

COMMISSIONS ON HOMELESSNESS and HOUSING

FOR VOLUSIA & FLAGLER COUNTIES

HMIS DATA QUALITY PLAN

Data Quality Benchmarks and Controls

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

General Principle	Specific Principle	Expected Benchmark	Monitoring Procedure Who? How Often?
Coverage (Utilization)	All homeless housing and service programs in the CoHH 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/Coordinated Entry Committee

<p>Completeness</p>	<p>All clients entered</p>	<p>100% of clients must have all universal data entered for ES, TH, & PSH</p> <p>95% of clients must have all universal data entered for service programs</p> <p>100% of clients must have an appropriate assessment for Housing and Services</p> <p>100% of clients qualifying for mid-term intervals must have assessment completed 30 days prior to entry date into the project. (HUD funded projects)</p> <p>100% exit assessments required for all projects</p>	<p>Providers responsible for generating bi-weekly Data Quality reports and making corrections. The Lead Agency will assist with reporting as identified by need.</p> <p>HMIS Lead will provide Data Quality reports to the HMIS/Coordinated Entry Committee biannually and provide reports monthly for corrective action plan progress. Non-compliance providers will be brought to the HMIS/Coordinated Entry Committee for review and corrective action plan. If a provider does not correct data on a timely basis the HMIS/Coordinated Entry 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/Coordinated Entry Committee will require the agency board of directors to ensure compliance.</p>
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<p>Performance</p>	<p>All housing and service programs receiving public funds for homeless housing or services</p>	<p>100% compliance with System Performance Measures requirement</p>	<p>HMIS Lead will provide performance reports biannually to the HMIS Committee</p>
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Roles and Responsibilities

CoHH 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/Coordinated Entry Committee and the HMIS Lead.

HMIS/Coordinated Entry Committee

The HMIS/Coordinated Entry Committee is responsible for ongoing oversight of progress toward the CoHH's meeting of all Data Quality Benchmarks system-wide. It will provide biannual updates to the CoHH Board of Directors on progress of the data quality plan and provide regular reports on the quality of the CoHH'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 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 System Administrator will track completion of universal data elements on a monthly basis.

The HMIS/Coordinated Entry Committee and the HMIS Lead will monitor at least biannually the projects that are funded by the CoHH. The HMIS Lead will review data quality reports, bed utilization reports, and compliance with the Data Quality Plan. It will report and make recommendations to the CoHH 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 CoHH 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/Coordinated Entry 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/Coordinated Entry Committee.

The HMIS Data Quality Plan was reviewed and approved by the Collaborative Applicant for the HUD FL-504 CoC on October 22, 2019.



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