

Monterey San Benito HMIS Partner Agency Technical Administrator / Security Officer Agreement

Per the Monterey and San Benito Counties Homeless Management Information System (HMIS) Policies & Procedures and the Monterey and San Benito Counties HMIS Security Standards, each HMIS Partner Agency must designate a Partner Agency Technical Administrator and a Security Officer.

The Partner Agency Technical Administrator is responsible for:

- Overseeing agency compliance with the Memorandum of Understanding and all applicable plans, forms, standards and governance documents,
- Detecting and responding to violations of any applicable HMIS plans, forms, standards and governance documents,
- Serving as the primary contact for all communication regarding the HMIS at this agency and forwarding information to all agency End Users as appropriate,
- Ensuring thorough and accurate data collection by agency End Users as specified by HMIS forms and standards,
- Providing first-level End User support,
- Managing End User licenses,
- Ensuring the agency provides and maintains adequate internet connectivity,
- Maintaining agency and program descriptor data in HMIS,
- Configuring provider preferences (assessments, referrals, services, etc.) in HMIS,
- Completing agency-level HUD reporting and/or supporting agency programs with reporting needs,
- Performing authorized imports of client data.

The Partner Agency Security Officer is responsible for:

- Conducting a thorough quarterly review of internal compliance with all applicable HMIS plans, standards and governance documents,
- Completing the Compliance Certification Checklist, and forwarding the Checklist to the HMIS Lead Agency
- Continually monitoring and maintaining security of all staff workstations used for HMIS data entry,
- Safeguarding client privacy by ensuring End User and agency compliance with confidentiality and security policies,
- Investigating potential breaches of HMIS system security and/or client confidentiality and notifying the Lead Security Officer of substantiated incidents,
- Developing and implementing procedures for managing new, retired, and compromised local system account credentials,

