

COORDINATED ENTRY – OBTAINING VERBAL CONSENT GUIDELINES

Overview

On April 2, 2020, the CCHA authorized that verbal consent may be obtained for Coordinated Entry and HMIS data sharing in order to continue serving clients in need of housing assistance during the COVID-19 public health emergency. The following guidelines should be adhered to when obtaining verbal consent for Coordinated Entry data sharing.

Guidelines

1. The CCHA Client Consent Form (ver. 4.1) must be completed with each client over the phone. The “Verbal Consent obtained by phone” check box on page 4 must be checked with staff initials and date. A copy of this form should be kept in the client file.
2. Document release obtained with verbal consent in Service Point under the ROI tab.
 - In the ROI tab, click “Add Release of Information” and select Verbal Consent in the “Documentation” drop-down menu
3. The next time the client is seen in person, they must be asked to sign the actual document which should replace the verbal consent form.
 - Signed paper forms can also be obtained by mail

Verbal Consent Script

- You should know the information you provide me is kept in a secure Information System, it’s kept confidential, and it is used to connect you with resources in the community and for statistical purposes.
- A copy of our privacy practices is available upon request.
- May we have your consent to share the information collected in order to coordinate services and referrals with other agencies?
- Yes- terrific. Your consent is good for the length of the Governor’s declared emergency (plus 90 days after the end of the emergency) and you can revoke consent any time by submitting a written request. If you revoke consent, we won’t share anything from that day forward.
- We can also provide you with a copy of the Client Informed Consent and Release of Information form any time upon request.