

Data & Performance Committee

2.15.2024

*The Data and Performance Committee works to ensure that the CVCoC meets its responsibilities regarding data collection, data sharing and privacy, data quality, implementation of new features, training and recruitment of new Homeless Management Information System participating agencies.*

Attendees: Leslie Loucks Amy McIvor, Serenity Lambert, Jeffrey Snow, Bryan Ottinger, Kim Towler, Angela Davis, Lexie Tookes, Emily Parker, Alison Hardy, Allie Frantz, Kristen Nolen, Jessie Edwards, Carrie Jennings.

1. **Welcome and Introductions**
2. **2023 Data User Report Cards** – coming soon!

The Data User Report Card assesses users’ effectiveness in data entry based on five elements: technical standards, training standards, data accuracy standards, data completeness, and data timeliness. All data users participate in audits, trainings, and monthly submissions to demonstrate adherence to these standards through the year, with each element being tracked accordingly.

* + 1. **Technical Standards** - All data users undergo annual audits to ensure compliance with technical standards, including using password-protected computers, keeping passwords hidden, updating antivirus and firewall software regularly, maintaining up-to-date systems, using password-protected internet connections, and refraining from sharing or writing HMIS passwords visibly. Due to the sensitivity of this standard, a 100% is expected from all data users.
    2. **Accuracy Standards**: Accurate and consistent data collection and entry are essential for an effective data system. The goal is to portray the most accurate representation of homeless persons’ reality. Therefore, all data entries must reflect client-provided information as documented by case managers. Recording inaccurate data is prohibited. Standardized intake tools developed by the CVCoC should be used by all participating programs to ensure consistency in data collection. While some programs may use additional intake materials, the CoC’s intake and assessment, annual assessment, and discharge forms aligns with required data elements. The data accuracy standard is an annual audit for all. The rate for CoC programs is set at 95%, with a maximum 5% allowance for inaccuracies in client files.
    3. **Monthly APR Submissions** 
       1. **Timeliness**: Timely data entry minimizes errors caused by delays between collection and entry, reducing reliance on handwritten notes or memory. Prompt entry enhances data accuracy, ensuring accessibility for the entire CoC. As a CoC, the benchmark for data entry is to enter collected data within five (5) business days of program entry/exit.
       2. **Completeness**: Complete data in the data system is crucial for comprehensive client care. Incomplete or missing data, such as disability information or length of time homeless, hinders service provision. Comprehensive data enables confident reporting and analysis of homelessness. While aiming for 100% data collection, the CoC acknowledges that this may not always be feasible. Therefore, an acceptable range of unknown/refused responses is permitted, maintaining a 5% error rate or lower.
    4. **Data & Performance Committee Meetings**: To ensure adherence to established data standards, it’s imperative for every data user to actively engage in training sessions, which are provided during quarterly Data and Performance Committee meetings. These training sessions serve as vital opportunities for users to familiarize themselves with the latest updates and best practices regarding data entry, and system functionalities within the homeless management information system framework. Moreover, these trainings facilitate the dissemination of critical information on data collection methodologies, ensuring that all users are equipped with the necessary knowledge and skills to maintain data integrity and consistency. By mandating attendance at 75% of the data training sessions offered annually, organizations can cultivate a culture of continuous learning and improvement, ultimately strengthening the overall effectiveness and reliability of the data system.

1. **Monthly APR Submissions:** Every month, data users are required to submit an annual performance report for all projects they input data into. They should allocate the first few days of the month for completing any outstanding data entry, then run an initial report to identify errors and begin addressing any quality issues. By the 25th of each month, users must ensure accurate data and submit a report to the HMIS Lead, Miriam’s House.
2. **HMIS User Agreement:** The HMIS User Agreement, signed by all users upon system access, remains in effect as long as the user has access to the system. Users are encouraged to review it annually. The agreement outlines the guidelines and responsibilities for partner agencies utilizing the ServicePoint system to share information for the provision of services to homeless individuals. It covers aspects such as data entry requirements, user responsibilities, confidentiality standards, user code of ethics, technological requirements, meeting participation, and data quality plan. The user agreement emphasizes the importance of maintaining confidentiality, respecting clients’ rights, and adhering to data quality standards. Users are also required to attend meetings to participate in ongoing training.
3. **2024 Point-in-Time Count:** Many thanks to everyone who participated in the day-of efforts of the PIT Count. It absolutely could not have been completed without everyone’s efforts. The final counts have not been tallied yet, but this group will be notified of the final number and the demographic breakdown. If anyone has suggestions or is curious about specific data points from that day, encourage them to share.
4. **2024 Housing Inventory Count:** This group is responsible for all the data provided in the Housing Inventory Count, a report that tracks the availability of beds and units for individuals experiencing homelessness on a single night. Our community’s HIC includes Emergency Shelter, Rapid Re-Housing, and Permanent Supportive Housing. Last year’s HIC showed:

* DV shelters utilized 68% of their capacity (25 out of 37 beds occupied)
* Emergency shelters were at 96% utilization (55 out of 57 beds occupied)
* Rapid Re-Housing programs reached full utilization with all 102 beds occupied
* Permanent Supportive Housing programs operated at 96% utilization (45 out of 47 beds occupied)

This year, there’s a significant update for the HIC: HUD now mandates importing data directly from HMIS. This emphasizes the critical need for accurate recording of housing move-in dates in HMIS, ensuring precise counts of individuals/households housed, aligning with HIC requirements. Although HUD hasn’t announced the submission deadline yet, we have ample time to prepare. Shelter providers should verify their roster for the count night to ensure accuracy. RRH and PSH providers need to update all housing move-in dates. Unfortunately, Homeless Prevention and Street Outreach are not included in this report.

1. **Data Reports**:
   1. **Longitudinal System Analysis** submitted on January 10th

In addition to the PIT counts and HIC, the LSA provides the annual HMIS-based data used to write the Annual Homeless Assessment Report (AHAR), a report to the U.S. Congress on the extent and nature of homelessness in the United States.

The LSA looks at how households move through a CoC system in a 365 day span.

A few highlights from our community’s system map snapshot:

* 426 households received services through emergency shelter, rapid rehousing, and permanent supportive housing within our CoC.
* NOTE: this report excludes street outreach, homelessness prevention, and domestic violence shelter data.
* The majority of households (in this universe) accessed the system through emergency shelter (61%).
* On average, households experienced 60 days of homelessness before moving into housing through Rapid Rehousing and 867 days before securing housing through PSH.
* As a community, 53% of households moved into permanent housing – which is impressive!
  1. **System Performance Measures** data submission just opened, and the report is due to HUD on March 13th.

The LSA and SPM both assess CoC system performance. The SPM offers a summary and year-to-year comparison of system-wide counts and averages across six performance areas. While the LSA includes similar data, HUD defines distinct business logic for each report.

Meeting the data submission deadline for the both reports is a factor considered in the annual CoC Program Competition. CoC programs are encouraged to respond to any data quality-related requests from their HMIS Lead agencies and continue to monitor their projects’ data quality.

As we get ready to submit the SPM report, please keep an eye out for emails regarding data cleanup. Street Outreach is included in some of the measures, but homeless prevention and domestic violence shelter data are not.

1. **HMIS User Training**
2. **ROI:** As a reminder, to address data visibility issues, all HMIS users must include the parent organization in the ROI along with the specific program the client is entering. When adding ROI details in the ROI tab of HMIS, ensure you select your parent organization along with the specific program. For instance, Roads to Recovery is the parent organization for the Shelter at RESET. The ROI will default to your parent organization (Miriam’s House, Interfaith Outreach Association (IOA), or Roads to Recovery).
3. **Duplicate Client Profiles:** We’ve noticed a rise in duplicate client profiles in the HMIS, complicating the tracking of individuals’ history with the homeless response system and potentially inflating counts. To mitigate this, please conduct a thorough check before creating a new client profile. If you encounter a client with multiple profiles in HMIS and verify that the DOB and SSN match, please notify Sarah Fuentes to merge the records.
4. **Are there errors users are experiencing in the system?**
5. Questions/Announcements
6. Data and Performance Meeting Schedule:
7. Thursday, May 16, 2024 at 10am
8. Thursday, August 15, 2024 at 10am
9. Thursday, November 21, 2024 at 10am