



Massachusetts Balance of State
Continuum of Care

Data Quality Management Plan

Optimizing the
Comprehensiveness and
Reliability of MA-516's Data

HMIS Lead

Updated 3/24/2021

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Introduction

The Balance of State CoC (CoC) and the HMIS Lead have created this Data Quality Management Plan (DQMP) to provide all stakeholders actionable, measurable steps to maintain data quality within their Homeless Management Information System (HMIS).

Maintaining high quality data not only facilitates accurate reporting to funders, but it also provides a picture of overall homelessness in our CoC and can be analyzed to determine the most effective ways of achieving positive housing outcomes. Additionally, the data about clients that we collect in HMIS speaks to their eligibility for various programs and services. Inaccurate data can impact the help they receive.

Our data tells the story of
the clients we serve and
the ways in which we serve
them.

This document explains what data quality is, how it is achieved, and how it will be monitored, encouraged, and enforced. It also covers the roles and responsibilities of all stakeholders in maintaining data quality, and it details the tools and support available to help you ensure high data quality in your organization.

Background

The U.S. Department of Housing and Urban Development (HUD) published a CoC Data Quality Brief in May of 2017 (US Department of Housing and Urban Development, 2017), outlining their strategy for ensuring that communities are able to collect complete and accurate data about homelessness for individuals and families, the collection of which is essential to understanding project impacts and overall system performance. This was in conjunction with HUD's release of a Data Quality Framework, a mandatory HMIS report that informs all CoC and ESG project-level reports, and the annual submission of System Level Performance Measures. Data Quality procedures are also required to ensure accuracy and completeness needed for quarterly local reporting, Point in Time Counts (PIT), and the Annual Homeless Assessment Report (AHAR).



Components of Data Quality



Consistency

Consistency means that data is collected regularly and in the same way each time. It also means that users are logging into and using HMIS regularly to enter that data, and that the HMIS stores it in the same way each time. It impacts the timeliness, accuracy, and completeness of your data.

Timeliness

Timeliness is about collecting data when it is needed, and about the amount of time between when that data is collected and when it is entered into HMIS. Collecting and entering data in a timely manner reduces data entry errors, increasing accuracy and completeness. HUD recommends that projects enter data into HMIS within 48 hours of collecting the information from the client (US Department of Housing and Urban Development, 2005). The timely entering of clients' data also helps to make sure that they quickly get needed services.

Completeness

Completeness means how many data fields have been meaningfully filled in for a client, an enrollment, a HUD assessment, or any other form you complete in HMIS. An evaluation of data completeness looks not only at missing and null values, but also "Data Not Collected" values, and, for some



questions, “Client Refused,” “Client Doesn’t Know,” and “Other” values. It also means that, as you develop relationships with clients, you revisit information that you were previously unable to collect and update the client’s record in HMIS with the new data.

Completeness also means that all homeless clients are entered into HMIS by all of the providers in our CoC, and that bed occupancy is accurately recorded by all providers, because complete data provides a more accurate picture of what is going on with our clients, our programs, and our CoC.

Accuracy

Accuracy in data means that correct information is collected and entered into HMIS. It means that the answers provided by the client reflect their real-world situations. It means that the answers to the questions in HMIS match the answers that the clients gave in their interviews.

Accuracy also means that answers do not conflict with one another and that they make sense when considered together. Here are some examples of this:

- If a client only provides the last four digits of their SSN, choosing “Full SNN Reported” for the SSN Data Quality field would not be accurate.
- If a client has “No” answers for the disability-related health questions but has “Yes” to disability-related income sources, those answers would be incongruous.
- If a client is under 18, but has “Yes” for Veteran Status, those answers would not make sense together.
- If a client has “Yes” for the answer as to whether they have any income but there are no income sources or amounts for the client.

Additionally, accuracy means that, if paper forms are used to collect data from clients, those forms must match the most up-to-date HMIS data standards for the program type and that the data on those forms must be accurately entered into HMIS.



Overview of Roles and Responsibilities for Data Quality

The responsibility for maintaining high data quality lies with all of the stakeholders in our CoC, including our clients, Covered Homeless Organizations’ (CHOs) program staff, CHOs’ program management, the HMIS Lead, and the CoC.

Clients	Program Staff	Program Management	HMIS Lead	CoC
<ul style="list-style-type: none"> • Provide honest, accurate, and complete answers to questions • Update case manager when information changes 	<ul style="list-style-type: none"> • Obtain complete answers to intake and assessment questions • Accurately enter all data into HMIS within 48 hours of the client interview • Resolve any data quality issues quickly and accurately 	<ul style="list-style-type: none"> • Provide encouragement and guidance to staff to maintain high data quality • Monitor data quality within the program • Ensure compliance with the policies and procedures of the CoC • Prepare for APR requirements 	<ul style="list-style-type: none"> • Correctly set up sites and projects in HMIS. • Monitor and assess data quality across the CoC • Provide training and tools for understanding and achieving high data quality • Work with the HMIS vendor on solutions for improving data quality, such as monitoring reports and validation 	<ul style="list-style-type: none"> • Set expectations for data quality monitoring and compliance • Set benchmarks • Review data quality reports • Consider data quality in ranking and review

Encouragements and Enforcements

The CoC and the HMIS Lead work to ensure that providers have access to all the support and tools needed to maintain a high level of data quality within the HMIS. The CoC and HMIS Lead will monitor data quality, and the following encouragements and enforcements are in place to ensure providers understand the importance of data quality within HMIS.

Encouragements

- The CoC will acknowledge the work of CHOs maintaining a high level of data quality each quarter during the CoC General Membership Meeting, in the CoC newsletter, or in other public forums
- The CoC will use data quality in HMIS during the annual rank and review process for CoC dollars. In order 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 NOFA competition process.

Enforcements

Enforcements will depend on the nature and source of the data quality issue, and may include any or all of the following:

- Removing the ability of a user to access and enter data into HMIS if data quality becomes a consistent issue that is not acknowledged or addressed.
- Restricting additional funding, or withholding funding, from projects until data quality meets a minimum baseline threshold for the project type.
- Preventing CHOs from applying for new or additional dollars during RFP processes.

HMIS Software

The HMIS Lead is responsible for ensuring that all required data elements for each project type and funding source are available in HMIS to the projects that need them. The HMIS Lead is also responsible for making sure that user access to HMIS balances the privacy of the clients with the users' need to access data to serve those clients.

Site and Project Setup

The HMIS Lead is responsible for the accurate configuration of projects in HMIS. New projects are created using the information on the **BoS CoC HMIS New Project Request Form** (sample in Appendix) submitted by participating CHOs' HMIS Administrators. It is the responsibility of HMIS Administrators to completely and accurately fill out the New Project Request Form.



Naming Conventions

Consistency in the naming of projects in the HMIS makes it easier to navigate the system. The following naming convention is used for new projects:



For example,



If the provider has a special descriptor for their portion of a grant, it will be incorporated into the project name.



Project Descriptor Data Elements

The HMIS Lead ensures the accurate completion of the Project Descriptor Data Elements (PDDEs) based on the information provided in the **BoS CoC HMIS New Project Request Form**. The accuracy of these elements is vital to accurate reporting, as the choices made here determine the logic used in reporting.



Bed and Unit Inventory Information

The provider’s Project Manager is responsible for entering and maintaining the **Bed and Unit Inventory Information** for the project. The HMIS Lead will provide instructions and guidance to aid in the accurate input and maintenance of this information.

Data Quality Benchmarks

This section defines the baseline goals for data quality in our CoC. It also explains the methods and metrics used to determine if the goals have been achieved.

Several of the benchmarks refer to **required fields** or **data elements**. These are HMIS data elements that are defined by HUD. A complete list of data elements, along with the rationale for and guidance on how to collect each, is available in the HMIS Data Standards Manual (US Department of Housing and Urban Development).

Consistency

Users with access to HMIS should be entering data on a regular and consistent basis. The data must be collected in a uniform way, with regards to both the pieces of information that are collected and the interpretation of the questions used to collect it.

Benchmark	Description	Monitoring
Users login regularly	Have users logged in with in the last 30 days? If not, do they still require access to HMIS?	HMIS Lead runs report of user activity, follows up with inactive users.
Users understand required fields	Do the users have access to a guide that explains which questions are required and what they mean? Are they trained in completing assessments?	



Timeliness

The HMIS should hold the most up-to-date information on clients being served. Newly collected information needs to be entered soon after it is collected. Information subject to change, such as income sources and amounts, must be reviewed and updated at regular intervals.

Program Type	Benchmark: Data Entry Within
Coordinated Entry	NN hours of contact with the client
Emergency Shelter	24 hours of the interaction with the client
Homelessness Prevention	48 hours of the client's enrollment, anniversary, or exit, or of a client providing an information update
Permanent Supportive Housing	48 hours of the client's enrollment, anniversary, or exit, or of a client providing an information update
Rapid Rehousing	48 hours of the client's enrollment, anniversary, or exit, or of a client providing an information update
Services Only	48 hours of the client's enrollment, anniversary, or exit, or of a client providing an information update
Street Outreach	24 hours of the interaction with the client
Transitional Housing	48 hours of the client's enrollment, anniversary, or exit, or of a client providing an information update

Monitoring of timeliness will be done through Data Timeliness reports.



Completeness

All required information for all clients should be entered into the HMIS. Completeness is monitored through Data Completeness reports.

Benchmark	Description	Monitoring
All clients are entered into HMIS	Each client who is served has a record in HMIS and is enrolled in the project providing services.	Program management review.
Clients are in Households	Each client must be associated with one household for each of their enrollments.	Report.
Project Start and Project Exit Assessments are created for each client	Each client must have a HUD Assessment at Project Start on their enrollment date, and a HUD Assessment at Project Exit on the date of their dismissal.	Report.
Annual Assessments are created for each client	An annual assessment must be completed for each client who has been in the program for 365 days. It must be dated within 30 days of their Head of Household's anniversary date.	Report.
Missing Data Elements	Required data elements should be entered into HMIS.	Report.



Benchmark	Description	Monitoring
Minimal questions answered with Data Not Collected, Client Refused, and Client Doesn't Know	These answers are counted as errors, along with missing answers.	Report.

Allowable Missing Data Error Rate for Required Data Elements

The missing data tolerance is the allowable error rate for any given data element.

Program Type	Benchmark: Missing Data Tolerance
Coordinated Entry	0%
Emergency Shelter	10%
Homelessness Prevention	10%
Permanent Supportive Housing	10%
Rapid Rehousing	10%
Services Only	10%
Street Outreach	10%
Transitional Housing	10%

From Boston

Data Element	Applies to:	Missing/Null Should Not Exceed	Don't Know/Refused Should Not Exceed
First Name	All Clients	5%	5%



Data Element	Applies to:	Missing/Null Should Not Exceed	Don't Know/Refused Should Not Exceed
Last Name	All Clients	5%	5%
SSN	All Clients	5%	5%
Date of Birth	All Clients	5%	5%
Race	All Clients	5%	10%
Ethnicity	All Clients	5%	10%
Gender	All Clients	5%	10%
Veteran Status	Adults Only	5%	5%
Disabling Condition	All Clients	5%	5%
Residence Prior to Program Entry	Adults & HoHH	5%	5%
ZIP Code of Last Permanent Address	All Clients	5%	5%
Housing Status (at entry)	Adults & HoHH	5%	5%
Income and Sources (at entry)	Adults & HoHH	5%	5%
Income and Sources (at exit)	Leavers - Adults & HoHH	5%	5%
Non-Cash Benefits (at entry)	Adults & HoHH	5%	5%



Data Element	Applies to:	Missing/Null Should Not Exceed	Don't Know/Refused Should Not Exceed
Physical Disability	All Clients	5%	5%
Developmental Disability	All Clients	5%	5%
Chronic Health Condition	All Clients	5%	5%
HIV/AIDS	All Clients	5%	5%
Mental Health	All Clients	5%	5%
Substance Use	All Clients	5%	5%
Domestic Violence	Adults & HoHH	5%	5%
Destination	Leavers - Adults & HoHH	5%	5%

From Cambridge

PSH, TH, and RRH Programs – from Cambridge

Data Element	Applies to:	% Error Rate Should Not Exceed
Name (3.1)	All clients	5%
SSN (3.2)	All clients	10%
Date of Birth (3.3)	All clients	5%
Race (3.4)	All clients	10%
Ethnicity (3.5)	All clients	5%



Data Element	Applies to:	% Error Rate Should Not Exceed
Gender (3.6)	All clients	5%
Veteran Status (3.7)	All clients	5%
Disabling Condition (3.8)	All clients	5%
Income Sources (4.2) at entry	Adults & HoH	5%
Income and Sources (4.2) at annual assessment	Adults & HoH	5%
Income Sources (4.2) at exit	Adults & HoH leavers	5%
Living Situation (3.917) series of elements	HoH and other adults in HH	5%
Destination (3.12)	All clients	5%

Street Outreach and Emergency Shelter Programs – from Cambridge

Data Element	Applies to:	% Error Rate or % Unable to Calculate Should Not Exceed
Name (3.1)	All clients	10%
SSN (3.2)	All clients	N/A
Date of Birth (3.3)	All clients	5%
Race (3.4)	All clients	10%
Ethnicity (3.5)	All clients	5%
Gender (3.6)	All clients	5%



Data Element	Applies to:	% Error Rate or % Unable to Calculate Should Not Exceed
Veteran Status (3.7)	All clients	5%
Disabling Condition (3.8)	All clients	5%
Income Sources (4.2) at entry	Adults & HoH	5%
Income and Sources (4.2) at annual assessment	Adults & HoH	5%
Income Sources (4.2) at exit	Adults & HoH leavers	5%
Living Situation (3.917) series of elements	HoH and other adults in HH	5%
Destination (3.12)	All clients	30%

Coverage

Coverage refers to the degree of participation in HMIS in our CoC.

Benchmark	Description	Monitoring
Participation Rate = 100%	Are all homeless service providers in the CoC participating in our HMIS?	Maintain list of all homeless service providers in the CoC.
Data Entry Rate = 100%	Are all providers entering all clients in HMIS?	Annual Evaluation

Utilization / Bed Coverage

This looks at the inventory in HMIS and the tracking of clients using that inventory.



Benchmark	Description	Monitoring
Beds in HMIS accurate and up-to-date	Are the number of beds in HMIS accurate and up-to-date?	Annual Evaluation
Clients are entered / exited	Are all clients being properly entered and exited?	Reports.

Utilization

Program Type	Acceptable range of bed / unit utilization rates
Emergency Shelter	80% – 105%
Permanent Supportive Housing	85% – 105%
Rapid Rehousing	80% – 105%
Transitional Housing	80% – 105%
Safe Haven	80% – 105%

Accuracy

The information in the HMIS must correctly represent the clients who are receiving services and be free of errors.

Benchmark	Description	Monitoring
Data in HMIS matches paper forms	Is the data in HMIS the same as collected on intake and assessment forms?	Program management spot checks forms against HMIS data. Annual Evaluation.



Benchmark	Description	Monitoring
<p>Clients meet program eligibility requirements</p>	<p>If a program serves only clients with a certain characteristic (e.g., youth, veterans, women), do all clients the relevant questions appropriately answered in HMIS?</p>	<p>Reports.</p>
<p>Answers in HMIS do not conflict with each other</p>	<p>Is Date of Birth before Project Start date?</p> <p>Is Client Location a valid CoC?</p> <p>Is the client under 18 but has Yes for Veteran?</p> <p>Does the Relationship to Head of Household make sense?</p> <p>Do the answers for the following conflict?</p> <p>Disabling Condition / Health</p> <p>Health Insurance / Sources</p> <p>Income / Sources and Amounts</p> <p>Non-Cash Benefits / Sources and Amounts</p>	<p>Reports.</p>



Benchmark	Description	Monitoring
Dismissed clients have exit assessments	Each dismissed client should have a HUD Assessment at Project Exit.	Reports.
Families have only one head of household	A household enrolled in a project can only have one member designated as Head of Household.	Reports.

Data Quality Monitoring Annual Evaluation

The HMIS Lead will, when practical, make annual on-site visits to CHOs to make sure that they are in compliance with HMIS policies, procedures, agreements, and notices. During the visit, the HMIS Lead will complete a **Data Quality Monitoring Evaluation Report** (sample in Appendix) and will provide a copy of it to program management. This report assesses how well a program is meeting the benchmarks for data quality.

When on-site visits are not practical, the HMIS Lead will conduct the evaluation remotely.

If issues with data quality are discovered during the evaluation, or at any other time, a **Data Quality Improvement Plan** (sample in Appendix) will be completed for and presented to the provider. This plan will present concrete, time-bound steps that the provider must implement to improve their data quality.



Appendix: Sample Forms

New Project Request Form



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HMIS New Project Request Form

This form may only be completed and submitted by the legal HMIS Administrator (Designated Signatory) on file with DHCD. See page 5 for instructions. **Note: Do not use this form for Domestic Violence Projects – they should not be included in HMIS.**

Project Information

Organization Name: Organization Name

Project Name: Project Name

Operating Start Date: Operating Start Date

Project Type: Choose the Project Type

ES Tracking Method: For emergency shelters, choose the tracking method.

Housing Type: For projects with housing, choose housing type.

For Services Only projects, is this project affiliated with a residential project? Yes or No.
If Yes, which one(s)? [Click or tap here to enter text.](#)

Target Population: Choose the target population.

Does this project participate in coordinated assessment / entry? Yes or No

Project Manager Name: Project Manager Name

Project's Principal Site

Street Address: Street Address

City: City ZIP: ZIP



HMIS New Project Request Form for Project Name

Funding Sources (please select all that apply)			
Source	Grant Number	Start Date	End Date
HUD CoC			
<input type="checkbox"/> HUD: CoC - Homelessness Prevention (High Performing Comm. Only)	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Permanent Supportive Housing	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Rapid Re-Housing	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Supportive Services Only	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Transitional Housing	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Safe Haven	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Single Room Occupancy (SRO)	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Youth Homeless Demonstration Program (YHDP)	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: CoC - Joint Component TH/RRH	Grant Number	Start Date	End Date
HUD ESG			
<input type="checkbox"/> HUD: ESG - Emergency Shelter (operating and/or essential services)	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: ESG - Homelessness Prevention	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: ESG - Rapid Re-Housing	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: ESG - Street Outreach	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: ESG - CV	Grant Number	Start Date	End Date
HUD HOPWA			
<input type="checkbox"/> HUD: HOPWA - Hotel/Motel Vouchers	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HOPWA - Housing Information	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HOPWA - Permanent Housing (facility based or TBRA)	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HOPWA - Permanent Housing Placement	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HOPWA - Short-Term Rent, Mortgage, Utility assistance	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HOPWA - Short-Term Supportive Facility	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HOPWA - Transitional Housing (facility based or TBRA)	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HOPWA - CV	Grant Number	Start Date	End Date
HUD Other			



HMIS New Project Request Form for Project Name

Funding Sources (please select all that apply)			
Source	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: Pay for Success	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: Public and Indian Housing (PIH) Programs	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: Rural Housing Stability Assistance Program	Grant Number	Start Date	End Date
<input type="checkbox"/> HUD: HUD/VASH	Grant Number	Start Date	End Date
HHS			
<input type="checkbox"/> HHS: PATH - Street Outreach & Supportive Services Only	Grant Number	Start Date	End Date
<input type="checkbox"/> HHS: RHY - Basic Center Program (prevention and shelter)	Grant Number	Start Date	End Date
<input type="checkbox"/> HHS: RHY - Maternity Group Home for Pregnant and Parenting Youth	Grant Number	Start Date	End Date
<input type="checkbox"/> HHS: RHY - Transitional Living Program	Grant Number	Start Date	End Date
<input type="checkbox"/> HHS: RHY - Street Outreach Project	Grant Number	Start Date	End Date
<input type="checkbox"/> HHS: RHY - Demonstration Project	Grant Number	Start Date	End Date
VA			
<input type="checkbox"/> VA: CRS Contract Residential Services	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Grant Per Diem - Bridge Housing	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Grant Per Diem - Low Demand	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Grant Per Diem - Hospital to Housing	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Grant Per Diem - Clinical Treatment	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Grant Per Diem - Service Intensive Transitional Housing	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Grant Per Diem - Transition in Place	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Grant Per Diem - Case Management/Housing Retention	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Community Contract Safe Haven Program	Grant Number	Start Date	End Date
<input type="checkbox"/> VA: Supportive Services for Veteran Families	Grant Number	Start Date	End Date
Other			
<input type="checkbox"/> Local or other Funding Source (Please Specify):	Grant Number	Start Date	End Date
Click or tap here to enter text.			
<input type="checkbox"/> N/A			



Data Quality Monitoring Evaluation Report



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Data Quality Monitoring Evaluation Report

Evaluation Information

Date: _____ Click or tap to enter a date.

Provider: _____ Provider

Location: _____ Location

Provider Contact: _____ Provider Contact

Project(s): _____ User's Job Title

Provider Staff Present During Evaluation:
Click or tap here to enter names of staff present during monitoring.

Baselines

Each baseline and expectation met below accounts for (____) points for a total of (____) allowable points.

Include the specific baseline requirements for the specific project type to be monitored:

Data Completeness Baseline: _____ Baseline Met? Yes No

Data Timeliness Baseline: _____ Baseline Met? Yes No

Data Accuracy Baseline: _____ Baseline Met? Yes No

Data Consistency Expectation Met? Yes No

Coverage & Utilization Expectation Met? Yes No N/A

Total Score: _____



Data Quality Monitoring Evaluation Report for **Provider**

Observations

Each item in the **Observed** column accounts for (___) points, for a total of (____) allowable points. The combined total of the total score in the section above and the total score in the section below results in the specific project’s monitoring visit score.

- Projects with scores between (___) – (___) will be determined as **exceeding expectations**.
- Projects with scores between (___) – (___) will be determined as **meeting expectations**.
- Projects with scores between (___) – (___) will be determined as **below expectations**.
- Projects with scores between (___) – (___) will be determined as **severely at-risk**

Rows marked **Action Needed** in the **Outcome** column must include action steps with specific timelines in the **Notes** column.

Data Collection & Quality

Observed	Item	Outcome	Notes
<input type="checkbox"/>	The project has not required the use of a Data Quality Improvement Plan to address data quality issues since the last monitoring visit.	<input type="checkbox"/> Action Needed <input type="checkbox"/> In Compliance	
<input type="checkbox"/>	The organization documents the homeless status of clients served, as well as any other eligibility criteria for the project.	<input type="checkbox"/> Action Needed <input type="checkbox"/> In Compliance	
<input type="checkbox"/>	Intake workers and HMIS users understand the required data elements and how to present them to clients in a way to get accurate information.	<input type="checkbox"/> Action Needed <input type="checkbox"/> In Compliance	



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