

1 **P&P#:** \_\_\_\_\_ **Effective Date:**  
2 **Approved by: HMIS User Group** **Last Revision Date:** \_\_\_\_\_  
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5 **Request for Admission to HMIS**

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7 **Policy:** Maricopa HMIS encourages and facilitates use of the Maricopa  
8 HMIS for all agencies that are direct providers of homeless  
9 services and agencies that provide services to a broader population,  
10 including the homeless. ~~Access to the Maricopa HMIS is limited~~  
11 ~~to agencies serving the homeless.~~

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13 **Purpose:** To define the types of agencies that may be included in the  
14 Maricopa HMIS and the process for requesting admission to  
15 HMIS. ~~Agencies identified in the application to HUD for~~  
16 ~~implementation of the HMIS are exempt from this policy.~~

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18 **Scope:** Within the Maricopa County Continuum of Care

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20 **Definitions:** *Admission to HMIS: means the ability to access all the available*  
21 *components and functions of the Maricopa HMIS system and*  
22 *acceptance of the rights and responsibilities associated with being*  
23 *a licensed user of HMIS.*

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25 *Outreach:*

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27 *Maricopa County Continuum of Care:*

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29 **Procedure:**

30 **1.0 Automatic Admission to Maricopa HMIS**

31 1.1 Agencies providing housing services; i.e. shelter, transitional housing and  
32 permanent supportive housing are automatically eligible for admission to the  
33 Maricopa HMIS.

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35 1.2 Agencies eligible for automatic admission to HMIS may contact the Executive  
36 Director of Community Information & Referral, Inc. to indicate their desire to  
37 participate in HMIS.

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39 **2.0 Request for Admission to Maricopa HMIS**

40 2.1 Agencies for which admission to HMIS would be consistent with the Mission and  
41 Purpose of HMIS may request admission to the Maricopa HMIS by submitting a  
42 written request to the Executive Director of Community Information & Referral,  
43 Inc.: Examples of the types of agencies include:

- 44 • Outreach Agencies serving homeless individuals including case  
45 management services;

- 1 • Government agencies providing direct services to individuals who are  
2 homeless or are at risk of being homeless if it is part of their mission to  
3 find housing and to provide ongoing case management services;
- 4 • Agencies providing Homeless Prevention Services such as utility  
5 assistance;
- 6 • Agencies providing basic needs services to the working poor;
- 7 • Agencies providing time limited short term (30 day) residential treatment  
8 services such as substance abuse treatment programs; and
- 9 • Other agencies whose admission to HMIS would benefit clients and the  
10 Maricopa Continuum of Care.
- 11 ~~• Other agencies serving a broader population including individuals who are  
12 homeless~~
- 13 ~~• Affiliate agencies who may be serving some homeless individuals and  
14 whose information would be helpful to the overall system.~~

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16 2.2 The written request to CI&R, Inc. must include the following information:

- 17 • Type of service provided
- 18 • Location(s) of the service delivery
- 19 • Population served
- 20 • Intended use of the system; i.e. what programs, services, populations, and  
21 functions
- 22 • Contact person name, phone and e-mail address

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24 2.3 Responsibilities:

- 25 2.3.1 Agencies requesting admission to HMIS are responsible for meeting the  
26 minimum requirements for use of the system as defined in the HMIS  
27 Policy and Procedures and the HMIS Training Manual.
- 28 2.3.2 Agencies requesting admission to HMIS will participate in the HMIS User  
29 Group meetings as requested.
- 30 2.3.3 Agencies requesting admission must sign an Agency Partnership  
31 Agreement with Community Information & Referral, Inc. The Agreement  
32 shall contain any limitations or requirements.

### 33 34 **3.0 Project Team Review**

35 3.1 The CI&R Executive Director will forward within 5 working days, the request for  
36 admission to HMIS to the System Administrator for review and follow-up.

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38 3.2 The System Administrator will within 30 working days:

- 39 3.2.1 Contact the agency contact person to clarify information or obtain  
40 additional information
- 41 3.2.2 Determine if the agency qualifies for admission to HMIS based on type of  
42 service and location of services
- 43 3.2.3 Determine if implementation of HMIS for the requesting agency is eligible  
44 to be funded from existing HUD and match funding.
  - 45 • If the agency is not eligible for implementation based on HUD  
46 funding, prepare a preliminary cost estimate for implementation and

1 ongoing operations support. Agencies not providing direct service to  
2 individuals who are homeless will be required to pay the cost of  
3 implementation and ongoing operations.

4 3.2.4 Determine the availability of training resources, funding and the estimated  
5 timeframe for beginning the agency implementation.

6 3.2.5 Develop a written recommendation including all of the factors identified  
7 above, regarding implementation, for review by the User Group.

8 3.2.6 Review the recommendation with the Project Team prior to scheduling the  
9 User Group review.

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11 **4.0 User Group Review**

12 4.1 The User Group shall review requests for admission to HMIS within 30 calendar  
13 days of receipt of the recommendation from the System Administrator.

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15 4.2 Responsibilities of the User Group:

16 4.2.1 The User Group will be provided a copy of the recommendation by the  
17 Project Team at least five working days prior to the scheduled review.

18 4.2.2 The User Group will review the recommendation and may:

- 19 ○ Approve the recommendation
- 20 ○ Deny the recommendation stating the reasons for denial or
- 21 ○ Request additional information.

22 4.2.3 The User Group may request that a representative of the requesting agency  
23 attend the User Group meeting to respond to questions and provide  
24 clarification.

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26 **5.0 Approval for Admission**

27 5.1 The User Group decision to approve admission to HMIS shall be documented in  
28 the meeting summary and the System Administrator shall notify the requesting  
29 agency of the decision.

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31 5.2 The notification to the requesting agency shall include information about  
32 accessing policy and procedures, code of ethics, partnership agreement and other  
33 key HMIS documents and the estimated schedule for training and  
34 implementation.

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36 5.3 The System Administrator or designee shall schedule the agency assessment  
37 regarding readiness for implementation.

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39 **6.0 Denial of Admission**

40 6.1 The User Group decision to deny the application shall be documented in the  
41 meeting summary and the System Administrator shall notify the requesting  
42 agency of the decision including the reasons for denial.

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44 6.2 An Agency receiving a denial notice may reapply for admission to HMIS at any  
45 time.

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1 **7.0 Appeal of a Denial for Admission to HMIS**

2 7.1 An Agency may appeal a denial decision of the User Group by submitting a  
3 written request to the CI&R Executive Director to include the reasons the Agency  
4 believes the decision should be reversed.

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6 7.2 The CI&R Executive Director shall schedule the Appeal for User Group review at  
7 the next scheduled User Group meeting.

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9 7.3 The User Group shall review the appeal and issue its final decision with five  
10 working days of the User Group review.

11 7.3.1 If the User Group approves admission to HMIS, the System Administrator  
12 begins the process of Agency Assessment with the Agency.

13 7.3.2 If the User Group denies the appeal, the CI&R Executive Director  
14 automatically schedules the decision for review by the HMIS Advisory  
15 Board at their next regularly scheduled meeting.

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17 7.4 HMIS Advisory Board

18 7.4.1 If the Advisory Board recommends approval for admission to HMIS, the  
19 CI&R Executive Director shall:

- 20 ○ Notify the Agency and System Administrator that the Agency  
21 request for admission to HMIS is approved or
- 22 ○ Schedule the appeal for review by the Continuum of Care,  
23 Planning Subcommittee.

24 7.4.2 If the Advisory Board recommends denial of the request for admission to  
25 HMIS, the CI&R Executive Director shall notify the Agency requesting  
26 admission and provide information about the ability to and process for  
27 appeal to the Continuum of Care, Planning Subcommittee.

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29 **8.0 Continuum of Care Planning Subcommittee**

30 8.1 The Agency appealing to the Continuum of Care Planning Subcommittee shall  
31 send their request for appeal to the CI&R Executive Director within 30 days of  
32 receive of the denial notice from the HMIS Advisory Board review.

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34 8.2 The CI&R Executive Director schedules the Continuum of Care Planning  
35 Subcommittee review at their next regularly scheduled meeting.

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37 8.3 The Planning Subcommittee Chairperson notifies the requesting agency of their  
38 decision within 5 working days of the review.

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40 8.4 The decision of the Planning Subcommittee is final.

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