

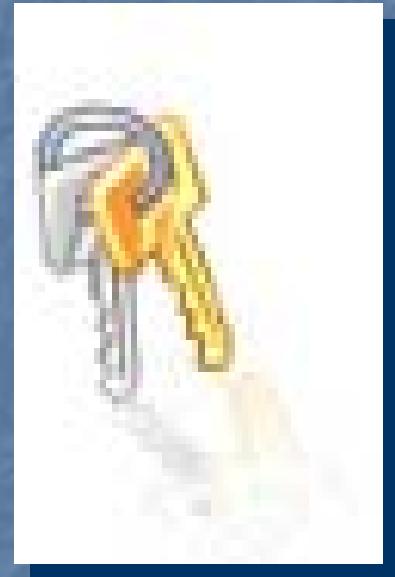
Confidentiality

Overview

Confidential Records

Clients' Rights

- Discuss any action concerning their case with worker and/or supervisor
- Notified in advance of their benefits being reduced or discontinued (17-649-3)
- Ask for an administrative appeal (fair hearing) (17-610-4, 17-602-1)
- **Record kept confidential (17-601)**
- Bilingual or sign-language interpreter (17-610-9)
- File a discrimination complaint (17-610-3,4) (Forms 9004 and 9006), 2007

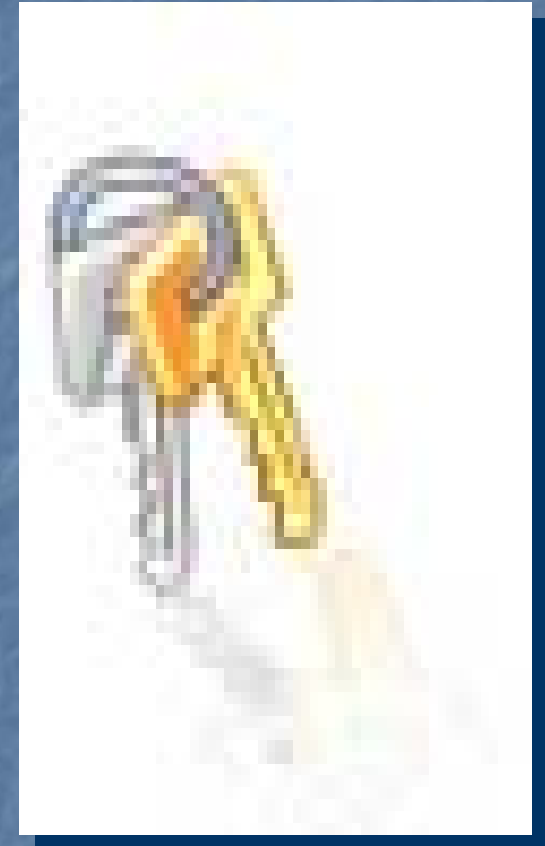


Objective

Participants should know how to identify conditions under which information about a client or employee may be disclosed

Restrictions

- Names and addresses
- Income information
- Social Security number
- Amounts of assistance
- Case recordings
- **Medical information**
- Assessments/evaluations
- Correspondence (e-mails, other.....)
- Worker name, unit, phone number.....



Disclosure

- Purposes directly connected with assistance
- Authorized employees of DHS or Federal funding program only (entire case records)
- Limited access (to provide services, determine eligibility, amounts and so forth)

Disclosure to:

- Participant/legal guardian
- DHS Employees
- State Employees
- Federal Employees performing official duties
- Law enforcement officers (fugitive felon/parole violator)
- Ombudsman's Office (in writing)
- Private social service agencies (i.e., employment programs)

Written Consent

- Obtaining information/case record
- What information is needed/why
- Verbally, file review or copy
- 10 working days
- Obtaining release of information from another organization (DHRD for example)

Penalty

Prosecution

- * Failure to safeguard confidential information
- * Assists/acquires information by unauthorized inspection
- * Divulges confidential information not authorized to be disclosed.

Lock Your Files

- Filing cabinets should be locked at end of each day
- Desks should be cleared of case files/correspondence when conducting interviews and/or leaving desk
- No client/employee listings on a bulletin board
- No discussion of medical conditions/information

Fraud Hotlines

- 587-8444 Oahu
- 247-7106 Kauai
- 243-5844 Maui
- 933-8899 Hilo
- 327-4767 Kona

Protected Areas in Employment

FEDERAL

Race
Color
National Origin
Sex
Religion
Disability
Age
Uniformed Service
Citizenship Status

Ancestry
Marital Status
Arrest and Court Record
Sexual Orientation
Child Support Obligations
National Guard Absence
Breast Feeding

STATE

Protected Areas in Access to Services

FEDERAL

National Origin

*Political Beliefs **

Race

Color

Sex

*Religion **

Disability

Age

Ancestry

Breast Feeding



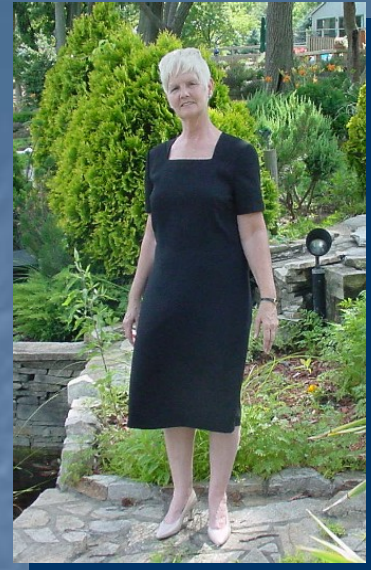
STATE

** Applies only to Food Stamp Program applicants and recipients*

Civil Rights Compliance Staff (CRCS)

586-4955

gwatts@dhs.hawaii.gov



- ✓ Serves as departmental liaison for all civil rights related matters
- ✓ Investigates civil rights complaints
- ✓ Provides technical and advisory services to the department regarding standards and requirements of civil rights laws, rules and regulations
- ✓ Develops departmental policies, procedures and plans