



# **Data Quality 201**

## **Governance Agreements & Monitoring for Data Quality**

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# Who's in the Room?

What type of organization do you represent?

- CoC Lead Organization
- HMIS Lead Organization
- Homeless Service Provider
- Government Organization (local, state, or federal)
- Other Service Provider (healthcare, mental health, etc.)
- Other

# Learning Objectives

- Participants will learn about the critical role that governance and monitoring have in the implementation of a Data Quality Management Program (DQMP)
- Participants will be able to identify the roles and responsibilities of various stakeholders in a robust data quality monitoring process
- Participants will be able to identify what makes an enforceable agreement successful

# Definition of Data Quality

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

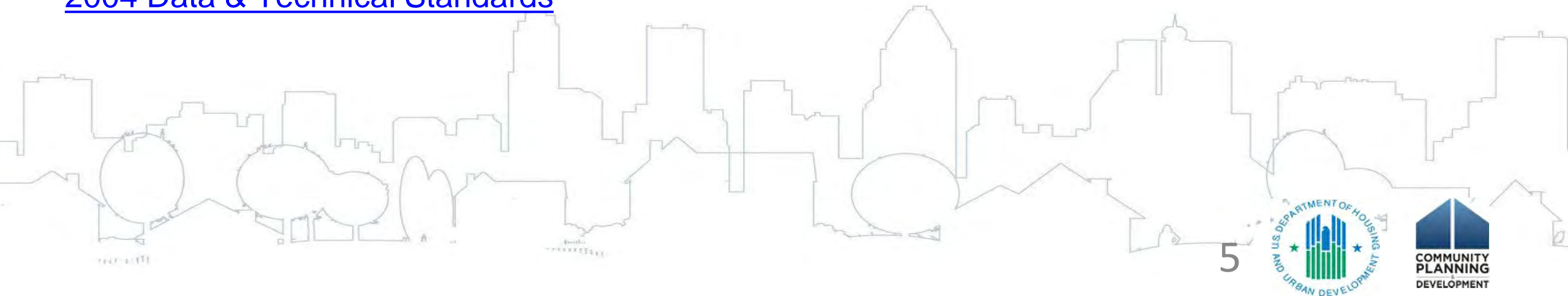
# Requirements for Data Quality

Per the 2004 HUD Data and Technical Standards:

## 4.2.2 Data Quality

*Baseline Requirement:* “PPI collected by a CHO must be relevant to the purpose for which it is to be used. To the extent necessary for those purposes, PPI should be accurate, complete, and timely.”

## [2004 Data & Technical Standards](#)



# Requirements for Data Quality

Per the CoC Program interim rule (***emphasis added***):

578.7 Responsibilities of the Continuum of Care

(b) *Designating and Operating an HMIS*. The Continuum of Care must:

- (1) Designate a single Homeless Management Information System (HMIS) for the geographic area;
- (2) Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead;
- (3) Review, revise, and approve a privacy plan, security plan, and ***data quality plan*** for the HMIS.

[CoC Program interim rule](#)

# Data Quality

## CoC Data Quality Brief:

“A Data Quality Management Program will help ensure these plans are improving data quality.”

1. Identify a baseline
2. Secure CoC Buy-In
3. Develop a Data Quality Plan
4. Engage Vendors
5. Execute Enforceable Agreements
6. Ongoing Monitoring & Reporting
7. Create Incentives & Enforcement Expectations

[CoC Data Quality Brief](#)

# Local DQMP Status

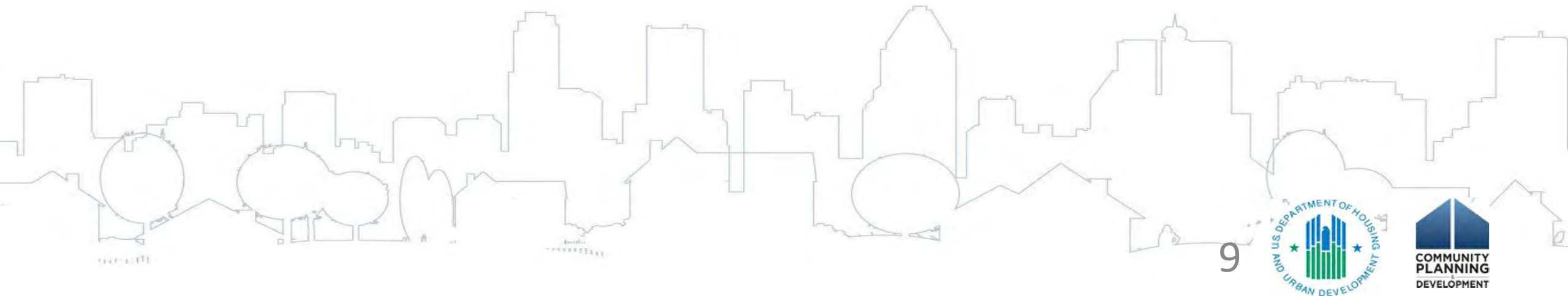




# What is a DQMP?

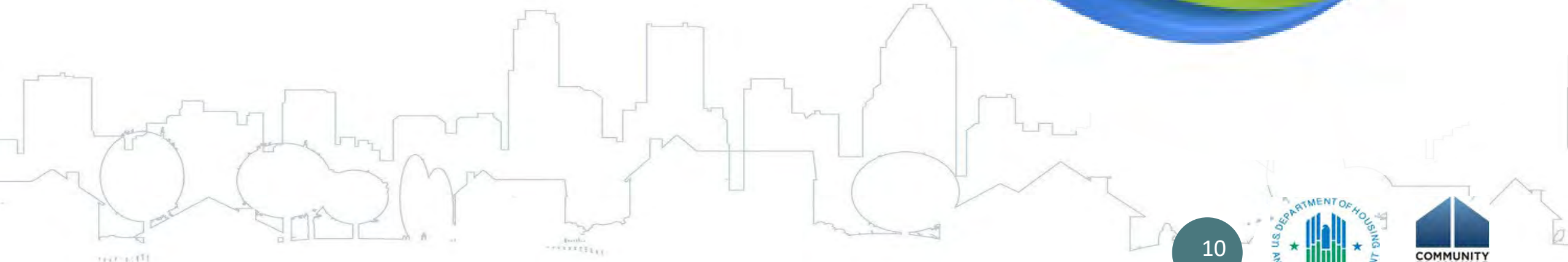
A Data Quality Management Program (DQMP) is the overall framework from which a community works to understand their current data quality, their baseline requirements, their ideal, and what tools to use to get from here to there

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



# What is a DQMP?

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



# DQMP

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

# Poll Question

[www.menti.com](https://www.menti.com) (use code 42 03 25)

**Does your community currently have a comprehensive Data Quality Management Program (DQMP) in place?**

- Yes, and we're 100% happy with it
- Yes, and we want to make it better
- No, and we want one
- No, and we don't need one

# Discussion

What have you found to be the most important piece of a DQMP?

- Baseline threshold requirements
- Data completeness
- Data timeliness
- Data accuracy
- Bed coverage
- Enforceable agreements
- Enforcements & encouragements
- HMIS project monitoring
- Data quality improvement plan
- System setup requirements



# Baseline Threshold Requirements

Start with where your system is and adjust based on improvements made over time

- Don't make them unrealistic / out of reach
- Make them clear and transparent
- Make them specific to project types (CE, SO, ES, TH, RRH, PSH)
- Includes data completeness, data timeliness, data accuracy
- Use them to monitor projects

# Key Considerations

Are the baseline requirements, expectations, and responsibilities reasonable for all involved parties?

- Have they been discussed in a public setting, to allow for feedback from various stakeholders with various perspectives, and to generate buy-in?
- If already implemented, are they reviewed regularly for modifications as needed?
- How far back do you need to go historically to review data quality improvements? How does historically poor data quality impact system monitoring and reporting?

# Identifying Your Baseline

- How complete is the data in your system? **Baseline for *completeness***
- How soon after the data is collected from the client is it entered into your system? **Baseline for *timeliness***
- Does the data in your system reflect what the client's experience / reality is? **Baseline for *accuracy***
- How often do users with access to your system log in and actively interact with your system (enter data, run reports, etc.)? **Baseline for *consistency***
- How comprehensive is your system based on your entire homeless services system "in real life" (HMIS-participating beds, street outreach system coverage, etc.)? **Baseline for *system coverage***



# Bed Coverage

Who's currently at 100% HMIS coverage for every project type dedicated to serving clients at-risk of or experiencing homelessness?

- How did you get there?
- Can you provide incentives and encouragements to non-HMIS participating organizations?
- What is their “why” for not participating?
- What is your “why” for wanting their participation?
- How can the “whys” align?
- Match your solution to their why
- Try, try, try again

# Enforceable Agreements

Agreed upon and signed by the HMIS participating organization, the HMIS Lead, and the CoC

- Signed by any organization participating in HMIS, regardless of funding received (or not)
- Names the specific projects and project types for which the organization is entering data into HMIS
- Lays out the baseline requirements for the named projects, based on the project types
- Is clear about the steps taken should the organization fail to abide by the DQMP framework
- Defines the roles and responsibilities of the entities signing the Agreement

# Enforcements & Encouragements

Public acknowledgement is powerful

- So is public shame
- Help troubleshoot with providers based on their specific “why” (mass emergency shelter data quality issues will have a different “why” than street outreach data quality issues than rapid rehousing data quality issues, etc.)
- Ensure a transparent process when using HMIS data quality in the rank & review process
  - For all determinations of funding allocations – federal, state, and local

# Enforcements & Encouragements

Celebrate the successes and allow room for learning and growth

- Communicate the importance of the data quality efforts by connecting it to other CoC efforts
  - Rank & review processes, funding allocation decisions
  - Impact of data quality on the accuracy of system monitoring
  - Data quality efforts as they relate to the HUD reporting requirements (CoC APR, System Performance Measures, Longitudinal System Analysis, PIT, etc.)
  - How data quality can directly affect clients' access to needed services through Coordinated Entry / Prioritization List

# Discussion: Enforceable Agreements



- Do you have enforceable agreements in place? If so, who are they with (users, agencies, etc.)?
- What sort of information do you include in them? How often do you update the agreements?

# HMIS Project Monitoring

Use the HMIS Project Monitoring process to monitor projects to the data quality baseline thresholds

- Should use the Data Quality Management Program as an overall framework for HMIS project monitoring for data quality
- Organizations should know what's expected of them prior to monitoring
- Transparency for working through and addressing findings as a result of the HMIS Project Monitoring process

# HMIS Project Monitoring

Can the HMIS Lead monitor each organization for HMIS data quality compliance on a regular basis? Is this done onsite, remotely, or both?

- Does the monitoring process include all elements of data quality and monitor to the DQMP framework baseline requirements for:
  - Completeness
  - Timeliness
  - Accuracy
  - Consistency

How will monitoring results be shared with the organization and the CoC?

# Data Quality Improvement Plan

A Data Quality Improvement Plan (DQIP) is a joint agreement among the CoC, HMIS Lead, and HMIS participating organization

- Includes actionable, measurable steps to take to address a data quality issue
- Includes timelines for when steps will be taken
- Addresses which entity is responsible for which components of a DQIP
- Can be used to address an HMIS Project Monitoring finding or as a standalone process when a data quality issue needs to be addressed, as laid out in the DQMP framework



# System Setup Requirements / HMIS Lead Monitoring

## System Setup and monitoring the HMIS Lead

- Similar to other pieces related to data quality monitoring, the HMIS Lead responsibilities related to system setup and accurate PDDEs should be monitored and have a consistent, ongoing quality check process
- Should be addressed in the overall DQMP framework
- Use the HMIS Lead Monitoring tool
  - As with HMIS Project Monitoring, the HMIS Lead Monitoring process should be transparent with clearly defined roles and responsibilities of each entity involved

# Discussion

What's the biggest struggle you have related to data quality?

- Capacity to address it on an ongoing basis
- Knowing what issues exist in the data
- Knowing how to address issues that exist
- Stakeholder involvement (one or more stakeholders)
- No governance surrounding monitoring for data quality
- Other



# Resources to Use

It depends on the issue

- Ensure the HMIS Lead has sufficient capacity to monitor HMIS data quality on an ongoing basis
  - The HMIS Lead does the bulk of the day-to-day work of the DQMP – ensure the CoC has empowered the HMIS Lead to do this
- Ensure the HMIS Lead has tools available to them, or has the knowledge to create tools, to address data quality issues
- Talk it out – know who should be involved, at what points, and how
- Use the DQMP as your framework for monitoring data quality – make it realistic, transparent, measurable, and actionable

# Monitoring, Reporting, & Compliance Processes

- Once the DQMP framework has been reviewed and approved by the CoC, implement enforceable agreements with all HMIS-participating organizations
- Ensure sufficient “lead time” to train and communicate with organizations and HMIS end users, and ensure everyone understands their roles, responsibilities, and expectations
  - If the CoC is implementing a DQMP for the first time, or they are significantly changing one already in place, allow for a “grace period”
  - Results must be transparent and consistently reported to show progress (or lack thereof) over time

# Poll Question

[www.menti.com](https://www.menti.com) (use code 42 03 25)

**Who is currently involved in data quality monitoring?**

- HMIS Lead
- HMIS Participating Agency
- CoC
- All
- None

# Stakeholder Involvement

HMIS Lead is a key stakeholder but not the only one

- Co-create the DQMP framework with the CoC and HMIS participating organizations
- Use tools and resources to monitor data quality PROACTIVELY and on an ongoing basis
- Make tools, resources, and trainings available to users to address data quality issues
- Ensure proper system setup
- Communicate with and advocate for the community to the HMIS Software Vendor, when necessary

# Ensure Stakeholder Commitment

Important to clarify (in the DQMP directly) expectations for all stakeholders

- The Continuum(s) of Care will need to review and approve the DQMP framework and all components within it and used to monitor data quality
- The Continuum(s) of Care should also be heavily involved in determining the expectations for monitoring and compliance

***This work cannot and should not fall on the HMIS Lead alone – Continuums of Care and HMIS Participating Organizations must be invested***

- Also beneficial to involve local funders and other key stakeholders

# Stakeholder Involvement

HMIS Participating Organizations work with the HMIS Lead and CoC to address data quality issues in a timely manner

- Work collaboratively under signed DQMP Organization Agreements
- Ensure an understanding and commitment to the DQMP framework and baseline requirements laid out in the framework
- Communication is key – talk with the HMIS Lead, talk with the CoC, ask for help when it's needed
- Notify the CoC and HMIS Lead of programmatic changes that directly affect HMIS data entry / quality as soon as possible



# Stakeholder Involvement

CoC plays an integral role in the Data Quality Monitoring process

- Co-create the DQMP framework
- Provide the enforcements and encouragements for the plan
- Empower the HMIS Lead to carry out the day-to-day activities of the DQMP framework
- Ensure the HMIS Lead has sufficient capacity to conduct the work of the DQMP framework in a proactive manner
- Be a support to the HMIS Lead when HMIS Participating Organizations are non-responsive at any step of the DQMP process
- Complete monitoring on the HMIS Lead

# Stakeholder Involvement

Is everyone at the CoC, HMIS Lead, and participating organizations level all clear in the roles and responsibilities related to the community's HMIS data quality framework?

- How has this been communicated?
  - Clear and transparent expectations
- How is it reviewed?
  - Flexibility, adaptation, nimble-ness
- How is it monitored?
  - HMIS Lead Monitoring, HMIS Agency Monitoring, CoC Monitoring

# Key Considerations

- How will the CoC enforce expectations for data quality?
- How will the CoC empower the HMIS Lead's role in monitoring data quality?
- Will the expectations for data quality extend to all homeless assistance and homeless prevention programs in the community?
- How frequently will the CoC leadership review data quality reports and show how the process is positively (or negatively) affecting other CoC initiatives (SPMs, LSA, Coordinated Entry, etc.)?

# Real World DQMP Application



# Benchmarks

Based on your community's current status, what are realistic baseline thresholds related to:

- Data completeness
- Data timeliness
- Data accuracy
- Bed coverage

“Realistic” meaning thresholds you could implement today and feel comfortable monitoring providers to.

# Who's Ready?

Start with where you are – don't wait for it

- Determine your baseline requirements by project type and data quality component
- Discuss a DQMP framework with the CoC and HMIS participating organizations or advisory group
- Think through realistic encouragements and enforcements, as well as realistic expectations
- Give everyone some room to grow



# Wrap Up



# Discussion

Tell us one thing you took away from this session that you will implement in your data quality monitoring framework when you go back to your community



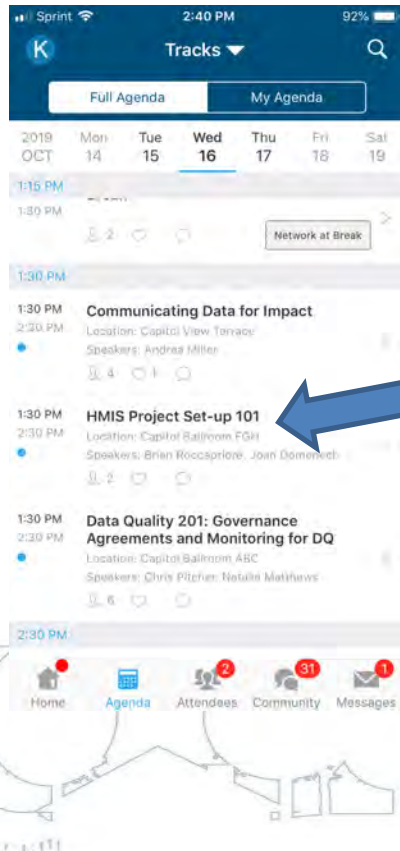


# Questions & Answers

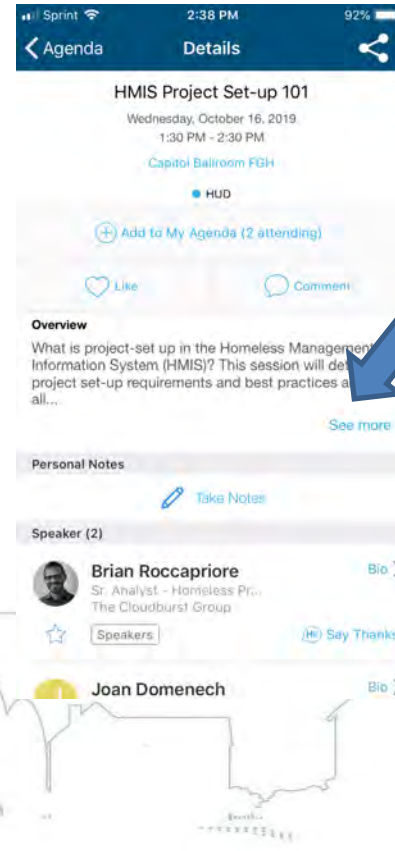


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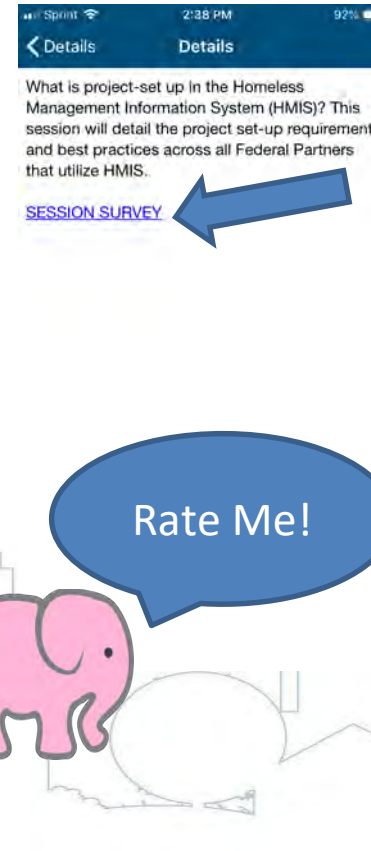
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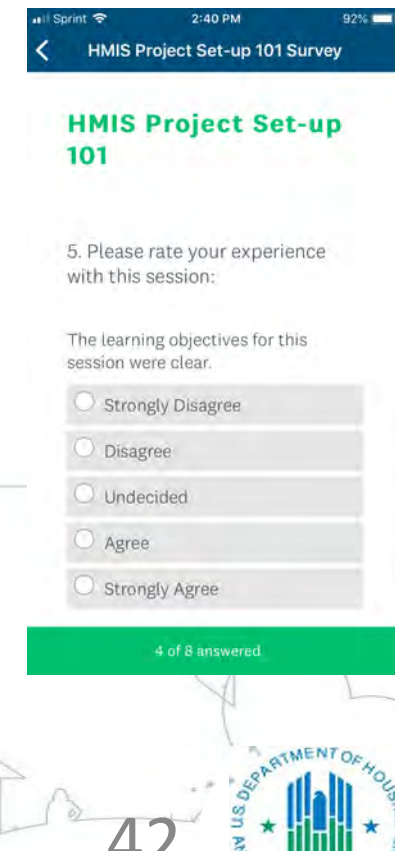
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# Thank you!

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