



## TCHC CoC HMIS Data Quality Standards

TCHC CoC HMIS System “ETO” | [tchc.etosoftware.com](http://tchc.etosoftware.com)

### Data Quality Standards for TCHC CoC HMIS “ETO” System Participating Agencies

The TCHC Continuum of Care Homeless Management Information System “ETO” is a data collection tool used by homeless service providers to capture information about the clients they serve and subsequently report on these clients. Reporting in the TCHC CoC HMIS is only as good as the information collected. To that end, the TCHC CoC HMIS has developed a strategy to ensure data quality and accuracy. The goal of TCHC CoC HMIS is to ensure that on a monthly basis, **less than 2%** of the required data elements show a “missing” or “null” value. This ongoing data quality task will at times be tedious and burdensome, however, the end result of “clean data” will greatly impact not only the homeless service provider’s reporting capabilities but also those reporting requirements of TCHC in procuring more funding for the homeless population.

The following policies and procedures regarding TCHC CoC HMIS data quality standards will outline the data fields in question and the steps TCHC will take to ensure data quality.

#### 1. Required Data Fields for Data Quality

##### a. Universal Data Elements

The following list of HUD-mandated Universal Data Elements are required for all homeless clients for the purposes of obtaining an unduplicated homeless count, basic demographic characteristics of the homeless population in the CoC and patterns of use and services. These elements are also requirements for the HUD annual AHAR and PIT reports.

- |                           |  |
|---------------------------|--|
| 1. Name                   | 9. Residence Prior to Program Entry      |
| 2. Social Security Number | 10. Zip Code of Last Permanent Address   |
| 3. Date of Birth          | 11. Housing Status                       |
| 4. Ethnicity              | 12. Program Entry Date                   |
| 5. Race                   | 13. Program Exit Date                    |
| 6. Gender                 | 14. Unique Person Identification Number* |
| 7. Veteran Status         | 15. Program Identification Number*       |
| 8. Disabling Condition    | 16. Household Identification Number*     |

\* ETO System Generated

### **b. Program Specific Data Elements**

The following list of Program Specific Data Elements are required for all McKinney-Vento Act funded programs (SHP, S+C, ESG, HPRP) for the purposes of reporting on the Annual Progress Report (APR) or other similar reports.

- |                             |  |
|-----------------------------|--|
| 1. Income and Sources       | 13. Date of Contact  |
| 2. Non-Cash Benefits        | 14. Date of Engagement                                     |
| 3. Physical Disability      | 15. Financial Assistance Provided                          |
| 4. Developmental Disability | 16. Housing Relocation and Stabilization Services Provided |
| 5. Chronic Health Condition | 17. Employment   |
| 6. HIV/AIDS                 | 18. Education  |
| 7. Mental Health            | 19. General Health Status                                  |
| 8. Substance Abuse          | 20. Pregnancy Status                                       |
| 9. Domestic Violence        | 21. Veteran's Information                                  |
| 10. Services Received       | 22. Children's Education                                   |
| 11. Destination             |  |
| 12. Reasons for Leaving     |  |

### **c. Data Fields to be included in Data Quality Reports**

The following list of data fields will be "tested" for compliance with TCHC's goal of 2% or less "null" and "missing" data fields.

- |                            |  |
|----------------------------|--|
| 1. Date of Birth           | 9. Residence Prior to Program Entry      |
| 2. Gender                  | 10. Length of Stay at Prior Residence    |
| 3. Ethnicity               | 11. Zip Code of Last Permanent Residence |
| 4. Race                    | 12. Entry Date                           |
| 5. Housing Status          | 13. Exit Date (when applicable)          |
| 6. Chronic Homeless Status | 14. Income & Sources (cash & non-cash)   |
| 7. Veterans Status         |  |
| 8. Disabling Condition     |  |

### **d. Data Fields to be included when triggered by previous response**

Certain Program Specific Data Elements become applicable or are triggered by responses to the Universal Data Elements. Although not required for all programs, it is TCHC's hope to expand the knowledge of homeless Veterans and homeless clients with Disabilities. Therefore, when affirmative answers are given to these Universal Data Elements, TCHC will "test" the following

fields for responses. TCHC's goal is to have responses to these categories at **5% or less** "null" or "missing" data fields when applicable.

1. Physical Disability
2. Developmental Disability
3. HIV/AIDS
4. Mental Health
5. Substance Abuse
6. Veteran's Information

TCHC understands and respects that not all data elements can be collected for all clients either at intake or follow-up due to certain circumstances. However it is our hope that every Agency will make its best effort to obtain as complete information as possible.

## **2. Procedures for Data Quality Control**

### **a. Monthly Reports**

- The TCHC CoC HMIS System Administrators will develop and run data quality reports on a monthly basis for all programs which enter data into the TCHC CoC HMIS ETO System used, to assure that users are utilizing the system to its capacity.
- These Data Quality Reports will consist of a list of each client in each program for the Agency and the missing data fields for that client.
- The Data Quality Reports will then be delivered to Agency Site Administrators for review and to Agency Executive Directors on a Quarterly Basis.
- Agency Administrators and Executive Directors will be responsible for ensuring that "null" and "missing" data is completed to the best of their ability. This may require further follow-up with intake staff or case managers.

### **b. User Reports**

- At the discretion of TCHC, the Agency Site Administrator, or the Executive Director, data quality reports may be run in which the User ID will be associated with the client record and/or field in which data quality issues occur. This report will be used to monitor patterns of incomplete data entry on an ongoing basis that has not been resolved from the Monthly Reports.
- At the discretion of TCHC, if the User Reports continually reflect incomplete or inaccurate data entry by the same user, TCHC will inform Agency Management, and as necessary take actions such as to make inactive said user's account and require the user to attend additional trainings.

- Inactivated user accounts will not be made active again until said user has satisfied TCHC's additional training requirement.
- If an Agency has a User Account de-activated due to poor data quality, the Agency can not request an additional user account from TCHC until the above requirements have been satisfied.

**c. Quarterly Reports**

- On a quarterly basis, TCHC will distribute, Continuum-wide, reports reflecting each TCHC CoC HMIS Participating Agency, the percentage per field of missing data, the overall Agency percentage of missing data, and the percentage change in missing data from quarter to quarter and year to date.
- It is TCHC's hope that by making public this information throughout the Continuum, recognition for a job well done, scrutiny amongst peers for under performing Agencies, and some friendly competition will allow the TCHC CoC HMIS to not only reach but exceed it's goals of better data quality and facilitate the system changes that must occur to end the cycle of homelessness in the CoC.

**3. TCHC CoC HMIS Oversight**

**a. TCHC HMIS Committee**

- The TCHC HMIS Committee will conduct meetings at least quarterly to review data quality on an ongoing basis and make recommendations on where we are, where we want to be, and how do we get there. The Committee will also review these policies and procedures and make recommendations as to what is working and what is not.
- The TCHC HMIS Committee will name a Data Quality Sub-Committee made up of Participating Agency staff and/or Site Administrators who will also be responsible for demonstrating to their peers the importance of having good data in the TCHC CoC HMIS and the effects that the data has on reporting, funding, and systems changes.