
How Unite Us Supports **Survivors of Interpersonal Violence**

Protecting a Survivor's Information is our Top Priority

At Unite Us, we protect clients' information like it's our own and center product development, training, and processes around this guiding principle. Our Platform is designed to protect the confidentiality of client information as required by federal and state law. We review regulations such as the Violence Against Women Act (VAWA), Victims of Crime Act (VOCA), and Family Violence Prevention and Services Act (FVPSA) with internal and external counsel to help guide the product features and additional measures Unite Us takes to further protect survivor information.

How Unite Us Helps Protect Information

Onboarding Organizations

Unite Us has designed an onboarding process that ensures that all organizations are configured based on their available programs and services, thus ensuring the appropriate viewing permissions are administered. During our registration process, organizations are asked to confirm if they primarily or exclusively serve sensitive populations like survivors of domestic or interpersonal violence.

Additional time and attention are taken for any organization that is covered under regulations such as VAWA or provides services to populations that require additional privacy protections. Each user is provisioned with their own login credentials and permission settings to ensure information is only shared on a "need to know" basis. For organizations serving survivors, users will only be able to see a referral for a client if they are involved in that specific service episode. Due to our enhanced protections for sensitive information, no other user would be privy to that information.

Confidentiality Controls

The Unite Us Platform provides powerful tools for the organizations providing the most sensitive services and serving the most vulnerable populations.

Sensitive Organizations

Within the Unite Us platforms, organizations are designated as sensitive if they primarily or exclusively serve a sensitive population. Unite Us automatically classifies any of the following organizations as sensitive:

- Subject to 42 CFR Part 2
- Offers HIV/AIDS support
- Provides domestic violence/interpersonal violence support
- Provides legal services





Training

Unite Us provides detailed, ongoing training to ensure that users at sensitive organizations understand how viewing permissions work and feel empowered to protect client information. Training includes a deeper dive into an organization's workflow based on the population(s) they serve and includes a section on how to protect information when using the Unite Us Platform.

Consent

The Unite Us consent is an additional layer of protection to protect client information. The Unite Us consent is specific to our platform and helps an individual understand how their information may be shared in order to connect them to services.

The Unite Us consent does not replace a subject matter or organization-specific consent. Subject matter-specific consents, such as a VAWA ROI, are obtained outside of Unite Us and can be added to the referral or case record of the individual or stored in an organization's system of record. In the event that your organization is bound by time-limited consent requirements, Unite Us is still a viable and dependable solution. Organizations bound by regulations that impose time constraints have a predetermined amount of time to release the client's information, whether that is through the Unite Us Platform or through legacy operations like phone calls, voicemails, or faxes. The sensitivity protections in the Unite Us Platform allow organizations to share client information when authorized without the risk of unauthorized redisclosure.

The Unite Us consent can be revoked at any time for any reason. If a client revokes their consent, it applies to all future sharing of their information.