

**RIVERSIDE COUNTY AB 210 PROTOCOL  
GOVERNING INFORMATION SHARING BY HOMELESS ADULT AND FAMILY  
MULTIDISCIPLINARY PERSONNEL TEAMS**

The State Legislature has recognized that the exchange of otherwise confidential information within multidisciplinary personnel teams is critically important to facilitating the expedited identification, assessment, and linkage of homeless adults and families to housing and supportive services within Riverside County.

The County and each of the agencies participating in this protocol are committed to preserving and maintaining the confidentiality of the information to be exchanged under this protocol by limiting the disclosure of such information to that which has been determined to be generally relevant to the identification, assessment, and linkage of homeless individuals and families to housing and supportive services; by preventing unauthorized access to or disclosure of such information; and by ensuring safeguards are in place to protect the confidentiality and security of such information.

**1.0 Purpose of this Protocol**

This protocol is drafted and implemented in accordance with Welfare and Institutions Code (WIC) section 18999.8 and is specifically intended to apply to the sharing of confidential information by the homeless adult and family multidisciplinary personnel teams established pursuant to that section. The sharing of confidential information pursuant to this protocol is intended to facilitate the expedited identification, assessment, and linkage of homeless individuals to housing and supportive services within the County and to allow provider agencies to share confidential information for the purpose of coordinating housing and supportive services to ensure continuity of care. This protocol is also intended to ensure that confidential information gathered by the team is not disclosed in violation of State or federal law.

**2.0 Definitions**

Unless otherwise indicated, the terms used in this protocol shall have the same meaning as in Welfare and Institutions Code section 18999.8.

**3.0 Participating Agencies**

- 3.1 Riverside County Departments, their contracted agency providers, other governmental agency partners, and any other agencies/organizations that has, as one of its purposes, the identification, assessment, and linkage of homeless individuals to housing and supportive services to homeless adults or families within the County, may become “Participating Agencies” subject to this protocol. Participating Agencies are identified in Attachment B, which may be updated from time to time.
- 3.2 Additional County Departments, Contracted Agencies, Governmental Agencies, and Partner Agencies may be added as a Participating Agency

upon approval by Data Exchange and Privacy Protection Governance Committee and compliance with applicable terms herein.

- 3.3 Agencies will sign a Participating Agency Agreement to certify their participation and commitment to abide by all requirements in the Agreement.
- 3.4 All Participating County Departments will receive notice if a Participating County Department elects to cease participation or when an additional County Department becomes a Participating Agency.

#### **4.0 Establishment of the Multidisciplinary Personnel Teams**

- 4.1 Personnel of any Participating Agency shall be eligible to participate as members of a homeless adult and family multidisciplinary team if they are trained in the identification and treatment of homeless adults and families and are qualified to provide services related to homelessness. The multidisciplinary personnel team may include, but is not limited to, the following categories of persons:
  - 4.1.1 Mental health and substance abuse services personnel and practitioners or other trained counseling personnel, in accordance with 42 U.S.C. 290dd-2(g).
  - 4.1.2 Police officers, probation officers, or other law enforcement agents.
  - 4.1.3 Legal counsel for the adult or family representing them in a criminal matter.
  - 4.1.4 Medical personnel with sufficient training to provide health services.
  - 4.1.5 Case managers or case coordinators responsible for referral, linkage, or coordination of care and services to adults or families.
  - 4.1.6 Social services workers with experience or training in the provision of services to homeless adults or families or funding and eligibility for services.
  - 4.1.7 Veterans services providers and counselors.
  - 4.1.8 Domestic violence victim service organizations, as defined in subdivision (b) of Section 1037.1 of the Evidence Code and Pen. Code, §§ 13752 subds. (a)-(b) & 13753 subds. (a)-(b).
  - 4.1.9 Any public or private school teacher, administrative officer, or certified pupil personnel employee.

4.1.10 Housing or homeless services provider agencies and designated personnel.

4.2 Personnel may be designated as a member of a homeless adult and family multidisciplinary team for a particular case, and in such capacity may receive and disclose relevant information and records, within the MDT, subject to the requirements of this Protocol.

**5.0 Information/Data Items that May be Disclosed and Exchanged among Members of the Homeless Adult and Family Multidisciplinary Personnel Team**

5.1 The members of the homeless adult and family multidisciplinary personnel team may disclose to and exchange with one another, information that may be designated as confidential under State law, if the members of the homeless adult and family multidisciplinary personnel team possessing that information reasonably believe it is generally relevant to the identification, assessment, and linkage of homeless adults and families to housing and supportive services, provided that no information may be shared in a manner prohibited by federal law or regulations.

5.1.1 “Relevant” information shall include any information that has any tendency to assist a homeless adult and family multidisciplinary personnel team to identify, assess, and link homeless adults and families to housing and supportive services. Examples of relevant information that would be deemed shareable by and between MDTs, include but are not limited to those items of information listed on Attachment A.

5.1.2 Representatives of domestic violence victim service organizations, as defined in subdivision (b) of Section 1037.1 of the Evidence Code, shall obtain a domestic violence victim’s informed consent, in accordance with all applicable state and federal confidentiality laws, before disclosing information regarding a domestic violence victim or the victim’s family.

5.1.3 Unless there is written authorization from the patient, in accordance with all applicable laws, RUHS Behavioral Health and its contractors shall not provide any information related to Part II substance use disorder treatment programs, pursuant to 42 U.S.C. 290dd–2(g).

5.2 Participating Agencies shall take reasonable steps to ensure information is complete, accurate, and up to date to the extent necessary for the agency’s intended purposes and that the information has not been altered or destroyed in an unauthorized manner.

- 5.3 No confidential information or writings shall be disclosed to persons who are not members of the homeless adult and family multidisciplinary personnel team, except to the extent required or permitted under applicable law.
- 5.4 Information and writings shared pursuant to this protocol are confidential. Testimony concerning the information and writings shared pursuant to this protocol is not admissible in any criminal, civil, or juvenile court proceeding. Further, information and writings shared pursuant to this protocol shall be protected from discovery and disclosure by all applicable statutory and common law protections. In addition, law enforcement shall not use any information obtained via AB 210 for purposes other than to identify, assist, and link homeless individuals and families with housing and supportive services.

## **6.0 How Information May be Shared**

- 6.1 Information may be shared by and between MDT members in person, as well as telephonically and electronically with adequate verification of the personnel involved in the exchange of information.
- 6.2 Electronic sharing of information/data under this Protocol will be facilitated by existing electronic data systems and electronic data systems that are under development (Data Systems).
- 6.3 Participating Agencies shall comply with the applicable information retention schedule established by Data Exchange and Privacy Protection Governance Committee in accordance with applicable laws.

## **7.0 Use of Shared Information**

Information shared pursuant to this protocol will be used to facilitate the identification and assessment of homeless adults and families and their linkage to the most appropriate housing and supportive services. The information will be used to keep Participating Agencies informed about the services homeless adults and families are currently receiving or have received in the past. Shared information will be used to coordinate care, ensure continuity of care, and reduce duplication and fragmentation of services.

## **8.0 Policies and Procedures Addressing Security and Privacy Training**

- 8.1 The County shall maintain written Uniform Policies and Procedures that require security and privacy awareness training for employees who will have access to information pursuant to this protocol.
- 8.2 The Uniform Policies and Procedures shall include a requirement that all persons who have access to information shared by Participating Agencies, sign a confidentiality statement that includes, at a minimum, general use, security safeguards, acceptable use, and enforcement policies.

- 8.3 The Uniform Policies and Procedures shall require that all Participating Agencies employ security controls that meet applicable federal and state standards, including reasonable administrative, technical, and physical safeguards to ensure data confidentiality, integrity, and availability and to prevent unauthorized or inappropriate access, use, or disclosure.
- 8.4 All Participating Agencies shall certify their agreement to abide by the Uniform Policies and Procedures in the Participating Agency Agreement.

## **9.0 Ensuring Confidentiality**

- 9.1 As required by the Uniform Policies and Procedures, Participating Agencies shall employ security controls that meet applicable federal and state standards, including reasonable administrative, technical, and physical safeguards to ensure data confidentiality, integrity, and availability and to prevent unauthorized or inappropriate access, use, or disclosure.
- 9.2 Every member of the homeless adult and family multidisciplinary personnel team who receives information or records regarding adults and families in his or her capacity as a member of the team shall be under the same privacy and confidentiality obligations and subject to the same confidentiality penalties as the person disclosing or providing the information or records. The information or records obtained shall be maintained in a manner that ensures the maximum protection of privacy and confidentiality rights.
- 9.3 Every member of the homeless adult and family multidisciplinary personnel team represent and warrant that it has implemented and will maintain during the term of this MDT administrative, physical, and technical safeguards to reasonably protect private and confidential information, to protect against anticipated threats to the security or integrity of County data, and to protect against unauthorized physical or electronic access to or use of County data. Such safeguards and controls shall include at a minimum:
  - 9.3.1 Storage of confidential paper files that ensures records are secured, handled, transported, and destroyed in a manner that prevents unauthorized access.
  - 9.3.2 Control of access to physical and electronic records to ensure County data is accessed only by individuals with a need to know for the delivery of MDT services.
  - 9.3.3 Control to prevent unauthorized access and to prevent members of the homeless adult and family multidisciplinary personnel team

employees from providing County data to unauthorized individuals.

9.3.4 Firewall protection.

9.3.5 Use of encryption methods of electronic County data while in transit from the County networks to external networks, when applicable.

9.3.6 Measures to securely store all County data, including, but not be limited to, encryption at rest and multiple levels of authentication and measures to ensure County data shall not be altered or corrupted without County's prior written consent. The member of the homeless adult and family multidisciplinary personnel team further represent and warrant that it has implemented and will maintain during the term of this MDT administrative, technical, and physical safeguards and controls consistent with State and federal security requirements.

9.4 Information and records communicated or provided to the team members by all providers and agencies shall be deemed private and confidential and shall be protected from discovery and disclosure by all applicable statutory and common law protections. Existing civil and criminal penalties shall apply to the inappropriate disclosure of information held by the team members.

## **10.0 Implementation and Oversight**

Department Public Social Services, Adult Services Division, will provide oversight and coordination of activities under this protocol and the development and implementation that supports this protocol, in addition to serving as a Participating Agency.

Riverside County Information Technology (RCIT) will assist in the development and implementation of any new County government information system that directly supports the exchange of information under this protocol.

**Relevant Categories of Information to be Shared\***

- Demographic Information
- Contact Information
- Income, Assets, and Resources
- Citizenship/Immigration Data
- Service and Program History
- Medical History
- Mental Health History
- Nutrition Data
- Disability Status
- Housing and Homeless History and Status
- Benefit History and Status
- Criminal History and Status
- Probation Status
- Domestic Violence Status in accordance with Pen. Code, §§ 13752 subds. (a)-(b) & 13753 subds. (a)-(b) and Pen. Code, §§ 13752 subds. (e) & 13753 subds. (e).
- Veteran Status
- Employment and Educational History and Status
- High Risk Behavior, Violence, or Aggression History

\*This list is not exclusive. Members of homeless adult and family multidisciplinary personnel teams (MDTs) may share other information if they believe it is generally relevant to the identification, assessment, and linkage of homeless adults and families to housing and supportive services, provided that no information may be shared in a manner prohibited by federal law or regulations.

## **Participating Agencies**

Participating Agencies may include any governmental or other agency that has, as one of its purposes, the identification, assessment, and linkage of housing or supportive services to homeless adults or families.

Participating Agencies in Riverside County include:

- Department of Public Social Services (DPSS)
- Child Support Services (CSS)
- First 5
- Housing and Workforce Solutions (HWS)
- Office on Aging (OoA)
- Veterans' Services Office (VSO)
- Riverside University Health System (RUHS)
- Contracted Agencies of any of the above-listed Participating Agencies (Contracted Agencies)
- Governmental agencies working in partnership with any of the above- listed Participating Agencies (Governmental Agencies)
- Non-Governmental agencies working in partnership any of the above listed Participating Agencies (Partner Agencies)