

# Data Quality Standards

## Vermont Balance of State

### Continuum of Care

August, 2009

Developed by:

Vermont Data Quality Management Council

DRAFT

**Data Quality Standards Authorization Memorandum**

I have carefully assessed the Data Quality Standards for the Vermont Balance of State Continuum of Care (CoC).

As authorized representatives of the CoC and the Homeless Management Information System (HMIS), we accept the Data Quality Standards as reasonable expectations for data entry and management regarding the Vermont Balance of State CoC's designated Homeless Management Information System (HMIS), identified as ServicePoint. Based on our authority and judgment, the adoption of this Standard and its inclusion in the CoC's policies and procedures is authorized.

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NAME  
HMIS Project Manager

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DATE

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NAME  
HMIS Lead Agency Director

\_\_\_\_\_  
DATE

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NAME  
CoC Chair/ Co-Chair

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NAME  
CoC Chair/ Co-Chair

\_\_\_\_\_  
DATE

**Data Quality Standards Authorization Memorandum – CoC Membership**

I have carefully assessed the Data Quality Standards for the Vermont Balance of State Continuum of Care (CoC).

I accept the Standards as reasonable expectations for data entry and management regarding the Vermont Balance of State CoC’s designated Homeless Management Information System (HMIS), identified as ServicePoint, and support the adoption of this Standard.

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## **GENERAL INFORMATION**

### **1.1 Purpose**

The purpose of this Data Quality Standard is to standardize expectations and provide guidance to HMIS participating programs on the extent and quality of data entered into the Vermont Balance of State Continuum of Care (CoC) Homeless Management Information System (ServicePoint).

### **1.2 Development Process**

The Vermont Balance of State Continuum of Care (CoC) Homeless Management Information System Data Quality Standards were developed through a collaborative effort across homeless service providers and spearheaded by the Vermont Data Quality Management Council.

### **1.3 Definition of Data Quality**

HMIS data quality refers to the extent that data recorded in the Vermont Balance of State HMIS accurately reflects the same information in the real world. A perfect overlap between data and reality would result in a hypothetical data quality rating of 100 percent, while a data quality rating of 0 percent would indicate that there is no match between the information entered into an HMIS and the same information in the real world. No data collection system has a quality rating of 100%. However, to meet the Vermont Balance of State CoC's goal of presenting accurate and consistent information on homelessness, it is critical that the HMIS have the best possible representation of reality as it relates to homeless people and the programs that serve them. Specifically, the goal is to record the most accurate, consistent and timely information in order to draw reasonable conclusions about the extent of homelessness and the impact of homeless services.

### **1.4 Homeless Management Information System (HMIS)**

For the purposes of this document, the Homeless Management Information System (HMIS) means Bowman's ServicePoint software application and all modules, assessments, reporting capacities, standard or customized, contained therein.

### **1.5 Supporting and Legacy Systems**

For the purposes of this document, all legacy and supporting systems are identified as non-Bowman ServicePoint systems that transfer information to the Vermont Balance of State CoC HMIS.

### **1.6 Key Documents**

Key documents needed as supporting references to this document are listed below:

- Housing and Urban Development (HUD) Homeless Management Information System (HMIS) Data and Technical Standards, July 2004
- Housing and Urban Development (HUD) Homeless Management Information System (HMIS) Data Standards, June 2009
- HUD Notice on VAWA (March 2007)
- HUD Supportive Housing Program (SHP) Annual Progress Report (APR)
- HUD Supportive Housing Program (SHP) Annual Homeless Assessment Report (AHAR)
- HUD Supportive Housing Program (SHP) Notice of Funding Availability (NOFA)

## 1.7 Definitions

The following is a list of definitions unique to the Vermont Balance of State HMIS implementation. These definitions constitute a common understanding of terms used to describe aspects of the HMIS policies, protocols, and standards.

1. **Record:** A record in the Vermont Balance of State CoC HMIS is a compilation of data elements sufficient to meet the requirements of funding sources while acknowledging the feasibility limitations of data collection for some program types. The following are definitions of “record” as applicable to program types:
  - a. **Emergency Shelter programs:** A record is a compilation of a minimum of the Universal Data Elements outlined in the HUD HMIS Data and Technical Standards and subject to the Completeness Standard for each data element for the appropriate program type. Those data elements are:
    - i. Name
    - ii. Social Security Number
    - iii. Date of Birth
    - iv. Ethnicity and Race
    - v. Gender
    - vi. Veteran Status
    - vii. Disabling Condition
    - viii. Residence prior to Program Entry
    - ix. Zip Code of last permanent address
    - x. Housing Status
    - xi. Program Entry Date
    - xii. Program Exit Date
    - xiii. Unique Personal Identification Number
    - xiv. Program Identification Number
    - xv. Household Identification Number
    - xvi. Other data elements designated by AHS for ESG programs
  - b. **Transitional and Permanent Housing:** A record is a compilation of a minimum of the Universal Data Elements and Program-Specific Data Elements outlined in the HUD HMIS Data and Technical Standards and subject to the Completeness Standard for each data element for the appropriate program type. Those data elements are:
    - i. Name
    - ii. Social Security Number
    - iii. Date of Birth
    - iv. Ethnicity and Race
    - v. Gender
    - vi. Veteran Status
    - vii. Disabling Condition
    - viii. Residence prior to Program Entry
    - ix. Zip Code of last permanent address
    - x. Housing Status
    - xi. Program Entry Date
    - xii. Program Exit Date
    - xiii. Unique Personal Identification Number
    - xiv. Program Identification Number
    - xv. Household Identification Number
    - xvi. Income and Sources

- xvii. Non-Cash Benefits
  - xviii. Physical Disability
  - xix. Developmental Disability
  - xx. HIV/AIDS
  - xxi. Mental Health
  - xxii. Substance Abuse
  - xxiii. Domestic Violence
  - xxiv. Services Received
  - xxv. Destination
  - xxvi. Reasons for Leaving
- c. **Services Only programs:** A record is a compilation of a minimum of the Universal Data Elements and Program-Specific Data Elements outlined in the HUD HMIS Data and Technical Standards and subject to the Completeness Standard for each data element for the appropriate program type. Those data elements are:
- i. Name
  - ii. Social Security Number
  - iii. Date of Birth
  - iv. Ethnicity and Race
  - v. Gender
  - vi. Veteran Status
  - vii. Disabling Condition
  - viii. Residence prior to Program Entry
  - ix. Zip Code of last permanent address
  - x. Housing Status
  - xi. Program Entry Date
  - xii. Program Exit Date
  - xiii. Unique Personal Identification Number
  - xiv. Program Identification Number
  - xv. Household Identification Number
  - xvi. Income and Sources
  - xvii. Non-Cash Benefits
  - xviii. Physical Disability
  - xix. Developmental Disability
  - xx. HIV/AIDS
  - xxi. Mental Health
  - xxii. Substance Abuse
  - xxiii. Domestic Violence
  - xxiv. Services Received
  - xxv. Destination
  - xxvi. Reasons for Leaving
- d. **Outreach programs:** For the purposes of outreach programs, the definition of a record is a compilation of data elements sufficient to document that a service transaction as occurred. For outreach programs, this can be anonymous provided a service transaction is attached.



## **Data Quality Standards**

The Data Quality Standard for Vermont Balance of State CoC is split into seven (7) categories. The general standard outlined is applicable to all HMIS participating programs with following exceptions noted by specific program type. Unless otherwise noted, all participating programs, including those transferring data from legacy and supporting systems, are expected to achieve and maintain the general standard.

*Note: Homeless Service Providers whose primary target population is victims of domestic violence are currently prohibited from disclosing personally identifying information in an HMIS.*

### **2.1 Timeliness**

The purpose of timeliness is to ensure access to data when it is needed – either pro-actively (for monitoring purposes, publishing information to increase awareness, or to meet reporting requirements) or reactively (in response to a request for information or to respond to inaccurate information).

#### ***General Standard:***

All HMIS participating programs will ensure entry of data for new clients, services, and entry/exits for a month is completed by the 15<sup>th</sup> of the following month.

#### ***Exceptions:***

1. **Emergency Shelters:** All HMIS Emergency Shelter participating programs will ensure daily entry of data for new clients, services, and entry/exits.
2. **PATH Providers:** All HMIS Emergency Shelter participating programs will ensure daily entry of data for new clients, services, and entry/exits.

### **2.2 Completeness**

The purpose of completeness is to ensure sufficient data on clients, their demographic characteristics, and service use to facilitate confident reporting and analysis on the extent and characteristics of the homelessness including:

- Unduplicated counts of clients served at the local level
- Patterns of use of people entering and exiting the homeless assistance system
- Evaluation of the effectiveness of homeless systems

#### **2.2.1 All Clients Served**

The purpose of all clients served is to ensure that all clients that are being served by service providers within the Vermont Balance of State CoC are represented in the HMIS.

#### ***General Standard:***

All clients served by the program must be entered into the HMIS with the data set outlined in the program type's definition of record and Completeness Percentage expectations. (See "Definitions: Record" for program type definition of record. See Completeness: Universal Data Elements and Completeness: Program Specific Data Elements for percentage expectations)

#### ***Exceptions:***

1. **Emergency Shelter Programs:** Emergency Shelter programs are allowed to use the anonymous function of the HMIS in lieu of client identifiable information. Emergency Shelters are allowed up to 1% of their client records to be identified as anonymous.

2. **Outreach Programs:** Outreach programs are allowed to use the anonymous function of the HMIS in lieu of client identifiable information. Outreach programs are allowed up to 10% of their client records to be identified as anonymous.

### 2.2.2 Universal Data Elements

The purpose of the Universal Data Elements is to ensure that all homeless service providers in the Vermont Balance of State CoC are documenting the data elements necessary to produce a Continuum-wide unduplicated count of clients served, to provide accurate counts for various reporting requirements, including HUD SHP Annual Progress Report and Annual Homeless Assessment Report requirements, and to ensure that the CoC has sufficient client data to conduct basic analysis on the extent and characteristics of the populations they serve.

**General Standard:**

The program’s percentage of “null/missing” and “unknown/don’t know/refused” for all clients served will be no higher than the percentages indicated in the chart below for the appropriate program type.

Universal Data Element	Standard (percentage no greater than)													
	ES		TH		PH		SSO		Outreach		Prevention		Rpd Re-hsg	
	Null / Miss	Unkn / Dn't Kw / Ref	Null / Miss	Unkn / Dn't Kw / Ref	Null / Miss	Unkn / Dn't Kw / Ref	Null / Miss	Unkn / Dn't Kw / Ref	Null / Miss	Unkn / Dn't Kw / Ref	Null / Miss	Unkn / Dn't Kw / Ref	Null / Miss	Unkn / Dn't Kw / Ref
1.Name	0%	5%	0%	0%	0%	0%	0%	0%	15%	10%	0%	0%	0%	0%
2.Social Security Number (SSN)	0%	10%	0%	5%	0%	5%	0%	10%	15%	10%	0%	0%	0%	0%
3.Date of Birth	0%	10%	0%	1%	0%	1%	0%	10%	15%	10%	0%	0%	0%	0%
4.Race	0%	10%	0%	1%	0%	1%	0%	10%	15%	10%	0%	0%	0%	0%
5.Ethnicity	0%	15%	0%	10%	0%	10%	0%	15%	15%	10%	0%	0%	0%	0%
6.Gender	0%	5%	0%	5%	0%	5%	0%	5%	15%	10%	0%	0%	0%	0%
7.Veteran Status	0%	15%	0%	10%	0%	10%	0%	15%	15%	10%	0%	0%	0%	0%
8.Disabling Condition	0%	10%	0%	5%	0%	5%	0%	10%	15%	10%	0%	0%	0%	0%
9.Residence Prior to Program Entrance	0%	10%	0%	10%	0%	10%	0%	10%	15%	10%	0%	0%	0%	0%
10.Zip Code of Last Permanent Residence	0%	10%	0%	10%	0%	10%	0%	10%	15%	10%	0%	0%	0%	0%
11.Homeless Status	0%	10%	0%	10%	0%	10%	0%	10%	0%	0%	0%	0%	0%	0%
12.Program Entry Date	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
13.Program Exit Date	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
14.Personal Identifier (Unique ID)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
15.Household Identifier	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

### 2.2.3 Program Specific Data Elements

The purpose of the Program Specific Data Elements is to ensure that all Vermont Balance of State CoC McKinney Vento recipients are documenting the data elements necessary to produce the Supportive Housing Program Annual Progress Report and to ensure that the CoC has sufficient client data to conduct analysis on the extent and characteristics of the populations they serve.

#### General Standard:

The program's percentage of "null/missing" and "unknown/don't know/refused" for all clients served will be no higher than the percentages indicated in the chart below for the appropriate program type. Highlighted data elements are required Program-specific data elements for HUD programs.

Program-Specific Data Elements	Standard (percentage no greater than)													
	ES		TH		PH		SSO		Outreach		Prevention		Rpd Re-hsg	
	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref
1. Income and Sources	N/A	N/A	0%	5%	0%	5%	0%	5%	N/A	N/A	0%	0%	0%	0%
2. Non-Cash Benefits	N/A	N/A	5%	5%	5%	5%	5%	5%	N/A	N/A	0%	0%	0%	0%
3. Physical Disability	N/A	N/A	0%	5%	0%	5%	0%	5%	N/A	N/A	N/A	N/A	N/A	N/A
4. Developmental Disability	N/A	N/A	0%	5%	0%	10%	0%	10%	N/A	N/A	N/A	N/A	N/A	N/A
5. Chronic Health Condition	N/A	N/A	0%	5%	0%	10%	0%	10%	N/A	N/A	N/A	N/A	N/A	N/A
6. HIV/AIDS	N/A	N/A	0%	10%	0%	10%	0%	10%	N/A	N/A	N/A	N/A	N/A	N/A
7. Mental Health	N/A	N/A	0%	5%	0%	5%	0%	5%	N/A	N/A	N/A	N/A	N/A	N/A
8. Substance Abuse	N/A	N/A	0%	5%	0%	5%	0%	5%	N/A	N/A	N/A	N/A	N/A	N/A
9. Domestic Violence	N/A	N/A	5%	5%	5%	5%	5%	5%	N/A	N/A	N/A	N/A	N/A	N/A
10. Destination at Leaving	N/A	N/A	0%	5%	0%	5%	0%	5%	N/A	N/A	0%	0%	0%	0%
11. Date of Contact	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	0%	0%	0%	0%	0%
12. Date of Engagement	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	0%	0%	0%	0%	0%
13. Financial Assistance Provided	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	0%	0%	0%
14. Housing Relocation and Stabilization Services Provided	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%	0%	0%	0%
15A. Income Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15B. Employment Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15C. Housing Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15D. Food Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15E. Childcare Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15F. Children's Education Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15G. Adult Education Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15I. Health Care Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15J. Life Skills Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15G. Adult Education Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15I. Health Care Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Program-Specific Data Elements	Standard (percentage no greater than)													
	ES		TH		PH		SSO		Outreach		Prevention		Rpd Re-hsg	
	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref	Null/ Miss	Unkn/ Dn't Kw/ Ref
15J. Life Skills Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15K. Mental Health Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15L. Substance Abuse Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15M. Family Relations Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15N. Mobility Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15O. Community Involvement Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15P. Safety Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15Q. Parenting Skills Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15R. Credit History Domain	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16A. Employment	N/A	N/A	0%	0%	0%	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16B. Education	N/A	N/A	5%	10%	5%	10%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16C. General Health Status	N/A	N/A	10%	20%	10%	20%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16D. Pregnancy Status	N/A	N/A	5%	5%	5%	5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16E. Veteran's Information	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16F. Children's Education	*	*	*	*	*	*	*	*	*	*	*	*	*	*
16F.1 Children's Education: Enrollment status	N/A	N/A	0%	5%	0%	5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16F.5 Children's Education: Enrollment Problems	N/A	N/A	0%	5%	0%	5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16G. Reasons for Leaving	N/A	N/A	0%	5%	0%	5%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
16H. Services Received	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

### **2.3 Accuracy**

The purpose of accuracy is to ensure that the data housed in the Vermont Balance of State CoC HMIS is the best possible representation of reality as it relates to homeless people and the programs that serve them. Accuracy is determined by assessing the truthfulness by the client, the accuracy of the data collected by staff, and the accuracy of the data entered into the system by the staff.

Since accuracy of the data collected and entered in the system by staff is best handled through consistency policies, the Consistency Standard in 2.4 will support accuracy. Truthfulness of the information provided by the client is related to the establishment of a trusting relationship where the client feels safe and secure in providing accurate information. Therefore, this standard is centered on timeframes for data collection that can improve/ensure the best possible accuracy of the data obtained.

Vermont Balance of State recognizes that different program types should consider data collection as it relates to the length of time available to establish a trusting relationship. For example, it is reasonable that data would be less complete and accurate in an emergency shelter setting because of the limited amount of time available for the shelter to build a relationship. Emergency Shelters and Safe Havens should think of data collection in terms of what is possible within a 24 hour timeframe. Transitional and Permanent Housing programs have a much longer time frame in which to build a trusting relationship. Therefore, levels of complete and accurate data should be much higher. Transitional and Permanent Housing programs should think of data collection in terms of what is possible within a 30 day timeframe.

It is noted, however, that many emergency shelter clients experience a high rate of recidivism, allowing emergency shelters, over time, to develop a trust relationship and gather more complete and accurate data. Therefore, they are encouraged to continually build a client's complete and accurate record by engaging the client during return visits and updating/correcting the client record in the system.

#### ***General Standard:***

All Universal Data Elements (UDEs) will be collected at intake for services. All Program-specific Data Elements (PDEs), as appropriate for the program/funding type, will be collected within 24 hours of program entry or at program exit, whichever comes first. Programs may check the accuracy of the information provided against other reliable sources.

#### ***Exceptions:***

1. Outreach Programs: Outreach programs are allowed to "build" records over time. Outreach workers are expected to collect the Universal Data Elements (UDEs) within the first 3 contacts with the client. Program-specific Data Elements (PDEs) are to be collected when the client begins to receive services beyond basic outreach (i.e., case management, assisted referral services, housing, etc.).

## 2.4 Consistency

The purpose of consistency is to ensure a common interpretation of questions, answers, and which fields need completion in the Vermont Balance of State Continuum of Care (CoC) Homeless Management Information System (ServicePoint).

### ***General Standard:***

1. Intake Forms and Service Documentation: All HMIS participating programs will insure that the Universal Data Elements (UDEs) are collected on the initial intake. Response categories for UDEs must include those considered valid for all program reporting requirements, including HUD. Program Specific Data Elements (PDEs) and corresponding valid response categories must be included on follow up assessment forms and all exit forms. Service Documentation will be facilitated with a common Services Provided form. The CoC Data Committee is responsible for development of uniform intake, assessment, and service documentation templates for provider use. Providers may add additional forms needs to the templates but are prohibited from removing any UDE and PDEs, even if the data element is irrelevant to the program (e.g. veteran status for youth providers). The CoC Data Committee, in conjunction with NOFA application monitoring efforts, will review intake, assessment, service, and exit forms for compliance.
2. Regular training of intake and data entry staff: All data entry staff must complete initial software training and receive certification prior to gaining access to the system. All data entry staff must complete a follow up training 3 months after gaining system access. SYSTEM SECURITY IS OF UTMOST IMPORTANCE. THE SHARING OF USER ID'S AND PASSWORDS IS STRICTLY FORBIDDEN. New intake staff must complete training on both data collection and software prior to conducting client assessments. Intake and data entry staffs must annually show proficiency on data elements, their definitions, response categories, and best practices for collection. In addition, intake and data entry staffs must annually show proficiency on HMIS software and data entry requirements. HMIS participating agencies must show compliance with training schedules at least annually during the NOFA application monitoring process.
3. Standardized data entry screens and processes that follow program flow: The HMIS Lead Agency will ensure that the UDEs and PDEs with valid response categories are available to HMIS Users in accordance with the direction set forth by the CoC Data Committee on placement of the data elements within the flow of agreed upon data entry in assessments. Wherever appropriate, the HMIS Lead Agency will utilize software validation utilities to force data entry and/or provide prompts to assist in data entry of valid data. The data flow and elements will be reviewed at least annually during the NOFA application monitoring process to ensure ongoing compliance and to make recommendations for changes.
4. Feedback loop for regularly checking paper to computer data: HMIS participating agencies will develop and implement an internal business process for regularly checking paper to computer data on UDEs and PDEs and updating/correcting missing or inaccurate data. Agencies must develop and implement an internal process that involves and engages both intake and data entry staff to insure collaboration and communication focused on input of accurate client data into the HMIS system. The HMIS Lead Agency will provide the agency with data quality reports on the UDEs and PDEs to assist agencies in identifying and correcting inaccurate data, including but not limited to: bed utilization, missing/null data, and percentages of "unknown/don't know/refused" data. Agencies and the HMIS Lead Agency must show compliance with Data Quality benchmarking and correction standards established by the CoC Data Committee at least annually during the NOFA application monitoring process.

## 2.5 Monitoring

The purpose of monitoring is to ensure that the standards on the extent and quality of data entered into the Vermont Balance of State Continuum of Care (CoC) Homeless Management Information System (ServicePoint) that have been agreed upon by the CoC and their homeless service providers are met to the greatest possible extent and that data quality issues are quickly identified and resolved.

### ***General Standard:***

1. Access to the Data Quality Standard: The Vermont Balance of State Data Quality Standard will be posted to the CoC's public website.
2. Access to Data Quality Reports: The HMIS Lead Agency will make available by the 17<sup>th</sup> of each month Data Quality Reports for the purposes of facilitating compliance review by participating agencies and the CoC Data Committee. Participating agencies will have 10 days to correct as much data as they can. The HMIS Lead Agency will make available by the 30<sup>th</sup> of each month revised Data Quality Reports for posting to the Vermont Balance of State public website.
3. Monthly Review: The CoC Data Committee will review participating agency Data Quality Reports for compliance and will provide a general update on progress at the CoC Meeting. The CoC Data Committee will work with HMIS participating agencies to identify training needs to improve data quality.
4. Public Review: On the last day of each month, the HMIS Lead Agency will post agency aggregate Data Quality Reports to the CoC's public website.
5. CoC Review: The CoC Data Committee will provide a brief update on progress related to Data Quality Standard compliance at the monthly CoC meeting.

Below is a chart of the Data Quality Reports that identifies who will review the reports and at which intervals.

Report	Committee/ Entity	Review Interval
<ul style="list-style-type: none"> <li>• Bed Utilization</li> <li>• Null/Missing</li> <li>• Unknown/Don't Know/Refused</li> </ul>	Agency	Monthly
<ul style="list-style-type: none"> <li>• Bed Utilization</li> <li>• CoC Level Null/Missing</li> <li>• CoC Level Unknown/Don't Know/Refused</li> <li>• CoC Level Usable data by AHAR Category</li> </ul>	CoC Data Committee	Monthly
<ul style="list-style-type: none"> <li>• Bed Utilization</li> <li>• CoC Level Null/Missing</li> <li>• CoC Level Unknown/Don't Know/Refused</li> <li>• CoC Level Usable data by AHAR Category</li> </ul>	CoC	Quarterly and Annually during NOFA application monitoring process
CoC Data Committee Report	CoC	Monthly

## **2.6 Incentives**

The purpose of incentives is to provide positive re-enforcement to Vermont Balance of State Continuum of Care (CoC) service providers who achieve and maintain data of the extent and quality outlined in this standard.

### ***General Standard:***

Incentives for Data Quality Standard compliance will be determined by the CoC Executive Committee.

## **2.7 Agreement**

The purpose of agreement is to ensure that all participants in the Vermont Balance of State Continuum of Care (CoC) Homeless Management Information System (ServicePoint) are aware and have agreed to the Vermont Balance of State CoC Data Quality Standards.

### ***General Standard:***

The Vermont Balance of State CoC Data Quality Standards will be considered agreed upon when at least 50% of the local CoCs have agreed to the Standard as evidenced by signature of the local CoC's representative in Data Quality Authorization Memorandum section of this document.

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