



HMIS Inactivity Policy

HMIS is a robust tool that helps to coordinate care, track services, and understand homelessness in Austin/Travis County. Access to this tool is vital to our work. To ensure that all HMIS licenses are being utilized to their fullest, the HMIS Inactivity Policy has been put in place.

User Inactivity:

User accounts that have not been accessed for 90 or more days will be automatically disabled and have their prior authorization invalidated, meaning the user will need to be reauthorized before they can access the system.

Procedure:

1. The HMIS Department will check for inactive profiles every quarter to coincide with the HMIS Data Quality Improvement Plan. The HMIS Department will inactive the profile and notify the user and Agency Admin of the steps to re-activate the profile or if it should be deleted.
2. For accounts inactive for more than 90 days, HMIS Agency Admin must contact the HMIS Help Desk on behalf of a user whose account has been disabled after 90 days of inactivity if the Participating Agency wishes to reactivate the account. These re-authorized users will then need to take the HMIS Basic User Certification Test. Users have the option to attend New User Training if desired.
3. After completion and passing grade of the HMIS Basic User Certification Test, the HMIS User's profile will be activated. If the user does not complete the HMIS Basic User Certification Test, within the allotted time, the user must attend HMIS New User Training again.
4. Users and Agency Admin are responsible for completing the steps above. ECHO nor the HMIS Department will be responsible for your users completing those steps. Any communication about user licenses, relicensing, or the certification test must go through the HMIS HelpDesk.