



## HMIS User Licensing Procedure

### Uniform Distribution Method

All inquiries regarding HMIS user licenses are directed to the Human Services website, [www.spokanehumanservices.org](http://www.spokanehumanservices.org) where the link for the HMIS License Request form, the HMIS License Request Instructions, and HMIS Licensing Procedure, are located.

### Eligibility for Consideration

All HMIS User License Requests must meet the following criteria: (1) use the HMIS License Request form, (2) be correctly completed, (3) be submitted, mail and/or email acceptable mediums, to the City Human Services Department's Human Services Manager, George Dahl ([gdahl@spokanecity.org](mailto:gdahl@spokanecity.org)), at 808 W Spokane Falls Blvd, Spokane, WA 99201-3333, (4) bear an original signature of an authorized signing authority of the requesting agency.

### Approval Process

When received by the City Human Services Department, HMIS License Request forms are routed to the Human Services Manager, or designee, for an analysis of the agency's request. An HMIS Coordinator will conduct an in-depth analysis of the agency's HMIS usage patterns. (Usage patterns are defined as the number of logins on a monthly basis by existing agency staff and the number of updated or new records created by users.)

All license requests are reviewed at the next available Department HMIS Team meeting. If the Human Services Manager, or designee, determines that the license change requested is granted, the form is routed to an HMIS Coordinator to setup the account in HMIS. If the Human Services Manager, or designee, determines that the change requested is denied, written notification denoting the decision is provided by mail or email to the requesting agency. A copy of this correspondence is maintained onsite at the City of Spokane Human Services Department.

### HMIS Licensing Process

The HMIS Coordinator e-mails the user, copying the supervisor, confirming the determination of the Human Services Manager. If adding a new user, the HMIS User Agreement is attached to the e-mail. The HMIS Coordinator also provides the dates for the monthly HMIS user training. If the license request is for a new user, the user must attend the earliest monthly training session available.

Once the new user has completed training and the HMIS User Agreement has been received by the City Human Services Department the HMIS Coordinator creates the user account in HMIS and sends a confirmation e-mail to the user, copying the supervisor, confirming the effective date of the change, the new User ID, and the temporary password. **The new user must login to HMIS and create a unique password within one business day from receipt of account information.**

**Fiscal Verification**

The Accountant initials and dates the HMIS User License Request form before forwarding it to the Department Administrative Assistant.

**Recordkeeping**

An HMIS Coordinator or the Department Administrative Assistant files the HMIS User License Request into a permanent agency file and initials and dates the form when doing so.