HMIS Data Quality

Certification Component

The Continuum of Care (CoC) Program Interim Rule (24 CFR 578) places a high emphasis on having an effective and comprehensive Homeless Management Information System (HMIS) in the CoC jurisdiction. HMIS is critical to gathering unduplicated, aggregated data on homelessness in the community both for the CoC and Emergency Solutions Grant (ESG) Programs. HMIS data is crucial in identifying and housing individuals through the Coordinated Entry System and assessing system strengths and needs in addressing and ending homelessness.

This component of the Intent to Renew measures an agency's data quality improvement over time. Assistance will be offered to projects that may benefit from additional support in identifying areas that continue to remain a challenge and ensuring that they make progress in appropriately tracking room or unit utilization, and submitting details in a timely manner.

HMIS Implementation

12. Do your Agency's HMIS projects match the details listed in the Grants Inventory Worksheet?
    a. **Yes**
    b. **No**
    c. **N/A**
13. If no, please explain why?

Agencies serving survivors of domestic violence and legal service agencies are not expected to answer this question; select N/A above if this is applicable.

14. Agency Technical Administrators will receive the Quarter 4 HMIS Data Quality Assessment Process Feedback Report on November 21, 2019. The Feedback Report includes a view of each project's room and/or unit utilization, and submitting details in a timely manner over the past four quarters (Q4 2018 to Q3 2019).

    For the fields below, please mark what the general trend throughout the four previous quarters *(a guide to interpret the data found on the feedback report is here <LINK>):*
    a. Entries entered within two days of event for Project Entries, Housing Move-in Dates and Exits
        - **Upward Trend**
        - **Downward Trend**
        - **Consistent in Threshold**
        - **Consistent out of Threshold**

b. Bed/unit utilization within expected range:
   - Emergency Shelters: 80%-105%
   - Interim Housing: 80% - 105%
   - Transitional Housing: 80% - 105%
   - Permanent Supportive Housing: 85% - 105%
   - Safe Haven: 85% - 105%
     - **Upward Trend**
     - **Downward Trend**
     - **Consistent in Threshold**
     - **Consistent out of Threshold**

Attachment I: Internal Data Standards (Informational)

Desk Audit Component

Attach the Following:

- A description of the agency's Internal Data Review process, including details such as how often data is reviewed to ensure accuracy, completeness and timeliness, as well as who on the team is involved in the process.
  - If such a process does not exist, please submit a brief narrative of what your current practices are
- A description of the agency's Internal Communication Plan for all HMIS-related and HMIS-adjacent (ex. Coordinated Entry, etc.) communications to users within the agency.
  - If such a process does not exist, please submit a brief narrative of what your current practices are
  - If the agency does not use HMIS, then what is the internal communication plan for your database system
- A description of the agency's new employee onboarding process, particularly for employees that will move on to become HMIS users
- The intake assessment used by the agency. If different projects use different assessments, submit each one.
  - 2020 HUD Data Standards went into effect in October 2019, as such, intake packets should be updated to reflect the new standards

Criteria (required):

- The project has some type of mechanism to review data whether it be internal case reviews or weekly/monthly staff meetings
- New employees to the project are aware of basic information regarding their project and of the agency's own data protocols
- The agency has updated their intake form to reflect changes from the 2020 HUD Data Standards