

# Anne Arundel And Annapolis Coalition To End Homelessness

## HMIS Fact Sheet / Consent to Collect

---

### WHAT IS HMIS:

HMIS is the Homeless Management Information System. Anne Arundel County uses ServicePoint as their HMIS. A web based information system that homeless services agencies across AACO use to capture information about the persons they serve.

### WHY DO WE USE HMIS:

To understand client needs and help programs plan for appropriate resources.

### WHO HAS ACCESS:

Only staff that work directly with clients, or have administrative responsibilities, and have gone through training can look at, enter, or edit client records. No information is released to other agencies without signed consent form.

### RIGHT OF REFUSAL:

A Client has the right to not answer any question, unless entry into a program requires it; client has the right to know who has added to, deleted, or edited their ServicePoint record. Information that is transferred over the internet is through a secure encrypted connection.

### HOW INFORMATION IS USED:

Case manager and client can use information to assist clients in obtaining resources that will help them meet their needs. Information is also used to perform aggregate reports to better understand the homeless population and areas of need.

### CONFIDENTIALITY:

A signed consent form is required prior to client information being entered into the HMIS. The participating agency will uphold Federal and State Confidentiality regulations to protect client records and privacy. The participating agency will abide specifically by COMAR 07.01.07.00 through 07.01.07.9999 and 42 CFR Part 2. The participating agency will not solicit or input information from clients unless it is essential to meet minimum data requirements, provide services, or conduct evaluations or research.

### GRIEVANCE:

Clients have the right to file a grievance form regarding potential violations of their privacy rights regarding HMIS participation. To complete the Grievance Process, a client must request and complete a grievance form from the participating agency and may choose to turn the form into person of authority not related to the grievance or may mail the form directly to the DSS HMIS Administrator. The DSS HMIS Administrator will review the grievance, research the nature of the complaint, and respond to the grievant within 30 days.

I consent to the collection of information and preparation of records pertaining to the services provided to me. The information gathered and prepared by the Agency will be included in a Homeless Management Information System (HMIS) database and shall be used by Anne Arundel and Annapolis Coalition to End Homelessness.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_