Agenda

What exactly is data quality?

Nevada's *Data Quality Plan*

How does data quality impact federal reporting

How does data quality impact your agency's reporting

Finding data quality errors

When to review data elements

Demonstration

Resources

Questions

What exactly is data quality?

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.

Nevada's 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.

Nevada's *Data Quality Plan* can be found on the NVCMIS website, under Getting Started: New Agency Sign Up

Nevada's Data Quality Plan

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.

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How does data quality impact your agency's reporting?

▸ Funding

▸ Program effectiveness

▸ Client experience as they move through a continuum of care

▸ Advocacy efforts

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How does data quality impact federal reporting?

▸ Longitudinal System Analysis (LSA)

▸ System Performance Measures(SPMs)

▸ Housing Inventory Count (HIC) and Point in Time (PIT) Count

▸ Continuum of Care Application

Finding data quality errors

‣ Demographics

‣ Program Enrollments

‣ Program Exits

‣ Program Assessments (Current Living Assessment)

‣ Annual Assessment

• Special Assessments (Self Sufficiency Assessment)

‣ Services

When to review data elements

Daily Reviews

Profile screen spot checks to verify most current demographic information

Review entry and exit program screens to ensure all data fields are filled in and accurate

If working with a new client, ensure a ROI is present and currently active

If working with an existing client, ensure information is still relevant

Quarterly Reviews

Family/group enrollments

Abandoned enrollments

Duplicate enrollments

Inconsistencies in disabling condition & disability type

Missing annual assessments

Enrollment issues

Annual Reviews

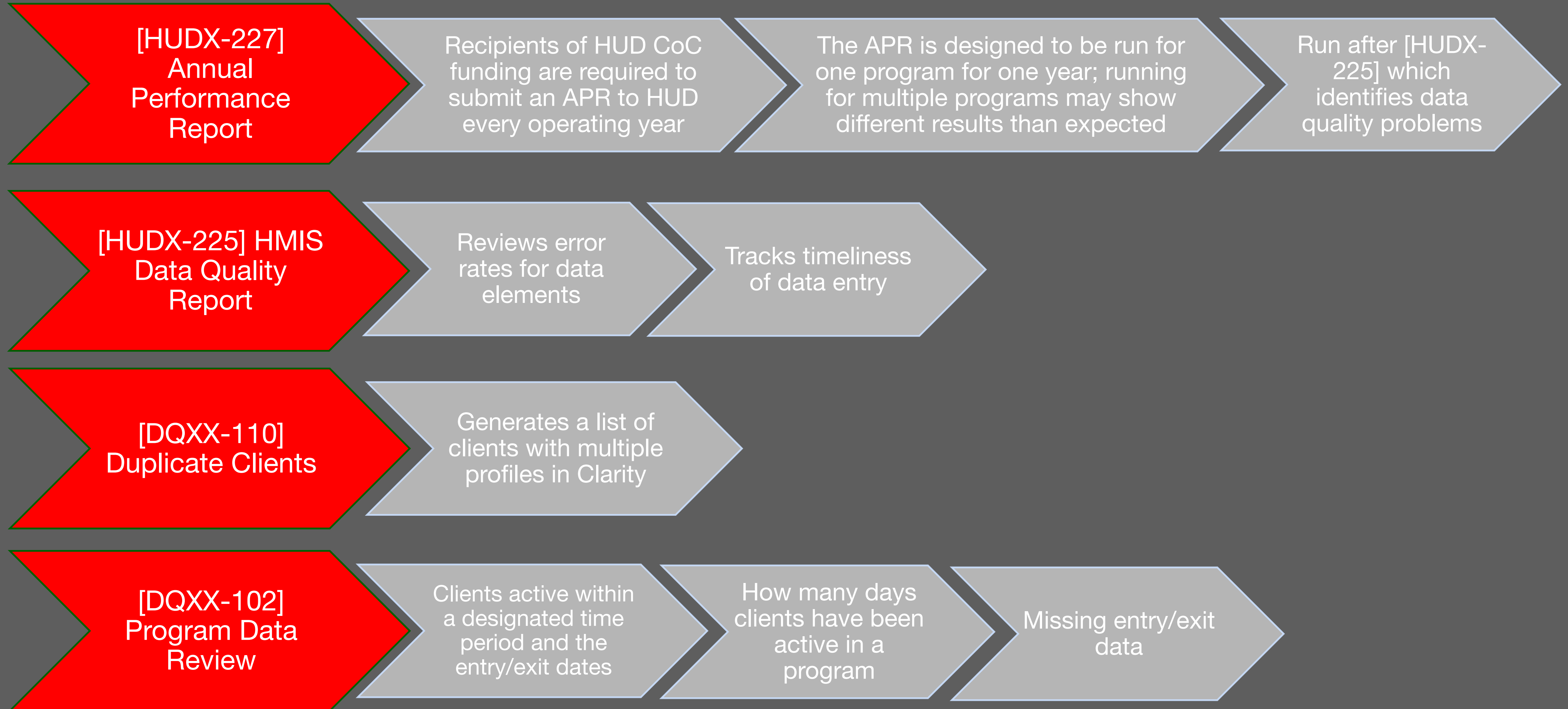Clients with unlikely birthdays

Inactive programs with open enrollments

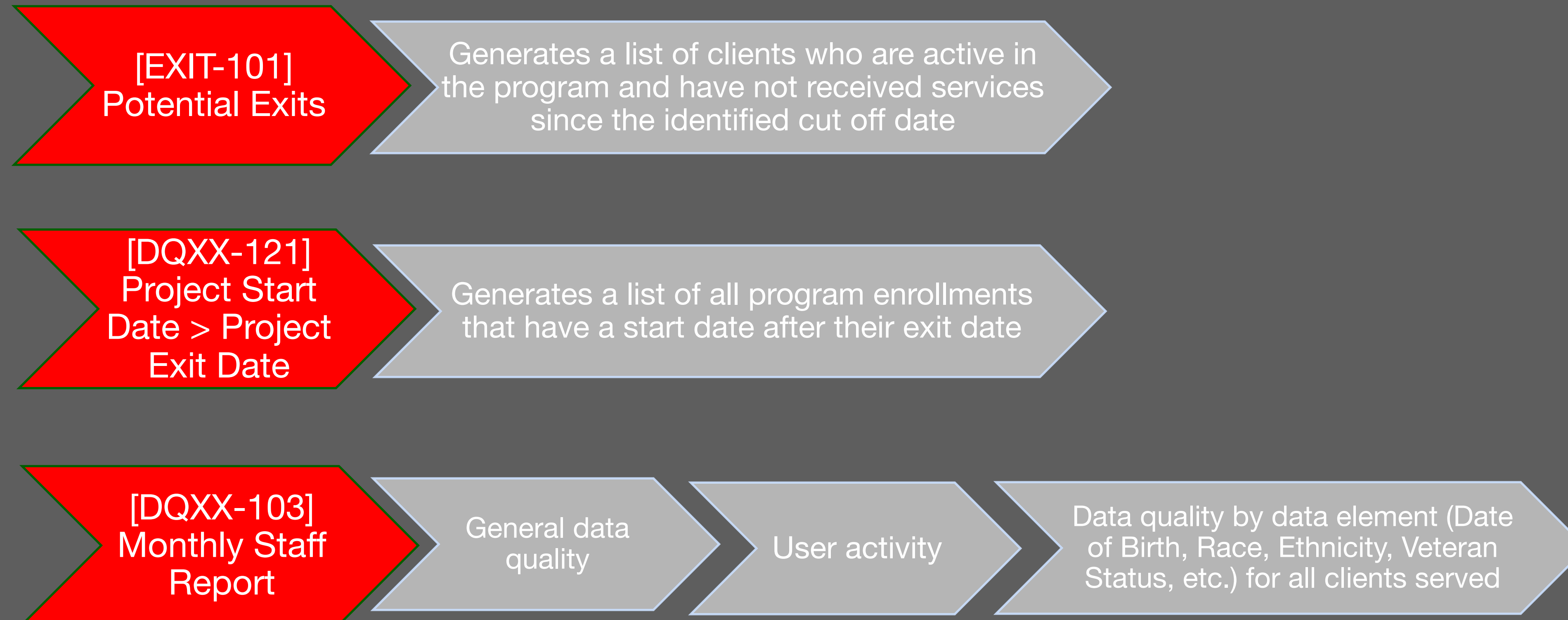Active programs with no enrollments in the past year

Project start date > project end date

Project set-up review

Reports found in the HMIS Report Library

[HUDX-227] Annual Performance Report → Recipients of HUD CoC funding are required to submit an APR to HUD every operating year → The APR is designed to be run for one program for one year; running for multiple programs may show different results than expected → Run after [HUDX-225] which identifies data quality problems

[HUDX-225] HMIS Data Quality Report → Reviews error rates for data elements → Tracks timeliness of data entry

[DQXX-110] Duplicate Clients → Generates a list of clients with multiple profiles in Clarity

[DQXX-102] Program Data Review → Clients active within a designated time period and the entry/exit dates → How many days clients have been active in a program → Missing entry/exit data

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Reports found in the HMIS Report Library

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[EXIT-101] Potential Exits — Generates a list of clients who are active in the program and have not received services since the identified cut off date

[DQXX-121] Project Start Date > Project Exit Date — Generates a list of all program enrollments that have a start date after their exit date

[DQXX-103] Monthly Staff Report — General data quality — User activity — Data quality by data element (Date of Birth, Race, Ethnicity, Veteran Status, etc.) for all clients served
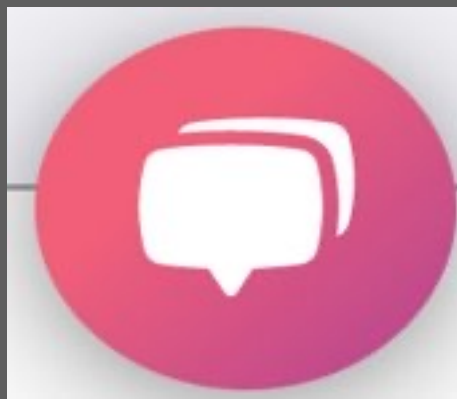
DEMONSTRATION

Resources

Nevada@bitfocus.com

1-702-614-6690 x2 or 1-775-562-4622 x 2

Chat bubble/help widget in Clarity Human Services

Questions?