HMIS Newsletter

Homeless Alliance of WNY• November 2020

Data Quality 101

What is Data Quality?

- **Data Quality is the condition of the data that is entered into HMIS.** We measure data quality in:
  - <u>Accuracy</u>-How reliable is the data and does it correctly reflect the client's information at the point in time it is entered?
  - <u>Completeness</u>-Are all required questions filled out or answered?
  - <u>Timeliness</u>-Is the data entered on time?
- **"Garbage In, Garbage Out"**-HAWNY can only see the data that you enter into HMIS. So if your agency does not enter accurate data into the system then the information we report on may not reflect your agency's actual efforts.
- **Accuracy ≠ Performance.** Just because your data is accurate, it does not guarantee your agency's performance will be better, just more accurate.

HAWNY Recommended DQ Plan

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 supervision allows agencies to keep a closer eye on their HMIS data and also helps in cases of staff turnover.
- Don't rely on interns or temporary staff for HMIS.
- Run a Data Quality Report at least once a month. These reports are available to any HMIS user.
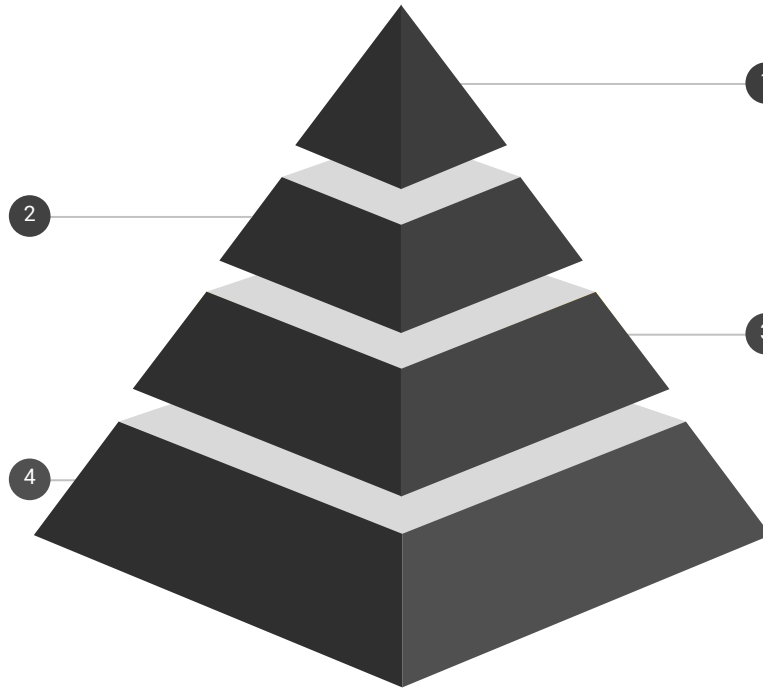- Set up an agency specific HMIS refresher training at least once a year.

How We Use Data

Action

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

Information

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.
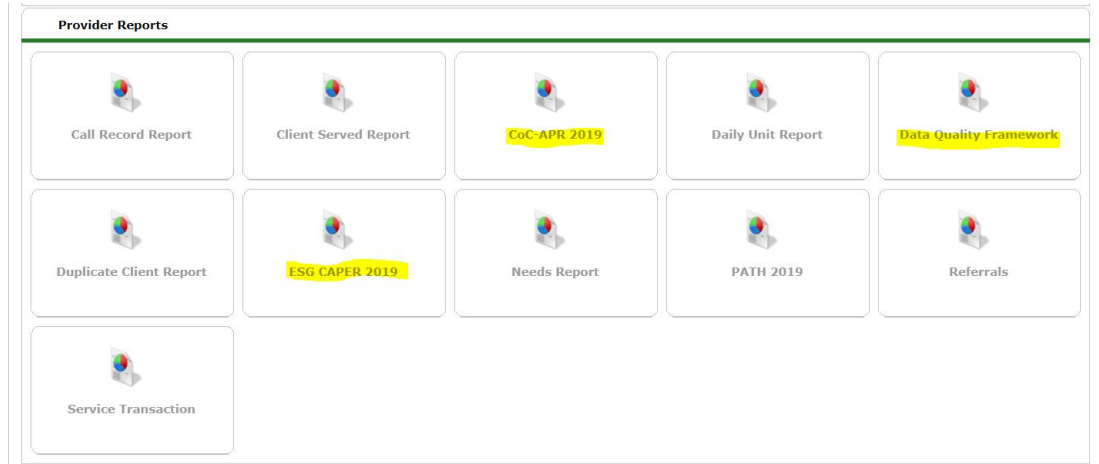
2

Analysis

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

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.

4

Data Quality Reports In HMIS

3 Reports Available

1. CoC APR (for CoC Funded projects)
2. ESG CAPER (for ESG funded projects)
3. Data Quality Framework (NEW)

- The CoC APR and ESG CAPER each contain a Data Quality section that checks over any data entered in the Entry/Exit tab for missing or incorrect information.
- The CoC APR and ESG CAPER also reports on any data required by funding that is entered in the Entry/Exit tab. (demographic information, income data, etc…)
- The Data Quality Framework Report can be run by any project and just contains a Data Quality check section.

If you don't know which report to use, ask HAWNY

How To Run Reports

Report Options

Provider Type	● Provider ○ Reporting Group ○ CoC Code
Provider *	Homeless Alliance of Western New York (1) [Search] [My Provider] [Clear] ○ This provider AND its subordinates ○ This provider ONLY
Program Date Range *	10 / 01 / 2019 to 09 / 30 / 2020
Entry/Exit Types *	☐ Basic ☑ HUD ☐ PATH ☐ RHY ☐ Standard ☐ VA ☐ HPRP (Retired)

[Build Report] [Download] [Clear]

There are 3 fields to select before building the report. (This applies to all Data Quality Reports):

1. **Provider**-HAWNY recommends building the report for one provider(project) at a time. Remember to use the Enter Data As mode if needed.
2. **Date Range**-The report will pull any clients active during the date range that you enter. It is recommended to use with a year long date range for full results.
3. **Entry/Exit Type-**This corresponds to the entry/exit type you use in the entry/exit tab when entering clients into your provider.

What To Look For

Q1 - Report Validations Table	
Report Validations Table	
1. Total Number of Persons Served	3
2. Number of Adults (age 18 or over)	2
3. Number of Children (under age 18)	0
4. Number of Persons with Unknown Age	1
5. Number of Leavers	0
6. Number of Adult Leavers	0
7. Number of Adult and Head of Household Leavers	0
8. Number of Stayers	3
9. Number of Adult Stayers	2
10. Number of Veterans	0
11. Number of Chronically Homeless Persons	0
12. Number of Youth Under Age 25	0
13. Number of Parenting Youth Under Age 25 with Children	0
14. Number of Adult Heads of Household	2
15. Number of Child and Unknown-Age Heads of Household	0
16. Heads of Households and Adult Stayers in the Project 365 Days or More	2

- The first table in the report will show you how many clients you have served and what category they fit into.
- You can click on any blue number to bring up a list of those client ID's and names.

What To Look For

- The next tables show your data quality. Data quality is broken into parts:
  - Personally Identifiable Information
  - Universal Data Elements
  - Income and Housing Data Quality
  - Data Quality: Chronic Homelessness
  - Data Quality: Timeliness
- These sections will tell you if any data is missing or incorrect and list a blue number that you can click.
- Unless otherwise stated, the issue is to be corrected at the start date(intake).

16. Heads of Households and Adult Stayers in the Project 365 Days or More

Q2 - Data Quality: Personally Identifiable Information					
Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	0	0	0	0	0%
SSN (3.2)	1	1	0	2	67%
Date of Birth (3.3)	0	1	0	1	33%
Race (3.4)	0	1		1	33%
Ethnicity (3.5)	0	1		1	33%
Gender (3.6)	0	1		1	33%
Overall Score				2	67%

Q3 - Data Quality: Universal Data Elements		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	1	33%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	1	33%

Q4 - Data Quality: Income and Housing Data Quality		
Data Element	Error Count	% of Error Rate
Destination (3.12)	0	0%
Income and Sources (4.2) at Start	1	50%
Income and Sources (4.2) at Annual Assessment	2	100%
Income and Sources (4.2) at Exit	0	0%

Q5 - 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	Number of months (3.917.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	0			0	0	0	0%
TH	0	0	0	0	0	0	0%
PH(all)	0	0	0	0	0	0	0%
Total	0						0%

Q6 - Data Quality: Timeliness		
Time For Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	1	0
1 - 3 days	0	0
4 - 6 days	0	0
7 - 10 days	0	0
11+ days	0	0