Human Services, Inc.

Confidentiality Policy & Procedures

- Human Services, Inc. Board members, personnel, and its designated representatives, shall maintain all personal data, information, and types of services provided to individuals in strict confidence in accordance with the Privacy Act of 1974 (5 USC 552 a).
- Agency personnel and/or participant personal data, information, and/or types of assistance rendered shall not be released to any source without the specific written authorization from the individual(s) to whom that information pertains.
- All agency business, pertaining to personnel and all participant personal data, information, and description of services rendered, shall be maintained and/or discussed in a private secure manner, where confidential information cannot be accidentally disclosed or overheard.
- The agency shall maintain all records (business, personnel, and client) in an organized and confidential, professional manner, and as in accordance with all federal, state, and local laws, as well as, agency standardized record keeping practices and procedures.

If the situation should arise that a request is made by a Court of Law for any agency business, personnel, and participant records/data the following procedures should be followed:

- Notify the Executive Director of the nature of the request and a copy of the legal document identifying that request.
- The Executive Director will discuss with the Executive Committee of the Board of Directors.
- The Executive Director may seek out legal advice pertaining to the specific request, the situation and type of business/personal information with the Executive Committee approval.
- The agency will provide business/personnel records based on Executive Committee and legal advice.

If personal data, information, and/or a description of the level of assistance are to be released to another individual or organization, then an appropriate "Authorization" for the release must be maintained as follows:

- A Release of Information Form must be completed and presented to the Division Director/Manager. If the request seems to be outside the scope of the ordinary normal release of sharing client information for case management purposes, then the Director/Manager will provide documentation for the Executive Director to review and approve.
- The "Authorization" request should indicate what information is being requested, over what period of time, and to what party the information is being released to.
- The original copy of the "Authorization" form shall be maintained in the individual's file.
- At no time are original records/data to be released. When a request has been made and approved for release, agency personnel are to provide copies of data and a description of services rendered.

Revised 9/2014