

Durham CoC HMIS Users Meeting

August 2021



NC COALITION to
HOMELESSNESS end

Agenda

August 2021

System Updates

- Data Quality Plan
 - Annotated report
 - CoC-APR for corrections

How Can We Help

- Agency Admins responsibilities
- Data entry requirements: Street Outreach
- New funding, new projects

What's Next

- HMIS Calendar

Demo/Troubleshooting



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System Updates

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



Data Quality: Completeness

Completeness measures if data known and recorded in HMIS

- Incomplete responses include:
 - “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.
- Baseline is 5% or lower error rate (at least 95% complete!)
 - Client responses can be accurate and still incomplete



Data Quality: Timeliness

The time between data collection from a client and data entry

- The sooner data is entered into HMIS, the more likely the data will be accurate.
- Same day is the ultimate goal, but up to six days is allowed
 - Once a Start or Exit is created, timeliness is locked in!



Data Quality Report

CoC-APR in HMIS

Use EDA mode

Prompts

- Provider same as EDA
- Start Date: 10/01/2020
- End Date: 07/31/2021
- Entry/Exit Type: based on funding
 - HUD or Non-Federal = HUD
 - Veterans Affairs = VA
- Build Report!



Data Quality Report (Homelessness Prevention only)

ESG-CAPER in HMIS

1. Use EDA mode
2. Prompts
 - Provider same as EDA
 - Start Date: 10/01/2020
 - End Date: 07/31/2021
 - Entry/Exit Type: based on funding
 - HUD or Non-Federal = HUD
 - Veterans Affairs = VA
3. Build Report!



Data Quality Report

You can always check for the prompts on the Report pdf!

Report Run History							
Report ID	Date Ran (Run-time)	Report Type	Name	User Creating	Running Provider	Running User	Report Status
17	08/02/2021 09:44:16 AM (0.01 mins)	COCAPR_2019		Andrea Carey	Heading Home - Rowan County - Emergency Shelter	Helen Housing Test	Running

Showing 1-1 of 1

Report Options	
Name	
Description	
Provider Type	<input checked="" type="radio"/> Provider <input type="radio"/> Reporting Group
Provider *	Heading Home - Rowan County - Emergency Shelter (7389) <input type="radio"/> This provider AND its subordinates <input checked="" type="radio"/> This provider ONLY
Program Date Range *	10/01/2020 to 07/31/2021
Entry/Exit Types *	<input type="checkbox"/> Basic <input type="checkbox"/> Basic Center <input checked="" type="checkbox"/> HUD <input type="checkbox"/> PATH <input type="checkbox"/> Quick <input type="checkbox"/> RHY <input type="checkbox"/> Standard <input type="checkbox"/> Transitional Living <input type="checkbox"/> HPRP Program Entry/Exit VA (Retired)



Data Quality Report

Errors or missing data will have a comment next to the client count:

6b - Data Quality: Universal Data Elements						
Data Element					Error Count	% of Error Rate
Veteran Status (3.7)					2	1%
Project Start Date (3.10)					0	0%
Relationship to Head of Household (3.15)					7	3%
Client Location (3.16)					0	0%
Disabling Condition (3.8)					5	2%
6c - Data Quality: Income and Housing Data Quality						
Data Element					Error Count	% of Error Rate
Destination (3.12)					3	1%
Income and Sources (4.2) at Start					16	9%
Income and Sources (4.2) at Annual Assessment					0	0%
Income and Sources (4.2) at Exit					11	7%
6d - Data Quality: Chronic Homelessness						
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.917.3) DK/R/missing	Number of times (3.917.4) DK/R/missing	Num mo (3.917.5) DK/R/missing
ES, SH, Street Outreach	173			0	3	

Tonya
A few missing Income at Exit



Data Quality Report

Other comments will be on the left:

- Helpful hints
- Definitions
- Questions

more than 1 source of health insurance	10
12a1 - Length of Participation - CoC Projects	
	Total
30 days or less	118
31 to 60 days	58
	24
	9
	0
	0
	0
1,096 to 1,460 Days (3-4 Yrs)	0
1,461 to 1,825 Days (4-5 Yrs)	0
More than 1,825 Days (>5 Yrs)	0
Data not collected	0
Total	209

Tonya

Long stayers for certain projects could indicate a missing Exit date



Data Quality Report

DQ benchmarks will be referenced when data exceeds the goal

6e - Data Quality: Timeliness		
Time For Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	19	56
1 - 3 days	60	53
4 - 6 days	36	43
7 - 10 days	60	23
11+ days	25	28

6f - Data Quality: Inactive Records: Street Outreach and Emergency Shelter	
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	Tonya Timeliness has a benchmark of 0-6 days. This is a data element you can not fix.
Bed Night (All clients in ES - NBN)	

Data Quality Report

Demo

Guides for how to Run & Read online!

- CoC-APR
- ESG-CAPER



Implementation Timeline

June

Draft plan

July

Receive feedback

August

Begin monthly reporting to agencies

November/
December

Evaluate progress, receive additional feedback





How Can We Help?

Agency Administrators

All HMIS Participating Agencies must have at least 1 Agency Admin

- Some agencies have multiple AAs for specialization
- Always notify the Data Center of a change

Responsibilities include:

- Point of contact for Data Center
- Agency support for HMIS users
- Monitor data quality
- More details in this [one pager](#)



Street Outreach reminders



Current Living Situation

Especially at 1st contact

Recommended to confirm at least once a month



Date of Engagement

DQ begins on this date

Entire intake must be complete

[More details available on ncceh.org/hmis/training](https://www.ncceh.org/hmis/training)

[SO Data Elements Guide: https://www.ncceh.org/files/11301/](https://www.ncceh.org/files/11301/)

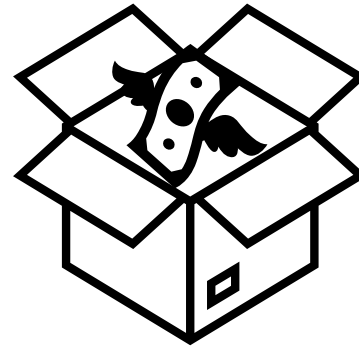


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HUD Application season

New funding means new HMIS Projects!

- HUD requires most federal funding to be recorded in separate projects.
- HUD does not alert the Data Center, please confirm with us.
- *Before* you start services – otherwise back data entry is required!





What's Next?

What's Next Calendar

Due	Report/Event Name
Aug 31 st	<u>Data Quality Report Training</u>
Sept 13 th @ 3:30 pm	Data Standards Training (regular Orange time)
Sept 16 th @ 1 pm	Data Standards Training (regular BoS time)
Sept 23 rd @ 10 am	Data Standards Training (regular Durham time)
Sept/Oct	Annual Privacy and New Data Standards training
Oct 28 th	Durham HMIS Users Meeting
Oct-Nov	Longitudinal System Analysis

Contact NCCEH

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NCEndHomelessness 

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nc_end_homelessness 

Contact NCCEH Data Center Help Desk

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