



## Addendum A to UNITY Information Network Agency Partnership Agreement

This addendum to the *UNITY Information Network Agency Partnership Agreement* provides additional guidance for managing UNITY (HMIS) within each partner agency. UNITY has been successfully implemented in Hillsborough County; however, the UNITY team and partner agencies are concerned that with the continued growth of the system, the roles and responsibilities must be more explicitly defined in order to maintain clear communication between all parties involved while continuing this forward progression. This addendum provides guidance addressing the roles and responsibilities of partner agencies within the UNITY network.

### Partner Agency

Partner Agency is ultimately responsible for ensuring all users within the agency abide by all policies stated in this agreement.

Agrees to:

- Take full responsibility for data entered and for all users entering data within their agency.<sup>1</sup>
- Have active users attend update trainings and stay current with the HMIS Policies & Procedures.
- Have a designated user communicate updated HMIS information to all staff and volunteer users at their agency.
- Be responsible for maintaining all records and files for 7 years after last update.
- Be responsible for archiving or properly disposing (according to agency policy) of aging file records (anything over 7 years).
- Be responsible system cleansing when decommissioning computers that have accessed UNITY.
- Be responsible for prohibiting the transfer of data to external media (such as: cd, thumb drive, external hard drive, etc.).
- Notify the HMIS Project Administrator within 24 hours in the event of a breach of system security or client confidentiality.<sup>2</sup>
- Provide UNITY System Administrator with complete Agency Profile information.
- Abide by the agency's policies and procedures to protect hard copy PPI information generated.

<sup>1</sup>Due to the "live" aspect of the system, partner agencies must agree to consistently enter information into the HMIS database and shall strive for real-time, or close to real-time data entry. Please refer to the current Tampa/Hillsborough County Coc Data Quality Plan for the requirements for timely data entry.

<sup>2</sup>Any Agency found to have had breaches of system security and/or client confidentiality shall enter a period of probation, during which technical assistance shall be provided to help the Agency prevent further breaches. Probation shall remain in effect until the HMIS System Administrator has evaluated the Agency's security and confidentiality measures and found them compliant with the policies stated in this Agreement and the User Policy,



Responsibility Statement, and Code of Ethics Agreement. Subsequent violations of system security may result in suspension from the system.

#### Program Manager or Agency Administrator

Responsible for defining the necessary data elements as determined by their funder(s) for their particular program(s) and communicating that information to UIN. Also responsible for pulling reports and reviewing data for quality and completeness and verifying with users to determine accuracy. The agency administrator will be the Point of Contact for UNITY Information Network staff.

Agrees to:

- Program Manager or Agency Director should designate the Agency Administrator for their programs
- Notify UIN of any UNITY reporting program change
- Notify UIN of any bed inventory change
- Notify UIN of system use for non-homeless clients
- Work with UIN to determine program specific data elements
- Maintain data quality at satisfactory level (please refer to THC Coc Data Quality Plan for current standards)
- Maintain bed lists (including actual bed count and clients in beds)
- Notify UIN **IMMEDIATELY** (before end of same day) when a user is terminated or willingly leaves their position or takes a leave of absence (including maternity leave). If agency has an Agency Administrator in place, Agency Administrator is responsible for notifying UIN and disabling parting employee's UNITY ID.
- Submit special projects through Zendesk.
- Review agency technology for compliance – ensuring they meet the UNITY standards
- Notify the UIN and agency director when program is not compliant with standards
- Notify UIN of APR due dates (if applicable)
- Initiate APR assistance (if applicable)
- Generate APR periodically and verifying information (if applicable)
- Sign off and being compliant with the UNITY Privacy Notice
- Adhere to the Program Compliance Checklist (reviewed during annual site visits by System Administrator)
- Complete and pass Basic End User Training
- Act as initial UNITY contact at agency
- Reset in-house passwords and respond to other UNITY issues within their agency (Agency Administrator)
- Document UNITY issues and escalate issues to System Administrator when applicable
- Be knowledgeable of basic ServicePoint flow
- Be knowledgeable of ServicePoint set up for agency's programs
- Maintain agency/program information on provider profile page through CommunityPoint
- Update Agency News within the UNITY system
- Generate monthly data quality reports (and review with system administrator)
- Initiate data clean up with appropriate agency staff
- Notify UIN of data issues associated with monthly reports



- Maintain ROI reviews of agency
- Contacting UIN with ROI exceptions
- Administering the agency's infraction process
- Working with agency/program data entry staff to address data entry/data security issues
- Enforcing data quality and completeness as determined by funding sources

Basic Users

Basic Users will need to meet the following requirements:

- Have basic computer skills
- Be available to attend and complete the full Basic End User Training
- Have knowledge of agency/program for which they are entering data
- Have knowledge of agency privacy and confidentiality practices

*Signing this addendum indicates the agency's knowledge and agreement of the policies outlined in this Addendum.*

Agency Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Designated Agency Administrator: \_\_\_\_\_

Agency Administrator Signature: \_\_\_\_\_

Date: \_\_\_\_\_