NC Balance of State CoC HMIS Users Meeting

July 2021

NC COALITION to end HOMELESSNESS

Agenda

July 2021

System Updates

- Assessment updates

How Can We Help

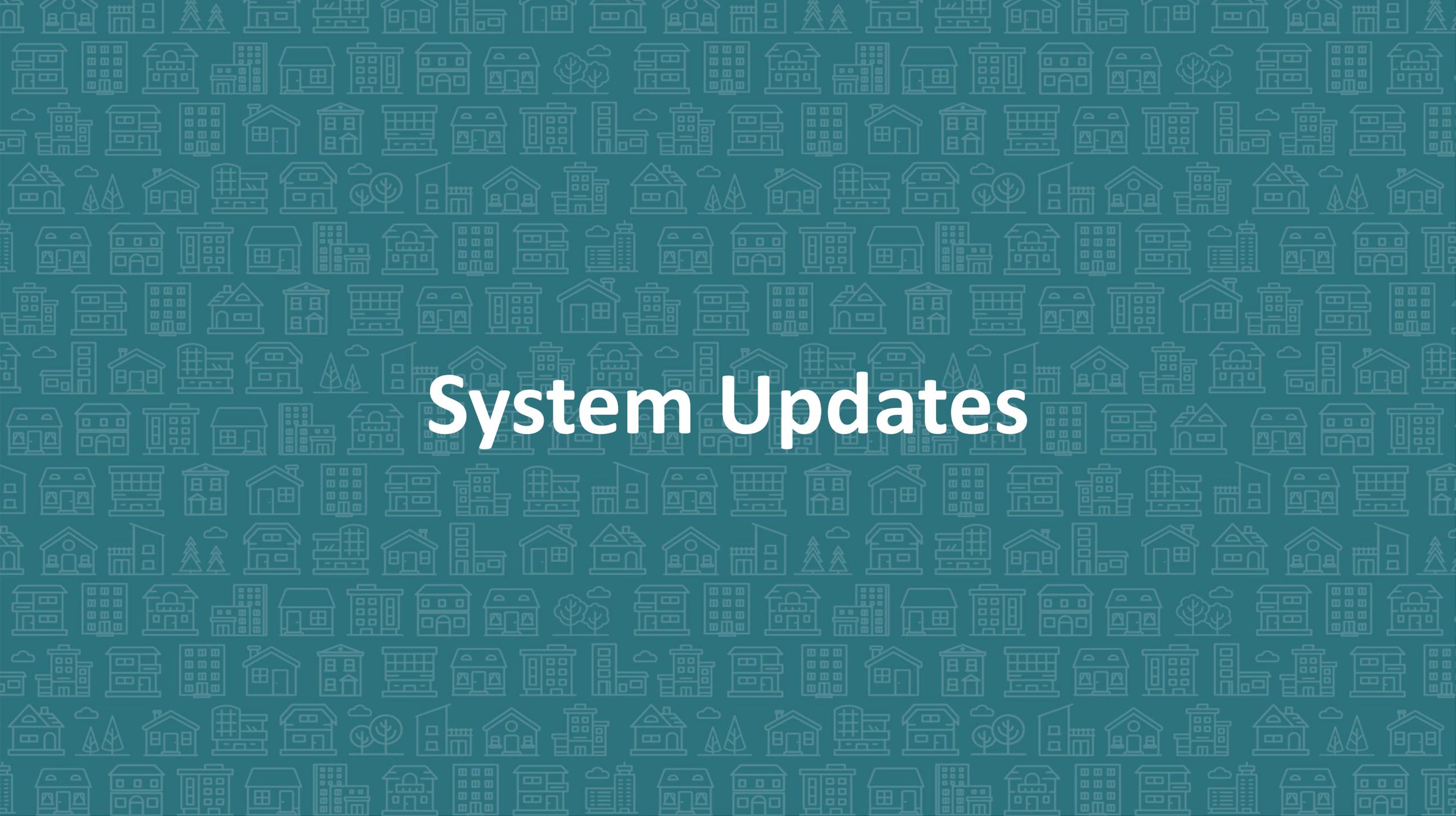- Data Quality Plan
  - Completeness
  - Timeliness

What's Next

- HMIS Calendar

Demo/Troubleshooting

NCCEH

System Updates

Assessments updates for July 1

All Standard Projects will have COVID-19 questions removed from Client Profile tab

- This optional series of questions was added to the Client Profile tab in HMIS at the height of the pandemic, before widespread testing and vaccinations were available.

- With a new phase of the spread and response, the HMIS data is not the best source. So, these questions will be removed and retired.

NCCEH

Assessments updates for July 1

All Standard Projects will have COVID-19 questions removed from Client Profile tab

Assessments updates for July 1

All Standard Projects will have County of Residence and City of Residence questions removed from Project Start/Intake assessment.

- Data from funders and partners has decreased over time.
  - Often confused with NC County of Service (where the client is now).
  - By removing and retiring County and City of Residence, we can cut out extra or confusing questions for the client.
- Some projects using custom assessments will keep this question to meet grant requirements (Entry Point Durham).

If removing either set of questions will cause issues with current funding requirements, please reach out to discuss with the Data Center. We can work together to troubleshoot the impact!

NCCEH

Assessments updates for July 1

All Standard Projects will have County of Residence and City of Residence questions removed from Project Start/Intake assessment.

NCCEH

Assessments updates for July 1

Paper forms will change Date of Data Collection to "Start" or "Update"

- Previously labeled "date of data collection"

DATE OF DATA COLLECTION								
		/			/			
Month			Day			Year		

- Will better align with definition of project start date (especially for street outreach)

NCCEH

Assessments updates for July 1

Adding Current Living Situation to Standard ES and TH Projects

- Supports coordinated entry in HMIS

- To allow for more accurate and up to date tracking on client's living situations.

- To reduce the data entry burden on Coordinated Entry projects when other projects add clients to By Name List.

Assessments updates for July 1

Adding Current Living Situation to Standard ES and TH Projects

		Start Date *	End Date	Information Date	Current Living Situation
🔍	**Current Living Situation**				
✏️ 🗑️		08/21/2018	08/21/2018	08/21/2018	Place not meant for habitation (HUD)

| Add | | | Showing 6-6 of 6 | First | Previous | Next | Last |

Brush up on your skills with CLS: Coordinated Entry Data Elements Training

NCCEH

Assessments updates for July 1

ES + TH expectations for Current Living Situation

- Include for all new data entry beginning now
  - ❑ At Project Start
  - ❑ At Project Interims when CE Assessment is completed
  - ❑ At Project Interims when CE Event is completed
  - ❑ At Project Exit (if known)

- Add at least one Current Living Situation confirmed for all clients active on October 1

NCCEH

How Can We Help

Data Quality Management Plan

High quality data is essential to developing an accurate picture of our system and knowing where improvements are needed.

- Our CoC utilizes data to inform program and system policies, performance scoring, and system gap analysis
  - HUD monitors our data quality through Longitudinal System Analysis and CoC NOFA. Poor data quality can result in less funding, impacting the whole system.
  - Illustrate the difficult obstacles facing people experiencing homelessness and the essential work of projects that serve them
- All HMIS participating agencies – regardless of funding – are required to maintain their data

NCCEH

Data Quality Management Plan

Data Center is developing a plan for year-round check-ins

- HMIS user feedback is important! ([Survey](#) and [Focus Group](#))
- Better DQ means easier corrections for reports
- Constructive approach - We want to support agencies!
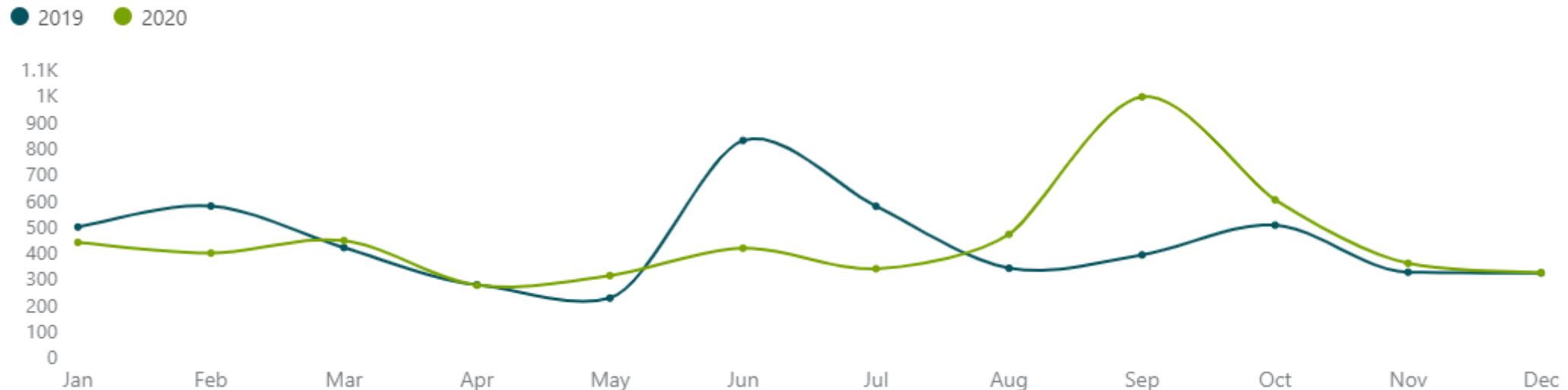
Data Quality Management Plan

What is a Data Quality Management Plan?

Data Quality Elements and Benchmarks

- Limits on error rates by project type

Data Quality Monitoring and Reporting

- Regular reports ran by Data Center and sent to agencies for each project
- Agencies supported with corrections, questions, concerns
- Results and trends shared with CoC Lead Agencies

It Takes a Village

NCCEH

Role of Agencies and HMIS End Users

- You are the experts of your projects! We rely on your knowledge and experience for high quality data.

- Engage with feedback opportunities (Survey and Focus Group) ahead of launch
  - Additional feedback opportunity will be organized later this fall

- Be responsive to Data Center

- Ask for help when needed

NCCEH

What is Data Quality?

Data Quality refers to the reliability and validity of client-level data entered into HMIS. It helps us measure the extent to which the system reflects real agency and client experiences. No data entry system has 100% data quality.

Data Quality Key Terms	Definitions
Completeness	The degree to which all required data is known and documented.
Accuracy	The degree to which data reflects the real-world client or service.
Timeliness	The degree to which the data is collected and available when it is needed.
Consistency	The degree to which the data is equivalent in the way it is collected and stored.

NCCEH

Data Quality: Completeness

- **Completeness measures if data known and recorded in HMIS**
  - All data entered should be complete; the goal is 100% whenever possible
  - Get the entire picture of the client's situation
  - Partial or missing data can disrupt the CoC's coordination of each client's services individually and negatively affect the picture of needs within the CoC

NCCEH

Data Quality: Completeness

- Client responses can be accurate and still incomplete
  - "Client Doesn't Know," "Client Refused," or "Data Not Collected." HUD considers these responses as Null or Unknown and not helpful in identifying clients and their outcome patterns.
  - "Data Not Collected" refers to when a project does not ask the client a question and there's no chance to respond.
  - "Missing" refers to blank or empty responses.

NCCEH

Data Quality: Timeliness

- **The time between data collection from a client and data entry**
  - Minimize the lag so data is available whenever it's needed
  - The sooner the data is entered into HMIS, the more likely the data will be correct
- Timeliness is measured in HMIS at Project Start and Project Exit. Once the start or exit is created, the timeliness data cannot be corrected.
- Same day is the ultimate goal, but up to six days is allowed

NCCEH

Data Quality: Timeliness

Examples:

- If an intake with a client takes place on Monday and the Project Start is recorded in HMIS on Wednesday, the timeliness will be measured as 2 days (or within the 1-3 days range).

- If the client identifies a disabling condition that they didn't disclose at intake, the information can be corrected in the Project Start on Friday without impacting Timeliness.

NCCEH

Benchmarks

- HMIS Data Standards, HUD reporting requirements considered
- Project Type differences reflect different workflows
  - SO, ES, TH, RRH, PSH, HP included currently
  - Coordinated Entry project benchmarks are pending our vendor's release of the CE APR
- Benchmarks reviewed with CoC-APR for the Fiscal Year-to-Date
  - In August, we would run October 2020 – July 2021.

NCCEH

Benchmarks

Baseline is 5% or lower error rate (at least 95% complete!)

Except:

- SSN 10%
- Housing Assessment at Exit 10% (HP only)
- Exit Destination 5-15%
  - 15% (SO, ES only)
  - 10% (RRH, PSH only)
  - 5% (TH, HP only)

NCCEH

Implementation Timeline

June
- draft plan

July
- receive feedback

August
- begin monthly reporting to agencies

November/December
- evaluate progress, receive additional feedback

NCCEH

What's Next

What's Next Calendar

Due	Report/Event Name
Jul 15th	BoS HMIS Users Meeting
Jul 21st	ESG-CV CAPER (submitted on your behalf)
Aug 19th	BoS HMIS Users Meeting
Sept	Annual Privacy and New Data Standards training
Oct-Nov	Longitudinal System Analysis

NCCEH

Contact NCCEH

hello@ncceh.org

919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

NCEndHomelessness

@NCHomelessness

nc_end_homelessness

NCCEH