



New MPA FAQ and Guidelines

New MPA? What's that?

If the new MPA news hasn't yet reached you, please see the below links recapping communications about the new MPA:

- [RTFH's New MPA Webinar](#)
- [New MPA Launch Update email](#)

When should we start using the new MPA?

You should begin using the new MPA immediately. As of 4/1, the only valid MPA a client may sign is the new MPA combining HMIS and CIE consent.

I heard the old MPA is still good, what does this mean?

Old MPAs (signed prior to 3/31/20) are still valid **within the trust network of HMIS providers** for a 1-year grace period.

- This is a grace period implemented to facilitate continued operations during the rollout of the new MPA. The old MPA is not permanent nor is it valid beyond 3/31/2021.
- As soon as a client signs a new MPA it overwrites their old one and this grace period no longer applies (moving forward, you will use the newly signed MPA only)

If my client doesn't have a new MPA, should I stop working with them until they do?

- Please continue working with your clients normally. Old MPAs can still be used **within the trust network** for the next year.

If I can still use the old MPA, do I need to get a new one?

- A new MPA is vital to coordinating client care across many domains. Please present the new MPA to your client(s) the next time you contact them.
- Additionally please keep yourself safe and utilize the procedures in place per the [Emergency Protocol for HMIS Consent](#)

Where can I find the new MPA?

- Here is the link to the new combined MPA: [Multiparty Authorization to Use and/or Disclose Information](#)

Can I still use the old MPA since I still have unused paper copies around my office?

- Old MPAs are not valid for new signatures after 3/31/2020. Please move forward only using the new combined MPA (HMIS + CIE)

I can't have clients sign electronically anymore, what's happening? Is this a bug?

- Electronic signature was disabled purposefully.
- The new MPA asks for more information than Clarity's Electronic Signature function currently allows us to collect.
- We have strengthened the MPA to be more than just a signature.
- Valid options for collecting the new combined MPA (HIMS+CIE) are:
- PDF Upload (Attached PDF)
- Household (for children or dependent adults whose head of household has an uploaded PDF)
- Signed paper document (only for temporary usage before an MPA is able to be scanned)
- Verbal consent (Only during the time Emergency Protocols are in place. Normally only 2-1-1 has authorization to use this method)

Does this mean the databases are combining?

- The two databases (HMIS and CIE) serve separate purposes and will remain as separate databases. The new MPA is simply a way for both databases to share information between one another in order to strengthen our CoC's collective response to clients' needs.

How can my client revoke their new MPA?

- The Revocation of Authorization to Release Information has been officially updated to encompass the new MPA and all it entails.
- Here is a direct link to the revoke form: [Client Revocation of Authorization to Release Information](#)