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# **Data Quality, Integrity, and Performance Standards**

**Syracuse/Onondaga, Auburn/Cayuga, and Oswego COC, NY-505**

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Developed by:

HMIS Data Administrators Committee

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## **GENERAL INFORMATION**

### **Purpose**

The purpose of this Data Quality and Integrity Plan is to standardize expectations and provide guidance to HMIS participating programs on the extent, quality and accuracy of data entered into Syracuse/Onondaga, Auburn/Cayuga, and Oswego Continuum of Care (NY-505) Homeless Management Information System (HMIS) and Comparable Database (COMP HMIS).

### **Development Process**

NY-505 data quality standards were developed through a collaborative effort across homeless service providers and spearheaded by the HMIS Data Administrator Committee. The process is guided by federal, state, and local performance outcomes and standards.

### **Definition and Justification of Data Quality**

HMIS data quality refers to the extent that data recorded in the HMIS and COMP HMIS accurately reflects data collected. A perfect overlap between recorded data and reality would result in a hypothetical data quality rating of 100%, while a data quality rating of 0% would indicate that there is no match between the information entered into an HMIS and COMP HMIS, and the same information in the real world. No data collection system has a quality rating of 100%. However, to meet the NY-505 goal of presenting accurate and consistent information on homelessness, it is critical that the HMIS and COMP HMIS have the best possible representation of reality as it relates to homeless people and the programs that serve them. Specifically, the goal is to record the most accurate, consistent, and timely information to draw reasonable conclusions about the extent of homelessness and the impact of homeless services.

### **Goals of the Data Quality Plan**

- Ensure the availability of timely, accurate data for use in helping to end homelessness.
- Increase the usability of data for purposes of system analysis.
- Prepare data for the CoC NOFO process.
- Prepare all required Federal Reports for the CoC.
- Prepare for other community level reporting requests (State, County and local level).

### **Key Reporting Requirements of HMIS Data**

- HUD Supportive Housing Program (SHP) Annual Progress Report (APR)
- HUD Supportive Housing Program (SHP) Consolidated Annual Performance and Evaluation Report (CAPER)
- HUD Supportive Housing Program (SHP) Longitudinal System Analysis (LSA)
- HUD Supportive Housing Program (SHP) Housing Inventory Count (HIC)
- HUD Supportive Housing Program (SHP) Point In time Count (PIT)
- HUD Supportive Housing Program (SHP) System Performance Measures (SPM)
- HUD Supportive Housing Program (SHP) Notice of Funding Availability (NOFA)
- Veterans Affairs – Supportive Services for Veteran Families (SSVF)
- Health and Human Services (HHS) Runaway and Homeless Youth (RHY)
- SAMHSA – Projects for Assistance in transition from Homelessness (PATH)

### **Definitions**

**Homeless Management Information System (HMIS):** For the purposes of this document HMIS refers to WellSky and the Community Services software application and all modules, assessments, and reporting capabilities contained within.

**Comparable Database (COMP HMIS):** This refers to the WellSky Community Services software application that is a separate system from HMIS. This system is where all Victim Service Providers (VSP) and other Provider Agencies, who are prohibited from entering HMIS, enter their client level data. This includes those agencies who meet the definition of VSP and those who receive funds through HHS Family Violence Prevention and Services Act (FVPSA), DOJ Office of Victims of Crime (OVC), or DOJ Office of Violence against Women (OVW), and who use those funds to help support projects serving survivors of domestic violence, dating violence, sexual assault, or stalking.

**Client Record:** A client record in the HMIS and COMP HMIS is a compilation of data elements sufficient to meet the requirements of funding sources while acknowledging the feasibility limitations of data collection for some program types. The following are definitions of “client record” as applicable to program types:

- **Street Outreach and support services programs:** For the purposes of outreach programs, the definition of a record is a compilation of data elements sufficient to document the individual’s living situation and that a service transaction has occurred. For outreach programs, this can be an alias provided, and entry assessment started that documents the current living situation and a service transaction is attached.
- **Homelessness Prevention Services:** Any project that provides rental assistance, utility assistance, eviction prevention and supportive services directly related to the prevention of homelessness to eligible individuals and families who are in danger of eviction, foreclosure or homelessness or are currently homeless.
- **Emergency Shelters:** Any facility the primary purpose of which is to provide temporary or transitional shelter for those experiencing homelessness and/or for specific populations of homeless persons, such as survivors of domestic violence, which includes dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or him or her afraid to return to, their primary nighttime residence (including human trafficking).
- **Transitional Housing Programs:** A project that has its purpose facilitating the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months).
- **Rapid Rehousing Programs:** provides short- and/or medium-term rental assistance and housing relocation and stabilization services (financial assistance and service costs) designed to quickly move homeless individuals and families from emergency shelter or places not meant for human habitation into permanent housing.
- **Transitional to Rapid Rehousing Programs:** Combines two existing program components, TH and PH-RRH, in a single project to serve individuals and households with children experiencing homelessness. This component provides a safe place for people to stay with financial assistance and wraparound supportive services to help people move into permanent housing as quickly as possible. Joint TH-RRH projects must be set up as two projects in HMIS.

- **Permanent Housing Programs:** is long-term, community-based housing that has supportive services for homeless individuals with disabilities.
- **Other Permanent Housing Programs:** is long-term, community-based housing that has supportive services for homeless individuals without disabilities.

## **Roles and Responsibilities**

### **System Administrator Role**

- Review all data quality reports for the CoC.
- Forward any reporting errors to the provider for correction.
- Assist the Agency Administrator with the correction of data errors and concerns.
- Provide training to Agency Administrators and End Users.
- Search for and merge all duplicate clients within the system.
- Assist with any required project/funding reporting requirements and training.
- Submit all required federal reports for the CoC.
- Adjust Provider Profiles for data collection purposes, according to local and federal data collection requirements.

### **Agency Administrator Role**

- Review all data quality reports sent by the HMIS Administrator.
- Correct all data quality errors in a timely manner.
- Report any issues or concerns with project level providers to the HMIS Administrator for correction or inquiry.
- Run data quality and integrity reports on quarterly basis minimally, unless the project funder requires more frequent data management.
- Notify the HMIS Administrator of data quality errors unable to be corrected.
- Accurately assess End Users ability to do data entry in an accurate and timely manner to determine if further training is required.

### **End User Role**

- Review and have a complete understanding of all required data points/ workflow requirements for necessary project/ funding types.
- Review the data quality reports sent by Agency Administrator.
- Correct data quality issues in a timely manner.
- At intake, gather the most complete and accurate information about each client and the services needed.
- Attending all training required by HMIS staff and the Agency Administrator.
- Search for clients to prevent duplication of client records, and alert duplicate records to the System Administrator as soon as possible.

## **Data Quality Standards**

The Data Quality Standard for NY-505 outlined is applicable to all HMIS and COMP HMIS participating programs. Unless otherwise noted, all participating programs, including those transferring data from legacy and supporting systems, are expected to achieve and maintain the general standard. Federal standards on data quality is that all projects strive for error rates of less than 5% in all areas of data entry, which are no always realistic. However, all projects with error rates of more than 5% will seek to decrease those error rates yearly.

## **Timeliness**

The purpose of timeliness is to ensure access to data when it is needed – either pro-actively (for monitoring purposes, publishing information to increase awareness, or to meet reporting requirements) or reactively (in response to a request for information or to respond to inaccurate information).

### **Entry Assessment Timeliness:**

- 24-hour timeline standards are required ONLY for Emergency Shelter project providers, which includes all Hotel/Motel placements by Department of Social Services or any other agency/organization.
- 7-day timeliness standards exist for all other project types, Street Outreach, Homelessness Prevention, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing, Other Permanent Housing, and Supportive Services Only.

### **Interim Review Timeliness:**

- Update interim reviews must occur within 7 days or less of the changes in data elements located within that assessment.
- Annual Assessments must occur 30 days before or after the anniversary date of the project's start date. This data must be entered into HMIS within 7 days of the assessment date.

### **Exit Assessment Timeliness:**

- 24-hour timeline standards are required ONLY for Emergency Shelter project providers, which includes all Hotel/Motel placements by Department of Social Services or any other agency/organization.
- 7-day timeliness standards exists for all other project types; Street Outreach, Homelessness Prevention, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing, Other Permanent Housing, and Supportive Services Only.

## **Completeness**

Upholding data completeness ensures that all relevant and required data points located within the workflows for each project are collected. This is to ensure that the data points are present to allow data analysis for all aspects of the homeless service system. For Street Outreach projects ONLY, the completeness of a project is measured once a date of engagement is recorded within that client record.

### **All Clients Served**

All agencies and project providers that participate in data entry within HMIS and COMP HMIS are required to enter 100% of all clients served within that project.

### **Universal Data Elements**

Universal data elements are to report veteran status, project start date, relationship to head of household, client location/ CoC code, and disabling condition. All agencies and project providers that participate in data entry within HMIS and COMP HMIS are required to enter 100% of all data points within that project.

### **Program Specific Data Elements**

These data elements include destination, income at start/ annual assessment/ exit, and all data points regarding chronic homelessness. All agencies and project providers that participate in data

entry within HMIS and COMP HMIS are required to enter 100% of all data points within that project.

### **Funding Specific Data Elements (PATH, ESG, RHY, CoC, SSVF, VA, HOPWA)**

All agencies and project providers that participate in data entry within HMIS and COMP HMIS are required to enter 100% of all data points within that project that are specific to the federal funder.

### **Accuracy**

The purpose of accuracy is to ensure that the data housed in the Syracuse/Onondaga, Auburn/Cayuga, and Oswego CoC HMIS and COMP HMIS is the best possible representation of the true outcomes as it relates to people experiencing homelessness and the programs that serve them.

### **Consistency**

The purpose of consistency is to ensure a common interpretation of questions, answers, and which fields need completion in NY-505 HMIS and COMP HMIS. All End Users receive universal training upon entry into HMIS and COMP HMIS, including project & funder specific data points and workflow information. All End Users receive materials that can assist in the consistent interpretation of the data points, including definitions, and provide data collection tips.

### **Monitoring**

All agencies/projects with HMIS and COMP HMIS and access will undergo annual monitoring, which includes an in-depth analysis of data quality and project performance. Site visits will only be conducted for agencies/projects that have been added within the past year, or when there is a change in location of an agency/project. The purpose of monitoring is to ensure that the HMIS Policies and Procedures are being followed, and that the data quality standards are being met.

### **Federal Performance Standards**

The CoC is subject to performance measure outcomes that are outlined in the Notice of Funding Opportunity (NOFO) application. These measures are outlined by HUD to ensure that communities are improving in specific areas outlined by the PIT, HIC and SPM reports. These outcomes are solely used to assess a community's efforts to end homelessness. Every agency who has a project type pulled into these measures; Street Outreach, Emergency Shelter, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing or Other Permanent Housing will be assessed for their impact on the community outcomes. Other project types, such as Homelessness Prevention and Supportive Services Only will be held to some, not all of the performance metrics listed below. Technical Assistance will be offered to all agencies on how to improve these measures for their individual projects.

All project types mentioned above are subject to meet the measure outcomes outlined by the federal government, and work to continue to improve the following measures annually:

1. Length of Time Homeless (ES, TH & SO) – decrease the average length of time by 5% each year.
2. Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness (SO, ES, TH, RRH, & OPH/PSH) within the first 12 months
  - a. Decrease rate of returns by 1% for 0-6 months or rate was <5%
  - b. Decrease rate of returns by 1% for 12 months or rate was <10%
3. Employment and Income Growth (All Project Types)

- a. Increase in earned income or rate was >20%
- b. Increase in other income or rate was >50%
- (Exemptions: Homelessness Prevention and Supportive Services Only projects)
- 4. Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing (All Project Types)
  - a. Increased rate for SO projects or placement rate into temporary and/or permanent housing of 50%
  - b. Increase rate for ES and TH by 2% or the placement rate >50%
  - c. Increase rate for RRH by 2% or the placement rate is 75% or higher
  - d. OPH and PSH increase by 1% or was 96% or higher
  - e. HP and SSO will increase by 1% or was 80% or higher

### **Local Performance Standards**

All projects within the HMIS and COMP HMIS are subject to the following outcomes for non-cash and medical insurance benefit data points. These include all project types that are located within HMIS and COMP HMIS.

1. The percentage of participants with one or more source(s) of non-cash benefits by program exit will increase yearly.
2. The percentage of participants with medical insurance benefits by program exit will increase yearly.

The CoC Performance Goals for these outcomes are that all projects will strive to reach an overall performance outcome of the following:

RRH, OPH & PSH projects will have the following threshold metrics:

1. 75% of all project participants will obtain one or more source(s) of non-cash benefits at project exit.
2. 100% of all project participants will obtain medical insurance benefits at project exit.

ES, SO and TH projects will have the following threshold metrics:

1. 50% of all project participants will obtain one or more source(s) of non-cash benefits at project exit.
2. 75% of all project participants will obtain medical insurance benefits at project exit.

SSO will have the following threshold metrics:

1. 60% of all project participants will obtain one or more source(s) of non-cash benefits at project exit.
2. 85% of all project participants will obtain medical insurance benefits at project exit.

### **Project Specific Standards**

#### Homelessness Prevention Projects:

80% of all clients served will remain in permanent housing upon exit from the project. This includes those who maintain their housing as well as move to another permanent housing situation.

### Rapid Rehousing Project:

All projects who house clients into RRH, must improve the average time to move-in yearly, with the overall goal to house clients within 30 days of intake into the project.

### Agreement

The purpose of the agreement is to ensure that all participants in the NY-505 HMIS and COMP HMIS are aware of and have agreed to the NY-505 data quality standards, which are located within the HMIS Data Quality Plan.

All providers agree to meet the above stated standards to the best of their ability and seek assistance when necessary for interpretation or support to improve data quality.

For client specific concerns, all providers can utilize case conferencing options via specific workgroups (veterans, street outreach and coordinated entry) or request a case conference through the HHC staff.

### Data Quality Standards Reports

The following reports are used to assess project data quality and performance within the CoC.

- HUD Data Completeness Report
- HUD Data Quality Framework Report
- CoC APR Reports
- ESG CAPER
- EVA Report – Hashed CSV Upload tool

**Data Quality, Integrity, and Performance Standards  
Authorization Memorandum – HMIS Membership**

I have carefully assessed the Data Quality Standards for the Syracuse/Onondaga, Auburn/Cayuga, and Oswego Continuum of Care (CoC) NY-505.

I accept the Standards as reasonable expectations for data entry and management regarding the Syracuse/Onondaga, Auburn/Cayuga, and Oswego CoC’s designated Homeless Management Information System (HMIS) and Comparable Database (COMP HMIS) and support the adoption of this Standard.

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NY-505 Participating Agency

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Agency Representative (Print Name)

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Representative’s Title

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Signature

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Date