



Participant Rights and Responsibilities

Welcome to MoveFwd. We are pleased you have chosen this agency for services. MoveFwd wants you to be informed about your rights under Minnesota Government Data Practices Act. This following will tell you about MoveFwd services, consent, and confidentiality. The information applies to your current and future contacts with MoveFwd, whether in person, by mail, or phone. If you have questions about anything in this handbook, please feel free to speak with your therapist or case manager.

MoveFwd provides short-term therapy for young people ages 12-24, parents, and families. MoveFwd also provides family reunification and case management services to youth and young adults who are experiencing or at risk for homelessness.

What are my rights?

You have the right to:

- Expect that a therapist has met the minimal qualifications of training and experience required by state law.
- Privacy and confidentiality as defined by law.
- Be free from discrimination on the basis of race, religion, gender, sexual orientation, or other unlawful category while receiving services.
- Be free of exploitation for the benefit or advantage of a therapist.
- Have access to your records as provided in MN statutes and according to MoveFwd.
- Refuse services we recommend knowing that doing so may limit how we can help you.

You have the responsibility to:

- Provide accurate information about yourself and your reasons for seeking help.
- Clarify any information you do not understand.
- Keep your scheduled appointments or call as soon as possible to cancel (frequent last minute cancellations may result in termination of services).

Why do we gather this information?

The information we request will be used to:

- Provide effective care and referral services.
- Determine a case plan and provide services you request.
- Enable us to secure federal, state, county, and other financial support for services.
- Prepare statistical reports and evaluations.
- Research purposes to do our work better.

Do I have to give you my information?

You are not legally required to provide any of the information that we request. In most cases, it is to your benefit to provide the information, since failure to do so may mean that we will be unable to provide some services, or services may be delayed.

What will the services cost me?

MoveFwd services are free. For therapy services, this agency requires that the participant lives in, attends school, works in, or has a connection to one of our four service area districts. They are Eden Prairie, Hopkins, St. Louis Park, and Wayzata.

Are the services I receive confidential?

Your concerns will remain confidential except under certain circumstances discussed below.

We receive funding through Hennepin County, the state of Minnesota, public and private funders, and are required by them to share demographic data (age, sex, race, etc.). Hennepin County may require additional information such as your name and social security number for housing stability cases.

What are the exceptions to confidentiality?

We are able to or may be required to share information about you under the following circumstances:

- If you sign a release of information (you can rescind this at any time in writing).
- If there is a court order (subpoena) requiring the release of information.
- If a therapist or case manager suspects abuse or neglect of a child or a vulnerable adult, or a life threatening situation, s/he is required by law to report such information to the appropriate authorities to prevent someone from being hurt.
- If professional staff of MoveFwd or its administration need to access the information we collect from you when their work requires it. Occasionally, the staff may discuss information about you with other staff members if they believe it is necessary to improve the quality of services you receive, and if you will benefit from it. Such discussions are kept confidential within our agency.

I'm not 18 yet. What about my rights?

According to state law, minors (people under the age of 18) may keep information from their parents or guardians if there is good reason to do so. This is known as *denying parental access*. If you make this request, your therapist/case manager will consider the following:

- Whether you are old enough and mature enough to explain and understand the reasons for doing this and what may happen as a result;
- Whether keeping this information from your parents or guardians may protect you from physical and emotional harm.
- Whether you are living apart from your parent or guardian and providing for your own basic needs

Under the Medical Treatment for Minors Act, minors have the right to treatment for alcohol/drug abuse, pregnancy and family planning, and other sexual health and orientation issues without the consent and knowledge of parents.

We will destroy all written and electronic records seven years after the termination of services.

Electronic Communication

MoveFwd cannot ensure the confidentiality of electronic communication. If you choose to communicate with your therapist or case manager via email or text, please be aware of the limitations of confidentiality and use discretion with the information you share. It is also important to note that all emails and texts will become part of the participant's record.

MoveFwd has a strong tradition of helping youth and parents resolve challenges together. We will try to help you and your family work together to discuss challenging topics.

How is information about me kept?

MoveFwd keeps written and electronic records for the participants we serve. Only authorized MoveFwd staff has access to participant data. Records are kept in a secured location and according to state laws and professional practice. Records are also kept electronically through a web-based service. Data is stored using secure, encrypted, password-protected features. You will be notified if there is a breach of MoveFwd's system. See above section related to other means of accessing records.

May I see the information about me?

Yes. Most of the information we maintain about you is private. You may view the data regarding you, as can your parent, upon written request. Data will not be shown to you if it is classified as confidential under another Minnesota statute. You have the right to contest the accuracy and completeness of data in your file. If you believe any information we maintain about you is inaccurate or incomplete, you have the right to file a letter of disagreement. The Executive Director of this agency will answer your written objections within 30 days of receipt of your letter of disagreement. The information will not be released without your letter of disagreement attached.

Can I file an appeal?

Yes. You have the right to file an appeal of the Executive Director's decision if your written objections to the accuracy and completeness of the data is not settled to your satisfaction. The appeal should include:

1. Your name, address, and phone number.
2. Name and address of this agency and the Executive Director's name.
3. Description of the dispute and the data which gave rise to it.
4. Remedy sought.

Your letter of appeal should be sent to: Commissioner of Administration, Data Privacy Office, 50 Sherburne Avenue, St. Paul, MN 55155. You must file this appeal within 60 days of the action being appealed.