

MD BoS HMIS Point-of-Contact Agreement

PURPOSE

The purpose of this agreement is for Partner Agency HMIS Point-of-Contact (PoC) to understand their role and responsibilities within the MD BoS HMIS and the Partner Agency they represent. The signed agreement will be maintained by the HMIS Lead Team.

POLICY

As stated in the HMIS Policies and Procedures, “Executive Leadership at each Partner Agency must select at least one person to act as the designated Partner Agency HMIS Point-of-Contact (PoC).” Multiple contacts may be appropriate for large agencies that operate multiple project types.

PROCEDURE

Partner Agency Executive Leadership is responsible for selecting and identifying their PoC, providing this person(s) name and contact information (email and phone number) to the HMIS Team. If changes occur to the person(s) in the PoC role, the Partner Agency Executive Leadership must immediately report the change and provide new PoC contact information to the HMIS Lead Team (even if the change is temporary).

RESPONSIBILITIES

The PoC serves as the **primary contact** between the Partner Agency and the HMIS Lead Team to ensure that the Partner Agency adheres to all MD BoS HMIS policies and related procedures, this includes:

- Being responsive to questions and requests from the HMIS Lead Team related to HMIS data quality and compliance
- Must have a valid email address and be an **active**, trained HMIS End User with a strong working knowledge of HMIS data entry workflow requirements
 - At least 1 HMIS PoC at each Partner Agency will also have an ART Report Viewing license in order to run higher level data quality reports
- Ensure the Partner Agency responds to and acts upon data quality concerns appropriately to ensure that the overall data quality within HMIS is acknowledged and improved in an ongoing, objective, and data-driven manner
- Ensure that the Partner Agency obtains a unique HMIS license for each End User at the agency, and that HMIS access is granted only to staff members that have completed New HMIS End User training, submitted a signed End User Agreement, and are authorized to use HMIS. This includes:
 - Making the HMIS Lead Team aware of any changes to End Users at the Partner Agency in accordance with the Partner Agency Agreement
 - Ensuring each End User completes the Privacy & Security Training each year
- Providing updated Partner Agency/HMIS project information, according to the HMIS Policy and Procedures, to the HMIS Lead Team. This includes, but is not limited to, providing notification about new projects, new End Users, End Users that need removed from HMIS &/or EDA access changed, project closing, and any changes to Project Descriptor Data Elements (PDDE's) for existing projects – including changes to bed/unit inventory and funding
- Understand and comply with HMIS data collection and reporting requirements of both the CoC and those that fund projects at their agency
- Responsible for the quality and accuracy of HMIS data as outlined in the HMIS Data Quality Plan; therefore must have access to all client data, End User data, and HMIS project information (including fund sources) for the Partner Agency
- Ensures compliance with the HMIS Policy and Procedures, including that the Privacy Notice is posted and visible to

all clients

- Immediately report any violations of HMIS policies or procedures to the HMIS Lead Team
- Review and process all client requests to review their data in HMIS and grievances
- Ensure that all HMIS client records for individuals that complete the HMIS Client Data Sharing Opt-Out Form are properly restricted
 - Notify the MD BoS HMIS Team that a client has completed the '*HMIS Client Data Sharing Opt-Out Form*' by submitting a ticket to the HMIS Help Desk and identifying the client by providing the clients HMIS ID number
- PoCs that are an employee, contract employee, or official volunteer of a Partner Agency that is a recipient/sub-recipient of funds outlined in the MD BoS HMIS Policies & Procedures document section '*Eligibility Requirements for Agencies*' are responsible for:
 - Attend **HMIS Governance Committee** meetings (Partner Agencies with multiple designated PoC's must select a single PoC to represent the agency on the HMIS Governance Committee.)
 - Attend, or *designate* staff from the Partner Agency to attend, the **HMIS Sub-Committees**

SIGNATURE

The signature below constitutes agreement with, and acceptance of the terms and conditions set forth in this "Partner Agency HMIS Point-of-Contact Agreement".

Signature of HMIS Point-of-Contact

Date

Signature of Partner Agency Executive Director (or equivalent)

Date

Signature of HMIS Lead

Date

How to Submit the HMIS Point-of-Contact Agreement

- [CLICK HERE](#) to submit Agreement to the MD BoS HMIS Lead Team
 - This link will take you to a Cognito form – where you will complete the submission process
- If you need assistance [CLICK HERE](#) to contact the HMIS Help Desk

THIS SECTION IS FOR YOUR RECORDS & **DOES NOT** NEED TO BE RETURNED

As a designated Partner Agency HMIS Point-of-Contact, you are responsible for ensuring that the Partner Agency adheres to all MD BoS HMIS policies and related procedures. This section provides additional procedural steps to meet certain requirements above. This section is for your records and **does not** need to be returned to the HMIS Lead Team with the signed agreement.

- Provide updated Partner Agency / HMIS project information in a timely manner to the HMIS Lead Team for updates in HMIS. This includes providing notification about new projects, new users, users that need removed from HMIS or EDA access changed, project closing, and any changes to Project Descriptor Data Elements (PDDE's) for existing projects – including changes to bed/unit inventory and funding
 - **New Projects**
 - Complete and Submit the applicable Project Request form to the HMIS Lead Team
 - Submit at least *10 business days* prior to the start of the project to allow enough time for processing
 - **Closing Projects**
 - Complete and Submit the Project Request form to the HMIS Lead Team
 - Submit within *10 business days* of the project's closure
 - Prior to informing the HMIS Lead Team that a project needs to be closed in HMIS, agencies are responsible for ensuring that:
 1. Project data complies with standards set forth in the Data Quality Plan
 2. All clients have been properly exited from the project
 - **PDDE Changes/Updates**
 - Partner Agency HMIS projects are configured by the HMIS Lead Team to collect the required data elements based on information provided by the Partner Agency HMIS PoC. The HMIS Lead Team will consult with the PoC in attempts to ensure proper setup, but *responsibility* for complying with funder requirements *lies with the Partner Agency*
 - Complete and Submit the applicable Project Request form to the HMIS Lead Team
 - PDDE changes are to be reported to the HMIS Team within *5 business days* of the change occurring. This ensures that proper data elements are collected and reported correctly
 - **Management of End User HMIS**
 - New HMIS End Users
 1. Submit New HMIS End User request form to the HMIS Team
 2. Ensure New End User completes HMIS training within 30 business days
 - Removing HMIS End Users
 1. Notify the HMIS Lead Team of:
 - End Users that are no longer employed by the Partner Agency within *24 hours* of the user's departure
 - End Users whose job duties no longer require access to HMIS within *24 hours* of change in job duties
 - Changing HMIS End User EDA &/or Access Level
 1. Notify the HMIS Team if an End User needs their HMIS EDA or access level changed
 - Ensure all End Users complete any additional required HMIS training (i.e., Annual Privacy and Security training, etc.)
- **Monitor HMIS data quality**
 - PoC's are responsible for monitoring the HMIS data of the projects listed in the signed '*Partner Agency HMIS Point-of-Contact Agreement*'
 - Refer to the HMIS Data Quality Plan for requirements and monitoring procedures of the Partner Agencies HMIS project data