

**Policies & Procedures**

**HMIS DATA QUALITY & TRAINING**

**Section:** Administrative Policies

**Pages:** 7

**Subject:** HMIS Data and Quality Training

**Effective Date:** 04/01/2021

**Revision Date:**

**PURPOSE**

This policy with accompanying procedures set forth standards for employees using the HMIS within Davis Behavioral Health.

**POLICY**

HMIS Data will be entered within 5 working days of contact with client and will adhere to the UHMIS data quality guidelines. Training for staff will be conducted in accordance with UHMIS. All UHMIS users will attend all required training. Data entered into HMIS will be reviewed on a quarterly basis by the security officer to ensure no client PPI is entered into HMIS.

**PROCEDURE**

**1. DATA ENTRY POLICIES AND PROCEDURES**

All agencies shall consistently enter or upload information into the UHMIS database with five working days of seeing the client. This is to ensure that accurate and timely data is being reported to Local, State, and Federal government entities. Data should be entered or uploaded within 24 hours where possible.

A. All agencies should develop a client record verification/audit procedure and regular times (at least quarterly) for verifying HMIS data.

**2. Utah HMIS Best Practices Data Entry Plan**

A. Agencies need to have timely and correct data within Utah HMIS. The following section describes best practices data entry policy for

each program type. All agencies need to have quarterly data entered and corrected by the HMIS Data Pull date. All Programs need to have a client record verification/audit procedure and timeframe for verifying HMIS data at least quarterly.

## UTAH HMIS STANDARD OPERATING POLICIES & PROCEDURES

1. Timely data entry is explained for Permanent Supportive Housing Programs
  - a. Entry enrollment data will be entered into Utah HMIS within five business days of enrollment.
  - b. Assessment will be entered into Utah HMIS within five business days of contact(s) with the client(s).
  - c. Exit enrollment will be entered into Utah HMIS within five business days of client exit out of the program. If client disappears or an agency has no contact with the client and program policy has determined that the client has left the program, the exit must be done within five business days of determining that the client(s) has exited the program.
  - d. Data Correction
    - i. Backdate entry, assessment and exit enrollments within five business days.
    - ii. Deletion must be submitted to the Utah HMIS within 30 days of the record date.
    - iii. Correcting information must be completed quarterly within the program.
2. Timely data entry is explained for Transitional Housing Programs
  - a. Entry enrollment data will be entered into Utah HMIS within five business days of enrollment.
  - b. Assessment will be entered into Utah HMIS within five business days of contact(s) with the client(s).
  - c. Exit enrollment will be entered into Utah HMIS within five business days of client exit out of the program. If client disappears or an agency has no contact with the client and program policy has determined that the client has left the program, the exit must be done within five business days of determining that the client(s) has exited the program.
  - d. Data Correction
    - i. Backdate entry, assessment and exit enrollments within five business days.

- ii. Deletion must be submitted to the Utah HMIS within 30 days of the record date.
    - iii. Correcting information must be completed within 30 days after the end of the current quarter.
- 3. Timely data entry is explained for Emergency Shelter Programs
  - a. Entry enrollment data will be entered into Utah HMIS within ten business days of enrollment.
  - b. Assessment will be entered into Utah HMIS within ten business days of contact(s) with the client(s).
  - c. Exit enrollment will be entered into Utah HMIS within ten business days of client exit out of the program. If client disappears or an agency has no contact with the client and program policy has determined that the client has left the program, the exit must be done within five business days of determining that the client(s) has exited the program.
  - d. Data Correction
    - i. Backdate entry, assessment and exit enrollments within ten business days.
    - ii. Deletion must be submitted to the Utah HMIS within 30 days of the record date.
    - iii. Correcting information must be completed within 30 days after the end of the current quarter.
- 4. Timely data entry is explained for Rapid-Rehousing and Homeless Prevention programs
  - a. Entry enrollment data will be entered into Utah HMIS within five business days of enrollment.
  - b. Assessment will be entered into Utah HMIS within five business days of contact(s) with the client(s).
  - c. Exit enrollment will be entered into Utah HMIS within five business days of client exit out of the program. If client disappears or an agency has no contact with the client and program policy has determined that the client has left the program, the exit must be done within five business days of determining that the client(s) has exited the program.
  - d. Data Correction
    - i. Backdate entry, assessment and exit enrollments within five business days.
    - ii. Deletion must be submitted to the Utah HMIS within 30 days of the record date.

- iii. Correcting information must be completed within 30 days after the end of the current quarter.

5. Timely data entry is explained for Outreach and Services only programs

- a. Entry enrollment data will be entered into Utah HMIS within five business days of enrollment.
- b. Assessment will be entered into Utah HMIS within ten business days of contact(s) with the client(s).
- c. Exit enrollment will be entered into Utah HMIS within ten business days of client exit out of the program. If client disappears or an agency has no contact with the client and program policy has determined that the client has left the program, the exit must be done within five business days of determining that the client(s) has exited the program.
- d. Data Correction
  - i. Backdate entry, assessment and exit enrollments within ten business days.
  - ii. Deletion must be submitted to the Utah HMIS within 30 days of the record date.
  - iii. Correcting information must be completed within 30 days after the end of the current quarter.

6. Quarterly Data Quality Reports

7. Data Quality Reporting Schedule

Utah HMIS will pull quarterly performance measurements on each program in CHOs. Quarterly data quality reports will be submitted by the lead agency with items identified for improvement to the CoC Steering Committee and each grantee according to the schedule below. Actions to improve data quality required by HUD guidelines will be suggested by the CoC and aided by the HMIS agency.

Quarterly Point In Time  
Data Collection Date

Reporting Time Period HMIS Data Pull Date HMIS reporting to grantees. July (last Wednesday) May-July August (first Wednesday) September, October (last Wednesday) August – October November (first Wednesday) December-January (last Wednesday) November-January February (first Wednesday) March-April (last Wednesday) February – April May (first Wednesday) June

Utah HMIS will provide each agency and grantee instructions on what reports are being pulled and how the data is compiled and analyzed at start of each contract.

#### 8. Discrepancies in Data

If at the time of quarterly reporting, agency program information is reported incorrectly the agency will submit a letter of explanation to the grantee(s) and Utah HMIS. Utah HMIS will not re-run the quarterly performance measurement reports, the report will stand as is. The CHO letter will be attached to the report.