



# Data Quality 201

## Data Quality Management Program Part II: DQMP Product Tools

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# New Learning Objectives

- Participants will receive an overview of the (yet to be published) DQMP document & tools
- Participants will review the DQMP tools
- Participants will have increased insight in the HUD direction of DQMP in the coming year

# Context of Part II

- This session builds upon the earlier session Data Quality Management Program Part I
- Agenda
  - Data Quality Management Program Refresher
  - DQMP Road Testing the Tools
  - A: Roles & Responsibility Worksheet
  - B: Sample Data Quality Plan
  - C: Sample HMIS-Participating Organization Agreement
  - D: Sample Data Quality Monitoring Visit Report & Improvement Plan
  - E: HMIS DQMP & Improvement Strategies

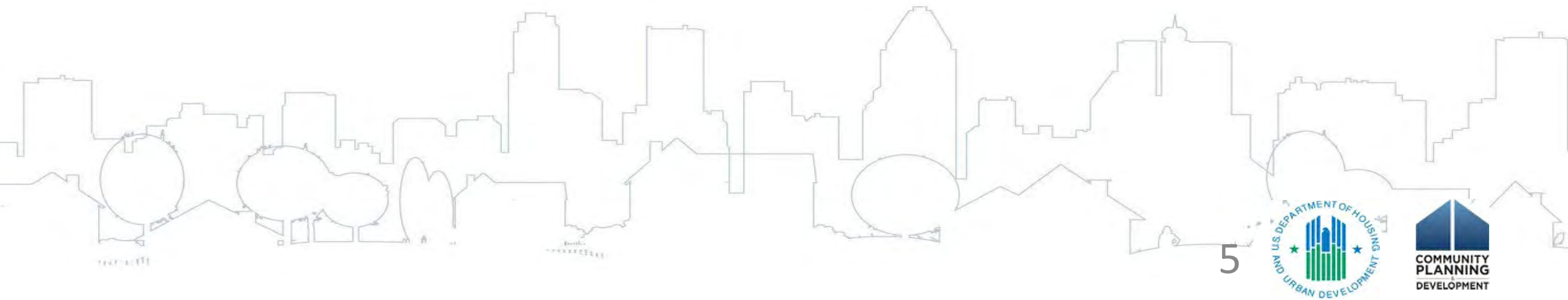
# Data Quality Management Program Refresher



# Data Quality Management Program Refresher

A Data Quality Management Program (DQMP) is the overall framework from which a community works to understand their current data quality, their baseline requirements, their ideal, and what tools to use to get from here to there

- It's the anchor for all HMIS data quality expectations, roles, responsibilities, and activities





# Data Quality Management Program Refresher

Data quality refers to the reliability and comprehensiveness of a community's data, as collected in HMIS

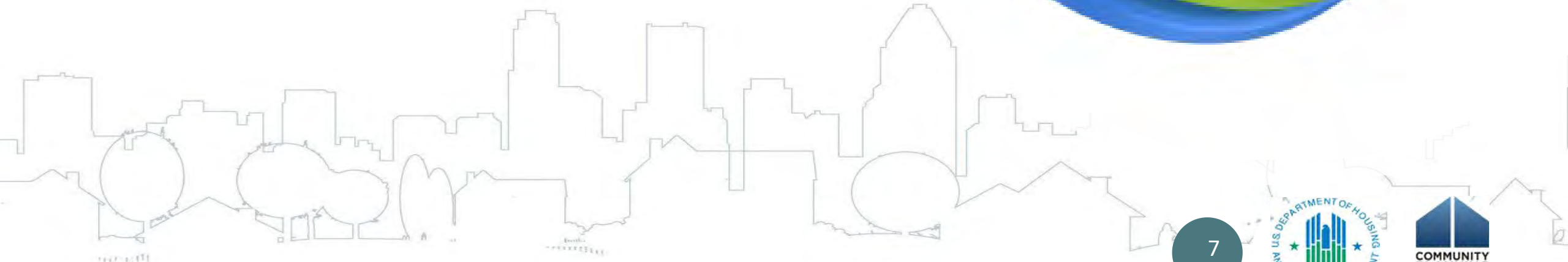
- Do you have sufficient data to accurately reflect the demographics, needs, experiences, and outcomes of persons experiencing homelessness in your community?

Components of data quality:

- Completeness (including system coverage)
- Timeliness
- Accuracy
- Consistency

# What is a DQMP?

- It's a process
- Iterative
- Continuous
- Actionable
- Measurable
- Never stops evolving



# Data Quality Management Program Refresher

Include a clear and transparent DQMP framework and develop enforceable agreements based on that framework

- Agreements should be implemented with all organizations participating in HMIS
- Provide guidance on the consequences for failure to meet the standards in the DQMP framework
- Outline the process for notification of failure to meet a standard / baseline
- Lay out the responsibilities of the HMIS participating organization, the HMIS Lead, and the CoC



# Road Testing the DQMP Tools





# Handout #1



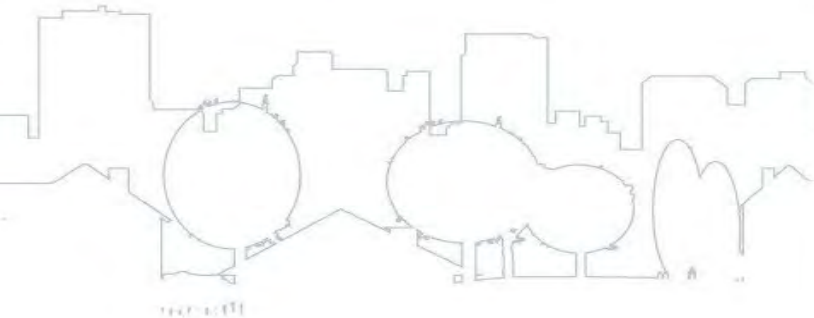
# Roles & Responsibilities Worksheet

- This worksheet is intended as an exercise for CoC to review each role/responsibility and consider which entity should be responsible for carrying out the task in their CoC
- Keep in mind for some communities, roles and responsibilities listed may be filled by a single entity, shared across stakeholders, or not assigned at all
- CoC should note this on the worksheet and utilize this document to ensure clear expectations across stakeholders





# Handout #2



# Sample Data Quality Plan

- The Sample Data Quality Plan lays out the common DQMP elements
  - Introduction
  - Encouragements & Enforcements
  - Data Quality Benchmarks
    - Completeness
    - Timeliness
    - Accuracy
    - User Access & Consistency
    - HMIS Bed Coverage
  - DQ Monitoring





# Handout #3



# HMIS-Participating Organization Agreement

- Agreements lay out the data quality requirements of the CoC various stakeholders:
  - HMIS Participating Organization
  - HMIS Lead
  - CoC
- Agreements should be clear and enforceable



# Handout #4



# Sample DQ Monitoring Visit Report & Improvement Plan

- This tool will allow the CoC monitor and improve data quality through on-site monitoring
- Data Quality monitoring should be done regularly (monthly) off-site
- Data Quality should also be done on-site regularly (yearly or other)
- This tool also has a template to improve data quality through the onsite monitoring process through an improvement plan
- Data quality is not a one time “you’ve got bad data quality” conversation, but rather an ongoing improvement process





# Handout #5





# HMIS DQMP & Improvement Strategies

- This tool lays out some common strategies for improving data quality
  - Why it Matters
  - How to Address
  - How Often
- Across several domains:
  - Completeness
  - Timeliness
  - Consistency
  - Accuracy
  - Timely Project Entries
  - Timely Project Exits
  - All Clients Served

# Road Testing the DQMP Tools- Complete

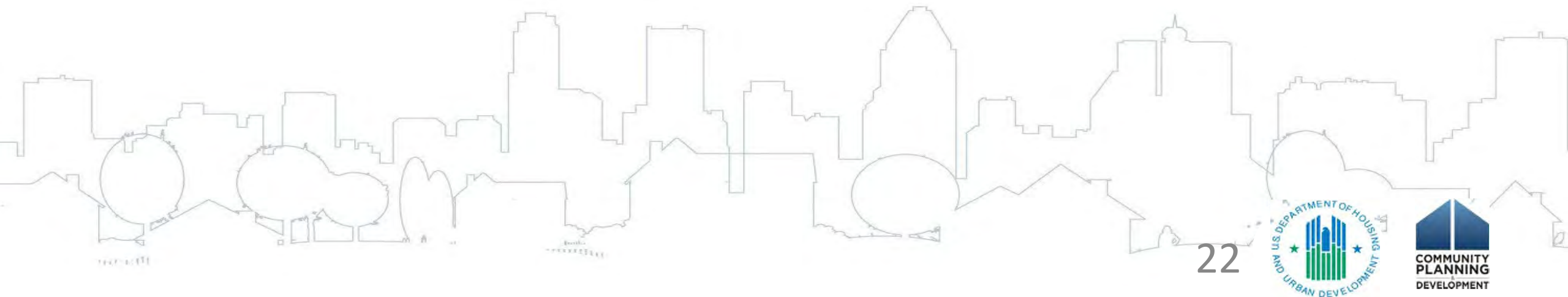


# Questions & Answers



# Road Testing Feedback

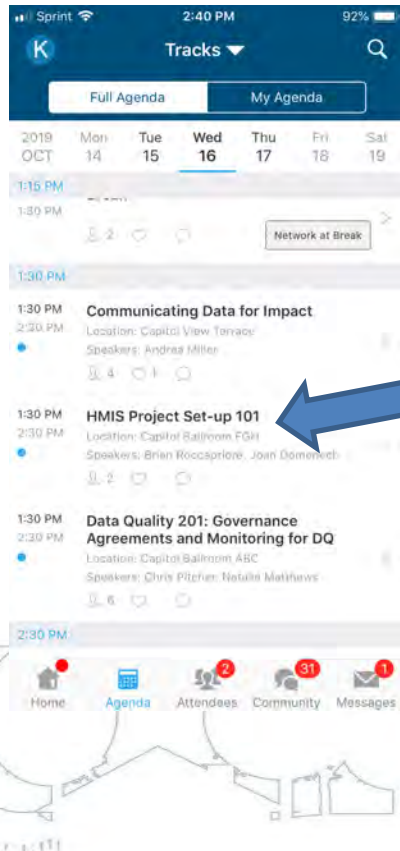
- If you have questions or comments that cannot be addressed today reach out to us
- Your feedback is valuable to the product development process



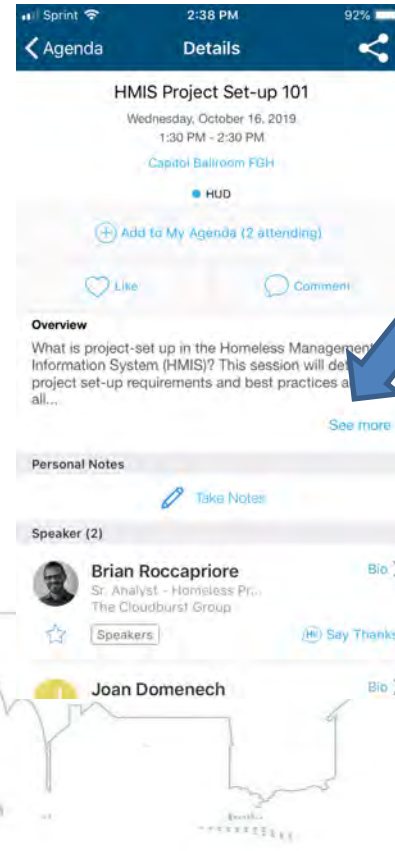


# Evaluate This Session on Your Conference App! (It takes 5 minutes to complete)

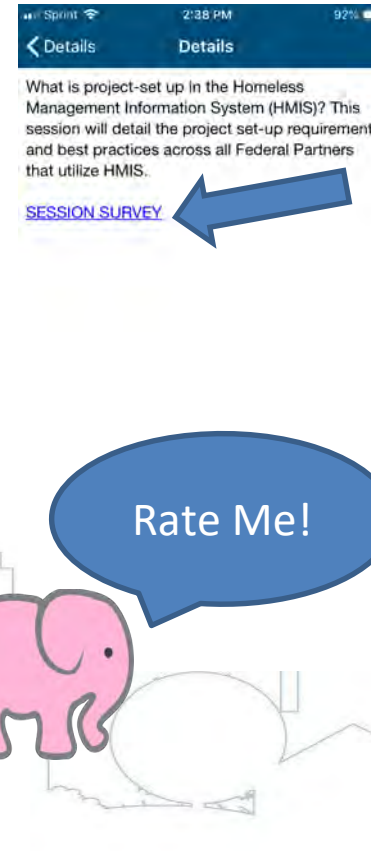
1) Select the name of the session from the agenda tab.



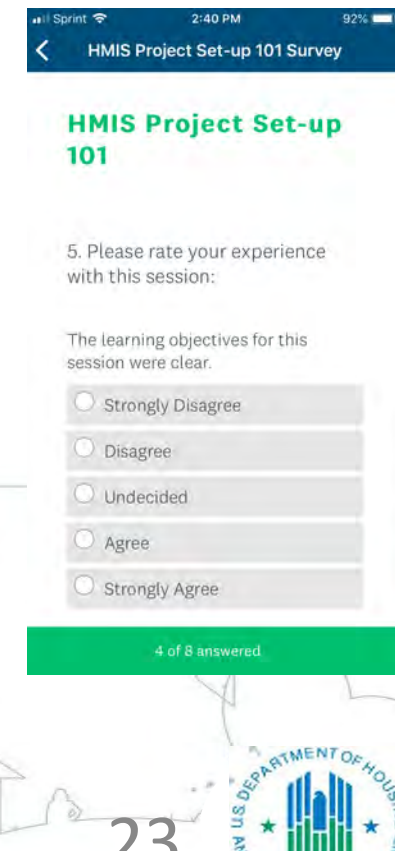
2) Select "See More" under the Overview.



3) Select "SESSION SURVEY" under Details.



4) Complete the Evaluation and Select "Done".





# Thank you!

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