

# NC Balance of State CoC HMIS Users Meeting

August 2021



**NC COALITION** to  
**HOMELESSNESS** end

# Agenda

August 2021

## System Updates

- Data Quality Plan
  - Annotated report
  - CoC-APR for corrections

## How Can We Help

- Agency Admins responsibilities
- Data entry requirements:
  - Street Outreach
  - Emergency Housing Vouchers
- New funding, new projects

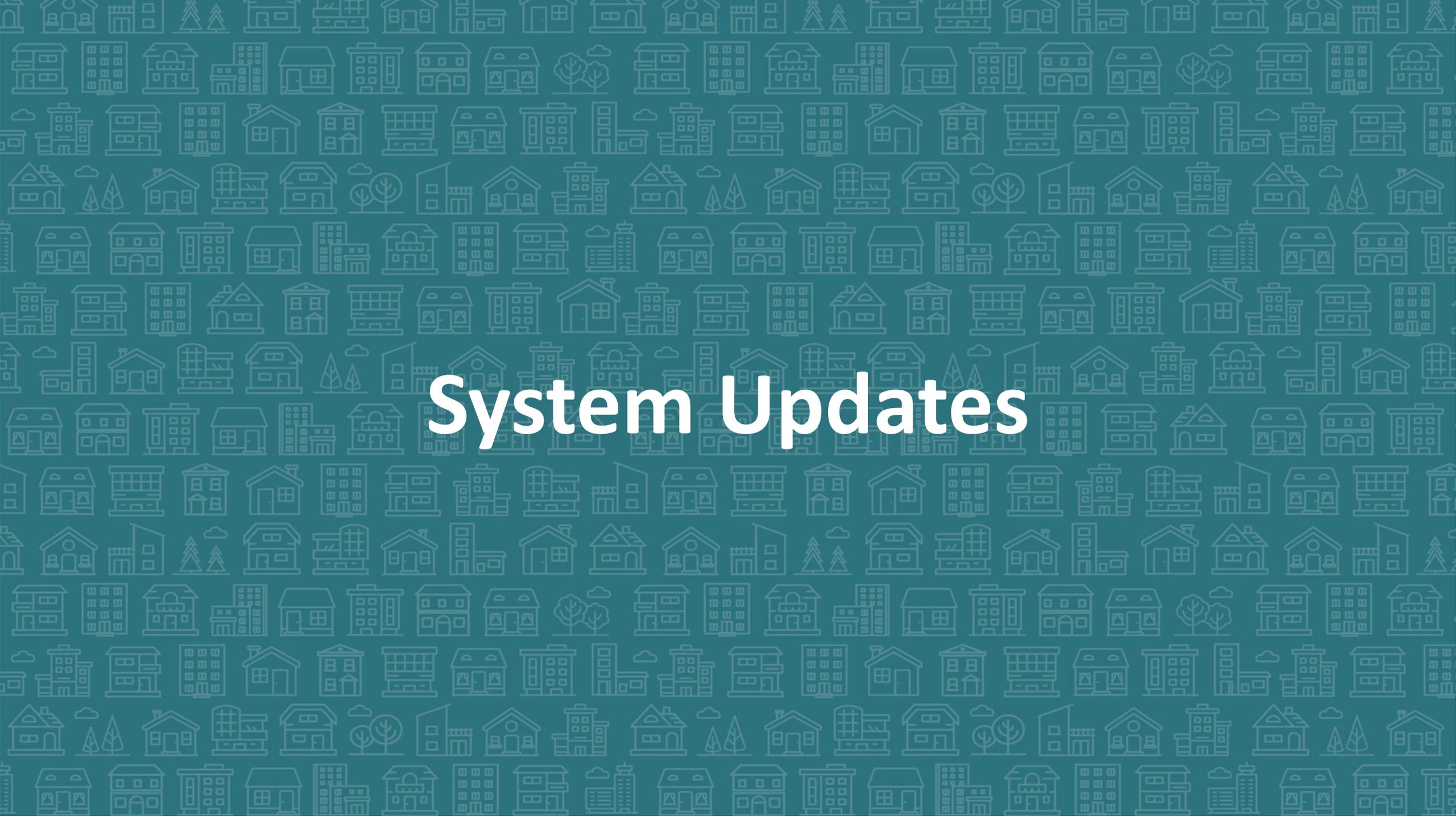
## What's Next

- HMIS Calendar

## Demo/Troubleshooting



NCCEH



# System Updates

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



# Data Quality: Completeness

## Completeness measures if data known and recorded in HMIS

- Incomplete responses include:
  - “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.
- Baseline is 5% or lower error rate (at least 95% complete!)
  - Client responses can be accurate and still incomplete



# Data Quality: Timeliness

## **The time between data collection from a client and data entry**

- The sooner data is entered into HMIS, the more likely the data will be accurate.
- Same day is the ultimate goal, but up to six days is allowed
  - Once a Start or Exit is created, timeliness is locked in!



# Data Quality Report

## CoC-APR in HMIS

Use EDA mode

### Prompts

- Provider same as EDA
- Start Date: 10/01/2020
- End Date: 07/31/2021
- Entry/Exit Type: based on funding
  - HUD or Non-Federal = HUD
  - Veterans Affairs = VA
- Build Report!



# Data Quality Report (Homelessness Prevention only)

## ESG-CAPER in HMIS

1. Use EDA mode
2. Prompts
  - Provider same as EDA
  - Start Date: 10/01/2020
  - End Date: 07/31/2021
  - Entry/Exit Type: based on funding
    - HUD or Non-Federal = HUD
    - Veterans Affairs = VA
3. Build Report!



# Data Quality Report

You can always check for the prompts on the Report pdf!

Report Run History							
Report ID	Date Ran (Run-time)	Report Type	Name	User Creating	Running Provider	Running User	Report Status
17	08/02/2021 09:44:16 AM (0.01 mins)	COCAPR_2019		Andrea Carey	Heading Home - Rowan County - Emergency Shelter	Helen Housing Test	Running

Showing 1-1 of 1

Report Options	
Name	
Description	
Provider Type	<input checked="" type="radio"/> <a href="#">Provider</a> <input type="radio"/> <a href="#">Reporting Group</a>
Provider *	Heading Home - Rowan County - Emergency Shelter (7389) <input type="radio"/> <a href="#">This provider AND its subordinates</a> <input checked="" type="radio"/> <a href="#">This provider ONLY</a>
Program Date Range *	10/01/2020 to 07/31/2021
Entry/Exit Types *	<input type="checkbox"/> <a href="#">Basic</a> <input type="checkbox"/> <a href="#">Basic Center</a> <input checked="" type="checkbox"/> <a href="#">HUD</a> <input type="checkbox"/> <a href="#">PATH</a> <input type="checkbox"/> <a href="#">Quick</a> <input type="checkbox"/> <a href="#">RHY</a> <input type="checkbox"/> <a href="#">Standard</a> <input type="checkbox"/> <a href="#">Transitional Living</a> <input type="checkbox"/> <a href="#">HPRP</a> <a href="#">Program Entry/Exit</a> <a href="#">VA</a> <a href="#">(Retired)</a>



# Data Quality Report

Errors or missing data will have a comment next to the client count:

6b - Data Quality: Universal Data Elements						
Data Element					Error Count	% of Error Rate
Veteran Status (3.7)					2	1%
Project Start Date (3.10)					0	0%
Relationship to Head of Household (3.15)					7	3%
Client Location (3.16)					0	0%
Disabling Condition (3.8)					5	2%
6c - Data Quality: Income and Housing Data Quality						
Data Element					Error Count	% of Error Rate
Destination (3.12)					3	1%
Income and Sources (4.2) at Start					16	9%
Income and Sources (4.2) at Annual Assessment					0	0%
Income and Sources (4.2) at Exit					11	7%
6d - Data Quality: Chronic Homelessness						
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.917.3) DK/R/missing	Number of times (3.917.4) DK/R/missing	Num mo (3.917.5) DK/R/missing
ES, SH, Street Outreach	173			0	3	

**Tonya**  
A few missing Income at Exit



# Data Quality Report

Other comments will be on the left:

- Helpful hints
- Definitions
- Questions

more than 1 source of health insurance	10
<b>12a1 - Length of Participation - CoC Projects</b>	
	<b>Total</b>
30 days or less	118
31 to 60 days	58
	24
	9
	0
	0
	0
1,096 to 1,460 Days (3-4 Yrs)	0
1,461 to 1,825 Days (4-5 Yrs)	0
More than 1,825 Days (>5 Yrs)	0
Data not collected	0
<b>Total</b>	<b>209</b>

**Tonya**

Long stayers for certain projects could indicate a missing Exit date



# Data Quality Report

DQ benchmarks will be referenced when data exceeds the goal

6e - Data Quality: Timeliness		
Time For Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	19	56
1 - 3 days	60	53
4 - 6 days	36	43
7 - 10 days	60	23
11+ days	25	28

6f - Data Quality: Inactive Records: Street Outreach and Emergency Shelter	
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	<b>Tonya</b> Timeliness has a benchmark of 0-6 days. This is a data element you can not fix.
Bed Night (All clients in ES - NBN)	

# Data Quality Report

Demo

Guides for how to Run & Read online!

- CoC-APR
- ESG-CAPER



# Implementation Timeline

June

Draft plan

July

Receive feedback

August

Begin monthly reporting to agencies

November/  
December

Evaluate progress, receive additional feedback





**How Can We Help?**

# Agency Administrators

All HMIS Participating Agencies must have at least 1 Agency Admin

- Some agencies have multiple AAs for specialization
- Always notify the Data Center of a change

Responsibilities include:

- Point of contact for Data Center
- Agency support for HMIS users
- Monitor data quality



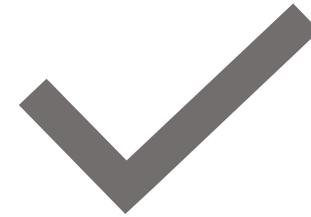
# Street Outreach reminders



## Current Living Situation

Especially at 1<sup>st</sup> contact

Recommended to confirm at least once a month



## Date of Engagement

DQ begins on this date

Entire intake must be complete

[More details available on ncceh.org/hmis/training](https://www.ncceh.org/hmis/training)

[SO Data Elements Guide: https://www.ncceh.org/files/11301/](https://www.ncceh.org/files/11301/)



**NCCEH**

# NC BoS CoC Emergency Housing Vouchers Exits

Exiting households to EHV when household is leased-up

- Step one: under Exit data > Destination > Permanent housing (other RRH) for formerly homeless persons (HUD)

**Edit Exit Data - (4) Solo, Han**

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<b>Exit Date *</b>	08 / 10 / 2021    11 v : 42 v : 31 v AM v
Reason for Leaving	-Select- v
If "Other", Specify	<input type="text"/>
<b>Destination *</b>	Permanent housing (other than RRH) for formerly homeless persons (HUD)
If "Other", Specify	<input type="text"/>

# NC BoS CoC Emergency Housing Vouchers Exits

Exiting households to EHV when household is leased-up

- Step two: under Exist Assessment>CE event > EHV & Project

### Coordinated Entry Event

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Date of Event *	<input type="text" value="08"/> / <input type="text" value="11"/> / <input type="text" value="2021"/>    <a href="#">G</a>
Event *	<input type="text" value="Referral to Emergency Housing Voucher (EHV)"/>  <a href="#">G</a>

**If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Location of Crisis Housing or Permanent Housing Referral	<input type="text" value="Bladenboro Housing Autho"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/> <a href="#">G</a>
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**If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Referral Result	<input type="text" value="Successful referral: client accepted"/>  <a href="#">G</a>
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**If 'Event' answer was a Referral to an ES, TH, Joint TH-RRH, RRH, PSH, or Other PH opening, please answer the following question:**

Date of Result	<input type="text" value="08"/> / <input type="text" value="11"/> / <input type="text" value="2021"/>    <a href="#">G</a>
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# HUD Application season

## New funding means new HMIS Projects!

- HUD requires most federal funding to be recorded in separate projects.
- HUD does not alert the Data Center, please confirm with us.
- *Before* you start services – otherwise back data entry is required!





**What's Next?**

# What's Next Calendar

Due	Report/Event Name
Aug 31 <sup>st</sup>	<u>Data Quality Report Training</u>
Sept 13 <sup>th</sup> @ 3:30 pm	Data Standards Training (regular Orange time)
Sept 16 <sup>th</sup> @ 1 pm	Data Standards Training (regular BoS time)
Sept 23 <sup>rd</sup> @ 10 am	Data Standards Training (regular Durham time)
Sept/Oct	Annual Privacy and New Data Standards training
Oct 21 <sup>st</sup>	BoS HMIS Users Meeting
Oct-Nov	Longitudinal System Analysis

## Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc\_end\_homelessness 

## Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH