



INTRODUCTION

This document describes the Homeless Management Information System (HMIS) data quality plan for the Kent Homelessness Coalition – Kent/GR/Wyoming Continuum of Care. This document provides the data quality plan and protocols that meet specific requirements set forth by the Department of Housing and Urban Development (HUD). It is developed by the Kent Homelessness Coalition Data Quality Committee and approved by the Steering Council. This HMIS Data Quality Plan is to be updated and/or reviewed annually, considering the latest HMIS data standards and locally developed performance plans.

Accurate data is an important component of understanding and, ultimately, ending homelessness. It is also significant tool for meeting HUD expectations for reporting on community work, including System Performance Measures, APR and AHAR. This Data Quality Plan is a community-level document that facilitates and confirms the ability of the CoC to achieve statistically valid and reliable data. The Data Quality Committee has been charged with developing and updating a data quality plan that:

- Identifies the responsibilities of all parties within the CoC that affect data quality
- Establishes specific data quality benchmarks for timeliness, completeness, and accuracy
- Describes the procedures that responsible parties will take to implement the plan and monitor progress to meet data quality benchmarks
- Establishes a timeframe for implementing the plan to monitor the quality of data on a regular basis

The Data Quality Plan sets concise expectations for the community, HMIS Administrators and the end users to capture reliable and valid data about persons accessing the homeless assistance system. The Data Quality Monitoring Plan (a separate document) outlines a regular, on-going process for analyzing and reporting on the reliability and validity of the data entered into HMIS.

CLARIFICATION OF TERMS

Project vs. Program

The 2014 HUD HMIS Data Standards, published August 2014, describes the use of the terms Project and Program because federal agencies use the terms in unique ways. In this document, and for the purposes of data collection in HMIS, a **Program** refers to a federal funding source (e.g., HUD CoC, ESG, HHS PATH, VA SSVF, etc.). A **Project** refers to a distinct unit of an agency, which may or may not be funded by HUD or the federal partners, that provides services and/or lodging and is identified by the CoC as part of its service.

DATA QUALITY PLAN COMPONENTS

COMPONENT 1 - DATA TIMELINESS: *The number of days by which data must be entered, depending on the project type.*

Benchmark: Entering data in a timely manner can reduce human error that occurs when time has elapsed between the data collection (or service transaction) and the data entry. Timely data entry also ensures that the data is accessible when it is needed. All data shall be entered into the HMIS in a timely manner. To that end, the following timeliness benchmarks are set forth:

- Emergency Shelter, Transitional Housing, Permanent Supportive Housing, Rapid Re-Housing, Homelessness Prevention, Outreach and Supportive Services Only Projects will enter all Universal Data Elements and required HUD Program Specific Data Elements within 7 calendar days of the intake and exit.
- Coordinated Assessment Projects will enter all Universal Data Elements and required HUD Program Specific Data Elements within 24 business hours of intake and exit.
- SSVF Projects will enter all Universal Data Elements and required VA Program Specific Data Elements within 24 hours of intake and exit.

COMPONENT 2 - DATA COMPLETENESS: *Rate of completeness for All Clients Entered and each of the HUD data element sets goals.*

Benchmark: The CoC's goal is to collect 100% of HUD required data elements but we recognize that this may not be possible in all cases. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness. In effect, complete data tells the full "story" of homelessness to the agencies, the CoC, and the general public. Therefore, the CoC has established a target range of null/missing and unknown/don't know refused responses depending on the type of project entering data. All projects using the HMIS shall enter data on one hundred percent (100%) of the clients they serve.

All participating projects, no matter their funding source are required to collect and report in HMIS the following data. The target range of missing (null) and unknown (don't know/refused) responses are found in the table below:

Data Element % Error Rate	Outreach	Coordinated Entry	Prevention, Diversion	Emergency Shelter	TH, SSVF, All PH
First & Last Name	0%	0%	0%	0%	0%
SSN	10%	35%	10%	35%	5%
Date of Birth	0%	0%	0%	0%	0%
Race	2%	2%	2%	2%	2%
Ethnicity	2%	2%	2%	2%	2%
Gender	0%	0%	0%	0%	0%
Veteran Status	0%	0%	0%	0%	0%
Project Start Date	0%	0%	0%	0%	0%
Relationship to HoH	0%	0%	0%	0%	0%
Client Location	0%	0%	0%	0%	0%
Disabling Condition	2%	0%	0%	2%	0%
Destination	50%	5%	0%	50%	0%
Income & Sources at Start	2%	2%	2%	N/A	2%
Income & Sources at Annual	N/A	N/A	N/A	N/A	2% (PSH)
Income & Sources at Exit	2%	2%	2%	N/A	2%
All other required <i>HUD and/or Program Specific Data Elements</i>	2%	2%	N/A	N/A	2%

COMPONENT 3 - BED UTILIZATION RATE:

Benchmark: One of the primary features of an HMIS is the ability to record the number of client stays or bed nights in a homeless residential facility. Case managers or shelter staff enter a client into the HMIS, assign them to a bed or unit and the client remains there until they exit the project. When the client exits the project, the bed or unit becomes available and is considered “unoccupied” until filled. Bed utilization rates for differing homeless residential facilities assist the project and community as a whole in evaluating gaps and needs for the area. The rate is calculated by dividing the Total Number of Occupied Beds by the Total Number of Beds available.

For effective evaluation of available data, bed utilization rates should fall within a set acceptable range. Deviation from those rates may indicate HMIS entries or exits are not being made in a timely manner or they may indicate a unique project circumstance that should be provided with explanation in any reports. Target bed/unit utilization rates for established homeless residential facilities are as follows:

- Emergency Shelters: 75% - 105%
- Transitional Housing: 80% - 105%
- Permanent Supportive Housing Facilities: 85% - 105%

The CoC recognizes that new projects may require time to reach the projected occupancy numbers and will not expect them to meet the utilization rate requirement during the first operating year.

COMPONENT 4 - ACCURACY:

Benchmark: The purpose of accuracy is to ensure that the data in the Continuums HMIS is the best possible representation of reality as it relates to homeless people and the agencies that serve them. To that end: All data entered into the CoC's HMIS shall be a reflection of information provided BY THE CLIENT or updated BY THE CLIENT and documented within a casefile or equivalent record for reference.

- All data in HMIS shall be collected and entered in a common and consistent manner across all projects, following the Timeliness and Completeness requirements noted in Section 1 & Section 2 above.
- All HMIS users will complete initial training required by MCAH (Michigan Coalition Against Homelessness) before accessing the live HMIS system and complete annual recertification for privacy or other as required to maintain user status.
- All projects will utilize HMIS data collection forms that sufficiently collect all HUD required data elements relevant to the project type. HMIS Local System Administrator will provide guidance and instruction as to the use of data collection forms required to meet the minimal collection of HUD data elements required for the project type.
- New agencies that join the COC are required to review this document as part of the HMIS Agency Agreement execution process.

COMPONENT 5 - MONITORING:

Benchmark: The CoC recognizes that the data produced from HMIS is critical to meet the reporting and compliance requirements of individual agencies and the CoC as a whole. As such, all HMIS participating agencies are expected to meet the data quality benchmarks described in this document. To achieve this, HMIS data will be monitored according to a schedule set forth in the Data Quality Monitoring Plan (a separate document) developed by the Kent Homelessness Coalition Data Quality Committee and approved by the Steering Council.

COMPONENT 6 - SUPPORT FOR REACHING EXPECTATIONS:

Benchmark: The purpose of monitoring is to ensure that the agreed-upon data quality benchmarks are met to the greatest possible extent and that data quality issues are quickly identified and resolved. To ensure that service providers have continued access to the expectations set forth in the data quality plan, the following protocol will be used:

- The data quality plan will be posted to the CoC's public website and provided on an annual basis to all contributing project agencies.
- Provider agency HMIS administrators will monitor data quality and make corrections on a monthly basis.
- All Data corrections or resolution plans will be made only by those individuals with allowable HMIS permissions and only with accurate data/information made available BY THE CLIENT. CoC HMIS Local System Administrator will provide technical assistance to providers that promote both the collection and entry of accurate HMIS data.
- On a quarterly basis: the HMIS Local Administrator will provide to the HMIS Data Quality Committee an agency aggregate data Completeness Report for review. HMIS standard ART reports will be utilized for the completion of this report and are identified in the HMIS Data Monitoring Plan.

- On a quarterly basis: the HMIS Local Administrator will provide to the HMIS Data Quality Committee an agency aggregate Data Timeliness and Bed Utilization Rate (if applicable) report for review. HMIS standard ART reports will be utilized for the completion of this report and are identified in the HMIS Data Monitoring Plan.
- All provider agencies will be informed of the agency/provider information to be included in both the quarterly and semi-annual reports prior to submission to the Data Quality Committee.
- While the CoC is committed to meeting the standards that HUD has in place for the management and quality of HMIS data, we also understand that many of the participating agencies in our community are not funded through the CoC to do this data entry and are doing so with the agency's resources. The CoC recognizes their participation and is committed to supporting their efforts to make sure that their data gets entered into HMIS in a way that meets the standards described in this document.
- For those agencies not meeting Data Quality Plan benchmarks, the HMIS System Administrator will inform the agency of benchmarks that are not being met and provide technical assistance and support that enables the agency to improve its performance and meet the established targets.
- Agencies not meeting Data Quality Plan benchmarks on a repeated basis will be notified by the HMIS System Administrator and/or members of the Data Quality Subcommittee, identifying the benchmarks that are not being met. As noted in the accompanying Data Quality Monitoring Plan, the agency, with assistance from the HMIS System Administrator, will be asked to develop a written plan that identifies clear and measureable improvements to meet established benchmarks within a reasonable and specified timeframe.
- On a semi-annual basis: the HMIS Local System Administrator will present to the CoC Steering Committee, a Data Quality Committee approved Monitoring report, documenting the status of Data Quality Plan compliance by contributing providers.