

Corpus Christi Hope House Release of Confidential Information Consent Form

1. As a human service organization dealing with issues of homelessness, domestic violence and/or sexual assault, Corpus Christi Hope House becomes involved in particularly private and personal areas of people's lives. Confidentiality is critical to the services and advocacy we provide. It is a fundamental underpinning both of client/provider safety and the integrity/efficacy of our services. Confidential communications and client information are accorded to any victim or child who seeks our assistance. This policy has been approved by the board of directors and signed and reviewed by all Hope House employees, volunteers, and subcontractors that have access to client files, records, and information. It is issued to all clients and domestic violence victims during the initial intake interview. This policy prohibits the disclosure of confidential information and limits access to those set forth in this policy for privacy and security.
2. The director(s), administrative assistant(s), office/case manager(s), Texas Pregnancy Care Network (TPCN), and grant administrator are the only persons to have regular access to client files, records, and personal information. Complete confidentiality of client information is mandated for the above personnel. Client records for domestic violence victims will be kept confidential with access granted only to the case managers and director, unless otherwise directed by the domestic violence client, required by law enforcement, or subpoenaed by the courts. Furthermore, the address of the agency is not to be disclosed except with the explicit written permission of the domestic violence client.
3. The chairman has client file access for emergencies only (i.e.: director absent and the state requires a surprise inspection). The state has access by law. TPCN has access for funding purposes. The board receives only brief generalized (first name only) information in a monthly shelter report. The assistant has access for data entry (statistics) per state and federal grant requirements. The house monitors have access for medical and the special needs of clients. The director(s), administrative assistant(s), grant administrator, and office/case manager(s) are required to review and sign client applications by law and to provide counseling and to ensure the client's needs are met. Domestic violence record will only be accessible by the case managers and director.
4. The Executive Director and/or the Chairman of the Board are the designated person(s) responsible for the overall privacy and security of confidential information. Corpus Christi Hope House has also contracted with Layer One Networks to provide Managed IT Services and Managed Cloud Hosting Services to include: Managed Cloud Backup with two layers of encryption for maximum security and military-grade 256-bit data encryption; Managed Firewall Service with an inspection firewall, gateway antivirus protection, and an Intrusion Prevention System (IPS); Managed Infrastructure Services with internet router/firewall management and network security; Managed Server Services with performance and security log monitoring, user log-in and rights auditing, and virus protection management; and Managed Workstation Services. All employees must log on to office computers and/or tablets with a unique login access and password. Employees shall save all permanent files, data and records on the designated file folder on the CCHH - Layer One Share-point System. Layer One Networks monitors for the detection of any breaches in our network security and will notify the Executive Director and Chairman of the Board immediately for breaches in our network security.

5. Client's hard and electronic copy records (includes domestic violence records) are kept up to seven years after they leave our shelter. TPCN client files are retained for six years. All client records, files, and personal information (includes domestic violence records) shall be destroyed by a mechanical paper shredder only. All hard copies, if any, are secured in locked file cabinets.

6. A court system subpoena, child endangerment (born/unborn), child abuse, mental health and physical health issues, assault charges, threat to the safety of other shelter clients and staff members are exceptions to this confidentiality policy for domestic violence clients and non-domestic violence clients. Each prospective client/domestic violence client will receive a copy of the Privacy and Security Policy for Confidentiality Information during the Client Intake Interview with the Case Manager.

7. Possible third-party recipients of this information are outlined in this Release of Information and Consent Form. (Pastor, Doctor, Social Worker, Child Protective Service Worker, Hope House Administration and _____).

I have read and authorize my consent for this Release of Information Consent Form. The original of this authorization is on file and will stay in effect for a year and one month from the date signed.

Client's Name (Print) Client's Name (Signature) Date

Received and Acknowledged by:

CCHH Representative Signature