Quarterly Data Quality Process

March 2, 2026

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Quarterly Data Quality Process

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Context

The Chicago Continuum of Care (CoC) utilizes data-informed approaches to coordinate services and resources in its efforts to end homelessness. High-quality data from the Homeless Management Information System (HMIS) is essential for measuring progress toward ending or preventing homelessness. The CoC relies on all providers, regardless of funding source, to enter accurate, complete, and timely data. This collective effort ensures we have the information needed to make informed decisions as a community.

Due to the importance of data and to maintain data quality, providers in the HMIS are expected to participate in a quarterly data quality process that addresses data in the following areas:

- Missing Values / Data Issues
- Child-Only Entries
- Bed Utilization
- Timeliness

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Missing Values / Data Issues

No more than 5% of clients enrolled in the project may have missing values or data entry errors, including instances where data not collected was selected.

Name, SSN, and Date of Birth include the list below as errors:

- Client Doesn't Know
- Client Prefers Not to Answer

Destinations include the list below as errors:

- No exit interview completed
- Other

Data Element	Required for
Name	All
Social Security Number	All
Date of Birth	All
Race and Ethnicity	All
~~Ethnicity~~	All
Sex	All
Veteran Status	Adults
Prior Living Situation	Adults/HoH
Length of Stay in Previous Place	Adults/HoH
Relationship to Head of Household	All
Client Location	HoH ONLY
Domestic Violence	Adults/HoH
Disability Entry	Adults/HoH
Disability Exit	Adults/HoH at Exit
Income at Entry	Adults/HoH
Income Exit	Adults/HoH at Exit
Non-Cash at Entry	Adults/HoH
Non-Cash at Exit	Adults/HoH at Exit
Insurance at Entry	All
Insurance at Exit	All at Exit
Destination at Exit	All at Exit

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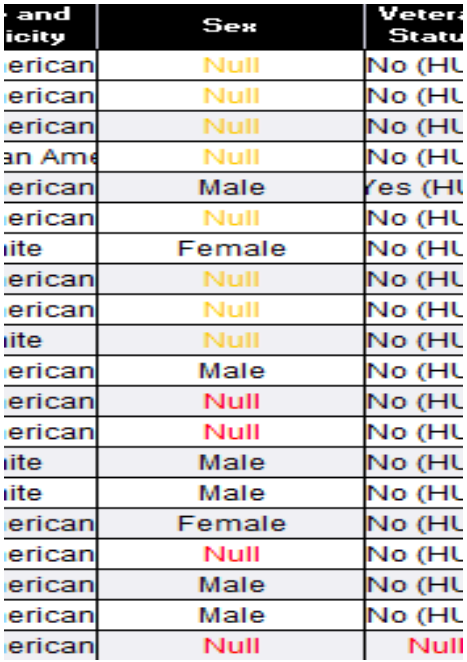
Missing Values / Data Issues

The 2026 HMIS Data Standards replace the Gender field with the new Sex field, which is now used in the Data Quality report.

Details Tab Guidance:

- Null (**yellow**): Client enrolled before 10/1/2025 – **sex field missing but not required**.

- Null (**red**): Client enrolled on/after 10/1/2025 – **sex field missing and should be corrected**.



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erican	Female	No (HU
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erican	Male	No (HU
erican	Male	No (HU
erican	Null	Null

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Child-Only Entries

There must be zero child-only entries. A child only entry is flagged when a client under the age of 18 is enrolled in a project without being connected to a parent/guardian. This can happen for two reasons:

1. The child was entered separately from their parent/guardian
2. The client's date of birth is missing

If your project serves unaccompanied youth under 18, we ask that you send a ticket to Helpdesk@allchicago.org

Child Only Entries (Tab C):	
Entries in which there is no adult at enrollment	

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Utilization

Bed/Unit utilization must be within the following ranges:

- Emergency Shelters: 80%-105%
- Transitional Housing: 80% - 105%
- Permanent Supportive Housing: 85% - Greater
- Rapid Rehousing: 85% - Greater
- Safe Haven: 85% - 105%

The utilization for the majority of project types looks at how many clients were enrolled in your project on November 20, 2025, as compared to how many beds/units are indicated in your Bed and Unit Inventory. PSH and RRH projects require that clients have a Housing Move-in Date on or prior to November 20, 2025, to be included.

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Utilization

As long as either bed or unit utilization meets compliance standards, the project as a whole will be considered compliant for utilization.

Utilization		
BED UTILIZATION		
Comparing the number of Clients Enrolled on with the number of Beds If the Project type is PH, the client must have a housing move in date that is in range of the enrollment If the number of beds is inaccurate, please visit the helpdesk and fill out a unit list update form	**Bed Inventory**	
	# Enrolled	
	Bed Utilization Rate	
ROOM/UNIT UTILIZATION		
Comparing the number of Households Enrolled on with the number of Rooms/Units If the Project type is PH, the clients must have a housing move in date that is in range of the enrollment If the number of rooms/units is inaccurate, please visit the helpdesk and fill out a unit list update form	**Unit Inventory**	
	# Households Enrolled	
	Room/Unit Utilization Rate	
UTILIZATION COMPLIANCE		
Projects are measured by their project type, and the project must be in compliance with either their bed or unit utilization, if one is out of compliance but the other is not, then the project as a whole is still in compliance	**Emergency Shelters: 80%-105%** **Transitional Housing: 80% - 105%** **Permanent Supportive Housing: 85% or greater** **Safe Haven: 85% - 105%**	

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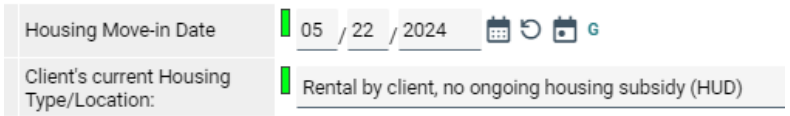
Utilization

A Housing Move-in Date column allows PSH and RRH providers to see which clients are being counted in the utilization table.

PSH and RRH clients must have an HMID added that is on or before the PIT date and the HMID is on or after the Entry Date. HMID before the Entry or after the set PIT date (11/20/25) will not be included in the utilization table. They will show on the Client Details tab as "Date out of range".

"Date out of range" is NOT always an indication of an error. If the client has a HMID on or greater than 11/21/25 they will not be included in the utilization table, but this date should not be changed in HMIS if it's a valid entry.

Insurance at Exit	Housing Move in Date	Destination at Exit
-	6/1/07	
-	8/1/06	
-	Date out of range	
-	Date out of range	
-	10/22/13	
-	10/22/13	
-	10/22/13	
-	11/24/04	
-	Date out of range	
-	11/24/04	
-	8/19/06	
-	8/17/06	
-	11/18/06	



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Timeliness

Timeliness is tracked through an automated report created by All Chicago. This timeliness report will track the timeliness:

- At entry
- At exit
- At housing move-in dates
- For shelter services

Timeliness measures the time it takes to create an element in HMIS. This measure applies even if the entry date is backdated. For instance, if a client originally came into a project on 12/1/2025, but they were not entered into that project in HMIS until 12/4/2025, the information will be considered out of compliance as it took 3 days to indicate that the client was enrolled in the project. Timeliness data cannot be corrected.

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Who Participates

All projects, regardless of funding, are required to participate in the quarterly data quality process. So long as a project is active and has at least one client enrolled.

Please refer to the list of currently active projects that are expected to participate in the data quality process.

https://hmis.allchicago.org/hc/en-us/articles/115005062126

If the project does not enter data into HMIS they are not required to participate in the DQ process.

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Report Details

Reports must be generated for 1 project at a time

The report will be looking at the period from October 1, 2025 to December 31, 2025

In the report, the point-in-time date is set for November 21, 2025 (PIT Date Plus one day)

This looks at how many clients were enrolled on the night of November 20th, against how many units/beds the project is reported to have.

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This Quarter's Overview

- Data Quality process will go from March 2nd – March 13th
- Providers will only need to submit DQ reports when they are ready for final submission.
- BusinessObjects reports, which can only be downloaded by users with access to BusinessObjects, will cover the following:
  - Missing values
  - Child-only entries
  - Bed utilization
- Changes made in HMIS will not be generated in BusinessObjects until the following day.
- Timeliness Reports will be sent to ATAs this week. This report is for your reference. Timeliness cannot be fixed or does not need to be submitted via this process.

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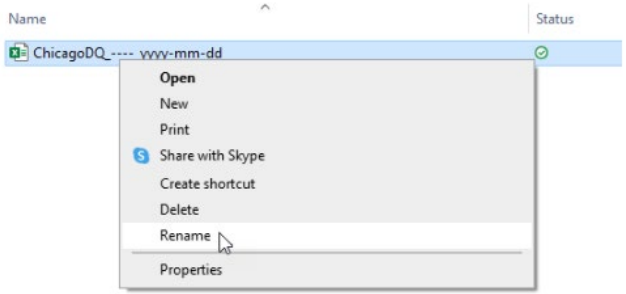
Submission Process

Reports are to be submitted by the March 13th deadline.

.xlsx Files must be renamed using the ChicagoDQ_----_yyyy-mm-dd template. Adjust the project ID (----) and the date (yyyy-mm-dd) in the file name before submission



The project ID number in the file name MUST be 4 digits. If a project has less than a 4-digit ID number a "0" should be placed before the ID number in the file name.

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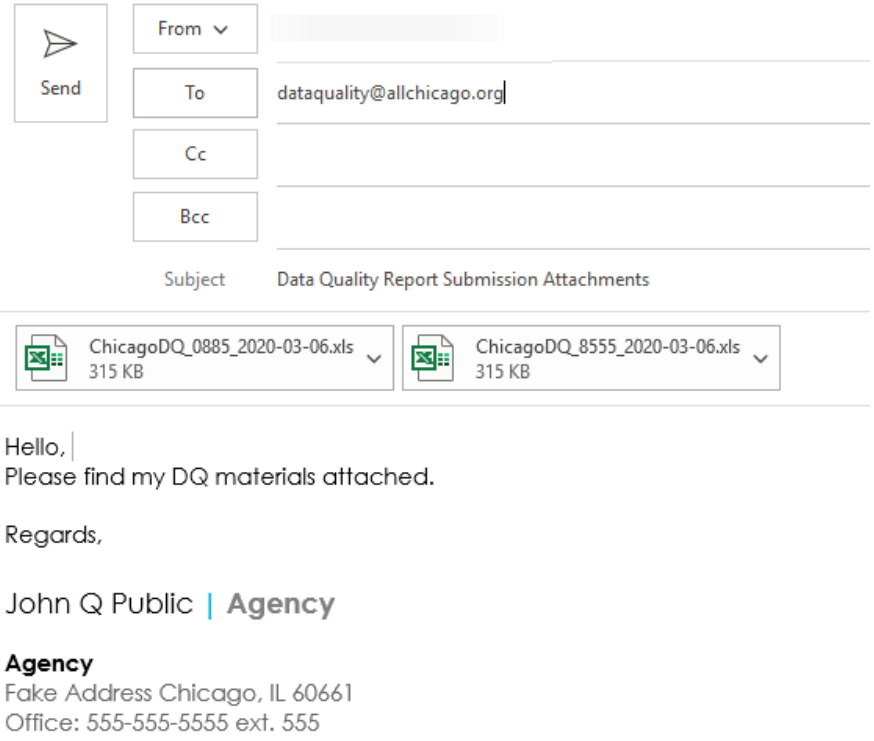
Sending Reports

- To submit the Chicago DQ report, please create an email to **DataQuality@allchicago.org.**

- The subject line must be "**Data Quality Report Submission Attachments**".

Agencies with more than one project can attach all their data quality reports together in one email; there is no need to send them separately.

Please ensure that the files attached are Excel files. PDF files will not be accepted.



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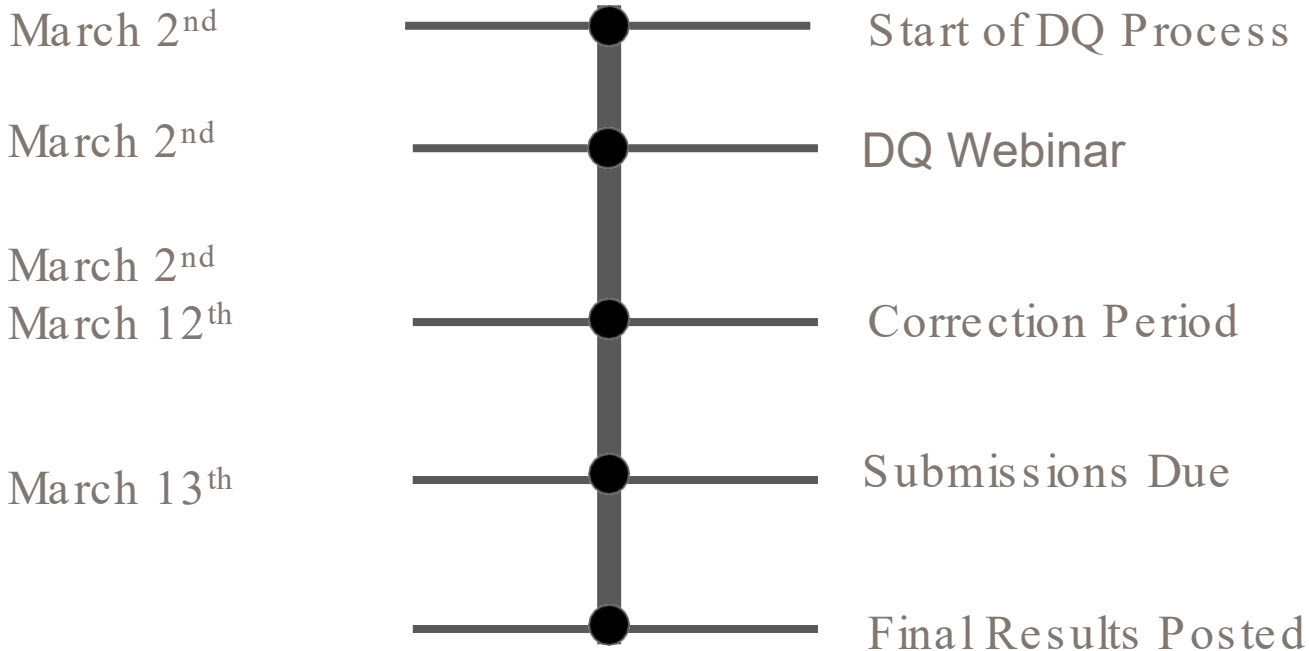
Data Quality Timeline



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Accessing / Reviewing DQ Report

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User Resources

We have two articles on the Data Quality process:

- Data Quality Process Overview
- Running and Interpreting the Data Quality Report

Both articles will have a link to the recorded version of this webinar and slides.

Other helpful links:

- Sub-assessments and HUD Verifications
- Documenting the Housing Move-In Date
- Relationship To Head of Household

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User Resources: Requesting Assistance

Agencies can book dates to meet with the HMIS Team from March 2nd - March 11th to address any questions or issues with their reports. Before booking a session, please note the following:

- Sessions will be done online via Microsoft Teams
- An Agency Technical Administrator, or someone with BusinessObjects access, must be on the call as well
- Please have your report available at the time of the call, or email the report you plan on referencing beforehand

Please book an available time here:

https://outlook.office.com/book/HMISTeamCopy@allchicago.org/s/L0ilkXSMVEqbGu3q1-fJqA2

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Q & A

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Thank you!

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