

HMIS Agency Administrator Training

Raleigh/Wake County



HMIS Agency Administrator Overview

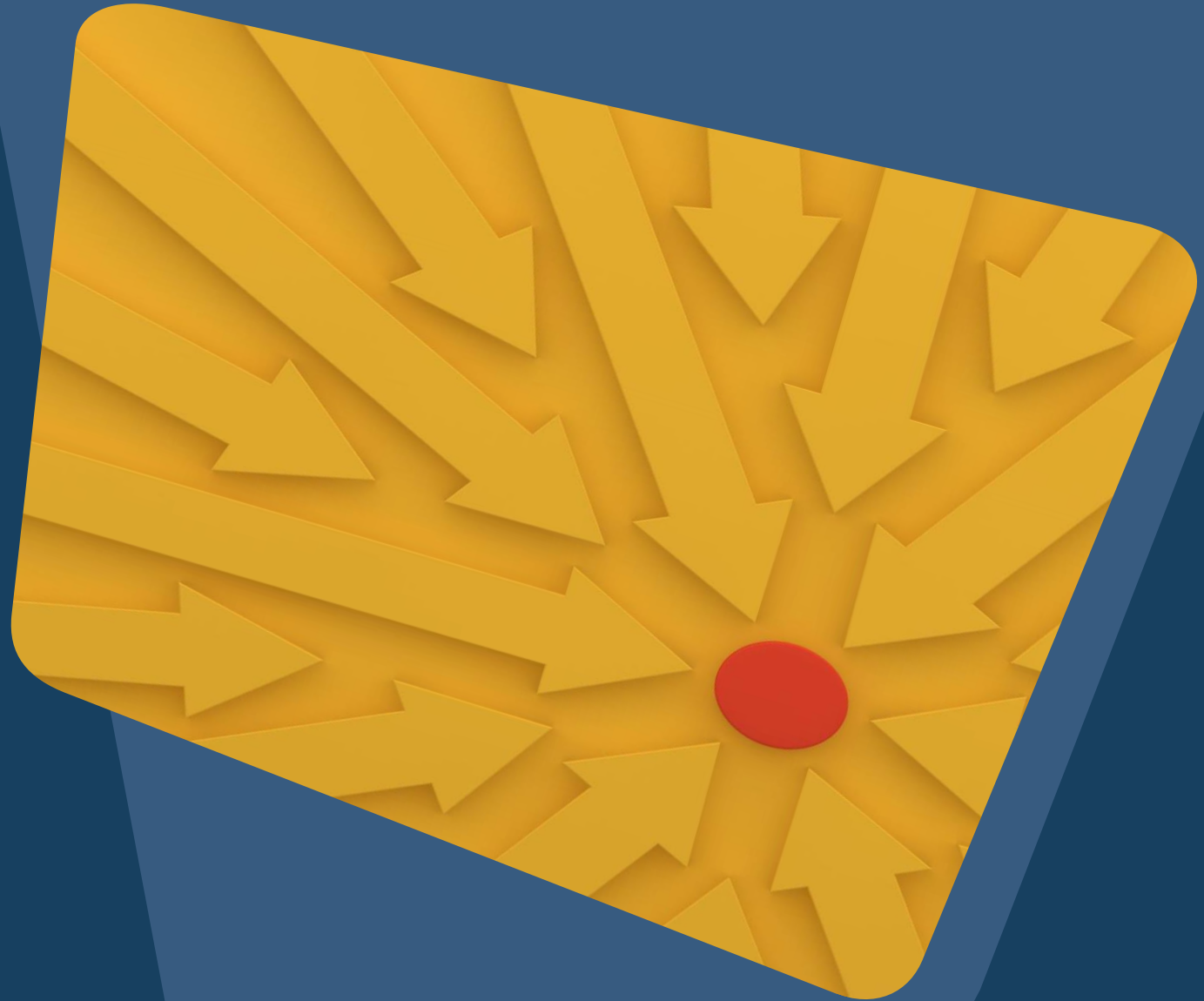
- Your Agency Administrator role between your agency, Raleigh/Wake County HMIS, and Bitfocus.
- Expectations around communication in this role.
- Expectations around data quality for your agency.



Goals

By the end of this training, you will:

- Be familiar with the responsibilities and expectations of the Agency Administrator Role
- Understand your role in relation to your agency, HMIS System Administration, and CoC
- Know the resources available to support you in this role.



AGENCY Administrator:

- Each Agency that participates in HMIS must designate an Agency Administrator.
- Liaison between the agency, the Bitfocus, and Raleigh/Wake CoC HMIS Team.
- May have additional responsibilities (Ex: Privacy and Security, Data Quality, etc.)

What is an
Agency
Administrator?

Agency Administrator: Roles and Responsibilities



Communication and Updates

Providing important information about your agency to your Bitfocus team

Issues related to your agency's HMIS data quality

Training opportunities related to HMIS

Changes that impact workflow/data collection

HUD releases new data standards

CoC leadership implements new features in Clarity Human Services or changes HMIS-related policies

Funder-related data collection

Some of the topics the Agency Administrator and the HMIS team will be in communication for are...

Data Quality

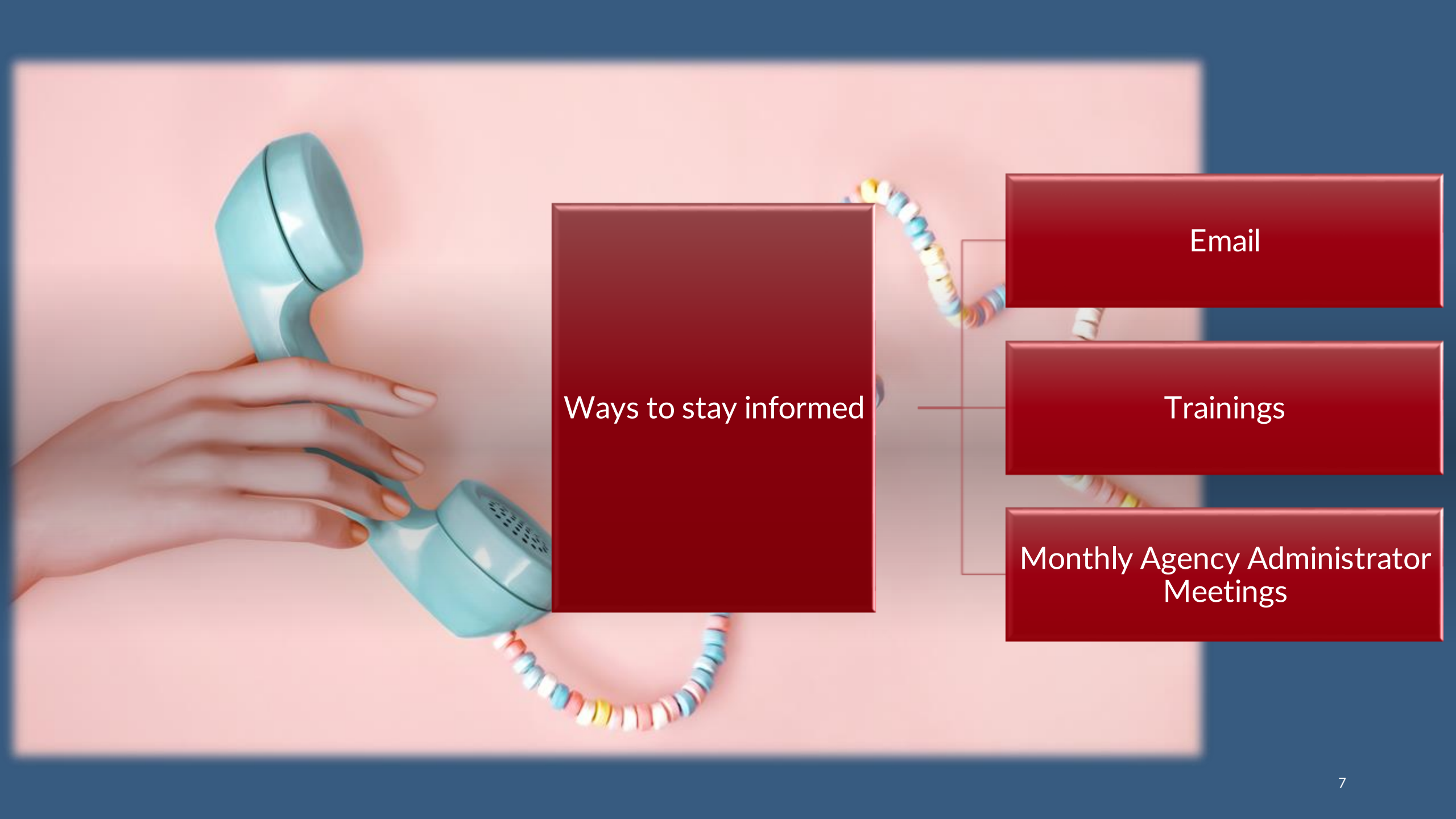
- Missing Data
- Data Entered Incorrectly
- Data that conflicts with other data in the system
- Data that doesn't comply with HUD or other funder expectations

User Issues

- New User Accounts
- Changes to access in the system
- Deactivating staff no longer at your agency

Training Opportunities

- Invitations for training opportunities with information about expected attendance.



Ways to stay informed

Email

Trainings

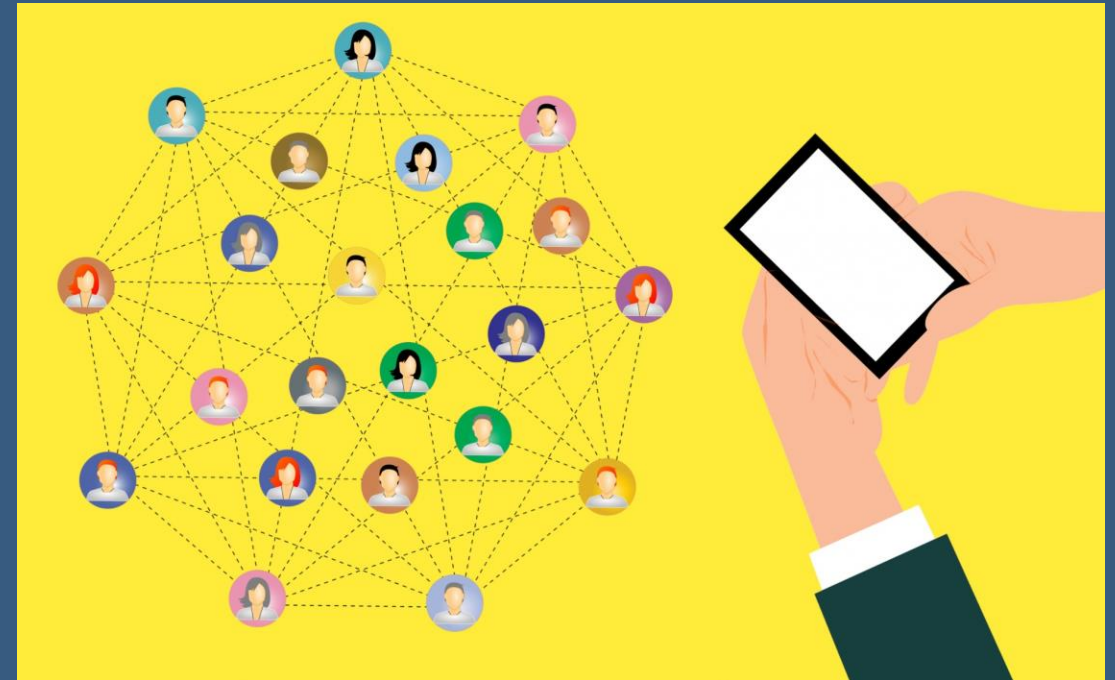
Monthly Agency Administrator Meetings

Agency Administrator Expectations

Take action on the information you receive.

Share information with relevant staff at your agency staff

Inform your staff about what they need to do.



Resources

- Raleigh/Wake County Website:
 - Wake.bitfocus.com
- Bitfocus
 - Email: support@bitfocus.com
 - 800.594.9854 x2
- Clarity HMIS
 - Chat Icon:

