

Proposed Goal: Data Quality

Develop and begin implementation of a system-wide Data Quality Plan to improve data quality and more accurately evaluate strategies to end homelessness.

Action Steps:

- Draft proposed system Data Quality Plan [HMIS Lead]
- Meet to understand HUD HMIS Lead Standards, define responsibilities, and outline process for policies, procedures, and governance updates [HMIS Lead/CoC Leads]
- Present Data Quality Plan, responsibilities, and implementation timelines to the HMIS Advisory Board with proposed changes to HMIS@NCCEH Advisory Board Governance Charter and Policies and Procedures [HMIS Lead]
- Present updated HMIS@NCCEH Governance Charter to CoC governing boards for approval [CoC Leads]
- Begin implementation of Data Quality Plan [CoC Leads/HMIS Lead]
- Evaluate effectiveness of Data Quality Plan and adjust as needed [CoC Leads/HMIS Lead]

Proposed Goal: HMIS Implementation Evaluation and Improvement

Implement monitoring plan to evaluate HMIS Lead

Action Steps:

- Present plan to HMIS Advisory Board members and adjust plan based on member feedback [Evaluation Subcommittee]
- Notify the HMIS Lead and provide checklist of required materials and expected deadlines
- Use data to evaluate the HMIS Lead and the implementation per HUD guidance and the HMIS@NCCEH Governance Charter and policies and procedures
- Provide draft evaluation plan and proposed performance improvement measurements and set agenda item to present at HMIS Advisory Board meeting for approval
- Meet with NCCEH to discuss the HMIS Lead evaluation and performance improvement plan
- Set plan for future HMIS Lead monitoring

Proposed Goal: End-User and Community Improvements

Increase end-user participation/engagement

- Fully implement new Learning Management System (LMS) and use user feedback to improve end user trainings
 - Implement second year of Privacy Training
 - Implement New User Training
 - Implement ShelterPoint Training
 - Implement ClientPoint Training for HUD; VA; PATH; HOPWA workflows
- Transform end-user meetings into audience-specific learning opportunities (distinguishing Agency Administrator’s meetings from basic end-user trainings)
- Complete data dashboards for Durham and Orange CoCs and begin rollout and use of dashboard within the communities

- Improve new agency and new user onboarding and support agency administrators to better understand and implement their roles. Better clarify roles in HMIS@NCCEH Policies and Procedures updates.
- Audit current BusinessObjects reports and work with CoCs to identify areas of interest to build new custom reports