

CMS CLIENT INFORMATION DISCLOSURE

This notice explains how information about you may be used and shared. It also tells you how you can access your information. Please read it carefully and ask any questions you may have.

What is the Client Management System (CMS)?

In order for _____ to provide you with the best possible service(s), it is necessary for us to collect information about you and your family. CMS is used by many Colorado agencies to serve their clients. System administrators for CMS are certified staff at Pikes Peak United Way; Colorado Department of Human Services, Division of Supportive Housing and Homeless Programs; and Mile High United Way.

What You Need to Know Before You Sign

Receipt of services from _____ is based on agency policy and the requirements of certain funding agencies, and we are obligated to explain these to you.

By law, we must protect the privacy of your information, inform you of your rights, and tell you how we keep your information private.

Exceptions: By law, we are required to report a life-threatening situation to you or others, and/or a suspicion of child abuse or neglect.

What information may be collected about you?

| | |
|-----------------------------|--|
| Your name | Whether or not you have a disability |
| Your date of birth | Your address |
| Your Social Security Number | Type of housing |
| Your gender | Homeless status |
| Your race/ethnicity | Reasons for homelessness if applicable |
| Marital status | Household income |
| Your family members | Employment information |
| Your phone number(s) | Work skills |
| Military veteran status | Domestic violence history |

Services needed and provided

Outcomes of services provided

Medical information, including HIV status, mental health, substance abuse and pregnancy status

Why is the information collected?

To better determine your needs and the needs of others;

To determine if your, and others, needs were met;

To improve how services are provided;

To track the number of people in our programs and the services we have provided;

To determine how many people are homeless, at risk of homelessness, or otherwise in need;

To find out what services are available and what other services may be needed;

To report back to agencies that provide us funding;

To obtain new funding for programs that serve persons who are homeless and in need; and

For research purposes on homelessness and other community human service needs.

What happens to your information?

Your information is given a special code to help us uniquely identify you.

Security protections are in place to keep your information safe.

Certain data elements are shared with all participating agencies as described on the following page.

Only the agency entering the information and the system administrators can see information identifying what agency you have visited, and what programs and services you have received.

The system administrators will prepare reports to show the number of people in need of services and gaps in available services. Personal information that could be used to tell who you are will never be used for these reports. The system administrator does not provide your personal information to the federal government or to any source not named in this document.

Your information will not be used for any other purposes without your written consent.

Your information will be kept for a minimum of seven (7) years after you stop getting services.

What are the risks?

While security protections have been put into place to keep your information safe, it is not possible to guarantee the absolute safety of the data contained in your records.

What are your rights?

You have the right to ask about any information requested.

You have the right to ask for information about who has seen your information.

You may change your release authorization at any time.

You have the right to see your information and change it if it isn't correct.

You have the right to file a grievance. If you believe that your privacy has been violated, send your grievance in writing to:

**Pikes Peak United Way
518 North Nevada Avenue
Colorado Springs, Colorado 80903**

Attn: Community Information Systems Manager

There will be no punishment against you if you file a complaint. You can obtain a grievance form from any CIS agency or from Pikes Peak United Way.

The System Administrator may make changes to this form from time to time. Changes are reviewed and approved by the CMS Advisory Committee. New forms will be available for review upon request at CMS participating agencies as of the new effective date.

If you have any questions about The Pikes Peak Region Comprehensive Client Information System, or any questions about rights or the information contained in this form, please call the Community Information Systems Manager, Pikes Peak United Way, at 719-955-0749. Office hours are Monday through Friday, 8 a.m. to 5 p.m. Voicemail may be left after office hours.

Additional Information for Shared Clients

The following data elements will be shared for Head of Household (HOH) and all household members:

| | |
|---|--|
| SSN | Disabling Condition (Yes, No, Don't Know or Refused) |
| First Name, Middle Name, Last Name | Veteran |
| Preferred First Name, Preferred Last Name | Marital Status |
| Gender | Education Level |
| Date of Birth | 1st Language |

| | |
|------------------------------|---|
| 2nd Language | Street Address(City, County, State, Zip) |
| Housing Status | Current Contact Information (Street Address, Phone 1 Phone 2, Contact Preference, Alternate Address, Alternate Phone, Current Address, Email) |
| Family Type | |
| Race | |
| Income Source | Central Intake Notes |
| Stated Income | Address History |
| Non-Cash Benefit | Documents, if any (documents can be set to shared or not shared) |
| Last Known Permanent Address | |

Following are the participating agencies which can see shared information:

- Alano House
- Ascending to Health
- AspenPointe Inc.
- Colorado Springs Housing Authority
- Department of Veterans Affairs-El Paso County
- Greccio Housing Unlimited Inc.
- Homeward Pikes Peak
- Interfaith Hospitality Network of Colorado Springs
- Partners in Housing Inc.
- Pikes Peak United Way (System Administrator)
- REACH Pikes Peak
- Rocky Mountain Human Services
- Salvation Army - El Paso County
- Springs Rescue Mission
- Tri-Lakes Cares
- Urban Peak Colorado Springs