

**POLICY TITLE:** Obtaining Consent for Callers on the Central Access Point Line

**POLICY ADMINISTRATION:** The Homeless Clearinghouse, Cincinnati/Hamilton County Continuum of Care Board

**EFFECTIVE DATE:** 12/13/19

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Central Access Point (CAP) is the front door to many homeless services in Hamilton County. On an average day, CAP receives more than 80 calls from people all over the county and beyond who are in crisis and in need of shelter or other services. CAP does not have a walk in component, so all business is handled over the phone; either by voice or text in some instances. CAP utilizes the Cincinnati/Hamilton County Homeless Management Information System (HMIS) Clarity to document all calls and services provided to callers.

**POLICY:**

In order to ensure callers are provided with fast and effective service, CAP will obtain a verbal consent to enter caller information, including personally identifiable information (PII), into the HMIS when no other consent is present. This consent will be extended for a period of 6 months from the date of the call.

It is expected that callers who present for services in person and who are provided with services will still be asked to sign an electronic or paper consent form to replace any verbal consent obtained by CAP when no other consent is present.

**PROCEDURE:**

CAP Line workers will follow this procedure to ensure proper steps are taken to protect caller PII and ensure Privacy protections are observed:

- CAP will identify if a caller already has a valid consent in HMIS.
  - o If they do, CAP will proceed to standard CAP call procedures
  - o If there is no valid consent, or if the caller is not in the HMIS, CAP will perform the following actions:
    - Describe to caller what the HMIS is and why we collect PII
    - Request permission to enter their PII in the HMIS
      - If verbal permission is granted, CAP will note it in the appropriate location in HMIS record, then proceed with standard CAP call procedures.