

Durham CoC HMIS Users Meeting

July 2021



NC COALITION to
HOMELESSNESS end

Agenda

July 2021

System Updates

- Assessment updates

How Can We Help

- Data Quality Plan
 - Completeness
 - Timeliness

What's Next

- HMIS Calendar

Demo/Troubleshooting



NCCEH



System Updates

Assessments updates for July 1

All Standard Projects will have COVID-19 questions removed from Client Profile tab






















- This optional series of questions was added to the Client Profile tab in HMIS at the height of the pandemic, before widespread testing and vaccinations were available.
- With a new phase of the spread and response, the HMIS data is not the best source. So, these questions will be removed and retired.

Assessments updates for July 1

All Standard Projects will have COVID-19 questions removed from Client Profile tab

COVID-19 Information

Select "Yes" if client shows symptoms consistent with COVID-19. Leave blank and continue to Contact Information if not symptomatic.

Are you experiencing symptoms consistent with COVID-19 (fever, cough, shortness of breath)?	<input type="text" value="-Select-"/> G
When did your symptoms begin?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
When did you begin your isolation?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
When did you begin your quarantine?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
If hospitalized, what date were you admitted to the hospital?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
If known, what is the COVID-19 test result or confirmed disease status?	<input type="text" value="-Select-"/> G
If tested for COVID-19, when were you tested?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
If tested for COVID-19, what date were the test results provided to you?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G
What is your current symptomatic disposition?	<input type="text" value="-Select-"/> G
What is the date of your current symptomatic disposition?	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G

Assessments updates for July 1

All Standard Projects will have County of Residence and City of Residence questions removed from Project Start/Intake assessment.

- Data from funders and partners has decreased over time.
 - Often confused with NC County of Service (where the client is now).
 - By removing and retiring County and City of Residence, we can cut out extra or confusing questions for the client.
- Some projects using custom assessments will keep this question to meet grant requirements (Entry Point Durham).

If removing either set of questions will cause issues with current funding requirements, please reach out to discuss with the Data Center. We can work together to troubleshoot the impact!

Assessments updates for July 1

All Standard Projects will have County of Residence and City of Residence questions removed from Project Start/Intake assessment.

On the night before this assessment, what was the clients COUNTY of residence?	<input type="text" value="Durham"/>	G
On the night before this assessment, what was the clients CITY of residence?	<input type="text" value="Raleigh"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/>	G

Assessments updates for July 1

Paper forms will change Date of Data Collection to “Start” or “Update”

- Previously labeled “date of data collection”

DATE OF DATA COLLECTION								
		/			/			
Month		Day			Year			

- Will better align with definition of project start date (especially for street outreach)



Assessments updates for July 1




Adding Current Living Situation to Standard ES and TH Projects

- Supports coordinated entry in HMIS
- To allow for more accurate and up to date tracking on client's living situations.
- To reduce the data entry burden on Coordinated Entry projects when other projects add clients to By Name List.



Assessments updates for July 1

Adding Current Living Situation to Standard ES and TH Projects

 Current Living Situation				
	Start Date *	End Date	Information Date	Current Living Situation
 	08/21/2018	08/21/2018	08/21/2018	Place not meant for habitation (HUD)

Showing 6-6 of 6

Brush up on your skills with CLS: [Coordinated Entry Data Elements Training](#)

Assessments updates for July 1

ES + TH expectations for Current Living Situation

- Include for all new data entry beginning now
 - At Project Start
 - At Project Interims when CE Assessment is completed
 - At Project Interims when CE Event is completed
 - At Project Exit (if known)
- Add at least one Current Living Situation confirmed for all clients active on October 1





How Can We Help

Data Quality Management Plan

High quality data is essential to developing an accurate picture of our system and knowing where improvements are needed.

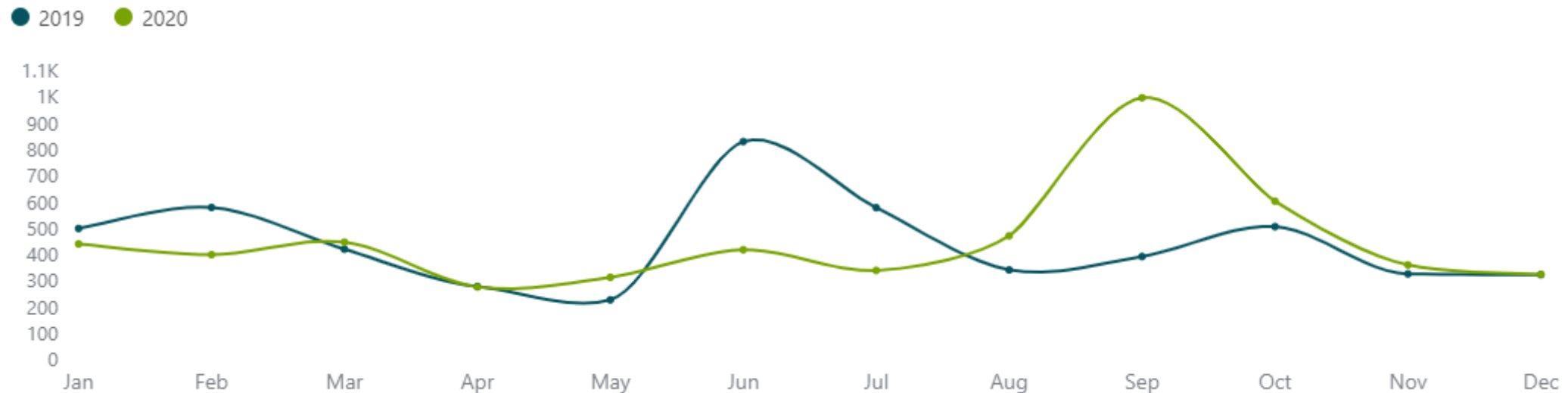
- Our CoC utilizes data to inform program and system policies, performance scoring, and system gap analysis
 - HUD monitors our data quality through Longitudinal System Analysis and CoC NOFA. Poor data quality can result in less funding, impacting the whole system.
 - Illustrate the difficult obstacles facing people experiencing homelessness and the essential work of projects that serve them
- All HMIS participating agencies – regardless of funding – are required to maintain their data



Data Quality Management Plan

Data Center is developing a plan for year-round check-ins

- HMIS user feedback is important! ([Survey](#) and [Focus Group](#))
- Better DQ means easier corrections for reports
- Constructive approach - We want to support agencies!



Data Quality Management Plan

What is a Data Quality Management Plan?

Data Quality Elements and Benchmarks

- Limits on error rates by project type

Data Quality Monitoring and Reporting

- Regular reports ran by Data Center and sent to agencies for each project
- Agencies supported with corrections, questions, concerns
- Results and trends shared with CoC Lead Agencies



Role of Agencies and HMIS End Users

- You are the experts of your projects! We rely on your knowledge and experience for high quality data.
- Engage with feedback opportunities ([Survey](#) and [Focus Group](#)) ahead of launch
 - Additional feedback opportunity will be organized later this fall
- Be responsive to Data Center
- Ask for help when needed



What is Data Quality?

Data Quality refers to the reliability and validity of client-level data entered into HMIS. It helps us measure the extent to which the system reflects real agency and client experiences. No data entry system has 100% data quality.

Data Quality Key Terms	Definitions
Completeness	The degree to which all required data is known and documented.
Accuracy	The degree to which data reflects the real-world client or service.
Timeliness	The degree to which the data is collected and available when it is needed.
Consistency	The degree to which the data is equivalent in the way it is collected and stored.

Data Quality: Completeness

- **Completeness measures if data known and recorded in HMIS**
 - All data entered should be complete; the goal is 100% whenever possible
 - Get the entire picture of the client's situation
 - Partial or missing data can disrupt the CoC's coordination of each client's services individually and negatively affect the picture of needs within the CoC



Data Quality: Completeness

- Client responses can be accurate and still incomplete
 - “Client Doesn't Know,” “Client Refused,” or “Data Not Collected.” HUD considers these responses as Null or Unknown and not helpful in identifying clients and their outcome patterns.
 - “Data Not Collected” refers to when a project does not ask the client a question and there's no chance to respond.
 - “Missing” refers to blank or empty responses.



Data Quality: Timeliness

- **The time between data collection from a client and data entry**
 - Minimize the lag so data is available whenever it's needed
 - The sooner the data is entered into HMIS, the more likely the data will be correct
- Timeliness is measured in HMIS at Project Start and Project Exit. Once the start or exit is created, the timeliness data cannot be corrected.
- Same day is the ultimate goal, but up to six days is allowed

Data Quality: Timeliness

Examples:

- If an intake with a client takes place on Monday and the Project Start is recorded in HMIS on Wednesday, the timeliness will be measured as 2 days (or within the 1-3 days range).
- If the client identifies a disabling condition that they didn't disclose at intake, the information can be corrected in the Project Start on Friday without impacting Timeliness.



Benchmarks

- HMIS Data Standards, HUD reporting requirements considered
- Project Type differences reflect different workflows
 - SO, ES, TH, RRH, PSH, HP included currently
 - Coordinated Entry project benchmarks are pending our vendor's release of the CE APR
- Benchmarks reviewed with CoC-APR for the Fiscal Year-to-Date
 - In August, we would run October 2020 – July 2021.



Benchmarks

Baseline is 5% or lower error rate (at least 95% complete!)

Except:

- SSN 10%
- Housing Assessment at Exit 10% (HP only)
- Exit Destination 5-15%
 - 15% (SO, ES only)
 - 10% (RRH, PSH only)
 - 5% (TH, HP only)



Implementation Timeline

June

- draft plan

July

- receive feedback

August

- begin monthly reporting to agencies

November/
December

- evaluate progress, receive additional feedback





What's Next

What's Next Calendar

Due	Report/Event Name
Jul 22 nd	Durham HMIS Users Meeting
Jul 21 st -23 rd	ESG-CV CAPER (submitted on your behalf)
Aug 26 th	Durham HMIS Users Meeting
Sept	Annual Privacy and New Data Standards training
Oct-Nov	Longitudinal System Analysis

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