

Ohio Kinship and Adoption Navigator Program (OhioKAN) Privacy Statement

The Ohio Kinship and Adoption Navigator Program (OhioKAN) recognizes the importance of privacy to everyone who uses our services. By using OhioKAN, you consent to the practices described below.

Why we collect information

We collect information to provide services to families, individuals, and other stakeholders. Collected information may also be used to send out notices of community events, activities, or OhioKAN newsletters. Additionally, we use this information to evaluate the effectiveness of our services and to improve our program.

What we collect

When contacting our program, we will collect:

- Basic demographic information on household members (this may include names, phone numbers, email addresses, date of birth, etc.)
- Program eligibility information
- Information necessary to provide appropriate referrals or services

To provide individualized services, we may also collect:

- Information on service providers you have used in the past
- Information about your support systems
- Information related to school and employment
- Other information necessary for service provision

When you visit our website, we collect personally identifiable information that you voluntarily provide by completing one of the contact forms.

How we use information we collect

Personally identifiable information you provide is used in the general operation of the program.

We may use the information to:

- Provide individualized referrals and services
- Provide case management services
- Follow up on referrals or other services provided

- Send newsletters or share information on community events
- Identify unmet service needs
- Evaluate program outcomes
- Improve program quality

When we share your information

We will only share your information with other agencies for service coordination and access to services when we have permission to do so. However, there may be times when we must share information without your permission. Information may be shared without prior consent for the following reasons:

- **Program Operations:** Information may be shared among staff to carry out administrative functions, such as quality improvement activities or audits. Information may also be shared to efficiently run the program, for example, to schedule appointments or transfer phone calls.
- **Payment:** There is no cost for services to the individuals and families served. However, information may be shared with funding sources as needed for payment or reimbursement of services.
- **Child Abuse or Neglect:** If there is reason to suspect that a child has experienced abuse, neglect, or a serious threat of harm, a report will be made to a local children services agency or law enforcement, as required by Ohio law (O.R.C 2151.421).
- **Domestic Violence or Crime:** Program staff will follow Ohio law requiring documentation and/or reporting of knowledge of felonies and domestic violence (O.R.C. 2921.22)
- **Elder Abuse, Neglect, or Exploitation:** If there is reason to believe that an adult is being abused, neglected, or exploited, a report will be made to the county Department of Job and Family Services, as required by Ohio law (O.R.C. 5101.63).
- **Judicial Proceedings:** Information may be shared in response to a court order.
- **As required by law:** Information may be shared when required to do so by any other law not referenced above.

How we protect your information

OhioKAN adheres to strict security standards to ensure the confidentiality, integrity, and availability of the data within our system.

Access to information

We will work with you to provide you the opportunity to inspect, correct or dispute information, if any, about yourself in the OhioKAN records system, subject to restrictions or limits in Ohio law.

Contact

Any further questions regarding the privacy policy should be directed to the Privacy Officer at ohiokan@kinnect.org

Written correspondence may be sent to:

Kinnect Ohio Kinship and Adoption Navigator Program

Attn: Privacy Official

1427 E. 36th St.

Suite 4203f

Cleveland, OH 44114