

Agency Administrator Roles & Responsibilities



NC COALITION to end
HOMELESSNESS

Presentation Agenda

By the end, attendees will be able to understand:

- ✓ The overall role of an Agency Admin
- ✓ Point of Contact Responsibilities
- ✓ Privacy Protection
- ✓ Reporting
- ✓ Additional Resources





General Responsibilities

What does being an Agency Admin Mean?

Agency Admins are the main person(s) overseeing and managing data entered by the Agency

Some main responsibilities include:

- Point of Contact
- User Management
- Privacy & Security
- Reporting
- System Updates Meeting Attendance

Your Agency can have multiple Agency Admin's!

What does it mean to be the Point of Contact?

Main contact between the Agency and Data Center for the following:

- When a user needs a role change/additional training/inactivation
 - [License Request Form](#)
 - [Inactivation Request Form](#)
- Adding another agency Admin
 - Needs approval by Executive Director/Leadership
- When errors are found during routine data quality checks
- During Federal Reporting seasons
- Project Closures/[New Project Requests](#)



Privacy & Security

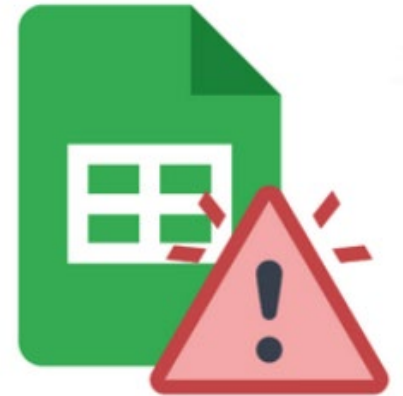
What can you do to protect privacy online?

Privacy in all forms is critical to ensuring sensitive data is protected



- Recognize what falls under PII
- Encrypted Emails
- Unique Passwords
- Utilizing private WIFI networks
- Report Privacy breaches
- Sharing Agreements or MOUs
- Only give information on a Need-to-Know Basis

**GOOGLE SHEETS
ARE NOT SECURE**



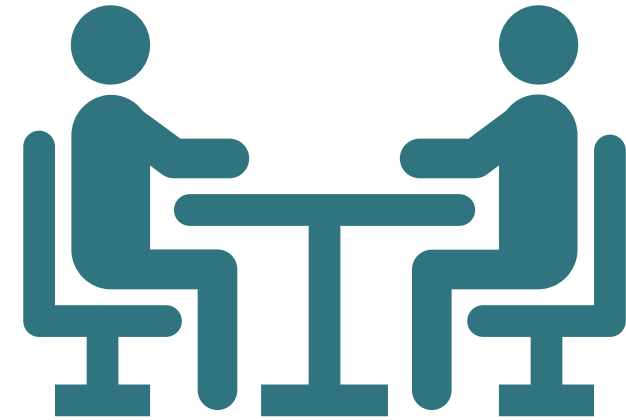
**DON'T PUT CLIENT'S PERSONALLY
IDENTIFYING INFORMATION IN GOOGLE APPS!**



NCCEH

What can you do to protect privacy IRL?

- Ensure [Privacy Sign](#) is posted publicly
- Have [Privacy Notice](#) readily available
- Intakes in a public vs private place
- Utilize the [ROI script](#)
- File and Lock Physical PII Documents
- Only give information on a Need-to-Know Basis



Data Monitoring

Agency Admins are responsible year-round to monitor their data

- Relay information from System Updates to your team
 - Monthly
- Yearly Privacy & Security Training
 - Every year in September. Will need to sign the User Agreement & Ethical Standards Document
- Maintain Data Quality Standards as noted in the Data Quality Plan
 - Quarterly Submissions of A020 required!
- Support Federal Report submissions
 - System Performance Measures + Longitudinal System Analysis corrections November
 - Point in Time and Housing Inventory Count February



Reporting

Required Reporting

Throughout the year we will require a few reports to be submitted. Some of these reports will be required by HUD and others will be required for Data Quality Monitoring

PIT/HIC

One-day unduplicated count of sheltered and unsheltered homeless individuals and families in the country every year in January.

A020 Data Quality Monitoring Report

Quarterly reports assesses HMIS data for timeliness, completeness, accuracy, and consistency.

LSA/SPM

Every year in November agencies report on length of stay, recidivism, homeless service utilization, changes in income, first time homeless, and permanent housing retention/exit rates in the system.



Monthly Reporting

These reports are not required to be submitted but are helpful in ensuring your data is being continuously monitored on a monthly basis

CAPER/APR

Project performance & the impact on overall system performance

A020 Data Quality Monitoring Report

This report assesses HMIS data for timeliness, completeness, accuracy, and consistency.

EVA

Helps to assess the accuracy and completeness of the data collected within HMIS and understand flow and performance

Additional Helpful Reports

Reports that can provide deeper understanding of data or changes within your projects

REMINDER

- Some reports may have PII included! Check and block out unnecessary information before sharing

Audit Report

Only available to Agency Admins. Provides an Audit Trail of changes within a client record

System Performance Measures – Dashboard Report

Only available to Agency Admins. Provides a system wide view of community performance.

Additional Resources for Agency Admins

- [Agency Admin Tips, Tricks, and Knowledge](#)
- [Agency Admin: Managing Agency Users](#)
- [Using BusinessObjects 101](#)
- [HMIS Operating Policies and Procedures](#)
- [Bed & Unit Inventory Guide](#)

Check [ZenGuide](#) for additional resources (105 articles and counting!)



Questions?