



# INDIANAPOLIS HMIS DATA QUALITY PLAN'S FREQUENTLY ASKED QUESTIONS (FAQ)

## BACKGROUND

### 1. What is the Indianapolis HMIS Data Quality Plan?

- The Data Quality Plan (DQP) identifies roles and responsibilities of the Homeless Management Information System (HMIS) Lead Agency, HMIS participating agencies, and the HMIS data workgroup. The DQP establishes terms and benchmarks, and outlines policies and procedures for data quality monitoring. The four components of data quality are accuracy, completeness, timeliness, and bed utilization.

### 2. What is the purpose of the Indianapolis HMIS DQP?

- In order to end homelessness, it is necessary to have accurate, reliable, and timely data collection across the homeless response system. Quality and timely data are vital components that inform planning, assess program and system-level outcomes, evaluate progress and performance, and inform the best investment and use of community funds to achieve the community plan of ending homelessness.

### 3. Who created the DQP?

- The DQP was created by the DQP workgroup – a cross-sector group of stakeholders representing emergency shelter, day shelter, permanent supportive housing, rapid re-housing, and street outreach programs. This workgroup was specifically organized to create, refine, and update the DQP.

### 4. Who should an agency contact with questions about the DQP?

- Any housing or service agency with questions on the DQP should contact the HMIS Lead Agency – the Coalition for Homelessness Intervention and Prevention (CHIP).
- The Capacity Building Manager – Chris Lakich – is the main point of contact at CHIP: [clakich@chipindy.org](mailto:clakich@chipindy.org).

### 5. What is the availability of information related to the DQP?

- All information related to the DQP can be found on the Indianapolis CoC website. The following link has all the information pertaining to the DQP:
  - o <https://www.indycoc.org/programs-policies/hmis/hmis-documents>

### 6. When did the DQP take effect?

- The Blueprint Council – the Indianapolis CoC's delegated authority and decision-making body – approved the DQP on June 15, 2020.

### 7. What can housing and service agencies expect once the DQP is implemented?

- Accuracy, completeness, timeliness, and bed utilization will be assessed at both quarterly and annual timeframes depending on the component(s) being assessed. Specifically, agencies should expect to review completeness, timeliness, and bed utilization data as part of Quarterly Performance Monitoring and the associated Quarterly Data Dive Lab. Data



accuracy will be assessed annually and as part of the Annual Site Visit. These components and the established benchmarks will be compared against each agency's data quality by reviewing agency data quality and determining if these numbers fall above or below the established benchmarks in the DQP.

**8. What is the time commitment for following the DQP?**

- The time commitment largely depends on how each agency's data quality compares against the benchmarks established for data accuracy, completeness, timeliness, and bed utilization. Assuming an agency is meeting all the benchmarks, the only additional time commitment will be when the HMIS Lead Agency is on-site at a housing or service agency to conduct the Annual Site Visit – see Site Visits section below for more details on Site Visits.

**9. Are there any additional tools or special skills required to follow the DQP?**

- The only tool(s) or special skill(s) necessary to follow the DQP are to have completed the Data Entry Training with the HMIS Lead Agency's HMIS Manager. All HMIS users are required to complete this training in order to log in to HMIS with their own unique login identification and enter client information in HMIS.

**10. How are client rights to refuse information accounted for in the DQP?**

- While data such as "Data Not Collected," "Client Doesn't Know," and "Client Refused" make it more challenging to achieve the purpose of the DQP since there will be less clarity for planning purposes, there are no benchmarks with "0%" as the expectation to account for a client's right to refuse answering certain questions.

**MEASURES & BENCHMARKS**

**11. Exactly which reports will be referenced as part of the DQP?**

- The following HMIS reports will be utilized to monitor for accuracy, completeness, and timeliness: HMIS Universal Data Quality Report, HMIS Data Entry Timing Report, HMIS Data Exit Timing Report, and Annual Performance Report (APR).

**12. Exactly what data will be monitored as part of the DQP?**

- The following information comprise the data needed for the DQP: personal identifiable information, universal data elements, income and housing information, chronic homelessness information, timeliness of data entry and exit information, and bed utilization.

**13. How do the data components of the DQP – and the data monitored within – differ from that of Quarterly Performance Monitoring?**

- The DQP requires many of the same data elements needed for Quarterly Performance Monitoring and the associated Quarterly Data Dive Lab. However, the DQP does not examine program performance, and agencies are not scored based on performance. Effectively, the DQP examines the quality of data entry and timeliness without regard for performance.



## ANNUAL SITE VISIT

### **14. How much time will agencies have to prepare for the Annual Site Visit when notified by the HMIS Lead Agency?**

- The HMIS Lead Agency will schedule the Annual Site Visit at least one month in advance with housing and service agencies.

### **15. What should providers expect when the HMIS Lead Agency arrives for the Annual Site Visit?**

- During the Annual Site Visit, the HMIS Lead Agency representative will use their own computer, but agencies will need to provide a designated workspace for documentation review. Agencies will be asked to provide the HMIS Lead Agency with 10 client files and their associated Client ID's in HMIS – agencies will be notified of the 10 client files under review when first contacted by the HMIS Lead Agency for the Annual Site Visit.

### **16. What will be required after the completion of the Annual Site Visit?**

- Following the Annual Site Visit, the HMIS Lead Agency representative will prepare and deliver a Data Quality Monitoring Report and associated score to the housing or service agency representative.

### **17. What happens if my agency does not meet the established benchmarks in the DQP?**

- If an agency does not meet the established accuracy benchmarks, the agency will provide a written response within 15 days to the HMIS Lead Agency representative at CHIP that conducted the Annual Site Visit review. The written response must include steps to improve performance, a timeline for improvement, and any extenuating circumstances. If the agency fails to provide the written response or there are repeated or egregious data quality errors, the HMIS Lead Agency will report such non-compliance issues to the CoC Blueprint Council.

### **18. Are there supplemental documents to reference in order to learn about all the details of the Annual Site Visit?**

- This section summarizes some of the critical aspects of the Annual Site Visit. To see all details on what is expected during the Annual Site Visit, reference the Site Visit Standard Operating Procedure and Site Visit Checklist documents.
- Both documents can be viewed at the following link on the Indianapolis CoC website:
  - o <https://www.indycoc.org/programs-policies/hmis/hmis-documents>