



Data Quality 201: DQ Management Program, Part II

May 6, 2020

Mike Lindsay & Alissa Parrish

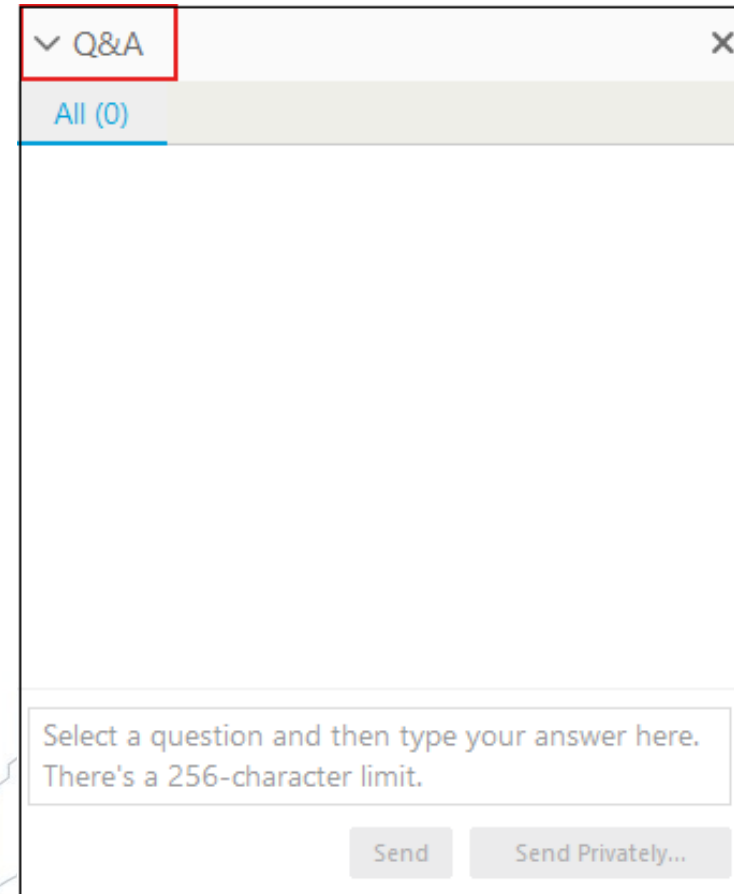


Webinar Instructions

- Webinar will last about 60 minutes
- Access to recorded version
- Participants in 'listen only' mode
- Submit content related questions in Q&A box on right side of screen
- For technical issues, request assistance through the Chat box

Webinar Instructions

- Questions?
- Please submit your content related questions via the Q&A box
- Send to Host, Presenter and Panelists



Q&A

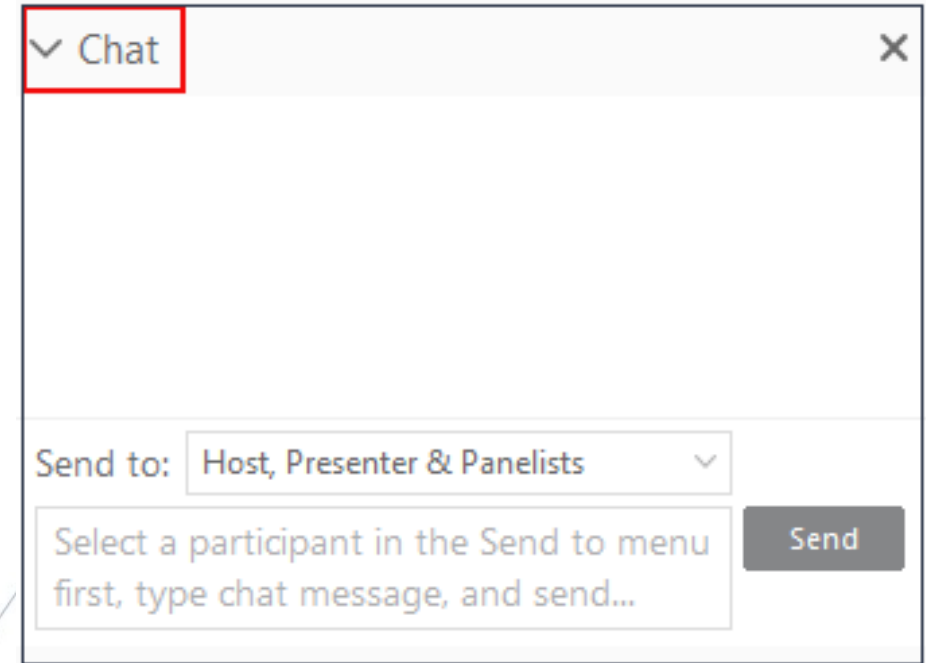
All (0)

Select a question and then type your answer here.
There's a 256-character limit.

Send Send Privately...

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.

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

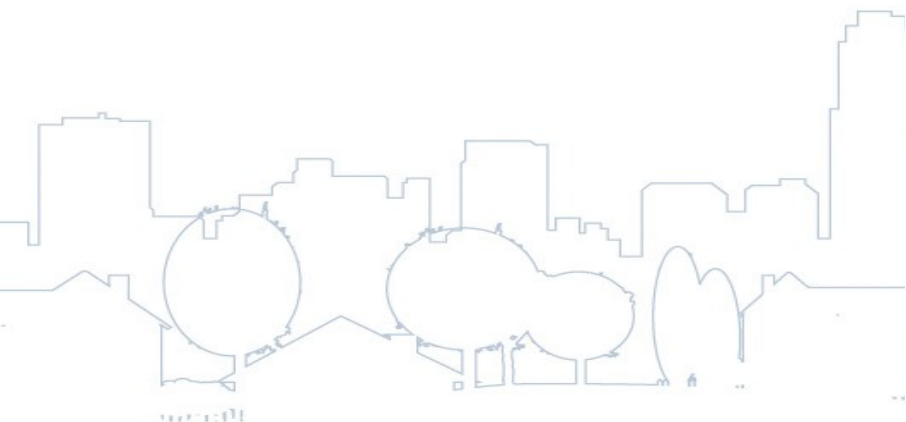
Hi!

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?



DQMP Review

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



DQMP Review

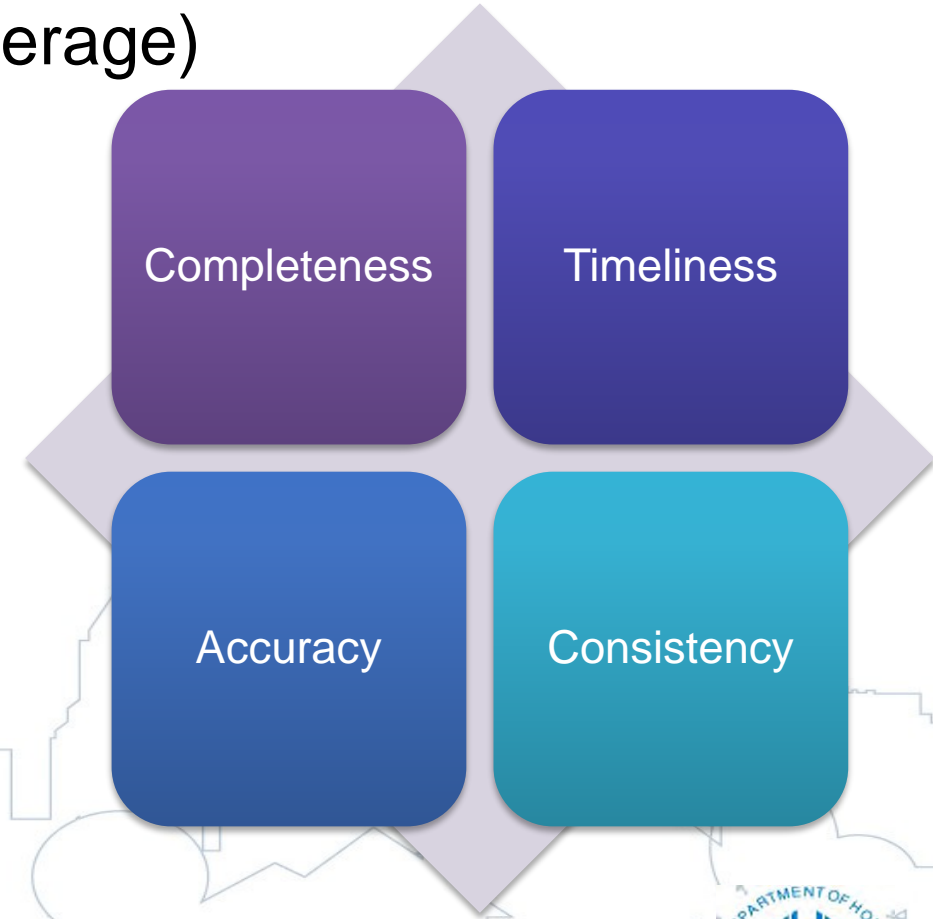
Data quality refers to the reliability and comprehensiveness of a community's data, as collected in HMIS

- 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?

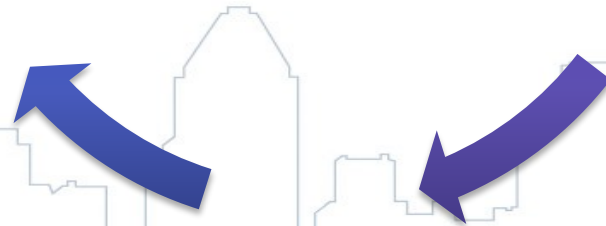
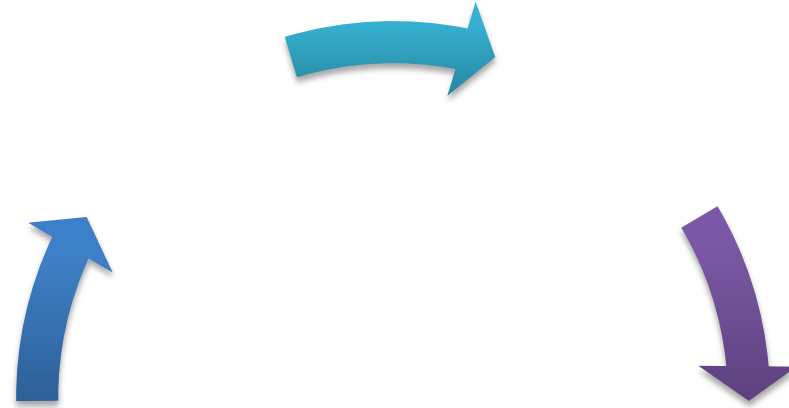
DQMP Review

- 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

DQMP Tools



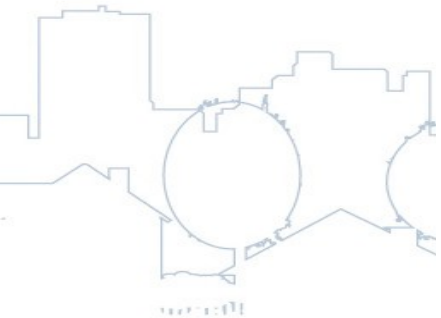
Roles & Responsibility Worksheet

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

Collect HUD assessment data from clients	
Enter HUD entry assessment data in HMIS	
Update HMIS to reflect change in income, benefits, etc.	
Collect HUD exit assessment data from clients (including exit destination)	
Enter HUD exit assessment data in HMIS	
Dismiss clients from programs in HMIS	
Make or change a bed/unit reservation for a client	
Merge duplicate clients across the HMIS	
Secure paper forms according to privacy and confidentiality standards	
Maintain workstation security	



Roles & Responsibility Worksheet

- 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 Does it Look in Real Life?

How did you address clarifying roles and responsibilities for entities involved in HMIS Data Quality in your community?



Sample Data Quality Plan

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.

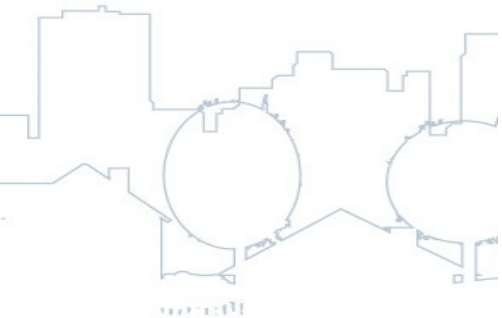
Example:

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.



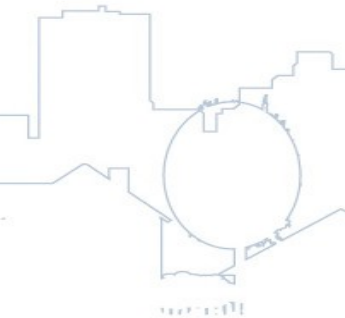
Sample Data Quality Plan

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 Does it Look in Real Life?

How did you build out the Data Quality Plan in your community?



HMIS Participating Organization Agreement

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)

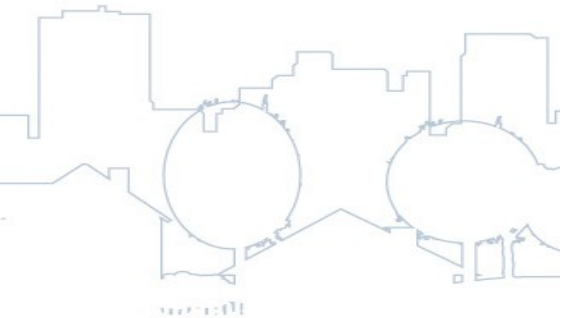
This organization is entering data into HMIS for the following project(s): **list out the project names and types**

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: _____



HMIS Participating Organization Agreement

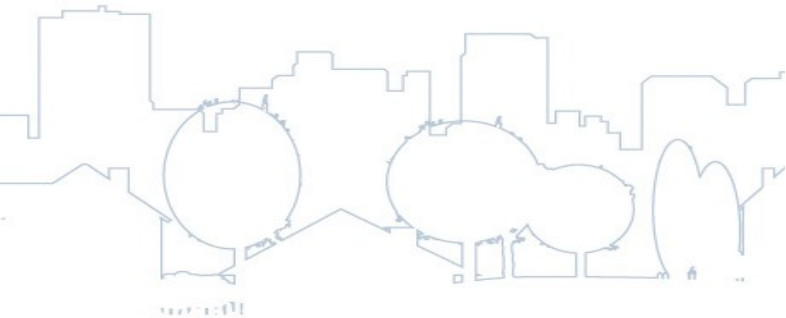
Agreements lay out the roles and responsibilities for stakeholders involved in HMIS data quality monitoring

- HMIS Participating Organization
- HMIS Lead
- CoC

Agreements should be clear and enforceable

How Does it Look in Real Life?

How do you hold Participating Organizations accountable for HMIS Data Quality and address issues that arise?



Sample DQ Monitoring Visit Report & Improvement Plan

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

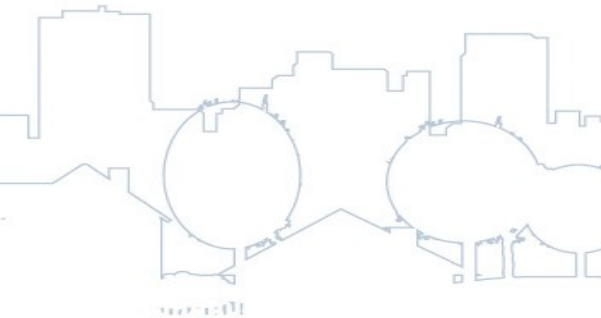
Each baseline and expectation met below accounts for (____) points for a total of (____) allowable points.

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



Sample DQ Monitoring Visit Report & Improvement Plan

- 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 Does it Look in Real Life?

How do monitoring and improvement processes function in your community?



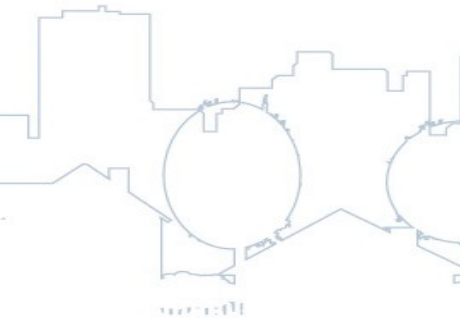
HMIS DQMP & Improvement Strategies

Appendix E. HMIS Data Quality Performance Monitoring and Improvement Strategies

Part I. User / Front-end Data Quality

Data Completeness

Why It Matters	How to Address	How Often
For accurate reporting and to analyze trends in homelessness data over time, data needs to be complete.	Data Completeness Reports with deadlines for fixing errors	Data Completeness Reports provided to individual users / agencies monthly / every other month
Attempt to have as few null, missing, data not collected, client refused, and client doesn't know options as possible	Report Cards that may be publicly available	Report Cards publicly available quarterly (by provider or project type)
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.	Set a baseline for data completeness for each project type in Policies & Procedures	Review Policies & Procedures annually and review data completeness baselines for each project type
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	Provide one-on-one / remedial training for users	HMIS Lead offer one-on-one / remedial training for users on an ad-hoc / regular basis



HMIS DQMP & Improvement Strategies

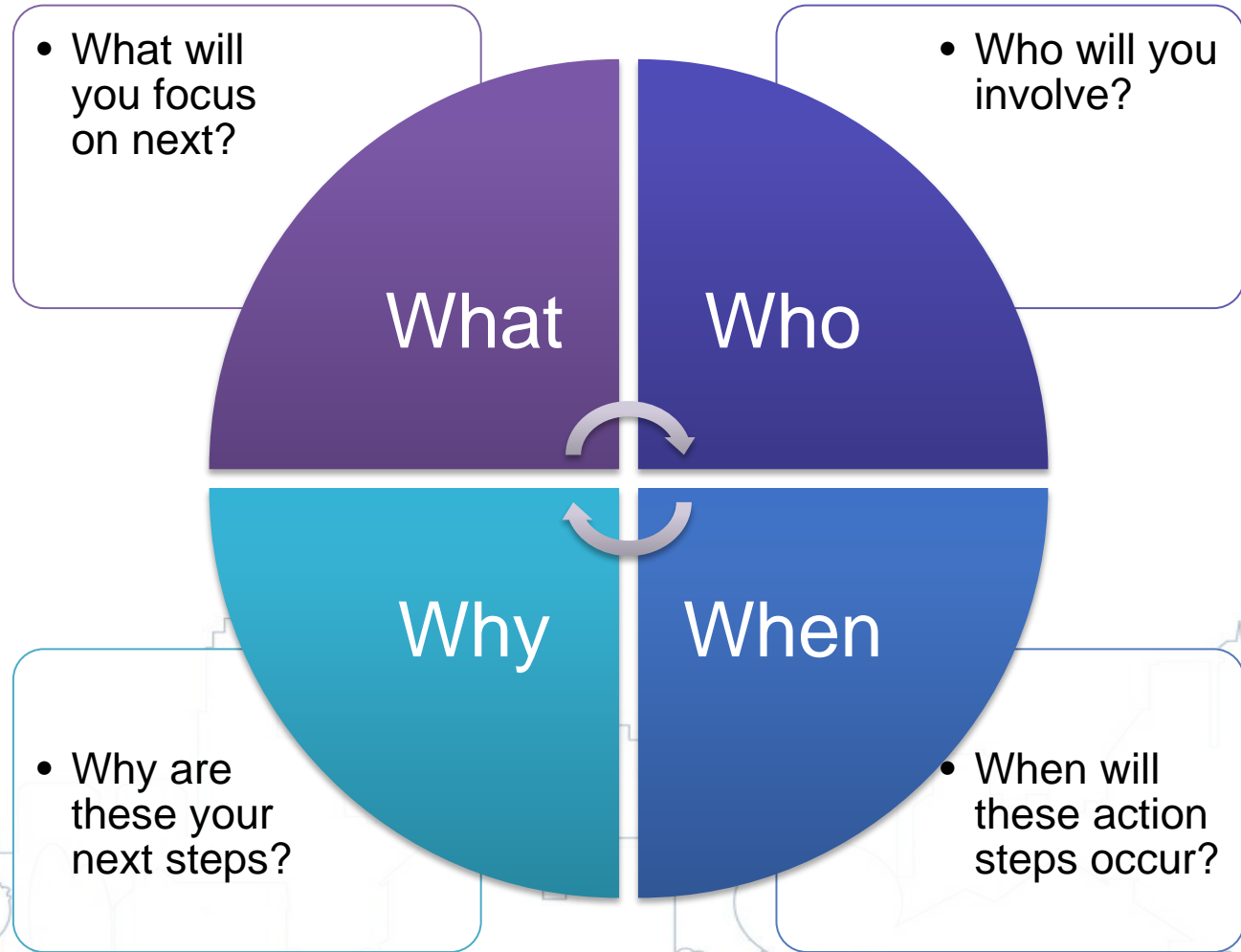
This tool lays out some common strategies for improving data quality

- Why it Matters
- How to Address
- How Often

And across several domains:

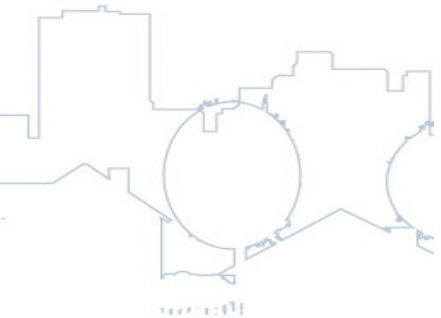
- Completeness
- Timeliness
- Consistency
- Accuracy
- Timely Project Entries
- Timely Project Exits
- All Clients Served

Action Plan



Questions?

Q&A



CT

National
Human Services
Data Consortium



Thank You!

Mike Lindsay

ICF

michael.lindsay@icf.com

Alissa Parrish

ICF

alissa.parrish@icf.com

