

Alameda County Homeless Management Information System (ACHMIS)

Agency Liaison Roles and Responsibilities

The Agency Liaison is the primary point of contact (PPOC) between the ACHMIS Agency and ACHMIS Lead. The ACHMIS Lead will have a close working relationship with the Agency Liaison to validate agency requests for ACHMIS changes. Agency Liaison is expected to be the PPOC between the ACHMIS lead and the agency roles described below.

Roles:

- ✓ Coordinator for ACHMIS privacy and security, and software training.
- ✓ Coordinator for Coordinated Entry (CE) training.
- ✓ Agency data quality coordinator.
- ✓ Coordinator for configuration changes to ACHMIS software.
- ✓ Ensure agency is in compliance with U.S. Department of Housing and Urban Development (HUD) and Continuum of Care (CoC) policies and procedures.

Responsibilities:

- ✓ ACHMIS training coordinator
 - Serves as a single point of contact to request training slots from the ACHMIS Lead.
 - Ensures that staff are scheduled for, and complete, software training, initial privacy and security training, and annual privacy and security training.
 - Ensures that users are not sharing accounts and not saving passwords on their machines.
 - Notifies ACHMIS Lead of staff departures no later than the last day of employment.
 - Conducts a monthly review of user activity and requests inactivation of licenses inactive more than 90 days.
 - Requests modification of user access privileges.
 - Notifies ACHMIS Lead immediately of any breach of data security.
- ✓ CE training coordinator
 - Request training slots from the CoC CE coordinator.
 - Ensures that staff are scheduled for, and complete, annual CE training.
 - Requests modification of user licenses to facilitate CE.
- ✓ Data quality coordinator
 - Attends monthly DQ review meetings with ACHMIS Lead.
 - Prepares monthly DQ reports with drill down reports, as necessary, for discussion.
 - Analyzes DQ shortcomings to identify workflow issues, policy revisions, training needs, and technical support needs.
 - Provides, or coordinates supplemental agency training for project variations.
- ✓ Configuration coordinator
 - Coordinates with ACHMIS Lead to ensure that projects are configured correctly.
 - Reviews project configuration for changes and updates.
 - Serves as a central contact with ACHMIS Lead for periodic reporting requirements.