Bitfocus

King County HMIS
Annual Work Plan/Dashboard 2017

(Bold items indicate benchmarks)	Status	January				February				March				April				May				June				July				August				September				October				November				December			
		W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
System Administration and Project Management																																																
System Administration																																																
Implement HMIS and act as the liaison to the CoC.	Ongoing																																															
Monitor user agreements, CoC governance charters, client consent forms, interagency data sharing agreements, system-user agreements and user code of ethics policy.	Ongoing																																															
Integrate the needs of new programs for data collection and reporting, and develop new data entry and reporting protocols.	Ongoing																																															
Ensure all functionality and services provided by HMIS are optimized and used to the fullest of their capacities and that Users meet data collection standards.	Ongoing																																															
Maintain a list of agency administrators for the entire CoC.	Ongoing																																															
Coordination and maintenance of the Housing Inventory Chart.	Ongoing																																															
Standards and Policy Coordination																																																
Ensure HMIS Standard Operating Procedures manual is maintained and updated as the CoC makes additions or changes to HMIS policy.	Ongoing																																															
Ongoing monitoring of Users to ensure compliance with policies and procedures.	Ongoing																																															
Participate regularly and actively in King County HMIS Steering Committee; King County CEA Policy Advisory Group; and All Home Data and Evaluation Workgroup or their successors.	Monthly		x				x																																									
Manage agenda for and facilitate weekly HMIS/CEA meetings/calls with King County.	Weekly																																															
Reporting/Analysis/Data Management																																																
Quarterly dashboard report & narrative demonstrating status of all responsibilities.	Quarterly																																															
Develop Annual system admin work plan for 2017 and 2018 established with King County	Complete																																															
Develop Annual Data Quality Improvement Plan	Complete																																															
Assist/Submit Point in Time Count (PIT)	In Progress																																															
Assist/Submit Housing Inventory Count (HIC)	In Progress																																															
Assist/Submit HMIS Annual Performance Review (APR)																																																
Assist/Submit HUD System Performance Measures	In Progress																																															
ESG-CAPER Annual Reporting	Ongoing																																															
Annual Homeless Assessment Report (AHAR)																																																
Annual CoC consolidated application to HUD (timeline currently unknown)																																															
Technical Support & Help Desk																																															
Data integration is functional, to include Clarity capable of receiving data within 5 months of HUD releasing any new XML schema.	Complete																																															
System-wide client record de-duplication	Complete																																															
Coordinated Intake is functional to include CEA referral specialists' ability to utilize data base for housing referrals.	Ongoing																																															
Routine data management tasks, such as data cleansing, client merging, and data correction requests are completed within five business days.	Ongoing																																															
Help desk assists Users with implementation of basic HMIS program setup; responds to helpdesk requests within 24 hours (48 hours average resolution)	Monthly Stats Report		x				x				x																																					
Maintain HMIS project website (review quarterly)	Ongoing																																															
Agency Management & Coordination																																															
Develop communications/training plan	Complete																																															
User meetings (at least quarterly but more often as needed)	Bimonthly								x																																							

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		W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
Quarterly meeting with Agency Leads	Quarterly																																															
Annual user survey																																																
New programs set-up and configured correctly within seven working days of a request.	Ongoing																																															
Training																																																
Annual training calendar	Complete																																															
New user trainings	Weekly																																															
King County HMIS specific trainings	Bimonthly																																															
CEA trainings	Ongoing																																															
Security & privacy training	Ongoing																																															
Specialized security officer training - combine with below	Annual																																															
Review/update Clarity user manual	Biannual																																															
Report on utility & satisfaction of trainings (list of participating agencies)	Quarterly																																															
100% of requested approved Users receive access to the HMIS within a two weeks of request.	Ongoing																																															
Agency newsletter	Monthly			x				x																																								
Coordinated Intake																																																
Configure programs, maintain eligiblity infrastructure, configure assessment functionality (custom development may require separate SOW).	Ongoing																																															
Single Adult Implementation (eligibility, trainings, tie-breaker report, dashboard)	Complete																																															
Assessment form revamp	Complete																																															
Youth and Family eligibility audit & update																																																
Custom scoring functionality	In Progress																																															
Annual review of eligiblity criteria	Annual																																															
Pending Referral alerts & reports	In Progress																																															
Provide requested updates to program components governing coordinated intake within five working days if capable through existing management interfaces.	Ongoing																																															
Annotations																																																

Further detail & metrics provided via:
--Monthly helpdesk statistics report
--Weekly task updates via annotated meeting agenda & project timelines
--User training utility & satisfaction report
--Quarterly dashboard update & narrative report