HMIS 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 HMIS System Administrator
- Attend HMIS-required meetings and conference calls
- Provide first-tier support for HMIS end users in your agency
- Notify all members of your agency of any system-wide changes and other relevant information
- Run agency level reports for agency staff and funders

Documentation

- Ensure that an original Agency Participation Agreement is signed by an authorized signer and forwarded to the HMIS System Administrator
- Ensure than an original Administrative Sharing Agreement is signed by an authorized signer and forwarded to the HMIS System Administrator
- Submit copies of all active sharing agreements (QSOBAA) to the HMIS System Administrator
- Submit all Agency Administrator training certifications to the HMIS System Administrator
- Ensure that all end users have signed the User Agreement/Code of Ethics document
- Maintain information on all system-related policies, procedures, agreements and trainings in an HMIS binder in preparation for the annual site review

Privacy and Security

- Ensure client privacy, security and confidentiality
- Set up and maintain internal and external visibility according to active sharing agreements
- Ensure that the HMIS Privacy Notice is posted in a visible area of your agency and is communicated in a language that is understood by clients
- Monitor organizational compliance with established NC HMIS privacy and security training, policies and procedures
- Notify the HMIS System Administrator of any HMIS related personnel changes within 24 hours
- Report security breaches and concerns to the HMIS System Administrator

Data Quality

- Ensure that all end users in your agency complete all required trainings before being granted access to NC HMIS
- Ensure annual training refreshers are completed (when applicable)
- Maintain data quality standards (ensure data accuracy, completeness, etc.)
- Set up and maintain provider pages to comply with HUD and reporting specifications
- Ensure that end-users are using the correct HMIS-related forms and following the most current HMIS procedures and workflow
- Regularly run data quality reports in ART to check client data
- Correct data quality issues as soon as possible and escalate unresolved issues to the HMIS System Administrator

NCCEH Data Center Help Desk: 919-410-6997 or hmis@ncceh.org