Data Quality 101:

How to self-monitor HMIS data quality year-round

NC COALITION to end HOMELESSNESS

Meeting Purpose

- Show where to access in-depth ZenGuides &/or Trainings that already exist on the below topics ☺

- We will be doing a HIGH-LEVEL review of the below items & links will be provided to ZenGuide &/or archived trainings with detailed instructions
  - Canned HMIS Reports
  - BusinessObjects Reports
  - HUD Verification Sub-Assessments
  - Current Living Situations
  - Housing Move-In Dates

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What Do You Mean by 'Data Quality'?

Data quality refers to the **Reliability**, **Comprehensiveness**, & **Validity** of data in HMIS

Data Quality is determined by assessing:

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

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Who Is Responsible For ‘Data Quality’?

The answer is simple, yet complex – it is Everyone!

- Ownership though, of the data entered in to HMIS, is the responsibility of the agency inputting client level information
- Reports generated from HMIS are only as good as the data *entered* into HMIS

“Garbage in, Garbage Out”

Individuals working in most any field have heard the phrase “garbage in, garbage out,” when referring to data collection. It is well known that the reports generated from a system are only as good as the data that is entered into the system. That is why establishing benchmarks for data quality and implementing ongoing monitoring protocols is critical to ensuring communities have valid and reliable data to make sound informed decisions.

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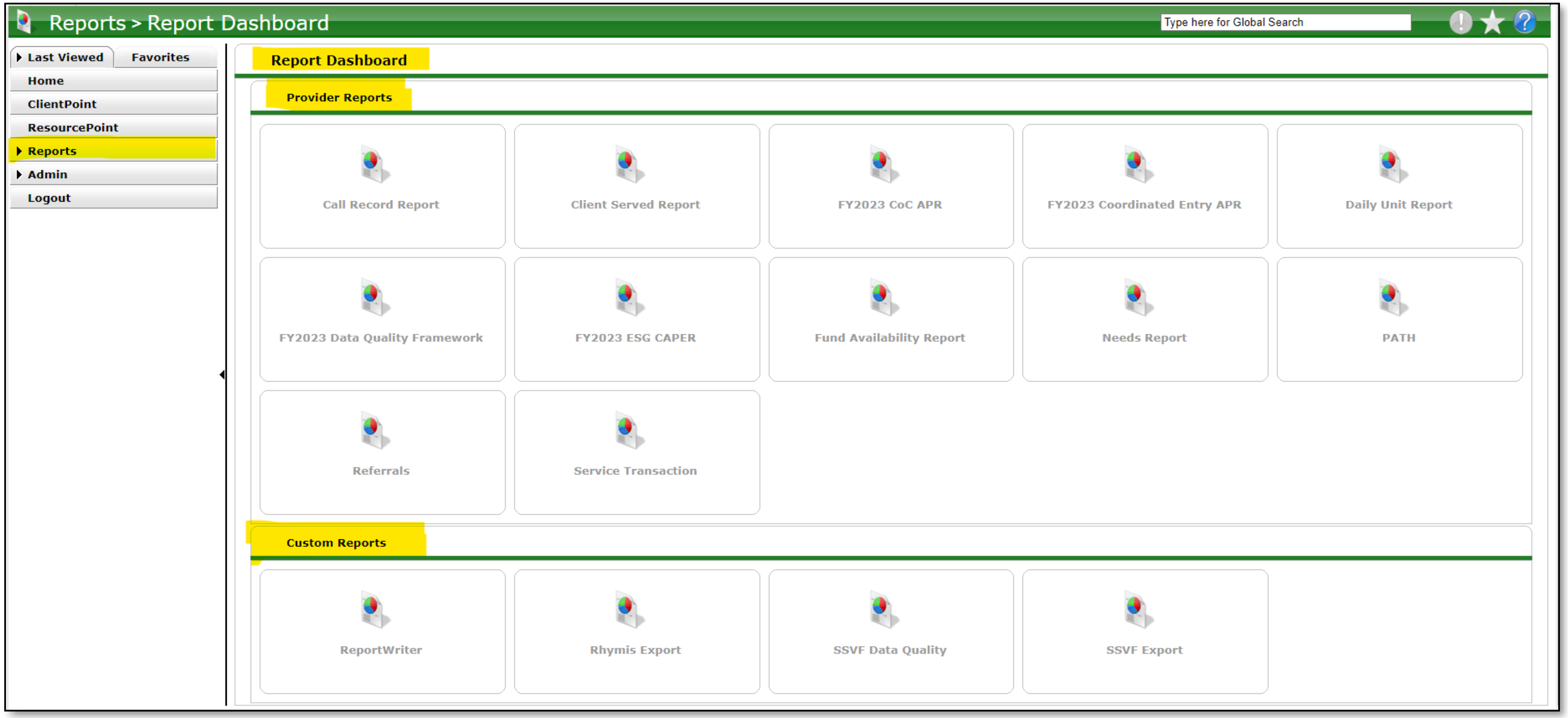
How Can I Monitor ‘Data Quality’?

All HMIS Users have access to run ‘Canned’ reports



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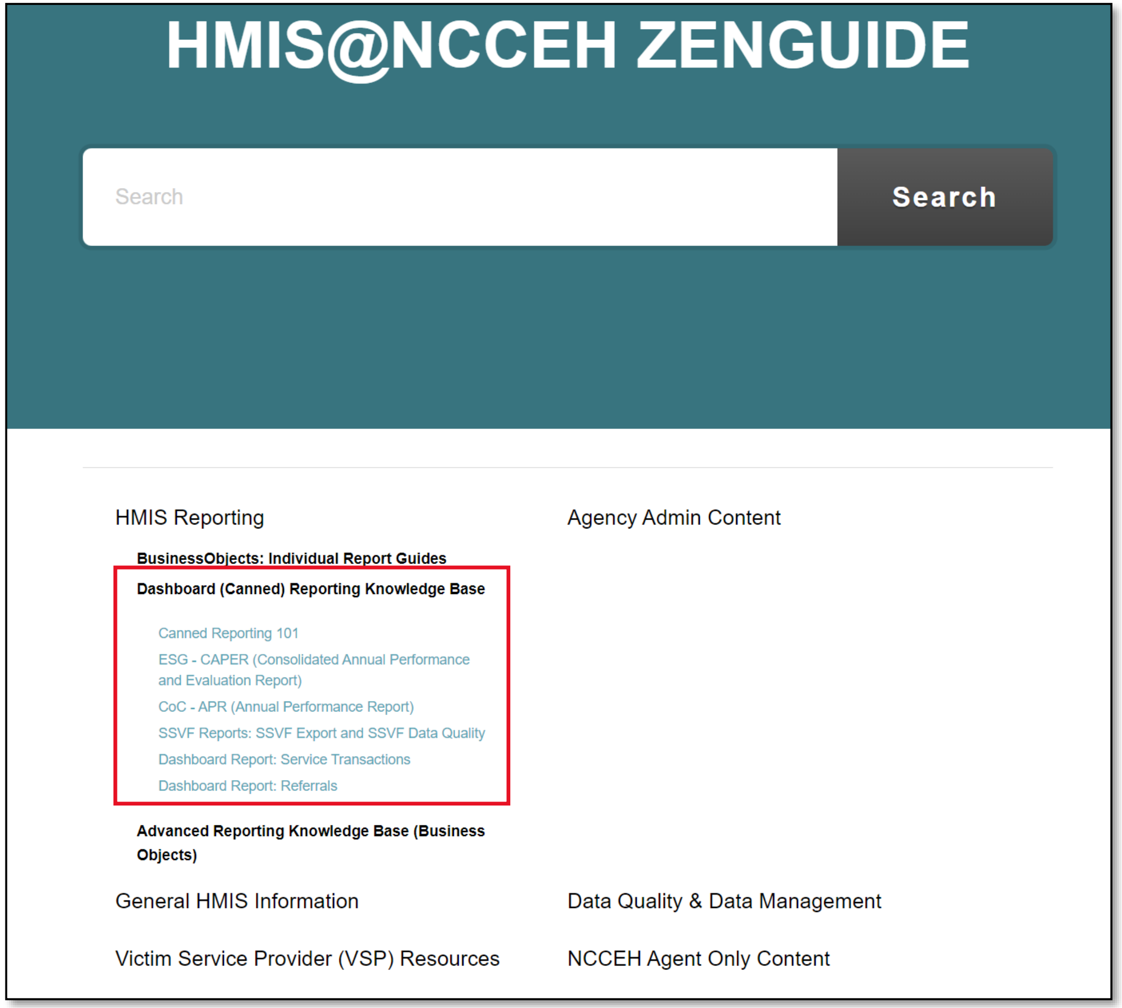
How Can I Monitor ‘Data Quality’?

NCCEH ZenGuide Library

HMIS@NCCEH ZenGuide (zendesk.com)



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How Can I Monitor 'Data Quality'?

All HMIS Users have access to run 'Canned' reports

[Canned Reporting 101 – HMIS@NCCEH ZenGuide (zendesk.com)]

	Report Name	Report Description	Best Used For
Data Quality	Data Quality Framework	Optional report - useful to see basic data quality issues that need to be resolved	All project types
Data Quality & FUNDER SPECIFIC	CoC-APR	HUD required report - useful to see an overall snapshot of the clients served during a timeframe, including demographics, income/benefit/insurance information, destinations, and details for clients identified as chronic and veteran - includes data entry timeliness	CoC Funded Projects (***or any project that would like to see these details for their project***)
Data Quality & FUNDER SPECIFIC	Coordinated Entry APR	HUD required report - useful to see Coordinated Entry level details	CoC Funded Coordinated Entry Projects/Coordianted Entry Systems
Data Duality & FUNDER SPECIFIC	ESG CAPER	HUD required report - useful to see an overall snapshot of the clients served during a timeframe, including demographics, income information, and destinations - includes data entry timeliness	ESG Funded projects (***or any Prevention project types)***
Data Duality & FUNDER SPECIFIC	SSVF Data Quality	VA required report: Quality Report for data quality review prior to SSVF Export upload	SSVF projects Only
FUNDER SPECIFIC	SSVF Export	VA required report: Export Report for monthly upload	SSVF projects Only
FUNDER SPECIFIC	PATH	DMH required report - for export only (annually*)	PATH projects Only
FUNDER SPECIFIC	Rhymis Export	FYSB required report - for export only (semi-annual)	RHY Projects Only
General Report	Daily Unit Report	Provides details on beds in use in ShelterPoint on any given day, including new check-ins and check-outs.	Shelters using ShelterPoint
General Report	Fund Availibility Report	Provides overview on available funding source totals, expenditures, and availability	Projects tracking financial expenses for services
Service or Referral Report	Client Served Report	Breaks down the demographics of clients who received a service transaction in a project and the types of services (by funding source) provided during a set timeframe.	Projects tracking services provided
Service or Referral Report	Service Transaction	Provides details on services provided by a provider during a set time frame (does not include details on funding source)	Projects tracking services provided
Service or Referral report	Referrals	Provides details on referrals made to/from a provider during a set time frame	Projects tracking referrals provided
Specialized Report	ReportWriter	Customized reporting: users can utilize or create customized reports	Creating reports for data that is not accessible via CAPER, APR, or ART

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How Can I Monitor 'Data Quality'?

Report: CAPER [ESG - CAPER (Consolidated Annual Performance and Evaluation Report) – HMIS@NCCEH ZenGuide (zendesk.com)]

- **Reviewing the Report** - Review each table of the report for completeness and accuracy. Each of the blue numbers in the report can be clicked on to show the list of clients in the category. Make sure to pay special attention to the below tables and items:
  - **Data Not Collected** – Should be zero (0)
  - **Client Doesn't Know/Client Refused** – Should be few

Table 4a – Project Identifiers in HMIS:
- Agency Name
- Project Name
- HMIS Project Type
- CoC Code
- VSP Status

- Total Active Clients
- Total Active Households

Table 5a – Report Validations Table:
- Confirm the Total #'s are accurate for your project during report period
  - *Street Outreach Projects:
    - Count of Clients for DQ = Total clients with an Entry/Exit AND a Date of Engagement
    - Count of Clients = Total clients with ONLY an Entry/Exit
- Row 15 – Number of Child and Unknown-Age Heads of Households
  - Confirm or Correct
- Row 16 – HoH and Adult Stayers in Project 365-days+
  - All should have an 'Interim – Annual Update' recorded

Table 6a – 6f - Data Quality:
- Review clients with missing information, data issues, and don't know/refused
- Confirm only the population served by project are reflected in report
  - Men's only shelter – should not reflect women or children clients

Table 7b & 8b
- Total count should not exceed project capacity

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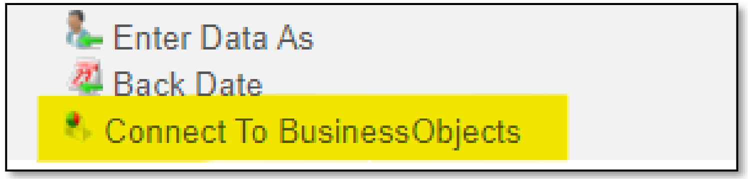
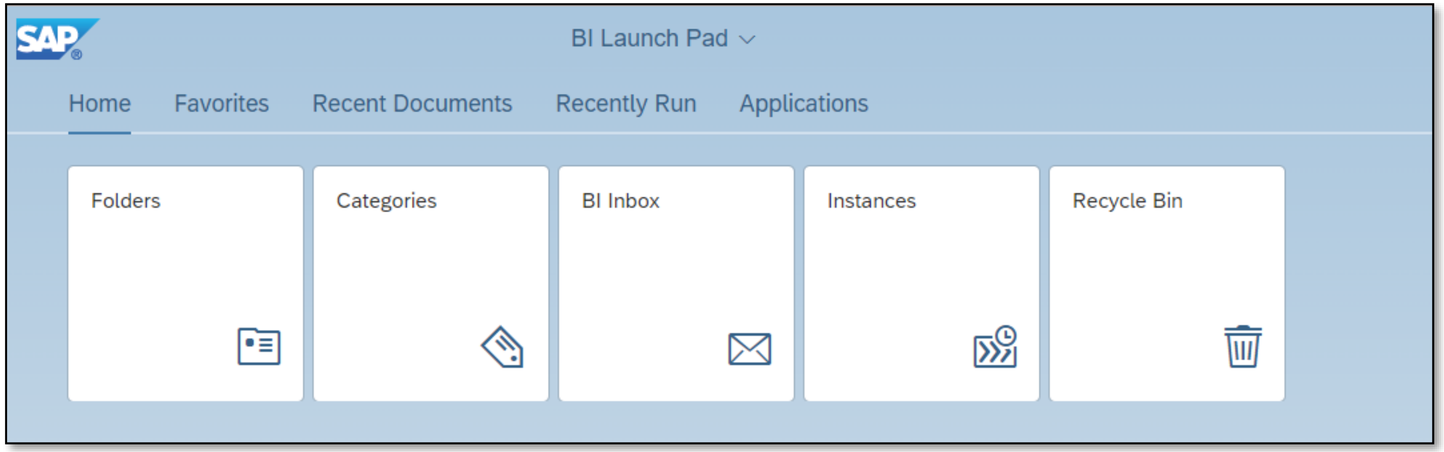
How Can I Monitor ‘Data Quality’?

Users with an HMIS role of ‘Agency Admin’ have access to additional detailed reports in BusinessObjects

BusinessObjects Resources & Trainings

- Data Center News Archive data | Raleigh, North Carolina USA | (ncceh.org)
- BusinessObjects 101: The Basics
- HMIS Training on BusinessObjects Basics - YouTube
- D003 LSA Client Data Clean Up - Part 1 (Tabs 1 & 3)
- D003 LSA Client Data Clean Up - Part 2 (Tabs 2 & 4)





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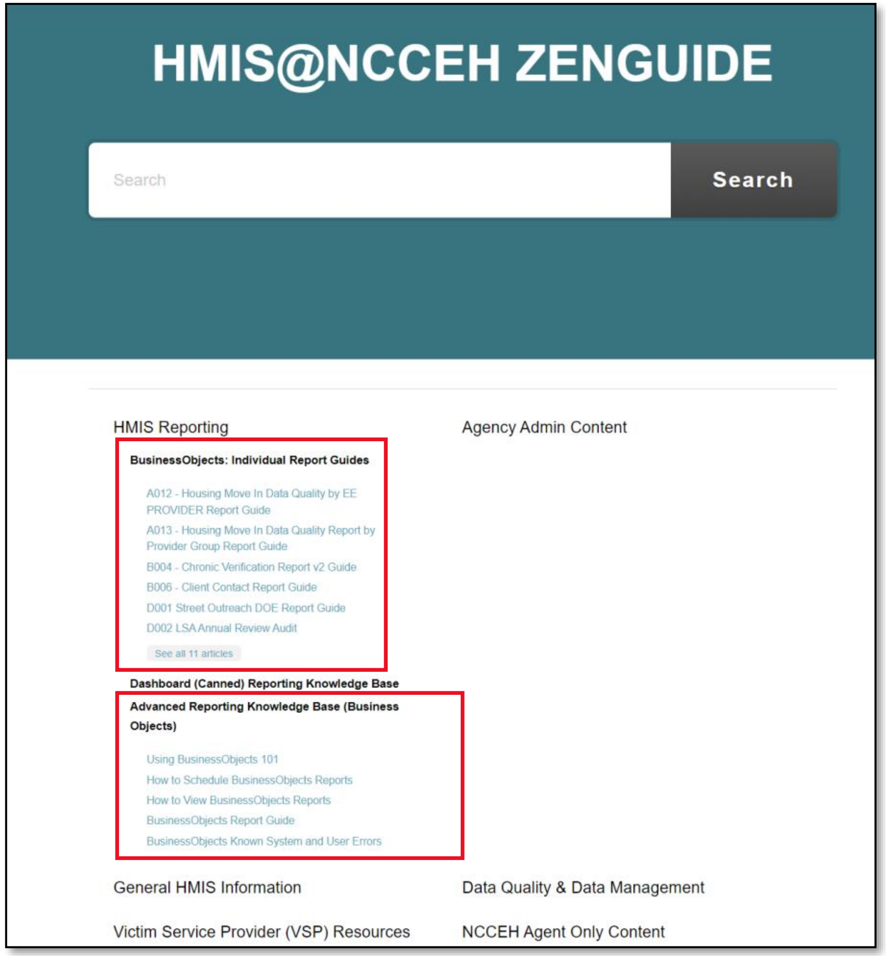

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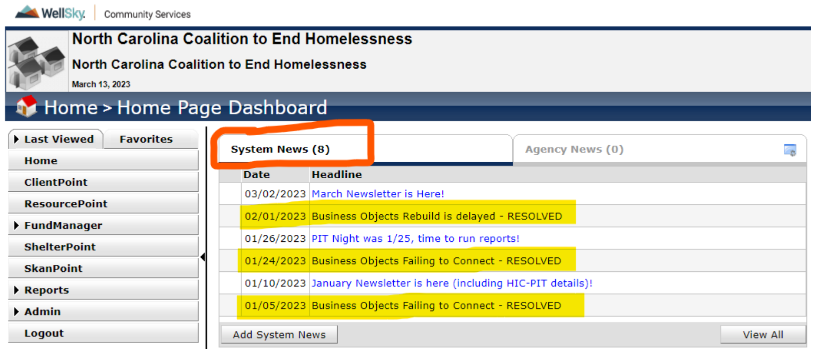
[HMIS@NCCEH ZenGuide (zendesk.com)]

- Depending on size of report, can be slow – so when click on prompt, just wait, it can take a few minutes to respond
- BusinessObjects (B.O.) refreshes nightly; so:
  - When reset HMIS password – B.O. will not be available until the next day
  - When data (client or project) changes in HMIS – the changes will not reflect in B.O. until the next day
  - Sometimes the HMIS vendor (WellSky) has a delay on B.O. refresh – if data changes are not showing the next day, check your HMIS 'Home Page/System News' for any messages that impact B.O.



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How Can I Monitor ‘Data Quality’?

Let’s review a few data entry points – This will be a high-level overview, with links provided to ZenGuide &/or archived trainings with detailed instructions

- HUD Verification Sub-Assessments
- Current Living Situation
- Housing Move-In Date

How Can I Monitor 'Data Quality'?

HUD Verification Sub-Assessments

- There are four (4) HUD sub-assessments that must be updated if there are any changes in a client's situation while enrolled in your project
  - Disabilities
  - Monthly Income
  - Non-Cash Benefits
  - Health Insurance
- While client is enrolled in project, any changes to the information in the HUD sub-assessments must be recorded within an Interim Assessment

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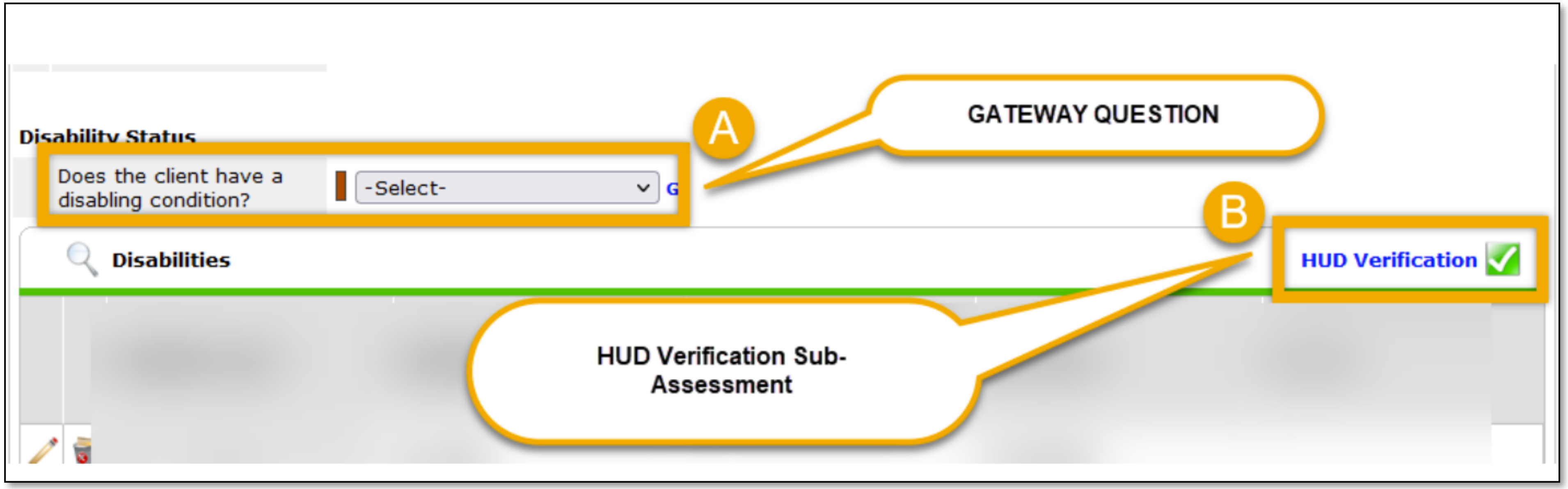
How Can I Monitor 'Data Quality'?

Each HUD Verification Sub-Assessment has two required sections:

a) Gateway Question

b) Sub-Assessment



How Can I Monitor ‘Data Quality’?

- Red triangle = HUD Verification Sub-Assessment with response options that are incomplete/no recorded response
- Green Triangle = HUD Verification Sub-Assessment have all responses recorded

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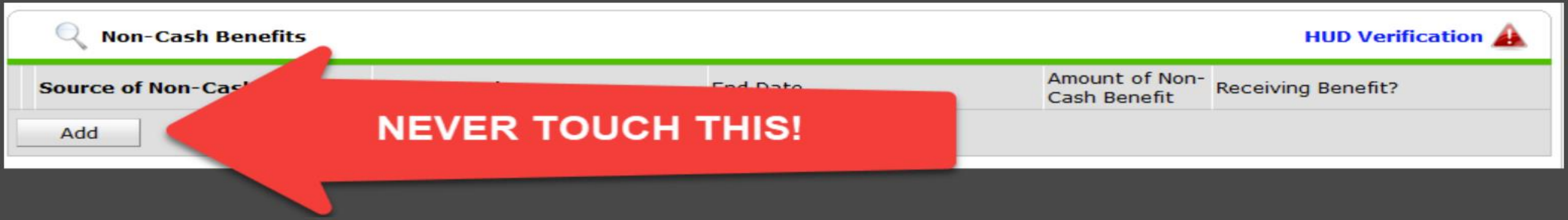
How Can I Monitor ‘Data Quality’?

WARNING!!!!!

Do not become tempted to touch the “Add” button.
Always and ONLY ever use the blue HUD Verification button!



How Can I Monitor 'Data Quality'?

REMINDERS!

1. ***Do not become tempted to touch the "Add" button. Always and ONLY ever use the blue HUD Verification button!***

2. ***When in an old recorded response, change NOTHING that already has an answer. ONLY ADD AN END DATE!***

3. ***The end date should be one day prior to the assessment date.*** *Ex: The assessment is being done for 12/5/2022. The end date should be 12/4/2022 since that is the last date that previous answer was true & valid.*

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How Can I Monitor ‘Data Quality’?

HUD Verification Sub-Assessments

HUD Verification Sub-Assessments Resources & Trainings

- Data Center News Archive data | Raleigh, North Carolina USA | (ncceh.org) (Dec 22’ training – Sub-Assessments in HMIS)
- HMIS Training: Sub-Assessments 101 – YouTube
- HUD Verification Sub-Assessments 101
- Updating HUD Verification Sub-Assessments – HMIS@NCCEH ZenGuide (zendesk.com)

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How Can I Monitor 'Data Quality'?

Current Living Situation

- A Current Living Situation is a record of contact interaction between the client and service providers.
- The CLS records the date and location of each interaction and provides valuable information on the number of interactions required before a client is:
  - Engaged by the project
  - Engaged for coordinated entry purposes
  - No longer experiencing homelessness
- The *first* Current Living Situation with the client will always occur at the same point as Project Start Date
- Additional Interactions, CLS must be recorded within an Interim Assessment
- Street Outreach Projects
  - When Date of Engagement is recorded, CLS must also be recorded

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How Can I Monitor 'Data Quality'?

Current Living Situation

- Street Outreach - expected to record every meaningful interaction made with each client. Including (but not limited to):
  - Project Start
  - Date of Engagement
  - 90-Days of No Client Contact
    - The Project Exit Date would be backdated to the date of their most recent contact date, according to their Current Living Situation record

- Coordinated Entry
  - Project Start; or
  - Coordinated Entry Assessment or Coordinated Entry Event is recorded; or
  - The client's living situation changes; or
  - Other meaningful interactions with the client (or at least every 90 days)

- Access Points and Emergency Shelters
  - At a minimum, record CLS at time of Project Start

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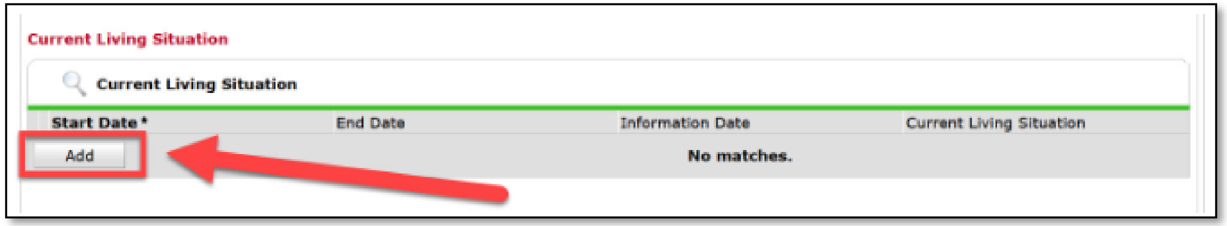
How Can I Monitor 'Data Quality'?

Current Living Situation



Current Living Situation Resource

- Recording Current Living Situations – HMIS@NCCEH ZenGuide (zendesk.com)

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How Can I Monitor 'Data Quality'?

Housing Move-In Date

- When to Enter a Housing Move-In Date
  - When Initially Housed
- When a client moves from one unit to another with no time gap in between
  - If client stays in the same project & moves directly from one unit to another unit
    - Do NOT need to exit/re-enter because HMID remains the same
- If a client is transferred from one project to another with no time gap in between
  - Client's HMID will be the same date as the new Project Start Date

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Housing Move-In Date

Housing Move-In Date Resource

- [Housing Move In Date Guide – HMIS@NCCEH ZenGuide (zendesk.com)]

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Resources

[HMIS@NCCEH ZenGuide (zendesk.com)]

[Data Center News Archive data | Raleigh, North Carolina USA | (ncceh.org)]

[Welcome to HUD Exchange - HUD Exchange]

[HMIS Lead and System Administrator Webinars - HUD Exchange]

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Questions?

Let's Troubleshoot!

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