

# COMMISSIONS ON HOMELESSNESS FOR VOLUSIA & FLAGLER COUNTIES

## HMIS DATA QUALITY PLAN

### Data Quality Benchmarks and Controls

The chart below identifies the standards that the Commission on Homelessness for Volusia & Flagler Counties (CoH) will monitor as part of its data quality plan, as well as the monitoring procedures for each standard. The Coverage standard applies to the CoH as a whole. All other standards apply to Director Housing Service Providers “Providers” and programs.

General Principle	Specific Principle	Expected Benchmark	Monitoring Procedure Who? How Often?
<b>Coverage (Utilization)</b>	All homeless housing and service programs in the CoH report HMIS data	95% Emergency shelter beds (ES), Outreach, Supportive Services for Veteran Families (SSVF), Homeless Prevention (HP), Challenge Grant, Rapid Rehousing (RRH), Emergency Solutions Grant (ESG), and Temporary Assistance for Needy Families (TANF) report in HMIS.  95% Transitional Housing (TH) and Permanent Supportive Housing (PSH) beds report HMIS  95% Coordinated Entry project	Collaborative Applicant will provide the Housing Inventory Chart (HIC) annually  HMIS Lead will report status biannually to the HMIS Committee
<b>Completeness</b>	All clients entered	100% of clients must have all universal data entered for ES, TH, & PSH  95% of clients must have all universal data entered for service programs  100% of clients must have an appropriate assessment for Housing and Services  100% of clients qualifying for mid-term intervals must have assessment completed 30 days prior to entry date	Providers responsible for generating bi-weekly Data Quality reports and making corrections. The Lead Agency will assist with reporting as identified by need.  HMIS Lead will provide Data Quality reports to the HMIS Committee biannually and provide reports monthly for corrective action plan progress. Non-compliance providers will be brought to

		into the project. (HUD funded projects)  100% exit assessments required for all projects	the HMIS Committee for review and corrective action plan. If a provider does not correct data on a timely basis the HMIS Committee will require a data quality corrective action plan for the agency. If the provider does not meet data quality standards within 30 days of implementation of the corrective action plan, the HMIS Committee will require the agency board of directors to ensure compliance.
<b>Performance</b>	All housing and service programs receiving public funds for homeless housing or services	100% compliance with System Performance Measures requirement	HMIS Lead will provide performance reports biannually to the HMIS Committee

## Roles and Responsibilities

### CoH Board of Directors

The Board of Directors is responsible for oversight of data quality, and will review all programs mandated by federal, state and local funding to report in HMIS biannually. The Board will act upon recommendations made by the HMIS and Data Committee and the HMIS Lead.

### HMIS Committee

The HMIS Committee is responsible for ongoing oversight of progress toward the CoH's meeting of all Data Quality Benchmarks system-wide. It will provide biannual updates to the CoH Board of Directors on progress of the data quality plan and provide regular reports on the quality of the CoH's data.

### HMIS Lead

The HMIS Lead is responsible for monitoring providers to ensure that the standards on the extent and quality of data entered into the CoH HMIS set forth in these policies and procedures are met to the greatest possible extent and that data quality issues are quickly identified and resolved.

The lead agency will regularly review data quality reports, assist agencies in gaining compliance, and ensure that required reports and trainings are made available for the agencies. The HMIS Lead will train providers to run data quality reports and may directly provide agencies with the reports for their projects via email. The

regularity of the reporting provides participating agencies with the opportunity to review data and update any missing elements before the HMIS Administrator assesses progress. Monthly reports include the following.

1. **Progress reports.** Each funded project has specific target requirements. Specific reports are created for each project to show the agency's progress to date on their contractual agreements. Both the dates and methods of tracking information vary according to the particular project.
2. **Missing Data – Assessments:** This report alerts participating agencies if they have failed to record detailed assessment information. It identifies where they have entered a new participant into the database, but have failed to provide required assessments.
3. **Missing HUD Universal Data Elements:** The HMIS Administrator will track completion of universal data elements on a monthly basis.

The HMIS Committee and the HMIS Lead will monitor at least biannually the projects that are funded by the CoH. The HMIS Lead will review data quality reports, bed utilization reports, and compliancy with the Data Quality Plan. It will report and make recommendations to the CoH Application Committee on the quality and usability of data submitted by CoC-funded agencies.

### **Contributing HMIS Organizations**

Providers are responsible for training and monitoring HMIS users to ensure understanding of and compliance with data quality standards. Each provider is responsible for addressing any issues identified through the data quality monitoring. Where data errors are identified, the provider must correct the errors within 30 days. Where overall systemic data quality issues are identified, the provider must participate with the HMIS Committee in creation of a corrective action plan.

### **Remedial Actions**

The goal of data quality monitoring is for the CoH to obtain and maintain high-quality data. In order to meet this goal, provider with repeated data quality issues will be initially provided with increasing levels of support to assist in resolving data issues. Support may include additional training and/or technical assistance from the HMIS Lead or a qualified consultant.

The provider may be required to submit a corrective action plan to the HMIS Committee and HMIS Lead, and provide regular reports on progress toward implementing the identified corrective actions, with the goal of meeting data quality standards within 30-days. Components of a corrective action plan may include:

- ❖ Developing and following a schedule of actions for carrying out HMIS-related tasks, including schedules, timetables, and milestones;
- ❖ Establishing and following an HMIS data quality plan that assigns responsibilities for carrying out remedial actions; and
- ❖ Increased monitoring and reporting of HMIS data quality.

If increased support does not result in the provider meeting data quality standards, the provider may be subject to sanctions as determined by the HMIS Committee.

This HMIS Data Quality was review, approved and adopted on February 24, 2017 by the full Board of directors of the Commission on Homelessness for Volusia & Flagler Counties.

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Jeff White  
Collaborative Applicant  
Volusia-Flagler County Coalition  
for the Homeless

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Robin King  
HMIS Committee Chair  
Career Source of Flagler-Volusia

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Sam Willett  
CoH Board Chair  
Bank of America