

Resident's Service Coordination Confidentiality Agreement

Confidentiality is protecting another person's right to privacy

In order for residents to have trust in their relationship with their service coordinator, it is important for residents to know that the information they reveal to the service coordinator will not be discussed with anyone. This means that personal information is not revealed to anyone, including property staff or resident's family, without written permission, unless required by law.

Service Coordinators use

"Consent for Service Coordinator to Release Information" form to obtain this permission, as needed, the service coordinator will request the resident complete and sign this form. The properly executed form will allow the service coordinator to discuss service needs and desires with the specified community service providers, family members, physicians, and/or other individuals, to link the resident to programs and services that will assist the resident in remaining self-sufficient.

Exceptions to Right of Confidentiality

Federal and/or state law or federal housing regulations may require the service coordinator to disclose the following information:

- Adult Protective Services referrals: It may be necessary to report residents who are endangered or exploited.
- It may be necessary to disclose information pursuant to a proper court order.
- It may be necessary to report any information related to suspected fraudulent activity or other violations of federal, state and/or local housing law, regulations or other lease violations on the part of the resident.
- It may be necessary for federal staff from the U.S. Department of Housing and Urban Development (HUD) or Quality Assurance staff of the housing organization to review randomly-selected files *solely for the purpose of assuring that the service coordinator is complying with all federal laws and regulations and is providing quality service coordination services.*

Finally, as a condition of participation in this housing program, the resident agrees as stated in the lease that any employee or contractor, including service coordinators, has a responsibility to report lease violations to the property manager.

Confidentiality Pledge

As the Service Coordinator, he/she agrees to protect the resident's right to privacy and confidentiality. The Service Coordinator will not disclose any information about the resident without written permission unless required by law to do so.

Service Coordinator Signature

Date

Resident Signature (OPTIONAL)

Date

(Make a copy of this signed form to place in resident's file. Give the original signed copy to the resident.)

