

HMIS Training

Agency Administrator and Data Quality



Agenda

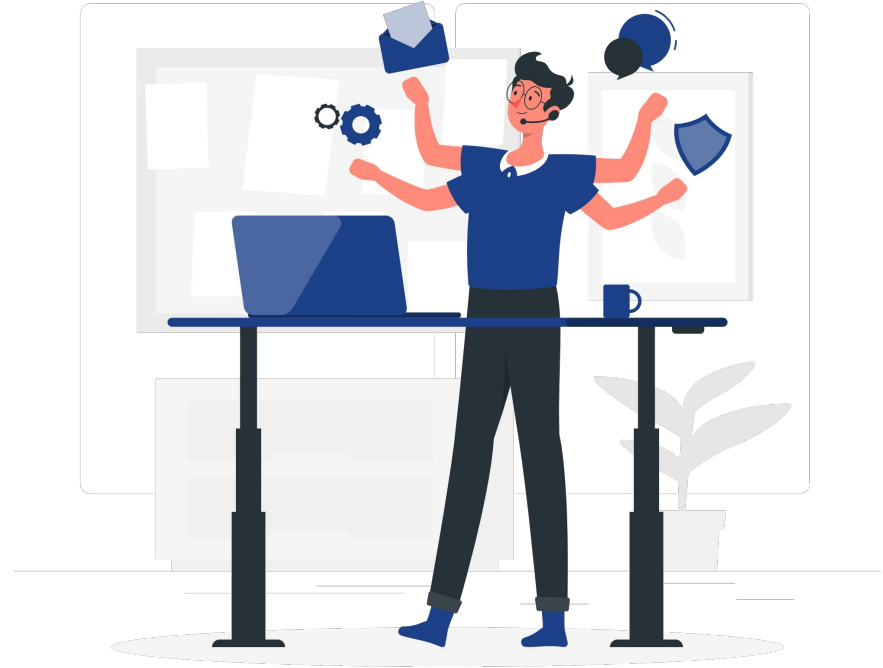
1. Agency Administrator Role
2. Main Responsibilities of the Agency Administrator
3. Monitoring Data Quality
 - a. Concept of Data Quality
 - b. Components of Data Quality
 - c. Common Data Quality Issues
4. Data Quality Report Cards

Agency Admin Role

Who is the Agency Administrator?



- The Agency Admin(AA) is the staff member(s) at your agency who:
- Oversees and manage the data that is entered in the OC HMIS
- Serves as the primary contact between the users at their agency and 211OC
 - Main Agency Administrator
 - Back up Agency Administrator

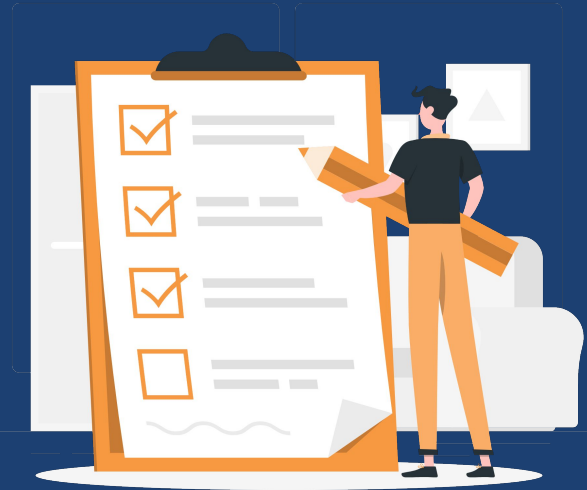


Requirements to be an AA

- The Agency Admins is an HMIS user who:
 - Is able to provide basic technical support and training to other HMIS users
 - Is reliable and available for the rest of the HMIS users
 - Be informed of all the OC HMIS updates and share them with rest of users.
- Agency Administrators do not need to be supervisors, managers, directors, or have any special job title.
- Any HMIS user can be assigned as the AA.



Main Responsibilities of the Agency Admins



Managing Users

- Determine who needs access to HMIS
- Complete the [HMIS Account Update and Testing Form](#) after a user:
 - completes training
 - needs additional access (E.g CES, another agency access)
 - no longer needs access to HMIS
- Provide further training, when needed



User Training Access

All HMIS Users

- [HMIS Part 1 & HMIS Part 2](#)
- [HMIS Part 2 Skill Test](#)

Additional Trainings

- [HMIS CES Training](#)
- Federal Funded Program Data Standard Training: HOPWA, PATH, RHY, SSVF, and VASH

KB: [New Staffing Onboarding](#)



Requesting Additional Agency Access

The primary agency will need to review and approve for partner agency staff to gain access to their agency.

- The partner agency will reach out to the primary agency Admin and provide a list of users and their emails for review and approval
- The primary agency will submit the [HMIS Account Update Form](#) on behalf of the partner agency to the HMIS Help Desk



Requesting Additional Agency Access (Cont)

- Agency A and Agency B are participating in a collaborative together.
- Agency B is the lead agency and has the project set up under their agency.
- Agency A Agency Admin will need to reach out to Agency B Agency Admin to review and approve for Agency A staff to access Agency B.
- Agency B will send the request on behalf of Agency A.

HMIS Account Update & Testing Form

Agency Information

Agency Name *

Agency B

Agency Administrator Name *

Agency B Admin

Agency Administrator Email *

agencyadminb@email.com

HMIS User 1

HMIS User's Name *

Agency A Staff

HMIS User's Email Address *

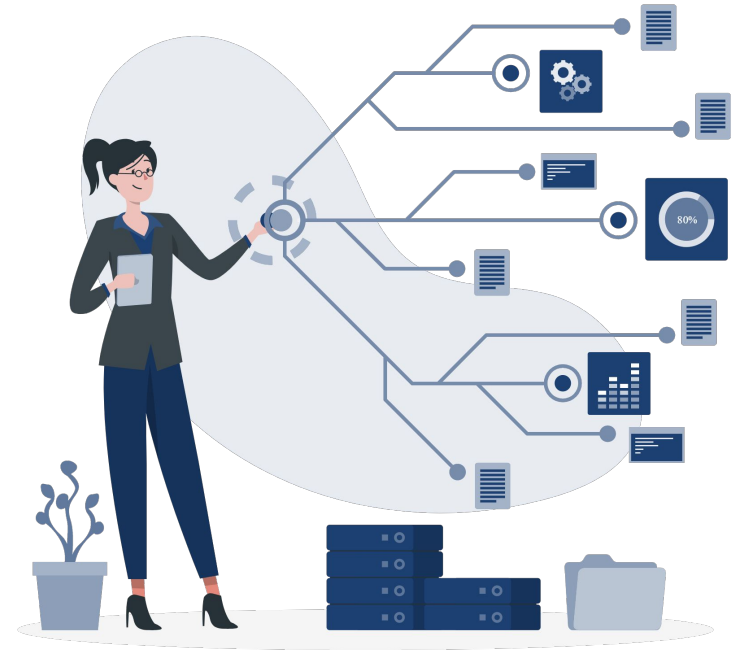
agencyastaff@email.org

This HMIS User Is: *

- A new HMIS User
- Completing HMIS User Recertification
- Completing HMIS training again due to inactivity
- An existing and active HMIS user who needs Agency Administrator access
- An existing and active HMIS user who needs access to the Individual Coordinated Entry System
- An existing and active HMIS user who needs access to the Family Coordinated Entry System
- An existing and active HMIS user who needs access to both Family and Individual Coordinated Entry Systems
- An existing and active HMIS user who needs access to my agency
- An existing and active HMIS user who needs a different access role (specify change of access role in comments)
- No longer employed by our agency
- No longer in need of access to HMIS as part of their primary job duties
- Other

User Management Reports

- Reports > Data Analysis > Orange County Clarity System Reports > User Management
 - Provides an overview of the data entered by users
 - Active user list
 - Additional agency access



***Only for Executive Directors**



Inform the OC HMIS Help Desk when there are changes in the Agency Administrator assignment



Communication

- Sharing important HMIS news with your Users
- Updating Users on topics discussed at Meetings
- And, making sure Users are receiving our emails and messages correctly



Technical Support

- Assist users with Technical Support questions
 - [Knowledge Base Library](#)
 - [Cheat Sheets](#)
- Escalate issues to the OC HMIS Help Desk when needed
- Only Agency Administrators should submit tickets



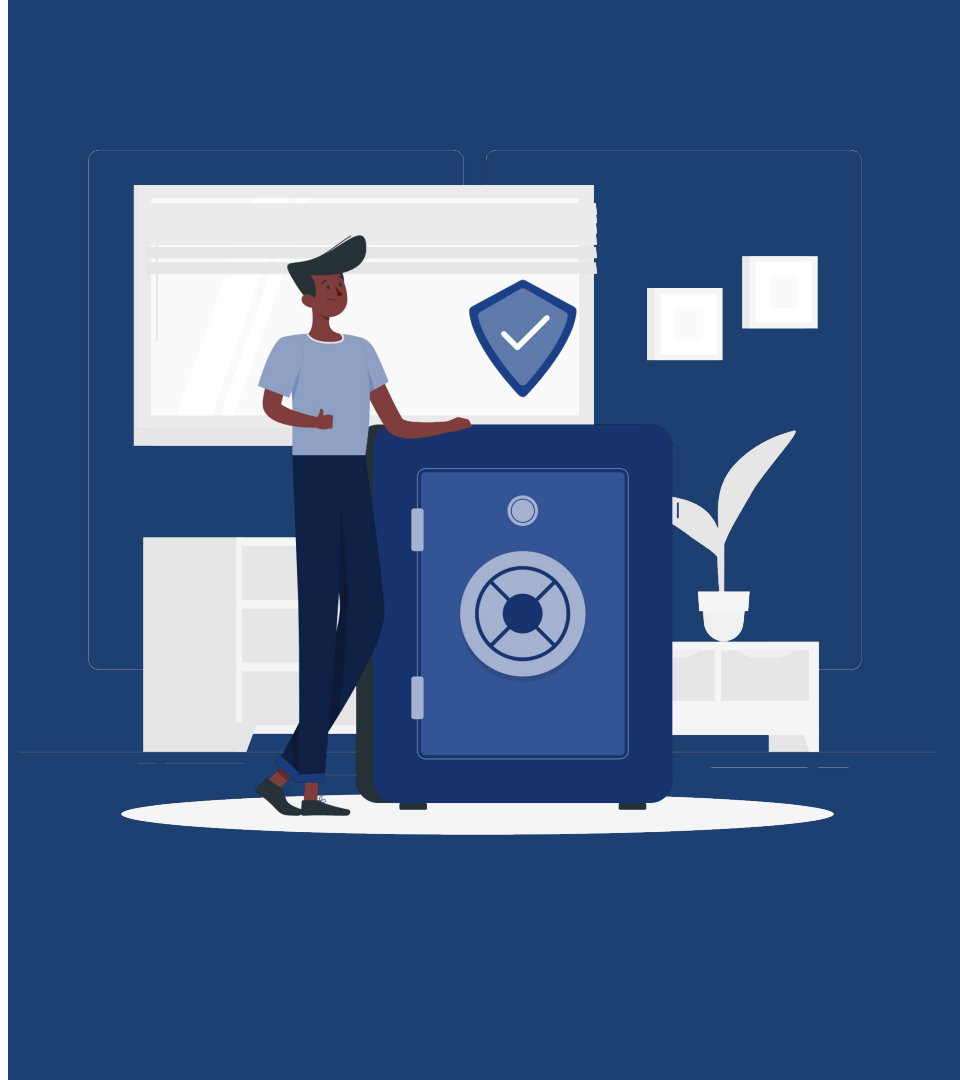
Technical Support (Best Practice)

- Provide as much details as possible
- Please do not include Personal Identifying Information
- When having issues with reports, provide name and parameters of the report
- Refer to the [Knowledge Base articles](#) before submitting a ticket



Privacy and Confidentiality

- Monitor compliance with standards of:
 - Confidentiality
 - Collection, entry, and retrieval of data
- Attend security violation at your agency
- Escalate security violations to the OC HMIS Helpdesk



Agency Audits

- Complete the Agency Audit Form
- Submit Agency Agreement and Interagency Data Sharing Agreement
- Conduct Security Checkings to computers and devices used to access HMIS
- Attend the audit :)



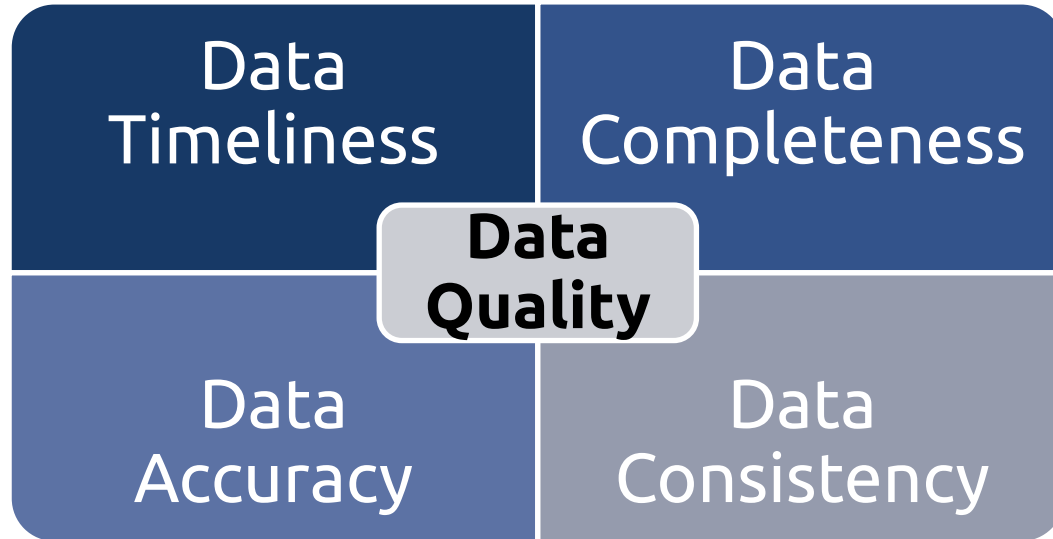
Monitoring Data Quality

What is Data Quality?

Data Quality refers to the Reliability and Comprehensiveness of our data



Components of Data Quality



Data Timeliness

What is it?

It refers to the degree to which the data is collected in HMIS and available when it is needed.

Why is it important?

It ensures data recorded in HMIS reflects the most current information on the clients served by participating projects.

How is it achieved?

Up-to-date information can only be achieved when the clients' data is entered in HMIS as soon as it is collected.

Data Timeliness looks at how much time pass from the moment you collect clients' information to the moment you enter that data in HMIS.

Data Timeliness

How do we review Timeliness in the OC HMIS?

- Data Timeliness Threshold in the OC HMIS \Rightarrow 3 days
It is expected that all HMIS users enter data in the system within 3 days of collecting it.
- **Tools for Review:** Data Timeliness Reports available in HMIS
(Reports Page > Data Analysis Tab > Data Quality Section)

Data Timeliness Report	Details	Summary
Project Start	Show the number of days it takes to record Start, Exit and Service data in HMIS for each client at your agency.	Show the count of clients in a specific Data Timeliness Interval for each project at your agency.
Project Exit		
Services		
	Client Level	Project Level

Details - Project START Data Timeliness

Project Start Data Timeliness Report - Details

Save Look

20 rows - from cache - 40m ago

Run



FILTERS (4)

Custom Filter

- Enrollments Reporting Period Filter Required is any time
- Agencies Agency Name is equal to
- Enrollments Project Start Date is in the past 1 complete months
- Programs Full Name is equal to



VISUALIZATION

TABLE (LEGACY)

EDIT

Full Name	Project Type Code	Client Full Name	Unique Identifier	Enrollment ID	Project Start Date	Date Created Date	User Creating	Days between Project Start Date and Date Added in HMIS
1 OC Training Agency - Angie's SSVF Rapid Re-housing	PH - Rapid Re-Housing	Minnie Mouse	0F97D3F3D	753	2020-07-13	2020-07-15	vao_training	2
2 OC Training Agency - Angie's SSVF Rapid Re-housing	PH - Rapid Re-Housing	Mickey Mouse	6F0DF35A	752	2020-07-13	2020-07-15	vao_training	2
3 Fake Mercy House - fake mh	Coordinated Entry	Finn the Human	0D5902B0C	747	2020-07-13	2020-07-13	mvargas	0
4 City Net - Central SPA Street Outreach	Street Outreach	Amy Fake	3E230B482	757	2020-07-16	2020-07-16	dbrown	0
5 Family Solutions Collaborative - Family Coordinated Entry	Coordinated Entry	Test Test	AD88B12A5	746	2020-07-13	2020-07-13	mvargas	0
6 City Net - Street Outreach	Street Outreach	Juan Mendoza	995688F64	756	2020-07-16	2020-07-16	dbrown	0
7 Family Solutions Collaborative - Family Coordinated Entry	Coordinated Entry	Finn the Human	0D5902B0C	745	2020-07-13	2020-07-13	mvargas	0
8 City Net - Central SPA Street Outreach	Street Outreach	Juan Mendoza	995688F64	755	2020-07-16	2020-07-16	dbrown	0
9 Family Solutions Collaborative - Family Coordinated Entry	Coordinated Entry	Test Test	F59592D53	762	2020-07-28	2020-07-28	mvargas	0
10 OC Training Agency - ESG Funded Emergency Shelter Training Program	Emergency Shelter	Felice Ducati	ESAAD7AAD	744	2020-07-10	2020-07-10	fsi_training	0
11 OC Training Agency - Test Services Only Project	Services Only	Rogers William	DB974AB0C	754	2020-07-16	2020-07-16	fsi_training	0
12 OC Training Agency - ESG Funded Emergency Shelter Training Program	Emergency Shelter	Boy Koy	252E82480	761	2020-07-23	2020-07-23	poh_training	0
13 OC Training Agency - ESG Funded Emergency Shelter Training Program	Emergency Shelter	Hakuna Matata	18004B6F4	743	2020-07-09	2020-07-09	fsi_training	0

DATA

Summary - Project START Data Timeliness

Summary - Project Start Data Timeliness Report

Save Look

63 rows · from cache · 25m ago

Run



FILTERS (4)

Custom Filter

Enrollments Reporting Period Filter

is any time

Agencies Agency Name

is equal to

Enrollments Project Start Date

is in the past

1

complete years

Programs Full Name

is equal to

VISUALIZATION

TABLE (LEGACY)

EDIT

Timeliness Category >

Programs Full Name ^	0 - 7 Days				8 - 14 Days				15 - 30 Days				More than 30 Days			
	Enrollments		Count		Enrollments		Count		Enrollments		Count		Enrollments		Count	
1 -TRAINING - Grandma's House of Hope -TRAINING -- Bridge																
2 -TRAINING - Grandma's House of Hope -TRAINING -- Transitional Housing			1													
3 A Springfield Agency - Elementary School Project			1												5	
4 A Springfield Agency - Evergreen Street Outreach Project			1													
5 A Springfield Agency - Short Term Supportive Housing			2													
6 A Springfield Agency - Springfield Homeless Shelter			3												7	
7 A Springfield Agency - Supportive Services for Springfield Citizens			1												2	
8 Casey's Agency - 2020 Data Standards Emergency Shelter			2													
9 Casey's Agency - 2020 SSVF Rapid Re-Housing			1													
10 Casey's Agency - Casey's CES			2													
11 Casey's Agency - Test Residential			1												1	
12 Casey's Agency - Transitional Housing			1													



Actionable Items: Data Timeliness Reports

It is recommended for Agency Administrators (AA) to run Data Timeliness Reports once a month to:

- Identify delays in the data entry
- Determine strategies to improve in areas needed
- Measure and monitor progress over time



Data Completeness

What is it?

It refers to the degree to which all required data is known and documented.

Why is it important?

It ensures data recorded in HMIS represents the population served comprehensively.

How is it achieved?

Completeness is achieved when all the required data elements are answered for all the clients in the system.

Data Completeness looks that there is a valid response to all the data elements a client needs to answer.

Data Completeness

How do we review Completeness in the OC HMIS?

- Data Completeness threshold for our community:

Project Type	UDE	PSDE Entry	PSDE Exit
Emergency Shelter	98%	96%	65%
Homeless Prevention	98%	96%	95%
Permanent Supportive Housing/ Other Permanent Housing	98%	96%	95%
Rapid Re-Housing	98%	96%	95%
Services Only	95%	90%	50%
Street Outreach	95%	90%	50%
Transitional Housing	98%	96%	95%

- Tools for Review:** Data Completeness Reports available in HMIS
(Reports Page > Data Analysis Tab > Data Quality Section)

Data Completeness

How do we review Completeness in the OC HMIS?

Tools for Review: Data Completeness Reports available in HMIS
(Reports Page > Data Analysis Tab > Data Quality Section)

REPORT LIBRARY EXPLORE DATA ANALYSIS	
Data Quality	
Data Completeness - Universal Data Elements (UDE)	RUN
Data Completeness - Program Specific Data Elements (PSDE) - Entry	RUN
Data Completeness - Program Specific Data Elements (PSDE) - Exit	RUN
Project Exit Data Timeliness Report - Summary	RUN
Project Exit Data Timeliness Report - Details	RUN
Project Start Data Timeliness Report - Details	RUN
Project Start Data Timeliness Report - Summary	RUN
Services Data Timeliness Report - Details	RUN
Services Data Timeliness Report - Summary	RUN

Client Level Reports
that show the clients'
response to all the
HUD Data Elements

Universal Data Elements (UDE) Completeness Report

Client Level Report that shows all the Universal Data Elements (UDE) fields

FILTERS (3)

Enrollments Reporting Period Filter: is in the past | 1 | quarters | +

Agencies Agency Name: is equal to | | +

Programs Project Type Code: is equal to | | +



Client doesn't know

Blank

VISUALIZATION

Agency Name	Full Name	Project Type Code	Unique Identifier	Enrollment ID	Household ID	Head of Household (Yes / No)	First Name	Last Name	Name Data Quality	SSN	SSN Data Quality	Date of Birth Date	DOB Data Quality	Race ^	Ethnicity	Gender	Veteran Status	Disabling Condition	Project Start Date	Project Exit Date	Destination	Relationship to Head of Household	CoC Code of HOH at Project Start	Housing Move-in Date	Residence Prior to Project Entry	Length of Stay in Prior Living Situation	Length of Stay Less Than 90 Days	Length of Stay Less Than 7 Days	On the night before stayed on the streets, ES or Safe Haven	Approximate Homeless Started Date
73	A Springfield Agency - Springfield Homeless Shelter	Emergency Shelter	B0854B769	37	64	Yes	Test	New	Full name reported	000-00-0000	Data not collect	1955-04-04	Full DOB Reported				No	No	2018-03-01			Self (head of household)	CA-602		Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHH-funded Host Home shelter	Two to six nights				2015-01-
74	OC Training Agency - ESG Funded Emergency Shelter Training Program	Emergency Shelter	AC3CD3DC2	793	873	Yes	Rubeus	Hagrid	Full name reported	000-00-0000	Client doesn't know	1950-02-16	Full DOB Reported	American Indian or Alaska Native	Non-Hispanic/Non-Latino	Male	No	No	2020-09-15			Self (head of household)			Safe Haven	Two to six nights				2020-09-
75	OC Training Agency - CoC Funded Transitional Housing Training Project	Transitional Housing	A1F97946D	792	872	Yes	Rapunzel	Tower	Full name reported	000-00-0000	Client doesn't know	1955-06-19	Full DOB Reported	American Indian or Alaska Native	Hispanic/Latino	Female	No	No	2020-09-15			Self (head of household)			Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	One night or Less				2020-09-

Data Completeness Reference Guide

Who is required to respond?

Universal Data Elements

Data Element	Field in HMIS	Screen in HMIS	Universe of Clients (who needs to respond)
Name Data Element 3.01	First Name	Profile Screen	All Clients
	Last Name		
	Name Data Quality		
Social Security Number Data Element 3.02	SSN	Profile Screen	All Clients
	SSN Data Quality		
Date of Birth Data Element 3.03	Date of Birth	Profile Screen	All Clients
	DoB Data Quality		
Race Data Element 3.04	Race	Profile Screen	All Clients
Ethnicity Data Element 3.05	Ethnicity	Profile Screen	All Clients
Gender Data Element 3.06	Gender	Profile Screen	All Clients
Veteran Status Data Element 3.07	Veteran Status	Profile Screen	Adults
Disabling Condition Data Element 3.08	Disabling Condition	Enrollment Screen	All Clients
Project Start Date Data Element 3.10	Project Start Date	Enrollment Screen	All Clients
Project Exit Date Data Element 3.11	Project Start Date	Exit Screen	All Clients
Destination Data Element 3.12	Last Exit Destination	Exit Screen	All Clients
Relationship to Head of Household Data Element 3.15	Relationship to Head of Household	Enrollment Screen	All Clients
Housing Move-in Date Data Element 3.20	Housing Move-in Date	Enrollment Screen	Head of Households (HoH) in PSH, OPH, RRH projects

Program Specific Data Elements

Data Element	Field in HMIS	Screen in HMIS	Universe of Clients (who needs to respond)
Income and Sources Data Element 4.02	Income from Any Source	Enrollment Screen	Heads of Households and Adults
	Income Sources	Exit Screen	
Non-Cash Benefits Data Element 4.03	Non-Cash Benefits from Any Source	Enrollment Screen	Heads of Households and Adults
	Non-cash benefits Sources	Exit Screen	
Health Insurance Data Element 4.04	Covered by Health Insurance	Enrollment Screen	All Clients
	Health Insurance Sources	Exit Screen	
Physical Disability Data Element 4.05	Physical Disability	Enrollment Screen	All Clients
	Expected to be Long Term	Exit Screen	
Developmental Disability Data Element 4.06	Developmental Disability	Enrollment Screen	All Clients
		Exit Screen	
Chronic Health Condition Data Element 4.07	Chronic Health Condition	Enrollment Screen	All Clients
	Expected to be Long Term	Exit Screen	
HIV/AIDS Data Element 4.08	HIV/AIDS	Enrollment Screen Exit Screen	All Clients
Mental Health Problem Data Element 4.09	Mental Health Problem	Enrollment Screen	All Clients
	Expected to be Long Term	Exit Screen	
Substance Abuse Data Element 4.10	Substance Abuse Problem	Enrollment Screen	All Clients
	Expected to be Long Term	Exit Screen	
Domestic Violence Data Element 4.11	Domestic Violence Victim/Survivor	Enrollment Screen	Heads of Households and Adults
	When experience occurred		
	Are you currently fleeing?		
Date of Engagement Data Element 4.18	Date of Engagement	Enrollment Screen Exit Screen	Head of Household and Adults enrolled in Street Outreach, Services Only, and Emergency Shelter (Nbn)

Actionable Items: Data Completeness Reports

It is recommended for Agency Administrators (AA) to run Data Completeness Reports once a month to:

- Identify missing information in data (Blanks or Data not Collected)
- Identify Client Refused and Client doesn't know responses
- Complete data when possible



Data Accuracy

What is it?

It refers to the degree to which the data entered in HMIS reflects the real information of the clients served and the services provided.

Why is it important?

It ensures the reliability and validity of the information recorded in HMIS.

How is it achieved?

Accuracy is achieved when:

- Clients provide real information
- Intake staff document and enter information correctly; and review congruency of the data.

Data Accuracy

How do we review Accuracy in the OC HMIS?

Congruent Information

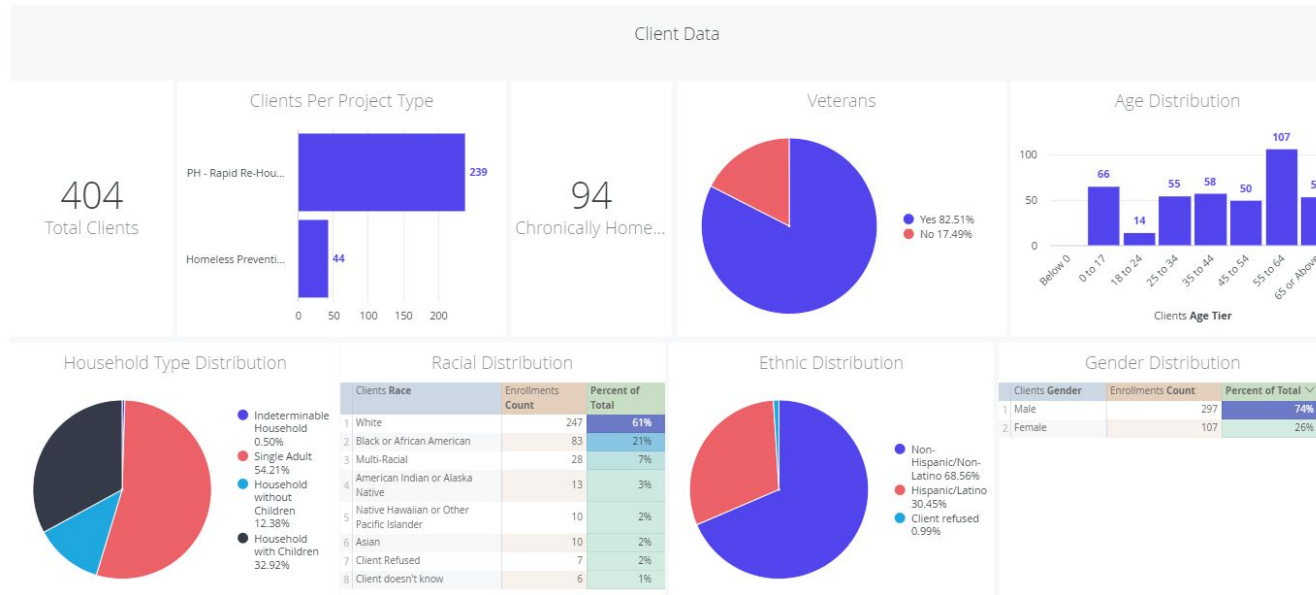
- Verify that clients' responses are congruent with HUD Data Standards.
- Examples of accuracy errors:
 - HoH issues (1 and only 1 HoH)
 - SSN violates Social Security Administration rules for a valid SSN
 - Incoherence in the Disabling Condition
 - Issues with dates:
 - DOB after Project Entry
 - Project Exit Prior to Project Entry

Real Information

- Verify that Information provided by clients reflects their real situation.
- Verify that Information recorded in HMIS matches what the client reported

Recommendations for Reviewing Data Accuracy

Review Monthly Dashboard available in HMIS



Recommendations for Reviewing Data Accuracy

- Agency Admin should establish process and procedures to ensure their data in HMIS represents clients' information accurately.
- Emphasize to clients and intake staff that it is preferable to enter "*client doesn't know*" or "*data not collected*" than to enter inaccurate information.
- Advise Case Managers to guide clients through the intake process so they understand questions and response options.



Data Consistency

What is it?

It refers to the degree to which the data is equivalent in the way it is collected and stored among all agencies that participate in the OC HMIS

Why is it important?

It affects directly the accuracy of the clients' information.
There is no accuracy without consistency.
We need consistency to have accuracy.

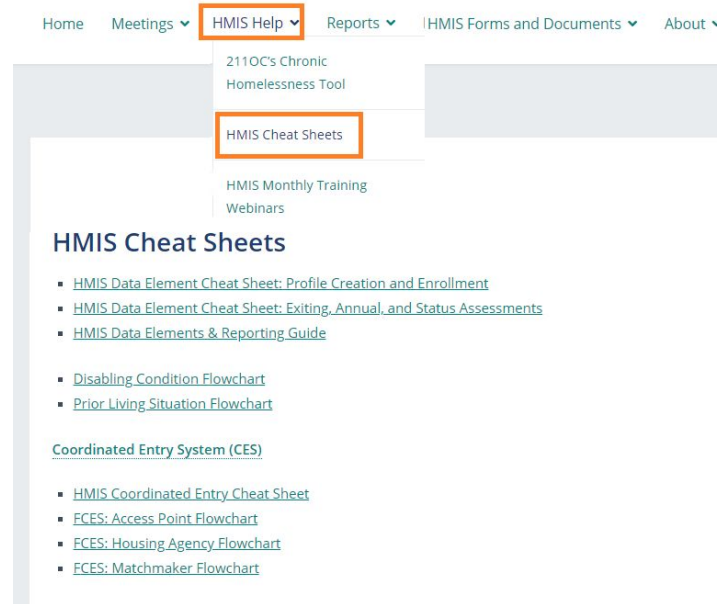
How is it achieved?

Consistency is achieved when all HMIS users across all agencies have the same understanding of the client information that is collected.

Data Consistency

How do we review Consistency in the OC HMIS?

Tools for Review: Data Consistency Cheat Sheets (ochmis.org > [HMIS Help](#) > [HMIS Cheat Sheets](#))



The screenshot shows the top navigation bar of the OC HMIS website. The menu items are: Home, Meetings, HMIS Help, Reports, HMIS Forms and Documents, and About. The 'HMIS Help' dropdown menu is open, showing the following options: 211OC's Chronic Homelessness Tool, HMIS Cheat Sheets, HMIS Monthly Training, and Webinars. The 'HMIS Cheat Sheets' option is highlighted with an orange box. Below the navigation bar, the 'HMIS Cheat Sheets' section is displayed, containing a list of links for various cheat sheets and flowcharts.

Home Meetings **HMIS Help** Reports HMIS Forms and Documents About

- 211OC's Chronic Homelessness Tool
- HMIS Cheat Sheets**
- HMIS Monthly Training
- Webinars

HMIS Cheat Sheets

- [HMIS Data Element Cheat Sheet: Profile Creation and Enrollment](#)
- [HMIS Data Element Cheat Sheet: Exiting, Annual, and Status Assessments](#)
- [HMIS Data Elements & Reporting Guide](#)
- [Disabling Condition Flowchart](#)
- [Prior Living Situation Flowchart](#)

Coordinated Entry System (CES)

- [HMIS Coordinated Entry Cheat Sheet](#)
- [FCES: Access Point Flowchart](#)
- [FCES: Housing Agency Flowchart](#)
- [FCES: Matchmaker Flowchart](#)

Data Consistency

How do we review Consistency in the OC HMIS? (continued)

Tools for Review: Data Consistency Cheat Sheets (ochmis.org > HMIS Help > HMIS Cheat Sheets)

OC HMIS Data Element Cheat Sheet: Profile Creation and Project Enrollment



Profile Creation

HUD requires you collect certain information from the client with whom you work, in order to create a Client Profile in HMIS. These are some required data elements. Each section contains the name of the data element, rationale for collecting the data element, and suggestions on collecting accurate data from clients.

Data Element: 3.03 Data of Birth (DOB)

Calculates the client's age at the beginning of their enrollment, and at any time during their enrollment.



- If a client cannot remember or refuses to provide their day/ month of birth enter the DOB as:
 - **Quality of DOB** - Client Doesn't Know/ Client Refused
 - **Date of Birth** - 01/01 for MM/DD
- The same steps should be taken if the client cannot remember their DOB. Ask them to estimate their age and fill out the DOB as **Approximate** or **Partial DOB Reported**

Ask things like...

- Do you know how old you are?
- Do you know what month/day/year you might have been born on?
- About how old would you say you are right now?

Data Element: 3.06 Gender

Helps us understand who is experiencing homelessness in our CoC

Recording Data in HMIS

- Enter the self reported information as directed by the client
- If the client is already in HMIS, verify that the information is correct. If their gender does not match their current gender then update the record

Ask things like...

- What gender identity you most closely identify with? If none of these work for you, that's okay.

Data Element: 3.04 Race & Data Element 3.05 Ethnicity

Helps us understand who is experiencing homelessness in our community.



- Staff observations should never be used for collecting client data
- Information is self-reported as directed by the client
- A client's race cannot be determined based on their answer for ethnicity
- HUD's definition of race is concerned with clients' ancestral origins, not where they were born or have lived during their life.

(Race) Ask things like...

- Do you know if your ancestors were originally from a country like Spain, somewhere in Africa, or are you part of an indigenous group?
- Where did you ancestors come from?

(Ethnicity) Ask things like...

- Do you identify as being Hispanic/Latino?
 - If a client indicates that they are from a Latin American country they might identify their race as Hispanic. However, their race might be White if they know their ancestors were originally from Europe.



Common Data Quality Errors

How to fix them
How to avoid them



Relationship to Head of Household Error

There should be one and only one HoH for any given household

1. There cannot be more than one HoH for any given enrollment

2. There should always be a HoH assigned for each enrollment

Relationship to Head of Household Error (continued)

There should be one and only one HoH for any given household

1. There cannot be more than one HoH for any given enrollment

Homer Simpson

PROFILE HISTORY **PROGRAMS** ASSESSMENTS FILES SERVICES CONTACT LOCATION

Adriana McCarty, System

SEARCH CASELOAD

▲ Changes have not been saved. You should select at least one Head of Household.

PROGRAM: ELEMENTARY SCHOOL PROJECT

1324 DAYS ACTIVE PROGRAM

Program Type: Group (4)

Program Start Date: 02/02/2017

Assigned Staff: Adriana McCarty

Enrollment History Assessments Notes Files Forms × Exit

End Program for client Homer Simpson

Project Exit Date: / /

Destination: Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...

Is the Program Type a Permanent Housing Program Type? Yes (Automatically Generated Response)

DISABLING CONDITIONS AND BARRIERS

Physical Disability: Yes Long Term Yes

CHANGE HEAD OF HOUSEHOLD

Bart Simpson	Head of household's ch...
Homer Simpson	Self (head of househol...
Marge Simpson	Self (head of househol...
Lisa Simpson	Head of household's ch...

SAVE CHANGES CANCEL

Members

01/17	Active
01/17	Active
20/19	Active

nts +

Relationship to Head of Household Error (continued)

There should be one and only one HoH for any given household

2. There should always be a HoH assigned for each enrollment

Homer Simpson

Adriana McCarty, System

PROFILE HISTORY **PROGRAMS** ASSESSMENTS FILES SERVICES CONTACT LOCATION

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CHANGE HEAD OF HOUSEHOLD

Bart Simpson	Head of household's ch
Homer Simpson	Head of household's ch
Marge Simpson	Head of household's ch
Lisa Simpson	Head of household's ch

SAVE CHANGES CANCEL

Members

01/17	Active
01/17	Active
20/19	Active

nts +

Relationship to Head of Household Error (continued)

When does this error occur?

When a HoH leaves the project while the rest of the household members remained enrolled, and there is not re-assignment of HoH

Marge Simpson

PROFILE HISTORY PROGRAMS ASSESSMENTS FILES SERVICES CONTACT LOCATION

PROGRAM: ELEMENTARY SCHOOL PROJECT

Enrollment **History** Assessments Notes Files Forms × Exit

Program Service History

No results found

1356 DAYS ACTIVE PROGRAM

Program Type: Group (4)

Program Start Date: 01/01/2017

Assigned Staff: Adriana McCarty

Head of Household: Homer Simpson

Program Group Members

Bart Simpson	01/01/17	Active
Homer Simpson	01/01/17	01/01/20
Lisa Simpson	01/01/17	Active

ed with Clarity Human Services

After Homer leaves the project, the Simpsons no longer have a HoH assigned.

ERROR

There should always be a HoH assigned at any given time

Relationship to Head of Household Error (continued)

How to prevent/ fix this error?

1. Another member of the HH should be designated as the new HoH
2. All the other members' Relationship to Head of Household should be corrected **to reflect each individual's relationship** to the newly designated HoH (including the client leaving the project)

Disabling Condition Error

When does this error occur? – Incoherence between Disabling Conditions and Specific Disabilities

A Client's Disabling Condition is "YES" if

The client has a **specific disability** that is :
expected to be long-term and impair the ability to live independently

OR

The client has a
developmental disability or has HIV/AIDS

Marge Simpson

PROFILE HISTORY **PROGRAMS** ASSESSMENTS FILES SERVICES CONTACT LOCATION

DISABLING CONDITIONS AND BARRIERS

Disabling Condition	No		
Physical Disability	Yes	Long Term	Yes
Developmental Disability	No		
Chronic Health Condition	Yes	Long Term	Yes
HIV - AIDS	No		
Mental Health Problem	Yes	Long Term	Yes
Substance Abuse Problem	Both Alcoho	Long Term	Yes

Marge Simpson

PROFILE HISTORY **PROGRAMS** ASSESSMENTS FILES SERVICES CONTACT LOCATION

DISABLING CONDITIONS AND BARRIERS

Disabling Condition	No		
Physical Disability	No		
Developmental Disability	Yes		
Chronic Health Condition	No		
HIV - AIDS	Yes		
Mental Health Problem	No		
Substance Abuse Problem	No		

How to fix/prevent error? – After data entry review and ensure coherence

Date of Birth Completeness Error

When does this error occur? – When “Data not collected” is selected in the Quality of DoB field

Quality of Name	Full name reported
Quality of DOB	Data not collected
Middle Name	

It is a severe error because:

- DoB allows to calculate the clients age at Project Start and at any time during the enrollment
- It is necessary for determining Household Type – Which is crucial for HUD Reporting

How to fix/prevent error?

If a client doesn't know or refuses to provide their Date of Birth



- Ask clients to estimate their age
- Enter January 1st
- Estimate the year

Quality of DOB	Approximate or partial DOB reported
Date of Birth	01/01/1980

Additional Data Quality Errors

Other Data Elements highly sensitive to DQ errors include:

- Project Start Date
- Project Exit Date
- Destination
- Living Situation Questions



Data Quality Report Cards



The Report Cards Process

Step 1

211OC Sends DQ Corrections to Agency Administrators

Step 2

Agencies complete DQ corrections in HMIS

Step 3

211OC publishes Data Quality Report Cards

Report Cards – Quarterly Due Dates



Quarters	Step 1 211OC Sends DQ Corrections to Agency Administrators	Step 2 Agencies correct accuracy and completeness errors in HMIS	Step 3 211OC publishes Data Quality Report Cards
Q1: 1/1 – 3/31	Early April	Mid April	Late April
Q2: 4/1/ – 6/30	Early July	Mid July	Late July
Q3: 7/1/ – 9/30	Early October	Mid October	Late October
Q4: 10/1 – 12/31	Early January	Mid January	Late January

Table: Generic Quarterly Due Dates.

Step 1

Data Quality Corrections Spreadsheet

Client doesn't know/Client refused
Orange

Missing Information
 (Data Not Collected/Blanks)
Grey

Data Accuracy Errors
Pink

Race	Ethnicity	Gender	Veteran Status	Disabling Condition	Relationship to Head of Household
White	Non-Hispanic/Non-Latino	Female	No	Yes	Self (head of household)
White	Non-Hispanic/Non-Latino	Male	No	Yes	Head of household's spouse or
White	Non-Hispanic/Non-Latino	Female	No	Yes	Self (head of household)
White	Non-Hispanic/Non-Latino	Male	No	No	Self (head of household)
Data Not Collected	Data not collected	Female	Data not collected	Yes	Self (head of household)
White	Hispanic/Latino	Male	Data not collected	Yes	Self (head of household)
White	Non-Hispanic/Non-Latino	Male	Data not collected	Yes	Self (head of household)
Data Not Collected	Data not collected	Male	Data not collected	No	Self (head of household)
White	Non-Hispanic/Non-Latino	Female	No	Yes	Self (head of household)
American Indian or Ala:	Non-Hispanic/Non-Latino	Female	No	No	Self (head of household)
White	Hispanic/Latino	Female		No	
White	Hispanic/Latino	Female		No	
White	Non-Hispanic/Non-Latino	Female	No	Data not collected	Self (head of household)
White	Non-Hispanic/Non-Latino	Female	No	Yes	Self (head of household)
				Yes	Self (head of household)
				No	Head of household's child
White	Hispanic/Latino	Male		Client doesn't know	Head of household's child
White	Hispanic/Latino	Male	No	Yes	Self (head of household)
Client refused	Client refused	Female	No	Yes	Self (head of household)
White	Non-Hispanic/Non-Latino	Male	No	Yes	Self (head of household)
White	Hispanic/Latino	Female	No	Yes	Self (head of household)
Multi-Racial	Non-Hispanic/Non-Latino	Male	No	Yes	Self (head of household)
White	Non-Hispanic/Non-Latino	Male	No	Yes	Self (head of household)
White	Non-Hispanic/Non-Latino	Female	No	Yes	Self (head of household)

Step 2

Agencies complete Data Quality Corrections

Actions
Required

Review DQ Correction Spreadsheet
[\(Use DQ Corrections Reference Guide\)](#)

Identify errors that can be corrected

Make appropriate correction to the client enrollment
in HMIS

Step 3

Data Quality Report Cards

Completeness & Accuracy: (UDE)

All Projects

Data Response Categories

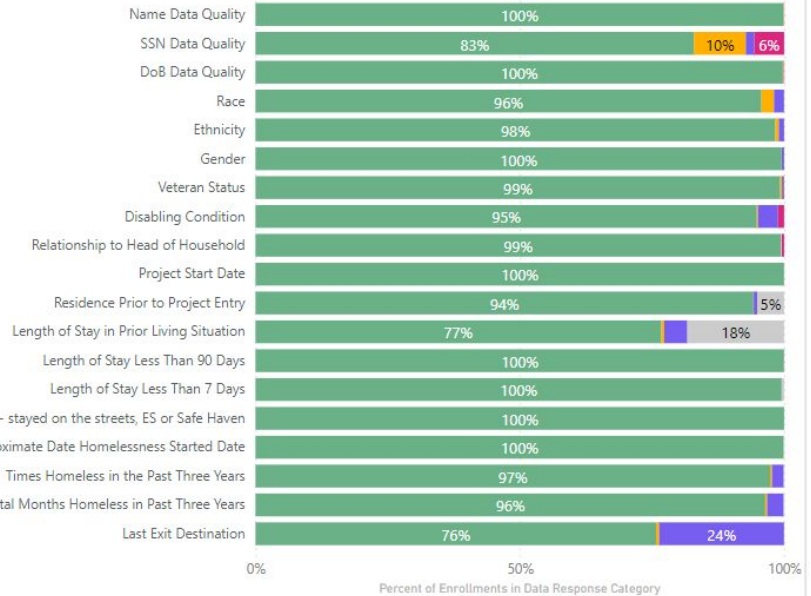
- **Valid Responses:** The percentage of responses that are in accordance with the [HUD HMIS Data Standards Manual](#), excluding Client Doesn't Know, Client Refused, and Data Not Collected.
- **Don't Know/Refused:** The percentage of responses where clients indicated that they did not know how to provide a response for the data element, or they refused to provide a response. Clients cannot be denied services on the basis of their inability or refusal to provide responses to data elements.
- **Data Not Collected:** The percentage of responses where the data element's response was not collected by staff.
- **Blanks:** The percentage of responses where the data element was blank.
- **Data Issues:** The percentage of responses where there was an issue with the data related to the data element's logic, such as an SSN Data Quality response of "Data Not Collected" with a full SSN provided. See the [Data Quality Corrections Reference Guide](#) for more information.

Average Data Completeness Score

96%

Number of Enrollments

20,645



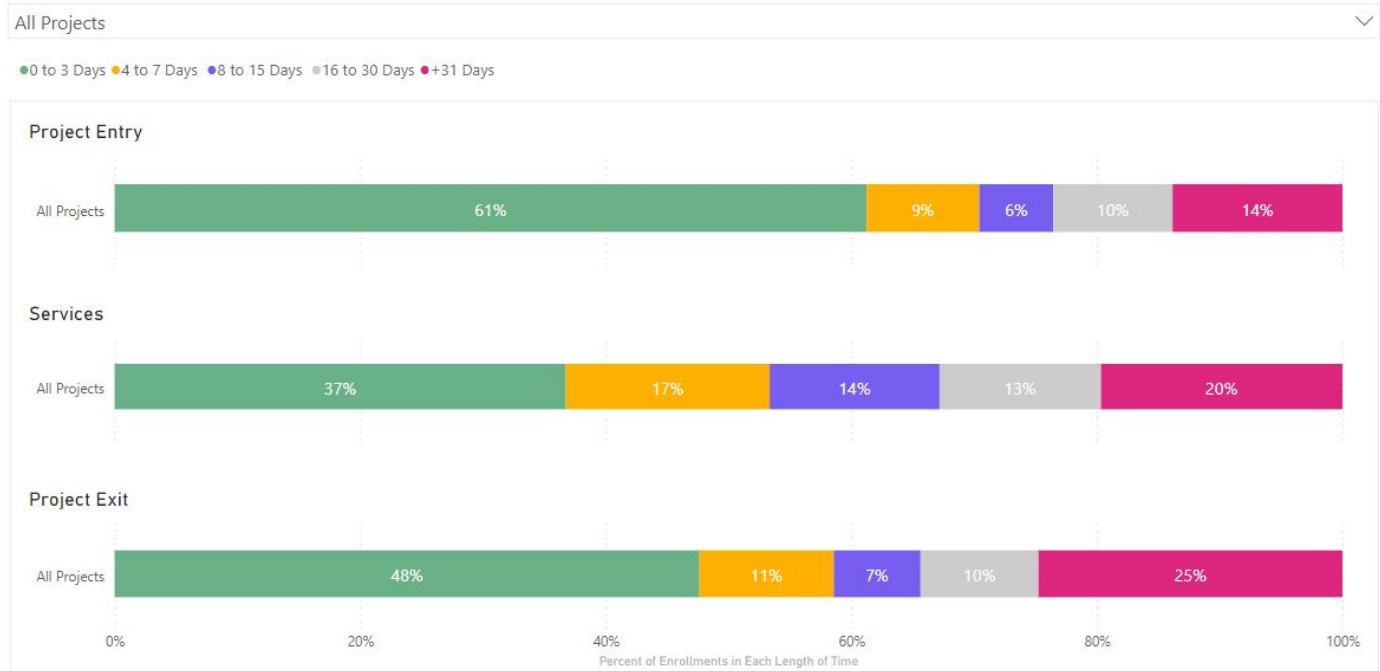
[\(ochmis.org > Reports > HMIS Data Quality Report Cards\)](#)

Step 3

Data Quality Report Cards

Timeliness:

- Entry
- Services
- Exit



Takeaways

- You are the manager and the steward of Data Quality of your agency
- Determine specific procedures and processes for reviewing **Data Quality** that addresses all the **components**
- Spread the word about the **importance of Data Quality** with your whole agency
- Think of Data Quality as a **best practice** for the whole process of entering data



Thank you!