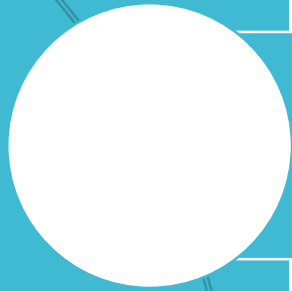


# The Planning Council

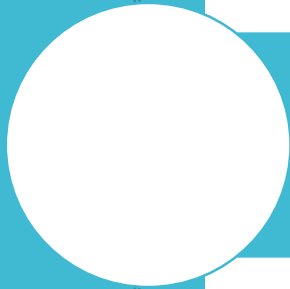
## Data Team

Values, Goals, and Structure

Values



Professionalism



Courtesy

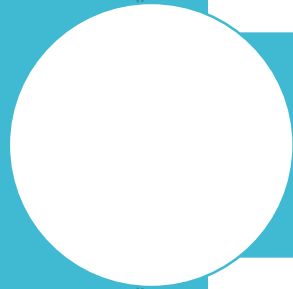


Integrity

Goals



Compliance



Customer Service



Confidentiality

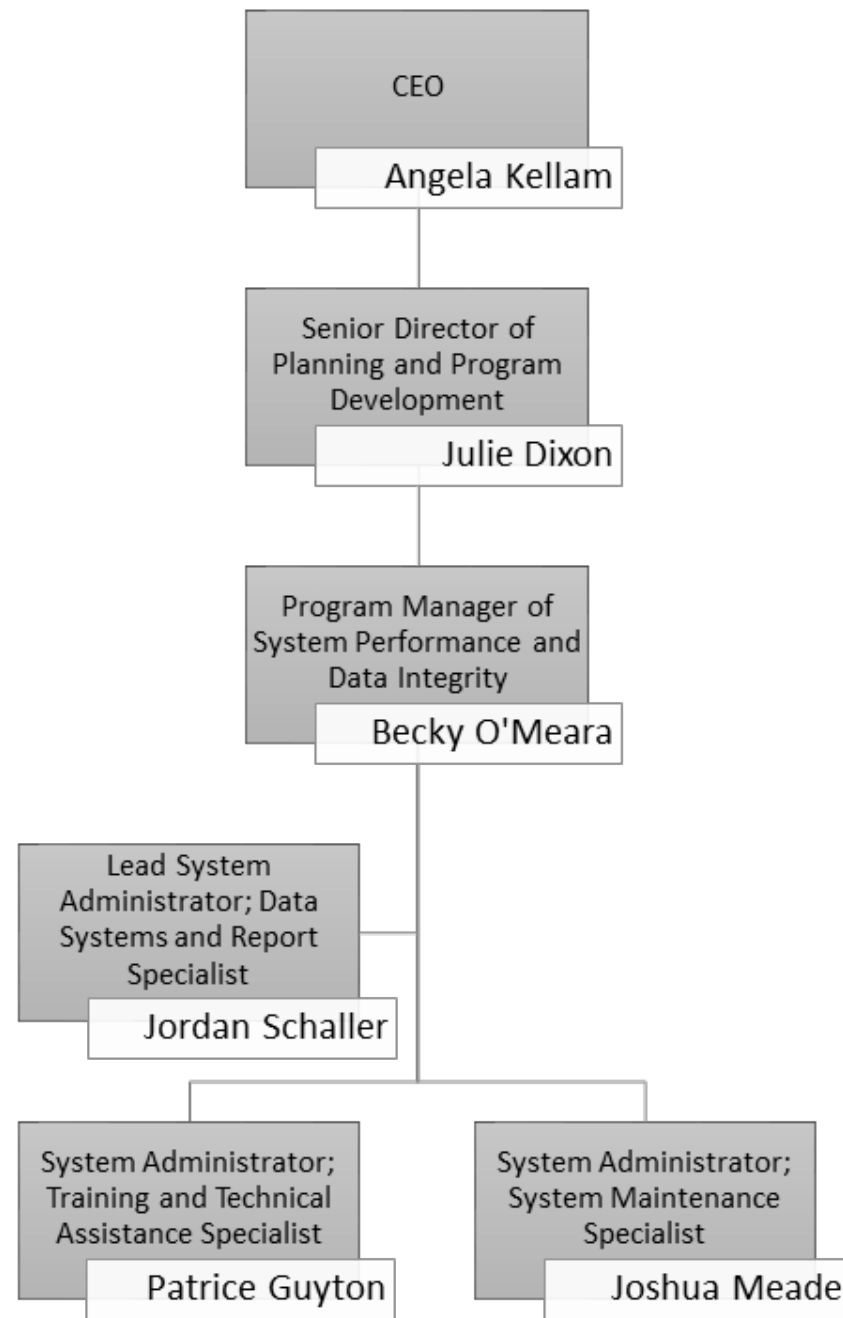
## Data Team tools

- Clearly defined structure and roles
- SMART Goals
- Project Management tools

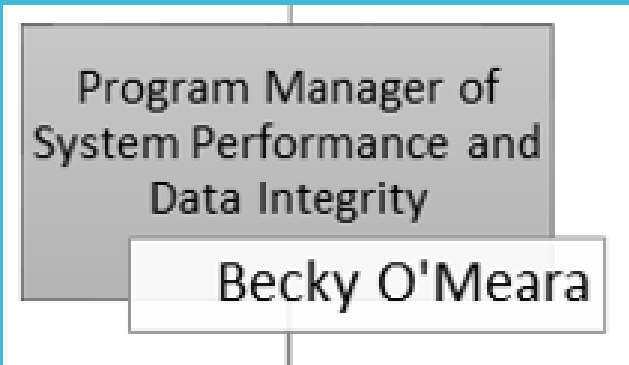
# Structure

- New structure aims to:
  - Ensure foundational services are provided
  - Be proactive and anticipate needs
  - Move beyond what's required to what's desired

# Structure

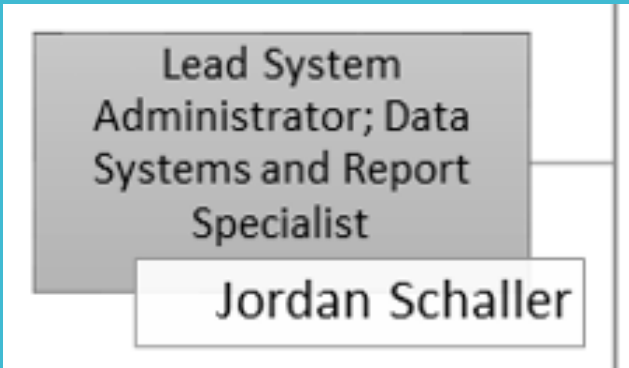


# Structure



- **Compliance:**
  - Provides guidance and oversight to ensure System compliance in:
    - Grant requirements
    - Report requirements
    - System requirements
    - Local priorities
- **Customer Service:**
  - Supervises Data Team to ensure positive system experience for HMIS participating agencies and end users
  - Monitors timeliness and quality of responses
  - Assists with technical assistance
- **Confidentiality:**
  - Reinforces a culture of client and agency confidentiality by providing both in-house training and external training opportunities for Data Team and end users

# Structure



- **Compliance:**
  - Oversees system operations and maintenance
  - Fulfills federal, state, and local requirements
- **Customer Service:**
  - System innovation
  - System customization
  - Custom Reporting
  - HMIS Administrators training and guidance
  - Advanced technical assistance to end users
- **Confidentiality:**
  - Upholds current confidentiality standards
  - Ensures system alignment via training and guidance to HMIS Administrators



# Structure

System Administrator;  
Training and Technical  
Assistance Specialist

Patrice Guyton

- **Compliance:**
  - Provides training and technical assistance that ensure compliance standards are met/upheld
- **Customer Service:**
  - Training (new and refresher in a variety of settings)
  - Technical assistance
    - Client merge requests, password resets, data collection/entry
  - Licensing (new and existing)
  - Resource Library (Training guides, videos, etc.)
- **Confidentiality:**
  - Communicates confidentiality requirements through training
  - Maintains confidentiality standards when providing technical assistance

# Structure

```
graph TD; A[System Administrator; System Maintenance Specialist] --- B[Joshua Meade]
```

System Administrator;  
System Maintenance  
Specialist

Joshua Meade

- **Compliance:**
  - Routine System maintenance to ensures system compliance
  - Maintains Report requirements to ensure System compliance
- **Customer Service:**
  - Correct System Setup of Agencies, Projects, and Report Groups
  - Technical assistance
    - Project setup, Data Quality Monitoring
  - Audits
- **Confidentiality:**
  - Privacy & System Visibility Specialist
  - Maintains confidentiality standards when providing technical assistance

# Structure

- So who do I contact for what?
  - Best way:
    - <https://www.gvphc.org/hmis.html>
    - <https://www.svhcva.org/hmis.html>
    - <https://www.theplanningcouncil.org/homeless-solutions/hmis-requests/>
  - No wrong door: we'll get you to the right person!