
Data Quality Plan

Homeless Management Information System



2013

Data Quality Standards Authorization Memorandum

I have carefully assessed the Data Quality Standards for the CNYS HMIS.

As a partner provider in the Homeless Management Information System (HMIS), we accept the Data Quality Standards as reasonable expectations for data entry and management regarding CNYS designated Homeless Management Information System (HMIS). Based on our authority and judgment, the adoption of this Standard and its inclusion in the CNYS' policies and procedures is authorized.

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I accept the Standards as reasonable expectations for data entry and management regarding the CNYS Homeless Management Information System (HMIS).

Provider Agency Name: _____

Date: _____

Executive Director (Name) _____

Executive Director (Signature) _____

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GENERAL INFORMATION

1.1 Purpose

The purpose of this Data Quality Standard is to standardize expectations and provide guidance to HMIS participating programs on the extent and quality of data entered into CNYS Homeless Management Information System (HMIS).

1.2 Definition of Data Quality

HMIS data quality refers to the extent that data recorded in the CNY HMIS accurately reflects the same information in the real world. A perfect overlap between data and reality would result in a hypothetical data quality rating of 100%, while a data quality rating of 0% would indicate that there is no match between the information entered into an HMIS and the same information in the real world. No data collection system has a quality rating of 100%. However, to meet the Central New York Services' goal of presenting accurate and consistent information on homelessness, it is critical that the HMIS have the best possible representation of reality as it relates to homeless people and the programs that serve them. 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.

1.3 Homeless Management Information System (HMIS)

For the purposes of this document, the Homeless Management Information System (HMIS) means Bowman Systems and Service Point software application and all modules, assessments, reporting capacities, standard or customized, contained therein.

1.4 Definitions

1. Client Record: A client record in the Central New York Services HMIS is a compilation of data elements sufficient to meet the requirements of funding sources while acknowledging the feasibility limitations of data collection for some program types. The following are definitions of "client record" as applicable to program types:
 - a. Outreach programs: For the purposes of outreach programs, the definition of a record is a compilation of data elements sufficient to document that a service transaction as occurred. For outreach programs, this can be anonymous provided a service transaction is attached.
 - b. Emergency Shelters: Any facility the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless
 - c. Transitional Housing Programs: A project that has its purpose facilitating the movement of homelessness individuals and families to permanent housing within a reasonable amount of time (usually 24 months).
 - d. Permanent Housing Programs: is long-term, community-based housing that has supportive services for homeless individuals with disabilities.

Data Quality Standards

The Data Quality Standard for Central New York Services is split into categories. The general standard outlined is applicable to all HMIS participating programs with following exceptions noted by specific program type. Unless otherwise noted, all participating programs, including those transferring data from legacy and supporting systems, are expected to achieve and maintain the general standard.

2.1 Timeliness

The purpose of timeliness is to ensure access to data when it is needed – either pro-actively (for monitoring purposes, publishing information to increase awareness, or to meet reporting requirements) or reactively (in response to a request for information or to respond to inaccurate information).

General Standard:

- All HMIS participating programs will ensure entry of data for new clients, services, and entry/exits are completed within in one week (7 calendar days) of program entry/exit/service etc.
- Permanent Housing programs submitting XML files are required once a month.

Exceptions:

1. Emergency Shelters: All HMIS Emergency Shelter participating programs will ensure daily entry of data for new clients, services, and entry/exits.

2.2 Completeness

The purpose of completeness is to ensure sufficient data on clients, their demographic characteristics, and service use to facilitate confident reporting and analysis on the extent and characteristics of the homelessness including:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

2.2.1 All Clients Served

The purpose of all clients served is to ensure that all clients that are being served by service providers within the Central New York Services HMIS system are represented.

General Standard:

- 100% complete the first section of the profile

Exceptions:

1. Outreach Programs: Outreach programs are allowed to use the anonymous function of the HMIS in lieu of client identifiable information. Outreach programs are allowed up to 10% of their client records to be identified as anonymous.
2. Agencies that have decided not to enter PSH programs in HMIS but will enter data into the AHAR.

2.2.2 Universal Data Elements

The purpose of the Universal Data Elements is to ensure that all homeless service providers in the Central New York Services HMIS are documenting the data elements necessary to produce unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD Annual Progress Report and Annual Homeless Assessment Report requirements, and to ensure that the CNYS HMIS has sufficient client data to conduct basic analysis on the extent and characteristics of the populations they serve.

General Standard:

- 95% of all clients entered will have Universal Data Elements Complete

Exceptions: NONE

2.2.3 Program Specific Data Elements

The purpose of the Program Specific Data Elements is to ensure that all Central New York Services HMIS' McKinney Vento recipients are documenting the data elements necessary to produce the Supportive Housing Program Annual Progress Report and to ensure that CNYS HMIS has sufficient client data to conduct analysis on the extent and characteristics of the populations they serve.

General Standard:

- 85% of all clients will have program specific data entered

Exceptions: None

2.2.4 Other Programs

General Standard:

- 95% of all clients entered will have Universal Data Elements Complete
- 85% of all clients will have program specific data entered (Entry/Exit minimum)

Exceptions: NONE

2.3 Accuracy

The purpose of accuracy is to ensure that the data housed in the Mohawk Valley CoC HMIS is the best possible representation of reality as it relates to homeless people and the programs that serve them.

General Standard:

- Provider Agencies are responsible to report to the System Administrator any discrepancies in the data not correctable by their users.

Exceptions: NONE

2.4 Consistency

The purpose of consistency is to ensure a common interpretation of questions, answers, and which fields need completion in the CNYS Homeless Management Information System (HMIS).

General Standard:

- All agencies will use the same tool for training staff, developed by the data administrators group

Exceptions: NONE

2.5 Monitoring

The purpose of monitoring is to ensure that the standards on the extent and quality of data entered into the CNYS Homeless Management Information System (HMIS) so that data quality issues are quickly identified and resolved.

General Standard:

- Provider Agencies will be responsible to complete a quarterly monitoring report and submit to the System Administrator.

Exceptions: none

2.6 Agreement

The purpose of agreement is to ensure that all participants in the CNYS Homeless Management Information System (HMIS) are aware and have agreed to the Data Quality Standards.

General Standard:

- All providers agree to meet the above stated standards to the best of their ability and seek assistance when necessary for interpretation or support to improve data quality.

Exceptions: NONE

3.0 Data Quality Standards Reports

- UDE completeness report (ART)
- Completeness Report Card
- APR Reports