

# Hampden County HMIS • Springfield Office of Housing

## DATA QUALITY PLAN

### Data Quality Benchmarks and Controls

The chart below identifies the standards that the CoC will monitor as part of its data quality plan, as well as the monitoring procedures for each standard. The Coverage standard applies to the CoC as a whole. All other standards apply to CHOs and programs.

General Principle	Specific Principle	Expected Benchmark	Monitoring Procedure Who? How often?
Coverage	All lodging and non-lodging homeless programs in the CoC report HMIS data	100% Emergency shelter beds, Safe Havens, Outreach, Rapid Rehousing and SSVF report HMIS.  86% Transitional housing and permanent supportive housing beds report HMIS.	HIC provides annual report.  HMIS Lead will report status quarterly to Board of Directors.
Completeness	All clients entered	95% of clients must have all universal data entered.  95% of clients must have an assessment.  95% of clients qualifying for mid-term assessment must have assessment completed.	Monthly reports sent to participating agencies.
	Complete exit data entered	No more than 5% missing exit assessments.  No more than 5% incomplete exits assessments (includes completion of exit assessment)	Check missing exit assessments on monthly missing data report.  The HMIS Administrator will spot check 6 sites every month, checking recent exit assessments for completeness.
Accuracy	Accurate data entered by staff	5 of the 6 records must be entered accurately.	Annual visit to conduct random spot check of paper files against HMIS. Pull 6 records and look for client data in the database.

	Changing data kept up to date	Active clients should be reviewed by the local database administrator every 30 days.	The Springfield HMIS Administrator will review with the local HMIS Administrator in quarterly visits.
Timeliness	Data are entered soon after collected	Clients must be entered within 48 hours of intake.  Emergency shelter clients must be entered within 24 hours of intake.	Monthly reports to agencies.
Consistency	Common interpretation of questions and answers	Data will be reviewed at the monthly data management meetings.	The HMIS Administrator will compare aggregate data by users for same population to look for unusual patterns on a quarterly basis.  Inconsistencies found during the month will be noted and discussed at the monthly data management meetings.
	Common knowledge of what fields to answer	95% of required fields completed	Monthly check of required fields in system – 95% of records have complete minimal fields.

## Roles and Responsibilities

### CoC Board of Directors

The Board of Directors is responsible for oversight of data quality, and will review high-level data quality reports quarterly. The Board will act upon recommendations made by the HMS and Data Committee and the HMIS Lead.

### HMIS and Data Committee

The HMIS and Data Committee is responsible for ongoing oversight of progress toward the CoC's meeting of all Data Quality Benchmarks system-wide. It will regularly review data quality reports, assist agencies in gaining compliance, and ensure that required reports and trainings are made available for the agencies. It will provide quarterly updates to the CoC Board of Directors on progress of the data quality plan and provide regular reports on the quality of the CoC's data.

## HMIS Lead- City of Springfield

The HMIS Lead is responsible for monitoring CHOs to ensure that the standards on the extent and quality of data entered into the Hampden County HMIS set forth in these policies and procedures are met to the greatest possible extent and that data quality issues are quickly identified and resolved.

The HMIS Lead will run data quality reports and will directly provide agencies with the reports for their projects via email. The regularity of the reporting provides participating agencies with the opportunity to review data and update any missing elements before the HMIS Administrator assesses progress. Monthly reports include the following.

1. **Progress reports on expected contractual outcomes.** Each funded project has specific target requirements. Specific reports are created for each project to show the agency's progress to date on their contractual agreements. Both the dates and methods of tracking information vary according to the particular project.
2. **Missing Data – Assessments:** This report alerts participating agencies if they have failed to record detailed assessment information. It identifies where they have entered a new participant into the database, but have failed to provide required assessments.
3. **Missing HUD Universal Data Elements:** The HMIS Administrator will track completion of universal data elements on a monthly basis.

The City of Springfield will monitor at least annually the projects that are funded by the CoC. It will review data quality reports, bed utilization reports, and compliancy with the Data Quality Plan. It will report and make recommendations to the CoC Application Committee on the quality and usability of data submitted by CoC-funded agencies.

## Contributing HMIS Organizations

CHOs are responsible for training and monitoring HMIS users to ensure understanding of and compliance with data quality standards.

Each CHO is responsible for addressing any issues identified through the data quality monitoring. Where data errors are identified, the CHO must correct the errors within 30 days. Where overall systemic data quality issues are identified, the CHO must participate with the HMIS Lead in creation of a corrective action plan.

## Remedial Actions

The goal of data quality monitoring is for the CoC to obtain and maintain high-quality data. In order to meet this goal, CHOs with repeated data quality issues will be initially provided with increasing levels of support to assist in resolving data issues. Support may include additional training and/or technical assistance from the HMIS Lead, Social Solutions, or a qualified consultant.

The CHO may be required to submit a corrective action plan to the HMIS Lead, and to provide regular reports to the HMIS Lead on progress toward implementing the identified corrective actions. Components of a corrective action plan may include:

- Developing and following a schedule of actions for carrying out HMIS-related tasks, including schedules, timetables, and milestones;
- Establishing and following an HMIS data quality plan that assigns responsibilities for carrying out remedial actions; and
- Increased monitoring and reporting of HMIS data quality.

If increased support does not result in the CHO meeting data quality standards, the CHO may be subject to sanctions, as described in the CoC's HMIS Policies and Procedures Manual.