

From: Richard, JoAnna - DWD
Sent: Thursday, April 04, 2013 7:55 AM
To: DWD DL DVR WDA Directors; DWD DL DVR WDA VR Supervisors
Cc: Haugh, John - DWD; Dressel, Meredith - DWD; Greco, Michael A - DWD; Glenn, Enid V - DWD
Subject: Confidentiality Related to Legislators

Dear Colleagues:

This email is to clarify what information can be shared when contacted by a legislator regarding a DVR consumer.

Please forward all legislative inquiries to John Haugh. In turn, he may ask you to summarize the status of the case. Please keep these points in mind as you craft a response:

- Although the consumer contacted their legislator and most likely shared specific information regarding their case with DVR we would still require a signed release for DVR staff to share any case-specific information.
- A consumer contacting their legislator for assistance would not be viewed any differently than a consumer contacting for example DRW or a family member for advocacy assistance. We would require a signed release to share any case-specific information in all of these cases.
- We should be as helpful as possible and share general policy practice information and assurance that we will be following up and addressing the concern. We can also offer to work to get a signed release if they need case-specific information and share that the consumer has due process rights.

Please consult with your supervisor regarding any questions you may have regarding this.

Thank you!

JoAnna Richard
DVR Deputy Administrator
608-261-0074