

### 3.9 Release of Information

#### **PURPOSE**

The purpose of this policy is to ensure that all Coordinated Entry System (CES) participating agencies follow standardized procedures for obtaining participant consent for the collection, use, and disclosure of personally identifiable information (PII). This policy upholds participant privacy rights while facilitating effective service delivery through informed consent.

#### **FORMS**

Appendix A HMIS Release of information (ROI)

#### **POLICY**

CES participating agencies are required to notify and obtain participant consent for the collection, use, and disclosure of participants' personally identifiable information (PII) through the use of a Release of Information (ROI).

##### *Notification and Consent Requirement:*

All CES participating agencies are required to notify participants and obtain their consent for the collection, use, and disclosure of personally identifiable information (PII) through a standardized Release of Information (ROI) form.

##### *Inferred Consent for Initial Communication:*

When a participant initiates a request for housing crisis response assistance via phone or email, this action will be considered notification of intent and will infer the participant's consent for the collection, use, and disclosure of any PII provided during that communication.

##### *Written Consent for In-Person Assessments:*

CE participating agencies must obtain written consent from participants during in-person assessments when additional PII is collected. The written ROI form should be presented

and explained to the participant, ensuring they fully understand the scope of data collection and its intended use before providing their consent.

### KEY TAKE AWAYS

- **Standardized Consent Process:** CES agencies must notify participants and obtain consent for collecting and sharing PII, ensuring compliance with privacy standards and respecting participant rights.
- **Inferred Consent for Remote Communication:** Initial requests for assistance made through phone or email imply the participant's consent for collecting PII during that interaction, facilitating timely responses to housing crises.
- **Mandatory Written Consent for In-Person Data Collection:** Written consent is required for any additional PII collected during in-person assessments, ensuring participants are fully informed and agree to how their information will be used and shared.
- **Respecting Participant Privacy:** This policy emphasizes the importance of protecting participant privacy by ensuring that all data collection and sharing practices are conducted with the participant's informed consent.

This policy ensures that all data collection, use, and disclosure practices within CE are conducted transparently, with participant consent, and in alignment with privacy regulations.