Profile* tab !!

Step 1.

- **Log into HMIS**

Step 2.

- Click **Enter Data As** – then click the plus ⊕ next to the project for which you are entering data



Step 3.

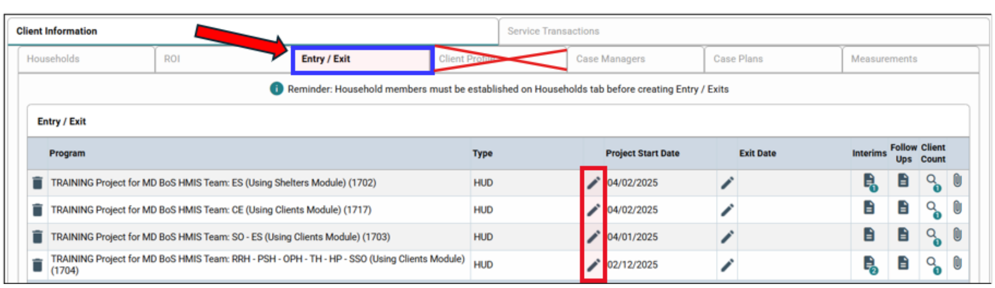
- **Enroll** the client who is the HoH, and all applicable HH members into the project selected above in Step 2
  - Save & Exit the Entry assessment once all HH members are properly enrolled

✅ ***After*** enrolling all HH members into the HMIS project

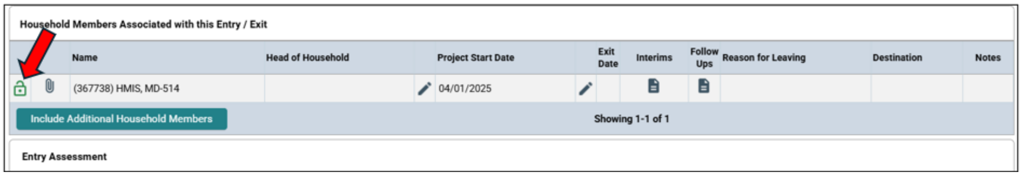
➡️ And from the *Entry / Exit* tab on the **HoH client record**

Step 4.

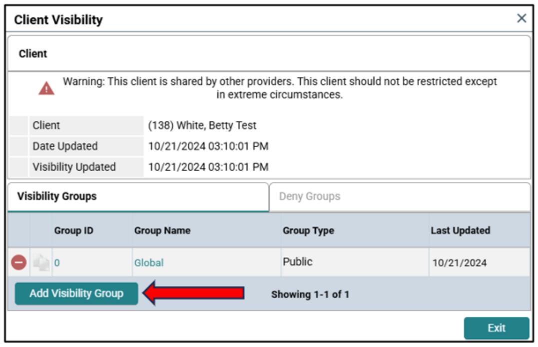
- **Restrict** the HMIS record based on option client selected on the 'Opt-Out' form
  - ***Click*** on the pencil for the project enrollment that is being restricted & open the ***ENTRY** assessment*



  - ***Click*** on the '*Lock*' for **each** household member included listed on the '*HMIS Client Data Sharing Opt-Out Form'*



- ***Click*** *'Add Visibility Group'*

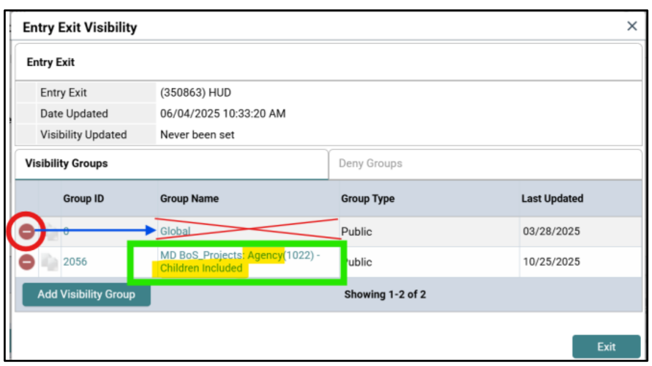


- ***Search*** for & Select your agencies '***Agency Level 3*** – ***Children Included***' HMIS project

!! It is important the you add the '***Agency Level 3*** – ***Children Included***' !!

NOT only the project you are enrolling the client into – so that reports at the agency level will be accurate

- ***AND*** – ***Remove*** the group called '*Global*' by clicking the ⛔ icon



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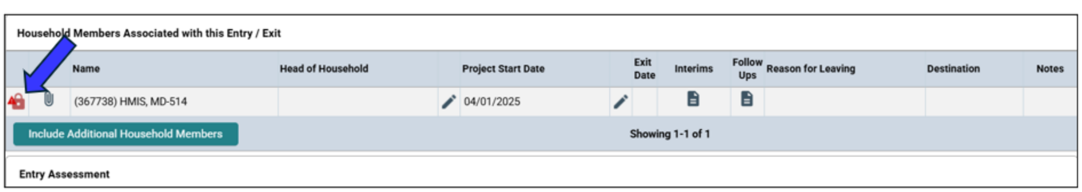

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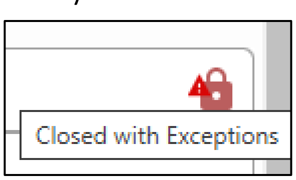
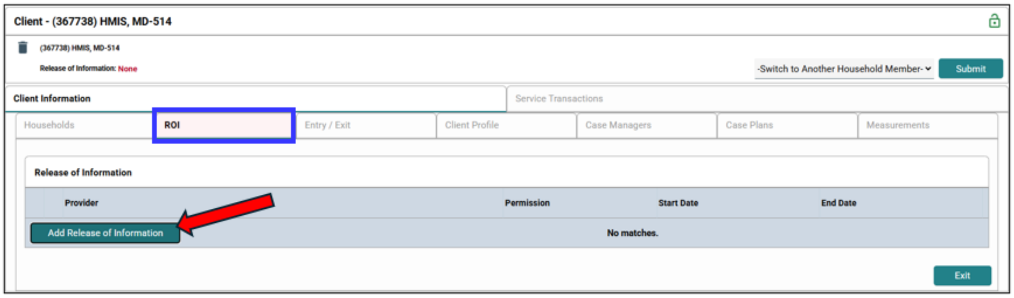
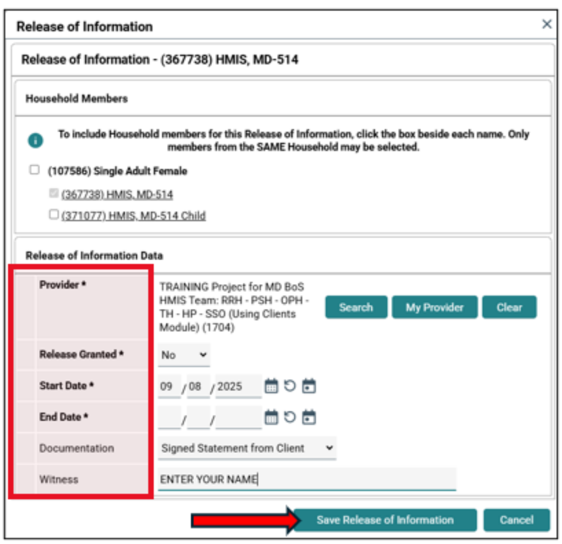


Step 5.

- Go to the ***ROI* tab**
    - **Click** '*Add Release of Information*'



    - **Provider**: This should be the project selected for '*Enter Data As*' in Step 2
    - **Release Granted**: Select '*NO*'
    - **Start Date**: Enter the date client signed the 'Opt-Out' form
    - **End Date**: Enter 01/01/2099 *****Change End Date*** if the client decides in the future to *ALLOW* data sharing**
    - **Documentation**: Select '*Signed Statement from Client*'
    - **Witness**: Enter your name
    - **Click** '*Save Release of Information*'

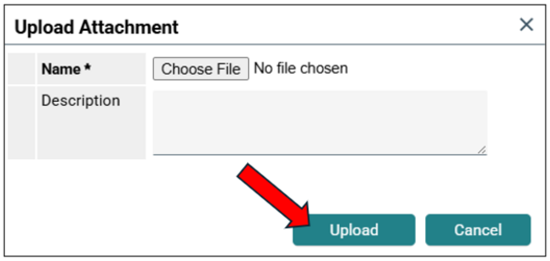


Step 6.

- Go to the ***Client Profile* tab**

    - Under the **File Attachments** section
    - **Click** '*Add New File Attachment*'

- Upload the '*MD BoS HMIS Client Data Sharing Opt-Out Form*' that has been ***signed / dated*** by the client & Partner Agency staff



Option 3: DENY Consent to Share with MSHDW

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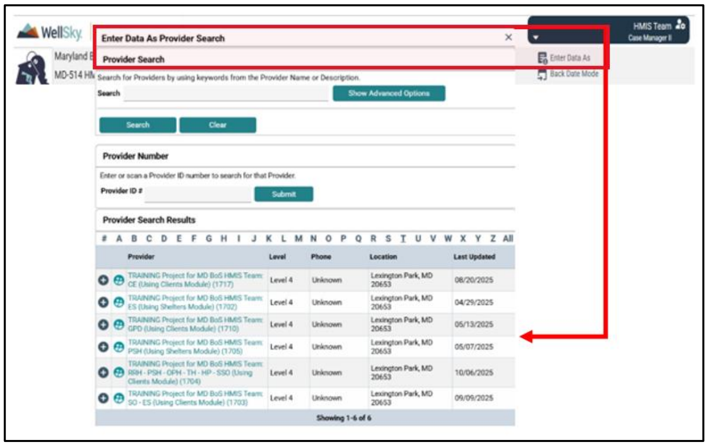

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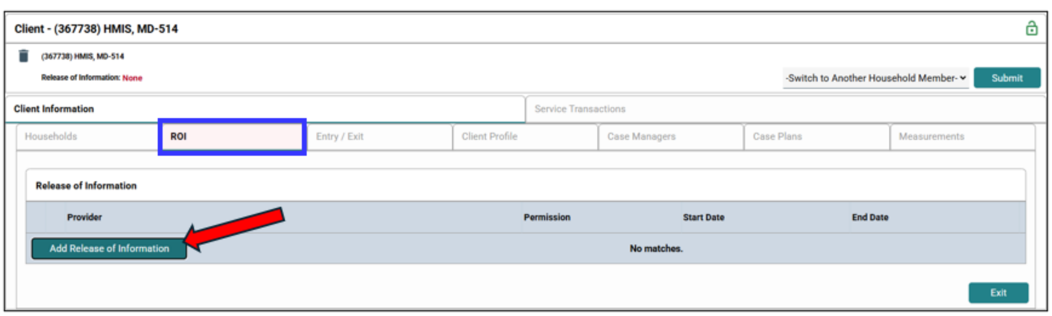
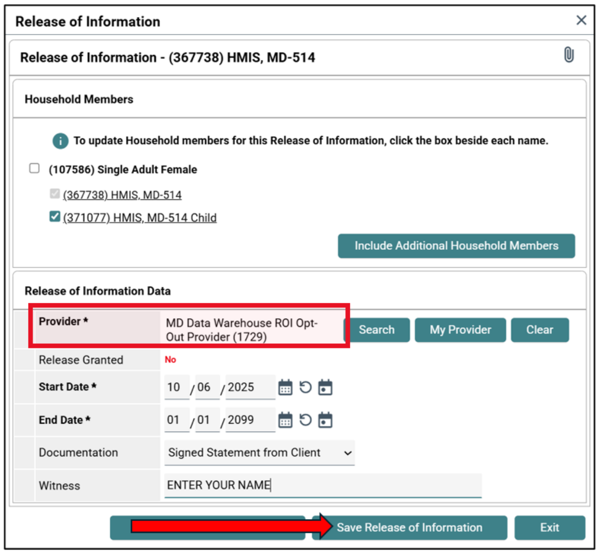


  - **Provider**: ***SWITCH*** the provider shown here to project ID #***1729*** - ***MD Data Warehouse ROI Opt-Out Provider***
  - **Select** *ALL* of the HH members listed on the 'Opt-Out' form
  - **Release Granted**: Select '*NO*'
  - **Start Date**: Enter the date client signed the 'Opt-Out' form
  - **End Date**: Enter 01/01/2099
  - **Documentation**: Select '*Signed Statement from Client*'

- **Witness**: Enter your name
- **Click** '*Save Release of Information*'



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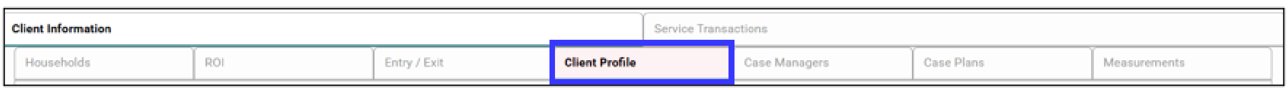
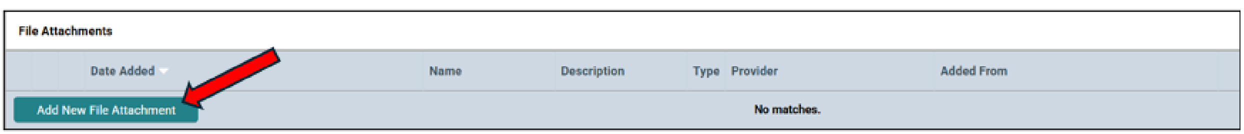
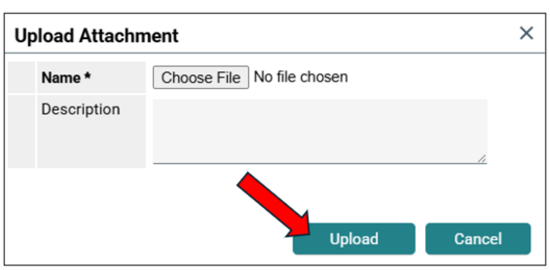
- Go to the ***Client Profile*** **tab**



  - Under the **File Attachments** section
  - **Click** '*Add New File Attachment*'



  - Upload the '*MD BoS HMIS Client Data Sharing Opt-Out Form*' that has been ***signed / dated*** by the client & Partner Agency staff



Talking to Clients about the MD BoS HMIS Privacy Policy

The HMIS Privacy Notice must be reviewed with **all clients** seeking services from your agency to provide information on their rights and HMIS policies related to personal data.

For clients *not* comfortable sharing their information, it is also important that you explain to them what the consequences could be for other Partner Agencies not to have access the information.

** **Below are generic scripts for both situations**.

Initial Client Meeting

I need to gather some information from you in order to determine what services you could be eligible for. Before we begin, let me explain how this information will be used.

- HUD, state, county, and local partners require that every agency receiving funds to serve those experiencing homelessness collect basic information from their clients using a computerized Homeless Management Information System (HMIS)
- This helps me, and my colleagues in the community, quickly determine all services that are available for you. The MD BoS HMIS is an "open" system, which means that:
  - Client data in the system is shared electronically between collaborating agencies, who must adhere to strict guidelines set in the MD BoS HMIS Policy & Procedures, as well as the MD BoS HMIS Privacy Policy; and
  - It can save you time should you need to access services from other agencies in the community that use HMIS. Since they will be able to view this information you are providing me – rather than starting from scratch, they will be able to simply verify & update your information as needed.
- If you would like additional detailed information about our communities Privacy Policy or how the data is used, you can ask for a copy of the Privacy Policy at any time

If a Client Does NOT Want to Share Their Information in HMIS

- I understand that you are not comfortable with your information being shared with other agencies in our community.
  - I want to assure you that you can still receive any services you are eligible for here at my agency; ***however***
  - I will not be able to collaborate directly with other agencies in the community to see if you are also eligible for services that they may be able to offer you.
- Also, you would not be on our communities 'By Name List', which is the only way to be referred to a housing program (Rapid Re-Housing, Permanent Supportive Housing, etc.) when they have an opening.
  - Housing programs in our community can only accept clients into their program through a referral from the 'By Name List'

Once you have explained this to the client, ask them if they would like you to:

- Keep fully sharing their HMIS information with other collaborating agencies
- If they do not wish to fully share their HMIS information, review the '*HMIS Client Data Sharing Opt-Out Form*' with them & have them sign it