



Supportive Services for Veteran Families

Privacy Notice

Under the Supportive Services for Veteran Families (SSVF) program, Mission United and its collaborative partners are required by the Department of Veterans Affairs and the Broward County Homeless Continuum of Care to collect individually identifiable patient health information on clients we serve. We also maintain the privacy of individually identifiable patient health information (this information is “protected health information” and is referred to herein as “PHI”). We are also required to provide patients with this Notice of Privacy Practices regarding PHI. We will only use or disclose your PHI as permitted or required by applicable state and federal law. This Notice applies to your PHI in our possession including the records generated by us.

What type(s) of Information we collect:

We collect the following types of information about you (and members of your household):

a) your real name, date of birth, social security number, gender, race, ethnicity, military service record, birthplace, address (past & current), marital or familial status, household size, driver license or ID, Income, bank statements, health information, benefit awards, phone number and email address.

b) When associated with one of the items in subsection (a) any other data such as employment history, level of education, current lease & criminal history (if it affects housing.)

How we use the information you provide:

We use information you provide to verify your identity , determine eligibility for services and create an individual case plan; provide referrals for including but not limited to housing, legal & employment assistance and other services ; to foster working relationships between our agency , trusted partners, donors and other entities (landlord, law enforcement)where applicable.

How we store, manage and protect your information:

Mission United SSVF cares about your privacy and takes reasonable care to protect your data. We store, manage and protect your data in two ways 1. Via a physical case record maintained onsite in locked file cabinets. 2. We also maintain electronic case records using ServicePoint's ® data management software with password protection.

Disclosure to outside parties:

Mission United(SSVF) will never sell, trade or transfer to outside vendors your personal uniquely identifying information, (this does not include our trusted partners who assist us in servicing you as long as these parties agree to keep this information confidential.) Additionally, we may release your information when we believe release is appropriate in order to comply with the law.

Security Breach/ Compromise of Information

Mission United SSVF complies with all applicable federal, state and local laws associated with the assuring the confidentiality and security of all participants. In the event any information under our control is compromised as a result of a breach of security, we will take steps to investigate and where appropriate notify individuals whose information may have been compromised and take other steps in accordance with applicable laws and regulations.

Access to your records:

*Mission United SSVF fosters an open relationship with our client/community partners. To review, correct or request copies of your *records contact your service provider to make a request verbally or in writing. (*Records request limited to documents and info supplied by veteran during intake)*

Filing an appeal for Denial of services:

If your request for services was denied you may file a request for an administrative appeal for special review of your circumstances. This should be requested from the service provider who will provide program appeal form which must be completed and submitted as per accompanying instructions.

Policies will be posted online and available onsite at service locations for review.