Bitfocus

NEVADA HMIS DATA QUALITY PLAN

V2

May 16, 2018

TABLE OF CONTENTS

Introduction

The United States Department of Housing and Urban Development (HUD) requires that all Continuum of Care (CoC) groups receiving HUD grants install and utilize a Homeless Management Information System (HMIS) or similar database to collect data about clients served and the projects serving those clients. Federal requirements also dictate that all homeless projects receiving ESG, HOPWA or HHAP funding must report client-level data into an HMIS. The only current exceptions to these requirements are projects specifically serving victims of domestic violence, and agencies that include serving victims of domestic violence as their primary purpose.

The Nevada Statewide Community and Homeless Management Information System (CMIS/HMIS) is Nevada's electronic data collection system that maintains client-level data about the individuals and families who receive homeless and other human services throughout the community. The HMIS also assists agencies with program administration, operations, and reporting. HMIS can be used for many different functions including maintaining client and agency information, bed/unit availability, and service delivery. Some of the typical benefits of a data collection system such as the HMIS include:

- Improved service delivery and prompt referrals for clients
- Immediate access to important client information
- Quick and easy preparation of reports for funders, stakeholders

Data Quality Defined

Data quality is a term that refers to the reliability and validity of client-level data in HMIS. It is measured by the extent to which data in the system reflects actual information in the real world.

With good data quality, a CoC can accurately tell the story of the individuals and families it serves.

What is a Data Quality Plan?

A data quality plan is a community-level document that facilities the ability of the CoC to achieve statistically valid and reliable data. A data quality plan sets expectations for the CoC, the HMIS Lead Agency and the end users to capture valid and reliable data on persons accessing the homeless assistance system throughout the community.

Developed by the HMIS Lead Agency and formally adopted by the CoC, the plan:

- Identifies the responsibilities of all parties within the CoC with respect to data quality;
- Establishes specific data quality benchmarks for timeliness, completeness, accuracy, and consistency;
- Describes the procedures for implementing the plan and monitoring progress toward meeting data quality benchmarks; and
- Establishes a timeframe for monitoring data quality on a regular basis.

Roles and Responsibilities

Bitfocus will provide the following services to assist agencies in correctly entering data in HMIS, and in addressing data quality issues:

- Provide end user trainings and workflow documents.
- Work with agency management to identify at least one agency employee as a HMIS Partner Agency Data Lead (PADL).
- Produce data quality reports and information on how to correct any identified data quality issues.
- Provide technical assistance to agencies requesting assistance in identifying what steps need to be taken in order to correct data quality issues
- Provide other services as contracted with the HMIS Lead Agency.

Agencies will take primary responsibility for entering, verifying, and correcting data entry:

- Agency staff will measure completeness by running APRs and other reports, then distribute those reports to staff tasked with improving data quality and completeness.
- It is the responsibility of Agency management to ensure staff tasked with correcting data quality issues do so in a timely manner.

Universal Data Elements

The Universal Data Elements establish the baseline data collection requirements for all homeless housing and/or service providers entering data into the HMIS. They are the basis for producing unduplicated estimates of the number of homeless people accessing services from homeless assistance providers, basic demographic characteristics of people who are homeless, and patterns of service use, including information on shelter stays and homelessness episodes over time.

The required Universal Data Elements include the following:

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- Project Start Date
- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move-In Date (applicable to all permanent housing project types)
- Living Situation

Program Specific Data Elements - Common Data Elements

Program Specific Common Data Elements provide information about the characteristics of clients, the services that are provided, and client outcomes. Many of these data elements represent transactions or information that may change over time. Most Program Specific Common Data Elements should be captured at project start and exit, and a few must be captured at project start, exit, and on an annual basis.

The required Program Specific Common Data Elements include the following:

- Income and Sources
- Non-Cash Benefits
- Health Insurance
- Physical Disability
- Developmental Disability
- Chronic Health Condition
- HIV/AIDS
- Mental Health Problem
- Substance Abuse
- Domestic Violence
- Contact (applicable to Supportive Services Only, Emergency Shelter NBN, and Street Outreach project types)

- Date of Engagement (applicable to Supportive Services Only, Emergency Shelter NBN, and Street Outreach project types)

- Bed-Night Date (applicable to Emergency Shelter NBN project types)
- Housing Assessment Disposition (applicable to Coordinated Assessment project types)

Individual Federal Partner Program Elements

Federal Partner Program Elements are elements maintained by one partner and shared with at least one other. When combined with the Universal Data Elements and Common Elements, these elements form the basis of data collection requirements for specific project level reporting generated by an HMIS. These elements are listed below by Federal Partner Program.

HUD - CoC Program Elements

- Housing Assessment at Exit (applicable to Homelessness Prevention project types)

HUD - ESG Program Elements

- Housing Assessment at Exit (applicable to Homelessness Prevention project types)

HUD - HOPWA Program Elements

- Services Provided - HOPWA
- Financial Assistance Provided - HOPWA (applicable to PHP and STRMU project types)
- Medical Assistance
- T-cell (CD4) and Viral Load
- Housing Assessment at Exit

HHS - PATH Program Elements

- Services Provided - PATH Funded
- Referrals Provided - PATH
- PATH STatus
- Connection with SOAR

RHY Program Elements

- Referral Source (not applicable to Street Outreach project types)
- RHY:BCP Status (applicable to BCP-es and BCP-p project types)
- Sexual Orientation
- Last Grade Completed (not applicable to Street Outreach project types)
- School Status (not applicable to Street Outreach project types)
- Employment Status (not applicable to Street Outreach project types)
- General Health Status (not applicable to Street Outreach project types)
- Dental Health Status (not applicable to Street Outreach project types)
- Pregnancy Status
- Formerly a Ward of Child Welfare/Foster Care Agency (not applicable to Street Outreach project types)
- Formerly a Ward of Juvenile Justice System (not applicable to Street Outreach project types)
- Family Critical Issues (not applicable to Street Outreach project types)
- RHY Service Connections (not applicable to Street Outreach project types)
- Commercial Sexual Exploitation/Sex Trafficking
- Labor Trafficking
- Project Completion Status (applicable to BCP-es, MGH, TLP, and DEMO project types)
- Counseling (not applicable to Street Outreach project types)
- Safe and appropriate Exit (not applicable to Street Outreach project types)
- Aftercare (not applicable to Street Outreach project types)

VA Program Elements

- Veteran's Information
- Services Provided - SSVF (required for SSVF project types)
- Financial Assistance - SSVF (applicable to SSVF project types)
- Percent of AMI (SSVF Eligibility) - SSVF (applicable to SSVF project types)
- Last Permanent Address (applicable to SSVF project types)
- VAMC Station Number (applicable to SSVF project types)
- SSVF HP Targeting Criteria ((applicable to SSVF HP project types)
- Connection with SOAR (applicable to SSVF project types)
- Last Grade Completed (applicable to SSVF project types)

HUD - VASH Program Elements

- Veteran's Information
- Last Permanent Address
- VAMC Station Number
- HUD-VASH Voucher Tracking (applicable to HUD/VASH-OTH project types)
- HUD-VASH Exit Information (applicable to HUD/VASH-OTH project types)
- Last Grade Completed
- Employment Status (applicable to HUD/VASH-OTH project types)
- General Health Status (applicable to HUD/VASH-OTH project types)

Timeliness

Entering data into the HMIS in a timely manner helps to reduce human error that can occur when too much time has elapsed between the time of data collection/service transaction and the time of data entry. Timely data entry also ensures that the data is accessible when it is needed, whether for monitoring purposes, meeting funding requirements, responding to requests for information, or for other purposes.

All data shall be entered into HMIS in a timely manner. Toward that end, the following data entry deadlines are set forth:

- Emergency Shelter projects: All Universal Data Elements and Program Specific Data Elements entered in HMIS within seven (7) days of project entry and project exit.

- Transitional Housing and Permanent Housing projects (including Rapid Re-housing projects): All Universal Data Elements and Program Specific Data Elements entered in HMIS within three (3) days of project entry and project exit.

- Supportive Service Only projects: All Universal Data Elements and Program Specific Data Elements entered in HMIS within three (3) days of project entry and project exit.

- Prevention projects: All Universal Data Elements and Program Specific Data Elements entered within three (3) days of project entry and project exit.

- Street Outreach projects: All Universal Data Elements and Program Specific Data Elements entered within seven (7) days of engagement with the client.

Client-level data entered into HMIS via data integration will not follow the above deadlines. Instead, such data will be entered into HMIS in accordance with the guidelines established for data integration programs.

Completeness

Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons accessing the homeless housing and services in the community. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness, including:

- Unduplicated counts of persons served;
- Patterns of use of persons entering and exiting the homeless assistance system in the community; and
- Evaluation of the effectiveness of the community's homeless assistance system.

Complete HMIS data helps a CoC meet various funding compliance requirements, and ensures that persons in the homeless assistance system receive the services needed to secure and maintain permanent housing.   All projects using the HMIS shall enter data for one hundred percent (100%) of clients served.

The CoC recognizes that collecting 100% of all data elements (Universal and Program Specific) may not be possible in all cases. However, in order to ensure that the CoC meets HUD and other Federal Partner funding compliance requirements, and to further ensure participation by the CoC in the Annual Homeless Assessment Report, the following acceptable response rate targets have been established:

UNIVERSAL DATA ELEMENT	TARGET %	ACCEPTABLE NULL/MISSING/DON'T KNOW/REFUSED %
Name	100%	0%
Social Security Number	100%	0%
Date of Birth	100%	0%
Race	95%	5%
Ethnicity	95%	5%
Gender	100%	0%
Veteran Status	95%	5%
Disabling Condition	95%	5%
Project Start Date	100%	0%
Project Exit Date	100%	0%
Destination	95%	5%
Relationship to Head of Household	100%	0%
Client Location	100%	0%
Housing Move-In Date	95%	5%

UNIVERSAL DATA ELEMENT	TARGET %	ACCEPTABLE NULL/MISSING/DON'T KNOW/REFUSED %
Living Situation	**95%**	5%

PROGRAM SPECIFIC DATA ELEMENT	TARGET %	ACCEPTABLE NULL/MISSING/DON'T KNOW/REFUSED %
Income and Sources	**95%**	5%
Non-Cash Benefits	**95%**	5%
Health Insurance	**95%**	5%
Physical Disability	**95%**	5%
Developmental Disability	**95%**	5%
Chronic Health Condition	**95%**	5%
HIV/AIDS	**95%**	5%
Mental Health Problem	**95%**	5%
Substance Abuse	**95%**	5%
Domestic Violence	**95%**	5%
Contact	**95%**	0%
Date of Engagement	**95%**	5%
Bed-Night Date	**100%**	0%
Housing Assessment Disposition	**95%**	5%

Accuracy

Accurate collection and entry of data into HMIS ensures that the data is the best possible representation of reality as it relates to homeless persons and the projects that provide homeless housing and services. All data entered into HMIS shall accurately reflect information provided by the client and as documented in the client's file, along with information known about the client and the housing and/or services received by the client. Changes or updates in client information shall be reflected in HMIS as they occur.

How to Correct Data Quality Issues

The following reports can help identify the majority of data quality issues:

- [HUDX-227] Annual Performance Report [Oct 2017]
- [HUDX-225] HMIS Data Quality Report
- [HUDX-202] Program Based Annual Homeless Assessment Report [AHAR]
- [DQXX-103] Monthly Staff Report
- [DQXX-102] Program Data Review
- [DQXX-105] Monthly Agency Utilization Report

Annual Homeless Assessment Report/Longitudinal System Analysis (AHAR/LSA)

The Annual Homeless Assessment Report/Longitudinal System Analysis (AHAR/LSA), a HUD report to the U.S. Congress that provides nationwide estimates of homelessness, includes information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons. The AHAR/LSA reporting period is October 1 through September 30.

Approximate draft due date: October 31
Approximate final due date: December 1

Preparation and submission schedule:

- Throughout the year:
  - Bitfocus will conduct data quality and utilization rate reviews within two weeks after each AHAR/LSA PIT date and notify agencies of any issues.
  - AHAR/LSA PIT dates are the last day of the following months:
    - October
    - January
    - April
    - July

- Two (2) months before draft submission due date:
  - Bitfocus will begin project setup review, focusing on inventory and project changes throughout the year. Corrections will be made as needed, and housing inventory will be updated as appropriate.
  - Agencies will begin data quality reviews, focusing on ensuring the correct number of clients are enrolled and there are no null/missing/don't know/refused values. Agencies will make corrections as needed.

- One (1) month before draft submission due date:
  - Bitfocus will run report drafts, identify issues and/or discrepancies from previous year, notify agencies as needed.
  - Agencies will review data with relevant program managers and/or staff to verify accuracy of data compared with other client records.

- Two (2) weeks before draft submission due date:
  - Bitfocus will enter data into HDX and address validation issues as needed.

- Two (2) weeks before final data submission due date:
  - Bitfocus will review draft data with CoC Lead Entity staff as needed and obtain approval to submit and confirm the final data in HDX.

Annual Performance Report (APR)

Preparation and submission schedule:

- Two (2) Months before due date: Agencies will begin data quality reviews, focusing on ensuring the correct number of clients are enrolled and there are no null/missing/don't know/refused values. Agencies will make corrections to data in HMIS as needed.

- One (1) month before due date: Agencies will review data with relevant program managers and/or staff to verify accuracy of data compared other records, and make corrections to data in HMIS as needed.

- Three (3) weeks before due date: Agencies will conduct an internal review of the data in HMIS prior to uploading the data into Sage to verify accuracy.

- Two (2) weeks before due date: Agencies will upload APR data into Sage.

System Performance Measures (SPMs)

HUD System Performance Measures (SPMs) are a tool used to measure the local homeless response as a coordinated system rather than individual projects and funding sources. HUD will use the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally. The SPM reporting period is October 1 through September 30.

Approximate due date: May 31

Preparation and submission schedule:

- Three (3) months before data is due to HUD:
    - Bitfocus will begin a system-wide data quality review and notify agencies of issues as needed.
    - Agencies will begin a data quality review, focusing on ensuring the correct number of clients are enrolled and there are no null/missing/don't know/refused values. Agencies will make corrections to data in HMIS as needed.

- Two (2) months before data is due to HUD:
    - Bitfocus will run report drafts, identify issues and/or discrepancies from previous year, and notify agencies as needed.
    - Agencies will review data with relevant program managers and/or staff to verify accuracy of data compared other records.

- Two (2) weeks before data is due to HUD:
    - Bitfocus will enter data into HDX and address validation issues as needed. Final data will be reviewed with CoC Lead Entity staff as needed prior to final submission to HUD.

Annual CoC Application to HUD

The three Nevada CoCs compete in an annual national competition for HUD Continuum of Care Program funds. System-wide APR data is required as part of that application, as is aggregate data for all projects receiving CoC funding.

Approximate due date: TBD

Preparation and submission schedule:

- Two (2) months before application is due to HUD:
    - Bitfocus will begin a system-wide data quality review and notify agencies of issues as needed.
    - Agencies will begin a data quality review, focusing on ensuring the correct number of clients are enrolled and there are no null/missing/don't know/refused values. Agencies will make corrections to data in HMIS as needed.

- One (1) month before data is due to HUD:
    - Bitfocus will run report drafts, identify issues and/or discrepancies from previous year, and notify agencies as needed.
    - Agencies will review data with relevant program managers and/or staff to verify accuracy of data compared other records.

- Two (2) weeks before data is due to HUD:
    - Bitfocus will submit data to the CoC Lead Entity and will address validation issues as needed. Final data will be reviewed with CoC Lead Entity staff as needed prior to final submission to HUD.

Housing Inventory Count (HIC) and Point-In-Time (PIT) Count

Housing Inventory Count (HIC)

The Housing Inventory Count (HIC) is a comprehensive inventory of all housing that is dedicated to serving homeless and formerly homeless individuals and families within a CoC. All year-round, seasonal, and temporary beds/units should be counted in the HIC.

HIC date: On a date in the last ten (10) days of January
Approximate due date: April 30

Preparation and submission schedule:

- Four (4) months before data is due to HUD:
    - Bitfocus will begin a review of project setup, focusing on inventory and project changes throughout the year. Corrections will be made as needed, and housing inventory will be updated as needed.
    - Agencies will work with Bitfocus staff to address identified issues.

- One (1) month before data is due to HUD:
  - The CoC Lead Entity will enter data into HDX and address validation issues as needed.

- Two (2) weeks before data is due to HUD:
  - Bitfocus will conduct a final data review with CoC Lead Entity staff as needed.

Point-in-Time (PIT) Count

The Point-in-Time (PIT) count is a count of sheltered and unsheltered homeless persons on a single night in January. HUD requires that CoCs conduct an annual count of homeless persons who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night.

PIT date: On a date in the last ten (10) days of January
Approximate due date: April

Preparation and submission schedule:

- Two (2) months before data is due to HUD:
  - Bitfocus will run report drafts, identify issues around utilization and/or missing data, and notify agencies as needed.
  - Agencies will review data with relevant program managers and/or staff to verify accuracy of data compared other records.

- One (1) month before data is due to HUD:
  - Bitfocus will enter PIT data entry into HDX, and will address validation issues as needed.

- Two (2) weeks before data is due to HUD:
  - Bitfocus will conduct a final data review with CoC Lead Entity staff as needed.

Monitoring

The purpose of monitoring is to ensure that the agreed-upon data quality targets are met to the greatest extent possible, and that data quality issues are quickly identified and resolved. The CoC recognizes that the data produced from HMIS is critical to meet the reporting and compliance requirements of HUD, the individual agencies, and the CoC as a whole.

Monitoring and data quality and utilization rate reviews will be conducted quarterly as follows:

QUARTER	TARGET REVIEW DATE
First (January, February, March)	**April 10**
Second (April, May, June)	**July 10**
Third (July, August, September)	**October 10**
Fourth (October, November, December)	**January 10**

Additional monitoring and data quality and utilization rates reviews will be conducted in preparation for submission of AHAR/LSA data to HUD, in accordance with the following schedule:

AHAR/LSA REVIEW MONTH	TARGET REVIEW DATE
October	**November 6**
January	**February 6**
April	**May 6**
July	**August 6**

When data quality benchmarks are met, reporting will be more reliable and can be used to evaluate service delivery, project design and effectiveness, and efficiency of the system. All HMIS participating agencies are expected to meet the data quality benchmarks described in this document. To achieve this, HMIS data will be monitored and reviewed in accordance with the schedule outlined in this section. All monitoring will be conducted by the CoC Lead Agency with the full support of the CoC.

Incentives and Enforcement

Timely HMIS data entry ensures that the data is accessible when it is needed, whether for monitoring purposes, meeting funding requirements, responding to requests for information, or for other purposes. Complete HMIS data is necessary to fully understand the demographic characteristics and service use of persons accessing the homeless housing and services in the community. Complete data facilitates confident reporting and analysis on the nature and extent of homelessness throughout the CoC. Complete HMIS data helps the CoC meet various funding compliance requirements, and ensures that persons in the homeless assistance system receive the services needed to secure and maintain permanent housing.

Accurate collection and entry of data into the LI HMIS ensures that the data is the best possible representation of reality as it relates to homeless persons and the programs that provide homeless housing and services. Consistency of data directly affects the accuracy of data. Consistency ensures that data is understood, collected and entered in the same manner across all programs in the Nevada Statewide HMIS.

All HMIS participating agency administrators must ensure that these minimum data entry standards are fulfilled for every program utilizing the HMIS. To ensure that HMIS participating agencies meet the minimum data entry standards set forth herein, the following protocol will be used:

1. A copy of this Data Quality Plan will be made available to the general public by being posted to the HMIS Lead's website.
2. Sample entry, annual update and exit forms will posted to the Bitfocus website.
3. The HMIS Lead will provide data quality reports to HMIS participating agencies in accordance with the monitoring schedule described in the "Monitoring" section to facilitate compliance with the minimum data entry standards.
4. Agencies that meet the data quality benchmarks will be periodically recognized by the CoC.
5. HMIS participating agencies that do not adhere to the minimum data entry standards set forth herein will be notified of their deficiencies and provided with specific information regarding the nature of the deficiencies and methods by which to correct them. HMIS participating agencies will be given one month to correct any identified data quality issues.
6. The HMIS Lead Agency will make revised data quality reports available to the general public.
7. Training will be offered to agencies that remain noncompliant with the minimum data entry standards. HMIS participating agencies continuing in default may have HMIS access suspended until such time as agencies demonstrate that compliance with minimum data entry standards can be reached.
8. The HMIS Lead Agency will make agency aggregate data quality reports available to the general public.
9. The HMIS Working Group will provide a brief update on progress related to the data quality benchmarks at the regularly scheduled CoC meetings.
10. For agencies that fail to meet the data quality benchmarks, the HMIS Working Group may ask the agency to submit a written plan that details how they will take corrective action. The plan will be submitted to, and monitored by, the HMIS Working Group.

Should the problem persist, the HMIS Working Group may make a recommendation to suspend the agency's ability to enter data into the HMIS, and will contact any appropriate state and federal funders.