

**ENTERPRISE CASE MANAGEMENT
HOMELESS MANAGEMENT INFORMATION SYSTEM (ECM-HMIS)**

**NOTICE OF USES AND DISCLOSURES
Effective Date: 09/01/2005**

The Chicago Continuum of Care is a group of private agencies and City departments working together to prevent homelessness and provide services to homeless and formerly homeless individuals and families in Chicago. When you request services (such as housing, case management, health or social services) from a Chicago Continuum of Care agency, we will ask for personal information about you and your family. We may be required to collect some personal information by law, or by organizations that give us funds to operate this program. The information is entered into a computer program called the Enterprise Case Management System – Homeless Management Information System (ECM-HMIS). This technology helps us to improve service delivery, better understand homelessness, and evaluate the effectiveness of our services. You have the right to refuse to provide personal information, unless it is necessary to determine eligibility for a specific program or service. You will not be denied services if you decide not to share information that is not specifically required to determine eligibility.

This Notice of Uses and Disclosures (also referred to as a Privacy Notice) has been prepared to inform you of our agency's policies to protect your information. Please let us know if you need special assistance to read or understand the content of this Notice.

How you and your family could benefit by providing the information:

The ECM-HMIS is a citywide information system. By using the ECM-HMIS, we may be able to reduce the amount of information we have to ask you if you have already provided it to another agency. We can also use your information to more quickly help you find the services you need and determine whether or not you are eligible for them. We also plan to use the ECM-HMIS to reduce the amount of time that we spend preparing reports, so we can spend more time with you.

The risks of providing the information:

Your information will be entered into a citywide case management database. Authorized individuals at this agency may have access to your information for the uses described in this notice. Unless you request otherwise, your personal identifiers will be disclosed to other ECM-HMIS agencies so they can easily locate your record if you go to them for services. Your personal identifiers include your name, birth date, gender, the last four digits of your Social Security Number, race ethnicity, veteran status, and unique identifying characteristics. Beyond your identifiers, this agency will only share your information with other agencies with your written consent. However, there are a limited number of employees or contractors of the City of Chicago that may have access to your personal identifiers for the system administration disclosures listed in this notice.

How your data will be protected:

As a client, you have certain rights, which protect you and your information:

- You have the right to ask for your identifying information to be hidden from view from other agencies. Otherwise, your identifiers will be viewable by other agencies so they can easily locate your record if you go to them for services.
- You have the right to view a copy of your electronic client file upon request. The Agency must provide the hardcopy for your review within 3 business days of your

request. As well, you have the right to an explanation of any information that you do not understand. You also have the right to add a comment to your electronic and/or hardcopy file clarifying, disputing, or amending information in your file.

Your information is also protected by many security measures within the ECM-HMIS:

- With the exception of the basic identifying information mentioned above, we will not share your information with other agencies unless you give us specific written permission to do so.
- All users in the system must have a user ID and password to access the system. There are also extensive technology mechanisms in place to protect your data from unauthorized access.
- In addition, agencies have policies and procedures in place to monitor and restrict who has access to your information and ensure confidentiality.

How your data will be used or disclosed:

Your client data may be used or disclosed for (1) case management, (2) administrative, (3) billing, and (4) analytical purposes. Uses involve sharing parts of your information with persons within our agency. Disclosures involve sharing parts of your information with persons or organizations outside of our agency.

- **Case Management Uses and Disclosures:** We may use or disclose your information for case management purposes associated with providing or coordinating services for you. Unless you request that your record remain hidden, your personal identifiers will be disclosed to other ECM-HMIS agencies so they can easily locate your record if you go to them for services. Beyond your identifiers, this agency will only share your information with other agencies with your written consent.
- **Administrative Uses and Disclosures:** We may use your information internally to carry out administrative functions, including but not limited to legal, audit, personnel, reporting, oversight and management functions. Your information will be stored on a central citywide case management database; as such your information could be disclosed for system administration purposes (only) to authorized City employees or contractors who administer the central database.
- **Billing Use and Disclosures** include functions related to payment or reimbursement for services. An example might include generating aggregate reports for the people and organizations that fund our agency. Your personal information may be disclosed for billing purposes, if required by the funder.
- **Analytical Uses and Disclosures*** We may use your information for internal analysis. An example would be analyzing client outcomes to evaluate program effectiveness. We will disclose your personal identifiers to the central system administrators for uses related to creating de-identified protected personal information. We may disclose portions of your client information without the personal identifiers for analytical purposes related to analyzing client data, including but not limited to understanding trends in homelessness and needs of persons who are homeless, and assessing the implementation of Chicago's 10-Year Plan to End Homelessness.

In accordance with the Housing and Urban Development Data and Technical Standards Final Notice, your information may also be used or disclosed for such purposes: 1) as required by law; 2) as necessary to avert a serious threat to health or safety; 3) to report victims of abuse or neglect and 4) law enforcement purposes only in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial office or a grand jury subpoena.

Your client record will be stored on the ECM-HMIS system with your personal identifiers for a period of seven years from the time it was last modified. Beyond that point, all personally identifying information will be removed and the remaining information will only be retained in a de-identified format.

Right to File a Complaint

You have the right to file a complaint about the policies contained within this Notice or to file a grievance about any person who you believe is violating this Notice.

Revisions to this Notice of Uses and Disclosures

This Notice may be amended at any time and amendments may affect information obtained from you prior to the date of the change. An amendment will be effective to all information previously collected, unless otherwise stated. We will maintain a record of all amendments to this Notice, and can provide it upon request.

Please direct any questions or concerns about the ECM-HMIS to any RSSI staff member.