



Upstate CoC HMIS DATA QUALITY PLAN

(last updated 6/21/2023)

HMIS Data Quality Plan Overview:

The following are South Carolina statewide policies and procedures that CoCs will implement to ensure the data integrity of agencies/programs utilizing HMIS. This brief overview provides a structure for each of the four South Carolina CoCs to maintain their own high level of data quality. Each CoC is expected to have their own Data Quality Plan that they train End Users to adhere to while they use and input data into the HMIS.

Policy: All Upstate CoC HMIS End Users will provide the following levels of data accuracy, completeness, and timeliness:

- All client names will be accurate to the greatest extent possible.
- Nulls, data not collected, or 'unknown' entries in required data fields will not exceed 5%.
- All Users should aim to have 0% null/data not collected data.
- Agencies will maintain an Universal Data Element quality score of 96% based on the 0252 Report, which is run by the HMIS System Administrator.
- All services documented in the system will be compatible with the standard services provided by the project and required by the funding sources (if applicable).

Procedure: The HMIS Administrator(s) will perform regular data integrity checks on the HMIS system. Any patterns of error at an agency/program level will be reported to the Agency Administrator and/or End User. When patterns of error have been discovered, End Users will be required to correct data entry and will be monitored for compliance.

- 1.) The HMIS Administrator(s) shall generate data reports showing clients with missing Universal Data Elements and clients with missing Program-Specific Data Elements.
- 2.) The HMIS Administrator(s) will generate reports and submit to the Agency Administrator or End User detailing data quality issues and timelines for correction.
- 3.) The HMIS Administrator(s) reports will inform targeted outreach made to agencies/End Users specifying corrections that need to be made with clients who have data quality issues.
- 4.) The HMIS Administrator(s) can also generate custom reports to assist with data quality.
- 5.) The HMIS Administrator(s) can rerun reports for errant agencies/programs and follow up with the agency/program leadership, if necessary.

Upstate CoC Process: On the first business day of the month, the HMIS Administrator(s) will run the 0252 report for the entire Upstate CoC. They will inform any agency falling below the 96% standard for Universal Data Element quality and send their report detailing the missing data. The agency will have one week (5 business days) to correct the data. If the agency is still below the 96% standard at the end of the timeframe, they will be marked as “failing” for the month. The consequences will follow in the order below, enacted by the HMIS Data Quality Committee. The HMIS Data Quality Committee will tentatively meet on the 3rd Wednesday of every month to review and carry out any consequences for agencies who have been marked as FAILING for the month. If no agency has been marked as failing, the committee will not meet.

Consequences:

PLEASE NOTE: These consequences are tracked on an annual basis. Each consequence will only occur once per year. Example: Agency A fails Month 2, 6 and 8. Month 2 will be First Offense, Month 6 will be Second Offense and Month 8 will be Third Offense.

First offense: The agency will receive an email, reminding them that they are responsible for their data and that the System Administrator is open and willing to help along the way.

Second Offense: All HMIS End Users operating at said agency must attend an in-person training and TA Session with the System Administrator at the UHC Main Office. The agency will be reported to the funder stating they have failed to remain in compliance with data quality standards.

Third Offense: All HMIS End Users operating at said agency will lose their HMIS access for one business week (5 days). In that time the agency will create an Action Plan to show how the agency is addressing the issue of failing data quality and implement a plan to maintain compliance. The agency will also be reported to their funder.

Fourth Offense: The agency will lose HMIS access indefinitely and can request an appeal.

Appeal Process: The agency may submit an appeal to the HMIS Data Quality Committee if they feel their failing status for the month is not justified. This will be held in an online form located on the CoC website under the “HMIS” section. The HMIS Data Quality Committee will review these appeals at their monthly meeting and send a determination to the agency to state if the appeal was Accepted or Denied.

The agency may appeal the HMIS Data Quality Committee’s decision to remove the agency from the system using the standard Appeal process found in the CoC Written Standards. The Executive Committee of the Advisory Council will review the appeal and render a verdict.

As a reminder, users can monitor their own data by running pre-program reports within ServicePoint. Helpful reports that most every End User has available to them include: APR/ CAPER Reports, Clients Served Reports or Daily Bed Reports. These reports help agencies to independently ensure a high level of data quality and integrity.