

Data Quality Guideline

Client data is the most valuable and sensitive asset of the Monterey and San Benito Counties' HMIS project. Data tells the story of what is happening in our communities so the importance of the data quality should be a priority to all HMIS users. Homeless projects are expected to have a 95% standard of completeness rate and outreach programs is expected an 85% standard of completeness rate. Data Quality Report Cards are provided at most HMIS meetings and can be requested from your agencies ART license holder.

The following steps should be taken to assist with assuring data quality:

- 1. All users attend applicable HMIS meetings.** The Coalition of Homeless Services Providers (CHSP) and Community Technology Alliance (CTA) work together to offer many trainings and workshops to HMIS users, Admins, and ART license holders. These meetings keep users up-to-date on data standard changes, system changes, and so much more.
- 2. Collect ROI's.** Failure to collect ROI's prior to data entry or after expiration cause an array of issues that could be avoided.
- 3. Collect all required data elements at initial contact.** Programs should work toward ensuring that all required data elements for each client served is collected and entered correctly into the HMIS. Data collected and entered need to be as complete as possible. A great deal of data quality issues would be resolved if users collected all required data elements at first contact with client.
- 4. Enter clients using the appropriate assessment type for your funding source.** If your program is not directly tied to one of the funding source assessment types, use HUD's assessment by default.
- 5. Enter clients into HMIS in a timely fashion.** Entering clients into HMIS within the first couple of days of intake makes it easier to collect missing information as the client is very interactive and responsive during that period of time.
- 6. Exit inactive clients.** Clients who have not been active in your program for 6-months should be exited from program at the date the client last received services. This practice eliminates the client from future data standard changes and ROI renewals.

