



## LA County CareConnect Consent to Use and Share Data



The County of Los Angeles ("County") operates LA County CareConnect ("CareConnect"), through its Justice, Care, and Opportunities Department ("JCOD"). CareConnect is a web-based platform that allows program staff and service providers to connect individuals with services. Organizations and agencies across the County use CareConnect in order to refer individuals to appropriate service providers.

Using CareConnect, coordinators can conduct a basic screening to identify needs and collect information, search for providers who can meet your needs and view their availability, and send referrals on your behalf to connect you to services. CareConnect shares your information among County Programs, their partners, and other organizations in order to connect you with services.

County Programs are programs that provide services to you or obtain benefits for you through County departments. Many types of organizations participate in CareConnect, some as partners of County Programs and others as independent agencies, to provide or coordinate services for you related to:

- Case management
- Housing
- Services to meet basic needs, such as food or clothing
- Mental health and substance use disorders
- Physical health
- Legal aid
- Social services
- Employment, training, and education

For a list of organizations and agencies that participate in CareConnect, please see [careconnect.lacounty.gov/connected-providers](https://careconnect.lacounty.gov/connected-providers) or email [careconnect@jcod.lacounty.gov](mailto:careconnect@jcod.lacounty.gov) to request a list.

These County Programs, partners, and organizations may need to share your self-reported personal, health and/or social service information to:

- Identify services that you may be eligible for
- Identify services that you may need
- Identify services in a place that is easy for you to get to
- Send a referral to service providers for you
- Communicate with service providers to help you access services
- Conduct quality improvement, reporting, and evaluation activities

Coordinators and providers who have registered you in CareConnect, have received referrals for you, or are providing services to you will be able to see that shared information so they can provide you services, which includes:

- Your first and last name, date of birth, contact information, and demographic information that you provide to CareConnect when you register.
- Information that is related to the referral. This includes criminal justice information about you for court-ordered referrals, such as booking number and case number, and relevant self-reported information.
- The service search results of your current and past screenings.
- Referral information on referrals to services *made through CareConnect*. This includes the date and the type of service (such as housing services or health services).



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By signing my name, I agree that my current, past, and future providers, care coordinators, service navigators, and County programs and their partners, who participate in CareConnect, may disclose and receive my self-reported personal, health and/or social service information, and referral information for purposes described above.

I understand that:

- This Consent will be valid for one (1) year or until all referrals are closed, whichever is later, after which time I will be asked to renew my authorization the next time I engage with a staff person who is using CareConnect to connect me to services.
- I have the right to cancel this consent at any time. I can do so by contacting a staff person who is participating in my care or by contacting [careconnect@jcod.lacounty.gov](mailto:careconnect@jcod.lacounty.gov). To cancel this authorization in writing, I can use the request at the bottom of this form or the request is available on the CareConnect website. If I withdraw my consent, any personal information will not be shared from that day forward. Any personal information that has previously been shared cannot be recalled.
- By providing my mobile number I consent to receive text messages from CareConnect related to my use of CareConnect services. These messages may include updates, reminders, and other relevant communications. Message and data rates may apply to each text message sent or received as per my service provider. I can cancel the SMS service at any time by replying with the word "STOP" to a message from CareConnect.
- If I do not consent for CareConnect to access and share my data, I can still receive services for which I am otherwise eligible or entitled by using the public version of CareConnect to send service requests to connected providers. However, I will not be able to access services through CareConnect and will need to be referred to services through another method.
- I have the right to:
  - Inspect or obtain a copy of my health information and social services information that is shared by this Consent.
  - Refuse to sign this Consent.
  - Receive a copy of this Consent.

I have read and understand this consent or it has been read to me. I consent to the use and sharing of my information as described above.

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Client Name

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Client Date of Birth

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Client Signature

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Date



## LA County CareConnect Consent to Use and Share Data



I certify that I have provided and explained this consent to the individual signing above before their signature was obtained.

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Staff Signature

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Date



## LA County CareConnect Consent to Use and Share Data



I revoke the consent submitted to JCOD as of \_\_\_\_\_ (DATE). This revocation does not affect any disclosures made prior to receiving this revocation. This revocation does not change the information that may be shared under State or federal laws.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date