



Agency Administrator Agreement

The Agency Administrator (aka Site Contact) will be the main contact for the Agency and matters regarding BAS-Net. The Agency Administrator will be the first contact for user staff for issues concerning BAS-Net before the BAS-Net Administrator is contacted.

I. Staff

The Agency Administrator will inform HAWNY within ten (10) business days if a staff user leaves the Agency. HAWNY will need to ensure client security through deleting this staff users' information on BAS-Net. If HAWNY is not informed within ten (10) business days, the agency will receive a warning notification. If a second staff user leaves the Agency without proper notification to HAWNY, the Agency license will be subject to a six (6) month probation period.

If replacement staff is hired, the Agency Administrator or staff user will contact HAWNY to obtain a new license. Replacement staff may not have any access to BAS-Net until he/she has complete training with the HAWNY HMIS/BAS-Net team.

Further, if a staff member takes a temporary leave of absence (including but not limited to: maternity/paternity leave, medical leave, sabbatical), the Agency Administrator must contact HAWNY within ten (10) days of staff member's departure. Staff on leaves of absences will have their licenses temporarily de-activated and may re-activate them upon return to the Agency. If leaves are extensive (i.e. greater than six [6] months), staff may be subject to a refresher training before he/she is able to resume BAS-Net usage.

II. Reports

The Agency Administrator will monitor BAS-Net data quality by ensuring that user staff is entering data in a timely matter. The Agency Administrator, or designated staff, will adhere to the Data Quality Reports Policy.

1. The Agency Administrator, or designated staff, will run a quarterly APR report.
 - a. The Agency Administrator will provide HAWNY with a written reflection that verifies client population is accurately represented in the quarterly APR. In the event that discrepancies between the BAS-Net APR and administrative data exist, full explanation must be provided as well as a plan for resolving said discrepancies.
 - b. The APR quarterly reports are to be submitted by the last Friday of the following months: January, April, July, October
2. The Agency Administrator, or designated staff, will run monthly data quality reports to ensure the most accurate and timely information is entered.
3. The Agency Administrator will oversee that monthly shelter counts are provided to HAWNY on the last Thursday of every month.

HAWNY will run a data quality report monthly to determine if data are being entered sufficiently and will send data errors to the Agency Administrator, who will then be required to review and

correct data quality issues. The Agency Administrator will make sure paper intake reflects BAS-Net intake through documentation and record keeping (See: Data Quality Reports Policy).

III. Inactive Accounts

Inactive staff user accounts of two (2) months will have their license suspended by HAWNY. This information will be monitored by HAWNY on a monthly basis to determine if adequate information is being entered in an efficient manner. A written warning notice will be given to the Agency Administrator to inform of the current situation and the staff user will have a one (1) month probation period in which HAWNY will actively watch the staff users' usage. If usage of BAS-Net does not increase after the probation period, the staff users' license will be suspended for a one (1) month probation period.

IV. Training

The Agency Administrator and HAWNY will determine training dates for mandatory refresher trainings. The refresher trainings are required once per year, and/or as frequently as needed. Refresher trainings will include all core staff members and the Agency Administrator. Trainings can occur on a one-to-one basis or in a group setting of a maximum of three (3) to four (4) people.

V. Licenses

The Agency Administrator will be notified in writing if a user license will be revoked or if the Agency license will be suspended. The Agency Administrator will be given prior written warning if there is a violation of the agreement and policies.

1. An Agency Partner Agreement license will be subject to a six (6) month probation period if more than one staff user has left the agency and HAWNY was not properly notified (See: Section I: Staff).
2. A staff user license will be suspended for one (1) month if the license is not used for two (2) months. At that time, the license will be suspended and the agency will have to wait thirty (30) days to request a new license.
3. A staff user license will be revoked if the user does not attend the yearly required refresher trainings during the annual Agency Agreement period.

I understand and agree to comply with all the statements listed above.

BAS-Net Agency Administrator (Please Print) Date

BAS-Net Agency Administrator Signature Date

BAS-Net Site Contact Date

NOTE: *The BAS-Net Site Contact must sign all User Policy forms for the agency's BAS-Net Users. Homeless Alliance of Western New York staff will sign the User Policy forms for Site Contacts.*