

Form 1 - Office Procedures to Protect PPI

Go over these with your staff at least once a year



Initial each line once your staff understands the intent of that line, and save these in a file.

In Massachusetts, the following procedures should be implemented to be compliant with **201 CMR 17.00: Standards for the Protection of Personal Information of Residents of the Commonwealth**. These standards are likely to be the same in most states but at the very least, this document may help you maintain your commitment to protect clients' personal information despite frequent Staff Turnover.

The following procedures are either required by state law or help protect all parties from lawsuit. This document outlines your offices commitment to:

1. protect its clients' personal information; and 2. maintain the accuracy of the information stored in the system.

_____ Communications with HousingWorks or other agencies that contains client
_____ names, SSNs, DOB and other identifying information must be faxed – never
_____ emailed.

_____ All applicants should only submit changes to their information on official forms and these
_____ must be signed and dated.

_____ It is unacceptable to update an applicant's information, unless those changes are
_____ accompanied by documents signed and dated by the applicant showing explicitly the changes
_____ to be made

_____ Date/Time Stamps must be visible, not stamped on top of other text, and should be in the
_____ format mm/dd/yyyy hh:mm to avoid confusion about months/days. **Ex: 4/15/2014 12:33 PM**

_____ Any property may use the Update Form designed provided by HousingWorks at no cost; it is
_____ thorough and makes it easy for applicants to write neatly. Email HWs at
_____ support@housingworks.net if you want to examine a copy.