

HMIS@NCCEH Data Quality Plan Draft

v.3.2023



NC COALITION to
HOMELESSNESS end



Data Quality Plan

Why a Data Quality Plan?

System Improvement

HMIS@NCCEH is an implementation driven by a desire to improve services for clients. Our HMIS data is only as good as the data maintained.

Funding and Resources

Data contributes to larger portions of CoC and ESG funding competitions and other private sources. We must demonstrate the value of our system for our clients.

HUD Requirement

The [2004 Data and Technical Standards](#) that established HMIS require that “PPI (protected personal information) collected ... should be accurate, complete, and timely.” More recently, the



What is Data Quality?

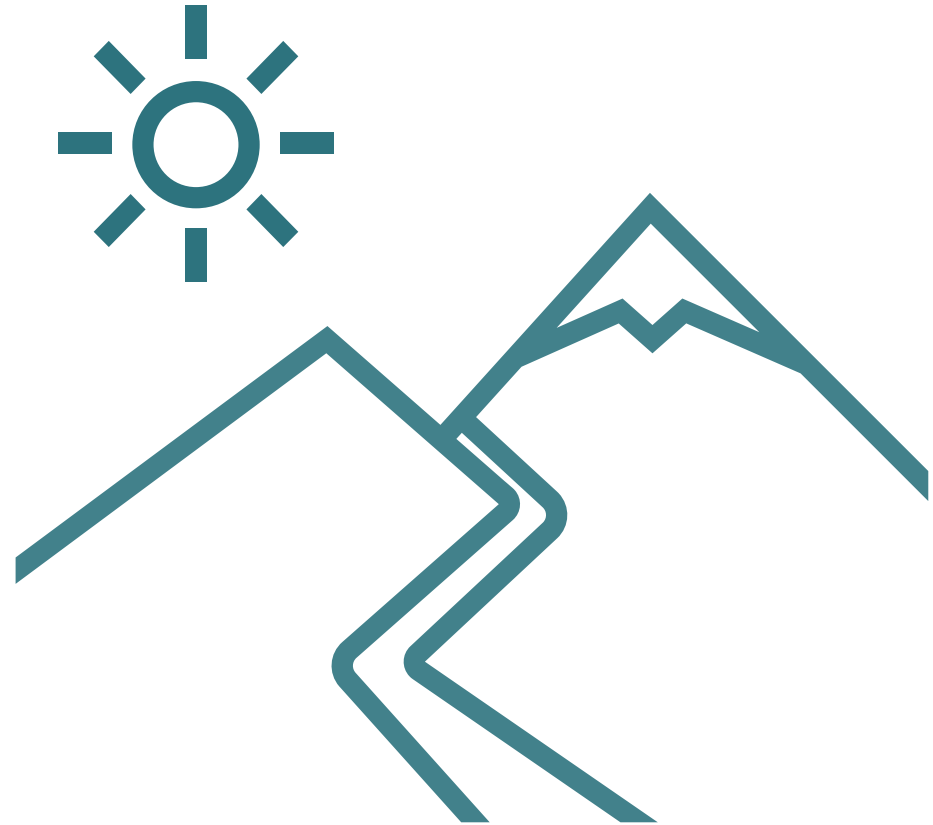
Data quality refers to the reliability and validity of client-level data collected in HMIS.

Completeness	Timeliness	Accuracy	Consistency
<p>The degree to which all required data is known and documented.</p> <p>Client Record- the completeness of a person's HMIS record for a given project enrollment</p> <p>Bed Coverage- the completeness of HMIS participation by bed units, with the total number of enrollments divided by the total number of homeless beds.</p>	<p>The length of time that elapses between the participant data collection and HMIS data entry stages.</p>	<p>The degree to which data reflects the best representation of the client's real-world situation and the programs that provide housing and services.</p>	<p>The degree to which all data is collected, entered, stored, and reflective of the use of HMIS as a standard operating procedure. Representative of how well data quality standards have been operationalized across data collection and entry.</p>



Data Quality is a journey, not a destination

- Ralph Waldo Emerson (kind of)



Data Quality Standards

Completeness looks at what is known (July 2021)

- Client doesn't know, client refused, and data not collected responses do not contribute to completeness (even if accurate)
- Data expected to be 85-95% complete, depending on element and project type



Data Quality Standards

Timeliness for all Project Types (July 2021)

- As adopted for Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, Homeless Prevention in July 2021
- Recommend expand to all project types (including Coordinated Entry)

Client Event	Timeliness Standard
Entry	100% within 6 days
Exit	100% within 6 days

Data Quality Standards

Consistency for all HMIS Users

- New User Training: Users must pass training, sign a User Agreement, and sign in within 30 days of receiving login info
- New Agency Orientation: Agencies must attend orientation with Data Center to review and confirm policies, procedures, and data quality requirements
- Monthly Activity (new): End users must log into HMIS at least once every 30 days





Monitoring and Reporting

Monitoring and Reporting

Expectations for all

Under this plan, Agencies would pull their own reports, and be responsible for reviewing and correcting data ahead of submission.



Monitoring and Reporting

HMIS Participating Organizations

Maintain high levels of Data Quality, meeting minimum benchmarks

Submit data for data quality monitoring

Be responsive to HMIS Lead Agency and CoC to questions and requests for HMIS data quality

Inform HMIS Lead Agency when changes occur

Continuums of Care

Identify the CoC entity that will review providers performance

Work collaboratively with HMIS lead to develop Data Quality Improvement Plans, when necessary

Determine consequences should organizations fail to fulfill Data Quality Improvement Plan



Monitoring and Reporting

HMIS Lead Agency

Provide oversight for monitoring

Provide resources, training, and tools for organizations to monitor their own data

Be responsive to organization's questions and concerns for HMIS

Work collaboratively with HMIS lead to develop Data Quality Improvement Plans, when necessary

Implement consequences should organizations fail to fulfill Data Quality Improvement Plan

HMIS@NCCEH Advisory Board

Ensure implementation has enforceable agreements

Ensure the HMIS Lead has resources to monitor

Ensure Data Quality Plan is reviewed annually by CoCs



Monitoring and Reporting

Method

HMIS Participating Agencies run and submit Data Quality Monitoring Reports for HMIS Lead and CoC review.

- Encouragements (competition in funding, public acknowledgment)
- Enforcements (Agency Participation Agreements, Performance Improvement Plans)



Monitoring and Reporting

Which report to use and submit?

Report Options	Dashboard APR or CAPER	ICA Developed Report (D003 LSA Client Clean Up)
Breaks out results by project	No	Yes
Breaks out results by organization	No	Yes
Measures Completeness	Yes	Yes
Measures Accuracy and Consistency	Minimal	Yes
Measures Timeliness	Yes	Yes
Has Client-level detail for easy corrections	Minimal	Yes



Monitoring and Reporting

Frequency

Quarterly for year-to-date data (Federal Fiscal year)

Example:

Month Quarter ends	Submission Deadline
March	April 17, 2023
June	July 15, 2023
September	October 16, 2023
December	January 15, 2024



Discussion

Decision points on:

- Data Quality Standards shared across implementation, for all project types
 - Should back-end items that the Data Center manages also be included? (Such as bed and unit inventory, project address)
- Roles and expectations
- Data Quality Monitoring Method of submitting a report for each project
 - New robust report (modified from D003 LSA Client Clean)
- Data Quality Monitoring Frequency (quarterly)
 - Calendar Year or Federal Fiscal year?

What are your other comments or questions?

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