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<tr>
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<th>Agenda Item</th>
<th>Presenter</th>
<th>Time</th>
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<tr>
<td>1</td>
<td>Welcome</td>
<td>Mike Keller</td>
<td>9:00-9:10AM</td>
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<td>2</td>
<td>HMIS Oversight Public Comment</td>
<td>Jessie Shimmin</td>
<td>9:10-9:20AM</td>
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<td>3</td>
<td>Update from Communities of Practice</td>
<td>Jessie Shimmin</td>
<td>9:20-10:00AM</td>
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<td>HMIS Implementation: Suzanne, Trevor, Andrew Wicker</td>
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<td>Data Quality: Patrick Crosby, Mike Keller, Jessie Shimmin</td>
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<td>i. See draft of the Data Quality Plan following this agenda</td>
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<td>4</td>
<td>Coordinated Entry Restructure</td>
<td>Mike Keller</td>
<td>10:00-10:45AM</td>
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<td>Who will be project managing this?</td>
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<td>What is the project plan?</td>
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<td>What is the timeline?</td>
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<td>5</td>
<td>Next Steps</td>
<td>Jessie Shimmin</td>
<td>10:45-11:00AM</td>
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<td>Agency Onboarding Process: how do we want to move this work forward?</td>
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<td>Establishing a Common Agenda #3</td>
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<td>6</td>
<td>Closing</td>
<td>Mike Keller</td>
<td>11:00AM</td>
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General Objective:

Data quality is built on five pillars: Timeliness; Completeness; Accuracy; Consistency; and Coverage. Our data quality program will establish policies and procedures to strengthen each of these pillars to improve the reliability of analysis that we do about the effectiveness of our provision of services to our homeless community.

Timeliness:

Policy:

The CoC standard for timeliness is less than seven days for data entry, with the goal of all enrollment and exit data entered within 3 days.

Procedure:

Participating agencies/jurisdictions will run the HUD Annual Performance Report (APR) or HMIS Data Quality Report.

These should be run on an agency-wide basis at least once a month to monitor overall agency performance. The reports can be run at the project level to identify underperforming projects. The information should be used to identify potential workflow issues or staffing issues that are contributing to delayed data entry.

Timeliness will be reviewed at the Agency Manager Meeting that is convened monthly and facilitated by the HMIS Lead. Agencies will be prepared to share their performance, discuss challenges, and develop strategies to improve performance.

HMIS Lead will present timeliness reporting to HMIS Oversight Committee on a quarterly basis.

The CoC will add timeliness to the scoring criteria for the annual CoC Local Competition for funding.

Best Practice:

Running reports on a weekly basis and correcting data quality issues uncovered by the reports builds a culture of timeliness. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data issues.

Timeliness metrics should be included in program contracts and monitoring, as well as performance incentives and reporting requirements for funding.

Completeness:

Policy: Categories include:

- Personally Identifiable Information
- Universal Data Elements
- Income and Housing Data Quality
- Chronic Homelessness.
5% or less error rate for ES, TH, RRH, PSH, SSO, HP and Other projects.

25% or less error rate for SO and CES projects.

Procedure:

Participating agencies/jurisdictions will run the HUD Annual Performance or the HMIS Data Quality Report looking specifically at Personally Identifiable Information, Universal Data Elements, Income and Housing Data Quality, and Chronic Homelessness.

At a minimum the reports should be run on an agency-wide basis at least once a month to monitor overall agency performance. The information should be used to identify data collection and data entry problems and resolutions to those problems such as staff training.

Completeness will be reviewed at the monthly Agency Manager Meeting convened and facilitated by the HMIS Lead.

Completeness will be reviewed at the Agency Manager Meeting that is convened monthly and facilitated by the HMIS Lead. Agencies will be prepared to share their performance, discuss challenges, and develop strategies to improve performance.

The CoC is adding timeliness to the scoring criteria for the annual competition for funding.

Best Practice:

Running reports on a weekly basis and correcting issues uncovered by the reports builds a culture of timeliness. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data collection errors.

Accuracy:

Policy:

- 100% of PSH will have move in dates
- 100% of RRH with rental subsidy will have move in dates documented in HMIS
- 0% child and unknown age heads of household, except for RHY programs

Additional

- Exit anything?
- MediCal CIN numbers?
- Could be done through monitoring
- No veterans in a VASH/SSVF
- Client doesn’t have HIV in a HOPWA unit.

Procedure:

Participating agencies/jurisdictions will run the HUD Annual Performance, Data Quality Report and Missing Move In Date Report and any community reports found in the data quality section of the reporting tool.

At a minimum the reports should be run on an agency-wide basis at least once a month to monitor overall system performance. The information should be used to identify potential workflow issues or staffing issues that are contributing to delayed data entry.
Completeness will be reviewed at the Agency Manager Meeting that is convened monthly and facilitated by the HMIS Lead. Agencies will be prepared to share their performance, discuss challenges, and develop strategies to improve performance.

Accuracy will be reviewed by the HMIS Oversight Committee on at least a quarterly basis. Timeliness metrics should be included in program incentives and reporting requirements for funding.

The CoC is adding timeliness to the scoring criteria for the annual competition for funding.

Best Practice:

Running reports on a weekly basis and correcting issues uncovered by the reports builds a culture of timeliness. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data issues.

Consistency:

Policy:

Coordinated entry assessment

Procedure:

Participating agencies/jurisdictions will run the HUD Annual Performance and any community reports found in the data quality section of the reporting tool. At a minimum the reports should be run on an agency-wide basis at least once a month to monitor overall system performance. The reports can be run at the project level to identify underperforming projects. The information should be used to identify potential workflow issues or staffing issues that are contributing to delayed data entry.

Timeliness will be reviewed by the CoC committee responsible for overseeing system performance on at least a quarterly basis. Timeliness metrics should be included in program incentives and reporting requirements for funding.

The CoC is adding timeliness to the scoring criteria for the annual competition for funding.

Best Practice:

Running reports on a weekly basis and correcting issues uncovered by the reports builds a culture of timeliness. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data issues.

Coverage:

Policy:

Goal of 95% coverage across emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing that appear in the Housing Inventory Count (HIC).

Procedure:

The HMIS Lead will present coverage rates to HMIS Oversight Committee and CoC Board twice a year. HMIS Oversight Committee and CoC Board identify and outreach to providers and programs that aren’t in the HMIS.