

# **Educate Tomorrow**

## **Combined Privacy and Confidentiality Policy**

Effective Date: September 1, 2025

### **1. Purpose**

This policy establishes privacy and confidentiality practices for the Miami-Dade Youth Homeless Helpline (“the Helpline”), operated by Educate Tomorrow, in compliance with HUD regulations, the Miami-Dade Homeless Trust’s Homeless Management Information System (HMIS) Policies and Procedures, and applicable Florida state laws.

### **2. Scope**

This policy applies to all personal and sensitive information collected from youth ages 14–24 who access Helpline services. It governs the collection, use, sharing, protection, and retention of personally identifiable information (PII).

### **3. Policy Requirements**

Educate Tomorrow affirms the following commitments: 1. Confidential Records – All records containing protected identifying information of individuals or families applying for or receiving services will be kept secure and confidential. PII will only be collected, stored, and shared as required for service delivery, reporting, and compliance with HUD and local CoC regulations. 2. Non-Disclosure of Client Locations – The addresses and/or locations of clients, families, and any family violence projects will not be made public. 3. Privacy Complaints – Clients who believe their privacy rights have been violated may submit a complaint through Educate Tomorrow’s grievance process. Complaints will be acknowledged within two business days and tracked until resolution.

### **4. Security Standards**

HMIS data is stored in compliance with HUD Data Standards. Access to HMIS is password-protected and restricted to trained staff with active user accounts. Paper records (if any) are not maintained; all client files are digital.

### **5. Staff, Intern, and Volunteer Responsibilities**

All staff, interns, volunteers, and contractors must sign Educate Tomorrow’s Standards of Conduct, which includes confidentiality requirements. HMIS users are required to complete HMIS privacy and security training prior to being granted access.

## **6. Oversight and Monitoring**

The Educate Tomorrow HMIS Administrative Assistant runs reports daily and identifies data quality issues for weekly review. The Coordinated Entry Lead reviews data entries to ensure accuracy and compliance. Policies and practices are reviewed annually and updated as needed to remain consistent with HUD and Miami-Dade CoC requirements.

## **7. Contact for Questions or Complaints**

For questions about this policy or to file a privacy complaint, please contact: Educate Tomorrow 217 NE 97 Street, Miami Shores, FL 33138 Phone: (786) 223-6884