

Appendix H: Client's
Rights Brochure

EPCH
Homeless
Management
Information System
(HMIS)

**For Further Homeless Provider
Information and Assistance**



Leveraging technology in a respectful and appropriate manner, HMIS will assist homeless providers, persons experiencing a housing crisis, and policy advocates to end homelessness in the El Paso County/City geographic area.

The EPCH is dedicated to providing the best possible, highest quality HMIS to enhance the Continuum of Care for persons experiencing homelessness.

Specifically, HMIS will:

- o Enable providers to **track services, report outcomes, and manage** client data using accessible and user-friendly technology
- o Enhance the ability of policy makers and advocates **to gauge the extent of homelessness and plan services** appropriately throughout the El Paso County/City Geographic Area
- o Ensure persons experiencing a housing crisis receive **streamlined referral, coordinated services, and speedy access** to essential services and housing



**Homeless Management
Information System (HMIS)**

**Client Rights & Explanation of
Data Uses**

**For more information, contact the
HMIS Administrative Office**

Client Rights

Common Client Questions:

Who can access my information?

- Only staff who work directly with clients or who have administrative responsibilities can look at, enter, or edit client information, including all authorized organizations participating in the El Paso Continuum of Care.

Who will receive my information?

- No information will be released to another individual without your consent.
- Information is stored in an encrypted central database. Only organizations that have signed an HMIS Participating Organization Agreement will have access to HMIS data.

Don't I have a right to privacy?

- Clients do have the right to privacy, and also the right to confidentiality. You are entitled to a copy of the privacy notice upon request.
- Clients have the right to know who has modified their HMIS record.
- You also have the right to request access to your HMIS client records, printed copy of this data, and access to available audit reports. You may not see other clients' records, nor may they see your information.

What if I don't want to provide information?

- Clients have the right not to answer any questions, unless entry into a program requires it.

What if I believe my rights have been violated?

- Clients have the right to file a grievance with the organization or with the HMIS Administrative Office. Grievances must be filed through written notice. Clients will not be retaliated against for filing a complaint.

Grievance

If you feel a violation of your rights as a client has occurred, please contact your organization.

The EPCH HMIS Administrative Office can be notified of violations through written notice.

All participating organizations are responsible for ensuring that security procedures are followed and client rights are respected throughout the organization's HMIS participation.

HMIS

What Is HMIS?

The Homeless Management Information System (HMIS) is a web-based information system. Organizations that serve homeless and at-risk individuals in the El Paso County/City need to compile information about the persons they serve.

Why Gather and Maintain Data?

HMIS will gather and maintain unduplicated statistics on a regional level to provide a more accurate picture of our region's homeless and at-risk population. HMIS will also help us understand client needs, help organizations plan appropriate resources for the clients they serve, inform public policy in an attempt to end homelessness, streamline and coordinate services and intake procedures to save client's

Consent

Written Client Consent

Each client must complete a Client Consent to Share Information Agreement allowing release of demographic information to the HMIS. Clients will be required to complete a signed form to be kept on file with the service provider. A copy will be provided to the client.