



Recording Revoked or Declined Consent in CHAMP

Purpose:

Users must record a new consent when a client decides to revoke or decline their Universal Consent, Notice of Privacy Practices, and CalAIM Opt-In. Follow this guide to properly record a Revoked or Declined Consent.

Universal Consent – Revoked:

- A revoked data sharing consent means the client had a full or limited data sharing consent on file but changed their mind. The revocation page of the Universal Consent form must be filled out.
- *If the client signed*, the form **must include** the date signed, client's written name and signature.
- *If a representative acted on behalf of the client*, the form **must include** the date signed, date the authorization is revoked, client's written name, representative's name, representative's signature, and representative's relationship to the client.

Step 1: From the Client Dashboard, click on **Consents** (identified by a pen icon).

Step 2: Select **Add New**.

The screenshot shows the 'Consents' page for a client. The client information is: Sample Person, Client ID 10755, Birth Date 5/10/1967, Primary Phone 123-123-6789, Consent Status MISSING. The page has a sidebar with 'Consents' highlighted. A '+ Add New' button is highlighted with a red box. Below the button, it says 'No records found.' and there is a table header with columns: Consent Type, Created By, Signee Date, Expiration Date, Consent Status.

Step 3: Fill in all required fields (with red asterisks *).

- **Select Application** – that is appropriately tied to the type of consent.
- **Consent Type** – select **Universal Consent**.
- **Consent Status** – select **Revoked**.
- **Signee Type** – select **Client** or **Representative**.
- **Signee Name** – the date the form was signed.
- **Signee Date** – the date the form was signed.
- **Expiration Date** – none

The screenshot shows the 'Consent' form. The form fields are: Select Application: -- SELECT --, Consent Type: Universal Consent, Consent Status: -- SELECT --, Client Name: Person, Sample, Signee Type: Client, Signee Name: *, Signee Date: MM/DD/YYYY, Expiration Date: MM/DD/YYYY. The 'Revoked' option is selected in the Consent Status dropdown. A 'Refresh Form' button is also visible.

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Step 4: When uploading,

- Select **Choose File**
- and simply upload the completed revocation page of the Universal Consent form.
- Make sure to click **Save**.

Search Client / Consents / Consent

HFH (Program Area)

Client Dashboard
Find Client
Submit HFH Application
New Client Intake

Edit Client Information
Applications
Assessments
Care Team
CBEST Referrals
Client Profile
Care Plan
Consents
Case Notes
Documents
Tasks
Referrals
Notifications

Sample Person Client ID Birth Date Primary Phone Consent Status
10755 5/10/1967 123-123-6789 MISSING

Consent

Enter consent information below. Fields with a red asterisk (*) are required.

Refresh Form

Select Application: * -- SELECT --

Consent Type: * Universal Consent

Consent Status: * Revoked

Client Name: Person, Sample

Signee Type: * Client

Signee Date: * 04/12/2024

Expiration Date: MM/DD/YYYY

Your client has chosen to RESTRICT their data sharing. Contact your supervisor for further guidance on how to proceed with recording client information in CHAMP.

Page 1 of 1 Choose File

Save Cancel

Universal Consent – Declined:

- A declined data sharing consent means the client declines to sign the Universal Consent form or does not sign a new consent form after their existing Consent expires.

Follow Steps 1 and 2 above.

Step 3: Fill in all required fields (with red asterisks *).

- **Select Application** – that is appropriately tied to the type of consent.
- **Consent Type** – select **Universal Consent**.
- **Consent Status** – select **Declined**.
- **Signee Type** – select **Client** or **Representative**.
- **Expiration Date** – none
- **Consent Details** – explain that the client declined to sign.
- Make sure to **Save**.

Search Client / Consents / Consent

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Client Dashboard
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Sample Person Client ID Birth Date Primary Phone Consent Status
10755 5/10/1967 123-123-6789 MISSING

Consent

Enter consent information below. Fields with a red asterisk (*) are required.

Refresh Form

Select Application: * -- SELECT --

Consent Type: * Universal Consent

Consent Status: * Declined

Client Name: Person, Sample

Signee Type: * Client

Expiration Date: MM/DD/YYYY

Consent Details: *

Your client has chosen to RESTRICT their data sharing. Contact your supervisor for further guidance on how to proceed with recording client information in CHAMP.

Save Cancel

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Notice of Privacy Practices – Declined:

- A declined Notice of Privacy Practices form either means that the Acknowledgement of Receipt form was not signed or was verbally declined by the client.

Follow Steps 1 and 2 above.

Step 3: Fill in all required fields (with red asterisks *).

- **Select Application** – that is appropriately tied to the type of consent.
- **Consent Type** – select **Notice of Privacy Practices**.
- **Consent Status** – select **Declined**.
- **Signee Type** – select **Client** or **Representative**.
- **Signee Name** – the name of client or representative.
- **Signee Date** – the date the consent was declined.
- **Reason why the acknowledgement was not obtained** – select
- **Consent Details** – if *Other* is selected, explain why the acknowledgement was not obtained.
- Make sure to **Save**.

Note: If a client verbally declined, type the name of the case manager who signed the form in the **Workforce Member Name** field. Enter in the **Date** field, the date this consent is being recording by the workforce member in CHAMP.

The screenshot shows the CHAMP system interface for entering consent information. The form is titled "Consent" and is for a client named "Sample Person" with Client ID 10755 and Birth Date 5/10/1967. The Consent Status is "MISSING". The form is for a "Notice of Privacy Practices" consent, which has been "Declined". The signee is "Sample Person" and the signee date is "04/10/2024". The reason for not obtaining the acknowledgement is "Other". The workforce member name and date fields are highlighted with red boxes, and a red arrow points to a zoomed-in view of these fields below the main form.

Workforce Member Name: Name

Date: 04/15/2024

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CalAIM Opt-In – Declined or Revoked:

- A CalAIM Sub Type can be verbally revoked or declined by the client. In CHAMP, only record the sub type that the client is opting into, opting out of, or revoking.

Follow Steps 1 and 2 above.

Step 3: Fill in all applicable fields.

- **Select Application** – that is appropriately tied to the type of consent.
- **Consent Type*** – select **CalAIM Opt-In**.
- **Consent Status** – select **Declined or Revoked**.
- **Signee Date** – the date the verbal consent was received.
- **Signee Type*** – select **Client or Representative**.
- Make sure to **Save**.

Note: Only record the Consent Status for the Consent Sub Types that apply to the client. Leave the others unchecked.

Search Client / Consents / Consent

HFH (Program Area)

Sample Person Client ID 10755 Birth Date 5/10/1967 Primary Phone 123-123-6789 Consent Status MISSING

Consent

Enter consent information below. Fields with a red asterisk (*) are required.

Select Application: 11/03/2023 - Higher Level of Care, Interim Housing, Permanent Housing, Rapid Rehousing, COVID-19 Housing - Kinch Trebajo

Consent Type: CalAIM Opt In

6 results found.

Consent Sub Type	Consent Status	Signee Date
<input checked="" type="checkbox"/> CS Housing Navigation	Provided	04/01/2024
<input checked="" type="checkbox"/> CS Recuperative Care	Declined	04/01/2024
<input checked="" type="checkbox"/> CS Housing Deposits	Revoked	04/12/2024
<input type="checkbox"/> CS Personal Care and Homemaker Services	-- SELECT --	MM/DD/YYYY
<input type="checkbox"/> CS Tenancy and Sustaining Services	-- SELECT --	MM/DD/YYYY

Client Name: Person, Sample

Signee Type: Client

Save Cancel

For additional support contact: HFHCHAMPTraining@dhs.lacounty.gov