

90-050.2. RELEASE OF INFORMATION

**A.
General**

This section shall not prohibit the release of information to other public agencies to the extent required for verifying eligibility. The worker will record in the Case Comments all requests for information and the disposition of the request.

**B.
Consent NOT
Required**

Confidential information may only be released without the consent of the client for purposes directly connected with the administration of public social services programs, except as specified in [90-050.4](#), Law Enforcement Officials.

**C.
Authorized
Disclosure
List**

In addition to HHSA staff of this county and other counties or states, the following agencies and/or persons are authorized to receive or exchange confidential information. This list is not intended to be complete and/or result in the automatic disclosure of information to persons or agencies on the list. The list will provide a quick reference of persons and agencies most frequently making authorized inquiries.

- A. Auditor and Controller (County, State and Federal)
- B. County Counsel (except for investigations of Worker's Compensation claims or other questionable situations)*
- C. Health and Human Services Agency
- D. Department of Social Services (State and Federal)
- E. Department of Health Services (State and Federal)
- F. District Attorney – PAFD, Family Support Division (FSD), Welfare Employee Fraud Prosecutions, Child Support Prosecutions only
- G. Employment Development Department
- H. California Community Colleges for names and addresses of relative caregivers of foster care children
- I. Social Security Administration
- J. Juvenile Probation Department for billings on HHSA Foster Care cases
- K. Grand Jury
- L. Revenue and Recovery
- M. Contracted Supplemental Security Income (SSI) Advocates
- N. Housing Authorities

*If in doubt as to the propriety of releasing any program specific information, contact EO.

90-050.2. RELEASE OF INFORMATION, Continued

D. Public Administrator In San Diego County the Public Administrator is the Indigent Burial Officer and operates the Indigent Burial Program as an agent of HHSA. Information from GR records may be released to the Public Administrator when the information is needed for the operation of the Indigent Burial Program.

E. Research Before gaining access to case records research organizations or graduate students conducting research for a thesis or term paper must have prior approval from a Director or Chief from EO. The Knowledge Center (TKC) has responsibility for submitting research proposals to the EO Operations Chief.

F. Client Consent Required Sections [G-J](#), below, show instances in which the client's authorization to release confidential information is required.

G. Information in Applications Information contained in applications or other documents made or kept by HHSA may be released to the client or the client's authorized representative (AR) subject to the following conditions:

- The client has authorized the release of the information; and
- The information was provided solely by the client; or
- The client authorized HHSA to obtain the information (bank verifications, Cash Surrender Value (CSV) verifications, income verifications, etc.).

Except as provided in [I](#), below, all authorizations are to be written. See GRPG [90-050.3](#) and [90-050.4](#) for more detailed instructions regarding specific requests for information.

H. Written Authorization Written authorization to release confidential information must be signed and dated by the client, and must be received by the worker prior to release of the information. The authorization may be faxed to the worker. No follow-up hard copy is required.

Continued on next page

90-050.2. RELEASE OF INFORMATION, Continued

Written

Authorization (continued)

The authorization shall expire one year from the date signed unless expressly limited to a shorter period. The client may revoke the authorization at any time.

To use the authorization the representative must be positively identified.

I.

Telephone **Authorization**

Telephone authorizations may be accepted in lieu of written authorization where circumstances ensure that the client has positively identified himself/herself to the County.

Acceptable items of identification may include case number, driver's license number, Social Security number (SSN), or mother's maiden name.

A telephone authorization is temporary and acceptable for one-time contacts. If the client wishes to authorize release for a longer period of time a written authorization is required. The client's oral agreement to provide a written authorization must be documented in Case Comments and no additional information may be released until a written authorization is received or the client provides additional oral authorizations for each release.

J.

New **Beginnings**

New Beginnings Family Service Advocates (FSA) routinely obtains an authorization to request information when they begin working with a family. The release is kept in the FSA file. When this agency requests HHSA case information, the worker will:

- positively identify the agency representative;
 - ask if an authorization is in the agency file; and
 - narrate in the HHSA Case Comments the contact's name and that a release is on file with the agency.
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