HMIS@NCCEH Data Quality Plan 2023 – Review of Changes

Major Changes

1. Formal Document (new)
   a. The comprehensive document is new compared to previous iterations of data quality standards and scoring and data corrections procedures. The scope and depth will provide better transparency, clarity, and compliance with HUD expectations for CoCs.
2. HMIS Implementation-Wide Scope (new)
   a. Previously, CoCs have used their own procedures or relied entirely on the Data Center's annual data correction pushes. Only data completeness and timeliness benchmarks were established.
   b. Under this plan, a cross-CoC foundation would be set. Agencies in every participating CoC would follow the same submission process of reporting data quality periodically. The Data Center hopes to be able to implement monitoring and reporting universally across CoCs.
3. Data Quality Standards (updates)
   a. Previously, HMIS users, CoC Leads, and the Data Center collaborated to establish Data Quality benchmarks (July 2021). These benchmarks identified limits to acceptable rates of incomplete data for Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Homeless Prevention projects. Supportive Services Only, Coordinated Entry, and Other Permanent Housing projects were not included.
   b. Under this plan, all HMIS participating projects would adhere to the data quality standards regardless of project type.
      i. Durham has proposed increasing the completeness standard for Personal Information (Name, Date of Birth, Gender, Race, and Ethnicity). The new limit of incomplete data would be 1% instead of 5%.
   c. Previously, data accuracy was reviewed during annual data corrections and for federal reporting according to the Data Center's prioritization in consultation with CoC Leads. Data consistency was enforced through foundational new user training and by requiring users log in every 60 days.
   d. Under this plan, Accuracy and Consistency would be included explicitly for the Data Quality Plan.
      i. Accuracy metrics continue to include: Date of Births conflicting with Start Dates; Household Errors for Relationships to Head of Household; Sub-Assessment logic for Disabilities, Health Insurance, Income, and Non-Cash Benefits; Domestic Violence dependency errors; and Veteran Status conflicting with Age

ii. Consistency metrics continue to include: New users must complete Data Center training and sign a User Agreement; New agencies must complete an Orientation with the Data Center

iii. Consistency metrics updated to include: monthly user logins (instead of every 60 days)

4. Reporting Procedure (updates)
   a. Role of HMIS Participating Organizations
      i. Previously, the NCCEH Data Center has pulled reports for Agencies and send specific data quality corrections.
      ii. Under this plan, Agencies would pull their own reports, and be responsible for reviewing and correcting data ahead of submission.
   b. Role of Continuums of Care (CoCs)
      i. Under this plan, CoCs are explicitly committed to reviewing Data Quality through their own governance structure (outside of scoring competitions)
   c. Frequency
      i. Previously, Data Quality reviews have coincided with annual clean-up around federal reporting periods (October-November for LSA/SPMs and February-March for PIT/HIC).
      ii. Under this plan, the Data Quality Report(s) would be submitted quarterly for a year-to-date.