

**Pima County**  
**Homeless Management Information System**  
**(HMIS)**

**Data Quality Plan**

Approved August 26, 2014

## **HMIS DATA QUALITY STANDARDS**

The goal of the HMIS Data Quality Standards is to ensure that HMIS data are collected, entered, and maintained in a consistent, accurate, and timely manner at all times. The HMIS Data Quality Standards apply to the HMIS Lead, TPCP Participating Agencies, and the overall HMIS Bowman software. These standards apply to all data collected in the HMIS or uploaded through comparable databases.

The HMIS Lead Agency recognizes that agencies may have established their own data quality standards that meet the HUD data quality requirements and minimum standards set forth below. The purpose of this document is to outline those standards to all HMIS Participating Agencies and define the parameters of compliance with these standards. HMIS Participating Agencies may establish additional or more stringent data quality requirements. Another key purpose of this document is to describe how the HMIS Lead Agency will monitor and assist the HMIS Participating Agencies to meet and maintain data quality requirements established in HUD's HMIS standards. This document is subject to revisions based upon new HMIS requirements from HUD.

## **DATA COLLECTION REQUIREMENTS**

Each HMIS Participating Agency will ensure that a minimum set of data elements, referred to as the Universal Data Elements (UDE's) and Program-specific Data Elements as defined by the *HUD Data and Technical Standards*, will be collected and/or verified from all clients at their initial program enrollment.

Each HMIS Participating Agency is required to enter data into the local Continuum of Care HMIS system. HMIS Participating Agencies must report client-level UDE's and Program-specific Data Elements using the required response categories detailed in the HUD Data and Technical Standards. These standards are already incorporated into the HMIS software.

Program entry and exit dates should be recorded upon any program entry or exit on all participants. Entry dates should record the first day of service or program entry with a new program entry date for each period/episode of service. Exit dates should record the last day of service in a program's housing or the last day a service was provided.

## **TIMELINESS AND FREQUENCY OF DATA ENTRY**

Each HMIS Participating Agency will ensure that data is entered following the Continuum of Care approved Entry/Exit Policy.

Each HMIS Participating Agency must utilize their local Continuum of Care HMIS system for intake, service provision, and program exit data collection as required by the grant guidelines. Many of the program-specific data elements represent transactions that may change over time. Some data elements will only need to be captured at entry, exit, or on an annual basis, while other elements may need to be updated upon service provision, required

annually, or when a change in income or employment status is necessary to enhance case management services.

### **DATA COMPLETENESS AND ACCURACY**

Each HMIS Participating Agency will ensure a 100% standard of data completeness and accuracy for data entered into HMIS.

HMIS Participating Agencies will work toward ensuring that 100% of all required client-level UDE's and Program-specific Data Elements are entered correctly into the HMIS. Data collected and entered need to be complete. Each HMIS Participating Agency will make every attempt to collect and enter all required information on all persons served within each household during the time period the household is enrolled in the program.

Achieving adequate HMIS coverage is essential to ensuring that the records are representative of all the clients being served. Missing individual records may result in the inability to determine whether or not the characteristics of those served are significantly different than those that are included. A significant number of missing records may result in aggregate reports that do not accurately reflect the homeless population being served.

Data entered into an HMIS needs to be accurate. If valid data cannot be collected it should be entered as "client doesn't know" or "client refused to answer". Missing information can be acknowledged as missing, while inaccurate data, whether intentional or unintentional, is misleading and may result in the inability to accurately measure performance or report results.

### **DATA QUALITY MONITORING**

The HMIS Lead Agency will perform regular data quality checks on the HMIS data.

On a regular basis, designated staff of the HMIS Lead Agency will perform data quality checks on the HMIS data. Any patterns of error at a HMIS Participating Agency will be reported to the Agency Administrator and/or Primary Contact Person. When patterns of error have been discovered, users will be required to correct data entry techniques and will be monitored for compliance.

Agencies are expected to run their own data quality reports so that they can monitor their own data quality and become more effective in serving persons who experience homelessness across the Continuum. TPC Partner Agencies are expected to:

- Run and submit data completeness reports, data incongruities reports, and other data quality reports as required by HMIS Lead staff ;
- Notify HMIS Lead staff of findings and timelines for correction; and
- Rerun reports for errant agencies/programs to confirm data correction

## **DATA QUALITY TRAINING REQUIREMENTS**

Each HMIS Participating Agency and user must complete an approved HMIS training before being given HMIS log-in credentials.

The HMIS Lead Agency will provide or arrange for regular HMIS training. It is recommended that all HMIS Participating Agencies identify a staff person from whom Agency users may also receive training. The Agency Administrator will notify the HMIS Lead when they have specific training needs for their end-users.

Reports training for Agency Administrators and other interested users will be made available as needed. These will include training on how to use Provider Reports in how to run existing reports in the Advanced Reporting Tool (ART).

## **PIMA COUNTY HMIS SUPPORT**

The HMIS Lead will assist agencies and programs to look for data quality, consistency and completeness errors by running reports and sharing them with HMIS users.

Samples of reports the HMIS Lead staff will run include, but are not limited to:

Monthly reports will normally be run the first week after the prior month ending. Some of these reports will be shared directly with TPCCH and individual agencies.

- 0252 Data Completeness Summary and Detail
- Children Not in Households
- 0220 Data Incongruity Locator
- Clients Incorrectly at Level 1
- 0212 Duplicate Clients in ServicePoint

The HMIS Lead will run additional reports as needs arise or to assist the Continuum of Care or other HMIS Participating Agencies.