



HMIS DATA QUALITY PLAN

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Introduction

A data quality plan is a community-level document that makes it possible for HMIS participating organizations and the Continuum of Care to work together to achieve statistically valid and reliable data. This plan has been developed by Pathways MISI (the Vallejo-Solano County CoC's HMIS Administrator) and the HMIS Users Committee, and has been formally adopted by the CoC.

This plan:

- Identifies the responsibilities of all parties within the CoC that affect data quality.
- Establishes specific data quality benchmarks for timeliness, completeness, and accuracy.
- Describes the procedures that the HMIS Lead Agency and HMIS Administrator will take to implement the plan and monitor progress to meet data quality benchmarks.
- Establishes a timeframe for implementing the plan to monitor the quality of data regularly.

This plan is designed to set expectations for both the community and the end users to capture reliable and valid data on people accessing the homeless assistance system in Solano County.

Data Quality Standards

Components of this data quality plan include timeliness, accuracy, and completeness of HMIS data. Specific standards are detailed below.

Timeliness

It is the policy of the Vallejo-Solano County Continuum of Care that all required demographic and project entry-related data will be entered into the HMIS no more than 72 hours after first serving a Client. For projects that require tracking of services, services data shall be entered into the HMIS within five (5) working days after the end of the month during which the services were delivered.

Accuracy

Data entered into the HMIS will be highly accurate. At least 95% of HMIS data will match corresponding data in agency physical files.

Completeness

The Vallejo-Solano County CoC has mandated that all HUD and locally required HMIS data fields must be completed. The CoC's completeness standard is that no more than five percent of this data will be categorized as missing.

Required Training

All HMIS users must attend mandatory data quality training once per calendar year. The HMIS Administrator maintains written records of attendance, and any user who does not complete the training as required within each calendar year will have their access to the HMIS suspended until the required training is completed.

Monitoring for Compliance

The Vallejo-Solano County Continuum of Care tracks agency and project-level data quality in two ways, a periodic audit and an annual assessment.

Agency Self-Monitoring

HMIS participating organizations are strongly encouraged to monitor their data quality on at least a monthly basis, utilizing the HUD HMIS Data Quality Framework report built into the HMIS. The HMIS Administrator will provide one-on-one technical assistance to agency HMIS administrators on request, to teach them how to run the report and understand its results.

Monthly or Quarterly Audits

The HMIS Administrator's Data Auditor will conduct detailed examinations of each HMIS participating organizations' HMIS data to measure compliance with the standards above. The auditor will share with each agency-specific information on each error that is found in their data so that agency staff can easily correct their errors.

Organizations that consistently meet or exceed the CoC's data timeliness, accuracy, and completeness standards will be audited on a quarterly basis. Organizations that do not consistently meet these standards will be audited each month.

Data Quality Report Cards

The HMIS Administrator will issue a quarterly Data Quality Report Card to each HMIS participating project. The report card will be based on data elements in the HUD Data Quality Framework and any applicable local data quality and timeliness standards, including items that agencies wish to track in a Looker Report.

Annual Compliance Assessment

The Annual Compliance Assessment conducted for each HMIS participating organization each calendar year will include a data quality component. During the assessment, HMIS Administrator staff will review in detail the assessed organization's most recent data quality audit and will compare randomly selected case management files to ensure that HMIS data was entered accurately. Agencies will receive a thirty-day notice of the scheduled assessment and information on the items that will be reviewed.

Incentives

When an organization's HMIS data quality is superior, the entire Continuum of Care benefits. Data on poverty and homelessness in the community is more accurate, and analysis of information on clients, programs, and services is more meaningful.

Because of the importance of HMIS data quality, the Vallejo-Solano County CoC takes into account whether applicants meet or exceed its data quality requirements when rating projects during its funding competitions.

Prescriptive Actions

The HMIS Administrator will ensure proper HMIS utilization and safe practices which may include audit of Partner Agency activities. If a Partner Agency fails to comply, the HMIS Administrator has the right to deny the Partner Agency access to the HMIS until an appropriate resolution is enacted and agreed upon by all parties, as outlined in the [HMIS Partner Agency Memorandum of Understanding](#).