



# HMIS Data Request Working Group Recommendations

## Background

The CoC Board Executive Committee asked the System Operations and Performance Committee (SOPC) and the HMIS Committee to create an HMIS Data Request Working Group to:

- Establish *priorities and a process* for all new data requests
- Have the framework ready by late *June 2023*

ICF, one of HUD’s national technical assistance (TA) providers, worked with the HMIS Data Request Working Group to discuss the complexity and scope of custom data requests. The HMIS Data Request Working Group sought to create a decision-making framework that is clear and *specific* enough for All Chicago to quickly make objective decisions on data requests while providing the *flexibility* to prioritize newer data requests above previously submitted ones.

## Prioritization Process Recommendation

The HMIS Data Request Working Group developed the below list of recommended considerations to use as a decision-making and prioritization process for custom data requests. A more detailed Data Requests Prioritization Tool is linked here. All requests will be assessed using the first tier categories. If two requests have the same score, the second tier categories will be used as a tiebreaker.

Prioritization Category	Consideration	Maximum Points Available
First	Who makes the request	9
First	Impact to people experiencing or at-risk of homelessness	35
First	CoC level impact	11
First	Replicability and impact to service providers	10
<b>First Tier Maximum Total</b>		<b>65</b>
Second	Costs and payment	5
Second	Cross-sector impact	13
<b>Second Tier Maximum Total (Used if needed as Tiebreaker)</b>		<b>18</b>

All Chicago HMIS staff will review the custom data request form and determine if the information provided is complete. If not, the request will be denied, with an explanation about the missing items. The requestor can choose to resubmit with additional information, if appropriate.

All Chicago will use the Data Requests Prioritization Tool to score custom data requests. It is expected to take All Chicago staff up to 15 minutes to utilize the tool to determine if the request is approved and, if so, how it will be prioritized compared to other pending custom data requests.

Each application and score will be reviewed by All Chicago with the HMIS Committee. In Appendix A, the HMIS Data Request Working Group has provided further detail on how they suggest this process occurs. All Chicago and the HMIS Committee will work together to adjust the tool to be both effective and efficient, as needed.

All Chicago will share the scores of custom data requests through the [Help Desk website](#). An appeals process has been established and will be implemented as described in Appendix A. The appeal will be reviewed by the HMIS Committee and is expected to take approximately 45 days for a decision.

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## Flowchart of Process

Below is a flowchart of the proposed process.



1. Custom data requests can be submitted to All Chicago at any time.
2. All Chicago will utilize the Data Requests Prioritization Tool within one week and will communicate the outcome of the Tool to the submitter of the request. If the request was approved, All Chicago will communicate where the request is prioritized in the queue of pending data requests. For the top two requests at any time, All Chicago will provide an estimated timeline for completion.
3. Data requests will be prioritized based on the Tool scores. This will be a dynamic process, which will depend on the scores of other submitted data requests. For example, a request that was previously prioritized may fall lower on the list if a newer, higher-scored request is submitted. All Chicago will communicate with submitters of requests that are being processed when there is a change in their expected request completion dates.
4. Once All Chicago begins to process a data request, it will be completed.
5. All Chicago will report to the HMIS Committee at each meeting for the purpose of continuous quality improvement. At every HMIS meeting, All Chicago will share information about the number of custom reports that have been completed, the number of pending prioritized requests, and the number of denied requests, if any. Appeals will be addressed by the HMIS Committee within 45 days. The HMIS Committee will determine if the CoC's priorities are being met with the tool and if not, provide recommendations for how to reallocate points in the tool to align with the CoC's priorities.

## Other Items that will be Referred to the HMIS Committee

The HMIS Data Request Working Group identified other topics for consideration that did not fall within the scope of their charge, including:

- Identify how to make HMIS more functional/user-friendly for people who log on and enter data into HMIS
- Address the current Privacy Policy, Release of Information model, and Data Sharing practices
- Clearly define Data Ownership and Data Stewardship – who “owns” the data in HMIS and what does that “ownership” mean?
- Discuss the role, priority, and functionality of a Data Dashboard to support the community in understanding the homeless response system

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## Appendix A: Guidance to and Role for HMIS Committee

The HMIS Committee provides recommendations about HMIS Governance decisions to the CoC for adoption and operationalization. The HMIS Committee sits under the System Operations and Performance Committee. Given this, the HMIS Data Request Working Group suggests that the HMIS Committee play a meaningful role in the prioritization of custom data requests as described in this document.

The HMIS Data Request Working Group recommends that All Chicago be the primary user of the Data Requests Prioritization Tool and engage the HMIS Committee if there is an appeal. The HMIS Data Request Working Group recommends that the HMIS Committee participate in a continuous quality improvement process to ensure the tool is prioritizing custom data requests in alignment with the CoC’s priorities and to provide an opportunity for the CoC to reallocate or shift points, if needed.

Topic	Description	Role of HMIS Committee
Pilot Period and Testing the Tool	<p>The HMIS Data Request Working Group considers the launch of this process a pilot period. The HMIS Data Request Working Group recommends that the HMIS Committee conduct ongoing review and analysis to ensure the Data Requests Prioritization Tool is operating effectively.</p> <p>The HMIS Data Request Working Group recommends continuous quality improvement processes be incorporated to ensure the tool is prioritizing data requests, in alignment with the needs of the community.</p>	<ul style="list-style-type: none"> <li>▪ Understand the prioritization tool and how the scoring impacts which requests are prioritized</li> <li>▪ Receive updates from All Chicago at HMIS meetings about data requests received, the requests that are prioritized for completion, and any concerns All Chicago has about the process</li> <li>▪ Review the scores All Chicago provides for custom data requests to determine if the tool is operating as intended and to audit All Chicago’s scoring</li> <li>▪ Make recommendations to All Chicago about how the process can be improved and changes that may need to be made, including setting a minimum threshold score for approving custom data requests</li> <li>▪ Conduct a comprehensive review of the process in 6-9 months after launch to determine what is working well and what may need to be updated</li> <li>▪ Work with All Chicago to analyze how requests are prioritized over time to determine if the points provided for the specific areas need to be updated</li> </ul>
Appeals Process	<p>The HMIS Data Request Working Group recommends an appeals process be available for any denied data request.</p>	<ul style="list-style-type: none"> <li>▪ Receive any request for appeal</li> <li>▪ 2-3 members of the HMIS Committee each separately run the data request through the Tool</li> <li>▪ Determine outcome of appeal based on information provided by All Chicago and the HMIS members’ scoring of the appeal.</li> </ul>