

# Dallas and Collin County CoC Data Quality Management Plan

Housing Forward  
JUNE 2022

## Table of Contents

### Contents

Glossary of Terms.....	1
Introduction .....	3
<i>Purpose</i> .....	3
<i>Background</i> .....	3
<i>Related Documentation</i> .....	3
Administrative Scope .....	4
<i>CoC Data Systems</i> .....	4
<i>Roles &amp; Responsibilities</i> .....	5
HMIS Data Types & Conventions.....	7
<i>Project Data Descriptor Elements (PDDEs)</i> .....	7
<i>Universal Data Elements (UDEs)</i> .....	8
<i>Program Specific Data Elements (PSDEs)</i> .....	8
<i>Administrative Data Quality Measures</i> .....	9
<i>Missing Data Responses to HMIS Elements</i> .....	9
Data Quality Standards.....	11
<i>Standards for Project Descriptor Data Elements (PDDEs)</i> .....	12
<i>Standards for Client, Enrollment, &amp; Assessment Data (UDEs &amp; PSDEs)</i> .....	12
<i>CoC Data System Bed/Unit Coverage</i> .....	16
<i>Bed Utilization</i> .....	17
Data Quality Monitoring Processes .....	18
<i>Project Data Descriptor Elements (PDDEs) Monitoring</i> .....	18
<i>Completeness &amp; Accuracy Monitoring</i> .....	18
<i>Timeliness Monitoring</i> .....	19
<i>Consistency Monitoring</i> .....	19
<i>System-Wide Monitoring</i> .....	19
DQMP Compliance Management Process.....	21
<i>CoC Leadership Incentives</i> .....	21
<i>Data Quality Improvement Plan Process</i> .....	22
<i>DQMP Progress Monitoring</i> .....	23
CHO Self-Monitoring Tools.....	24
<i>HUD Data Quality Report</i> .....	24
<i>APR &amp; CAPER Reports</i> .....	24
<i>ClientTrack “Canned” Client Reports</i> .....	24

<i>ClientTrack Custom Data Quality Reports</i> .....	24
Appendix A: Data Quality Improvement Plan.....	27

## Glossary

Term	Acronym	Definition
Coordinated Access System	CAS	CoC system used to identify persons experiencing homelessness, prioritize them for intervention, make referrals to housing projects, and monitor progress from homelessness to housing.
ClientTrack	-	HMIS software used by Dallas and Collin County CoC.
Continuum of Care	CoC	Federally-defined administrative entity that is composed of homeless serving organizations, administrators, and other stakeholders; charged with ending homelessness in their geographic jurisdiction.
CoC Data Systems	-	Term used in this document to refer collectively to the HMIS, DV Comparable, and Data Warehouse databases that are used to collect, store, and report on HMIS data elements for CoC purposes.
CoC Lead	-	Organization responsible for administering CoC operations; manages system-wide report submissions and the community's application for CoC funding. Housing Forward is the CoC Lead for Dallas and Collin County CoC.
Covered Homeless Organization	CHO	Any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses or processes HMIS data elements for persons engaged by the CoC.
Data Warehouse	-	Third-party software that combines data from multiple sources of record for use as a single large data set.
Data Quality	DQ	A measure of the validity and usefulness of data. Defined in this case as how accurately it portrays the conditions and operations of the CoC community.
Data Quality Improvement Plan	DQIP	Agreement between the CoC Lead and data-entering organization that establishes steps and benchmarks for data quality improvement for the data-entering organization.
Data Quality Management Plan	DQMP	The documented policies and procedures employed by a CoC to move toward its stated goals for data quality improvement and maintenance.
Data Quality Officer	DQO	The primary contact for all communication regarding data quality entered in the Dallas and Collin County CoC data system.
Department of Housing and Urban Development	HUD	Source of the majority of federal funding for CoC-participating organizations that establishes guidelines for HMIS data quality.
Domestic Violence	DV	Also called "inter-personal" or "intimate partner" violence, defined in this case as an experience of

		violence that qualifies a person for intervention from VAWA- and VOCA-funded entities.
DV HMIS Comparable Database	-	Database type required for DV-serving organizations (VSPs) funded by HUD as a substitute for participation in the CoC's HMIS.
Homeless Management Information System	HMIS	Database structure established by HUD for the collection of homeless services data. HUD-funded CHOs are required to participate in their CoC's HMIS, and the CoC is required to submit annual reports comprised of HMIS data elements.
HMIS Lead	-	CoC administrative entity charged with the operational management of the CoC's HMIS software. Housing Forward is the HMIS Lead for Dallas and Collin County CoC.
HMIS Workgroup	-	CoC workgroup charged with ensuring CHO's respond to and act upon data quality concerns appropriately to ensure that the overall data quality within the CoC data systems are acknowledged and improved in an ongoing, objective, and data-driven manner.
HMIS Participation	-	When A project collects all required data elements according to funder requirements and local CoC Policies and Procedures within the CoC's designated HMIS implementation, or that data is submitted to the CoC's designated HMIS implementation at least once a year to cover the whole year of required client data collected by the project.
Housing Forward		The CoC's "backbone organization" that leads the development of an effective homeless rehousing system in Dallas and Collin Counties as the CoC and HMIS Lead.
Universal Data Elements	UDEs	HMIS data elements pertinent to clients and service interventions that are required across HMIS, regardless of funding type and that are generally applicable across project types.
Program-Specific Data Elements	PSDEs	HMIS data elements pertinent to clients and service interventions that are required by specific funding sources or for specific project type configurations.
Project Descriptor Data Elements	PDDEs	HMIS data elements that pertain to organization and project setup, essential for establishing the framework of service interventions for HMIS data collection and reporting.
Victim Service Provider	VSP	Term for a VAWA- or VOCA-funded organization who has at least one project that is dedicated to serving persons who have experienced DV.

## Introduction

### Purpose

---

The Dallas and Collin County CoC Data Quality Management Plan (DQMP) articulates the CoC's goal to continuously improve the completeness, timeliness, accuracy, and consistency of its data and establishes the policies and procedures for meeting this goal as a community. This document aims to provide all participating entities with a shared context for the plan and a clear understanding of their roles and responsibilities in its execution.

### Background

---

CoC-participating entities collect HUD-required HMIS data elements over the course of homeless service provision. As the CoC and HMIS Lead Agency, Housing Forward, facilitates system-wide and agency-level reporting to satisfy funding requirements and coordinate services. Consequently, the quality of this data impacts the CoC's ability to retain and increase funding as well as the efficacy of its efforts to make homelessness a rare, brief, and non-recurring experience in Dallas and Collin County.

Ultimately, the quality of the data is measured by how accurately it reflects the real-world characteristics of homelessness, service interventions, and the persons & organizations engaged in the CoC's geographic jurisdiction.

### Related Documentation

---

#### HUD Exchange

---

HUD's existing HMIS documentation and guidance serves as a key reference point for the CoC DQMP. The [HUD Exchange](#) links below provide access to the most recent versions of relevant documents considered in the formulation of the DQMP:

- [HMIS Data Standards](#) (*HMIS Data Dictionary & Data Standards Manual*, updated biannually)
- [CoC Data Quality Brief](#) (May 2017)
- [System Performance Improvement Briefs](#) (July 2017)
- [SNAPS Data TA Strategy to Improve Data and Performance](#) (September 2018)

#### Dallas and Collin County CoC Website

---

The most recent published version of the DQMP can be accessed on the [Housing Forward website](#), along with the following related CoC documents:

- [Data Quality Management Plan Overview](#)

All end user training for the DQMP is managed through [LearnHC](#), the CoC's learning management system.

## Administrative Scope

### CoC Data Systems

---

The CoC is required to gather information on all persons experiencing homelessness and all homeless service providers (sometimes called “Covered Homeless Organizations”) within their geographic jurisdiction. While the CoC is required to collect HMIS data elements using a single centralized database for federal reporting purposes and is charged with expanding its coverage, statutory and practical limitations introduce other systems of record into the CoC’s data ecosystem.

The sections below define the three types of databases that are subject to this DQMP. Collectively, these are referred to as the **CoC Data Systems**.

### Homeless Management Information System

The Dallas and Collin County CoC HMIS software is ClientTrack, and it serves as the primary system of record for all federally funded projects. ClientTrack is administered by Housing Forward as the CoC’s designated HMIS Lead, and the software vendor is Eccovia. The required structure and baseline functionality of the system is defined according to the [HMIS Data and Technical Standard Final Notice](#) (July 2004).

### DV Comparable Databases

---

CoC-participating Victim Service Providers (VSPs) that are funded to serve survivors of domestic violence are prohibited from participating in the CoC’s designated HMIS and instead are required to utilize a “comparable database” that mirrors the capability of HMIS while complying with stricter privacy regulations. VSPs that receive HUD funding are still required to contribute to the CoC’s reporting through the provision of aggregate data and through limited client-permitted data sharing for service coordination. Requirements are documented in the [HMIS Comparable Database Manual](#).

### Other Contributors to CoC Data Warehouses & Federal Reports

---

For practical reasons, non-HUD-funded homeless services providers may decline to participate in the CoC’s HMIS. However, some federal reports still require the CoC to include project setup and service population information for these non-HMIS participating organizations. At its most basic, this information may be directly communicated to the HMIS lead by the non-HMIS participating organization. However, the Dallas and Collin County CoC encourages these organizations (as well as VSPs, as permitted) to contribute their data to the CoC’s Data Warehouse, which combines it with HMIS data to provide a comprehensive aggregate data set for the CoC. As the quality of the data in the warehouse depends on the quality controls implemented in each source database, the DQMP extends to cover these non-HMIS systems of record for homeless-serving projects that collect HMIS data elements for all contributing organizations.

## Roles & Responsibilities

---

### CoC Leadership

---

CoC leadership bodies share responsibility for the development, approval, and execution of the DQMP. The CoC Lead is responsible for producing the initial draft DQMP and providing consultation to the HMIS Workgroup as needed. The HMIS Workgroup is responsible for approving the draft DQMP prior to its presentation to the CoC Board and will be responsible for ongoing updates to it once published. Ultimately, the initial publication of the DQMP and any updates to it are subject to the approval of the CoC Board. Finally, these leadership bodies are collectively responsible for ensuring compliance with the DQMP according to the [Compliance Monitoring Process](#).

### Data-Contributing Organizations

---

#### *HMIS Participation Threshold & Covered Homeless Organizations (CHOs)*

All organizations that provide dedicated shelter, housing, and outreach services to persons experiencing homelessness in a community are encouraged to provide the CoC with a minimum amount of project setup and aggregate “point-in-time” service data on an annual basis. Organizations that are required by funding or choose to participate more actively in the HMIS on a year-round basis are termed as “HMIS-participating.” For the DQMP, this term is expanded to include participation in any of the CoC’s data systems where HMIS data elements are collected and used for CoC federal reporting and service coordination. In accordance with HUD’s definition, this document will refer to data-contributing organizations as Covered Homeless Organizations (CHOs).<sup>1</sup> **All CHOs are expected to comply with the policies and procedures for data entry and correction defined in the DQMP.**

#### *CHO Data Quality Officer*

As part of CoC and HMIS participation, CHOs are required to designate a Data Quality Officer to serve as the primary contact for all communication regarding the quality of data entered into CoC data systems by the CHO.

Data Quality Officers’ responsibilities include the following:

- Serve as the Dallas and Collin County CoC subject expert matter for the CHO;
- Support CHO users with system navigation and data quality;
- Provide a primary single point of communication between CoC data system administrators and the CHO regarding data quality;
- Ensure all end users receive necessary training in the Dallas and Collin County CoC data system(s) used by the CHO;
- Communicate to the appropriate Data System Lead(s) when end users need to be removed from CoC data systems upon termination of employment from the CHO;
- Maintain quality and accuracy of client data, user data, and CHO project information;
- Ensure Privacy Posting is posted and visible to all clients;
- Monitor and enforce compliance with client confidentiality standards and ethical data collection, entry, and retrieval at the CHO level;
- Communicate project and funding updates and changes to the appropriate data system Lead(s) (including changes to bed/unit inventory); and

---

<sup>1</sup> [HMIS Data and Technical Standard Final Notice](#) (July 2004)



- Review project setup forms and custom report requests with CHO staff members (if being submitted by other staff member) prior to submission.

### HMIS Lead

---

The HMIS Lead is responsible for executing the [Data Quality Monitoring Process](#) and escalating issues of compliance to CoC Leadership according to the [Compliance Monitoring Process](#). Additionally, the HMIS Lead will provide support to data-contributing organizations, which may include supplemental process and report documentation, self-monitoring tools, technical assistance, and training.

### CoC Administrative Partners

---

CoC leadership's administrative scope is defined by funding requirements, federal regulations, and the CoC's governance policies. This is relevant to the DQMP in that only HMIS is directly managed by the designated HMIS Lead. Therefore, it is expected that the HMIS Lead will partner with the administrators and vendors of other CoC Data Systems—especially DV Comparable Databases—to fulfill CoC reporting and service coordination requirements established by HUD and other federal partners. Similarly, it is expected that the CoC Lead will cooperate with administrative partner leadership to ensure policy and procedure consistency across all CoC Data Systems and facilitate coordination between CHOs and CoC administrative partners to maximize CHO participation.

## HMIS Data Types & Conventions

For the purposes of the DQMP, HMIS data elements are grouped into four types. Universal Data Elements (UDEs), Program Specific Data Elements (PSDEs), and Project Data Descriptor Elements (PDDEs), are designations derived from the [HUD Data Dictionary](#). “Administrative” data elements reflect measures of data quality that are derived from data system metadata and calculated performance metrics rather than a discrete field in a database.

### Project Data Descriptor Elements (PDDEs)

---

The Project Descriptor Data Elements (PDDEs) contain basic information about projects in CoC data systems. PDDEs are the ‘building blocks’ of these systems, enabling the following functions:

- Marking project data for inclusion or exclusion for federal reporting;
- Association of client-level records with the various projects in which clients will enroll in across project types;
- Definition of the type of project with which the client is associated the entire time they received housing or services;
- Identification of federal partner programs providing funding to the project; and
- Documentation of bed and unit inventory and other information relevant for federal reporting and strategic planning related to system capacity and utilization.

PDDEs are entered and managed by CoC data system administrators in collaboration with each CHO. They are created at initial project setup within the data system and updated as changes occur to project or funding and are subject to annual review by data system administrators.

HUD requires that the CoC (typically via the data system Lead) collect project descriptor information for all continuum projects within its jurisdiction participating in CoC data systems by collecting and entering client-level HMIS data elements as well as all residential continuum projects, regardless of their participation in CoC data systems. If the databases include client and service data entered by non-continuum projects (e.g., food pantries or other services that might be used by people who are not experiencing homelessness), the continuum must identify them as such using the PDDEs to ensure that data are excluded from required reporting on continuum projects.

The required PDDEs are listed below, though each is comprised of multiple sub-elements of project information. For the full list, see the [HUD Data Dictionary](#).

Element #	Element Name
2.01	Organization Information
2.02	Project Information
2.03	Continuum of Care Information
2.06	Funding Sources
2.07	Bed and Unit Inventory Information

### Universal Data Elements (UDEs)

---

The Universal Data Elements (UDEs) establish the minimum data collection requirements for all CHO projects entering data into CoC data systems, regardless of funding source. The Personally Identifiable Information (PII) and UDEs (3.01 through 3.07) must be collected once per client, regardless of how many project stays that client has in the system. The remaining UDEs (3.08 through 3.917) are to be collected at least once per project stay.

Element #	Element Name
3.01	Name
3.02	Social Security Number
3.03	Date of Birth
3.04	Race
3.05	Ethnicity
3.06	Gender
3.07	Veteran Status
3.08	Disabling Condition
3.10	Project Start Date
3.11	Project Exit Date
3.12	Destination
3.15	Relationship to Head of Household
3.16	Client Location
3.917	Housing Move-in Date
3.20	Living Situation

### Program Specific Data Elements (PSDEs)

---

The Program Specific Data Elements (PSDEs) have been designed by HUD to allow projects that receive funding from any HMIS Federal partners. As such, requirements to collect specific PSDE's vary based on funding source and project type. The [HUD Exchange Federal Partners landing page](#) serves a gateway to the manuals that provide the specific PSDE data collection requirements per program and project type.

PSDEs, as defined by HUD, provide additional information about the characteristics of clients, the services they are provided, and program outcomes. Many of these data elements represent repeated transactions and were designed to collect information that may change over time. The "Common Program Specific Data Elements," which are the PSDEs that are collected across most Federal Partner programs, are presented in the table below.

Element #	Element Name	Collection Point				
		Project Start	Occurrence	Update	Annual Assessment	Project Exit
4.02	Income and Sources	X		X	X	X
4.03	Non-Cash Benefits	X		X	X	X
4.04	Health Insurance	X		X	X	X
4.05	Physical Disability	X		X		X
4.06	Developmental Disability	X		X		X
4.07	Chronic Health	X		X		X
4.08	HIV/AIDS	X		X		X
4.09	Mental Health Problem	X		X		X
4.10	Substance Abuse	X		X		X
4.11	Domestic Violence	X		X		X
4.12	Current Living Situation		X			
4.13	Date of Engagement		X			
4.14	Bed-Night Date		X			
4.19	Coordinated Entry		X			
4.20	Entry Event		X			

### Administrative Data Quality Measures

This document defines “Administrative Data Quality Measures” as metrics derived from other HMIS elements that establish validity or describe the relationship between data captured in the CoC data systems and the overall amount of data available in the community it is charged with collecting.

- **Timeliness** refers to the number of days between when information was effective and when that information was entered into the CoC Data System.
- **Bed/Unit Coverage** refers to the percentage of non-VSP homeless-serving projects’ residential capacity and utilization is captured in HMIS. It is a function of a project’s overall HMIS-participation status. The CoC aims to have this be as close to 100% as possible.
- **Utilization** refers to the occupancy percentage for available units/beds in CoC residential projects. Overly high or low utilization may reflect issues with PDDE data that must be corrected by data system administrators.
- **User Metadata** are captured automatically by CoC Data Systems and are used to understand the patterns of system access and data entry for organizations.

### Missing Data Responses to HMIS Elements

Required HMIS data elements left blank in CoC data systems are considered “missing” for data quality purposes. However, to distinguish between cases where data collection was not attempted or recorded and those where a client declined to provide the information, most required HMIS data elements provide the options “Client doesn’t know,” “Client refused,” and/or “Data not collected” to be recorded in place of a blank value. **Although non-blank, these all have a negative impact on data quality.**

It is not the intention of HUD, Federal Partners, or the Dallas and Collin County CoC that clients be denied assistance if they refuse or are unable to supply the information. However, some information may be required by projects or public or private funders to determine eligibility for housing or services or to assess service needs.

### Usage of “Client Refused” and “Client Doesn’t Know” Responses

---

These options are considered poor data quality but are provided to allow a response to be recorded for elements required to proceed with an assessment when a client is unwilling or unable to provide a response. These are never to be used in place of asking a client for information or in a situation where there was no opportunity to collect information. It is expected that service providers will attempt to collect responses to all required fields and develop rapport with clients to encourage responsiveness.

### Usage of “Data Not Collected” Response

---

CoC data systems may require users to input a non-blank response for required HMIS data elements. In cases where information was not collected or is unknown to the end user entering the data, this response may be used. However, it is expected that this will be a last resort when information cannot be obtained through reference of other records or consulting the client.

### Automatic Exits & Exit Destination Completeness in HMIS

---

Upon agency request and subject to existing policies and procedures, CoC HMIS system administrators may set up projects to automatically exit clients after a set number of days of non-activity. This approach is most often employed to reduce data entry burden and address Exit record timeliness issues for Street Outreach projects and Emergency Shelter projects utilizing a Night-by-Night workflow. However, their use comes with significant trade-offs for data quality: faulty exits may be created if contact/bed night services are not recorded in a timely manner, and all system-generated exits will have missing data for the Exit Destination element. At this time, there is no uniform requirement to utilize either an automated or manual workflow. CoC leadership reserves the right to approve or deny automation requests based on the expected impact to data quality.

## Data Quality Standards

This section defines the data quality standards to which CHOs and CoC Data System administrators are held accountable under the DQMP. The table below the next page shows the minimum benchmarks within each sub-component of the DQMP. In cases where sub-components encompass multiple data elements, the standard applies equally to each element rather than being an average of performance across elements. Sub-sections following this table provide additional information on these sub-components and procedural requirements that go beyond the data quality benchmarks listed.

Data Quality Benchmark Minimums by Project Type	CE (CAS)	HP	ES (E/E)	ES (NbN)	PSH / OPH	RRH	SO <sup>2</sup>	SSO	TH
<b>Project Descriptor Data Elements (PDDEs)</b> (Completeness)	95%	95%	95%	95%	95%	95%	95%	95%	95%
<b>Completeness: Universal Data Elements (UDEs)</b>	90%	90%	80%	80%	95%	95%	80%*	80%	90%
<b>Completeness: Program Specific Data Elements (PSDE)</b>	90%	90%	80%	80%	95%	95%	80%*	80%	90%
<b>Timeliness</b>	95%	95%	95%	95%	95%	95%	95%	95%	95%
<b>Accuracy</b>	95%	95%	95%	95%	95%	95%	95%	95%	95%
<b>Consistency<sup>3</sup></b>	95%	95%	95%	95%	95%	95%	95%	95%	95%
<b>CoC Data System Bed/Unit Coverage: Federally Funded</b>	N/A	N/A	100%	100%	100%	100%	N/A	N/A	100%
<b>CoC Data System Bed/Unit Coverage: Non-Federally Funded</b>	N/A	N/A	85%	85%	85%	85%	N/A	N/A	85%
<b>Bed Utilization</b>	N/A	N/A	65% - 105%	65% - 105%	85% - 105%	85% - 105%	N/A	N/A	65% - 105%

Project Type Key				
CE (CAS)	Coordinated Entry (Coordinated Access System)		RRH	Rapid Re-housing
HP	Homelessness Prevention		SO	Street Outreach
ES (E/E; NbN)	Emergency Shelter (Entry/Exit workflow; Night-by-Night workflow)		SSO	Supportive Services Only
PSH / OPH	Permanent Supportive Housing / Other Permanent Housing		TH	Transitional Housing

<sup>2</sup> For UDE & PSDE Completeness, only considers clients with a Date of Engagement in the period, indicating that the client has agreed to actively participate in case management services. <sup>3</sup> Depending on the element, calculated based on either level of individual administrative events or agency users.

### Standards for Project Descriptor Data Elements (PDDEs)

As CHOs do not enter PDDE information directly, meeting PDDE benchmarks requires active participation in CoC Data System information gathering and monitoring processes. In addition to responding to *ad hoc* requests for information in a timely manner, **CHO's are required to notify the CoC data system leads of any project and funding changes (including updates to bed/unit inventory) by the 5th business day of month immediately following the month the update/change occurs.** Updates and changes to PDDEs in HMIS can be communicated to the CoC HMIS System Administrator by submitting an [Agency Project Profile form](#).

### Standards for Client, Enrollment, & Assessment Data (UDEs & PSDEs)

In its [CoC Data Quality Brief](#), HUD identifies data quality for client, enrollment, and assessment data as having four components: completeness, timeliness, accuracy, and consistency. The tables below provides a brief overview of these components, whereas the following sections address the standards the DQMP applies to CHOs.

Completeness	Timeliness	Accuracy	Consistency
All clients entered	Data are entered soon after collection	Truthfulness from clients	Common interpretation of questions
Complete identifying data entered	Changing data are kept up to date	Accurate data entered by staff	Common interpretation of client answers
Complete characteristics fields entered		Logical discrepancies between data elements entered for the same client are minimized	Common knowledge of what fields are required
All required enrollment, service, assessment, and exit data entered			

### Completeness

HUD's [CoC Data Quality Brief](#) defines data completeness as "The degree to which all required data is known and documented." For the purposes of the DQMP's standards, completeness is measured as the percentage of non-missing values for each non-administrative HMIS data element at each point of data collection.

The Dallas and Collin County CoC encourages all CHOs contributing to its data systems to aspire to 100% collection of all data elements but recognize that this may not be realistic or possible in all cases. To further support continuous data improvement in this area, the CoC has created [minimum percentage requirements](#) for data completeness, which apply equally to each element of the UDE and PSDE data types, respectively.

## Timeliness

**Data timeliness performance cannot be improved through data correction; it can only be improved going forward by implementing more efficient data entry protocols.**

The Dallas and Collin County CoC encourages all CHO's to aspire to 100% of data being entered into CoC Data Systems in a timely manner. However, the CoC recognizes that this may not be realistic or even possible in all cases, and therefore have created the following minimum requirements for data timeliness based on project type:

Project Type	Client Event	Timeliness Standard (time between event occurrence and data entry)
Coordinated Entry	Current Living Situation	Within <b>24 hours</b> of client contact/service
	Entry	Within <b>24 hours</b> of client contact/service
	Exit	Within <b>24 hours</b> of client contact/service
Homelessness Prevention	Entry	Within <b>24 hours</b> of client contact/service
	Exit	Within <b>24 hours</b> of client contact/service
Emergency Shelter (Entry Exit workflow)	Entry	Within <b>72 hours</b> of client contact/service
	Exit	Within <b>72 hours</b> of client contact/service
Emergency Shelter (Night-by-Night workflow)	Current Living Situation	Within <b>72 hours</b> of client contact/service
	Entry	Within <b>72 hours</b> of client contact/service
	Exit	Within <b>72 hours</b> of client contact/service <sup>4</sup>
Permanent Supportive	Entry	Within <b>24 hours</b> of client contact/service
	Move-in	Within <b>24 hours</b> of client contact/service
	Exit	Within <b>24 hours</b> of client contact/service
Rapid Re-housing	Entry	Within <b>24 hours</b> of client contact/service
	Move-in	Within <b>24 hours</b> of client contact/service
	Exit	Within <b>24 hours</b> of client contact/service
Street Outreach	Entry	Within <b>72 hours</b> of client contact/service
	Current Living Situation	Within <b>72 hours</b> of client contact/service
	Exit (completed or terminated program)	Within <b>72 hours</b> of client contact/service
	No-Contact Exits	After 90-days of no contact, project exit needs to be recorded by the end of the 93 <sup>rd</sup> day of no-contact.
Supportive Services Only	Entry	Within <b>24 hours</b> of client contact/service
	Exit	Within <b>24 hours</b> of client contact/service
Transitional Housing	Entry	Within <b>24 hours</b> of client contact/service
	Exit	Within <b>24 hours</b> of client contact/service

<sup>4</sup> Users should back-date to the date of last shelter night stay, NOT the date the client did not return.



## Accuracy

Data quality measures of accuracy consider the degree to which the information present in CoC Data Systems reflect the actual situations of clients. Data accuracy is not easy to manage or monitor, requiring reference to sources of documentation external to CoC Data Systems as well as regular auditing of responses in the data systems for internal logical congruence.

### *External Record Standard*

To ensure accurate reporting of events, CoC leadership will cross-reference CoC Data System data against internal agency documentation as part of the annual HMIS monitoring process. The goal is that 100% of client external agency records match the client's information entered into the CoC Data Systems, but a minimum of 95% is acceptable.

### *Data System Correction Standard*

Due to the complexity of data accuracy, specific standards have not been developed. Some amount of data incongruity may be unavoidable; however, CHO's should strive to minimize data incongruity that occurs. It is expected that CHOs will respond to requests to correct internal Data System accuracy errors within the timeframe parameters of the request. It is expected that accuracy corrections may be included as part of the quarterly [Data Quality Monitoring process](#).

The table below lists known accuracy issues that may be included in cleanup requests:

Accuracy Measure	Data Element(s) Involved [ # Name ]	Accuracy Test
Date of Birth <> Project Start Date	3.03 Date of Birth	3.03 is not the same date as 3.10 for Heads of Household (HoH)
	3.10 Project Start Date	
Head of Household Count <> 1	3.15 Relationship to Head of Household	No HoH is an error; multiple HoHs is an error
Prior Living Situation Dependencies are Congruent	3.917 Prior Living Situation + dependencies	<u>Ex:</u> When client Prior Living Situation is homeless AND episode count = 1, months homeless should reflect time between Approximate Date Homelessness Started and collection point date.
Disabling Condition Y/N Congruent with Barriers	3.08 Disabling Condition	If Yes to 3.08, then Yes to at least one 4.##
	Barriers (3.05 – 3.10)	If No to 3.08, then No to ALL 4.##

Accuracy Measure	Data Element(s) Involved [ # Name ]	Accuracy Test
Monthly Income Y/N Congruent with Sources	4.02 Income	If Yes to 4.02, then Yes to at least one <i>Source</i> .
	Sources	If a <i>Source</i> is Yes, then 4.02 must be Yes.
Non-Cash Benefits Y/N congruent with Sources	4.03 Non-Cash Benefits	If Yes to 4.02, then Yes to at least one <i>Source</i> .
	Sources	If a <i>Source</i> is Yes, then 4.02 must be Yes.
Health Insurance Y/N congruent with Types	4.04 Health Insurance	If Yes to 4.04, then Yes to at least one <i>Type</i> ..
	Types	If a <i>Type</i> is Yes, then 4.04 must be Yes.
Veterans are not minors	3.03 Date of Birth	3.07 is not Yes for clients under 18 3.03 Date of Birth years of age
	3.07 Veteran Status	
Served client population consistent with project funding	2.06 Funding Sources	<b>Specific to a Project – examples include:</b> <ul style="list-style-type: none"> <li>• RHY funding expects Youth clients.</li> <li>• SSVF and VASH usually expect Veteran households</li> </ul>
	Clients served	
Project inventory dedications consistent with project type	2.02 Project Information	<u>Ex:</u> Chronic dedications are not expected for non-PSH project types
	2.07 Bed and Unit Inventory Information	
Project inventory dedications consistent with project funding	2.06 Funding Sources	<b>Specific to a Project – examples include:</b> <ul style="list-style-type: none"> <li>• RHY funding expects Youth-dedicated beds.</li> <li>• SSVF and VASH usually expect Veteran-dedicated beds.</li> </ul>
	2.07 Bed and Unit Inventory Information	
Housing Move-in Date is within Entry/Exit period	3.10 Project Start Date	Ensure 3.20 is $\geq$ 3.10 and that 3.20 is $\leq$ 3.11
	3.11 Project Exit Date	
	3.20 Housing Move-in Date	

## Consistency

---

Data consistency means that data is understood, collected, and entered in the same way across all projects in CoC Data Systems. The CoC Lead will work with CoC Administrative Partners to ensure congruence across data systems, while CHO's are expected to meet the following standards by through their user management practices.

### *Initial User Training Standard*

All CHO's data-contributing staff must complete an initial training prescribed by the CoC & HMIS Leads before being granted access to any of the CoC Data Systems. It is expected that this training will be completed within 10 business days of assignment. CHO performance will be calculated based on the percentage of new users that meet this benchmark.

### *Annual User Training Standard*

For HMIS users, the CoC has established minimum annual HMIS training requirements. At annual reviews, CHO performance will be scored based on the percentage of end users that completed their requirements in the period.

### *User Activity Standard*

End users must log into each CoC Data System to which they have access at least once in a 60-day period to maintain active user status. After 60-days of no use, the user account will be made inactive by the data system administrator. On at least an annual basis, the CoC & HMIS Leads will conduct an audit to identify the percentage of CHO staff that are inactive due to non-use in the audit range, which will act as the CHO's performance score for this standard.

### *User Employment Standard*

The Data Quality Officer is required to inform CoC Data System Leads when any of their CHO's user accounts need to be disabled because the user is no longer employed by the agency. This should be done through a [Service Request](#), and DQOs are encouraged to submit these in advance of the required change if possible. It is expected that access removal requests will be submitted prior to the close of business on the user's last day of employment. Performance will be calculated by dividing the number of on-time requests by the total number of required removals (including any users for which no request was submitted but were identified as requiring it in the course of a user activity audit). This performance will be reviewed by the HMIS Lead at least once per year.

## CoC Data System Bed/Unit Coverage

---

Bed coverage is the number of homelessness services program beds in the CoC's geographic area that contribute data to the CoC Data Systems. The following project types are considered for this measure:

- Emergency Shelter (ES)
- Transitional Housing (TH)
- Rapid Re-Housing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH)<sup>5</sup>

---

<sup>5</sup> Includes "Housing without Services" and "Supportive Housing without Services" designations

As a lack of bed coverage limits the CoC's ability to evaluate its clients needs and project performance in addition to reducing the overall comprehensibility of its Data Systems, ensuring that bed coverage is as close to 100% is a high priority for CoC leadership. CoC leadership will focus on projects types in the CoC that have less than 85% bed coverage for improvement efforts.

### Bed Utilization

---

Utilization applies to residential (shelter and housing) projects and is measured as the percentage of project inventory that is being used to shelter/house a client in a given period. This measure not only serves to identify issues with client access to resources or bottlenecks in referral processes but also can serve as an indication of inaccurate or incomplete inventory or enrollment data.

The CoC acknowledges that the factors impacting utilization differ between project types and has set benchmarks accordingly. Emergency Shelter & Transitional Housing projects are to maintain bed utilization between 65% - 105%. Permanent housing projects are to maintain bed utilization between 85% - 105%.

Situations where a change in inventory records is necessary are defined by HUD in the [Data Standards Manual](#). Refer to the [PDDE Data Quality Standards](#) for the requirements for reporting inventory changes.

## Data Quality Monitoring Processes

Routine data quality monitoring at the CoC, CHO, project, and user level will be conducted by the CoC HMIS Lead (in collaboration with Administrative Partners for non-HMIS systems) to ensure the CoC and all its constituent data-contributing CHOs meet the data quality goals defined in this DQMP. In response to findings from monitoring, the CoC HMIS Lead will request corrections and provide support to improve the quality of data at the point of entry into the CoC Data Systems.

### Project Data Descriptor Elements (PDDEs) Monitoring

---

Data System Administrators rely on CHO leadership to provide complete and accurate project setup, funding, and inventory data to ensure high data quality in this category. **On at least a semi-annual schedule, the following process will be scheduled and facilitated by Data System Leads to gather missing information and confirm that existing data remains accurate:**

- 1) The **Data System Lead** will send a copy of the *PDDE Errors* report to the Data Quality Officer and request that existing PDDE data be reviewed and verified using available Data System reports.
- 2) Within 15 days of receiving this request, the **CHO Data Quality Officer** is responsible for completing the following:
  - a. Responding to the Data System Lead with the necessary information to complete missing PDDE fields.
  - b. Running available Data System reports and responding to the Data System Lead to confirm that current data in the following categories is accurate and providing updated information when it is not accurate:
    - Project Setup
    - Geography
    - Funding
    - Bed/Unit Inventory

### Completeness & Accuracy Monitoring

---

Client, Enrollment, & Assessment Data include both the [UDEs](#) and [PSDEs](#). For these elements, completeness and accuracy are closely related when working within a single Data System. Consequently, a single monitoring process will be used to address both categories of data quality for these elements:

- 1) The **Data System Lead** will send a copy of the *DQ Completeness & Accuracy Report* to the Data Quality Officer at the pre-scheduled interval in a correction request email.
- 2) Within 15 days of receiving this request, the **CHO Data Quality Officer** is responsible for completing the following:
  - a. Coordinating data corrections to resolve the issues identified in the *DQ Completeness & Accuracy Report*.
  - b. Notifying the Data System Lead that the requested corrections have been made.

Monitoring in this category will be cumulative in a given year and will follow a quarterly schedule (see table below). However, Data System Leads reserve the right to reduce frequency of monitoring's for any project that consistently meets or exceeds data quality benchmarks.

Quarter	Effective Period of Data Under Review	Target Date for Data System Leads to Send Monitoring Reports to CHO DQ Officers <sup>6</sup>	Target Deadline for DQOs to Certify that Requested Corrections Have Been Completed <sup>7</sup>
Q1	January - March	April 15 <sup>th</sup>	April 30 <sup>th</sup>
Q2	January - June	July 15 <sup>th</sup>	July 30 <sup>th</sup>
Q3	January - September	October 15 <sup>th</sup>	October 30 <sup>th</sup>
Q4	January - December	January 15 <sup>th</sup> (next year)	January 30 <sup>th</sup> (next year)

### Timeliness Monitoring

Data System Leads will monitor CHOs timeliness data quality on a quarterly basis according to the following process:

- 1) The **Data System Lead** will send a copy(ies) of the *Timeliness Performance* report(s) to the Data Quality Officer. These will report each project's percentage scores for the relevant elements in the quarter.
- 2) Within 15 days of receiving this request, the **CHO Data Quality Officer** is responsible completing the following:
  - a. Reviewing the report(s)
  - b. If this is the 2<sup>nd</sup> occurrence in any 12-month period that a project falls below the Timeliness benchmark, an informal plan for improvement will be submitted in writing to the Data System Lead.

### Consistency Monitoring

Consistency monitoring is closely linked to end user training and management by CHOs. To support CHOs in meeting annual data quality requirements in this category, the following process will be executed on a quarterly basis:

- 1) The **Data System Lead** will send a copy(ies) of the *User Management* report(s) to the Data Quality Officer that list current end users by activity status for the CHO.
- 3) Within 15 days of receiving this request, the **CHO Data Quality Officer** is responsible for the following:
  - a. Identifying for the Data System Lead any active end users that should no longer have access to the Data System under the CHO.
  - b. Coordinating inactive users that still require access to request reactivation and complete prerequisite trainings, if applicable.

### System-Wide Monitoring

#### Bed Coverage

Ensuring that a CoC's Data System coverage reaches and is maintained at 100% requires that CHOs communicate when new projects become available to serve clients at-risk of or experiencing

<sup>6</sup> If the date does not fall on a business day, the date of the next business day is substituted.

<sup>7</sup> See above.

homelessness to the CoC Lead. Additionally, the CoC Lead must encourage non-participating organizations to begin contributing to the CoC Data Systems and ensure all organizations required to participate are in compliance.

The CoC Lead will work the strategies below with the goal of increasing the CoC's Homeless Bed Coverage and Homeless

- Provide a streamlined, simple process for new CHO's and/or projects to communicate to the CoC about new projects operating within the community.
- Work with state and local funders to understand the importance of Dallas and Collin County CoC data systems and encourage all funders to require the use of HMIS, CMIS, and/or DMIS for grantees.

### Bed Utilization

---

On a quarterly basis, the Lead for HMIS will run The One Data Quality Report (TODQ) to monitor Bed Utilization for homeless projects in HMIS. The HMIS Lead will send these reports to the CHO's Data Quality Officer.

CHO's with projects utilization under 65% for ES and under 85% for RRH and PSH or over 105% will be contacted by the HMIS Lead for more information to verify that this utilization is accurate for the time period. If the utilization is not correct, the CHO will have 15 days to correct the data, ensuring that all clients who were served in the time period are entered into the project (remediating under-utilization) and that all clients who were exited in the time period are exited from the project (remediating over-utilization).

For persistent bed utilization data issues, projects may be contacted by the CoC Lead to discuss the implementation of a Data Quality Improvement Plan (DQIP).

## DQMP Compliance Management Process

CoC leadership will work to ensure CHO's have access to all the support and tools they need to achieve a high level of data quality across the CoC Data Systems.

### CoC Leadership Incentives

---

#### Encouragements

---

- The Dallas and Collin County CoC Board will make data quality a meeting agenda item at quarterly CoC Board meetings and will acknowledge CHO's meeting a high level of data quality in the meeting minutes which will be posted on the Housing Forward's website.
- The Dallas and Collin County CoC Lead will acknowledge the work of CHO's meeting a high level of data quality every quarter during the CoC General Membership Meeting, via the Housing Forward website and/or other public communications.
- The Dallas and Collin CoC County will use data quality to determine eligibility for funding to include, but not limited to, future RFP's, Flex Fund, and NOFO. To be eligible for CoC dollars, projects will need to maintain a baseline threshold data quality requirement and will be awarded additional points for going above and beyond the baseline. Guidance on specifics of this process will be released each year with the local CoC NOFO competition process.
- The Dallas and Collin County CoC will work with state and local funders (ESG, HCC, SSVF, HOPWA etc.) to also use data quality metrics when making funding allocation decisions to CHO's / projects. The Dallas and Collin County CoC will encourage state and local funders to use the same process the CoC uses during the annual rank and review process for CoC dollars.
- The Dallas and Collin County CoC will work with CHO's who do not currently use HMIS, CMIS, or DMIS and talk through the reasons why they do not use the CoC's data systems. Depending on the reasons, the CoC will work with the CHO's to make HMIS, CMIS, or DMIS a realistic option.

#### Enforcements

---

CHO's with a project in a CoC Data System with data quality improvement opportunities are permitted a maximum of 15 calendar-days to correct their data or processes to the satisfaction of the Data System Lead.

In cases where a CHO struggles to meet these requirements, the Data System Leads may offer additional support and/or training to the participating CHO until such a time as the CHO effectively demonstrates an ability to meet with minimum data entry standards. If this does not resolve performance issues or the CHO refuses to cooperate with the Data System Lead on a shared informal improvement plan, the Data System Lead may escalate the issue to the CoC Lead, which will determine the appropriate course of action.



### Data Quality Improvement Plan Process

---

A Data Quality Improvement Plan (DQIP) is a detailed work plan intended to support and enhance an organization's data quality in a specific area.

A DQIP is a collaborative effort between the CHO and CoC Lead, with the CoC Lead providing support to the CHO with appropriate resources and training to ensure the goals and objectives in the DQIP are successfully achieved.

### Initiation

---

A DQIP may be advised by the CoC Lead at a quarterly, or annual monitoring shows one or more ongoing improvement opportunities related to data quality within a given CHO (i.e., ongoing is defined as the improvement opportunity lasting longer than a specific period of time as defined by CoC Lead without resolution).

### Evaluation

---

Dependent upon DQIP evaluation results, the appropriate process from the options below will take place:

1. CHO's that meet required minimum standards will have their DQIP concluded by the CoC Lead and will return to the regular monitoring and oversight process.
2. CHO's that do not meet data quality standards by the end of their DQIP period, but have shown improvement, may have their DQIP extended to facilitate and ensure continued improvement.
3. CHO's that do not meet data quality standards by the end of their DQIP period and have not shown improvement or active engagement in their DQIP will be reported to the HMIS Workgroup for further review of the situation. The CoC Lead will engage the CHO regarding next steps.

CHO's that continue to demonstrate a consistent inability to meet minimum data quality standards and/or a lack of engagement may have their HMIS, CMIS, and/or DMIS access suspended at the discretion of the CoC Lead and the HMIS Workgroup to preserve the integrity of HMIS and ensure that other CHO's do not suffer due to poor data quality from another CHO.

Suspension will be a last resort and will not occur without all other options being considered nor without extensive communication between the CoC Lead, HMIS Workgroup, and the CHO.

### [DOMP Progress Monitoring](#)

---

CoC and Data System Leads are charged with monitoring the CoC's progress toward meeting data quality improvement goals. The following sections detail tools and processes that will be employed by leadership to accomplish this task.

### [New Project Monitoring](#)

---

In addition to routine monitoring, newly participating projects are monitored for data quality within 90 days of receiving access to a CoC Data System. The Data System Leads will run data quality reports to ensure data entry is running smoothly and to find any fundamental issues with project set-up or data entry processes that are negatively impacting data quality to address them quickly. New project monitoring results will be addressed directly with the CHO, with Data System Leads providing support or escalating to CoC Leadership as necessary.

### [Data System Monitoring Dashboard](#)

---

CoC leadership will develop a system-wide monitoring dashboard for data quality. CoC leadership will use the tool to identify performance improvement opportunities, data quality trends, and signs of best practices at the project, organization, and system level. A version of this dashboard will be made available to CHOs for self-monitoring.

## CHO Self-Monitoring Tools

CHOs are encouraged to self-monitor their data quality performance using reports available in the CoC Data Systems. This section details resources that are currently available for self-monitoring. Housing Forward will continue to add to the library of reports for self-monitoring. Please see the [Housing Forward Resource Library](#) for a full reference of available tools and supporting documentation.

### HUD Data Quality Report

---

Housing Forward recommends that CHOs run the HUD Data Quality Report to self-monitor **completeness** data quality for the [HMIS Universal Data Elements \(UDEs\)](#). Additionally, this report can be used to verify that enrollment data is up to date by comparing overall client counts against other data sources.

Documentation for running and interpreting this report can be found [here](#) in the [Housing Forward Resource Library](#), and technical specifications can be found within the [HUD Standard Reporting Terminology Glossary](#).

### APR & CAPER Reports

---

Housing Forward recommends that CHOs run the HUD Data Quality Report to self-monitor **completeness** data quality for the [Program Specific Data Elements \(PSDEs\)](#). The APR & CAPER reports also provide more detail for **accuracy verification** and **Entry/Exit timeliness monitoring** than the HUD Data Quality Report, including demographic breakouts, client resources and barriers, and program-specific performance measures (e.g., number of outreach contacts prior to engagement; days from enrollment to housing move-in).

Housing Forward provide [usage instructions](#) and a [reference guide](#) for these reports in the [Housing Forward Resource Library](#).

### ClientTrack “Canned” Client Reports

---

ClientTrack provides a standard set of “canned” reports that can be used for data quality self-monitoring. These typically allow the user to select a series of parameters on a report setup page, may be run immediately or scheduled, and are [easily exportable](#) after running.

The following reports are available under the *Client Reports* menu item on the Reports tab of ClientTrack:

- **Client Demographics** shows the counts for all response options for each demographic field. This can be used to quickly identify the number of missing values for Date of Birth, Ethnicity, Gender, and Race and to verify client counts in these categories.
- **Duplicated Clients** identifies cases where it’s possible the same client has multiple records. Do NOT delete duplicate records. Instead, please [submit a Service Request](#) to get these records merged.

### ClientTrack Custom Data Quality Reports

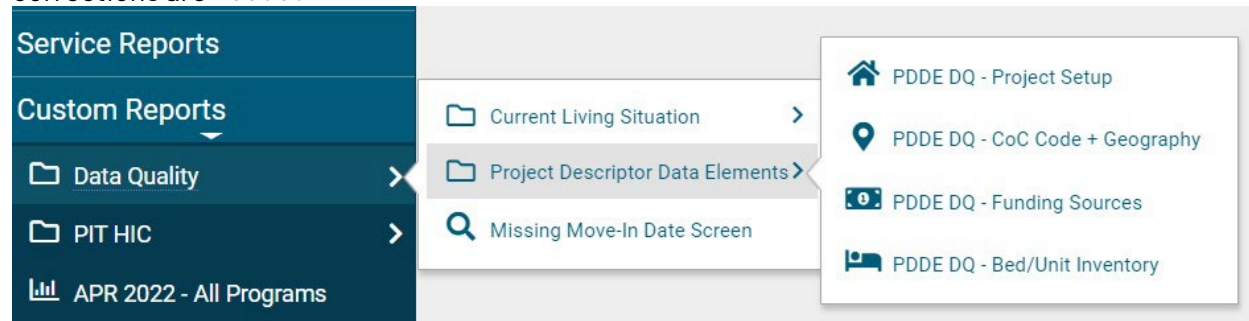
---

The Housing Forward team has developed custom reports to support CHO’s in monitoring their data quality. When logged in under [HMIS: HMIS Programs](#), users can access these reports by navigating to the Reports page and using the menu to navigate to *Custom Reports > Data Quality*.

### Project Descriptor Data Elements (PDDEs) Data Quality Reports

There are four custom reports available for CHOs to identify incomplete and inaccurate information related to their projects in HMIS. It is recommended that these be run in the order they are listed to ensure that “upstream” issues are resolved prior to moving on to dependent data elements.

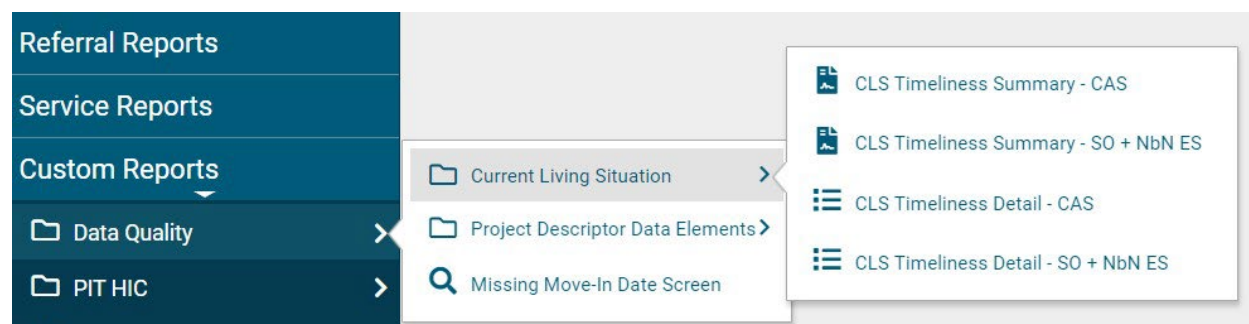
As a reminder, CHOs cannot directly edit their project’s PDDE data in HMIS and should [submit a Service Request](#) to report information to the HMIS system administrators when updates or corrections are needed.



- **PDDE DQ – Project Setup** concerns core project characteristics such as project type, operation dates, and CoC and HMIS participation status.
- **PDDE DQ – CoC Code + Geography** identifies missing information that impacts whether and how the project is included in federal reporting. A missing CoC code or Geocode can cause projects to be entirely excluded from other reports.
- **PDDE DQ – Funding Sources** returns all *active* funding sources associated with a project. Keeping these up to date is critical for helping the system anticipate data entry and reporting requirements.
- **PDDE DQ – Bed/Unit Inventory** returns all *active* inventory records. Keeping these up to data is critical for projecting system capacity and accurately reporting utilization.

### Current Living Situation (CLS) Timeliness Reports

Housing Forward has created custom reports to monitor Current Living Situation (CLS) record **timeliness**. “Summary” versions of these reports provide a percentage score for how many of the CLS records met the timeliness benchmark of 72 hours. “Detail” versions show each CLS completed and identify whether which records failed the benchmark.



**As a reminder, timeliness cannot be corrected retroactively, only improved going forward.**

The reports are applied to two cases where CLS records are entered:

- For Street Outreach and Night-by-Night Emergency Shelters, the reports check CLS records based on their association with an enrollment. Monitoring staff should log in as the organization for which they want to see CLS records before running the report.
- Only clients that were enrolled in CAS at some point during the selected reporting period are included in the CAS CLS reports. In this case, the reports check CLS records created by the users "owned by" an organization. Monitoring staff should log in as the organization that "owns" the users they are trying to monitor rather than the enrolling organization (in cases where they differ). If expected users do not appear in the report, it may be because they are associated with another organization.

## Appendix A: Data Quality Improvement Plan

### DATA QUALITY IMPROVEMENT PLAN

**CHO:** [NAME]

**Project Information:** [NAME, PROGRAM TYPE, POPULATION SERVED]

**Reporting Period:** [MONTH, YEAR to MONTH, YEAR]

The purpose of this plan is to improve data quality in an effort to: improve outcomes for individuals and families served, strengthen the delivery of effective services, support the CoC in making data informed decisions that affect funding and services, and establish ongoing self-monitoring and continuous data quality improvement at the CHO and project level.

Standard Needing Improvement	Benchmark Minimum	Project Rating As Of (MM/YY)	Project Rating As Of (MM/YY)	Project Rating As Of (MM/YY)	Project Rating As Of (MM/YY)

**Communication Plan:** Please share effective initiatives, program highlights, and challenges around goal attainment each month.

Goals, Strategies, & Activities	Anticipated Outcomes and Time

**Evaluation Plan:**

**Acknowledgement and Acceptance of Data Quality Improvement  
Plan**

\_\_\_\_\_

CHO Executive Director

\_\_\_\_\_

Date

\_\_\_\_\_

CHO Data Quality Officer

\_\_\_\_\_

Date

\_\_\_\_\_

CoC Lead Representative

\_\_\_\_\_

Date