Austin/Travis County HMIS
Data Quality Assurance Plan

Purpose: *Establish minimum client tracking & quality assurance (QA) standards for the collection and maintenance of records for every client receiving services and assure the accuracy and completeness of such records in the HMIS by Participating Agencies.*

The Austin/Travis County HMIS Quality Assurance Plan outlines policies and procedures that all Participating Agencies must implement to ensure the data integrity of agencies/programs.

Policy: Participating Agencies will provide the following levels of data accuracy and timeliness for each program within HMIS:

- All Names will be accurate.
- All Date of Birth entries will be entered as provided by the client or best estimate of the birth year with the month/day of 01/01 if the client does not provide a reasonable answer. *(See HMIS Data Standards)*
- The total number of Blank or Null entries for the Universal Data Elements (UDEs) and their associated "Data Quality" fields will not exceed 3% per month.
    - Null Values are data fields where the answer is missing or not entered.
- The total number of entries that are "Refused", "Refused (HUD)", "Don't Know" and "Don't Know (HUD)" will not exceed 5% per month.
    - Don't Know/Don't Know (HUD)/Don't Have is used when the *client* provides that answer for a question.
    - Refused/Refused (HUD) is used when the *client* provides that answer for a question.
    - Zeros (0000) can be used for the SSN for these answers.
- All services provided will be eligible with the providing program.
    - An example would be a service of Food Pantry under an HPRP program. Food Pantry was not an eligible service under the HPRP program.
- In all reports of shelter provided for a client, the client must be eligible to receive shelter services from the listed provider.
    - An example would be the ARCH only serves Adult Males under Emergency Night Shelter.
- Data entry for the clients during one calendar month must be entered into HMIS by the fifth (5th) working day of the following calendar month.

Procedure: The Participating Agency Administrator will perform regular data integrity checks on the Participating Agency's programs within HMIS. Any patterns of error at a Participating Agency must be corrected. The Participating Agency will provide a copy of the report(s) to the HMIS Director by the tenth (10th) day of the following month. The ECHO HMIS personnel will monitor all Participating Agencies on their data entry techniques and for compliance.

1.) Run the custom report "ECHO HMIS Data Completeness Report Card (EE) – v#" for all programs within HMIS for the Participating Agency.

2.) Create QA Findings sheet for non-compliant agencies/programs and submit to ECHO HMIS and timelines for correction.

3.) Rerun reports for errant agencies/programs. Follow up with the ECHO HMIS Director or HMIS Administrator if necessary.

4.) ECHO HMIS will provide the Participating Agencies Executive Director with an overall report card of all agencies.

- **Participating Agency Responsibilities:**

  Participating Agencies agree to:

  1. Assure the accuracy of information entered into HMIS. Any updates in information, error or inaccuracy that comes to the attention of the Participating Agency will be corrected by such agency.
  2. Perform routine Quality Assurance procedures to monitor data quality and promptly correct inaccuracies.

- **Data Tracking of Client Services:**

  1. The Participating Agency must implement a written plan for delivery of services and tracking of clients that includes the process for determining and recording outcome/exits.
  2. The Participating Agency must implement a written intake and client record keeping procedure(s) and files that include:
     - ✓ Intake interview
     - ✓ Record of services provided.
  3. Shelter and supportive housing programs maintain an up-to-date residence list that includes, at least, the name of each person residing in the program.

- **Reporting Submission Deadlines:**

  1. Intake data should be entered into the HMIS **within five (5) business days of the completion of the intake process.**
  2. Shelters only: Clients who stayed in shelter during the previous 24-hour period shall be entered into HMIS daily **by 9:00am**.
  3. Complete and accurate data for the month must be entered into by the **fifth (5th) working day of the month** following the reporting period.

     For example, data for the month of April must be entered into HMIS by the fifth working day of May.

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- **Data Accuracy:**
  1. Ask for a form of acceptable photo ID. Discuss the data and why we ask for it. Explain the authorization and privacy procedures. Explain who uses the data.
  2. All clients must have unique ID numbers (Social Security number or system-generated ID).
  3. Missing/Null data in HMIS must be **less than 3% per month in total for required fields**.
  4. "Refused", "Refused (HUD)", "Don't Know" or "Don't Know (HUD)" data in HMIS must be **less than 5% per month in total for required fields.**
  5. No data in HMIS can be incompatible with a program.

     For example, a family cannot be entered at a single men's shelter or a women's shelter.
  6. Data in HMIS must accurately reflect client data recorded in the agency's client file and known information about the client and services provided to the client.

     For example, 'Exit Date' on the paperwork should be the date the client physically exited the shelter.
  7. Active client records shall be updated annually as a minimum.
- **Data Consistency**
  1. Participating Agencies will use consistent language to ensure a common definition of data.
  2. Measure consistency by making random interviews with users and ask how questions are worded with a goal of 90% consistency.
  3. Use common forms that accurately reflect HMIS for your program.
  4. Attend training on a regular basis, internally within the Participating Agency and externally through ECHO HMIS and others.
     a. ECHO HMIS provides six hours of required annual training in Ethics and Compliance.
     b. ECHO HMIS also provides additional training that covers using ServicePoint, Agency Administration, ART reporting and job-functional. This is not inclusive of all training that may be provided.
     c. Each Participating Agency may provide program-specific training internally as needed.
     d. ServicePoint users and Agency Administrators may have their HMIS access disabled until any required training is completed.

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- **Data Quality Assurance**
  1. Participating Agencies shall have a Data Quality Assurance Plan that is Program-specific to assure quality data collection, entry, and reporting. A copy of the plan shall be provided to ECHO HMIS to meet requirements.
  2. The suggested schedule for Participating Agency Administrators:

Task	If monthly number of households served < 200	If monthly number of households served > 200
Run the custom report for each program.	Monthly	Weekly
Review the custom report for each program – verify that missing data for required data does not exceed 3%. ✓ Correct missing data to be ≤3%	Monthly	Weekly
Randomly pull two paper files for each program and check vs. HMIS data to verify data is accurate.	Monthly	Monthly
If shelter, then check Bed List to verify accuracy.	Weekly	Weekly
Issue QA report to Program Directors on status of QA check.	Monthly	Weekly
Issue QA report to ECHO HMIS on status of QA check.	Monthly	Monthly