



FAMILY SERVICES

Information Security and Privacy

CK Family Services is a non-profit, Christian, child placing agency licensed by and contracted with the Texas Department of Family and Protective Services (DFPS). We are required to adhere to numerous rules and regulations regarding documentation and privacy in order to comply with the terms of our license and contracts. At this time, we are routinely audited by 4 entities. In the future, this will continue to increase. The current 4 entities include:

- DFPS Residential Child Care Licensing
- DFPS Residential Contracting
- Youth For Tomorrow – Contracted by DFPS Contracting to audit for Level of Care
- Our Community. Our Kids – Foster Care Redesign SSCC for Region 3B

These entities review our records and they also review our policies. We are regularly under review based upon the schedules of these parties and our policies and practices continually prove to meet and/or exceed the expectations placed upon us by those that govern us.

Detailed practices are covered within the CK Family Services Retention, Access and Confidentiality of Records Policy as well as the Protected Health Information Privacy Rights Policy from our Foster/Adoptive Parent Handbook. The Foster/Adoptive Parent Handbook is made available to families during the Family Compliance Training class. If you would like to receive a copy of these policies, feel free to email your request to preservice@ckfamilyservices.org.

CK Family Services records are maintained electronically and CK Family Services maintains a Subcontractor Agreement with a 3rd party agency that maintains our database. They run a mirror database at their office in addition to a mirror back up at a secure remote location. This database stores all electronic files in a safe and secure location and all are backed up daily. All users have individualized passwords and only have access to the data within the program they work within. For technical specifications of our privacy measures, please email us at preservice@ckfamilyservices.org.

We take your family's privacy and information seriously. Should you ever have any questions or concerns, please feel free to reach out to your Family Development Specialist. We are here to help you!