

FAQ: Standard MultCo Verbal ROI Form for HMIS Data Sharing

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When do I read the Verbal ROI to participants?

Read the script to the participant at program intake. Document their “yes” or “no” answer on the Verbal ROI form. Do this before you start recording any of their information in HMIS. Agency staff should use their discretion as to when exactly to read the Verbal ROI during the intake.

Is a signature required by the participant on the ROI?

No, a signature is not required. All the participant needs to do is indicate whether they agree to share their data within HMIS or not. If the participant has children (under 18 years old), they should also indicate whether they consent to have their kids’ data shared within HMIS or not. Staff need to document the answer on the form.

Can one adult consent to share data for another adult in their household?

No, each adult (18 years or older) in the household must provide their own consent. A separate Verbal ROI should be completed for each adult.

What data are shared in HMIS regardless of consent?

The following data points are shared in HMIS regardless of whether the participant consents to share their data or not:

- First & Last Name
- Social Security Number (required for specific services)
- Alias
- SSN Data Quality
- Gender
- Veteran Status
- Age
- Name Data Quality

How long does data sharing last in HMIS?

With exception to basic identifying information, data sharing lasts for 7 years from the ROI start date. To ensure this happens correctly, please be sure to do the following:

1. Make the ROI Start Date equal to the program start date.
2. Mark the ROI End Date equal to the ROI Start Date *plus seven years*.

What do I do if the participant agrees to the ROI terms one or more days after they enter the program?

Make the ROI Start Date equal the program start date even if they agree with the ROI on another day. Because of how the system is built, this is necessary to make the data flow properly. The participant understands they are consenting to data sharing *for the program they are currently in*.

How many ROIs do I enter into HMIS?

Enter two ROIs into HMIS: one for your login provider and one for the program the participant is entering. If you are unable to see the necessary providers to make this happen, please reach out to hmishelp@multco.us for support.

If someone says “no” to the ROI, do I still need to enter it in HMIS?

Yes, staff should still enter ROIs for participants who do not consent to share data. For people who do not agree to share their data, the “Permission Granted” field should equal “no” in the ROI in HMIS. When “Permission Granted” equals “no”, data will not be shared. These ROIs should still be entered to show that the participant was presented with the choice.

Does the Verbal ROI Form itself need to be kept?

Yes, the physical, completed form must be kept with the participant’s file for 7 years.

Where can I find a full description of a participant’s rights with regard to their information?

The [Privacy & Security Notice](#) provides a full description of a participant’s rights about their data. url: johs.us/hmis-links-for-providers/hmis-privacy-security-notice/

The Privacy & Security Notice must be made available to the participant upon request.

Please note: The [Privacy Poster](#) should also be posted visibly at all intake sites *or* made available to the participant at intake in another feasible way. url:

johs.us/hmis-links-for-providers/privacy-poster/

Who do I contact for help or training?

Please contact hmishelp@multco.us. We can answer any questions and help you determine what help or training might be needed.

Are there other HMIS resources I can access?

We have a wide range of resources and documentation available on our website in the HMIS Links for Providers section: <https://johs.us/hmis-links-for-providers/>

How do I connect with other people using the verbal ROI?

JOHS (As of July ‘25, JOHS will be renamed to the Homeless Services Department (HSD)) hosts a monthly meeting for HMIS users. In this meeting we:

- Share updates about HMIS
- Talk about user questions and issues
- Have conversations and give feedback

If you are an HMIS user at your agency and want to be invited, please reach out to:

hmishelp@multco.us.