



Responsibilities of the Agency Lead Role

Serve as a liaison between the Bitfocus Help Desk, System Administration Teams & Relevant CoC Staff

Communication

Receive communication from Bitfocus and share with appropriate agency staff in a timely manner.

- Workflow & Process Change
- Data Quality Issues
- Available Resources & Trainings, etc.



Provide Important information to the Bitfocus team in a timely manner

- New staff needing access to Clarity Human Services
- User Accounts needing to be inactivated in Clarity Human Services
- Bitfocus Help Desk tickets needing responses
- Project Information Updates, etc.

Security Officer

If Security Officer, ensure your agency is following HMIS and CoC policies around privacy and security.

- Ensure users complete Annual Privacy & Security Policy Training
- Coordinate Annual Security Audits with System Administrator team



- Notify System Administrator team of data misuse, data breaches, and other security and privacy concerns



Email: sccsupport@bitfocus.com
Phone: (408) 596- 5866, Ext. 2

Data Quality

Resolve agencies data quality issues.

- Ensure agency programs comply with HUD, other federal partner, and local data collection requirements
- Address common data quality issues in your agency's data
- Determine and/or communicate which agency staff need access to Clarity Human Services data analysis tools
- Ensure agency staff are familiar with the reports in Clarity Human Services Report Library that provide data they need.



Available Resources

- [SCC CoC Continuous Data Quality Improvement Process](#)
- [County of Santa Clara Office of Supportive Housing Website](#)
- [SCC HMIS Website](#)
- [Schedule a Training](#)
- [Upcoming Agency Leads Meetings](#)