



Data Quality Plan

Tampa / Hillsborough County Continuum of Care

Developed by:

UNITY Information Network (HMIS Lead)
UNITY Information Network Advisory Committee
Tampa Hillsborough Homeless Initiative (COC Lead)

Revised: June 2017

Table of Contents

General Information	1
1.1 Purpose.....	1
1.2 Definition of Data Quality.....	1
1.3 Definition of Data Quality.....	1
1.4 Homeless Management Information System (HMIS).....	1
1.5 Supporting and Legacy Systems.....	1
1.6 Key Documents.....	1
1.7 Data Collection Requirements.....	3
1.7.1 Universal Data Elements.....	3
1.7.2 Program Specific Data Elements.....	2
1.7.3 Project Descriptor Data Elements.....	4
1.8 Points of Contact.....	4
Data Quality Standards	5
2.1 Timeliness.....	5
2.2 Completeness.....	5
2.2.1 All Clients Served.....	6
2.2.2 Universal Data Elements.....	7
2.2.3 Program Specific Data Elements.....	8
2.3 Accuracy.....	10
2.4 Consistency.....	10
2.5 Monitoring.....	11
2.6 Incentives.....	12
2.7 Agreement.....	12

GENERAL INFORMATION

1.1 Purpose

The purpose of this Data Quality Standard is to standardize expectations and provide guidance to HMIS participating projects on the extent and quality of data entered into the Tampa/Hillsborough County Continuum of Care Homeless Management Information System (HMIS) - UNITY. It is imperative that HMIS data is of high quality for it to be reflective of our CoC's performance on reports that are submitted to funders and other stakeholders. These reports include the System Performance Measures (SPM) and the Annual Homeless Assessment Report (AHAR).

1.2 Development Process

The Tampa/Hillsborough County Continuum of Care HMIS Data Quality Standards were developed through a collaborative effort across homeless service providers and spearheaded by the HMIS Lead Agency, the UNITY Advisory Committee and the Continuum of Care Lead Agency.

1.3 Definition of Data Quality

HMIS data quality refers to the extent that data recorded in the Tampa / Hillsborough County HMIS accurately reflects the same information as on the ground. To meet the Tampa / Hillsborough County CoC's goal of presenting accurate and consistent information on homelessness, it is critical that the HMIS have the best possible representation of reality as it relates to homeless people and the programs that serve them. Specifically, the goal is to record the most accurate, consistent and timely information in order to draw reasonable conclusions about the extent of homelessness, the impact of homeless services, and for data driven decision making.

1.4 Homeless Management Information System (HMIS)

For the purposes of this document, the Homeless Management Information System (HMIS) means UNITY Information Network and all modules, assessments, reporting capacities, standard or customized, contained therein.

1.5 Supporting and Legacy Systems

For the purposes of this document, all supporting and legacy systems are identified as non-Mediaware ServicePoint systems that transfer information to the Tampa / Hillsborough County CoC HMIS.

1.6 Key Documents

Key documents needed as supporting references to this document are listed below:
These documents can be located on the U.S Department of Housing and Urban Development (HUD) website at: <https://www.hudexchange.info/programs/hmis/>

- (HUD) Homeless Management Information System (HMIS) 2014 Data Standards Manual, v. 5.1 August 2016
- (HUD) Homeless Management Information System (HMIS) 2014 Data Dictionary, v. 5.1, August 2016
- Housing and Urban Development (HUD) Homeless Management Information System (HMIS) Data Dictionary, August 2016
- HUD Final Rule: Violence Against Women Act 2013 (VAWA 2013)
- HUD and Federal Partners program specific manuals (e.g. HUD CoC Program HMIS Manual, PATH Program HMIS Manual), as posted to the HUD Exchange (<https://www.hudexchange.info/programs/hmis>).
- HUD System Performance Guidance
<https://www.hudexchange.info/programs/coc/system-performance-measures/>
- UNITY Information Network Manual of Standard Operating Procedures, v.3, August 2014

NOTE: These HUD documents are noted and referenced for informational purposes as were in place at the time of this document's creation. Recognizing that HUD routinely updates, changes and provides additional guidance, HUD's most recent documents and notices will superseded the ones listed above.

1.7 Data Collection Requirements

This section is intended to help providers and HMIS users understand the data elements that are required in an HMIS to meet participation and reporting requirements established by HUD and the federal partners, and adopted by the Tampa/Hillsborough County CoC. The HMIS Data Standards provide communities with baseline data collection requirements developed by each of these federal partners. The CoC may establish data collection requirements in addition to those required by HUD and the federal partners.

1.7.1 Universal Data Elements

HMIS Universal Data Elements (UDES) are elements required to be collected by all projects participating in HMIS, regardless of funding source. The UDES establish the baseline data collection requirements for all contributing CoC projects. Please refer to the table below for the current UDES:

Universal Data Elements	
Name	Living Situation
Social Security Number	Project Entry Date
Date of Birth	Project Exit Date
Race	Destination
Ethnicity	Personal ID
Gender	Household ID
Veteran Status	Relationship to Head of Household
Disabling Condition	Client Location
Housing Status	Developmental Disability
Income and Sources	Chronic Health Condition
Non-Cash Benefits	HIV/AIDS
Health Insurance	Mental Health Problem
Physical Disability	Substance Abuse
Domestic Violence	Residential Move-In Date <i>(this includes homeless prevention)</i>
General Health Status	Housing Assessment Disposition
Last Grade Completed	Housing Assessment at Exit
Employment Status	

1.7.2 Program Specific Data Elements

Program Specific Data Elements (PSDE) differ from the Universal Data Elements in that no one project must collect every single element in this section. Which data elements are required is dictated by the reporting requirements set forth by each Federal partner for each of its programs or by the CoC to ensure system wide data consistency. Please refer to the tables below for data collection requirements for each Federal partner for each project type.

Applicable project types include the following:

Emergency Shelter (ES)
 Transitional Housing (TH)
 Permanent Supportive Housing (PSH)
 Other Permanent Housing (OPH)
 Rapid Re-housing (RRH)
 Supportive Services Only (SSO)
 Outreach
 Prevention

*An (X) in the tables below indicates that the data element is required for the funding source and project type listed.

All HUD, ESG, Outreach, Path, Law enforcement and CoC funded programs

	ES	TH	PSH/OPH	RRH	SSO	Outreach	Prevention
Contact						X	
Date of Engagement						X	
Services Provided	X	X	X	X	X	X	X
HOPWA ONLY							
Medical Assistance	X	X	X	X	X	X	X
T-cell (CD4) and Viral Load	X	X	X	X	X	X	X

HHS - PATH Only

	SSO	Outreach
Contact	X	X
Date of Engagement	X	X
Services Provided	X	X
Referrals Provided	X	X
PATH Status	X	X
Connection with SOAR (for programs funded with SOAR specialist are required to answer the question and document the stages of the application process)	X	X

VA - SSVF

	RRH	Prevention
Veteran Information	X	X
Percent of AMI (SSVF Eligibility)	X	
Last Permanent Address	X	X
VAMC Station Number	X	X
SSVF HP Targeting Criteria		X
Use of Other Crisis Services	X	X

1.7.3 Project Descriptor Data Elements

Project Descriptor Data Elements (PDDE) are completed within the HMIS for each project. PDDEs contain basic information about projects participating in a Continuum of Care's (CoC's) Homeless Management Information System (HMIS) and help ensure the HMIS is the central repository of information about

homelessness in the continuum, including information about projects and clients. The PDDE's are the building blocks of an HMIS.

1.8 Points of Contact

For more information or questions related to this Data Quality Plan, please contact UNITY Information Network staff or the UNITY Advisory Committee. UNITY staff will provide contact information for the current UNITY Advisory Committee Chair when requested. UNITY staff can be contacted by sending an email to support@unityofhc.zendesk.com. This link is to Tampa Hillsborough Homeless Initiative's HMIS help desk.

Data Quality Standards

The general standard outlined is applicable to all HMIS participating projects. Unless otherwise noted, all participating projects, including those transferring data from legacy and supporting systems, are expected to achieve and maintain the general standards.

Note: Homeless Service Providers whose primary target population is victims of domestic violence are currently prohibited by the Violence Against Woman Act from entering client level data into an HMIS. <http://nnedv.org/policy/issues/vawa>.

2.1 Timeliness

The purpose of timeliness is to ensure access to data when it is needed – either pro-actively (for monitoring purposes, publishing information to increase awareness, or to meet reporting requirements) or reactively (in response to a request for information or to respond to inaccurate information).

General Standard:

Each provider must provide PDDE information to the HMIS Lead during initial project set up. HMIS Lead staff will enter the PDDEs for each project into HMIS. Required Project Descriptor Data Elements included: Organization Identifiers, Project Identifiers, Continuum of Care Code, Project Type, and Method for Tracking Emergency Shelter Utilization, Federal Partner Funding Sources, and Bed and Unit Inventory Information.

All HMIS participating projects will ensure entry of data for all clients (new or returning), services, and entry/exits within 24 hours of data collection. This data standard also includes all data being collected and updated for interim reviews. Whenever possible, real-time data entry is encouraged and preferred.

* This standard reflects the allowable amount of time between when the data is collected and when the data is entered into HMIS.

Exceptions:

There are no exceptions to this standard at this time.

2.2 Completeness of the entire CoC assessment

The purpose of completeness is to ensure sufficient, accurate data on clients, their demographic characteristics, and service use to facilitate confident reporting and analysis on the extent and characteristics of homelessness including:

- Unduplicated counts of clients served at the local level;
- Patterns of use of people entering and exiting the homeless assistance system; and

- Evaluation of the effectiveness of homeless systems.

2.2.1 All Clients Served

The purpose of all clients served is to ensure that all clients that are being served by service providers within the Tampa / Hillsborough County CoC are represented in the HMIS.

General Standard:

All clients served by the project must be entered into the HMIS and must be in compliance with the standards outlined in this Data Quality Plan.

2.2.2 Universal Data Elements

The purpose of the Universal Data Elements is to ensure that all homeless service providers in the Tampa / Hillsborough County CoC are documenting the data elements necessary to produce a Continuum-wide unduplicated count of clients served, to provide accurate counts for various reporting requirements, including the Annual Homeless Assessment Report requirements, and to ensure that the CoC has sufficient client data to conduct basic analysis on the extent and characteristics of the populations they serve.

General Standard:

The project’s percentage of “null/missing” and “unknown/don’t know/refused” for all clients served will be no higher than the percentages indicated in the chart below for the appropriate project type.

Project Type / Standard (percentage no greater than)

	ES		TH		PSH / OPH		RRH		SSO		Outreach		Prevention	
	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref
Name	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	10%	0%	0%
Social Security Number	0%	10%	0%	5%	0%	5%	0%	5%	0%	5%	5%	10%	0%	5%
Date of Birth	0%	10%	0%	0%	0%	0%	0%	0%	0%	5%	5%	10%	0%	5%
Race	0%	10%	0%	5%	0%	5%	0%	5%	0%	5%	5%	10%	0%	5%
Ethnicity	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%	5%	10%	0%	5%
Gender	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%	5%	10%	0%	5%
Veteran Status	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%	5%	10%	0%	0%
Disabling Condition	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%	5%	10%	0%	5%
Living Situation	0%	10%	0%	5%	0%	0%	0%	5%	0%	5%	10%	15%	0%	5%
Project Entry Date	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Project Exit Date	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Destination	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%
Personal ID	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Household ID	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Relationship to Head of Household	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Client Location	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Housing Status	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Income and Sources	0%	5%	0%	5%	0%	5%	0%	5%	0%	5%	0%	10%	0%	0%
Non-Cash Benefits	5%	5%	5%	5%	0%	5%	0%	5%	5%	5%	0%	10%	0%	10%
Health Insurance	5%	5%	0%	5%	0%	5%	0%	5%	5%	5%	0%	10%	0%	10%
Physical Disability	0%	5%	0%	5%	0%	5%	0%	5%	0%	10%	0%	10%	0%	10%
Developmental Disability	0%	5%	0%	5%	0%	5%	0%	5%	0%	10%	0%	10%	0%	10%
Chronic Health Condition	0%	5%	0%	5%	0%	5%	0%	5%	0%	10%	0%	10%	0%	10%
HIV/AIDS	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%
Mental Health Problem	0%	5%	0%	5%	0%	5%	0%	5%	0%	10%	0%	10%	0%	10%
Substance Abuse	0%	5%	0%	5%	0%	5%	0%	5%	0%	10%	0%	10%	0%	10%
Domestic Violence	5%	5%	5%	5%	5%	5%	5%	5%	5%	10%	0%	10%	0%	10%
Financial Assistance Provided	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%	0%	0%	n/a	n/a	0%	0%
Residential Move-In Date	0%	0%	0%	0%	0%	0%	0%	0%	n/a	n/a	n/a	n/a	n/a	n/a

2.2.3 Program Specific Data Elements

The purpose of the Program Specific Data Elements is to ensure that all Tampa / Hillsborough County CoC McKinney Vento recipients are documenting the data elements necessary to produce the HUD's CoC Annual Performance Report (APR) and to ensure that the CoC has sufficient client data to conduct analysis on the extent and characteristics of the populations they serve.

General Standard:

The program's percentage of "null/missing" and "unknown/don't know/refused" for all clients served will be no higher than the percentages indicated in the chart below for the appropriate program type. *Please refer section 1.7 – Definitions to determine which data elements are required by each funding source.*

Project Type / Standard (percentage no greater than)

	ES		TH		PSH / OPH		RRH		SSO		Outreach		Prevention	
	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref	Null/ Missing	Unk/ Dnt Know /Ref	Null /Missin g	Unk/ Dnt Know /Ref	Null/ Missin g	Unk/ Dnt Know /Ref	Null/ Missin g	Unk/ Dnt Know /Ref	Null/ Missin g	Unk/ Dnt Know /Ref
Contact	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%	0%	0%	n/a	n/a
Date of Engagement	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%	0%	0%	n/a	n/a
Services Provided	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Data Element	Housing Assessment Disposition	0%	10%	0%	5%	0%	5%	0%	5%	0%	10%	0%	10%	0%	10%
	Housing Assessment at Exit	0%	10%	0%	5%	0%	5%	n/a	n/a	0%	10%	n/a	n/a	0%	10%
	PATH ONLY														
	Referrals Provided	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%	0%	0%	n/a	n/a
	PATH Status	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%	0%	0%	n/a	n/a
	Connection with SOAR	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	5%	0%	5%	n/a	n/a
	HOPWA ONLY														
	Medical Assistance	0%	5%	0%	5%	0%	5%	n/a	n/a	5%	10%	n/a	n/a	5%	10%
	T-cell (CD4) and Viral Load	0%	5%	0%	5%	0%	5%	n/a	n/a	5%	10%	n/a	n/a	5%	10%
	VA ONLY														
	Veteran Information	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%	n/a	n/a	n/a	n/a	0%	0%
	Percent of AMI (SSVF Eligibility)	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%	n/a	n/a	n/a	n/a	n/a	n/a
	Last Permanent Address	n/a	n/a	n/a	n/a	n/a	n/a	0%	5%	n/a	n/a	n/a	n/a	0%	5%
	VAMC Station Number	n/a	n/a	n/a	n/a	n/a	n/a	0%	5%	n/a	n/a	n/a	n/a	0%	5%
	SSVF HP Targeting Criteria	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%	0%
	Use of Other Crisis Services	n/a	n/a	n/a	n/a	n/a	n/a	5%	5%	n/a	n/a	n/a	n/a	5%	5%

2.3 Accuracy

The purpose of accuracy is to ensure that the data housed in the Tampa / Hillsborough County CoC HMIS is the best possible representation of reality as it relates to people who are homeless and the projects that serve them. Accuracy is determined by assessing the truthfulness by the client, the accuracy of the data collected by staff, and the accuracy of the data entered into the system by the staff.

General Standard:

All Universal Data Elements (UDEs) will be collected at intake for services. All Program-specific Data Elements (PSDEs), as appropriate for the project/funding type, will be collected within 24 hours of project entry or at project exit, whichever comes first. Projects may check the accuracy of the information provided against other reliable sources.

2.4 Consistency

The purpose of consistency is to ensure a common interpretation of questions, answers, and which fields need to be completed in the Tampa/Hillsborough County CoC Homeless Management Information System (UNITY).

General Standard:

1. Intake Forms and Service Documentation: All HMIS participating projects will ensure that the Universal Data Elements (UDEs) are collected on the initial intake. Response categories for UDEs must include those considered valid for all program reporting requirements, including HUD. CoC required Program Specific Data Elements (PSDEs) and corresponding valid response categories must be included on follow up assessment forms and all exit forms. UNITY Advisory Committee/CoC Lead staff are responsible for development of uniform intake, assessment, and service documentation templates for provider use. Providers may add additional forms needed to the templates but are prohibited from removing any UDE and PSDEs, even if the data element is irrelevant to the project (e.g. veteran status for youth providers). The Unity Advisory Committee, in conjunction with NOFA application monitoring efforts, will review intake, assessment, service, and exit forms for compliance.
2. Standardized data entry screens and processes that follow project flow: The HMIS Lead Agency will ensure that the UDEs and PSDEs with valid response categories are available to HMIS Users in accordance with the direction set forth by the UNITY Advisory Committee on placement of the data elements within the flow of agreed upon data entry in assessments. Wherever appropriate, the HMIS Lead Agency will utilize software validation utilities to force data entry and/or provide prompts to assist in data entry of valid data. The data flow and elements will be reviewed at least annually to ensure ongoing compliance and to make recommendations for changes.
3. Feedback loop for regularly checking paper to computer data: HMIS participating agencies will develop and implement an internal business process for regularly checking paper to computer data on UDEs and PSDEs and updating/correcting missing or inaccurate data. Agencies must develop and implement an internal process that involves and engages both intake and data entry staff to ensure collaboration and communication focused on input of accurate client data into the HMIS system. The HMIS Lead Agency will provide training so the agencies can run data quality reports on the UDEs and PSDEs to assist in identifying and correcting inaccurate data, including but not limited to: bed utilization, missing/null data, and percentages of “unknown/don’t know/refused” data. All data elements as well as services, program entries, move in dates and entries into the Coordinated Entry Priority List are expected to be entered in

real time.

Agencies and the HMIS Lead Agency must show compliance with Data Quality benchmarking and correction standards established by the UNITY Advisory Committee and CoC Lead.

2.5 Monitoring

The purpose of monitoring is to ensure that the standards on the extent and quality of data entered into the Tampa/Hillsborough County Continuum of Care’s Homeless Management Information System (UNITY) are met to the greatest possible extent and that data quality issues are quickly identified and resolved.

General Standard:

1. **Access to the Data Quality Standard:** The Tampa / Hillsborough County CoC Data Quality Plan will be posted to the CoC’s public website.
2. **Access to Data Quality Reports:** Participating agencies are expected to monitor their Data Quality on an ongoing basis to maximize completeness, accuracy, and consistency. Participating agencies will run a HUD CoC APR Data Quality/Completeness (regardless of project type/funder) at least monthly for each project to ensure compliance with data standards. -.
3. **Quarterly Review:** A designated agency representative will send the HUD CoC APR Data Quality/Completeness for all projects to their designated THHI Program Manager by the 25th day of the month following the end of the quarter. Participating agencies will have up to 15 days to correct data. The CoC Lead agency will review participating agency HUD CoC APR Data Quality/Completeness for compliance and will provide a general update on progress quarterly at the CoC Meeting. The CoC Lead agency will work with UNITY Information Network staff and HMIS participating agencies to identify training needs to improve data quality. The program specific HMIS agency administrator will be the responsible party to provide the report.
4. **Public Review:** Quarterly, the CoC Lead Agency will post agency aggregate Data Quality/Completeness Reports to the CoC’s HMIS public website.
5. **CoC Review:** The HMIS Lead will provide an update on progress related to Data Quality Standard compliance quarterly at the CoC meeting.

Below is a table of the Data Quality Reports that identifies who will review the reports and at which intervals.

Review Interval	Responsible Entity/Committee	Report	Data Quality Factors to be Reviewed
Monthly	Agency review internal projects	HUD CoC APR Data Quality/Completeness, Timeliness Report, Program Daily Census	Null/Missing Data, Don’t Know/Refused, Timeliness, Bed Utilization, Accuracy of Data. Definition of quality is applied; data quality can be defined as the degree to which a set of characteristics of data fulfills requirements. Examples of characteristics are: completeness, validity, accuracy, consistency, availability and timeliness

Quarterly	Agency Projects Submits, CoC Lead Reviews	HUD CoC APR Data Quality/Completeness, Timeliness Report, Program Daily Census	Null/Missing Data
Annually / As Needed*	Agency Projects Submits, CoC Lead/Agency reviews	HUD CoC APR Data Quality/Completeness, CoC APR , Timeliness Report	Null/Missing Data, Don't Know/Refused, Timeliness, Bed Utilization, Accuracy of Data <small>Definition of quality is applied; data quality can be defined as the degree to which a set of characteristics of data fulfills requirements. Examples of characteristics are: completeness, validity, accuracy, consistency, availability and timeliness</small>

* Federal and other reporting requirements will require data quality to be monitored on an annual and as needed basis. These reports include but are not limited to the Annual Homeless Assessment Report (AHAR), System Performance Measures, and Annual Performance Report (APR). *The Annual Progress Report (APR) provides annual performance reporting on clients outputs and outcomes that enables an assessment of grantee performance in achieving the housing stability outcome measure. The APR fulfills statutory reporting requirements and provides the grantee and HUD with the necessary information to assess the overall performance and accomplishment of the grantee's program activities under the approved goals and objectives*

Non-Compliance and Corrective Actions

If a project or agency is non-compliant with the policies and data standards laid out in this document, the project or agency may be required to formulate and execute a Corrective Action Plan for achieving and maintaining compliance with the Tampa/Hillsborough County CoC's Data Quality Plan. Corrective Action Plan may be required only when agreed upon by the CoC Lead and UNITY staff. The Corrective Action Plan by the agency must be approved by CoC Lead and UNITY staff. If the approved Corrective Action Plan is not successfully implemented, UNITY staff reserves the right to restrict UNITY access for the agency, some or all of its UNITY users until the data issues have been resolved. Please refer to the UNITY Information Network Manual of Standard Operating Procedures for more information about Partner Agency Roles and Responsibilities regarding data quality and monitoring.

2.6 Incentives

The purpose of incentives is to provide positive re-enforcement to Tampa/Hillsborough County Continuum of Care service providers who achieve and maintain data of the extent and quality outlined in this standard.

General Standard:

Incentives for Data Quality Standard compliance will be determined by the UNITY Advisory Committee and CoC Lead. Incentives may include but are not limited to public recognition at the monthly CoC meeting and/or less frequent review periods.

2.7 Agreement

The purpose of agreement is to ensure that all participants in the Tampa/Hillsborough County

Continuum of Care's Homeless Management Information System (UNITY) are aware of and have agreed to the Tampa / Hillsborough County CoC Data Quality Standards.

General Standard:

The Tampa / Hillsborough County CoC Data Quality Standards will be considered agreed upon when the CoC Executive Planning Committee approves a vote to accept the standards detailed in this plan.

ADDITIONAL Data Standards Policies Related to Data Consistency and Accuracy for the Tampa/Hillsborough County CoC

- 1) The Tampa Hillsborough CoC's policy on Data Quality will be the standard bearer for the continuum and will ask in some situations to provide more detail and documentation than the HUD standards
- 2) The Data Quality Standards will be reviewed at the project level to ensure each project is achieving these standards for a more accurate picture of the data and system. This will prevent a project with poor compliance to the data standards from being 'overlooked' within an agency that has an overall high agency compliance.
- 3) Residential Move In Date Standards
 - a. Emergency Shelters and Transitional Housing projects must enter a residential move-in date for all clients with an exited destination to a permanent housing situation. The move in date should be entered at the time the exit assessment is completed.
 - b. Rapid Rehousing and Permanent Supportive Housing projects must enter a residential move in date within 24 hours of the client moving into verified permanent housing
- 4) When a Permanent Supportive Housing participant loses their housing and returns to homelessness, they should be exited from the project in HMIS, even though they are still enrolled and being assisted by the Permanent Supportive Housing Program. Once the participant is placed in another Permanent Housing unit, a new program entry will be completed in HMIS.

This is based on the HUD data standard that a Permanent Supportive Housing program entry is based on the date the person moves into permanent housing and the APR performance measurement is based on the time a person remains in permanent housing, not the time they are being assisted by a permanent supportive housing project. Therefore if the participant loses permanent housing, they are not in a permanent housing. They are however, still being assisted by the permanent housing project.

(Note: based on information related to HUD's next revision to their Data Standards, anticipated to be effective 10/1/2017, HUD's changes will make this item obsolete.)

- 5) All Tampa/Hillsborough County CoC members who use the HMIS system must follow the Coordinated Entry process as outlined below.

The Tampa/Hillsborough County CoC's Coordinated Entry Process is centered on the Priority List for Housing Programs (PL). Placement on the PL is the first step to connecting to Housing Programs within our CoC.

Briefly, the Coordinated Entry Process is:

1. Placement on the Priority List for Housing Programs utilizing the HMIS workflow.
2. When Housing Programs have an opening, they will go to the Priority List to identify potentially eligible persons for their program based on VI-SPDAT scores, highest need and other program specific eligibility criteria.
3. Contact is attempted for that program's intake process.
4. If contact is made, the person is scheduled for program intake. If eligible, they are enrolled and assisted to move from homelessness to permanent housing.

Initial Encounter - When a Homeless individual/household that meets Category 1 or 4 of HUD's homeless definition, they should be placed on the Priority List for Housing Programs as this is the first step to connecting them with these programs.

Category 1 includes only persons residing on the street, emergency shelter, Safe Haven, or other place not meant for human habitation.

Category 4 includes persons actively fleeing a domestic violence situation.

HMIS Workflow for Placement on the PL for Housing:

1. Client Profile: Look up the person (head of household) in UNITY. If they do not have a Client Record in UNITY, you will need to create a new client profile. If this individual does have a UNITY Client Record, you would then go to the next step.
2. Complete the "VI-SPDAT Additionally Eligibility Information" Assessment, to include contact information
3. Complete the VI-SPDAT Assessment
4. Create a program entry into the Coordinated Entry Priority List

The Coordinated Entry Process and HMIS workflow is undergoing a re-development, as outlined below. At such time that this new workflow is implemented, it will replace the process described above.

Coordinated Entry" Entry – Placement on the PL - PHASE 1:

Placement on PL – HMIS Entry: The Priority List is established and maintained in the UNITY Information Network System (HMIS), therefore the first phase is to complete the required UNITY Coordinated Entry Workflow by following the steps below.

1. **Client Profile:** Look up the person (head of household) in UNITY. If they do not have a Client Record in UNITY, you will need to create a new client profile. If this individual does have a UNITY Client Record, you would then go to the next step.
2. **Entry Assessment:** Once you are in the Client Profile in UNITY, you will then create a “Coordinated Entry Program” entry. This will require you to complete/update all of the entry assessment questions for the client. This is the information that housing programs will use to be able to determine potential eligibility and obtain contact information for the person.

Missing or outdated information WILL result in prolonging the client’s connection to a Housing Program. At the bottom of the Entry Assessment, is link to the VI-SPDAT sub-assessment. See next step.

3. **VI-SPDAT:** The VI-SPDAT sub-assessment is the agreed upon CoC-wide tool to measure a homeless person’s vulnerability and service need level as a ‘triage’ process for identifying the most appropriate housing program type. This data element is imperative to the Coordinated Entry Process.

The CoC will utilized the following VI-SPDATs based on sub-populations:

Individuals
Families
Unaccompanied Youth

Only persons/households that meet **Category 1 or 4** of HUD’s homeless definition should have a VI-SPDAT assessment.

In General, VI-SPDAT scores of 10 or higher are recommended for Permanent Supportive Housing programs; Scores of 5-9 are recommended for Rapid Rehousing/Transitional Housing; Scores 0-4 are recommended for no or little intervention as they are usually able to self-resolve.

Once the three (3) steps above have been completed, the person is now on the PL and will be included in the PL reports pulled from UNITY. The PL process moves into the “list management stage.”