Agency Leads Info Sheet

What am I responsible for as HMIS Agency Lead?

- Signing and understanding the [Technical Administrator and Security Officer Agreement](#)
- Overseeing and coordinating HMIS related activities at your agency
- Ensuring your agency's compliance with HUD and King County HMIS standards and policies
- Communicating with the System Administration team at Bitfocus
- Approving and monitoring access to HMIS by your agency's staff

What does the HMIS Agency Lead do?

Approve and train staff to use HMIS

When someone in your agency needs to begin using HMIS, you need to contact the Help Desk to let them know that the staff person is authorized to get an account. As follow up to your staff taking the required General Training and Privacy & Security Training, you must ensure that they understand how to access and use HMIS according to all policies and procedures, including obtaining client consent, collecting data via your agency's forms, and/or entering and reviewing HMIS data.

Distribute communications from Bitfocus to staff

Bitfocus will email you when data needs to be corrected or when we have questions about your agency's HMIS data. You need to make sure the right people in your organization get the message and respond in a timely way.

Help get training and TA as needed

Make sure all of your staff know about the training and technical assistance resources available to them. If you see a need, encourage users to make use of resources or reach out to Bitfocus to arrange 1:1 assistance for your agency.

Where can I find resources to help with my role?

- Clarity Human Services **General Training** (HMIS users may take this as often as they like)
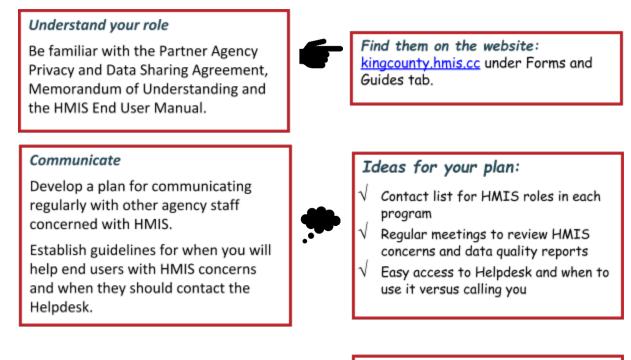 - King County HMIS [Website](#)

    Find HMIS agreements, User Manual, report guides, and printable client forms

    Find resources on the Training tab, including FAQ videos and recordings of past trainings
- Clarity **Help Portal**: Step-by step instructions on using Clarity HS

Who should I ask if I have questions?

The Helpdesk is always the best place to start. If helpdesk staff can't answer your question, they can direct you to the appropriate system administration team member.

Understand your role

Be familiar with the Partner Agency Privacy and Data Sharing Agreement, Memorandum of Understanding and the HMIS End User Manual.

Find them on the website:
kingcounty.hmis.cc under Forms and Guides tab.

Communicate

Develop a plan for communicating regularly with other agency staff concerned with HMIS.

Establish guidelines for when you will help end users with HMIS concerns and when they should contact the Helpdesk.

Ideas for your plan:

√ Contact list for HMIS roles in each program

√ Regular meetings to review HMIS concerns and data quality reports

√ Easy access to Helpdesk and when to use it versus calling you

How often will you run data quality reports?

How will you check reports with program HMIS staff/program managers?

How will you determine staff training/TA needs?

Monitor

Develop a plan for monitoring your agency's data quality.

Best Practices for the HMIS Agency Lead Role

Be an HMIS leader

Be positive about your Agency's participation in HMIS and offer advice and assistance to staff in collecting and entering data correctly. Share reports with your agency's users and program managers to make sure they use data from the system that is helpful in managing and improving services. As the Agency Lead, you can help make sure HMIS data is complete and accurate and that it gets used to support high quality, effective services for your clients.