

2024 ADOH HMIS User Fees

The fee structure outlined below is the investment needed by agencies to pay the software cost of the HMIS contract for Balance of State (BOS). The BOS HMIS program is committed to drive and inspire data-informed change to improve homeless systems.

Reminder: this is the dollar amount which will be invoiced ANNUALLY to your agency. There is no reduction in the number of licenses for your agency once your request for licenses is completed.

Agency Access Fee

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| • Tier 1- HUD COC/ESG/CDBG programs | \$250 |
| • Tier 2- AHCCCS Health Plans, SSVF/VA, PATH, YOUTH, DES, DDD | \$2500 |
| • Tier 3- Health Homes/MCOs | \$1000 |
| • Tier 4- Non CoC Agencies | \$350 |
| • Tier 5- Small non-profits/Access Points | \$150 |

If an agency would like to purchase additional HMIS licenses they may do so at the additional costs listed below.

- The Access Fee as listed in the Tier scale above will be charged to all agencies regardless of the number of licenses each agency has.
- If agencies have more than one agency type/project type, the highest cost will be used
- Each agency will be charged this fee annually but only once across all projects
- The Access Fee will provide the basic level of service outlined in the partnership agreement:
 - 24/7 access to HMIS
 - Webinars & Online Trainings
 - Help Desk Assistance via web portal and phone during business hours

Access and license fees will be established each year based on the ADOH/Wellsky contract rate. HMIS licenses fees will also be charged annually.

- The User license fee is \$230.00, non-refundable and not pro-rated
- The ART license fee is \$98.00, non-refundable and not pro-rated

Additional Services Fees:

- Agencies will be allocated 1 hour of customization per user to be used for custom reporting, custom training or custom program setup. Requests which exceed this allocation may be contracted separately as outlined below.
- Services or data requests that require specific project planning can be contracted separately at a rate of \$150 per hour. This may be charged to HMIS-participating or non-participating entities. Projects cleared through the CoC MOU Process are exempt from this requirement.

Payment Terms: Payment is due at the time the invoice is provided. Invoices/ purchase orders not paid after 45 days of the invoice date may result in removal of access to the HMIS system until payment arrangements are made.