



Orange CoC HMIS Users Meeting

August 2021



NC COALITION to end
HOMELESSNESS

Agenda

August 2021

System Updates

- Data Quality Plan
 - Annotated Report
 - CoC-APR for Corrections

How Can We Help

- Agency Admins Responsibilities
- Street Outreach
- New funding, new projects

What's Next

- HMIS Calendar

Demo/Troubleshooting



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The background of the image is a solid teal color, overlaid with a repeating pattern of white line-art icons. These icons represent various types of buildings, including houses, multi-story apartment blocks, and industrial structures, as well as some stylized trees. The pattern is dense and covers the entire background.

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 ran by Data Center and sent to agencies for each project
- Agencies supported with corrections, questions, 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 the 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 (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

☒ Provider ☐ Reporting Group

Provider *

Heading Home - Rowan County - Emergency Shelter (7389)

☐ This provider AND its subordinates ☒ This provider ONLY

Program Date Range * 10/01/2020 to 07/31/2021

Entry/Exit Types *

☐ Basic ☐ Basic Center ☒ HUD ☐ PATH ☐ Quick ☐ RHY ☐ Standard ☐ Transitional Living ☐ HPRP ☐ VA ☐ (Retired)

Basic

Program Entry/Exit

HUD

PATH

Call

RHY

Standard

Transitional Living
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)		
Bed Night (All clients in ES - NBN)		

Tonya

Timeliness has a benchmark of 0-6 days. This is a data element you can not fix.

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



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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



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

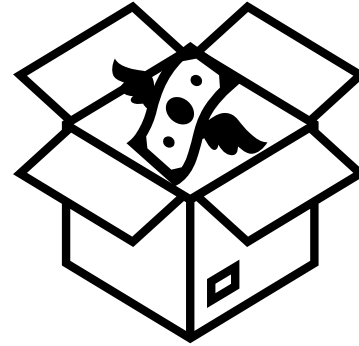
Entire Intake must be complete

More details available on [ncceh.org/hmis/training](https://www.ncceh.org/hmis/training)
SO Data Elements Guide: <https://www.ncceh.org/files/11301/>

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> (optional)
Sept 13 th	Orange HMIS Users Meeting
Sept	Annual Privacy and New Data Standards training
Oct 4 th	Orange HMIS Users Meeting
Oct-Nov	Longitudinal System Analysis



Contact NCCEH

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Contact NCCEH Data Center Help Desk

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