

Agency Administrator Responsibilities

As Needed

- _____ Creates End-User names and computer generated password for personnel (Sec 10.2 of PP)
- _____ Assume responsibility for adding, up-dating, inactivating and re-activating
- _____ End-user names and passwords. (Sec 3.1.2 of PP)
- _____ Administers and monitors access to HMIS database. (Are staff logging off/closing browser when away from machine etc)..... (Sec 10.2 of PP)
- _____ Assures new staff training on the HMIS System..... (Sec 10.2 of PP)
- _____ Reviews Maricopa HMIS Policies and Procedures with all End-users (Sec 10.2 of PP)
- _____ Updates agency profile information on ResourcePoint..... (Sec 10.2 of PP)
- _____ Delete duplicate client records within 24 hours of entry. (Sec 2.4.2 of PP)
- _____ Report all HMIS database incidents to the Help Desk within 24 hours of occurrence. (“Non-Emergency Issue Technical Support”) (Sec 2.4.2 of PP)
- _____ Notifies all agency End-users of interruptions in service (Sec 10.2 of PP)
- _____ Provides 24-hour technical support assistance to agency’s End-users (Sec 10.2 of PP)
- _____ Administers Provider Agency specified business and data protection controls. (Place processes in place to assure data confidentiality and accuracy) (Sec 10.2 of PP)

Every Two Weeks (specifically mentioned)

- _____ Monitor possible duplication of records, at least every two weeks (Sec 2.4.2 of PP)

Monthly (“Monthly” is not specifically mentioned, however this timeframe is highly recommended)

- _____ Correct inaccurate information and missing required data elements..... (Sec 1.3.2 of PP)
- _____ Designate a staff member to regularly attend HMIS User Group meetings and to communicate HMIS updates, HMIS policy and practice guidelines, HMIS data analysis, HMIS software/hardware upgrades, and HMIS decisions to Provider Agency..... (Sec 1.4 and 10.2 of PP)
- _____ For those HUD funded agencies, review your APR report for data inconsistencies and assign corrections to staff members as necessary. (Not Policy, Recommendation)

Quarterly (“Quarterly” is not specifically mentioned, this timeframe is recommended as a minimum)

- _____ Pull a random sampling of an appropriate amount of clients’ files and compare them to ServicePoint data for completeness and accuracy (Not Policy, Recommendation)

Information obtain from Maricopa HMIS Project Policy and Procedure Manual