

5. Use of Client Identifying Information and Electronic Media

- a. Client identifying information is confidential. The Contractor shall ensure its staff, volunteers, and subcontractors comply with all confidentiality requirements described in this contract.
- b. The Contractor shall safeguard and shall not release Client information to social networking mediums or other public forums except as allowed below.
 - (1) If the Client's parents retain parental rights in regards to the Client, the Contractor shall obtain written verification of parental permission from the Case Manager prior to any images or information regarding the Client being used in social networking mediums or other public forums. The Case Manager may provide written permission if the parent's whereabouts are unknown, if contact with the parent cannot be made, or if parents do not retain parental rights.
 - (2) If the Client is over the age of eight years and has the mental capacity to understand, the Contractor shall also obtain written permission from the Client prior to any images or Client information being used in social networking mediums or other public forums.

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- (3) When parental permission is obtained or the decision is made to allow the Contractor to use information or images in a public forum, the images shall only contain the Client's first name and NOT identify the Client as a client of the Contractor, DHS Client or foster or proctor child.
- (4) The Contractor shall only share general information regarding the Client. No information may be shared that is case specific or that informs other parties of DHS involvement or the Client's treatment issues or history.

6. Authorization to Provide Service

Prior to the Contractor providing services, the PSA shall be completed by the Case Manager and must include the needed service description, rate of pay for each service, units authorized, start date, authorized signature, and the reason for selecting the provider. The Contractor shall:

- a. Obtain written authorization from the Case Manager before Client services are provided, in accordance with the Division's PSA process.
- b. Not bill for services which have not been authorized in writing on the PSA.
- c. Ensure that the PSA is signed by:

For DHS/DJJS

- The Contractor,
- The DHS/DJJS Case Manager,
- The DHS/DJJS Case Manager's Supervisor, and
- The DHS/DJJS Support Service Coordinator (SSC)

For DHS/DCFS

- The Contractor,
- The DHS/DCFS Case Manager,
- The DHS/DCFS Case Manager's Supervisor, and
- The DHS/DCFS Contract Monitor

- d. For DHS/DCFS, a PSA is not required for services provided to a post-adopt Client.

7. Incident Reporting