



DQO OFFICE HOURS

April 2026

Solving Homelessness Together • Dallas & Collin Counties

MEET YOUR HMIS TEAM



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TODAY'S AGENDA

01 Announcements

02 Data Quality Issues

Annual Assessments and Timeliness

03 Data Quality Management Plan

04 Office Hours Reminders

Weekly · Monthly · Quarterly

01

ANNOUNCEMENTS

ANNOUNCEMENTS

New Data Quality Submission Approval Process

- All submissions will be reviewed as they are received for accuracy and completeness
- If there is an error, you will receive a message asking you to resubmit
- You do NOT need to redo the whole form; your original submission confirmation email now includes an “Edit Submission” button

NEED TO KNOW

Due date for submissions: April 30, 2026

No late submissions will be accepted

ANNOUNCEMENTS

New User Requests

- We have shifted the responsibility for new user requests to Data Quality Officers in order to better align with the different roles for DQOs and Security Officers.
- When listing the programs the user will be entering data for, please use the program names as listed in ClientTrack.
 - This helps us to assign the correct supplemental training materials to the user.
- According to the Data Quality Management Plan, users have **two weeks** to complete training; if they have not completed training in this time, they will be unenrolled.

NEED TO KNOW

- Use specific program names in the new user request form
- Monitor new users to ensure training is being completed in a timely manner

02

DATA QUALITY ISSUES

Annual Assessments and Timeliness

DATA QUALITY ISSUE: Annual Assessments

1

In 2025, there were over 2500 missing annual assessments systemwide

2

What obstacles are you and your end users facing when it comes to completing annual assessments?

3

How can we support your efforts to improve annual assessment completion?

Resources: Annual Assessment Tool [Cheat Sheet & Video](#)

DATA QUALITY ISSUE: Timeliness

1

In 2025, systemwide timeliness averages were:

- **Entry: 25.7 days**
- **Exit: 13.61 days**
- **Overall: 19.66 days**

2

Benchmarks by Project Type for Timeliness:

CE: 24hrs	HP: 24hrs
ES: 72hrs	PSH: 24hrs
SO: 72hrs	RRH: 24hrs
SSO: 24hrs	TH: 24hrs

3

What obstacles are you and your end users facing when it comes to meeting these timeliness benchmarks?

How can we support you?

03

DEEP DIVE

Data Quality Management Plan

DATA QUALITY MANAGEMENT PLAN

- What is a DQMP?
- The process is changing to reflect how we currently do things, but the standards are not
- Please review the proposed document in the follow-up email

OFFICE HOURS

WEEKLY

All HMIS End-Users

General Technical Assistance

Every Friday
10:30am – 11:30am

[Click here to join.](#)

MONTHLY

All HMIS End-Users

Specific HMIS Reinforcement

4th Thursday
1:00pm – 2:30pm

[Click here to join.](#)

QUARTERLY

HMIS Data Quality Officers

Technical Assistance for DQO Duties

2nd Tuesday following
End of Quarter
10:00am – 11:30am

[Click here to join.](#)

Questions? Feedback?

Thank you for joining DQO Office Hours!

Submit a help desk ticket: help@housingforward.on.spiceworks.com

Next Office Hours: July 14, 2026 at 1:00pm ([link](#))

Resources: [HMIS Documents](#)

