

Worcester County Continuum of Care

Worcester HMIS Privacy Notice

This Agency () participates in the Worcester County Continuum of Care along with other agencies providing services for people who are currently homeless and those at risk of homelessness including street outreach, shelters and housing programs. Information about the people served and services provided to them is recorded in the Worcester Homeless Management Information System (WHMIS).

These records help form an accurate count of the number and types of people needing services, which helps providers plan and prepare for the availability of appropriate services to meet those needs.

The U. S. Department of Housing and Urban Development requires the use of this system by agencies that receive federal funding. Some state, local and private funders also require these records be kept to support programs they fund.

This information is shared with the Massachusetts statewide data warehouse.

Staff at this agency use WHMIS and information about you recorded in it to help coordinate services for you and your household. Staff at other agencies with a role in coordinating services for you may also access this information in WHMIS as part of that work.

System administrators and auditors of the system with a responsibility to review the agencies work or to work on the system may have access to your information. They are required to protect your privacy and confidentiality whenever that work is done.

Every user with access to WHMIS is trained to protect privacy and comply with the law and our policies before receiving access to any personally identifiable information and they must sign an agreement to do so.

WHMIS is secured with modern strong security standards and protocols that are reviewed and updated regularly by information systems professionals.

You may choose not to have your personal information recorded and this agency will still help you. You have the right to request a copy of the information that has been recorded about you in WHMIS, consistent with the agency policy. You have a right to correct any mistakes and to submit a formal grievance with any concerns regarding how your information has been handled.