



PO 205.4: Confidentiality of Case Information

PR 205.4.

Client records are private and must not be used for personal, political, or business reasons. Information is to be used strictly for the administration of the GA Program, with certain exceptions specified by law. Whenever client information is given to another agency or governmental department, inform them that the information must be kept confidential.

a. Use of Case Information

Use information in the case record to:

- establish a client's initial or continued eligibility for GA benefits;
- find the amount of benefits the person or family qualifies for;
- find and make available needed services and resources to the client;
- assure the health and safety of the client; and
- assist the Illinois Department of Children and Family Services (DCFS) in investigations of reports of child abuse or neglect.

Anyone seeking information must submit proper identification that establishes their authority. When specific matters are under consideration, release only information which relates to those matters.

When possible, inform the family or client of the request to review the case record, except when the disclosure would hinder the purpose for which the request was made.

b. Releasing Case Information

Make the case record available upon request to a law enforcement agency, to an officer of any court, and to any other person or agency a court authorizes. In particular, make the record available to a law enforcement agency to determine the current address of a client for whom they have an outstanding arrest warrant. Disclose information to the Illinois Student Assistance Commission for their investigation or audit of a delinquent student loan or monetary award. The GA unit, DHS, DPA, and the Department of Revenue may share information to verify sources and amounts of income and for other purposes directly related to the administration of the Illinois Public Aid Code and the Illinois Income Tax Act.

c. Viewing Case Records

The client or their legal representative may look at the case record. This includes canceled case records. Verify their identify.

The client (or their representative) must come to the GA office during normal working hours. A GA Unit employee must be there while the records are being viewed.

When information, such as psychiatric or other medical reports, specifically states that the client should not view the information, remove the information from the case record before allowing the client to examine the record. This information is not to be viewed by the client. Only the client's legal representative may see it. If the client has no legal representative, contact the Bureau of Financial Support Policy for instructions.

Make copies of case record pages if the client (or representative) asks for them. Charge the client 10 cents per sheet.

