

## Informed Consent Policies and Procedures

### What is informed consent?

Informed consent means that a client is informed of options of participating in an HMIS system and then specifically asked to consent. If a person has been the victim of domestic violence and is at risk of being sought to do enter identified data into Safe Harbors. The individual needs to be of age and in possession of all his faculties, and his/her judgment not impaired at the time of consenting. According to Washington State legislation, all clients must be informed of their options for participating and this must be documented through written consent. Written consent means a client completes and signs a document consenting to understanding the options and risks of participating or sharing data in HMIS. The signed document is then kept on file at the agency.

### What does it mean if someone refuses consent?

If someone refuses consent, it means that he/she does not want to be identified in HMIS. It means that their record should not have any identifiers (First Name, Last Name, SSN or last permanent address) attached anywhere in the system. This record will not be accessible through Client Services Search to other programs outside your agency. It will be kept at an organization level.

### How should a record be entered into HMIS for a person who refuses consent?

If a person refuses consent at a program, the program staff should leave the first name, last name and social security number and last permanent address fields blank. This means that they cannot be identified in HMIS. A year of birth, gender and race should be recorded and all other required data elements that the client is willing to answer. An agency identifier could also be added for this client. This would help the program staff recognize the client in the system as they were recorded for you agency.

### How should a record be entered into HMIS for a client who gave consent?

If a client provides consent, first name, last name and SSN should be completed, as well as all other data elements. This means, full name, full date of birth, and SSN if the client is willing to provide it. This record will be kept at a system level can be reached by programs outside your agency through client service search.

### What is a client who gave consent and is already in the system wants to revoke their consent?

If a client gave consent and later decides to revoke it, the program staff needs to complete a revocation form. This form can be found in the Safe Harbors website. Once Safe Harbors receives the form, the client's identifiers will be removed from the system. Staff should no longer look for this client under his/her ID number or name. A new identifiable record should be added each time the client is served.

### **Patch Updates Notes June-the items listed below were added or changed in Safe Harbors in late June. If you need any assistance with these changes please call the help desk.**

- Services page has been enhanced so User may now delete multiple services at one time. User will select multiple services in Grid and use DELETE button to delete them.
- Program Entry page has an enhancement that allows a User to copy answers from Client's previous Program Entry record to current Program Entry. Copy button opens a popup window, User selects Question Code and all matching Client's Program entry and Exit records will be displayed. User will select record to copy and click COPY button. When popup window is closed, answers will be populated on the page.
- If a User tries to create a new Program Entry for a Client that was not created at their own Agency, they will now get a message saying they must first ADD the Client to their Organization through Central Intake. This is done by using the ADD button on the Demographics page or Quick Intake page.
- If a User tries to exit a Client from an HMIS program and the required questions from Program Entry have not been answered, a message will appear telling the user that this Client cannot be exited, and tell them to review the Entry page and answer the questions listed.
- Chronically Homeless question should auto populate upon the definition: Client is Chronically Homeless: (An unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least 4 episodes of homeless in the past 3 years). To be considered chronically homeless a person must have been on the streets or in an emergency shelter (i.e. not in transitional housing) during these days.
- Program Exit page enhancement that makes process easier for User. If Client answers Reason for leaving dropdown with "Unknown/disappeared", all questions in question bed will automatically change to not required.
- For data conversion, the exit income snapshot is now properly captured for a Client that has been exited from a Program.

### *Support Services*

In-House Training – Your Implementation Specialist can schedule site visits anytime to do one-on-one or group trainings specific to your programs.

Contact us to set up a WebEx or an In-House Training M-F.

[SafeHarborsHMISHelp@Seattle.gov](mailto:SafeHarborsHMISHelp@Seattle.gov)

**Craig Osborne, Help Desk:**  
[craig.osborne@seattle.gov](mailto:craig.osborne@seattle.gov)  
206-386-0030

**Mei Lin Tangalin, Implementation Specialist:**  
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**Monica Humphrey Implementation Specialist**  
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Also, please refer to the Safe Harbors Web site regularly for updates and information:  
<http://www.safeharbors.org>

## Data Conversion – Data Integration Agencies only:

XML files for HUD2.7 export can now support consent levels. On the Data Upload Page, there is a new Consent dropdown, which is used to specify the Consent Level for both the Central Intake and the Program Level data.

A new page, called Management Console, has been added to Data Conversion to provide System Administrators the ability to see current active data conversions being conducted by users.

If the User gets a time out error when doing a data conversion, they can select any record in the Integration List on the Transaction Status page and the system will clean the status and put the file back to the queue so the User can convert that file again instead of having to convert all files.

In doing data conversions, if there are any values greater than 30 for Education Level, the system will automatically map them to unknown.

A fix has been made so that when updating a client file from data conversion, the current organization information will be added to the orgmapping. This should prevent the client records from becoming "grayed-out" in Central Intake.

Data Conversion rule created that will reject records if Program Exit Date is earlier than Program Entry Date.

A new Data Conversion rule was created that checks when a Client has a Zip Code, but no accompanying City or State entry. If there is a single match found for the Zip Code, then the associated lookup City and State are used. If there are multiple matches found for the Zip Code and only one State value, then the associated lookup State is used.

For XML Import. If a Client has two of the same services for the same date but one of the services is associated with exiting the client from a program, then the service with the exit information is given higher precedence than the other service. This means the Client will be provided the service and will be exited from the program while the other service will be rejected. In the prior release, the other service without the exit information was given higher precedence meaning the client should not be exited from the program.

A new Data Conversion rule was created for Program name check. Program Name in XML file must match Program Name set up in Adsystem (without org code). Data Conversion is looking for the match; if match is found, import service will use orgID in XML to generate OrgID in Adystech staging database. If no match is found, OrgID in stdCustomer table will be NULL in Adsystem; then data is converted in Customer table, there will be no security information.

Data Conversion import service was fixed, now date of birth code should not be empty after data is imported.

In the Data Conversion system, the Code and Resource ID for regular activity details records will now be set.

### Partners Meeting

Don't forget our Next Partners Meeting will be held on Tuesday October 12<sup>th</sup>, 2010. **Douglas Truth Library located at: 2300 E. Yesler Way, Seattle, WA. 98122**

We are looking forward seeing you there!

