

Notice to Clients of Uses and Disclosures

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED IN THE KNOXVILLE HOMELESS MANAGEMENT INFORMATION SYSTEM AND HOW YOU CAN CONTROL ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

What is Knoxville Homeless Management Information System?

In order to best serve your needs at _____ (Agency name), we enter information about you and members of your family that are with you into a computer system called Knoxville HMIS. Knoxville HMIS is used by many social services agencies in greater Knoxville, TN area who provide housing and related services. The system is sponsored by the City of Knoxville, the Knoxville -Knox County Coalition for the Homeless, Knox County, The Department of Housing and Urban Development, and The University of Tennessee and administered by UT College of Social Work Social Work and the Knoxville HMIS staff.

Please, understand that access to shelter and housing services is available without your participation in data collection. However, your participation, although optional, is a critical component of our community's ability to provide the most effective services and housing possible.

Why is information about you collected in Knoxville HMIS?

- To provide individualized case management and help make sure you get services you need
- To help us better understand the people we serve and their needs.
- To help us understand the types of services people need and develop new services to meet the unmet needs
- To better assess your needs and the needs of others in our community, as well as what services are available to you.
- To monitor whether your needs, and the needs of others in our community, were actually met
- To improve the quality of care and service for homeless individuals and families.

How can information about you be used or disclosed without your specific written consent?

Unless restricted by other laws, your information can be used by or disclosed to the following without your specific written consent:

A. Data that identifies you can be used or disclosed without your specific written consent to:

- Authorized people who work in this agency for purposes related to providing services to you or your family or for billing or funding purposes;
- Auditors or others who review the work of this agency or need to review the information to provide services to this agency;
- The Knoxville HMIS system administrators run the computer system to maintain the data. They may see your information in the process of fixing problems or testing the system;
- Government or social service agencies which are authorized to receive reports of abuse, neglect or domestic violence, to the extent that such reports are required by law;
- People who are reasonably able to prevent or lessen a serious and imminent threat to the health or safety of a person or the public, including the target of a threat;
- A coroner or medical examiner or funeral director to carry out their duties;
- Authorized federal officials for the conduct of certain national security or certain activities associated with the protection of certain officials;
- Others, to the extent that the state or local law requires release of information to law enforcement officials when requested.

B. Data that does *NOT* identify you can be used or disclosed without your consent to:

Staff from the sponsoring organizations (City of Knoxville, Knox County, and The University of Tennessee) or other authorized individuals who have permission to do research or report on the use and effectiveness of the services provided to you and others. Your name, social security number, address, telephone number or any other information that would identify you personally will not appear in research data requests or reports;

Other uses and disclosures will be made only with your written consent. You may cancel your consent at any time in writing. Once consent is given, your information may be released until such time as the cancellation is received and made known to those with authorized access.

[If Agency is sharing any information with other agencies, then the following section must be included.]

If you allow sharing of your data on the Consent/Release of Information form — how can your information be used?

If you sign the consent form, your information can be shared with other agencies that use Knoxville HMIS with the restrictions that you specifically indicate on the consent form. Sharing your information may help other agencies obtain information about you more quickly, help with case management and improve their services to you. If you do not want some of your information shared, you should say so on the consent form.

What rights do you have regarding your information?

You have the right to receive a copy of the information that we maintain about you in Knoxville HMIS (except for information compiled in reasonable anticipation of or for use in a legal proceeding).

You also have the right to update information about you when the information in the record is inaccurate.

You have the right to receive a list of people who have seen your protected personal data that is maintained in the Knoxville HMIS for the six years prior to the date you request this information. The exception is that you do not have a right to a list of disclosures for national security or intelligence purposes or to correctional institutions or law enforcement officials or if required by law or requested for certain health oversight purposes.

You can exercise your rights as listed above by making a written request to the Agency at [add name and address].

If you believe that your privacy rights have been violated, you may send a written complaint to the Agency at _____ or The University of Tennessee College of Social Work, c/o Knoxville HMIS at 1618 Cumberland Ave, Knoxville, TN 37996.

This Agency and Knoxville HMIS are prohibited from retaliating against you for filing a complaint. This Agency and Knoxville HMIS are required by law to maintain the privacy of your protected personal information. This Agency is required to provide this Notice to you. This Agency and Knoxville HMIS are further required to abide by the terms of the Notice that is currently in effect, but the notice may be changed from time to time. The revised Notice will be posted at Agency at all times and may be obtained by contacting the Agency at _____ in writing and asking for a copy of any new Notice.

If you have further questions about the notice or about your rights, contact [Agency at _____]. Please note, however, that Agency cannot provide specific legal advice to you regarding your rights.

This Notice is effective on and after October 1, 2004; Last revision October 1, 2014