



Ventura County
Homeless Management Information System

Ventura County HMIS & You

What is Ventura County HMIS?

The Ventura County Homeless Management Information System (VC HMIS) is a web-enabled database. Agencies that serve homeless and at risk individuals in Ventura County need to compile information about the persons they serve.

Why Gather and Maintain Data?

The VC HMIS will gather and maintain unduplicated statistics on a regional level to provide a more accurate picture of our region's homeless and at risk population. The VC HMIS will also help us understand client needs, help agencies plan appropriate resources for the clients they serve, inform public policy in an attempt to end homelessness, streamline & coordinate services and intake procedures to save client's valuable time.

Common Client Questions:

Who can access my information?

Only trained and authorized staff that work directly with clients or who have administrative responsibilities can look at, enter, or edit client information. No client shall have access to another client's records within the Ventura County HMIS.

What agencies will receive my information?

No personal identifying information will be released to another agency or individual without your written consent. Only authorized agencies may be allowed access to some of your information. Information is stored in an encrypted central database.

Don't I have a right to privacy?

Clients have the right to privacy and confidentiality. You are entitled to a copy of the privacy notice upon request. You also have the right to request a review of your Ventura County HMIS client records.

What if I don't want to provide information?

Clients have the right not to answer any question, unless entry into a program requires it.

What if I believe my rights have been violated?

Clients have the right to file a grievance with the agency or with the Ventura County HMIS Lead Agency. Grievances must be filed through written notice. Clients will not be retaliated against for filing a complaint.

Written Client Consent

Each client must complete a Client Consent/Information Release Form allowing release of personal identifying information to the VC HMIS. An Interagency Data Sharing Form, completed by the client, is required to release additional information to authorized agencies. Both forms must be kept on file with the service provider and a copy will be provided to the client.

Grievances

Report all grievances to your service provider. If you do not receive a resolution and you still feel a violation of your rights as a client has occurred, please contact the HMIS Administrator at:

(805) 477-5156

The Ventura County HMIS Lead Agency can be notified of violations through written notice to:

Human Services Agency
Attention: HMIS Administration
855 Partridge Drive
Ventura, CA 93003

All Participating Ventura County HMIS Agencies are responsible for ensuring that security procedures are followed and client rights are respected.

Ventura County HMIS

Mission & Vision Statement

To develop, implement and administer a countywide information management system that collects client level data on homeless persons and those at risk of homelessness. This HMIS system will generate reports, inform community service planning processes, increase service delivery efficiencies and, with the client's consent, provide a mechanism to share client needs for service among partnered agencies.