

90-050.3. REQUEST FOR INFORMATION

A. General Procedures for handling requests for information from specific groups and individuals will be handled as is shown in this section.

B. Questionable/ Unreasonable Request When a request for information does not appear to be reasonably related to the responsibilities of the requesting office, a written statement concerning the request and the circumstances must be forwarded to FRC Management for review and approval/disapproval of the request. If necessary, FRC Management will forward the request to the EO Operations Chief for further review and approval/disapproval.

C. Closed Cases Inquiries from agencies and persons listed in [GRPG 90-050.2.C](#) on cases that have been closed and forwarded to Record Library are to be referred to ACCESS.

D. Active Cases Inquiries from agencies and persons not listed in [GRPG 90-050.2.C](#) will be handled as shown in the sections below.

E. Board of Supervisors and Other Political Entities All inquiries from the Board of Supervisors or other political entities are to be referred to the FRC Manager or Assistant Manager for resolution. These inquiries may include:

- General requests for information on program or office procedures
- Requests based on complaints by a client pertaining to HHS handling of his/her case
- Requests based on any anonymous complaint pertaining to case handling or a particular client.

The FRC Manager will respond to the inquiry or attempt to resolve the issue without releasing information concerning a specific client. Usually, these inquiries can be handled by the FRC Manager by providing general program information or information about FRC procedures.

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90-050.3. REQUEST FOR INFORMATION, Continued

Board of Supervisors and Other Political Entities (continued)

If the...	Then the...
individual making the inquiry requests information about a specific client or the results of follow-up action with a client,	client's consent (oral or written) is required prior to the release of information.
issue cannot be resolved,	FRC Manager or Assistant Manager will contact the ADD for additional clarification and direction needed to respond to the inquiry.

F. Absent Parents, Client's Family or Friends

Release of information to absent parents, the client's family or friends requires the written consent of the client. In handling such requests the worker must follow the steps in the table below.

Step	Action				
1	Do not acknowledge to the requesting person that the client or the client's child(ren) have applied for or are receiving aid or services.				
2	Advise the requesting person that he/she must submit a written request for any information. The request must include his/her address and phone number.				
3	Notify the client of the written request for information. The client may then provide the information directly to the requesting person. <table border="1" data-bbox="527 1381 1398 1717"> <thead> <tr> <th>If the...</th> <th>Then the...</th> </tr> </thead> <tbody> <tr> <td>client does not wish to provide the information directly but will provide written authorization to release the information,</td> <td>worker will provide the information to the requesting person. The written authorization must be received first and the requesting person must provide proof of identity before the worker provides the information.</td> </tr> </tbody> </table>	If the...	Then the...	client does not wish to provide the information directly but will provide written authorization to release the information,	worker will provide the information to the requesting person. The written authorization must be received first and the requesting person must provide proof of identity before the worker provides the information.
If the...	Then the...				
client does not wish to provide the information directly but will provide written authorization to release the information,	worker will provide the information to the requesting person. The written authorization must be received first and the requesting person must provide proof of identity before the worker provides the information.				

90-050.3. REQUEST FOR INFORMATION, Continued

Absent Parents, Client's Family or Friends
(continued)

Step	Action	
	If the...	Then the...
	client refuses consent,	information will not be released. The requesting person may then, as appropriate, contact the District Attorney or a private attorney and use legal recourse.
	absent parent 3 (continued) alleges that the 3 aided parent has kidnapped, abused, or neglected the child(ren),	case must be referred to Child Protective Services for appropriate action. The worker must report the allegation to the Child Abuse Hotline, (858) 560-2191. The worker should also provide the absent parent with the hotline number for future use.

G. Defense Attorneys

The worker will refer requests from Defense Attorneys, including Legal Aid Society and the Public Defender, which do not include a client authorized release to ACCESS for an explanation of how to subpoena records.

H. Businesses

Release of information to businesses is only authorized when HHSA has a written and dated authorization from the client. Valid business inquiries may include grant and address information to establish a client's credit but do not include inquiries to pursue collection on a delinquent account.

I. Private Organizations /Persons

Private organizations and individuals not on the authorized disclosure list who request case information, including whether or not a person is receiving or has received aid, must be informed about the regulations regarding confidentiality of case records. **NO CASE INFORMATION IS TO BE RELEASED WITHOUT THE WRITTEN AUTHORIZATION OF THE CLIENT.**

90-050.3. REQUEST FOR INFORMATION, Continued

Private Organizations /Persons
(continued)

If the inquiry is not case specific, often general statistical or specific program information can resolve the inquiry. All media inquiries are to be referred directly to Regional Operation Management, who, when necessary, will refer the media to the HHS Public Information Officer.

J. Client Request for Information

Information relating to eligibility that has been provided solely by the client or authorized by the client (bank verification requests, medical releases, CSV verification requests, etc.) and is contained in applications or other documents made or kept by HHS may be released to the client or the client's authorized representative.

Information provided confidentially to the Agency by a third party and not provided solely by a client will not be disclosed to the client or his/her authorized representative. Such information includes PAFD reports, informant identity and other privileged communication (see [90-050.5.B](#)).

K. IEVS

Case information obtained through the Income Eligibility Verification System (IEVS) requires special handling to protect the confidentiality of IEVS information that may have been mismatched to the client as shown in the table below.

If the IEVS reports ...	Then the reports will be treated as ...
verify information previously reported by the client,	verifications authorized by the client and may be released to the client.

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90-050.3. REQUEST FOR INFORMATION, Continued

IEVS
(continued)

If the IEVS reports ...	Then the reports will be treated as ...
do not appear to pertain to the client or if they contain previously unreported information,	information provided confidentially by a third party and they may not be released until the discrepancy has been clarified and the accuracy confirmed. Sufficient information from the reports may be provided to the client to allow the client to obtain additional verification and/or clarification. For example, Employment Development Department (EDD) reports a match to a Unemployment Insurance Benefits (UIB) recipient. The name does not match and the client claims no UIB income. The EDD Field Office number from the report may be provided to the client to aid EDD in clarifying the discrepancy. The name of the UIB recipient may not be released.

L.
Printing Case Information

Eligibility staff, on request, may print specific items in the case record for the client and/or his/her AR. Printed documents in response to general requests (the case file, all CW 7s, etc.) should not be provided. As a result of litigation (WRO v. Bacon), GR applicants/recipients and/or their ARs may not be denied copies of the Case Comments.

M.
Other Requests

Confidentiality questions or requests for release of information not specifically addressed in this chapter should be referred to the FRC Manager for review. Unauthorized disclosure of confidential information may render the County and/or staff liable for criminal and civil suits.
