



DWEL ARIZONA

PRIVACY NOTICE AND PRACTICES



I. BACKGROUND

Data Warehouse Enterprise for Linkage Arizona (DWEL-AZ) is a Statewide data warehousing program for individuals experiencing homelessness or the potential for homelessness. DWEL-AZ was established by a collaboration consisting of the Arizona HUD Continuum of Care (CoC) (Maricopa County with the Maricopa Association of Governments, Pima County with the Tucson Pima Collaboration to End Homelessness, and all other counties with the Arizona Department of Housing), Arizona's Medicaid agency - the Arizona Health Care Cost Containment System (AHCCCS), and additional community partners (collectively known as the "Collaborative").

The Collaborative is responsible for DWEL-AZ's community partner's involvement, influencing program direction, and advising data sharing practices. The Collaborative was established to work toward a common goal of establishing a data warehouse with individual level information for people experiencing homelessness to provide opportunities for improved care coordination and services, as well as integrate systems of care for those experiencing homelessness. The goals of DWEL-AZ also include improved data quality, data aggregation, data analytics, increased effectiveness of resources, and improved communication. This shared information supports improved care and service coordination, system integration, and data utilization.

Solari, Inc. serves as the DWEL-AZ Administrative Operator who executes the functions necessary to govern, operate and maintain the DWEL-AZ data warehouse. Responsibilities include facilitating contractual relationships, holding fiduciary responsibility, managing routine communications, and acting as the legal owner of DWEL-AZ.

Solari, Inc. contracts with the vendor Green River to host the DWEL-AZ data warehouse. Green River activities include matching data, execution, and storage of consent management systems, as well as creating reports, dashboards, and data displays.

The HEARTH ACT requires that all CoCs have a Homeless Management Information System (HMIS) for their geographic area and collect information from their CoC and ESG funded projects. The three CoC's within Arizona authorize participating agencies to use the shared data system called (HMIS) to work together to provide services for people experiencing homelessness. Medical providers provide information to AHCCCS that allows them to work together in serving the health care needs of Arizona's Medicaid members. Under DWEL-AZ, the CoC's and AHCCCS will share information to work toward the goals of the Collaborative. Additional data may be added to the data warehouse in the future.

All information contained within the DWEL-AZ database is protected by passwords, encrypted technology, restricted user roles, and two-factor authentication. Steps are taken to safeguard all the information in the system.



II. POLICY AND PRACTICES

A. Benefits to Sharing Your Information

There are many benefits to sharing your information, though you are not required to do so.

1. Placement in housing may be quicker if your information can be used to coordinate with other agencies, which is possible with the DWEL-AZ data warehouse.
2. Participating providers may be able to provide you with additional services or housing options. For example, a Statewide system may provide options near family or friends throughout the State.
3. When your information is viewable across many service providers, you will not have to repeatedly provide information to multiple service providers when accessing services.
4. Your Care Coordinator can view AHCCCS Housing Program criteria and eligibility for HUD CoC housing programs.
5. Your information not only helps you, but it will help others. Our state leaders and decision makers can understand your housing needs and the housing needs of your community.

PLEASE REVIEW CAREFULLY

B. What This Notice Covers

1. This notice describes the privacy policy and practices of DWEL-AZ. This notice tells individuals, staff, and others (such as the CoC's, AHCCCS, social services providers, and our funders) how we process personal information.
2. Your information will be sent to DWEL-AZ from various data systems for the collection and sharing of information including the HMIS systems used throughout Arizona, AHCCCS, and other DWEL-AZ approved data sources.
3. All personal information is covered by this policy, and the practices described in this notice.
4. DWEL-AZ adopted this policy to provide accurate information about how data may be used and to comply with all applicable laws.



C. The following types of data elements will be shared

1. Personal Health Information (PHI) - AHCCCS

PHI can only be granted through a signature on the DWEL-AZ Release of Information (ROI).

Data elements that will be shared include:

- a. Name, AHCCCS ID number, date of birth, and date of death,
- b. Demographic information such as race, ethnicity, sex, and language,
- c. Medicaid enrollment and health plan eligibility (health plan name and type),
- d. Justice involved indicator,
- e. Young adult transitional indicator (YATI),
- f. High-cost high needs status,
- g. Eligibility for acute and/or long-term care (ALTCS), and
- h. Contact information.

2. Information about your history of housing and homelessness - from the three Arizona CoC HMIS' data elements that will be shared include PII, such as:

- a. Name, date of birth, and last four numbers of the social security number,
- b. Demographic information such as race, ethnicity, and sex,
- c. Information about you that may help in locating housing resources such as veteran status or whether you or a member of your family has a disabling condition,
- d. Information about your history of housing and homelessness such as where you have been living and where we can reach you,
- e. Information about services you have received through other homeless providers,
- f. Contact information,
- g. Benefits and income information, and
- h. Referrals to service providers.

To learn more about the CoC HMIS Privacy Notice(s), please visit their websites:

Balance of State (BOS) CoC – housing.az.gov

Maricopa Regional (MAR) CoC – <https://maricopacoc.org/>

Tucson Pima Collaboration to End Homelessness (TPCH) CoC – tpch.net

3. Information about you, including secondary calculated fields generated from shared information, that may help in locating housing and other resources, such as veteran status or whether you or a member of your family has a disabling condition.

The data elements and participating agencies may be updated based on data needs. A full list of data elements can be viewed by visiting our privacy page at dwel-az.org.



D. How and Why We Collect Protected Personal Information

1. We collect personal information to improve your care coordination.
2. We may collect personal information for these purposes:
 - a. To provide or coordinate services,
 - b. To locate other programs that may be able to assist individuals and families,
 - c. To verify individual information,
 - d. To comply with reporting obligations,
 - e. To improve services on a larger system level,
 - f. To use anonymous data to improve care and funding for people experiencing homelessness, and
 - g. When required by law.
3. We may be required to collect some personal information by law or by organizations that give DWEL-AZ funding to operate the program. The information we collect is important for running programs, improving services, and improving understanding of the needs of individuals in the community.
4. We only collect information necessary to coordinate and deliver services.
5. We only use lawful means to collect information.
6. We only work with DWEL-AZ Data Contributors that collect personal information with your knowledge and consent through an ROI process.
7. We may also get personal information with your consent from:
 - a. Individuals you have identified as part of your household,
 - b. Individuals you have identified that assist you,
 - c. Information collected about you from other agencies, and
 - d. Government agencies and their data systems.
8. We may get information about you from public records including internet searches, telephone directories, and other published sources.

E. How We Use and Disclose Protected Personal Information

1. We use and/or disclose Protected Personal Information (PPI) for activities described in this notice. We share client records with agencies that may have separate privacy policies and that may allow different uses and disclosures of the information.



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2. All HMIS data is shared only under the HMIS Release of Information (ROI) that you sign, which applies solely to housing-related information and is separate from the DWEL-AZ Release of Information (DWEL-AZ ROI). The DWEL-AZ ROI covers only AHCCCS health-care data (PHI), and AHCCCS will not share any of your health information unless you have signed the DWEL-AZ ROI. Agencies participating in DWEL-AZ may share personal information with one another only in accordance with the user's permission level and the agencies' privacy practices, including information obtained with your consent. Because participating agencies or data sharing practices may change over time, this Privacy Notice will be updated and made accessible to you before any changes take effect.
3. You have the right to stop having your information shared and stop sharing permission with us. This will not have an impact on your ability to receive services. If you stop sharing your information after providing consent, the information you previously consented to share will remain in the data system(s). If you stop sharing your information, it may limit social service and healthcare agencies' ability to coordinate care, determine eligibility for housing programs, benefits, and other healthcare initiatives, including eligibility determinations, additional care coordination, and social services resources.
 - a. If you would not like to share any AHCCCS Personal Health Information (PHI) – please visit dwel-az.org/privacy and look for the 'Stop Sharing Your Information' link, and
 - b. To stop sharing any history of housing and homelessness - from the three Arizona CoC HMIS' – please visit the CoC's website(s).
4. We will disclose personal information when required by law and/or may defer to the Data Contributor. This includes using information to:
 - a. Avert a serious threat to health or safety, if:
 - i. It is believed that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, and
 - ii. The use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat.
 - b. Report someone who is reasonably believed to be a victim of abuse, neglect, or domestic violence to a governmental authority (including a social service or protective services agency) that is authorized by law to receive reports of abuse, neglect, or domestic violence.
 - i. Under any of these circumstances:
 - a) Where the disclosure is required by law and complies with and is limited to the requirements of the law, and
 - b) If the individual agrees to the disclosure, or
 - i.) To the extent that the disclosure is expressly authorized by statute or regulation, or
 - ii.) If an individual is unable to agree because of incapacity, law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual can agree to the disclosure.



- c) When making a permitted disclosure about a victim of abuse, neglect, or domestic violence, DWEL-AZ will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:
 - i.) DWEL-AZ, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, or
 - ii.) DWEL-AZ would be informing a personal representative (such as a family member or friend), and DWEL-AZ reasonably believes the personal representative is responsible for the abuse, neglect, or other injuries, and that informing the personal representative would not be in the best interests of the individual determined by professional judgment.
5. Information will be provided under any of these circumstances in response to a lawful court order, court-ordered warrant, subpoena, or summons issued by a judicial officer, or a grand jury subpoena. Data shall only be released to Federal agencies in accordance with applicable law(s).
 - a. Information may be provided to law enforcement for disclosures that are allowed pursuant to 45 CFR 164.512 (HIPAA) and 20 CFR 401.155. Permitted disclosures include court orders, subpoenas, reporting evidence of crimes on premises, identifying suspects/victims, and emergency circumstances, and
 - b. An authorized federal official seeking PPI for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), and the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.
6. Substance use disorder records are protected under federal law, including the federal regulations governing the confidentiality of substance use disorder patient records, 42 C.F.R. Part 2, and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164, and cannot be disclosed without written consent unless otherwise provided for by the regulations. Healthcare utilization of medical records for substance use treatment will not be disclosed. Self-reported substance use information reported in HMIS may be disclosed under the uses listed in this document.
7. Information may be used for research purposes. This may be:
 - a. Conducted by an individual or institution that has a formal relationship with DWEL-AZ including:
 - i. An individual employed by or affiliated with the organization for a research project and would be conducted under approved written research, or
 - ii. An educational or institution research project conducted under an approved written research agreement.
 - b. Any written research agreement must:
 - i. Establish rules and limitations for the processing and security of PPI during the research,
 - ii. Provide for the return or proper disposal of all PPI after the research,
 - iii. Restrict additional uses or disclosure of PPI, except where required by law,
 - iv. Require that the recipient of data formally agree to comply with all terms and conditions of the agreement,



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- v. Not be a substitute for approval (if appropriate) of a research project by an Institutional Review Board (IRB), Privacy Board, or other applicable human subjects' protection institution, and
- vi. Shall comply with the DWEL-AZ Data Security Policy and this Privacy Notice.

F. How to Inspect and Correct Protected Personal Information

1. You may ask for a copy of or inspect the PPI that DWEL-AZ maintains. DWEL-AZ will explain any information that you may not understand.
2. To get a copy of, inspect, or request correction of your information, contact dwel-az@solari-inc.org.
3. DWEL-AZ will consider a request from you for the correction of inaccurate or incomplete personal information that is maintained about you. If DWEL-AZ agrees that the information is inaccurate or incomplete, DWEL-AZ may delete it or may choose to mark it as inaccurate or incomplete and supplement it with additional or corrected information.
4. DWEL-AZ may deny your request for inspection or copying of personal information, if:
 - a. The information was compiled in reasonable anticipation of litigation or comparable proceedings,
 - b. The information is about another individual (other than a health care provider or homeless provider),
 - c. The information was obtained under a promise of confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, or
 - d. Disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.

If DWEL-AZ denies a request for access or correction, DWEL-AZ will explain the reason for the denial. DWEL-AZ will include, as part of the personal information that we maintain, documentation of the request, and the reason for the denial.

5. DWEL-AZ may reject repeated or harassing requests for access or correction.

G. Data Quality

1. DWEL-AZ seeks to maintain only information that is accurate, complete, and timely.
2. DWEL-AZ will dispose of personal information and remove personal information not in use seven years after the information was created or last used. DWEL-AZ may keep information for a longer period if required to do so by statute, regulation, contract, or other requirements.
3. DWEL-AZ will retain the most recent personal information shared in lieu of missing or blank fields.



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H. Complaints and Accountability

1. All members of the Collaborative and those with access to DWEL-AZ information (including employees, volunteers, affiliates, contractors, and associates) are required to comply with this Privacy Notice. Each staff member must receive and acknowledge receipt of a copy of this Privacy Notice and are trained in privacy practice policies and procedures.
2. If you have any questions or complaints about any agency serving you, please follow the agency's grievance procedure.
3. If you would like to submit a complaint, or to appeal a decision/denial, please complete the Submit a Complaint or Appeal form found on the DWEL-AZ website at dwel-az.org.

III. General Information

We reserve the right to revise, amend or modify privacy policies and practices as permitted by law. Updates are made to this document through the DWEL-AZ Collaborative review process and will be posted to the website upon its effective date. These changes in our policies and practices may be required by changes in federal and state laws and regulations. The revised policies and practices will be applied to all PPI and PHI we maintain.

We give a written copy of this Privacy Notice and Practices to anyone who asks for one. We maintain a copy on the website at dwel-az.org.

This policy will be reviewed on at least an annual basis to ensure regulatory compliance and the safety of your data.

For additional privacy and data security information visit dwel-az.org/privacy.

For more information, contact our Operator at dwel-az@solari-inc.org.