Connecting HMIS Data Quality and Project Performance

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Webinar Objectives

- Define performance data and data quality and why they matter.
- Explore the relationship between HMIS data quality and performance metrics.
- Demonstrate tools available to monitor performance data and data quality.
- Share strategies for regularly reviewing both data quality and performance data to support stronger outcomes.

Defining Performance Data and Data Quality



Performance Data – what is it?

- Performance data measures outcomes or results
  - What's being achieved – the effect, change, or added value
- Focus is on participant outcomes and/or program operations
- A performance metric is a calculated value with a "methodology" or "logic" -- i.e., information describing what data fields are used, the calculation that is performed, and who gets counted in the metric.
- Generally, aggregates data across participants – capturing % or average

Performance Data – Example

- **Metric:** "Time from Referral to Housing"
- **Measures:** number of days the housing process takes
- **Why it matters:** shorten the time people experience homelessness
- **Data fields involved:** CE referral date, housing move-in date
- **Calculations:**
  - Count the number of days between CE referral date and housing move-in date
  - Average: Add the number of days for all housed participants together, divide by number of housed participants

Reflect on Performance Data Results

Project Name	Average Days from Referral to Housing
A	28
B	51
C	33
D	11
E	48

"Our programs are taking between 11 and 51 days on average to house participants after the coordinated entry referral."

Sample Insights:

- Project B is highest at 51 days, and project D is lowest at 11 days
- Overall, these are good results
- I will look into why B & E are a bit higher than the others

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Uses of Performance Data

System

- Establish common standards and benchmarks for projects in the local system
- Evaluate projects, such as the Local Evaluation Instrument project performance section
- Understand performance trends across the system, not just one project at a time, and identify system-level strengths and barriers

Funders

- Hold projects accountable to expectations in terms of results to achieve

Projects

- Manage performance on expectations for the program by identifying what's working well and what needs improvement

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Community Standards

- In July, the System Operations and Performance Committee (SOPC) voted to adopt a substantially revised version of the Chicago CoC Community Standards
  - ***This document contains the key performance metrics for programs in our CoC to meet.***
- Standards are specific, measurable criteria that define the quality or level of performance expected
- The Community Standards promote consistency in service delivery while aligning programs with federal requirements, local priorities, and evidence-based practices.

Example: Community Standards Performance Metrics for PSH

1. HMIS Data Quality (%)
2. Coordinated Entry Participation (%)
3. Need Status Timeliness (%)
4. Utilization (%)
5. Time from Referral to Housing (days)
6. Exit to Permanent Destination (%)
7. Remain in or Exit to Housing (%)
8. Increase employment income (%)
9. Increase non-employment inc. (%)
10. Length of participation (months)
11. Returns to homelessness (#, %)
12. Education (%) (Youth projects)
13. Health Insurance (%)

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Community Standards Performance Monitoring Reports (Future Development)

- Community Standards will provide the basis for monitoring performance of CoC and ESG funded projects
- The CoC aims to provide agencies with a reporting tool for reviewing performance on the standards, helping our CoC use our standards to achieve consistency and alignment with requirements & priorities
- All Chicago's Performance Data team submitted a Data Request to HMIS for the development of reports covering Community Standards performance metrics

Data Quality – what is it?

Data quality is established through the information entered into HMIS during a client's enrollment. Each assessment question, date, household relationship, service, and outcome contributes to the client's HMIS record and becomes part of the information used for reporting.

- Information should be collected at the appropriate point in the client's enrollment, including project entry, updates, annual assessments, and project exit.
- Responses should be entered in the correct assessment and project enrollment so they accurately represent the client's circumstances at that time.
- When information is missing, entered incorrectly, or recorded in the wrong place, HMIS may provide an incomplete or inaccurate picture of the client and the project's work.

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Current Data Quality Efforts

The CoC uses an established Data Quality Plan and ongoing monitoring to help ensure that HMIS information is complete, accurate, consistent, and entered on time.

- Quarterly Data Quality Process: All participating projects review results related to missing values, child-only enrollments, utilization, and timeliness.
- Ad hoc Agency Reports: Agencies receive project level information to identify records that may need to be reviewed and corrected in HMIS.

DQ Review Examples?

Data quality review includes looking at individual HMIS fields to determine whether the information is complete, accurate, and consistent with the client's actual circumstances. The specific fields reviewed may depend on the project, funding source, assessment, report, or identified concern.

- Date of Birth
- Relationship to Head of Household
- Income
- Living Situation
- Destination at Exit
- Enrollment and Housing Move in Dates

Data Quality – Examples

Missing DOB

Date of Birth	/ /
Date of Birth Type	-Select-

Estimated DOB

Date of Birth	01 / 01 / 1978
Date of Birth Type	Full DOB Reported (HUD)

Actual DOB

Date of Birth	08 / 17 / 1978
Date of Birth Type	Full DOB Reported (HUD)

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Tool for Monitoring Performance Data



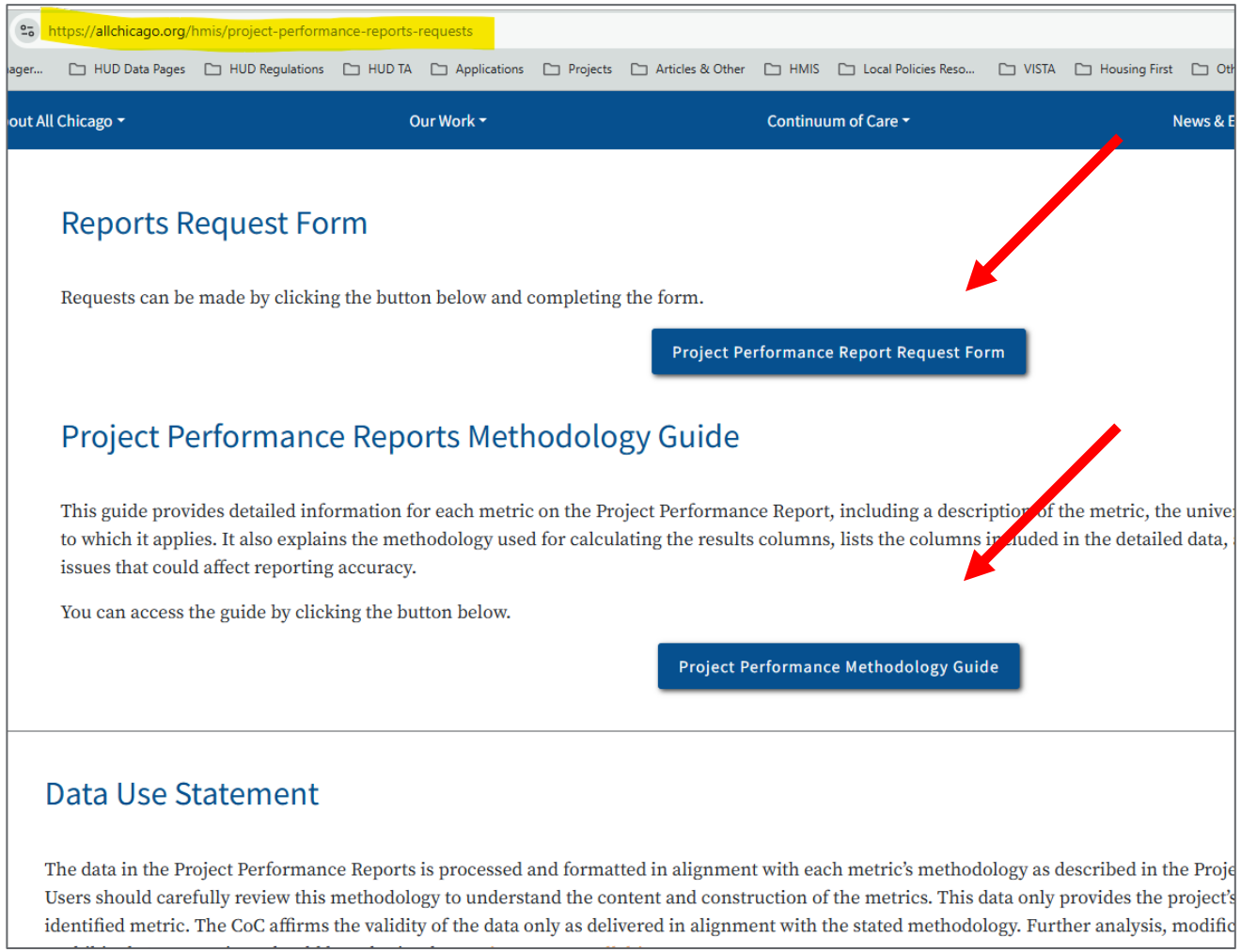
Project Performance Reports (PPR)

- Project Performance Reports allow agencies and funders to monitor project performance on metrics
- Request a PPR through the All Chicago website: Project Performance Report request
  - Requesters must be Agency Technical Administrators (ATAs)
  - Two PPR requests can be made during each quarter
  - Agencies must be in good standing as members of the CoC
  - Agencies must have a current Agency Participation Agreement
- Detailed information is in the PPR Methodology Guide

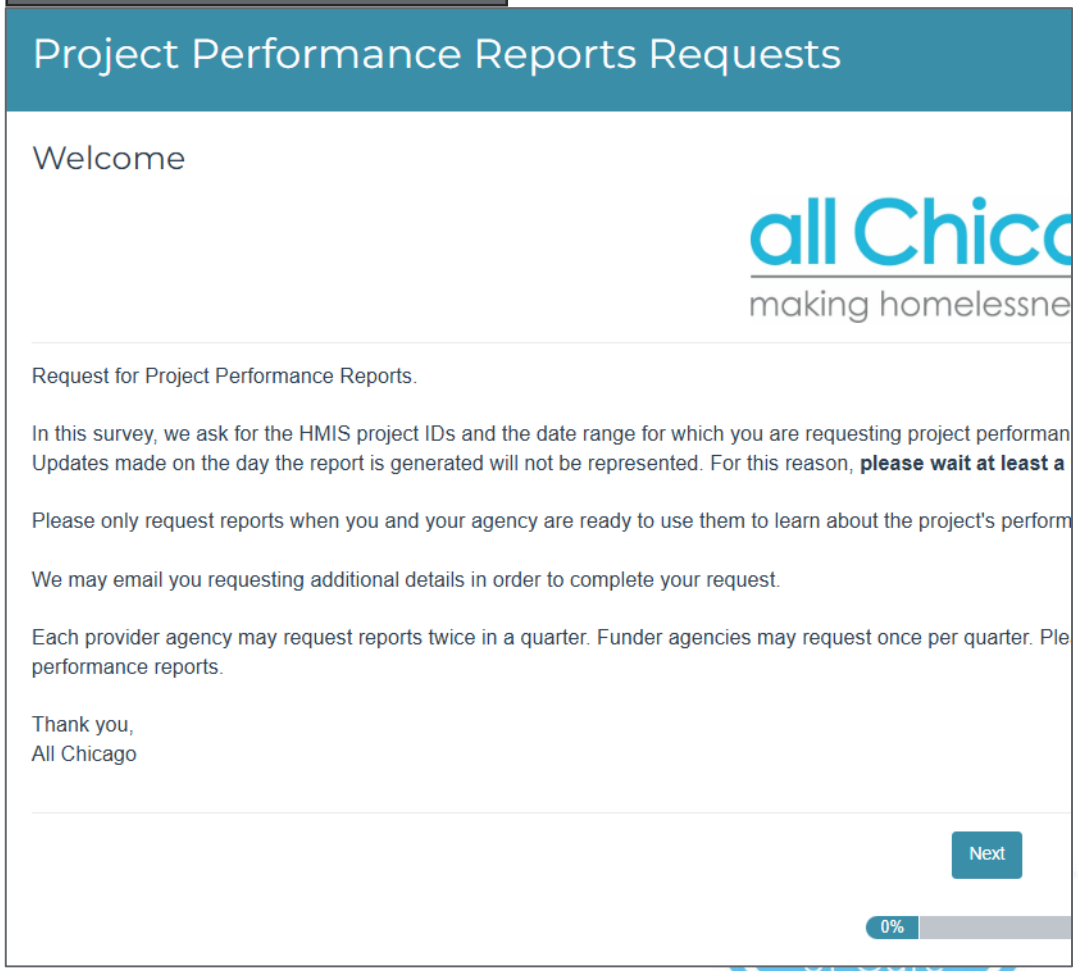
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Accessing PPRs

All Chicago's Website



Alchemer Survey



Example Results Table in the PPR – Exits to Perm. Destinations

Exits to Permanent Destinations							
Project Name	**Project ID**	**Project Type**	**All Exited Clients**	**Clients Excluded**	**Clients Included**	**Clients Exiting to a Permanent Destination**	**% Exiting to a Permanent Destination**
A	123	PH - Permanent Supportive Housing (disability required for entry) (HUD)	4	0	4	0	0.0%
B	1234	PH - Permanent Supportive Housing (disability required for entry) (HUD)	8	0	8	8	100.0%
C	12345	PH - Permanent Supportive Housing (disability required for entry) (HUD)	9	0	9	7	77.8%
D	123456	PH - Permanent Supportive Housing (disability required for entry) (HUD)	7	0	7	7	100.0%

This column is the calculated metric.
Other columns are part of the calculation.

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Details provided for Exits to Permanent Destinations

Client ID	Relationship to Head of Household	Entry Date	Exit Date	Exit Destination	Exit to Permanent Destination: Yes, No, or Excluded
	Self (head of household)	8/24/2025	8/20/2026	No exit interview completed (HUD)	No
	Self (head of household)	7/12/2025	3/31/2026	Rental by client, with ongoing housing	Yes
	Head of household's child	1/8/2019	4/30/2026	Rental by client, with ongoing housing	Yes
	Head of household's child	12/1/2025	3/23/2026	Rental by client, no ongoing housing s	Yes
	Self (head of household)	7/9/2024	6/16/2026	No exit interview completed (HUD)	No
	Head of household's spouse or partner	7/15/2024	6/16/2026	No exit interview completed (HUD)	No
	Self (head of household)	3/29/2013	7/31/2026	Rental by client, with ongoing housing	Yes
	Self (head of household)	12/1/2023	7/30/2026	Deceased (HUD)	Excluded

<u>8 exits within the reporting period</u>
1 excluded (deceased)
4 permanent exits (Yes)
3 not permanent exits (No)
4/7 = 57% exits to permanent destinations

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Relationship between HMIS Data Quality and Performance Metrics



More Complete Understanding Comes from Reviewing both DQ and Performance

- Reviewing data quality and reviewing performance data – both actions involve a component of correcting data or ensuring data accuracy.
- Finding missing data and data errors helps achieve more accurate performance data results
- Performance data results can shed insight on data errors or missing data to investigate and correct

Examples

Next, we'll showcase the relationship between data quality and performance data by looking at two specific performance metrics:

- Exits to Permanent Destinations
- Time from Referral to Housing

Data Quality Report & Exits

The quarterly Data Quality Report uses the Destination selected in the client's Exit Assessment to flag errors.

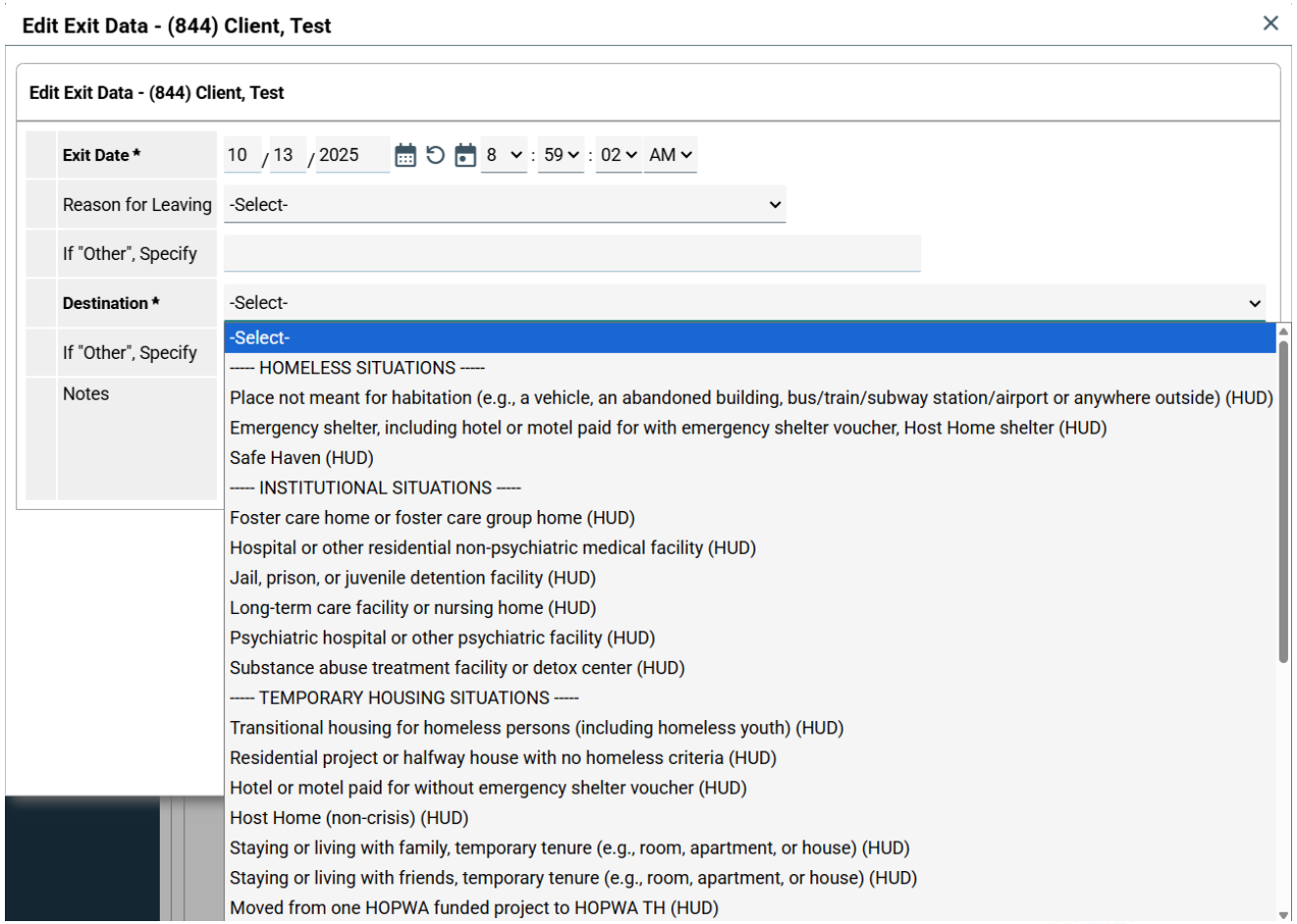
- Destinations are grouped as permanent, temporary, institutional, homeless.
- Temporary, institutional, and homeless destinations are valid when they accurately reflect where the client stayed, but they are not counted as permanent housing outcomes.
- "No exit interview completed" and HUD unknown responses are treated as missing data.

Destination at Exit
Rental by client, with ongoing housing subsidy (HUD)
Staying or living with family, permanent tenure (HUD)
Deceased (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Owned by client, no ongoing housing subsidy (HUD)
Deceased (HUD)
Long-term care facility or nursing home (HUD)
g hotel or motel paid for with emergency shelter vouche
No exit interview completed (HUD)
Deceased (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, with ongoing housing subsidy (HUD)
Rental by client, with ongoing housing subsidy (HUD)
Staying or living with family, permanent tenure (HUD)
Rental by client, no ongoing housing subsidy (HUD)
Rental by client, with ongoing housing subsidy (HUD)
Staying or living with family, permanent tenure (HUD)
No exit interview completed (HUD)
No exit interview completed (HUD)
No exit interview completed (HUD)
No exit interview completed (HUD)
Rental by client, with ongoing housing subsidy (HUD)
Rental by client, with ongoing housing subsidy (HUD)
Staying or living with family, permanent tenure (HUD)
Staying or living with family, permanent tenure (HUD)

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Exit Assessment

- “Other” does not count as a positive outcome in HUD reporting and should only be selected when none of the available responses accurately describes the destination.



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PPR Results – Exits to Perm. Destinations

Exits to Permanent Destinations							
Project Name	**Project ID**	**Project Type**	**All Exited Clients**	**Clients Excluded**	**Clients Included**	**Clients Exiting to a Permanent Destination**	**% Exiting to a Permanent Destination**
A	123	PH - Permanent Supportive Housing (disability required for entry) (HUD)	4	0	4	0	0.0%
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Sample Insights:
Did we enter all exit dates for project A?

Double check documented destinations for projects A and C for accuracy

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PPR Results – Time from Referral to Housing

Time from Referral to Housing				
Project Name	Project ID	Project Type	Housed Clients with CE Referral	Average of Days from Referral to Housing
		PH - Permanent Supportive Housing (disability required for entry) (HUD)	2	53

Client ID	Entry Date	Housing Move-in Date	CE Referral Date	Days from Referral to Housing
	10/1/2026	10/1/2026	9/26/2026	5
	9/14/2026	9/23/2026	6/15/2026	100

Average Time from Referral to Housing = 53 days
Details show two extremes, one participant housed quickly and one slowly

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HDR 52 – Context and use Cases

HDR-052 is a weekly client level report that uses Coordinated Entry referral, project enrollment, and Housing Move-In Date to measure how quickly clients move from being matched to permanent housing. The report provides client-level details, so providers can review the full timeline from referral to housing.

Current Status	AME status	Assessment Date	Project Entry Date	Housing Move-in Date	Project Exit Date	Days from Referral to Enrollment	Days from Enrolled to Housed	Days from Referral to Housed
CES: Rematch Needed: Not able to contact client		2021-06-07	2022-07-07	2022-07-07	2022-08-15	378	0	378
CES: Housed		2022-04-01	2022-07-07	2022-07-07	2022-08-15	2	0	2
CES: Housed		2021-06-24	2021-09-24	2021-09-24	2021-12-08	15	0	15

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HDR 52 – Example

Match to Enrollment Summary

This report is designed to help your organization track the speed in which clients move from referral to housing. The Summary tab will display your projects performance on an aggregate level as they move from referral, to enrollment and eventually to being housed. The Details tab will display specific client information if any follow up is needed. This is the summary for CE (1474) referrals

Provider ID	Provider Name	Program Type Code	Total Clients Referred after 5/11/2020	Total Clients Enrolled after 5/11/2020	Clients Housed (Clients enrolled with a housing move-in date)	Average Time from Referral to Enrollment for clients that are enrolled	Average Time from Enrollment to Housed for clients that are housed	Average Time from Referral to Housed for clients that are housed	# of Clients Rematched
[redacted]	[redacted]	Transitional housing	348	95	95	31	0	31	265
[redacted]	[redacted]	PH - Permanent Sup	15	9	3	20	21	59	5
[redacted]	[redacted]	PH - Permanent Sup	3	1		41			1
[redacted]	[redacted]	PH - Permanent Sup	13	10	9	22	298	320	5
[redacted]	[redacted]	PH - Permanent Sup	1						1
[redacted]	[redacted]	PH - Permanent Sup	2						1
[redacted]	[redacted]	PH - Permanent Sup	8	6	6	38	18	56	2
[redacted]	[redacted]	PH - Rapid Re-Hous	20	12	9	12	52	59	6
[redacted]	[redacted]	PH - Permanent Sup	18	2	2	44	21	66	10
[redacted]	[redacted]	PH - Permanent Sup	53	41	32	36	7	47	8
[redacted]	[redacted]	PH - Housing with s	17	3		19			1

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Strategies for Reviewing Data Quality for Stronger Performance Outcomes



Performance Data and Data Quality

- We encourage projects to examine their performance data when examining data quality

- Frequent and regular examination of performance data allows for timely correction of data errors and omissions, as well as understanding of outcomes achieved

EVA Reporting Tool

EVA is a HUD data quality tool that allows agencies to upload a hashed HMIS CSV file and review the accuracy, completeness, and consistency of their HMIS data. EVA organizes identified issues by priority and provides a downloadable Full Data Quality Report with client level details and guidance agencies can use to review and correct data in HMIS.

EVA Helpdesk Article - https://hmis.allchicago.org/hc/en-us/articles/23278345944212

EVA Reporting Tool

	A	B	C
1	**Type**	**Issue**	**Guidance**
2	High Priority	Duplicate Entries	A client cannot have two enrollments with the same entry date into the same project. These are duplicate enrollment records. Please address this issue.
3	High Priority	Too Many Heads of Household	This household has more than one head of household. According to the HMIS Data Standards Manual, one member must be designated as the head of household for the entire duration of the enrollment.
4	High Priority	No Head of Household	This household does not have a designated head of household. Every household must have exactly one head of household. Please be sure: 1. All members of the household are included in the program stay; 2. Each household member's birthdate is correct; 3. Every household member has a Relationship to Head of Household; 4. Exactly one member is designated as the head of household for the entire duration of the enrollment.
5	High Priority	Missing Relationship to Head of Household	This household has missing relationships with the designated head of household. According to the HMIS Data Standards Manual, every household member must have a Relationship to Head of Household and one member must be designated as the head of household for the entire duration of the enrollment.
6	Error	Conflicting Health Insurance yes/no at Entry	There is a discrepancy between the data element indicating that the client is receiving health insurance and the data elements regarding the health insurance sources. Please verify this client's health insurance at Entry to correct this error.
7	Error	Conflicting Health Insurance yes/no at Exit	There is a discrepancy between the data element indicating that the client is receiving health insurance and the data elements regarding the health insurance sources. Please verify this client's health insurance at Exit to correct this error.
8	Error	Conflicting Income yes/no at Entry	There is a discrepancy between the data element indicating that the client is receiving income and the data elements regarding the income sources. Please verify this client's income to correct this error.
9	Error	Conflicting Income yes/no at Exit	There is a discrepancy between the data element indicating that the client is receiving income and the data elements regarding the income sources. Please verify this client's income to correct this error.
10	Error	Conflicting Non-cash Benefits yes/no at Entry	There is a discrepancy between the data element indicating that the client is receiving non-cash benefits and the data elements regarding the non-cash benefits sources. Please verify this client's non-cash benefits at Entry to correct this error.
11	Error	Enrollment Crosses Operating Start	This enrollment begins before the project started operating. For reporting to work correctly, be sure your enrollment dates are within your project's operating dates.
12	Error	Enrollment Crosses Participating Start	This enrollment begins before the project was participating in HMIS. For reporting to work correctly, be sure your enrollment dates are within your HMIS participation dates.
13	Error	Oldest Household Member Under 12	This household has no one over the age of 12. This is unexpected and it could be an error. Please confirm date(s) of birth and household composition to ensure all members of the household are associated.
14	Error	Incorrect DOB or Entry Date	The HMIS data is indicating the client entered the project PRIOR to being born. Correct either the Date of Birth or the Project Start Date, whichever is incorrect.
15	Error	Invalid Move-In Date	This move-in date does not fall between the Entry Date and the Exit Date or this move-in date is after the Export End Date. Please review and correct.
16	Error	Missing Destination Subsidy Type	If the response to Destination is "Rental by client, with ongoing housing subsidy," then the Subsidy Type must be specified and valid.
17	Error	Missing Disabling Condition	This data element is required to be collected at Project Start. Please go to the client's assessment at Project Start to enter this data to HMIS.
18	Error	Missing DOB	This data element is required to be collected at Project Start. Please go to the client's assessment at Project Start to enter this data to HMIS. If this data was not collected, the client declined to provide the information or was unable to provide it, please update the DOB Quality field accordingly

Export Detail | System Summary | Organization Summary | **Guidance** | High Priority | Errors | Warnings | Overlap Details | Referral Details

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Emailed Reports – Historical Data Request Reports

- HDR 52 – Time from Match to Housing: Reviews the progression from Coordinated Entry referral to project enrollment and housing. The report helps agencies monitor the time from referral to enrollment, enrollment to housing, and referral to housing.

- HDR 55 – Enrollment Update Timeliness: Identifies lapsed matches and referrals that were not updated within the expected 15-day timeframe. The report helps agencies monitor Need Status Timeliness and identify records requiring follow-up.

Data Quality Report

The Chicago Data Quality Report identifies client records that may require review in HMIS. It examines missing values and other data issues, child-only enrollments, utilization, and timeliness.

- HMIS Helpdesk Article: Running and Interpreting the Data Quality Report
- Results for all projects are published quarterly in the Data Quality Results
- Can be run throughout the year for ongoing monitoring.

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

Questions & Discussion

- Any questions from the audience?

- Does anyone have experience or insight to share regarding their practices with monitoring performance and data quality together?