

## Frequently Asked Questions

# Release of Information (ROI)

### ➤ How does the ROI affect data sharing?

The ROI controls the flow of **all data elements beyond the five (5) minimum elements** used for searching client records and identifying duplicate records.

- Data will only flow when an **ROI indicating consent** (*Release Granted: "Yes"*) is present, for the duration **between and inclusive of the start and end date**. After the ROI expires, any new data entered outside of the date range will not be shared unless a new "Yes" ROI is added.
- If a client declines data sharing, recording a denied ROI (*Release Granted: "No"*) helps us to document the response. **When a "No" ROI is in place and it doesn't overlap with a "Yes" ROI, data is not shared.** Aside from the status indicator showing "Denied" and the end date, the effect is similar to having no ROI in place at all.

### ➤ What are the five minimum data elements visible when searching records?

1) Full name, including alias, 2) Gender, 3) Date of Birth, 4) SSN, and 5) Veteran Status.

### ➤ Which data elements are affected by the visibility controls of the ROI?

Visibility is first and foremost controlled by the Visibility Settings. The Visibility Settings filter the restricted data so that only permitted can flow when a "Yes" ROI is in place. The shared data may include Client Demographics, Entry/Exits, Assessment data, Needs, Referrals, Services, etc.

### ➤ What happens when conflicting "Yes" and "No" ROIs overlap?

If two ROIs with identical dates and providers overlap, the "Yes" will override the "No" and data will be shared as regulated by the visibility settings (Fig. 1). The same principle applies even when the ROIs are staggered and only overlap at the end and start date (Fig. 2), and when the "Yes" ROI is fully enclosed within the "No" ROI's dates or vice versa (Fig. 3). The **order of ROIs input has no effect**.

Fig. 1 Identical start and end dates



Green with ● ends = "Yes", Red with ◆ ends = "No"  
 #s represent data entered on sequential dates  
 # = shared  
 # = not shared

Fig. 2 Overlapping end and start date





Fig. 3 One ROI encompassing the other



➤ How does the ROI affect static elements like Entry/Exits?

Data entered through the Entry/Exits is tied to the date of the Entry/Exit. In contrast, data entered in the Assessment tab is live and stamped with the current date.

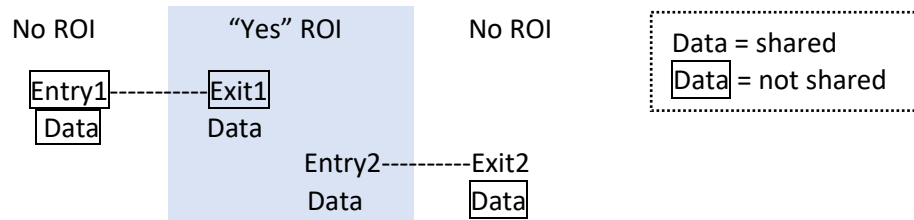
Fig. 4

Entry/Exits			
Program	Type	Entry Date	Exit Date
NW Social Service Connections - SP	Basic	 09/25/2017	 09/28/2017

Add Entry / Exit      Showing 1-1 of 1

The more complicated scenario is when the Entry and Exit fall on either side of an ROI start and end date (Fig. 5). The Entry/Exit record and the data in the assessment have to be viewed as two parts. The Entry/Exit acts as a pair: if the visibility of the Entry is not open because it falls outside of a “Yes” ROI, the Exit won’t be visible as well. The data inside the assessment can be shared as long as there is a “Yes” ROI covering that period. Therefore, for Fig. 5, a Housing Move-In date entered in Exit1 will be visible in Entry2, even though the record for Entry1 and Exit1 are not.

Fig. 5



➤ How does the ROI status indicator, in upper-left of the client’s record, change?

It depends on where the user is viewing from and the status of the matching ROI for that provider. If no ROI is present, it will show “None.” This includes when an ROI is set for a future date and none is currently in effect. The ROI status will display the end date of the ROI with **the latest expiration date that also covers today**. It is color-coded green for consent was approved, red for denied. The status will indicate if the ROI is expiring today, and show “Expired” after the end date has passed.

➤ What are the effects or issues to be aware of?

- The workflow for clients who change their permission status (“Yes” to “No” and vice versa) The end dates of “Yes” ROIs that contradict a “No” ROI will need to be adjusted to stop the data from sharing. Historic ROIs may need to be reviewed and adjusted.
- Missing ROIs and hidden data: Agencies are recommended to review all their active clients to see if any are missing ROIs. Data naturally flows downward in a tree. Even without an ROI, sub-providers will **always** be able to see data entered at a higher level.
- Unexpected changes to an agency’s records may be the result of a sharing agency adjusting an ROI.
- Historic records before the ROI became part the workflow may require administrative ROIs to (re)share the historical data. It is recommended to document these administrative ROIs, perhaps use the witness field to make note of who transacted.