Step-by-Step: Client Consent Declined

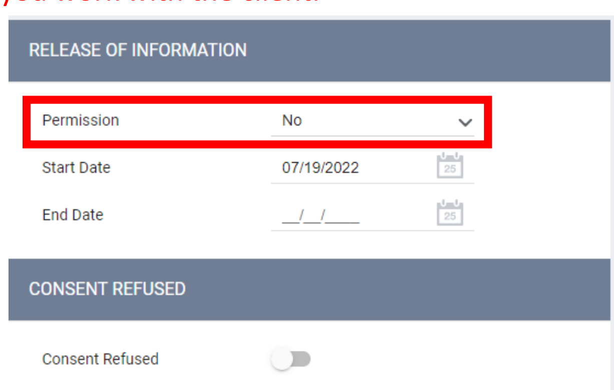
Each client must be made aware that their information is to be entered into the CSIS / HMIS. At this time, there is no requirement that client consent be obtained to enter client information in CSIS /HMS.

What is the difference between entering and sharing?

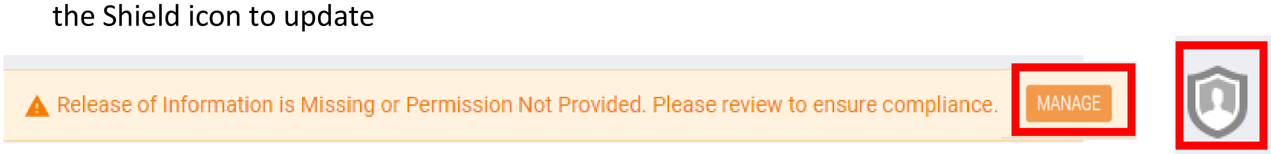
- Entering information is required to provide basic needs such as shelter, food, or other essential services.
- Sharing information allows service providers to connect the client with one or more other CSIS / HMIS participating providers

To create a client or if a client is missing a Universal Release of Information (UROI) in Clarity you must complete the ROI section.

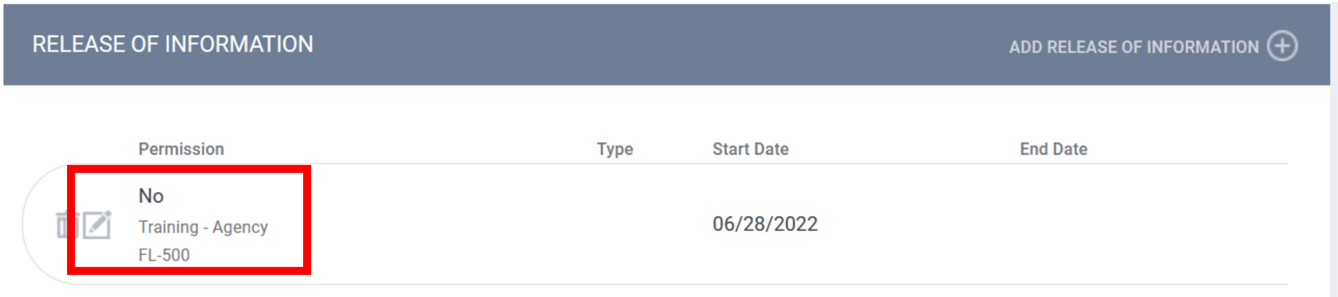
1. Log into Clarity
2. Search for Client. If client does not exist create Client.
3. Once all information has been entered in Client's profile, move to the right of the screen and complete the ROI.
4. If client is refusing consent, select "NO" for Permission.
    a. By selecting this option, this will allow you / your agency to retrieve client information later. This option locks this client profile to your agency only.
        i. If you select "Consent Refused" you will not be able to retrieve the client's profile or update his/her consent later. You will be forced into recreating the client profile each time you work with the client.

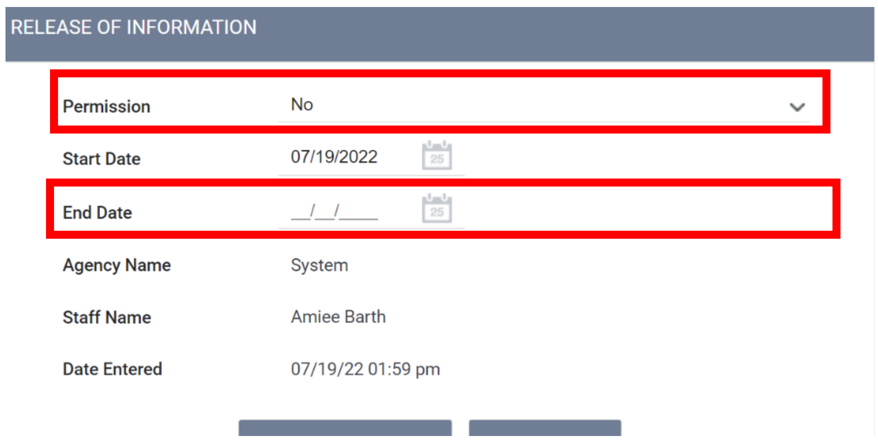


5. Once client has consented to share information, click on the "Manage" on the yellow ribbon or the Shield icon to update



6. Click on the pencil icon next to the ROI that says NO and enter an end date which is the day before the current date and “Save Changes”





7. Once the “No” ROI has been ended you can create a new ROI.