



# HMIS Site Visit Standard Operating Procedure

## 1. Purpose

- To outline the process of site visits to review client files and monitor for accuracy in accordance with the Indianapolis Continuum of Care (CoC) Data Quality Plan. Quality data supports movement toward producing reliable data for homeless system and design planning, assessing program and system outcomes, and evaluating efficient use of funds.

## 2. Abbreviations & Definitions

- **Data Quality** – The reliability and validity of client-level data collected in HMIS. It is measured by the extent to which the client data in the system reflects actual information in the real world. It is measured by the extent to which the client data in the system reflects actual information in the real world. The components of data quality are completeness, timeliness, and accuracy.
- **Completeness** – The measure of how much data is partially complete or missing. Complete data refers to collecting all required data elements, as defined in the HUD Data Standards Manual. Complete data ensures that reporting reflects the extent and characteristics of people experiencing homelessness, patterns of people in the homeless assistance system, and helps ensure people experiencing homelessness receive services to secure and maintain permanent housing.
- **Timeliness** – The measure of when data was collected and when it was entered in HMIS. Data entered as close as possible to the activity reduces errors that occur when too much time has elapsed between data collection and data entry. Timely data also ensures that data is accessible when needed for monitoring, reporting, and data requests.
- **Accuracy** – The extent that HMIS data reflects client data recorded in the agency's client file and known information about the client and services provided. Accuracy ensures that HMIS reflects the reality of people experiencing homelessness and the programs that serve them.
- **Data Quality Plan** – A community-level document that facilitates the CoC's ability to achieve valid and reliable data. A document that clearly articulates the policies and procedures for documenting the activities and utilization of resources within the CoC.
- **Homeless Management Information System (HMIS)** – Homeless Management Information System. The information system is designated by the CoC to comply with the Homeless Management Information System requirements prescribed by HUD.

## 3. Task Procedures

CHIP will adhere to the following process for site visits for the purposes of data quality monitoring:

1. CHIP will reach out to projects to schedule an annual site visit at least one month in advance of a visit.

2. During the annual site visit, the project will be asked to provide a designated space to review source documentation for the monitor.
3. During the annual site visit, CHIP staff will use their own computer.
4. Projects will be asked to provide the monitor with 10 client files. The agency will be notified of which 10 files will be monitored in the advance notice sent by CHIP regarding the site visit. The monitor will provide the project representative with a list of client IDs to identify which files to select.
5. The monitor will review source documentation for HMIS data during an annual site visit. For street outreach programs, only clients with recorded dates of engagement may be reviewed for accuracy.
6. CHIP will review source documentation and compare the following to HMIS data, where applicable:
  - a. Entry and Exit Timing
  - b. Universal Identifier Elements
  - c. Universal Project Stay Elements
  - d. Program Specific Data Elements
7. Following the annual site visit, the monitor will prepare and deliver a Data Quality Monitoring Report and Score to the project representative.
8. If the agency does not meet benchmarks, the agency will provide a written response within 15 days to CHIP.

#### **4. Attachments / Flowcharts**

- [HUD Data Standards](#)
- Monitoring Checklist
- See Data Quality Plan

