



HMIS Agency Lead Useful Resources

This document is to serve as a resource to assist in the navigation of the many roles that entail an HMIS Agency Lead. Please note there are embedded links in the items in **RED**.

Using the Helpdesk

When in doubt the Helpdesk is your go to.

kcsupport@bitfocus.com

**Help
Desk**

- 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

New User? Here's what to do next

1

End User to Complete Required Training

- a) Clarity General Training (online)
- b) HMIS Privacy and Security Training (online)

[Click here for Training Registration page](#)

2

HMIS 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 180 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.

Quarterly Meetings

HMIS Agency Lead Meetings

WHEN: First Month of the Quarter (near end of month)

WHERE: Varying locations, but you will receive updated information prior to the meeting

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

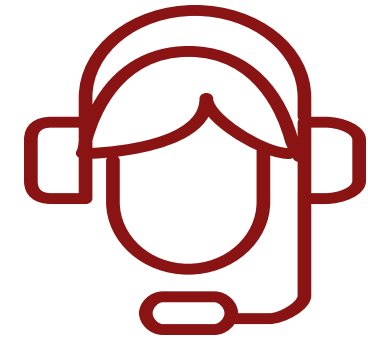
Training opportunities related to HMIS

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

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

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

- Quarterly HMIS Agency Lead Meetings
- Articles in monthly Newsletters
- **Emails from:**
[kc-admin@bitfocus.com]
[kcsupport@bitfocus.com]
- Upcoming Trainings and/or Office Hours



Technical Admin., Security Officer Agreement & MOU

Agreements

Technical Admin. Agreement

Pursuant to the HMIS Standard Operating Policies and the HMIS Security Plan, each HMIS Partner Agency must designate a technical administrator, also referred to as the HMIS Agency Lead, (the “Partner Agency Technical Administrator”) and a security officer (the “Partner Agency Security Officer”) to fulfill the responsibilities enumerated below. Furthermore, the Partner Agency Technical Administrator and the Security Officer may be the same person.

Security Officer Agreement

Pursuant to the **King County HMIS Standard Operating Policies** each HMIS Partner Agency must designate a SO.

These Standard Operating Policies (“SOPs”) outline the foundation for system security including the policy for access to the system, the data for export, import or data analysis needs, and physical system access, as well as the procedures for maintaining the system and data integrity.

It is the responsibility of the SO to complete and submit the **King County HMIS Semi-Annual Compliance Certification Checklist (2019)**.

Partner Agency Privacy & Data Sharing Agreement (MOU)

The Homeless Management Information System (“HMIS”) is a shared database and software application which confidentially collects, uses, and shares client-level information related to homelessness.

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.

Data Quality Roles & Responsibilities

Data Quality

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 the story of the individuals and families it serves.

In order to ensure that agencies and HMIS users have the tools necessary to address data quality issues as efficiently as possible, King County and Bitfocus HMIS System Administration staff provide a range of support resources.

Learn more about data standards by reviewing the **HMIS Continuous Data Quality Improvement Plan** found on the kingcounty.hmis.cc website or by selecting [here](#) to be redirected to the document.

TOP 3 Reports to Use when doing DQ Checks

- [GNRL-106] Program Roster
- [GNRL-220] Program Details Report
- [HUDX-225] HMIS Data Quality

Report

DQ Done Right!



TOP 3 Data Analysis Tab

- Data Quality Dashboard
- Missing ROI*
- Abandoned Enrollments*
- Duplicate Enrollments*

*State of Washington/King County Dashboards

Data Best Practices

Best Practices

- Create a plan and schedule
- Review Reports regularly with staff
- Do data collectors understand paper forms and data collection requirements?
- Do program managers see inaccurate data in reports?
- Identify most common data issues. Review reports for these errors frequently
- Fix errors as soon as you find them
- Make sure users know to call you or the help desk promptly when there is a data question or need

Components of Data Quality

- **Completeness:** HUD HMIS data standards expect no null (missing) data for required data elements, and “Don’t Know” or “Refused” responses should not exceed 5 percent
- **Timeliness:** In order to ensure that system-wide data is as accurate as possible, all Universal Data Elements and Program-specific Data Elements should be entered according to the following timeliness standards
- **Accuracy:** In order for data to be accurate, the data value must be the right value and must be represented in a consistent and unambiguous form
- **Consistency:** At the CoC level, data are reviewed regularly, and issues are identified for follow up

Useful Resources

Resources

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

WEBSITES

King County HMIS Webpage

FAQ Recorded Trainings

Topic Specific Recorded Trainings

Bitfocus Help Center

EMAILS

HMIS Helpdesk

Help Center

DOCUMENTS

**King County Continuous
Data Quality Improvement
Plan**

NEWSLETTERS

*Stay in the know. Reach out if
not receiving the Monthly
HMIS Newsletter*

kc-admin@bitfocus.com

