

Data Quality Self-Check Tool

This Data Quality Self-Check Tool was created in conjunction with Nashville’s Data Quality Plan (DQP) and Data Quality Monitoring Plan (DQMP). It is intended to help agencies monitor their ongoing data quality concerns, potential training needs and adherence to community privacy and security practices. This tool will be created and archived each quarter for every active project in HMIS at that time. Points of Contact from each agency are strongly advised to complete the self-check tool to better understand their agencies data and potential training needs. Although these self-assessments will primarily be used to improve system-level data, it will also become a focus for funders and evaluation groups to review the work of agencies receiving certain funding types or be assessed for new funding opportunities.

Below is the reporting calendar:

| Year | Reporting Period | Generate APR/CAPER Internally | Make corrections and submit finalized DQ tool to HMIS Help Desk |
|-------------|-------------------------|--------------------------------------|--|
| 2024 | 1/1/2023 - 12/31/2023 | January 19, 2024 | February 9, 2024 |
| | 4/1/2023 - 3/31/2024 | April 12, 2024 | April 26, 2024 |
| | 7/1/2023 - 6/30/2024 | July 12, 2024 | July 26, 2024 |
| | 10/1/2023 - 9/30/2024 | October 11, 2024 | October 25, 2024 |
| 2025 | 1/1/2024 - 12/31/2024 | January 10, 2025 | January 24, 2025 |
| | 4/1/2024 – 3/31/2025 | April 11, 2025 | April 25, 2025 |
| | 7/1/2024 - 6/30/2025 | July 11, 2025 | July 25, 2025 |
| | 10/1/2024 - 9/30/2025 | October 10, 2025 | October 24, 2025 |

How the Score card works:

Most information needed to complete the tool will be pulled directly from the APR or CAPER reports in HMIS. Additional supplemental information regarding data “accuracy” will be made available to agency PCs on a quarterly basis. Completed tools should be sent to the HMIS Lead agency for review. If needed, plans to address data quality issues will be made at this time in accordance with the Data Quality Monitoring Plan.

Timeliness – To ensure that you are referring to the most accurate timeliness information possible, a custom timeliness report has been added to all PC’s Report Writer dashboard in HMIS. The tracker will help you easily determine if any client’s data entered into HMIS occurred after the reasonable timeliness standard set in the Data Quality Plan. For detailed instructions on running this simple report, please look to the “Timeliness Tracker”. This timeliness tracker will also be posted on the website.

Accuracy – The Office of Homeless Services -HMIS team will send supplemental information on a quarterly basis with data accuracy information. This information will be pulled from a series of canned reports available to system-administrators and looks at potential data inaccuracies. For example, some common accuracy errors include a person under 18 years old marked as a veteran, or if someone has a negative age listed, etc. After addressing data inaccuracies, there are no other steps to complete for this section of the self-check.

Completeness – This section of the tool looks at all required data elements to verify that the percentage of error rate falls within the community standard listed in the DQP. For this section of the score card, you will refer to each data element listed in the APR or CAPER report and enter the percentage data error rate into the tool. The specific section of the APR/ CAPER you will refer to is noted in the tool next to each data element. Please refer to the DQP for more information about how completeness error rates are looked and explored.

Privacy and Security – This brief section of the self-check tool asks PC to check 5 random client charts served by your project in HMIS to ensure that their ROI has been added and tagged correctly in HMIS. You will review the client’s record in HMIS to ensure the following:

- Does the client have an Universal ROI tagged in their record?
- Is a copy of the ROI uploaded into the client’s record on the ROI tab?
- Did the client give permission for their data to be shared? If no, did the case manager “lock” the client record from being shared?

Coverage – Coverage will be discussed in annual monitoring visits with The Office of Homeless Services - HMIS team. To understand gaps in data at the system-level, it’s important to know when data about people experiencing homelessness is missing at the agency-level. Office of Homeless Services will ask a series of questions in annual monitoring visits based on information available through HMIS and the Housing Inventory Count to better understand possible gaps in data.

Submitting the tool each quarter – Each quarter, the completed Self-Check Tool should be sent to the HMIS help desk at hmishelp@nashville.gov

The Office of Homeless Services -HMIS team will review the results and reach out when needed to make plans to fix data concerns or create a training plan. The tool has several spots available to document areas or patterns observed throughout the self-check process as well. In order for the HMIS team to make an appropriate individualized plan, it is important to gather as much information as possible during the self-check process.

All 4 quarterly self-checks will be used to review in annual monitoring visits with the HMIS lead agency.