



## **DELAWARE COMMUNITY MANAGEMENT INFORMATION SYSTEM (DE-CMIS)**

### **AGENCY ADMINISTRATOR AGREEMENT**

**DE-CMIS** is a management information system that offers functionality including a standardized assessment of client needs, creation of individualized service plans, and the tracking of the utilization of housing and other services. Data entered in DE-CMIS can be used for planning purposes, including evaluating utilization of services, identifying gaps in Delaware's service continuum, and measuring outcomes and system performance.

Housing Alliance Delaware requires the authorization of at least Agency Administrator within the Agency Partner, to establish a point of contact on DE-CMIS matters and HAD's expectations of individuals assuming this role.

The signature of an Agency Partner's designated Agency Administrator on this agreement indicates acceptance of the terms set forth in this Agreement. These policies are to be followed regardless of the Agency Administrator's status as a DE-CMIS end user. This Agency Administrator Agreement must be executed by the assigned deadline for ongoing DE-CMIS participation by the Agency Administrator.

#### **I. DEFINITIONS**

"Agency Administrator" is a designated point of contact within an Agency Partner on DE-CMIS matters.

"Agency Partner" (AP) is the CMIS participating agency in this agreement.

"Client" is a consumer of services.

"Client records" is any information entered into the DE-CMIS system, including identification, personal characteristics, or circumstances of a particular client.

"End User" is an Agency Partner employee with approved access to DE-CMIS.

"Housing Alliance Delaware" (HAD) is the DE-CMIS Lead Agency.

"Project" is the file created in DE-CMIS to refer to a specific provider or program funded and/or operated by the Agency Partner, to allow for client-level data entry.

"Release of Information" (ROI) is the documentation in which client provides consent for their information to be input into DE-CMIS.

## II. **CMIS AGENCY ADMINISTRATOR OBLIGATIONS**

### **A) Adherence to DE-CMIS Policies and Procedures**

As the AP's main point of contact for DE-CMIS policies and procedures, the Agency Administrator is responsible for ensuring that major processes outlined in the CMIS Policies & Procedures Manual and Agency Partner Agreement (APA) are completed, on behalf of the AP. This includes:

- Ensuring that all DE-CMIS confidentiality, data security, and data privacy processes are followed by the AP.
- Understanding and adhering to (if applicable) the expectations outlined in the DE-CMIS User Policy Agreement.
- Understanding that if outlined policies and procedures are not the responsibility of the Agency Administrator, that responsibilities are communicated and delegated within the Agency Partner.

### **B) DE-CMIS Provider/Project Management**

- The Agency Administrator will notify HAD of new projects within ten (10) business days prior to their operational start. This is required whether a project will be CMIS-participating or not. HAD will work with the Agency Administrator on all aspects of provider setup.
- The Agency Administrator is responsible for completing a Provider Setup Form for all new projects to be set up in CMIS. The Agency Administrator may request assistance from HAD, but dates of operation and terms of grant(s) used for the project must be collected prior to provider setup.
- The Agency Administrator will notify HAD within ten (10) business days of a project's termination. HAD will work with the Agency Administrator on all aspects of provider closeout.

- The Agency Administrator will communicate with HAD of any bed or unit inventory changes within the AP's projects. At minimum, this will occur annually during the Housing Inventory Count (HIC).

### **C) DE-CMIS License and User Management**

- During HAD's license renewal process, the Agency Administrator will work with agency leadership (if applicable) to provide the number of DE-CMIS licenses needed on behalf of the AP. The number of licenses should be a relative reflection of the number of end users the AP needs for the DE-CMIS contract year. Invoicing will be based on the number of licenses requested by the AP, even if licenses are unused.
- The Agency Administrator understands that additional DE-CMIS licenses can be requested throughout the year by contacting HAD. An additional invoice may be generated to complete this request.
- The Agency Administrator will coordinate the onboarding of new CMIS end users on behalf of the AP. This process will begin by contacting HAD for a User Policy Agreement to be sent to the prospective end user.
- The Agency Administrator should proactively communicate onboarding users, as new user training is dependent on the return of a User Policy Agreement, and time is needed to complete self-paced training courses. Upon the completion of online CMIS training, a follow-up meeting is scheduled within 10 business days where end users will be approved and provided CMIS access.
- The Agency Administrator will ensure that HAD is notified within five (5) business days when a CMIS end user no longer requires a CMIS license due to separation from employment, position transfer, or change in assignment.

### **D) Oversee DE-CMIS Data Entry and Data Quality**

- The responsibility for completeness and accuracy of CMIS reports generated by HAD **is the responsibility of, and dependent upon, the accuracy and quality of the data entered by the subject Agency and its Users.**
- The Agency Administrator is responsible for checking that all projects are consistently being updated in CMIS through client Entries, Interims, and/or Exits. All data entry guidelines are outlined in the User Policy Agreement.
- Housing Alliance Delaware recommends that Agency Administrators run Data Quality Framework (DQF) or Annual Performance Report (APR) reports monthly to review data entry and data quality.

- Housing Alliance Delaware will periodically send DQFs and/or APRs to the Agency Administrator to initiate data quality review. These reports can be distributed among the AP's end users by the Agency Administrator.
- Housing Alliance Delaware may contact the Agency Administrator to address data quality errors. It is the responsibility of the Agency Administrator to respond to these inquiries, which may require contacting an end user to be involved. HAD will provide guidance to minimize future similar data errors.
- If a custom report is needed to review and/or submit an AP's data, the Agency Administrator must contact HAD with reporting needs.

III. **AGENCY ADMINISTRATOR CONFIRMATION**

The Agency Administrator must **initial each item below** to indicate their understanding and acceptance of responsibilities outlined in this Agency Administrator Agreement. Failure to uphold the responsibilities set forth below are grounds for further investigation by Housing Alliance Delaware, which can result in suspension and/or revocation of DE-CMIS access for the AP.

	I have read and understand all policies outlined in the User Policy Agreement, signed by CMIS end users at my agency.
	I understand that by signing this Agreement, I am authorizing all User Policy Agreements for my agency's end users. All signed User Policy Agreements for this contract year were approved by me before being sent to Housing Alliance Delaware.
	I understand that I am responsible for overseeing the work completed by CMIS end users at my agency, including timely, accurate, complete, and consistent data entry, and overall data quality and reporting of my agency's programs/projects in CMIS.
	I understand that I am to contact Housing Alliance Delaware for assistance should I, or any CMIS end user at my agency, need assistance with CMIS in any capacity that I cannot assist with.
	I understand that I am responsible for updating Housing Alliance Delaware with the creation or removal of CMIS logins on behalf of my agency.
	I understand that I am responsible for updating Housing Alliance Delaware with the creation or closing of projects/providers in CMIS on behalf of my agency.
	I understand that I am responsible for updating Housing Alliance Delaware with updates relating to inventory for my agency's projects/programs.
	I understand that I am responsible for data quality inquiries sent by Housing Alliance Delaware to be responded to and addressed. If data quality inquiries cannot be addressed internally, this is to be communicated to Housing Alliance Delaware for further troubleshooting.

	I understand that I am responsible for passing along CMIS-related communications and/or duties that I am not responsible for within my agency to the appropriate staff person to respond to. This includes keeping leadership (if applicable) and/or funders (if applicable) of my agency's programs if they are involved with data-related concerns.
	I understand that my agency's logins and passwords cannot be shared and are intended to be used by one staff member within my agency.
	I understand that I must immediately notify Housing Alliance Delaware if I notice or suspect any security or ethic breaches within my agency.

I understand and agree to comply with all statements listed above. **This Agreement, dated September 1, 2023, is valid until September 30, 2024**, a period of 13 months. Thereafter, the Agency Administrator Agreement will be renewed on an annual basis, beginning September 1, 2024. The Agency Administrator Agreement is considered enforced once it is signed by both the AP Agency Administrator and a DE-System Administrator at HAD.

<b>Agency Admin Signature</b>	
<b>Name (Print)</b>	
<b>Agency</b>	
<b>Date</b>	
<b>HAD Admin Signature</b>	
<b>Date Executed</b>	