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Approved by the Maricopa Continuum of Care Board 08.10.2020

Maricopa HMIS Data Quality Plan: Introduction

HMIS data quality refers to the reliability and comprehensiveness of the data recorded in the HMIS data base. The extent that data recorded in an HMIS accurately reflects the same information in the real world. Good data quality can "tell the story" of the population experiencing homelessness. The quality of data is determined by assessing characteristics such as ***coverage, utilization, completeness, accuracy, timeliness, and consistency.***

Specifically, the goal is to record the most accurate, consistent and timely information in order to draw reasonable conclusions about the extent of homelessness and the impact of homeless services.

Six Benchmarks of Data Quality

Coverage – The proportion of beds covered by the CoC's HMIS. High bed coverage rates indicate more accurate and reliable data.

Utilization – Program occupancy or the percentage of beds occupied on an average night.

Completeness – The degree to which HMIS records do not include partial or missing data. It also refers to the lack of data from projects not participating in HMIS.

Accuracy – Evident when the data in HMIS reflects the actual characteristics and experiences of clients. Inaccurate data significantly limits the ability of HMIS to serve as a tool in the community's effort to reduce homelessness.

Timeliness – The period between when client data is collected/known and when that information is entered into HMIS. Data not entered into HMIS shortly after it is known increases the potential for inaccuracies or errors in the data one it is in HMIS.

Consistency & Training – The degree to which the data is collected and stored in a uniform manner, across all users of the HMIS. Users that do not have a shared understanding of when, how, and why data should be collected in HMIS, are more likely to enter data that will not be accurate.

Data Quality Benchmarks

1. Coverage

100% of all HUD funded homeless assistance programs in Maricopa County will participate in the Maricopa HMIS Project.

100% of HUD Federal Partner homeless projects in Maricopa County will participate in the Maricopa HMIS Project.

At least 75% of all beds in non-HUD funded residential homeless assistance programs located in Maricopa County will participate in the Maricopa HMIS Project

2. Utilization

100% of the data entered into the Maricopa HMIS will accurately reflect bed utilization for the homeless projects in Maricopa County.

3. Completeness

100% of all clients entered will have complete HUD Universal Data Elements (except for street outreach programs)

95% of clients will have complete program data elements entered (should they be required)

98% will have services entered, if services are required

95% of clients that exit will have data entered with exit destinations

5% is the maximum allowance for missing data, "Data not collected" or "No Interview Completed"

5% is the maximum allowance for "Client doesn't know" and "Client refused" responses of all answered questions.

4. Accuracy

As indicated in the HUD Data Quality Report Framework (Appendix A) the error rates for the following benchmarks shall not exceed:

5% for Personally Identifiable Information (PII) (Q2)

5% for Universal Data Elements (Q3)

10% for Income and Housing Data Quality (Q4)

5% Chronic Homelessness (Q5)

5% Inactive Records: Street Outreach & Emergency Shelter (Q7)

5. Timeliness

Client entry and exit records are entered within the following timeframes as indicated on the HUD Data Quality Report Framework (Q6):

0-3 Days for Coordinated Entry, Street Outreach, and Emergency Shelter

0-6 Days for Transitional Housing, Permanent Supportive Housing, Rapid Re-housing, and Other Permanent Housing

*It should be noted that some PSH and OPH projects may have client records that predate timeliness requirements.

6. Consistency & Training

The HMIS Lead will perform three types of regular training:

Regular New User Training: New user training is available in person and online and must be completed before a user is granted access to HMIS. Training is specific to each particular program's workflow.

Monthly Agency Administrator Training: Each program in HMIS is responsible for sending a representative to the monthly agency administrator training webinar. The webinar will share important information that must be disseminated to users. It is at the discretion of the agency how programs will be represented at the training. Some agencies may designate one representative while other agencies may select multiple representatives. Either way, the information must be shared with all users.

Refresher Training: From time to time, and at least annually, users are responsible for completing refresher trainings. The HMIS Lead is responsible for determining the content of the refresher trainings. Users must complete assigned refresher trainings within a 30-day window. If the user does not complete the training in the 30-day window, their user license will be subject to suspension.

HMIS Monitoring and Improvement Plan

Monitoring and enforcing data quality is a joint responsibility between agencies, the HMIS Team, the Maricopa CoC and funders.

Agencies: Agencies are responsible for running their own data quality reports on each of their programs on a monthly basis. Each program should monitor their programs with three reports: the 0252 Data Completeness Report Card, the 0640 HUD Data Quality Framework and a program specific performance report like the APR or CAPER.

HMIS Team: The HMIS team will conduct a monthly Data Quality audit. Any program which falls below the required DQ thresholds established will be notified and offered support on improving data quality. That support may come in the form of specific instructions to remedy errors or required training. If a program falls below the Data Quality threshold for three consecutive months, the HMIS Team will notify the Continuum of Care Data Subcommittee about the concern. This notification will be made through the monthly performance reporting done by HMIS.

Data Subcommittee: The Data Subcommittee is responsible for supporting the HMIS Team and Agencies in enforcing the Data Quality Plan. Should an agency fall below the data quality thresholds and is unable to remedy the concerns with support of the HMIS Team, the data subcommittee may take the following actions: recommend required training, provide notification to funders or the CoC Board or recommend the agency's data entry be ceased until such a time their data quality can be improved.

Funders: Funders of homeless programs are encouraged to hold programs accountable to the data quality plan by taking an active role in monitoring and enforcing data quality. This can be done by requiring the submission of standard data quality reports and setting minimum data quality thresholds as part of contract performance.