



# **Data Advisory Committee**

# Clarity Connect 2022 Debrief

- **System Administration**
- Coordinated Entry Strategic Thinking
- Data Quality 365
- Referrals
- LSA
- Street Outreach
- APIs
- Bed and Unit Inventory

# DAC Recommendations

The DAC recommends the Governance Board request the Collaborative Applicant/System Administrator/HMIS Lead to implement the following items immediately.

- NC-507 CoC Charter: Data Advisory Responsibilities:
- Our Process

# System Administration 101 R&R: System Set Up



Responsibility	DAC Priority	DAC Recommendations
Instance Configuration (Ensuring all pages align and meet the needs of each agency and program)	High	Share System Settings with Data Advisory Committee (see below for additional set-up recommendations)
Adhere to federal and local reporting requirements.	Medium	Contingent upon system, agency, project, services, assessment set up.
Releases of Information	Complete	
User Agreements	Complete	
Coordinated Entry Settings	High	System Administrator facilitation of community discussion and decision making to establish CE, Referral, and Community Queue Settings
Agency Setup	Inconclusive: High	A full audit of all agency, project, service, and assessment set up for each agency.  Discussion, plan and timeline for finalizing all settings and workflows.
Project Setup	Inconclusive: High	
Services Setup	Inconclusive: High	
Assessments Setup	Inconclusive: High	
Other System Settings	Complete	
Auto-log out	Complete	
Password reset rules	Complete	

# System Administration

R&R: Training

Responsibility	DAC Priority	DAC Recommendation
New User Training	High	<p>Current trainings are insufficient. Need:</p> <ul style="list-style-type: none"> <li>• Learning Management Software</li> <li>• User Guides</li> <li>• Short- Structured Video training</li> <li>• Live trainings at least once a month</li> </ul>
Refresher Trainings		
Security and Confidentiality Policies	High	<p>Currently do not have an HMIS Privacy Policy applicable to Clarity. Presents significant liability associated with data sharing and potential data breaches.</p> <p><b>HMIS LEAD REQUIREMENT</b></p>
Reporting	Medium/High	<p>Agencies can improve data oversight and alleviate sys admin burden by understanding how to run reports and correct data.</p>

# System Administration

## R&R: Data Quality Plan

Responsibility	DAC Priority	DAC Recommendations
Develop a Data Quality Plan	High	A written Data Quality Plan that sets expectations for data collection is critical to improved local and federal reporting.  Monitoring and Outreach should occur all year round following the establishment of a DQ Plan.
Conduct ongoing monitoring	Medium/Low	
Conduct agency outreach	Medium/Low	

# System Administration



## R&R: Technical Support

Responsibility	DAC Priority	DAC Recommendations
Process Development <ul style="list-style-type: none"><li>▪Escalation protocols</li><li>▪Response time</li><li>▪Process improvement</li></ul>	Inconclusive: High	Unclear expectations regarding response times, protocols for complex requests, and feedback for technical support improvement.
Platform for support requests <ul style="list-style-type: none"><li>▪App</li><li>▪Emails/Calls</li><li>▪Expected response time</li></ul>	Close to complete	Happyfox platform for support ticket requests.  Set clear expectations for response times and ticket resolution
Provide personalized technical support	Inconclusive: Medium/High	Varying degrees of success and satisfaction by agency or program.  Determine a method to evaluate efficacy of technical support,.

# System Administration

## R&R: Calendar of Events

Responsibilities	DAC Priority	DAC Recommendations
Reporting Deadlines	High	<p>We understand Reporting Deadlines for HUD reports are approximate.</p> <p>Reporting Deadlines specific to agency and project responsibilities is a high priority.</p>
Training dates	Medium	
Monitoring and Data Correction	Medium	



# Summary

- **HIGH Priorities:**

- Instance Configuration (Ensuring all pages align and meet the needs of each agency and program)
- System Administrator facilitation of community discussion and decision making to establish CE, Referral, and Community Queue Settings
- A full audit of all agency, project, service, and assessment set up for each agency discussion, plan and timeline for finalizing all settings and workflows.
- Training: Learning Management Software, User Guides, Short- Structured Video training, live trainings at least once a month
- HMIS Privacy Policy applicable to Clarity.
- A written Data Quality Plan that sets expectations for data collection is critical to improved local and federal reporting.
- Unclear expectations regarding response times, protocols for complex requests, and feedback for technical support improvement.
- Reporting Deadlines specific to agency and project responsibilities is a high priority.