



# DQO OFFICE HOURS

---

*April 2026*

Solving Homelessness Together • Dallas & Collin Counties

# MEET YOUR HMIS TEAM



**Freda M. Nelms**

Director  
Data Mgmt & Reporting



**Eryca Peters**

HMIS Manager



**Phil Force**

HMIS Administrator



**Lisa Heise**

HMIS Administrator



**Emmett Altzman**

HMIS Administrator of  
Data Quality

# 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:

<b>CE:</b> 24hrs	<b>HP:</b> 24hrs
<b>ES:</b> 72hrs	<b>PSH:</b> 24hrs
<b>SO:</b> 72hrs	<b>RRH:</b> 24hrs
<b>SSO:</b> 24hrs	<b>TH:</b> 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](mailto:help@housingforward.on.spiceworks.com)

**Next Office Hours:** May 23, 2026 at 1:00pm ([link](#))

**Resources:** [HMIS Documents](#)

