

Service Coordination Confidentiality Agreement

Resident Name: _____

The information you give the service coordinator in the performance of his/her job is confidential. In order to best serve your needs, to develop meaningful service plans, to determine continuing eligibility for services, and to monitor the quality of services you receive, it will be necessary to share your information with other service providers. However, this information will not be shared with others without your written permission, unless required by law.

We utilize a Release of Information form to obtain this permission. As needed, the service coordinator will require that you complete and sign this form. The properly executed form will allow the service coordinator to obtain financial information from the manager, discuss your service needs and desires with the specified community service providers, family members, physicians, and/or other individuals in order to link you to programs and services that will assist you in remaining self-sufficient.

Exceptions to Right of Confidentiality

Federal and/or state law or your lease may require the service coordinator to disclose the following information:

- Adult Protective Services referrals: It may be necessary to report residents who are endangered or exploited.
- It may be necessary to disclose information pursuant to a proper court order.
- It may be necessary to report any information related to suspected fraudulent activity or other violations of law on your part.
- The general expectation that the service coordinator will keep information confidential also does NOT apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person.

It is the responsibility of any employee or contractor, including service coordinators, to report lease violations to the manager. The service coordinator can help prevent evictions from happening with early intervention.

If any of the above instances occur, the situation must be brought to the attention of the apartment manager as that person is ultimately responsible for the welfare of the residents and the apartment complex.

Finally, to ensure good service coordinator program policies and procedures are adhered to and appropriate social work practice is followed, resident files will be monitored semi-annually through random selection.

Confidentiality Pledge

As your service coordinator, I agree to protect your right to privacy and confidentiality. I will not disclose any information about you without your written permission unless I am required by law to do so.

Service Coordinator Signature

Date