



# **PARTNERSHIP** TO **END HOMELESSNESS**

THE RALEIGH/WAKE PARTNERSHIP TO END AND PREVENT HOMELESSNESS

# New Local System Administrator Support Structure

**In Short:** If any HMIS user needs anything, just call or email!

- Wake County CoC now has dedicated HMIS support staff
- Opportunity for every HMIS user in the county to get one-on-one support and training, tailored to their specific project

## Empowering Agency Administrators

- Administrators will be an active and informed partner in shaping their agency's HMIS functionality through training and access to advanced reports and system functions
- Better trained administrators = less agency downtime waiting for support

## Help Desk with a personal touch

- All support instances will be tracked to completion using a familiar help desk ticketing system, ensuring fast response (one business day or less)
- Common issues can be identified and integrated into future training

## In a pinch, I'll just fix it

- We can't stop serving our clients to scrub data for a report deadline
- When needed, the LSA can go directly to agency staff to help enter and clean data