

Central Florida Commission on Homelessness

HMIS Agency Liaison Responsibilities

An Agency Liaison is the primary contact between your agency and the HMIS staff. Each partner agency is required to have at least one Agency Liaison. This role is critical to the success of HMIS implementation at your agency. The responsibilities of each Agency Liaison are outlined below.

- Adhere to and reinforce all CoC HMIS Policies & Procedures.
- Ensure that the CoC Privacy Notice is posted and visible by clients within appropriate Agency areas (i.e., lobby, intake areas, etc.).
- Ensure client data privacy, security, and confidentiality at all times.
- Reinforce the HMIS User agreement for all HMIS Users at your agency.
- Communicate personnel/security changes for all HMIS Users at your agency to the HMIS Lead Agency staff within one business day of a change.
- Read and understand the following HMIS documents:
 - HMIS Policies & Procedures
 - HMIS Privacy Plan & HMIS Security Plan
 - HMIS Data Quality Plan
 - Current HMIS Partner Agreement
 - Current HMIS User Agreements
- Submit all HMIS User requests for training.
- Ensure all HMIS Users complete the following training courses:
 - LMS Assigned Training Modules
 - HMIS 101/102
 - Privacy & Security Training
 - CES 101 and 102 (as applicable)
 - Required Annual Refresher
 - Workflow (by project type, as applicable)
- Attend the following additional training courses:
 - Attend at least one Agency Liaison Training per fiscal year.
 - Attend at least one Report Training per fiscal year.
- Maintain your HMIS user subscription by logging into HMIS at least once every 90 days.
- Act as the first tier of support for HMIS Users at your agency.
- Work with the HMIS Team to establish data collection, entry and quality standards for all HMIS Users at your agency.
- Demonstrate basic competency running reports for your agency such as CoC APR and data quality reports for your projects.
- Submit a quarterly CoC APR to the HMIS Lead Team; demonstrating Data Quality improvements.
- Collaborate with the HMIS Team to ensure that all HMIS Users are following the most recent version of workflows used by your agency and as updated from time to time.
- Participate in 2 or more HMIS meetings and conference calls annually.
- Actively assist and respond to HMIS Lead in a timely manner with annual reporting projects such as LSA, HIC, PIT, and SPM.
- Inform HMIS Lead Agency staff of all changes to projects and programs at least five business days prior to needed changes. This includes new projects to be implemented in HMIS.

- Provide and maintain a list of primary project contact personnel, including phone number and email address, for each project at your agency. This document should be reviewed at least annually or as changes occur.

This agreement is in effect for a period of one (1) year. Agency Liaisons are required to complete HMIS Training, Agency Liaison Training, CES Training (if applicable) and to document compliance monitoring annually, at which time a new agreement will be provided. Failure to participate in annual Training and/or maintain a current agreement may result in termination or suspension of the Agency Liaison Responsibilities.

Agency Name: _____	
By signing below, I understand and accept the role & responsibilities of Agency Liaison.	By signing below, I acknowledge the Agency Liaison role assignment for my agency.

Agency Liaison	Agency Executive Director/CEO
_____ (print name)	_____ (print name)
_____ (signature)	_____ (signature)
_____ (date)	_____ (date)