

Agency Admin. Lead (TA) Useful Resources

This document is to serve as a resource to assist in the navigation of the many roles that entail an Agency Admin. Lead.

Please note items in RED have embedded links.



**Help
Desk**

Using the Helpdesk

When in doubt the Helpdesk is your go to.

sccsupport@bitfocus.com

- New User Access
- User Deactivation
- Assistance in locating Forms/Documents
- Confirming completion of Training
- Upcoming Trainings/Webinars/Events
- General "How To?" Questions

IF THE HELPDESK CANNOT ASSIST YOU, THEY WILL LEAD YOU IN THE RIGHT DIRECTION.

New User? Here's what to do next

New User

1 End User to Complete Required Training

- a) Clarity General Training (online)
- b) SCC HMIS Annual Client Consent Training (online)
- c) SCC VI-SPDAT Training (in-person)

[Click here for Training Registration page](#)

2 Agency Lead Must Contact the Helpdesk

- a) Ensure user has completed required training before requesting user HMIS access
- b) User will be contacted by Helpdesk with login information and next steps
- c) Users who do not login within 90 Days will have their access disabled

3 Deactivation of a User

When a user no longer requires access to HMIS please notify the Helpdesk within 48 hours

PLEASE NOTE AN END USER CANNOT REQUEST THEIR OWN ACCESS; ACCESS MUST BE REQUESTED BY AGENCY LEAD ONLY.

Required Agency Admin. Meetings

WHEN: The first Thursday of the month (excluding holidays)

WHERE: Varying locations, but you will receive updated information prior to the meeting; refer to the [scc.hmis.cc](#) website for details

WHY: **Discussions** around changes that impact workflow and/ or data collection (HUD or otherwise)

Training opportunities related to HMIS

Issues related to your agency's **HMIS Data**

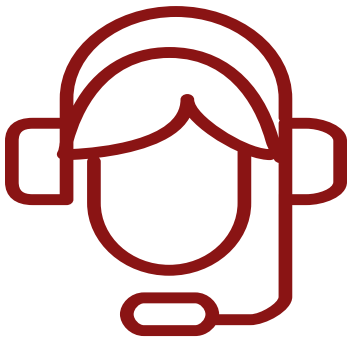
Issues and/or questions with **End Users** at your agency

PLEASE NOTE THAT YOU ARE REQUIRED TO ATTEND 7 OUT 11 IN-PERSON MEETINGS PER CALENDAR YEAR.

Monthly Meetings

Be in the Know

You are the *liaison* for all things HMIS
You will receive communication from **Bitfocus** to share with your staff
You should share information about your agency/staff with your **Bitfocus Team**



Communication

How You'll Hear from Us

- Monthly Agency Admin. Meetings
- Articles in monthly Newsletters
- **Emails from:**
[scc-admin@bitfocus.com]
[sccsupport@bitfocus.com]
[Bitfocus SCC HMIS]
[SCC CoC]
- Upcoming Trainings and/or Office Hours



Technical Admin., Security Officer Agreement & MOU

Agreements

Technical Admin. Agreement

Security Officer Agreement

Partner Agency Privacy & Data Sharing Agreement (MOU)

Pursuant to the SCC HMIS Standard Operating Procedures each HMIS Partner Agency must designate a TA.

Please ensure we have a TA agreement that is up to date and reflects the correct TA for your agency. Please note SCC permits more than one TA per agency.

The designated TA should use HMIS on a regular basis.

Pursuant to the [SCC HMIS Standard Operating Procedures](#) each HMIS Partner Agency must designate a SO.

Please ensure that for your agency we have a SO agreement that is up to date and reflects the correct SO. Please note that in some instances the TA and SO are the same person.

It is the responsibility of the SO to complete and submit the [Security Officer Quarterly Compliance Checklist](#).

The designated SO should use HMIS on a regular basis.

The Santa Clara County Homeless Management Information System ("SCC HMIS") is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness in Santa Clara County.

An agreement should be filed and submitted for record keeping. If you are unsure if your agency has completed an MOU please contact the Helpdesk for assistance.

Program Set-Up

Want a New Program? Here's what to do next...

1

The request to add a program must come from the Agency Lead and will need to be approved by SCC OSH.

2

Be sure to fill in the [New Program Request Form](#) located on the scc.bitfocus.com website under [Forms & Manuals](#) (links embedded here).

3

Upon receipt of the form, someone from the **Bitfocus** System Administration Team will contact you with next steps and/or completion of set-up.

4

On your end be sure to review the program set-up is as you requested. Be sure to notify us of any changes and/or updates that should be made.

*PLEASE NOTE IT IS IMPORTANT TO LET US KNOW OF ANY UPDATES THAT OCCUR TO
NEW AND/OR EXISTING PROGRAMS*

Data Quality

Data Quality Roles & Responsibilities

Data quality is a term that refers to the reliability and validity of client-level data in HMIS. It is measured by the extent to which data in the system reflects actual information in the real world. With good data quality, a Continuum of Care can accurately tell its story of the individuals and families it serves.

Agencies will take primary responsibility for entering, verifying, and correcting data entry:

- Agency staff will measure completeness by running APRs and other reports, then distribute those reports to staff tasked with improving data completeness
- It is the responsibility of Agency management to ensure staff tasked with correcting data quality issues do so in a timely manner.

Learn more about data standards by reviewing the [Continuous Data Quality Improvement Process](#) found on the scc.bitfocus.com website.

TOP 6 Reports to Use when doing DQ Checks

- [\[HUDX-227\] Annual Performance Report](#)
- [\[HUDX-225\] HMIS Data Quality Report](#)
- [\[DQXX-110\] Duplicate Clients](#)
- [\[DQXX-103\] Monthly Staff Report](#)
- [\[DQXX-102\] Program Data Review](#)
- [\[GNRL-220\] Program Details Report](#)

DQ Done Right!

PLEASE NOTE AS A COURTESY BITFOCUS SYS. ADMIN. WILL SEND THE [HUDX-225] REPORT ON A QUARTERLY BASIS

Useful Resources

Resources

Sometimes knowing where to start can be overwhelming.
Here are some useful resources to get you started.

WEBSITES

[County of Santa Clara Office of Supportive Housing](#)

[Santa Clara County HMIS](#)

[Bitfocus Help](#)

[Clarity Human Services HMIS Login](#)

EMAILS

Helpdesk

sccsupport@bitfocus.com

**Bitfocus System Admin.
Team**

scc-admin@bitfocus.com

DOCUMENTS

[Responsibilities of the Agency Lead Role](#)

[Technical Admin. Agreement](#)

[SCC ROI](#)

[Electronic End User Agreement](#)

AGENCY ADMIN. SPECIFIC

[Click here to be redirected to SCC HMIS website Tab specifically catered to Agency Admin. Leads](#)

