



Client Track is a web-based, case management system used for client management, statistical reporting and sharing of information on services provided to clients. Client Track assists us in managing your information; however, individually identifiable information about you is considered "Protected Personal Information" (PPI). We are required by applicable Federal and State law to maintain the privacy of your PPI and to give you notice about how, when, and why we may use or disclose any of this information. The primary coordinating agency is Kings United Way and the Homeless Management Information System (HMIS) division shall be the system administrator. For the purposes of this Privacy Policy, "Partner Agency" is any agency participating in Client Track and "Client" is a consumer of services at any Partner Agency.

### **How We Use or Disclose your Protected Personal Information**

#### **To Provide Services**

We may use or disclose your PPI to provide services to you and your household members. We may share this information with members of our staff or with others involved in managing your case. We may also disclose your PPI with a member of your family or other person who is involved in your case upon your approval.

#### **For Administrative Functions**

We may use or disclose your PPI for operational purposes. For example, we may use your information to evaluate our services, including the performance of our staff while managing your case. We may also utilize the information to improve the quality and effectiveness of our services.

#### **For Reporting Purposes**

The HMIS Division and Partner Agencies are required to disclose aggregate information for a variety of reports. The information that is used in these reports describes basic demographic and service information. There will not be any identifying information in these reports, nor will your PPI be submitted to a National Database.

### **Uses or Disclosures that are Required or Permitted by Law**

#### **Disclosure for Law Enforcement Purposes**

We may use or disclose your PPI to law enforcement officials for law enforcement purposes:

- As required by law
- In response to a court order, subpoena, or other legal proceeding
- To identify or locate a suspect, fugitive, material witness or missing person
- When information is requested about an actual or suspected victim of a crime
- To report a death as a result of possible criminal conduct
- To investigate allegations of misconduct that may have occurred on our premises
- To report a crime in emergency circumstances

#### **Victims of Abuse, Neglect, or Domestic Violence**

We may disclose your PPI if we believe that you are a victim of abuse, neglect, or domestic violence.

#### **Public Health Activities**

We may disclose your PPI if the Partner Agency, in good faith, believes that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public and is made to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

### **Uses or Disclosures that Require your Authorization**

Other uses and disclosures of your PPI will be made only with your written authorization. You may cancel your written authorization at any time by notifying the Partner Agency that is managing your case, in writing. If you cancel your authorization, it will not have any affect on the information that we have already disclosed.

### **Your Rights**

- **You have the right to receive services even if you choose not to participate in HMIS**
- **You have the right to view your PPI, correct any inaccurate information and request information about who has seen your PPI.**

This Privacy Policy can also be viewed on our website at [www.kingstularecoc.org](http://www.kingstularecoc.org).