

## **I – ROLES AND RESPONSIBILITIES**

## **Agency & Stakeholder Involvement**

**Policy:** Maricopa Homeless Management Information System (HMIS) implementation and ongoing operations provides agency and stakeholder involvement at all levels to ensure broad community participation.

**Purpose:** To define participants roles and responsibilities in Maricopa HMIS.

**Scope:** System wide

**Definitions:** *End-user:* Any person given access to the database including staff and volunteers.

*Provider Agency:* An agency authorized to participate in the HMIS.

### **Procedure:**

#### **1.0 HMIS ADVISORY BOARD**

1.1 Established according to the following guidelines:

- Comprised of all stakeholders including client and client advocate representatives, shelters, advocacy organizations, and governmental agencies.
- Includes the Executive Director or designee of each Provider Agency.

1.2 Responsibilities:

- Assists with fundraising and resource development.
- Encourages client, service provider, and community involvement.
- Oversees quality assurance and accountability.
- Assists CIR on guiding principles for Community Information & Referral, Inc. (CIR), Provider Agencies, and client participation with regard to HMIS implementation.
- Oversees security and confidentiality in the HMIS Policy and Procedures manual.

#### **2.0 HMIS USER GROUP**

2.1 Comprised of voluntary, non-paid positions:

- Provider Agency representatives (Majority membership)
- Funders and reporting agencies (Minority membership)
- CIR representative
- HMIS Project Team (staff support to the User Group)

2.2 Responsibilities:

- Provides policy and technical assistance to CIR
- Assists in development of:
  - 1) Quality and timing of provider training
  - 2) Policies and procedures
  - 3) Common system documents and reports
  - 4) Information sharing agreements

- 5) Decisions on data access by external parties
- 6) Minimum data elements
- 7) Common assessments and picklists
- 8) Soliciting feedback from all End-users about proposed system changes
- Serves as a Review and Appeal body, in regards to Provider Agency violations and grievances.
- Assist CIR in developing and implementing HMIS marketing to other providers.
- Communicates with and encourages attendance by representatives of the cities of Phoenix, Scottsdale, and Tempe, as well as, the Arizona Department of Economic Security/Community Services Administration, the Arizona Department of Health Services/ Division of Behavioral Health, and the Arizona Development of Housing.
- Assists in defining criteria, standards, and parameters for releasing aggregate data.
- Oversees security and confidentiality in the HMIS Policy and Procedures manual.

### **3.0 CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS (CoC)**

3.1 The CoC oversees the CIR management of the HMIS in Maricopa County.

3.2 Responsibilities:

- Receives periodic HMIS related reports from CIR.
- Assesses impact of these reports on overall HUD funding to the CoC.
- Receives and processes CIR requested continuation of HMIS HUD funding.
- Assists CIR and Provider Agencies to identify and apply for other public and private funding sources for HMIS operations.
- Provides general direction for major changes in the HMIS operation, participants (Provider Agencies), and End-users.
- Receives and approves HMIS system-wide information and reports.

### **4.0 HMIS ADMINISTRATOR (CIR)**

4.1 As the recipient of the HUD funds and other matching funds and the legal contractor for access to the software, CIR oversees implementation, management, and maintenance of the Maricopa HMIS.

4.2 Responsibilities:

- Works in partnership with the CoC Planning sub-committee and Provider Agencies.
- Hires the HMIS Project Manager
- Responds to community questions about the homeless community.
- Identifies and applies for public and private funds, in conjunction with HMIS User Group and the CoC Planning sub-committee, to continue HMIS future operation.

### **5.0 HMIS PROJECT MANAGER**

5.1 Administration

- Reports fund expenditures and HMIS project outcomes to HUD.
- Acquires HMIS software, which meets HUD requirements.
- Oversees the preparation of a detailed HMIS implementation plan and schedule.
- Oversees the HMIS Project Team.
- Provides staff support to the HMIS User Group.
- Develops and implements, with the User Group, marketing the HMIS to other providers.

5.2 Database

Oversees Bowman Systems project performance:

- Responds to system needs on an on-call basis, 24 hours a day as needed to implement disaster recovery plan.

### 5.3 Implementation

- Advises Provider Agencies of implementation schedule.
- Works with System Administrator and each Provider Agency to identify implementation issues.
- Prepares implementation plan for each agency along with System Administrator.
- Attends Project Team meetings.
- Communicates all aspects of implementation with CIR Executive Director.

### 5.4 Training

- Oversees all training of Provider Agency administrators and End-users.

### 5.5 Support

- Oversees Help-Desk function.
- Oversees Bowman Systems technical support services.
- Supervises internal and external security protocols.
- Addresses HMIS technical operational issues.

### 5.6 Data integrity

- Monitors operation of the HMIS database.
- Monitors and evaluates the quality, timeliness, and accuracy of data input, data management, and data reports.
- Assists HMIS User Group and Advisory Board.
- Identifies and addresses potential operational issues with individual Provider Agencies, the HMIS User Group, the CoC Committee, and the State Evaluation Project.

### 5.7 Reports

- Oversee system-wide reporting.
- Oversee reporting documentation.

## **6.0 HMIS SYSTEM ADMINISTRATOR**

### 6.1 Implementation

- Advises Provider Agencies of implementation schedule.
- Works with each Provider Agency to identify implementation issues.
- Prepares implementation plan for each Provider Agency.

### 6.2 Training

- Oversees training of Provider Agency End-users in the operation of the HMIS.
- Assists with HMIS-related technical issues.

### 6.3 Support

- Assists with Help-Desk function by providing level 2 technical support.
- Supervises internal and external security protocols.
- Assists with backup and disaster recovery.
- Addresses HMIS technical operational issues.
- Helps with technical assistance with Provider Agency sites.

### 6.4 Data integrity

- Monitors operation of the HMIS database.
- Monitors and evaluates the quality, timeliness, and accuracy of data input, data management, and data reports.

- Addresses issues with individual Provider Agencies and HMIS User Group.
- Helps ensure integrity and reliability of HMIS information.
- Identifies and addresses potential operation issues with individual Provider Agencies, and the HMIS User Group.
- Monitors functionality, speed, and database backup procedures of SQL Server 2000 database.

#### 6.5 Reports

- Assists with Provider Agencies and Report Writer Specialist in report development.
- Works closely with Agency Administrators to develop queries.
- Documents work on the database and development of reports/queries.

### 7.0 REPORT WRITER SPECIALIST

#### 7.1 Responsibilities:

- Writes detail report specifications based on requests from the User Group and Project Team.
- Generates reports using Advanced Reporting Tool (ART).
- Understands and operates reporting tools such as Excel, Crystal Reports and others.
- Develops documentation of created reports.

### 8.0 HELP-DESK COORDINATOR

#### 8.1 Responsibilities:

- Maintains toll-free Help-Desk.
- Provides level 1 technical assistance and trouble-shooting
- Documents questions, issues, problems, and suggestions.
- Reports the above to System Administrator monthly and quarterly.
- Coordinates on-site training.
- Updates the HMIS training manual.

### 9.0 PROVIDER AGENCY EXECUTIVE DIRECTOR OR DESIGNEE

9.1 Each Provider Agency Executive Director may choose an Agency Administrator to administer the following responsibilities. If there is not a designated Executive Director, these tasks fall to the Agency Administrator.

#### 9.2 Responsibilities:

- Assumes responsibility for integrity and protection of client information entered into the HMIS database.
- Establishes and ensures business controls and practices which will adhere to the HMIS Policies and Procedures.
- Develops and maintains **internal** policies and procedures to ensure:
  1. New and continued staff training.
  2. Timely and accurate input of HMIS data.
  3. Personnel procedures addressing violations of the HMIS Code of Ethics.
  4. Protocols for data access and reporting.
- Communicates security and confidentiality requirements to End-users.
- Monitors End-user compliance in regards to security, confidentiality, and data integrity.
- Is responsible for insuring appropriate use of the database by Provider Agency's designated staff.
- Allows HMIS database access only to qualified End-users based upon job description and need to access.

- Addresses HMIS concerns with CIR and User Group in a timely and professional manner.
- Implements client grievance and appeals procedure in relation to HMIS database.

## **10.0 AGENCY ADMINISTRATOR**

10.1 Each Provider Agency appoints one person as their Agency Administrator.

10.2 Responsibilities:

- Edits and upgrades agency profile information on ResourcePoint
- Creates User-name and computer generated password for personnel authorized to access the system by the Provider Agency's Executive Director.
- Assures new staff training on the HMIS System.
- Reviews Maricopa HMIS Policies and Procedures with all End-users, both new and old.
- Reviews security and confidentiality of client information with authorized staff.
- Allows access to the HMIS System only after the authorized End-users completes all necessary training and signs documents outlined in End-user Training Guide.
- Notifies all agency End-users of interruptions in service.
- Attends or supplies representation to User Group meetings.
- Updates Provider Agency and End-users on decisions made during User Group meetings.
- Administers Provider Agency specified business and data protection controls.
- Administers and monitors access to HMIS database.
- Provides 24-hour technical support assistance to agency's End-users.
- Provides assistance during backup and recovery of data to HMIS technical support and HMIS System Administrator.
- Provides a manual data entry processes in the event of a HMIS disaster.
- Identifies and reports Policies and Procedures violations to the User Group and System Administrator.

## **11.0 END-USER**

11.1 **CIR's End-user access:** only those parties authorized for the following reasons may be provided access to the HMIS:

- Technical administration of the database (System Administrator(s), Project Manager, and Help-Desk Assistance)
- Report writing
- Data analysis/entry/correction
- Report Generation
- Back-up or server maintenance
- ResourcePoint updates.
- Other essential activities associated with carrying out HMIS-related responsibilities.

11.2 The **Provider Agency End-user access:** only those parties authorized for the following reasons may be provided access to the HMIS:

- Data entry
- Editing Client records
- Viewing Client records
- Report writing
- Administration
- Other essential activities associated with HMIS Provider Agency business use.

11.3 Responsibilities of **ALL** End-users:

- Adhere to HMIS and Provider Agency Policy and Procedures.
- Protect HMIS and Provider Agency data and information.
- Prevent unauthorized disclosure of data.
- Report Security Violations to Agency Administrator.
- Remain accountable for all actions undertaken with his/her End-user name and password.