



DIAL/SELF Youth and Community Services

Strengthening community through positive youth development and civic engagement since 1977

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Homeless Management Information System (HMIS) Privacy Notice

This short notice briefly describes how we may use and disclose information we have about you and how you can access that information.

Scope of the Privacy Notice

This statement applies to ETO ASIST, the statewide HMIS sponsored by the Massachusetts Department of Housing and Community Development (DHCD), The Green River Data Warehouse, and the Three County Continuum of Care. ETO ASIST and the Green River Data Warehouse are human services databases that keep track of the clients we serve and the services that we provide them. Information entered into ETO ASIST and the Green River Data Warehouse within the Coordinated Entry Program is shared with the Three County Continuum of Care, and other local agencies for the purpose of improving access to housing related services for youth experiencing homelessness. We collect information that we consider to be appropriate or as defined in the U.S. Department of Housing and Urban Development's HMIS Data Standards.

Uses and Disclosures of Your Information

- Information you provide will be entered into the ETO ASIST HMIS.
- Information you provide will be shared with the Three County Continuum of Care.
- Information you provide will be entered into the Green River Data Warehouse.
- Information you provide will be used for administrative and operational purposes to improve, provide and coordinate services that can be offered you.
- Information you provide will be used for functions related to payment or reimbursement for services.
- Information you provide will be used to monitor program effectiveness.
- Information you provide will be used to prepare reports and statistical summaries while not using any protected personal information.
- Information you provide concerning physical or mental health problems will not be shared with other affiliated service providers, unless authorized by you.
- Protected Personal Information will not be disclosed to any third-party, unless authorized by you.
- Protected Personal Information will not be disclosed to any State, or Federal Agency except as required by law; or to avoid a serious threat to health or safety.
- Failure to provide the requested information will not impact your right to receive services.

According to Massachusetts Law, Protected Personal Information includes your name, your date of birth, your social security number your driver's license number, and your bank account numbers. We **DO NOT** collect driver's license or bank account numbers!

Your Rights and Choices

- You determine the level of disclosure of your information; allow or refuse to share your information with affiliated service providers.
- You may terminate the Client Informed Consent and Release of Information Authorization at any time, by providing this service provider written notice. § You are entitled to a copy of this notice.
- You may request information on your records, profile and services information.
- You are allowed to view your record, have corrections made to your record, and file grievances if necessary.

For more information, contact the manager of this program. To file a grievance, contact the Executive Director, Phillip Ringwood, at DIAL/SELF Youth and Community Services in Greenfield, MA.

We reserve the right to change this notice at any time. This notice is not a legal contract. We accept and consider all questions or complaints regarding ETO ASIST, Three County Continuum of Care and the Green River Data Warehouse.
Last Update: 01/31/2024

DIAL/SELF is a registered 501(c)(3) Non-profit & Public Charity whose legal name is Franklin County DIAL SELF, Inc.
Donations are tax deductible within the limits of applicable law.