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# WASHTENAW COUNTY HMIS AGENCY ADMINISTRATOR CERTIFICATION AGREEMENT

## I. HMIS User Resources

## II. <http://www.ewashtenaw.org/government/departments/community-and-economic-development/human-services/hmis/hmis-staff-resources> HMIS Agency Administrator Designation, Qualifications, and Notification

All HMIS participating agencies must agree to designate and staff at least one HMIS Agency Administrator (HMIS AA), who meets the following minimal requirements:

- a. Has been a proficient HMIS user for at least one year; or
- b. Has previous Human Services-related data base management experience; or
- c. Has previous or current Human Services-related leadership experience

The Executive Director of an HMIS participating agency must notify the Washtenaw County HMIS System Administrator (HMIS SA) of a new HMIS AA designation within one week of identifying the change. The designation must be communicated to the Washtenaw County HMIS SA by completing the HMIS Agency Administrator Certification Agreement (also located at [www.ewashtenaw.org/oced](http://www.ewashtenaw.org/oced)) and submitting the agreement via e-mail. After successful completion of all HMIS Agency Administrator Certification Requirements, the HMIS AA will serve as the agency's primary contact with the Washtenaw County HMIS SA.

## III. Required HMIS Agency Administrator Certification Requirements

The HMIS AA must complete all applicable certification requirements (available at: [www.mihomeless.org](http://www.mihomeless.org)) within timeframes specified on the attached checklist in order to gain and maintain Agency Administrator access in the Service Point Internet Systems software:

- a. Privacy and Confidentiality Certification (Initial and Annual Re-certification)
- b. ClientPoint and Entry/Exit Workflow Certification
- c. Shelter Point Certification
- d. Provider Page Certification
- e. HUD Universal Data Elements Certification
- f. Workflows & Grant Specific Documents Certification
- g. Case Plans Module Certification
- h. Households Certification
- i. Income (Cash & Non-Cash)/Program Exit Certification
- j. Service Transactions Certification
- k. Securing Client Records Certification
- l. Self Sufficiency Matrix Certification

## IV. HMIS Agency Administrators Meetings

The HMIS AA is required to attend the bi-monthly HMIS Agency Administrator meetings. The HMIS Agency Administrators meeting schedule is posted on the Office of Community and Economic Development (OCED)

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website ([www.ewashtenaw.org/oced](http://www.ewashtenaw.org/oced)). Excessive absences from Agency Administrator meetings will be reported to Executive Directors and the Continuum of Care Board as necessary.

## V. Technical Assistance Requests

### a. *Internal Technical Assistance:*

The HMIS AA is responsible for providing internal technical assistance to the agency's end-users. The HMIS AA is required to be proficient in all applicable workflows in order to provide effective technical assistance.

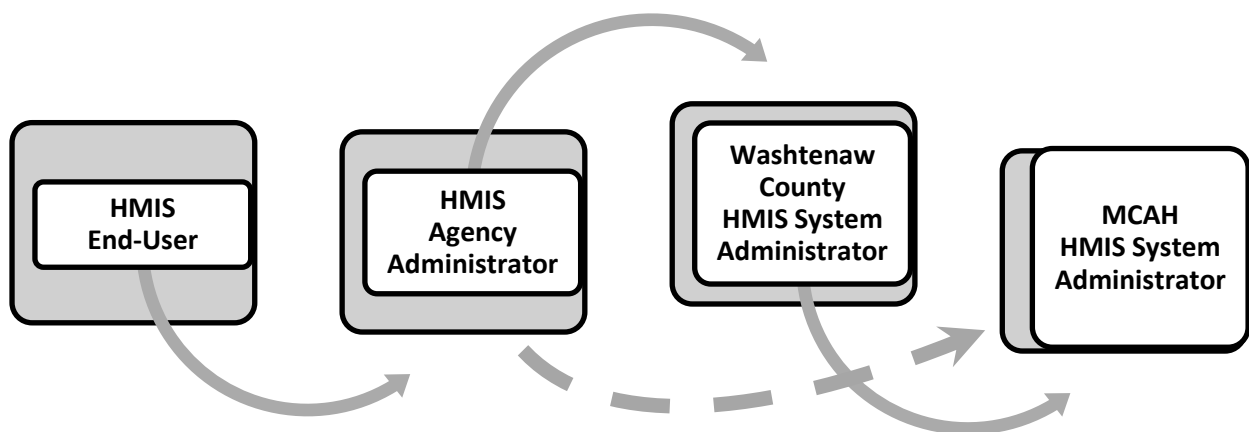
### b. *Coordinating External Technical Assistance Requests:*

In order to ensure orderly technical assistance requests to the Washtenaw County HMIS SA, the HMIS AA is responsible for coordinating all end-user technical assistance requests. When the HMIS AA is unable to address an internal technical assistance request, the HMIS AA should contact the Washtenaw County HMIS SA for technical assistance. Beyond initial end-user set-up support, HMIS end-users should not directly contact the Washtenaw County HMIS SA for technical assistance requests.

### c. *Michigan Coalition Against Homelessness (MCAH) Technical Assistance Requests:*

When the Washtenaw County HMIS SA is away from the office, the HMIS AA should contact the MCAH HMIS System Administrators for technical assistance on behalf of the end-user. To that end, HMIS end-users should not contact the MCAH System Administrators directly.

## Washtenaw County HMIS Technical Assistance Flow Chart



***\*Only when the Washtenaw County HMIS SA is unavailable***

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## VI. New End-User Setup and HMIS Staff Departures

### a. *New Staff*

The HMIS AA is required to coordinate the new end-user training registration process. Upon hiring new HMIS-using staff persons, the HMIS AA is expected coordinate and submit the following on behalf of new HMIS users:

- i. The Washtenaw County ServicePoint training registration form
- ii. The HMIS Privacy Completion Questionnaire form
- iii. The Washtenaw County HMIS End-User Certification Checklist
- iv. The HMIS new user Training Log

The HMIS AA must submit all forms listed above electronically to the Washtenaw County HMIS SA at [balogh@ewashtenaw.org](mailto:balogh@ewashtenaw.org). In order to ensure timely certification, all documents must be submitted at least one week prior to training. Failure to comply with the end-user registration process may result in reporting to the Executive and Continuum of Care Board.

Once all applicable certification documents are received by the Washtenaw County HMIS SA, the new end-user will be granted access to the ServicePoint Internet Systems software within 24 to 48 business hours. Any issues experienced by the end-user in accessing the ServicePoint software should be communicated to the Washtenaw County HMIS SA promptly.

### b. *HMIS Staff Departures*

HMIS-participating agencies must immediately notify the Washtenaw County HMIS SA of end-user staff turnover in order to allow for timely termination of user licenses. Notifications that occur beyond one-week after end-user departure will be reported to the Executive Director and Continuum of Care Board as necessary.

## VII. Data Quality Coordination

The HMIS AA is responsible for supporting the HMIS participating agency's Executive Director in maintaining compliance with Washtenaw County Data Quality Plan. All required Data Quality materials should be submitted to the Washtenaw County HMIS SA by the designated deadline. Per the Data Quality Plan, deviations from reporting schedules and/or poor data quality results will be reported to the Continuum of Care Board.

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## VIII. Signatures

Agency: \_\_\_\_\_

Web Address: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

**We, the undersigned, have read and agree to abide by the requirements set forth in the  
"Washtenaw County HMIS Agency Administrator Certification Agreement."**

*Executive Director:*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

*HMIS Agency Administrator:*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

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# WASHTENAW COUNTY HMIS AGENCY ADMINISTRATOR CERTIFICATION AGREEMENT

This agreement will expire one year from the date it is signed by the Executive Director.

Any Changes or additions to HMIS Agency Administrator designees will require a new agreement be completed.