Client View Users Policy

Policy

It is the policy of the Allegheny County Department of Human Services (DHS) that the Client View integrated client data application be used for coordination of care, research, evaluation, operations and quality improvement efforts. This policy is applicable to DHS employees, contractors, consultants, temporary employees, and other staff members, including all personnel affiliated with third parties conducting business with DHS. Only individuals who are authorized to do so may access Client View; authorized individuals may only use Client View in accordance with this policy.

The information in Client View should not be used as the sole input in coordinating and planning services, but rather as a starting point for discussing and planning services with/for the client.

The information in Client View should not be used to make determinations in child welfare and protective services investigations, or as a reason for home removal. Its use in programmatic offices is intended for the coordination of care.

About Client View
The Allegheny County Department of Human Services has created and maintains a data warehouse that contains person specific information from internal and external data sources. The Client View application provides information regarding the service activity of any of these individuals across the multiple programmatic service areas administered by the Department. It also may display additional individual-level information provided to DHS by external sources and stored in the DHS data warehouse. Examples of these outside sources include Public Housing Authorities, the Pennsylvania Department of Public Welfare, and Allegheny County Jail.

Client View allows users to view data in the Data Warehouse on a client by client basis. The application is able to retrieve any of the following information (historical and on-going), if available in the data warehouse:

- Basic client demographic information
- Programmatic service involvement
- Historical services rendered
- Placement Information, if available, for the Office of Children Youth and Families, and Juvenile Probation Office
- Plans and Assessments
- Electronic documents stored within Onbase

Security
Access to the Client View system is limited to only those approved to access it. The tool authenticates based on a user’s username and password, and uses standard encryption technology in the transmission of the data from the server. After 20 minutes of inactivity, the applications will time-out. The system tracks and generates a log of the client records viewed by each user and the individual data elements accessed. DHS will review these data logs to ensure that the Client View tool is not being misused.
**Appropriate Uses**
The following are appropriate and encouraged uses of the Client View application.

- To improve case practice.
- At the time of service intake, Client View can be used to better understand the breadth of services received by each individual, and then take that history and the underlying needs into account when coordinating and planning services. It should be used as a starting point for further discussion with the client, caregivers, clinicians, and other members of the care team.
- In the instance of child welfare investigations, it can be used prior to initiating an investigation to better understand the circumstances of the referred family, their services history, and any safety concerns.
- It can be used as a ready source to validate information collected from the client, and to review information about a client who has returned to DHS services after being away from them for a period of time.
- Client View can and should be used to locate and confirm demographic information, resident addresses, and service and placement activity.
- Client View can be used in conjunction with data reports and extracts to clean, validate, and expand a data set for research purposes.

**Inappropriate Uses**
Staff use of Client View will be tracked by DHS. Inappropriate use of this application will subject the user to disciplinary action up to and including revocation of access and termination of employment. The following is not an all-inclusive list.

- It is entirely inappropriate and illegal to search for individuals for whom you do not have a work responsibility. For example, many hospital employees have had their employment terminated for looking up celebrities, or their neighbors in their information systems.
- It is also never acceptable to threaten to conduct a record search in Client View on any person, DHS client or not.
- The information in Client View should not be shared with individuals outside of those responsible for providing care (treatment), paying for that care (payment), and administering the operations supporting that care (operations). It should only be shared in professional circumstances.

**Philosophy and Purpose**
It is the philosophy of DHS to promote the use of data so that staff have information available to promote quality provision of care. The purpose of Client View is to provide selected DHS employees and representatives with a complete accounting of service histories included in the Data Warehouse to support holistic, quality care to service recipients. This tool is intended to be used to improve the quality of care of the individuals under DHS administrative or direct care responsibility.

**Legal/Regulatory Authority**
Existing laws and regulations allow for the use of individually identifying information for the purpose of coordination of care, research, evaluation, operations and quality improvement efforts.

**Definitions**

**DHS Data Warehouse** – a secure repository of human services data electronically stored and designed to facilitate reporting and analysis.

**Master Client Index (MCI)** – a database giving all consumers served by DHS one identification number. This allows consumers to have common demographics across all DHS service areas and enables each consumers’ DHS services to be tied together, thus allowing for more integrated and coordinated service delivery.
Application – refers to DHS software information systems (such as Key Information Demographic System) that collect and store information about clients served and services provided.

Policy History

This policy is a living document and is subject to change. This section lists revised versions of the policy, organized in reverse chronological order, in order to track changes over time.

In addition, this policy will be reviewed every 24 months.

Below are the changes to this policy since its adoption.

<table>
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<th>Date</th>
<th>Approved By</th>
<th>Indicate Action (Effective, Review, Revision, Update, etc..)</th>
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<tr>
<td>02/04/2015</td>
<td>Marc Cherna</td>
<td>Effective</td>
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