HMIS@NCCEH Agency Administrator Roles and Responsibilities

Point of Contact & Support

- Complete all required Agency Administrator trainings
- Serve as the primary contact between end users and the Data Center
- Attend HMIS-required meetings, webinars, and conference calls
- Provide first-responder support for HMIS end users in your agency
- Notify all members at your agency of any system-wide changes and other relevant information
- Run agency level reports to fulfill agency needs and follow up on data quality concerns

Documentation

- Ensure that an Agency Participation Agreement is signed by an authorized signer and saved
- Submit copies of all active Sharing Agreements and Memorandums of Understanding (MOUs) related to HMIS data collection or entry to the Data Center
- Submit the License Request Form for new users and ensure that correct, complete information is included
    - New Agency Admin licenses can only be approved by your agency's ED or leadership
- Maintain information on all system-related policies, procedures, and agreements in preparation for the audits

Privacy and Security

- Ensure client privacy, security, and confidentiality in alignment with current privacy policies and procedures
- Ensure that the HMIS Privacy Sign is posted in a visible area of your intake area and is communicated in a language that is understood by clients
- Ensure that the HMIS Privacy Notice is accessible to clients upon request and has an up-to-date agency contact listed
- Monitor agency compliance with established HMIS agreements, policies, and procedures
- Notify the Data Center of any pending or new Sharing Agreements or MOUs
- Notify the Data Center of any HMIS personnel changes within 3 business days via the appropriate form (inactivation, new license etc.)
- Report privacy or security breaches and concerns to the Data Center

Data Quality

- Ensure annual training requirements are completed by all end users
- Maintain data quality standards (ensure data accuracy, completeness, timeliness, etc.) in alignment with the HMIS and CoC policies, and the HMIS Data Quality Plan.
- Communicate changes to Provider Descriptor Data Elements (such as location and Bed and Unit Inventory) to the Data Center to comply with HUD Standards
- Ensure that end-users are using the current HMIS-related forms and HMIS workflow
- Run data quality reports at least monthly to check client data and work with agency users to make needed corrections
- Correct data quality as soon as possible and escalate unresolved issues to the Data Center