

Level 2: HMIS Privacy Standards

Attention: “Covered Homeless Organizations” (CHO)

A CHO is “any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses or processes Protected Personal Information (PPI) on homeless clients for an HMIS.”

Agencies and organizations that are mandated by HUD to participate in a Homeless Management Information System (HMIS) should adhere to the Level 2 privacy standards. These standards are taken directly from the Federal Register, HMIS Data and Technical Standards Final Notice, dated July 30, 2004.

Adherence to these privacy standards are the responsibility of each CHO and not up to MAAC to enforce. MAAC is providing a service to the CHO’s in the Kansas City Metro area by distributing this document. Agencies or organizations may choose to add privacy pieces into this document as applicable to their individual operating procedures and policies. The Level 2 privacy agreement is in addition to the Level One Basic Privacy Agreement. The Level 1 Basic Privacy Agreement **will be enforced by MAAC and applies to all on-line agencies.**

Level 2:

- CHO’s must post a sign at each intake desk or comparable location that gives a general explanation of the reasons for collecting client information.
This sign is included in the privacy packet and uses HUD’s specific language.
- A written Privacy Notice must be available to give to clients.
Unlike this Privacy Statement you are reading, HUD specifies the creation of a Privacy Notice document that can be given directly to the client. This Privacy Notice is in addition to the consent form that clients sign before receiving service from your agency.
- If a CHO maintains a public website, the current Privacy Notice must be posted on the website.

MAAC will post the HMIS privacy packet at www.maaclink.org. If your agency has a website and is a CHO, you may link to maaclink.org. If your agency chooses to use an internal privacy notice or make additions to this one, you will be responsible for posting those on your website.

- The CHO must post a single sign that informs clients or potential clients about the existence and availability of the Privacy Notice.

For convenience, this notification has been amended to the intake sign that is available in this packet.

- The CHO must maintain permanent documentation of all Privacy Notice amendments.

Because the Privacy Notice may vary by CHO, MAAC will not track changes or amendments to the form. This is the responsibility of each CHO. MAAC will only track changes and amendments in the Level 1 Privacy Agreement. MAAC will notify the Homeless Services Coalition of any HUD-mandated changes in the Privacy Notice.

- All staff members and volunteers at the CHO must pledge to comply with the Privacy Notice.

This compliancy will not be monitored or enforced by MAAC. MAAC will only monitor and enforce the Level 1 Privacy Agreement. It is up to each CHO to determine the best enforcement method for their respective organizations.

- A CHO must install a firewall on the user's computer or the agency network.

MAAC may be able to provide some assistance or direction with this requirement. Call the office for information if your organization does not operate behind a firewall.