

The Northern Panhandle Continuum of Care

A Collaboration of Homeless Assistance Providers in the Northern Panhandle



Confidentiality Policy

Confidentiality Policy for Employees, Volunteers, Providers and Board Members

Respecting the privacy of our clients, donors, members, staff, volunteers and of the Northern Panhandle Continuum of Care (NPCoC) itself is a basic value of the NPCoC. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the NPCoC Lead Agency. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Employees, volunteers, providers and board members of the NPCoC may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of the NPCoC that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal as an NPCoC member.

In addition to meeting the specific confidentiality of the NPCoC, each member must also adhere to the same standards for HMIS. Along with that each member must develop and implement written procedures to ensure:

- (1) All records containing protected identifying information of any individual or family who applies for and/or receives Continuum of Care assistance will be kept secure and confidential;
- (2) The address or location of any family violence project assisted with Continuum of Care funds will not be made public, except with written authorization of the person responsible for the operation of the project; and
- (3) The address or location of any housing of a program participant will not be made public, except as provided under a preexisting privacy policy of the NPCoC Member and consistent with state and local laws regarding privacy and obligations of confidentiality.

Confidentiality Agreement must be on-file and renewed annually by individual members. When participating in Provider Meetings via virtual format, individual must have camera on. If you do not have the technology to have your camera on, you must make arrangements with the lead agency to participate in-person.