



William Lodge <williamlodge12@gmail.com>

FW: Request for Personal Client Records

7 messages

Michael Block <Michael@allroadsboco.org>
To: "williamlodge12@gmail.com" <williamlodge12@gmail.com>

Sun, May 17, 2026 at 1:41 PM

Hello William

I hope you are well.

We are working on reply to your request. Some of the requests have made involve 3rd parties and it is taking a little time to understand how they would like to field those.

I expect we will be able to respond shortly.

Thanks, Mike

**Michael Block** (he/him)

CEO

All Roads

4869 Broadway, Boulder, CO 80304

All Roads |   303 247 0678 | michael@allroadsboco.org

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From: William Lodge <williamlodge12@gmail.com>
Sent: Sunday, May 3, 2026 12:54 AM
To: Development Team <development@allroadsboco.org>
Subject: Request for My Personal Client Records

Hello,

My name is William Lodge. I am requesting a complete copy of my personal client records, case-management records, shelter records, Coordinated Entry records, HMIS records, housing records, and service records maintained by All Roads, formerly Boulder Shelter for the Homeless.

If this is not the correct email address for client-records requests, please forward this message to the appropriate records, privacy, HMIS, Coordinated Entry, or client-services contact and let me know who it was forwarded to.

Please provide all records connected to me from my first contact with All Roads through the present, including but not limited to:

1. Intake records, Coordinated Entry records, assessments, housing assessments, vulnerability assessments, program enrollment records, and eligibility records.
2. Case-management notes, service plans, housing plans, housing-first program records, referrals, follow-up notes, appointment notes, and records of any meetings or attempted meetings with case workers.
3. Records showing assistance requested or provided for housing, IDs, birth certificates, Social Security card, DHS/PEAK applications, SNAP, Medicaid, disability benefits, employment, transportation, mail, shelter access, or other services.
4. Shelter stay records, bed-night records, lottery records, reserved bed records, dorm assignments, restrictions, suspensions, incident reports, grievances, complaints, warnings, notes, and communications concerning my shelter access.
5. Emails, messages, forms, database notes, internal notes, external referrals, and communications with partner agencies concerning me.
6. Any records entered about me in HMIS or any similar homelessness-services database, including records shared with or received from Boulder County, City of Boulder, Coordinated Entry, housing providers, DHS, medical providers, outreach teams, or partner agencies.

I am not requesting records about any other client. If records contain another person's private information, please redact that person's information and provide the rest of the record.

Please provide the records electronically by email or secure download if possible. If you require identity verification, a signed release, or a specific form, please send me the form and instructions.

Please confirm receipt of this request and let me know the expected timeframe for providing my records.

Thank you,

William Lodge
Researcher / Publisher,




<https://homelessboulder.com/>

hello@williamlodge.com



Spencer Downing (he/him)

Chief Shelter Program Officer

All Roads - Leading the Way Home |   

4869 N. Broadway | Boulder, CO 80304

spencer@allroadsboco.org | 323-370-5434 (cell)

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Michael Block <Michael@allroadsboco.org>

Thu, May 28, 2026 at 10:43 PM

To: "williamlodge12@gmail.com" <williamlodge12@gmail.com>

Cc: Spencer Downing <spencer@allroadsboco.org>, Brian Hoium <brian@allroadsboco.org>

Hello William,

Thank you for your patience.

You can find our reply to your inquiry below in red.

Generally speaking, we are a private corporation and as such, much of the information you have requested for the services you received is privileged to our organization. With that said, we are happy to share the following in the spirit of cooperation, and we hope it satisfies your needs.

Please review below and let us know if you have any additional questions.

Best, Mike

[Quoted text hidden]

[Quoted text hidden]

We work with two databases that contain much of the info you have requested in #1. We act as a 3rd party administrator of those databases and are not authorized to release information. For the County Connect database, please make your request to the Boulder County CORA REQUEST PORTAL: [<https://mail.google.com/mail/u/0/?ik=4b62de41de&view=pt&search=all&permthid=thread-f:1865465901070683605&simpl=msg-f:1865465901070683...>](https://bouldercountyco.govqa.us/WEBAPP/_rs/(S(</p></div><div data-bbox=)

qkmgngjfb12qjfvxnrrvgw))/supporthome.aspx . For the Homeless Management Information System, you can make your request to hmishelp@mdhi.org

We do not have any internal records pertaining to program enrollment or eligibility.

2. Case-management notes, service plans, housing plans, housing-first program records, referrals, follow-up notes, appointment notes, and records of any meetings or attempted meetings with case workers.

We have one recorded case management note pertaining to request #2 which states:

Service Summary:

Spoke with ct who said they made between 2k and 4k a month with their websites but could not elaborate on or provide evidence of this. They spoke with a manic urgency and would not like cm ask clarifying questions. When asked about their past they gave unclear ambiguous answers and overall were not prepared to be asked questions about themselves or their past. The clients websites: <https://www.homelessboulder.com/index.html> <https://williamlodge.com/> .

We do not have any record of the additional information you have requested.

3. Records showing assistance requested or provided for housing, IDs, birth certificates, Social Security card, DHS/PEAK applications, SNAP, Medicaid, disability benefits, employment, transportation, mail, shelter access, or other services.

We do not have any records regarding request #3.

4. Shelter stay records, bed-night records, lottery records, reserved bed records, dorm assignments, restrictions, suspensions, incident reports, grievances, complaints, warnings, notes, and communications concerning my shelter access.

It appears your first stayed at our facility on Sept 21, 2025. Your last stay was Mar 31, 2026. Total stays 100 days. You were turned away due to capacity on 3 occasions in Oct. Our internal communication log shows 6 entries in reference to your use of shelter services. 2 regarding locker assignment, 3 noting your capacity turnaways, and 1 concerning a lost phone that was returned to you. We do not have any record of the additional info you have requested in #4.

5. Emails, messages, forms, database notes, internal notes, external referrals, and communications with partner agencies concerning me.

Other than the information provided above, we do not have any record of the information you have requested in #5 other than internal emails related to replying to this request.

6. Any records entered about me in HMIS or any similar homelessness-services database, including records shared with or received from Boulder County, City of Boulder, Coordinated Entry, housing providers, DHS, medical providers, outreach teams, or partner agencies.

Please see our response to request #1 for info how to pursue info contained in databases provided by HMIS and Boulder County.

We have no record of sharing information with any other party.

[Quoted text hidden]

Michael Block <Michael@allroadsboco.org>
To: "williamlodge12@gmail.com" <williamlodge12@gmail.com>
Cc: Spencer Downing <spencer@allroadsboco.org>, Brian Hoium <brian@allroadsboco.org>

Fri, May 29, 2026 at 12:45 PM

Hi again,

Ooops. I have learned that your first stay with us was Aug 5, 2024.

Thanks Mike

[Quoted text hidden]

William Lodge <williamlodge12@gmail.com>
To: Michael Block <Michael@allroadsboco.org>
Cc: Spencer Downing <spencer@allroadsboco.org>, Brian Hoium <brian@allroadsboco.org>

Wed, Jun 10, 2026 at 6:54 PM

Hi Michael,

Thank you for your response and for correcting my first-stay date to August 5, 2024.

I am following up because my original request was for a complete copy of all personal client records connected to me, not only a summary of selected information. I still want all records maintained by All Roads concerning me, including records in internal systems, shelter systems, communication logs, case-management systems, email, paper files, property records, incident records, and any records All Roads created, viewed, relied on, exported, printed, downloaded, or maintained from HMIS, County Connect, Coordinated Entry, or related systems.

Please provide copies of all records connected to me, including but not limited to:

Intake records, shelter records, stay records, bed-night records, lottery records, reserved bed records, dorm assignment records, capacity turnaway records, and shelter access records.

Case-management records, case notes, service notes, assessment notes, housing notes, referral records, eligibility records, follow-up notes, appointment notes, and records of any attempted meetings or services.

Records related to housing, Coordinated Entry, HMIS, County Connect, vulnerability assessments, housing assessments, program enrollment, prioritization, referrals, or communications with partner agencies.

Records showing assistance requested, denied, offered, or provided for housing, IDs, birth certificate, Social Security card, DHS/PEAK, SNAP, Medicaid, disability benefits, employment, transportation, mail, shelter access, or other services. Incident reports, grievances, complaints, warnings, restrictions, suspensions, staff notes, internal communications, shift logs, property logs, locker records, lost-property records, confiscation records, contraband records, and records related to my belongings.

Emails, messages, internal notes, external referrals, database notes, paper records, forms, screenshots, exports, or communications concerning me.

Any records mentioning homelessboulder.com, homelesscolorado.com, homelessdenver.com, williamlodge.com, williamscompass.com, or notes I provided to staff.

Your response identified at least one recorded case-management note, shelter stay records, capacity turnaway entries, locker-related entries, and internal communication-log entries. Please provide the actual copies of those records, not only a summary.

I also want to clarify a specific missing incident involving locker assignments, property removal, and loss of my laptop.

My recollection is as follows:

I was originally assigned a locker, but when I went to use it, it appeared to already be assigned to someone else and someone's belongings were inside. I had to work the next day and needed a safe place to store my belongings instead of carrying them to work.

Staff then gave me another locker that night. I put important belongings in that locker, including clothing and other personal items. I relied on the fact that staff had given me that locker.

Later, I had a problem with the lock and went downstairs to ask staff for help. At that point, staff accused me of taking it upon myself to use the locker and suggested that because I was not in the sober dorm, no one would have assigned it to me. I explained that staff had given me the locker after the first locker problem.

Despite that, my belongings were removed from the locker. I was also told that small blunt child scissors were considered contraband and they were confiscated. The way this was handled left me extremely upset and confused. I felt accused and humiliated even though I had relied on staff's locker assignment.

After the incident, I reported the matter to Andre, the daytime manager. My memory is that he did not meaningfully acknowledge the issue, and I did not see any paperwork created.

I then pleaded for another locker because I still needed a secure place for my belongings. At first, staff refused, even though I saw available lockers. I sat in the hallway extremely upset and made clear how much this affected me. I also gave staff a note referencing my websites, including homelessboulder.com, homelesscolorado.com, homelessdenver.com, williamlodge.com, and williamscompass.com, because I thought showing my work might help staff understand why my property mattered.

I was then given another locker. I placed important belongings in that locker, including my laptop, which was worth approximately \$1,200, along with clothing and other personal items.

About two days later, I went to retrieve my belongings and the locker had been cleared out. I asked Andre about it and again reported what happened, but I did not receive a meaningful explanation. Losing that laptop set me back for months in my work and in my efforts to get out of homelessness. It was about a year before I was able to obtain another laptop.

Please search for and provide all records connected to this locker/property incident, including:

All locker assignment records connected to me.

Records showing the first locker assigned to me was already occupied or assigned to someone else.

Records showing the later locker assignments given to me by staff.

Any staff notes, shift logs, incident reports, property logs, confiscation records, contraband records, or internal communications about my belongings being removed.

Any records identifying who authorized each locker assignment.

Any records involving Andre or any daytime manager regarding my reports about the locker/property incidents.

Any records involving my request for another locker after the first incident.

Any records about the later locker being cleared out.

Any property inventory, storage record, disposal record, lost-property record, camera-review request, or staff communication involving my laptop, clothing, or other belongings.

Any complaint, grievance, warning, restriction, or internal communication related to my emotional reaction, my leaving the shelter, or my attempts to recover my property.

I am also disputing any record that suggests I improperly used a locker, took a locker without authorization, or caused a problem without context. My position is that I relied on staff locker assignments, reported problems to staff, and suffered a serious property loss after using lockers I believed had been assigned to me.

Please add this email to my client file as a client statement, correction, and dispute of any incomplete or inaccurate record.

If All Roads has no records about any part of this incident, please confirm that in writing. If records exist but are being withheld, please identify:

The specific record being withheld.

Whether it is being withheld in full or redacted.

The exact legal basis for withholding it.

Whether the record is maintained by All Roads, HMIS, MDHI, County Connect, Boulder County, Coordinated Entry, or another entity.

The correct records/privacy contact for any system All Roads says it does not control.

I am not requesting records about any other client. If another person's private information appears in a record, please redact that person's information and provide the remaining portion of the record.

Please confirm receipt of this follow-up request and let me know when I can expect the actual copies of my records.

Thank you,

William Lodge

williamscompass.com

williamlodge.com :::

[Quoted text hidden]

Michael Block <Michael@allroadsboco.org>

Wed, Jun 10, 2026 at 7:57 PM

To: William Lodge <williamlodge12@gmail.com>

Cc: Spencer Downing <spencer@allroadsboco.org>, Brian Hoium <brian@allroadsboco.org>

Hello William,

As a private entity, it is not our understanding that we are required to provide the information you have requested. We have responded in a way that we believe honors our organizational values.

If you wish to file a grievance about a specific issue you had while using services, we are happy to share that process with you.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Michael Block (he/him)

CEO

All Roads

4869 Broadway, Boulder, CO 80304



[All Roads](#) |

303 247 0678 | michael@allroadsboco.org

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From: Michael Block

Sent: Thursday, May 28, 2026 10:43 PM

To: 'williamlodge12@gmail.com' <williamlodge12@gmail.com>

Cc: Spencer Downing <spencer@allroadsboco.org>; Brian Hoium <brian@allroadsboco.org>

Subject: RE: Request for Personal Client Records

Hello William,

Thank you for your patience.

You can find our reply to your inquiry below in red.

Generally speaking, we are a private corporation and as such, much of the information you have requested for the services you received is privileged to our organization. With that said, we are happy to share the following in the spirit of cooperation, and we hope it satisfies your needs.

Please review below and let us know if you have any additional questions.

Best, Mike

Michael Block (he/him)

CEO

All Roads

4869 Broadway, Boulder, CO 80304



[All Roads](#) |

303 247 0678 | michael@allroadsboco.org

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From: Michael Block
Sent: Sunday, May 17, 2026 1:42 PM
To: williamlodge12@gmail.com
Subject: FW: Request for Personal Client Records

Hello William

I hope you are well.

We are working on reply to your request. Some of the requests have made involve 3rd parties and it is taking a little time to understand how they would like to field those.

I expect we will be able to respond shortly.

Thanks, Mike

Michael Block (he/him)

CEO

All Roads

4869 Broadway, Boulder, CO 80304

All Roads | [redacted]

303 247 0678 | michael@allroadsboco.org

[Quoted text hidden]

[Quoted text hidden]

Spencer Downing (he/him)

Chief Shelter Program Officer

All Roads - Leading the Way Home | [redacted]

4869 N. Broadway | Boulder, CO 80304

spencer@allroadsboco.org | 323-370-5434 (cell)

[Quoted text hidden]

William Lodge <williamlodge12@gmail.com>
To: Michael Block <Michael@allroadsboco.org>

Wed, Jun 10, 2026 at 8:03 PM

Hi Michael,

Thank you for your response.

Yes, please send me the grievance process, including the form, policy, deadlines, appeal rights, and the name/title/contact information for the person responsible for receiving and reviewing grievances.

I also want to clarify that I am not withdrawing my request for my personal records. I understand All Roads' position that, as a private entity, it does not believe it is required to provide the information requested. However, I am asking that All Roads identify the basis for that position in writing, especially for records All Roads has already acknowledged exist, including the case-management note, shelter stay records, capacity turnaway entries, locker-related entries, internal communication-log entries, and any records related to my property/laptop issue.

Please also confirm whether All Roads is refusing to provide copies of all records, or only certain categories of records. If only certain categories are being withheld, please identify:

The category of record being withheld.

Whether the record is maintained internally by All Roads or in another system.

Whether the record is in HMIS, County Connect, Coordinated Entry, email, a shelter database, a paper file, or another system.

The legal or policy basis All Roads is relying on to deny access.

The correct contact for any third-party system All Roads says it does not control.

I am also requesting that my prior email regarding the locker/property/laptop incident be preserved and added to my client file as a client statement, correction, and dispute of any incomplete or inaccurate record.

Please send the grievance process and confirm receipt of this request.

Thank you,

William Lodge

williamscompass.com

williamlodge.com

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16 attachments

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William Lodge <williamlodge12@gmail.com>

Wed, Jun 10, 2026 at 8:18 PM

To: Michael Block <Michael@allroadsboco.org>, Spencer Downing <spencer@allroadsboco.org>, Brian Hoium <brian@allroadsboco.org>

Afterthought and Clarification Regarding Records Request

Hi Michael,

Thank you for your response.

I understand All Roads' position that, as a private entity, it does not believe it is required to provide the information I requested. However, I do not understand private-entity status to fully resolve the issue.

My request concerns records about me that may fall into several categories, including internal shelter records, case-management records, HMIS-related records, Coordinated Entry or County Connect records, property/locker records, incident records, and records used to make decisions about my access to services.

To the extent any records are maintained in or connected to HMIS, Coordinated Entry, County Connect, or other homelessness-service systems, I am requesting access under the applicable HMIS privacy policies, HUD HMIS standards, local CoC/HMIS privacy notices, and any applicable client-access or correction procedures.

To the extent any records contain protected health information, disability-related information, Medicaid/benefits-related information, behavioral-health-related information, or case-management information used to make decisions about me, I am requesting access under HIPAA's right-of-access rule, including 45 CFR § 164.524, if applicable.

All Roads has already acknowledged the existence of certain records or record entries, including a case-management note, shelter stay records, capacity turnaway entries, locker-related entries, and internal communication-log entries. I am requesting copies of the actual records, not only summaries.

If All Roads is refusing to provide copies of records it maintains about me, please clarify whether this is a formal denial of my records request. Please also identify:

1. Each category of record being withheld.
2. Whether the record is maintained internally by All Roads or in HMIS, County Connect, Coordinated Entry, email, a shelter database, a paper file, or another system.
3. The legal, contractual, privacy-policy, or organizational-policy basis for denying access.
4. The name/title/contact information for the privacy officer, HMIS contact, records custodian, or grievance contact responsible for this issue.
5. The process to request correction or addition of a client statement to any incomplete, inaccurate, or disputed record.

I also accept your offer to provide the grievance process. Please send the grievance policy, form, deadlines, appeal process, and contact information for the person responsible for receiving grievances.

6/11/26, 2:09 AM

Gmail - FW: Request for Personal Client Records

Please preserve all records related to me, including emails, logs, database entries, case notes, shelter records, turnaway records, locker/property records, incident records, and any records related to my prior requests.

Thank you,

William Lodge
williamscompass.com
williamlodge.com

[Quoted text hidden]