HMIS Agency Administrator Agreement

The Agency Administrator will be the main contact for the Agency and matters regarding HMIS. The Agency Administrator will be the first contact for user staff for issues concerning HMIS before the HMIS System Administrator is contacted.

**I. Staff & Training**

The Agency Administrator will contact HAWNY to coordinate training new Users and refresher training as needed. The Agency Administrator will inform HAWNY within ten (10) business days if a staff HMIS User leaves the Agency so HAWNY can de-activate the license upon such notification. If a HMIS User 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 will have them re-activated 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 HMIS usage.

**II. Reports**

The Agency Administrator will monitor HMIS data quality by ensuring that user staff is entering data in a timely matter. The Agency Administrator and Users will adhere to the requirements of the Data Quality Plan. HAWNY will run a data quality report monthly to determine if data are entered completely and will be sent to the Agency Administrator. The report will contain the client detail required to make corrections. The Agency Administrator is responsible to make sure data quality issues are resolved within 10 business days. The Agency Administrator will make sure paper intake reflects BAS- Net intake through documentation and record keeping (See: Data Quality Plan). The Agency Administrator is responsible for the following:

1. The Agency Administrator will review data quality on a monthly basis and fix any errors within 10 business days.

2. The Annual Performance Report/Point In Time reports will be run once a year by the System Administrator. The Agency Administrator will review the data and be responsible to ensure it is corrected within 10 business days.

3. The Agency Administrator should also utilize other report tools, such as Report Writer, canned reports or ART to review Agency’s data quality and progress with performance throughout the year.

**III. Licenses**

1. The Agency Administrator will be notified if there is a violation of the agreement and policies. The Agency Administrator will be notified in writing if a User license will be revoked or suspended.
2. Inactive staff user accounts may have their license suspended by HAWNY. This information will be monitored by HAWNY to determine if adequate information is being entered in an efficient manner. Notice will be given to the Agency Administrator to inform of the inactivity. If frequency of use does not increase the license may be in-activated.
3. A User’s license will be de-activated if required training is not completed.

**IV. Additional Responsibilities**

1. Responsible for updating user profile information. This ensures that we will have the most up to date contact information for all users at your agency. This needs to be updated any time contact information has been changed.
2. The Agency Administrator (or designated Agency HMIS User) will be required to attend any HMIS User meetings and inform any other Agency Users of the information discussed.
3. Agency Administrators are responsible for communication with HMIS System Administrators. This means that emails and phone calls must be returned or answered in a timely manner.
4. Responsible to inform System Administrator if there are any Program changes that affect HMIS; i.e. – number of beds, sub-population served, new programs, etc.
5. Ensures that the Agency has a HMIS file that contains all HMIS documents.

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

Agency Name (Please Print)

HMIS Agency Administrator (Please Print)

HMIS Agency Administrator Signature Date