

**Watsonville/Santa Cruz City & County Continuum of Care (CoC)  
Approaches to Responding to Consumer Concerns about Data Sharing**

- Explain importance of data sharing
  - Helps streamline the application and intake process, especially if consumer is working with other providers who use HMIS
  - Important documents can be saved into electronic file so the same information doesn't have to be collected again
  - Helps to not miss out on housing opportunities -we can notify you of temporary and permanent housing opportunities
  - HMIS allows linking people to valuable resources by matching information with the eligibility criteria for resources such as benefits linkage, rental assistance, shelters, street outreach, housing navigation, veteran services, health services, and runaway homeless youth services.
- Explain privacy and security; everyone gets retrained every year
- Explain de-identified/aggregate data is reported and used
  - Provides statistical and demographic information necessary to continue receiving funding for services and housing for people experiencing homelessness
  - Helps us understand the needs of our community to identify gaps and services that would benefit our community further
  - Helps us identify and make the case for more housing, more services, and more funding for the community
- Role play with a colleague
- Options if client doesn't want some/all data shared
  - Enter the maximum amount of data approved by the consumer
  - Create an anonymous client record
  - Document and indicate the reasons the consumer refused to sign