

THINGS TO CONSIDER:

- Age of CLIENT.
- How data will be SHARED/USED?
- Client STATUS.

WHO is the DECIDER about info sharing?

WHAT are your DATA SHARING PROTOCOLS?

DATA SHARING FLEXIBILITY

Appropriate care provider/agency...
Right amount of information...

- ✓ GET THE RIGHT BALANCE around APPROPRIATE INFORMATION SHARING.
- ✓ IMPROVE OUTCOMES.
- ✓ GET THE RIGHT PEOPLE TO THE TABLE.

Bring people to the center.
Embrace diverse perspectives, but look for common ground on the data to be shared.

YES!

WHAT ARE YOU GIVING PERMISSION FOR?

- What if you give data to B and they give it to C?
- Can you set CONDITIONS around data sharing?
- Does the law follow the DATA or the AGENCY?

EXAMPLES OF SUCCESS...

NYC HHS: Client-centric approach to service delivery.

- Aging
- Corrections
- Children's Services
- Juvenile Services
- Mental Health
- Human Resources

Colorado Information Collaborative: Expanding to more counties.

Texas

Montgomery County, Maryland: Break down systems silos, revamped consent form.

- WHO** needs to know and **HOW MUCH?**
- WHAT** information do you need?
- HOW** will it be used?
- WHO** will have access to it?
- HOW** will it be maintained?

The CONFIDENTIALITY TOOLKIT deals with:

- The CONFIDENTIALITY TOOLKIT DOES NOT deal with:
- Health...
 - Medicare/Medicaid...
 - Education...
 - Mental health...
 - Drug and alcohol...

CONFIDENTIALITY TOOLKIT:

- How to share information, in accordance with federal law...
- What information can be shared...

SOCIAL MEDIA...

Useful channels for communication or a potentially damaging info sharing tool that compromises privacy?

Are the COUNTIES represented?
Are the RIGHT PEOPLE in the mix?

READ YOUR CONTRACTS!

- and get your COUNTY COUNCILS in involved early... and PROGRAM COUNCILS, too.
- Look for language that will PREVENT you from DATA SHARING.
- Take the OPPORTUNITY to advocate for INPUT that will BENEFIT CLIENTS.

Getting to YES!

When we designed our CHILD WELFARE SYSTEM, we were BUILDING FORTRESSES!

NO SHARING!
It was about PRIVACY!

Where sharing was concerned, our CUSTOMARY answer was **"NO!"**

If we don't SHARE, data won't get:

- LOST
- COMPROMISED
- MISUSED.

...but also, we weren't HELPING people.

Regulations around data sharing and privacy are based on LEGISLATION that needs to be CHANGED!

NEED for LEGISLATIVE CHANGE?
in order to get to "yes."

Does the LAW require us to act stupidly?

Look at OTHER TRAINING MATERIALS and TOOLKITS, i.e. ABA Toolkit

DOES THE WHOLE AREA OF CONSENT NEED TO BE EXAMINED?

OPT IN... OPT OUT...

...in the AUTHORIZATION PROCESS.

Two ways of CLIENT/CUSTOMER authorization.
— Need adequate INFORMING.
— Which feels MORE COMFORTABLE?

"We'd like to COLLECT YOUR DATA, but we don't know why..."

Uh... NO.

TRUST. TRANSPARENCY. LEVEL SET THE APPLICABLE LAWS.

This is HARD WORK!

CONSUMER EXPECTATIONS around DATA and PRIVACY are CHANGING.

PRIVACY by DESIGN. Foster PRIVACY.

Law Harmonization.

Data may be subject to multiple laws.
Get your lawyers in EARLY!

You needed a LAWYER?
I'M HERE early...

WHAT NEEDS TO BE ON THE ROADMAP?

- Change the LAW. It's outdated and needs to be RE-EXAMINED and REWORKED. — Develop recommendations.
- Review the laws again. Does the law say what the policy does? Separating MYTH from LAW.
- More TRAINING at all department levels about DATA SHARING. — Training materials for CONTINUITY of UNDERSTANDING.
- What INFORMATION do we need? How much NUANCE do we consider with SENSITIVE INFORMATION?