

HMIS Newsletter

Homeless Alliance of WNY • December 2020

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System and Project Performance

Last month we reviewed Data Quality (DQ) and how to run DQ reports. This month we will talk about how we use that data.

- Each HMIS project is “graded” on the data they enter into the system. In turn, HMIS is graded as a whole system that includes all the project working together.
- As a local community we chose goals that every project should aim for. These goals are called measures and HAWNY releases how each project is doing in relation to those measures each quarter. You can check your project’s performance against other projects using these measures.
- **We’re on the Same Team.** HUD also has standards or measures they set forth for each HMIS as an entire system. HAWNY then has to report your data to HUD (using aggregate numbers). Just like how HAWNY uses your data to “grade” each project, HUD uses our data to “grade” HAWNY..

HAWNY Recommended DQ Plan Revisited

HAWNY recommends that each agency implement an HMIS Data Quality plan that includes the following steps based on agency feedback.

- Designate one staff as the HMIS point person, usually an admin or supervisor. This person will supervise your agency’s HMIS staff and be the point of contact for HMIS issues. This person should be familiar with computers/data entry and have experience with HMIS. This also helps in cases of staff turnover.
- Don’t rely on Interns for HMIS
- Run a Data Quality Report at least once a month. These reports are available to any HMIS user.
- Set up an agency specific HMIS refresher training at least once a year.

What To Look For

Common system/project performance issues to look for:

- Overlapping Start Dates
 - A client cannot be open (no exit date) in the same project at the same time. The client should also not be open in similar projects at the same time, for example two shelters or two RRH projects. If you see an overlap in the client's entry/exit tab that seems out of place please contact HAWNY.
- Missing Data or Data Not Collected
 - If the data is missing from HMIS then your project performance will not be accurate and will be graded accordingly.
- Duplicate Client Files
 - There should only be one client file per person in HMIS. Duplicate files for the same client makes it harder to track and report on data.
- Missing Annual Assessments
 - Clients that stay open in a project for more than 365 days require an annual assessment recorded in HMIS within +-30 days of their original intake date.
- Income Errors
 - Income is an important local performance measure and you have to record the source a client's income and the total of that income in HMIS over time. Errors often occur due to data not being updated, updated incorrectly, or missing data. The DQ report will tell you if there is an error at the start date (intake), annual assessment, or exit date and you can fix them accordingly.

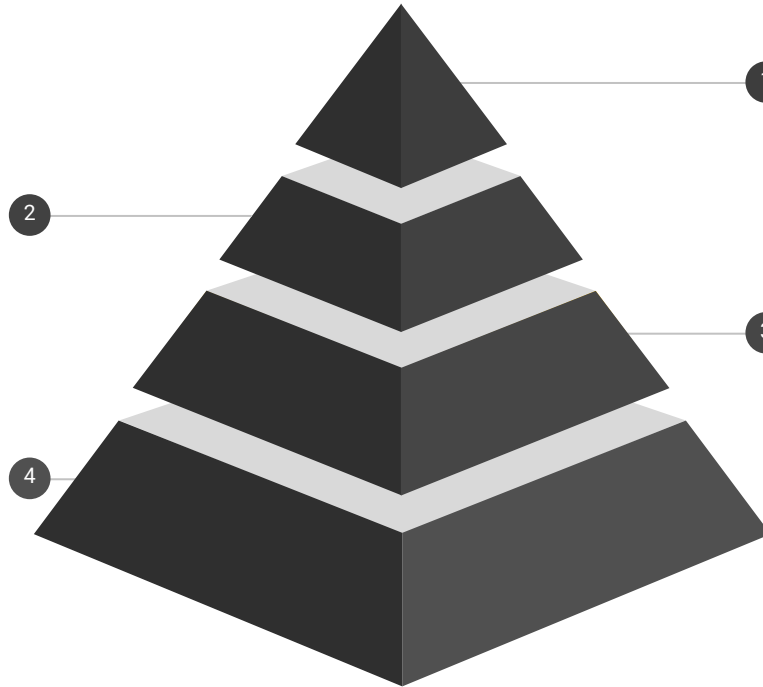
How We Use Data Revisited

Information-Performance

The data at this step has been translated into information that can be used to show the performance of agencies, projects, and our community as a whole.

Data

This is the data collected at intake, interim reviews, and exits from clients. It is the foundation of how decisions are made and performance is monitored.



Action

We can then take that information and use it to make decisions on where to direct appropriate resources.

Analysis-Data Quality

This level is where the data is monitored, cleaned, and analyzed. This step results in information that can be distributed and reported on.

Happy Holidays!

Thank you to everyone for their effort and patience over the past year. In the words of Mr. Rogers:

“So many people have helped me Some of you are here, some are far away, some are not with us anymore.

All of us have special ones who have loved us into being. Would you just take, along with me, ten seconds to think of the people who have helped you become who you are. Those who have cared about you and wanted what was best for you in life. Ten seconds of silence.

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Whomever you’ve been thinking about, how pleased they must be to know the difference you feel they’ve made.”

Please take this time to thank yourself, your friends, your family, and those that helped you this year.

~Happy Holidays and Go Bills