



Washtenaw County ServicePoint
NOTICE OF PRIVACY POLICIES AND PROCEDURES
for
{Enter Your Agency Name Here}

What is the purpose of this notice? The information we collect about you and your household members is stored in an electronic record-keeping system called ServicePoint. This notice describes the type of information we collect in ServicePoint, how we use and secure this information, and your rights and responsibilities regarding this information.

What information do we collect? There are three different types of personal information we collect and enter into ServicePoint.

- **Client Profile Information.** The information collected for your profile is limited to your name, partial social security number, year of birth, and gender. Your profile and the profiles of any minor dependents receiving services with you may be shared with other agencies using ServicePoint to avoid duplication of your records.
- **Demographic Information.** Demographic information includes date of birth, ethnicity, race, and marital status. Demographic information is entered into ServicePoint and is used for confidential reporting and research purposes. It is not shared with other agencies unless you sign a ServicePoint Release of Information.
- **Assessment Information.** Other types of information we may collect include your educational level, employment status, housing and homeless history, last city and zip of residence, military service history, progress notes, benefits, services, and referrals. This information is entered into ServicePoint. It is not shared with other agencies unless you sign a ServicePoint Release of Information.
- **Service Transactions.** Information about services that are provided to you by this agency as well as referrals made to other agencies is also entered into ServicePoint. It is not shared with other agencies unless you sign a ServicePoint Release of Information.
- **Protected Health Information.** In addition, we may collect health and disability information about you and your minor dependents. However, information about your health, medical needs, mental health, substance abuse, and domestic violence history will remain confidential and protected. It is not shared with other agencies in unless you sign a ServicePoint Release of Information.

Why do we collect this information?

- To understand the characteristics and needs of people we serve
- For delivery and coordination of housing and services
- For administrative and management functions
- For research and to create statistical reports without identifying clients
- To create reports required by organizations who fund our agency
- For necessary disclosures as required by law (e.g. in case of medical emergency, to reduce or prevent a health and safety threat, report abuse or neglect, and in response to a court order)

How is personal information protected? We treat personal information securely and confidentially. Access to all the information stored in ServicePoint is limited to those who need access to provide services. The people with access to the system receive training in privacy protection and must comply with ServicePoint user policies and applicable laws. We maintain physical, electronic, and procedural safeguards to protect personal information against unauthorized use and disclosure. Identifying data, such as your name, date of birth, and SSN are removed so that you will remain anonymous on any reports released to local, state or federal agencies.

What other agencies have access to personal information? Systems Administrators at the Michigan Coalition Against Homelessness (MCAH) and the Washtenaw County Office of Community and Economic Development manage the ServicePoint system. They have access to all ServicePoint records because they provide statistical reports without identifying client information and provide customer support to agency staff using ServicePoint.

In addition, ServicePoint is used by many housing and service delivery agencies in the state of Michigan. A complete list of these agencies is posted on the MCAH website at www.mihomeless.org. This list is updated as participating agencies change. The following agencies in Washtenaw County use ServicePoint:

- Avalon Housing Inc.
- Child Care Network (CCN)
- Catholic Social Services
- ETCS, Washtenaw County
- Michigan Prisoner Re-entry Initiative (MPRI)
- Faith In Action
- HIV/AIDS Resource Center (HARC)
- Interfaith Hospitality Network at Alpha House (IHN)
- Michigan Ability Partners (MAP)
- Ozone House
- Peace Neighborhood Center
- P.O.W.E.R. Inc
- Project Outreach Team (PORT)
- Shelter Association of Washtenaw County (Delonis Center)
- S.O.S Community Services
- SafeHouse Center
- The Salvation Army of Washtenaw County
- Washtenaw Housing Alliance
- Office of Community and Economic Development

Is there a way to keep my personal information out of ServicePoint? If you wish, your case worker may “close” your profile. If you complete a Closed Profile Request, your profile will be closed and no information about you will be shared with other agencies using ServicePoint. If you wish to have your profile closed, ask your case worker for a Closed Profile Request Form. NOTE: If you receive services at more than one agency, your profile will remain shared with those agencies. Even if your profile is closed, your information will still be entered into ServicePoint and will be visible to ServicePoint system administrators.

What are your rights? As a client receiving services from an agency participating in ServicePoint, you have the following rights:

- **Access to your information.** You have the right to view and request corrections to your ServicePoint record. At your request, we will prepare a report of your records or assist you in viewing them within three business days. If we believe your existing record is accurate and complete, we may make a note of your correction request rather than changing the information.
- **Refusal to share.** You have the right to refuse to share your profile and other information we may collect about you and your minor dependents. You cannot be denied services that you would otherwise qualify for if you choose NOT to share your profile or other information. However, sharing your profile and other information may improve service coordination and reduce the amount of information that you need to provide to the other agencies from which you receive services.

What are your responsibilities? It is your responsibility to notify us if you believe that your information in ServicePoint is inaccurate. It is also your responsibility to contact all agencies where you have received services and complete a Closed Profile Request if you do not wish to have your information shared with other service providers.

Accountability/Complaints. If you have questions or concerns about your privacy rights in this notice, please contact our agency first:

{Your Agency Name here}
{Title of Contact Person/Name}
{Enter Street Address}
{Enter City/State/Zip Code}
{Enter Phone Number}

You may also request a WCHMIS grievance form from our agency and submit it to:

Washtenaw Housing Alliance
Attn: Executive Director
PO Box 7993
Ann Arbor, MI 48107

The effective date of this notice is 9/27/2011. This replaces all prior WCHMIS privacy notices issued by our agency. We reserve the right to change our policy. For an updated copy of our policy, please contact our agency.