

## Data Quality Plan Work Sheet

*This document lists a series of questions to consider answering to ensure a data quality around the four data general quality standards: timeliness, completeness, accuracy, and consistency. It is intended as a guide to creating and implementing benchmarks for your HMIS implementation and/or region in assuring quality data that can help you better understand and address homelessness in your community.*

<b>Standard</b>	<b>Benchmark</b>	<b>Questions to Consider</b>	<b>Possible answers**</b>	<b>Decision/Policy</b>
<b>Timeliness</b>	Data are entered soon after collected	How soon should all clients be entered by?	Basic info within 24? Full service, goals, etc within 48 hours?	
	Changing data are kept up to date	How often should active clients be reviewed?	Active clients every 30 days?	
<b>Completeness</b>	All clients entered	What portion of record for all clients?	100% of client identifiers? All demographic information? Entire record?	
	Complete identifying data entered	What percentage of clients?	95% of clients will have demographic information	
	Complete characteristics fields entered	What percentage of clients?	90% of records will have complete characteristics fields	
	All services entered	What percentage of clients?	85% of clients will have all services entered	
	Complete exit data entered	What percentage of clients?	85% of clients will have exit data entered or an exit date entered for 3 months past last interaction with client	

Standard	Benchmark	Questions to Consider	Possible answers**	Decision/Policy
<b>Accuracy</b>	Truthfulness from clients	How can we assure client's information is truthful?	Tie information given to eligibility benefits; increase trust through data collection process; Show client what is entered; give client a report of record; collect basic info in first 24 hours, and more personal information in 48 hours; explain privacy procedures; offer chance to tell <b>their story</b> not just pieces of data; clarify who uses data	
		How do we measure truthfulness?	Check random sample quarterly (2 per agency) asking client that has established trust to review information originally entered	
	Accurate data entered by staff	How do we assure data is entered correctly?	Use forms that require clear lettering (see example); feedback loop between data entry staff and data collection staff and supervisor; repeat answers and spelling back to client. Proofread.	
		How do we measure accuracy?	Random sample checks of paper vs. computer data every 2 weeks	
		What is accuracy benchmark?	95% accuracy of sample check	
<b>Consistency</b>	Common interpretation of questions and answers	How do we ensure common definitions of fields and how to word questions consistently?	Communication! User group meetings every month; on-line or printed document with detail about minimal elements updated every quarter	

<b>Standard</b>	<b>Benchmark</b>	<b>Questions to Consider</b>	<b>Possible answers**</b>	<b>Decision/Policy</b>
		How do we measure consistency of Q&A's	Random call to interviewers quarterly and ask how questions are worded, 90 percent should be on target	
	Common knowledge of what fields to answer	How do we ensure common knowledge of required fields	Communication! User group meetings every month, constant reminder of essential fields; Screen design (e.g. asterisks, color-coding)	
		How do we measure consistency of knowledge?	Common training forms that list fields; Monthly check of required fields in system – 95% of records have complete minimal fields	
Monitoring	All benchmarks are monitored regularly	Who will monitor compliance with policy?	Supervisor. HMIS Project Manager. Self-monitoring with signed report.	
		How often will monitoring take place?	Once a week. Once a month.	
Incentives	All policies should include incentives for compliance.	Should there be positive incentives? Repercussions for non-compliance? Both?	Funding / job performance ties (Either positive or negative)? Tied to software access. Data entry staff of the month program.	
Agreement	All parties should have an explicit mechanism affirming knowledge of and agreement to quality plan.	How can we ensure that all stakeholders agree to plan?	A written contractual arrangement. Built in consent screen in software. Part of job description.	

\*\* These are suggestions for your CoC, and/or state, region to consider for consistency. But your HMIS implementation should have its own answers to these questions to assure Data Quality and usefulness of data.