Webinar Instructions

- Webinar will last about 60 minutes
- Access to recorded version
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Webinar Instructions

• Questions?

• Please submit your content related questions via the Q&A box

Send to Host, Presenter and Panelists
Webinar Instructions

- Please submit any technical issue related questions via the Chat box
- Send the message directly to the Host
- Host will work directly with you to resolve those issues
About NHSDC

The National Human Services Data Consortium (NHSDC) is an organization focused on developing effective leadership for the best use of information technology to manage human services. NHSDC provides information, assistance, peer to peer education and lifelong learning to its conference participants, website members and other interested parties in the articulation, planning, implementation and continuous operation of technology initiatives to collect, aggregate, analyze and present information regarding the provision of human services.

NHSDC holds two conferences every year that convene human services administrators primarily working in the homeless services data space together to learn best practices and share knowledge. The past 3 events have been put on with HUD as a co-sponsor. Learn more on our web site [www.nhsdc.org](http://www.nhsdc.org).

After this virtual conference is over, NHSDC will be sending out a survey to learn about your experience. Please help us by signing up for emails and participating in the survey!
Learning Objectives

- Receive an overview of the (yet to be published) DQMP document and tools and understand how they fit into overall CoC efforts to end homelessness

- Review the DQMP tools and discuss how they can assist in overcoming challenges when developing a DQMP

- Develop a local plan and next steps to create/update/strengthen a DQMP
Session Agenda

This session builds upon the Data Quality 201: DQMP, Part I

• Data Quality Management Program Review
• Let’s take a peek at some tools…
  • A: Roles & Responsibility Worksheet
  • B: Sample Data Quality Plan
  • C: Sample HMIS-Participating Organization Agreement
  • D: Sample Data Quality Monitoring Visit Report & Improvement Plan
  • E: HMIS DQMP & Improvement Strategies
Hi!

Options (make it so they can select all that apply):
• CoC
• HMIS Lead
• HMIS Vendor
• HMIS Participating Organization/End User
• Person with Lived Experience
• Government Entity
• Funder
• Other
Let’s Talk DQMP

What is it?
A Data Quality Management Program (DQMP) is the overall framework from which a community works to understand their current data quality, their baseline requirements, their ideal, and what tools to use to get from here to there

• It serves as the anchor for all HMIS data quality expectations, roles, responsibilities, and activities
Data quality refers to the reliability and comprehensiveness of a community’s data, as collected in HMIS

- Do you have sufficient data to accurately reflect the demographics, needs, experiences, and outcomes of persons experiencing homelessness in your community?

**What are the components of data quality?**
DQMP Review

• Completeness (including system coverage)
• Timeliness
• Accuracy
• Consistency
What is a DQMP?

• It’s a process
• Iterative
• Continuous
• Actionable
• Measurable
• Never stops evolving
DQMP Framework & Agreements

Include a clear and transparent DQMP framework and develop enforceable agreements based on that framework
- Implement agreements with all organizations participating in HMIS
- Provide guidance on the consequences for failure to meet the baselines in the DQMP framework
- Outline the process for notification of failure to meet a standard/baseline
- Lay out the responsibilities of the HMIS participating organization, the HMIS Lead, and the CoC
Appendix A. Roles and Responsibilities Worksheet

Background: The different roles associated with HMIS data collection, operations, policy and procedure development, and DQ monitoring and reporting can all play a meaningful part upholding a CoC's Data Quality Management Program. This worksheet is intended as an exercise for CoCs to review each role/responsibility and consider which entity should be responsible for carrying out the task in their CoC. Keep in mind for some communities, roles and responsibilities listed may be filled by a single entity, shared across stakeholders, or not assigned at all. CoCs should note this on the worksheet and utilize this document to ensure clear expectations across stakeholders. More or less of roles and responsibilities may exist in a community, and the checklist should be customized locally to account for these differences.

Data Collection and Entry

<table>
<thead>
<tr>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collect HUD assessment data from clients</td>
</tr>
<tr>
<td>Enter HUD entry assessment data in HMIS</td>
</tr>
<tr>
<td>Update HMIS to reflect change in income, benefits, etc.</td>
</tr>
<tr>
<td>Collect HUD exit assessment data from clients (including exit destination)</td>
</tr>
<tr>
<td>Enter HUD exit assessment data in HMIS</td>
</tr>
<tr>
<td>Dismiss clients from programs in HMIS</td>
</tr>
<tr>
<td>Make or change a bed/unit reservation for a client</td>
</tr>
<tr>
<td>Merge duplicate clients across the HMIS</td>
</tr>
<tr>
<td>Secure paper forms according to privacy and confidentiality standards</td>
</tr>
<tr>
<td>Maintain workstation security</td>
</tr>
</tbody>
</table>
• Used as an exercise for the CoC to review each role/responsibility and consider which entity should be responsible for carrying out the task in their CoC

• For some communities, roles and responsibilities listed may be filled by a single entity, shared across stakeholders, or not assigned at all

• CoC should complete the worksheet and use it to ensure clear expectations across stakeholders
How did you address clarifying roles and responsibilities for entities involved in HMIS Data Quality in your community?
Appendix B. Sample Data Quality Plan

Introduction
The introduction should include an explanation of why the CoC has created a Data Quality Management Plan (DQMP) – not only why it matters at the broader systems level, but also why it matters locally, with any locally relevant reasons. This should set the tone for the overall framework surrounding HMIS data quality within the CoC.

This section should also include any stakeholders involved in the creation, oversight, monitoring, and enforcement of the DQMP.

Reference HUD TA Data Strategy throughout in relevant sections.

Example:
The CoC, the HMIS Lead, and providers have created this Data Quality Management Plan (DQMP) to provide actionable, measurable steps to address data quality within the Homeless Management Information System (HMIS). Data quality within HMIS affects everything we do in our work to address and end homelessness, and its importance cannot be overstated.

While focusing on data quality for federally-funded projects that enter data into HMIS is necessary to ensure accurate reporting for those grants, any project that enters data into HMIS contributes to the overall picture of homelessness within the CoC, and therefore, is expected to participate in this DQMP.

The reasons why data quality is important are many, including but not limited to:
- Requirements based on funding the CoC receives;
- Data quality, or lack thereof, can directly affect the funding opportunities for providers;
- Accurate reporting for federal, state, and local funding;
- The ability of the CoC, and providers within the CoC, to tell the story of homelessness as realistically and completely as possible; and
- The data entered into HMIS directly affects clients through the Coordinated Entry process and may determine which services they may or may not be eligible for.
This is an example of how a Data Quality Plan can be structured and lays out the common DQMP elements

- Introduction
- Encouragements & Enforcements
- Data Quality Benchmarks
- Completeness
- Timeliness
- Accuracy
- User Access & Consistency
- HMIS Bed Coverage
- DQ Monitoring
How did you build out the Data Quality Plan in your community?
Appendix C. Sample HMIS-Participating Organization Agreement

Any organization participating in the CoC’s HMIS is expected to adhere to the data quality standards as laid out in the Data Quality Plan. This includes baseline requirements for the following pieces of data quality:

- **Data Completeness** (how many of the required data elements in HMIS are completed for any given client)
- **Data Timeliness** (how long does it take for the data to be entered into HMIS once it is collected from the client)
- **Data Accuracy** (how much does the data entered into HMIS reflect the client’s or project’s reality)
- **Data Consistency** (how equally the data elements are explained, interpreted, and entered into HMIS)

This organization is entering data into HMIS for the following project(s):

- [list out the project names and types]

The above project(s) are required to abide by the following baseline requirements, as laid out in the Data Quality Management Plan: [list out the specific baseline requirements as laid out in the DQMP for completeness, timeliness, and accuracy]

Data Completeness: ________________________________________________________________

Data Timeliness: ________________________________________________________________

Data Accuracy: ________________________________________________________________
Agreements lay out the roles and responsibilities for stakeholders involved in HMIS data quality monitoring

- HMIS Participating Organization
- HMIS Lead
- CoC

Agreements should be clear and enforceable
How do you hold Participating Organizations accountable for HMIS Data Quality and address issues that arise?
Appendix D. HMIS Data Quality Monitoring Visit Report and Improvement Plan

DATA QUALITY MONITORING VISIT REPORT

Date of Monitoring Visit: __________________________

Person Conducting Monitoring: __________________________

Name of Organization: __________________________

Organization Contact and Information: __________________________

Name of Project and Type of Project Monitored: __________________________

Organization Staff Present During Monitoring:

Each baseline and expectation met below accounts for (___) points for a total of (___) allowable points.

Include the specific baseline requirements for the specific project type to be monitored:

Data Completeness baseline: __________________________ Baseline Met? _____ Yes _____ No

Data Timeliness baseline: __________________________ Baseline Met? _____ Yes _____ No

Data Accuracy baseline: __________________________ Baseline Met? _____ Yes _____ No
• This is a sample of how the CoC monitors and improves data quality through onsite monitoring

• Data Quality monitoring should be done regularly (monthly) off-site

• Data Quality monitoring should also be done onsite regularly (yearly or otherwise)

• Also includes a template to improve data quality during the onsite monitoring process through an improvement plan

• Data quality is not a one-time, “you’ve got bad data quality” conversation, but an ongoing improvement process
How do monitoring and improvement processes function in your community?
### Appendix E. HMIS Data Quality Performance Monitoring and Improvement Strategies

#### Part I. User / Front-end Data Quality

<table>
<thead>
<tr>
<th>Why It Matters</th>
<th>How to Address</th>
<th>How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>For accurate reporting and to analyze trends in homelessness data over time, data needs to be complete.</td>
<td>Data Completeness Reports with deadlines for fixing errors</td>
<td>Data Completeness Reports provided to individual users / agencies monthly / every other month</td>
</tr>
<tr>
<td>Attempt to have as few null, missing, data not collected, client refused, and client doesn’t know options as possible</td>
<td>Report Cards that may be publicly available</td>
<td>Report Cards publicly available quarterly (by provider or project type)</td>
</tr>
<tr>
<td>Data completeness is the easiest thing to focus on when discussing overall data quality, because it is easy to tell if a client’s HMIS record is complete or not.</td>
<td>Set a baseline for data completeness for each project type in Policies &amp; Procedures</td>
<td>Review Policies &amp; Procedures annually and review data completeness baselines for each project type</td>
</tr>
<tr>
<td>Data collection and data entry is not a one-time event and agencies should attempt to collect data for clients served over time, as working relationships are developed and trust is built</td>
<td>Provide one-on-one / remedial training for users</td>
<td>HMIS Lead offer one-on-one / remedial training for users on an ad-hoc / regular basis</td>
</tr>
</tbody>
</table>
This tool lays out some common strategies for improving data quality

- Why it Matters
- How to Address
- How Often

And across several domains:
- Completeness
- Timeliness
- Consistency
- Accuracy
- Timely Project Entries
- Timely Project Exits
- All Clients Served
Action Plan

- What will you focus on next?
- Who will you involve?
- Why are these your next steps?
- When will these action steps occur?
Thank You!

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