San Luis Obispo Countywide 10 Year Plan to End Homelessness

We envision a future in which the housing and comprehensive services necessary to remain housed are available for all, affording everyone maximum self-sufficiency, and the opportunity to be productive and participating members of our community

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
Finance and Data Committee Agenda
April 29, 2020, 10 a.m.
County of San Luis Obispo Department of Social Services
3433 S. Higuera, Room 356
San Luis Obispo, CA
Members and the public may also participate by phone.
Call In Number: (717) 275-8940
PIN #: 798 2958

1. Call to Order and Introductions

2. Public Comment

3. Consent: Approval of Minutes

4. Action/Information/Discussion

    4.1   Discussion Item: COVID updates

        4.1.1 Project Roomkey HMIS Workflow

    4.2   Discussion Item: HUD Reports

        4.2.1 Systems Performance Measures

        4.2.2 HIC/ PIT

    4.3   Discussion Item: Quarterly Data Quality Reports

    4.4   Action Item: Vote to approve the updated documents for Homeless Management Information System

        4.4.1 Action Item: Vote to approve the new Privacy Notice

        4.4.2 Action Item: Vote to approve the new Privacy Public notice

        4.4.3 Action Item: Vote to approve the new Data Quality Plan

5   Future Discussion/Report Items

6   Next Meeting Date: May 27, 2020

7   Adjournment

HOMELESS SERVICES OVERSIGHT COUNCIL
HSOC FINANCE AND DATA COMMITTEE MEETING
February 26 2020, 10am-12pm
Department of Social Services
Room 356

MEMBERS PRESENT	MEMBERS ABSENT	STAFF & GUESTS	
Janna Nichols Jeff Al-Mashat Sstoz Tes	Bill Crewe Jessica Thomas Shay Stewart	George Solis Jessica Lorance Laurel Weir Russ Francis	
AGENDA ITEM		**CONCLUSIONS/ACTIONS**	**FOLLOW UP**
1. Call to Order and Introductions	Janna welcomed the group and introductions were made.		
2. Public Comment	None		
ACTION/INFORMATION/DISCUSSION			
3.1. Discussion Item: Committee Meeting Frequency	The Committee agreed to meet monthly rather than quarterly, given the increased workload. From this point forward, the Committee will meet on the fourth Wednesday of each month (note the September meeting is already booked for the 30th, which is the last Wednesday rather than the fourth).	Russ to send out new schedule to full HSOC list and add meetings to Committee calendars	
3.2. Discussion Item: Annual Workplan for the Committee	One of the primary responsibilities of the Finance & Data Committee is oversight of the HMIS (Homeless Management Information System). This is required by HUD (US Department of Housing and Urban Development)'s CoC (Continuum of Care) grant, though HMIS is also used for other programs. The Committee should		

		be reviewing HMIS policies and procedures at least once a year.		
		HUD carried out a guidance review last year and suggested some changes to current policies and procedures, including updating the policy notice that clients receive so that it is more succinct and clearer on how clients' data will be used. More data/PII (Personally Identifiable Information) will be captured going forward, as more PII is being requested as a requirement of several grants, so the intake form also needs updating for this reason. HUD TA (Technical Assistance) is currently drafting a new form to meet the new standards. This will be sent to the County for approval. The timeline given is this month or possibly next.	Laurel to come up with dates/deadlines for these next steps and inform HSOC members	
		The client survey also needs to be compliant with HUD, but can also include additional questions to collect information about local issues. The County will be sending out an RFP (Request for Proposals) soon then will select a vendor to design and carry out a survey and do the data analysis. There is a role for providers here in determining who the vendor should be reaching out to.		
		HUD is requiring that the different HMIS systems become aligned. Providers will not be able to continue using separate systems - this is also inefficient as some providers are entering data into two systems at present. The Committee needs to decide whether to do an RFP for a different system, or to upgrade and consolidate the current system. If the Committee decides to put out an RFP, the vendors would bid on		

| | providing a new system. There would be a benefit to choosing one of the three currently in use, as HUD TA may help with importing/migrating data, and this HMIS would already have some of the data so there would be less to migrate.

There is a need to move relatively quickly on this, as if this change/RFP does not require all funds set aside for it, this money can be repurposed for providers already receiving grants; or alternatively, there may be another use for the leftover money, such as training in the new system or the cost of additional staff hours to cover data entry. This question will be taken to the full HSOC meeting.

HUD will be measuring partners more on outcomes going forward. The only data that will be taken into consideration will be that entered into HMIS, so there is a need to ensure all partners are recording clients who are put into housing. HUD can penalize if e.g. bed coverage rate is too low - some available beds are not currently in HMIS, so this would be missed in reports to HUD.
Currently HUD wants data to be input within 3 days, which will come down to 1 day in future. They have not made clear whether the 3 days refers to calendar days or business days.
HUD will be carrying out an audit of HSOC's HMIS in May. HSOC/the County as Administrative Entity will need to be able to answer questions about data protection and privacy policy. HUD have sent the County documents which are currently being reviewed and will be brought to the next committee meeting if relevant. Formal updates to | Question to be forwarded to full HSOC meeting | |

	policies and procedures would go to HSOC's full meeting, but the next full meeting is in March which is too soon, and the following one is in May which would be too late. As such, HSOC will be asked to delegate authority to a sub committee to approve updated policies and procedures, to ensure this is done in time for the May audit. Questions for providers: • do you want an open or closed system, or a partially open system? (At present, only CAPSLO (Community Action Partnership of SLO) and the County can share data with other agencies.) • what works well with the current system? • what else would you want from a new system? • what do you need in terms of usability? • what will the impact be on partners? • what are reasonable time scales around additional data now being requested?		
3.3. Discussion Item: Homeless Housing, Assistance and Prevention Program Grant Planning and Outcome Tracking	Laurel demonstrated Stella, a strategy and analysis tool for CoCs. Stella is able to provide useful information for monitoring including client exit data, e.g. exits to permanent destinations. Stella is able to analyze cross-sections of the homeless population and compare across years to identify long term trends. Stella is not yet live for individuals and agencies to use, outside of CoC staff. Later this year, a modelling tool will be rolled out which will enable Stella to predict outcomes based on outputs. George and Jessica are attending a conference in April and will have more information to report on this.		

	HUD will also be using Stella for its own evaluations. Laurel noted that the quality and accuracy of data is important as this seriously affects Stella's results.		
	Janna requested that metrics from Stella be provided to the committee, in PDF format, on a quarterly basis.	Laurel to provide metrics from Stella quarterly	
3.4. Discussion Item: System Performance Measures 3.4.1. Discussion Item: System Performance Measures	Providers will be held accountable to performance measures for the HUD grant. These performance measures will be based on outcomes, not outputs. Laurel will bring preliminary outcomes to look at in the next committee meeting (25th March). Sstoz noted that it may be difficult for some providers to record outcomes, as clients are free to come and go which can make monitoring difficult. Laurel confirmed that HUD are more interested in outcomes for the community as a whole rather than for specific clients.		
3.4.2. Discussion Item: Quarterly Data Quality Reports	Laurel shared the system performance measures that are currently being reporting to HUD, for federal fiscal year 2019. HUD uses this to evaluate HSOC's performance against other CoCs, and is gradually becoming more weighted so that it will eventually be worth 50% of CoC application points. The quality of the data is therefore highly important. Cleaning up of data has taken place this year. Laurel thanked 5CHC (5Cities Homeless Coalition) staff for their role in this.	Laurel to provide a one sheet summary of the data, to help providers understand the general data	
3.4.3. Discussion Item: HMIS Exit Data	Discussed above in item 3.3.		

3.4.4. Discussion Item: Planned amendment to the policies and procedures regarding time from client intake to HMIS data entry	HUD is requiring that providers input client data into HMIS within 3 days of capturing the data – providers need to meet this target by the time of the audit in May. HUD have indicated they will bring this down further to 1 day at some point in the future. Steps are being taken now to implement changes to make this possible. Sstoz requested that error reporting emails be limited to just the last month's errors. Recent emails have included errors going back to 2012.	Laurel to let agencies know this change is coming, so that providers can talk to the Committee about the impact of this and a realistic timeline for achieving it Jessica to look into this	
4. Future Discussion/Report Items:	Janna requested that approval of previous minutes be added to the agenda for future meetings.	Russ to add this item to future agendas	
5. Next Meeting Date:	March 25, 2020		
6. Adjournment	Janna adjourned the meeting at 11:54am.		

California / FEMA HMIS Project Setup

Background

California's request for statewide non-congregate sheltering was approved by FEMA, and a data tracking system is needed for all new **Non-Congregate Shelters (NCS)**. The purpose of this document is to describe the strategies for tracking information in HMIS regarding:

1. Intake
2. FEMA eligibility screening
3. Post-placement rehousing of participants
4. Tracking service provision to those in NCS

HMIS Project(s) Setup

Each jurisdiction will include at least one NCS project to capture every household that accesses NCS. Subsequent homelessness assistance enrollments will depend on what additional services the households are accessing (example: ESG-RRH, CoC-PSH)

1) NCS projects will record a project enrollment for **all** households that access Non-Congregate Shelter, regardless of homelessness status.
2) Additional homelessness assistance projects will record a project enrollment for those households eligible for those services.

HMIS Leads / System Admins can create the NCS projects in a way that will create the least burden for the participating staff to do accurate and essential data collection, and in a way that will allow for cumulative reporting for all those enrolled in NCS.

This may be accomplished by an organization called "FEMA," having all new projects be associated with that organization or this may be accomplished by using the existing setup of organizations and projects.

While the implementation of NCS projects will vary locally (i.e.: existing shelters, dorms, hotels, etc.), the HMIS project set up will be as described below. If there is an HMIS implementation that covers multiple CoCs, NCS projects should be set up so that they can report at the CoC level.

Eligibility for additional homelessness assistance projects providing housing and supportive services will be determined by each project's standards.

NCS project setup

Data will be collected about the Head of Household (HOH) and all household members entering NCS. Specific direction for project set up and Household data collection is below. Enrollments will be created for all family members that will be <u>housed with</u> the HOH in NCS, if applicable.

Project Descriptor Data Elements

- PDDE 2.02:
    - Continuum Project = "No"
    - Project Type = Emergency Shelter
    - Emergency Shelter Tracking Method = "Entry/Exit Date (e/e)"
    - Field D "Housing Type" = "Site-based - clustered/ multiple sites"
- 2.03 – CoC Code = The CoC(s) in which the project is physically located
- 2.06 – Funding Sources = "Other" – and add "FEMA" in the text box.
    - If there are any additional NCS projects in the CoC that will be funded outside of FEMA, they should choose appropriate funding source as outlined in the HMIS Data Manual.
- 2.07 – Bed and Unit Inventory Information
    - Inventory Start Date – Date the beds become available
    - Inventory records (for distinct Household Types and Bed Types)
    - Availability of "Overflow"
    - Inventory End Date - Record an Inventory End Date when the infectious disease crisis response has concluded, and the overflow beds have been shuttered.
    - Field 5 "Emergency Shelter Bed Types" = "Voucher Beds"

Household data to be collected

Universal Data Elements – *full details*

1. Name
2. Social Security Number
3. Date of Birth
4. Race
5. Gender
6. Ethnicity
7. Veteran Status
8. Disabling Condition
9. Project Start Date
10. Project Exit Date
11. Destination
12. Relationship to Head of Household
13. Client Location
14. Prior Living Situation

Additional FEMA Data Needs – **ONLY FOR HoH** (anticipated):

List of **anticipated** data collection based on previous FEMA disaster data collection – actual data being collected will be updated as required by FEMA. Communities are encouraged to begin data collection ASAP, and update as more information becomes available.

- Do you have the ability to self-isolate or quarantine without assistance?
    - Yes
    - No
- V5 Last or Current Permanent Address
    - Street Address
    - City
    - State
    - Zip
    - Address DQ (Full address reported, Incomplete or estimated address reported, Client doesn't know, Client refused, Data not collected)
- HoH Cell Phone Number
    - Phone Number
    - Client Doesn't Know
    - Client Refused
    - Data Not Collected
- HoH Email Address
    - Email address
    - Client Doesn't Know
    - Client Refused
    - Data Not Collected
- COVID-19 Screening Results for qualifying Household member – workflow should prompt users to upload verification documentation to HMIS if possible
    - Asymptomatic Low Risk
    - Asymptomatic High Risk (are over 65 or have underlying medical conditions as defined by CDC for COVID-19)
    - COVID-19 Exposed (as documented by a healthcare professional)
    - COVID-19 Positive
- Total Number of Adults in Household (Numbers should reflect the total number of adults in the household who will need to be permanently housed at exit from the NCS project)
    - Select numbers 0-10
- Total Number of Children in Household (Numbers should reflect the total number of children in the household who will need to be permanently housed at exit from the NCS project)
    - Select numbers 0-10
- Pets in Household
    - Yes
    - No
    - Client Doesn't Know
    - Client Refused
    - Data Not Collected
- Service Animal in Household
    - Yes
    - No
    - Client Doesn't Know
    - Client Refused

- - - o Data Not Collected
- Access/Functional Needs Identified
  - o Yes
  - o No
  - o Client Doesn't Know
  - o Client Refused
  - o Data Not Collected
- Unit Type
  - o Hotel/Motel
  - o Shelter
  - o Apartment
  - o Trailer
  - o ?? - Others based on compliment of unit types in each community
- Unit – communities should be able to select based on the unit name
  - o Unit Name (Best Western, UCLA Dorm, XYZ Shelter, etc)
  - o Unit Address
  - o Unit City
  - o Unit County
  - o Unit State
  - o Unit Zip

Services:

Service tracking for each occurrence of services in HMIS will be optional – and will vary by community.

- Feeding (3 meals/day with necessary supplies)
- Site Management Services
- Security
- Laundry
- Waste Management
- Residential monitoring (i.e. Day/Night monitoring)
- Sanitation Services
- Transportation
- Pet Sheltering when applicable
- Residential Supplies (hygiene supplies, habitation supplies, consumable medical supplies)
- Case Management for mental, behavioral, and physical health services [Non Site-Management Services]
- Housing Navigation for NCS exit

Additional project Housing and Supportive Services Projects

Data will be collected in any additional enrollments in accordance with the HMIS Data Manual.

FY2019 - Performance Measurement Module (Sys PM)

Summary Report for CA-614 - San Luis Obispo County CoC

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.
Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2018	FY 2019	Submitted FY 2018	FY 2019	Difference	Submitted FY 2018	FY 2019	Difference
1.1 Persons in ES and SH	614	718	64	62	-2	24	22	-2
1.2 Persons in ES, SH, and TH	637	718	84	62	-22	26	22	-4

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

 The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

FY2019 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2018	FY 2019	Submitted FY 2018	FY 2019	Difference	Submitted FY 2018	FY 2019	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	1093	1015	491	708	217	223	274	51
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	1115	1015	519	708	189	229	274	45

FY2019 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range.Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

 After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2019	% of Returns	FY 2019	% of Returns	FY 2019	% of Returns	FY 2019	% of Returns
Exit was from SO	9	0	0%	0	0%	0	0%	0	0%
Exit was from ES	38	3	8%	2	5%	3	8%	8	21%
Exit was from TH	0	0		0		0		0	
Exit was from SH	0	0		0		0		0	
Exit was from PH	250	8	3%	6	2%	4	2%	18	7%
TOTAL Returns to Homelessness	297	11	4%	8	3%	7	2%	26	9%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

FY2019 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2018 PIT Count	January 2019 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1095	1483	388
Emergency Shelter Total	248	290	42
Safe Haven Total	0	0	0
Transitional Housing Total	25	21	-4
Total Sheltered Count	273	311	38
Unsheltered Count	822	1172	350

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2018	FY 2019	Difference
Universe: Unduplicated Total sheltered homeless persons	833	1075	242
Emergency Shelter Total	810	1075	265
Safe Haven Total	0	0	0
Transitional Housing Total	29	0	-29

FY2019 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults (system stayers)	47	41	-6
Number of adults with increased earned income	4	5	1
Percentage of adults who increased earned income	9%	12%	3%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults (system stayers)	47	41	-6
Number of adults with increased non-employment cash income	32	27	-5
Percentage of adults who increased non-employment cash income	68%	66%	-2%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults (system stayers)	47	41	-6
Number of adults with increased total income	34	32	-2
Percentage of adults who increased total income	72%	78%	6%

FY2019 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults who exited (system leavers)	44	17	-27
Number of adults who exited with increased earned income	5	0	-5
Percentage of adults who increased earned income	11%	0%	-11%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults who exited (system leavers)	44	17	-27
Number of adults who exited with increased non-employment cash income	14	3	-11
Percentage of adults who increased non-employment cash income	32%	18%	-14%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2018	FY 2019	Difference
Universe: Number of adults who exited (system leavers)	44	17	-27
Number of adults who exited with increased total income	16	3	-13
Percentage of adults who increased total income	36%	18%	-18%

FY2019 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2018	FY 2019	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	750	1027	277
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	157	203	46
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	593	824	231

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2018	FY 2019	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	1177	1215	38
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	186	247	61
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	991	968	-23

FY2019 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2019 (Oct 1, 2018 - Sept 30, 2019) reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2018	FY 2019	Difference
Universe: Persons who exit Street Outreach	21	2	-19
Of persons above, those who exited to temporary & some institutional destinations	2	1	-1
Of the persons above, those who exited to permanent housing destinations	10	0	-10
% Successful exits	57%	50%	-7%

Metric 7b.1 – Change in exits to permanent housing destinations

FY2019 - Performance Measurement Module (Sys PM)

	Submitted FY 2018	FY 2019	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	810	1051	241
Of the persons above, those who exited to permanent housing destinations	251	360	109
% Successful exits	31%	34%	3%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2018	FY 2019	Difference
Universe: Persons in all PH projects except PH-RRH	99	125	26
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	90	113	23
% Successful exits/retention	91%	90%	-1%

FY2019 - SysPM Data Quality

CA-614 - San Luis Obispo County CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

FY2019 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2015-2016	2016-2017	2017-2018	2018-2019	2015-2016	2016-2017	2017-2018	2018-2019	2015-2016	2016-2017	2017-2018	2018-2019	2015-2016	2016-2017	2017-2018	2018-2019	2015-2016	2016-2017	2017-2018	2018-2019
1. Number of non-DV Beds on HIC	108	136	109	160	64	24	4	4	222	257	297	350	74	74	74	33				
2. Number of HMIS Beds	100	100	100	50	60	20	0	0	44	86	126	121	74	74	74	33				
3. HMIS Participation Rate from HIC (%)	92.59	73.53	91.74	31.25	93.75	83.33	0.00	0.00	19.82	33.46	42.42	34.57	100.00	100.00	100.00	100.00				
4. Unduplicated Persons Served (HMIS)	938	873	810	1075	77	0	0	0	96	116	127	140	727	1394	1391	695	0	232	225	122
5. Total Leavers (HMIS)	777	723	631	794	17	0	0	0	20	27	29	32	152	489	358	484	0	24	212	8
6. Destination of Don't Know, Refused, or Missing (HMIS)	660	635	527	659	1	0	0	0	0	1	0	1	22	175	72	45	0	7	5	0
7. Destination Error Rate (%)	84.94	87.83	83.52	83.00	5.88				0.00	3.70	0.00	3.13	14.47	35.79	20.11	9.30		29.17	2.36	0.00

HUD Data Quality - ADMIN

ReportID: 448950

CAPSLO, Collaborative, Coordinated Entry, ECHO, Family Care Network, Five Cities, SSVF, TMHA

Project included in the Report: CAPSLO - 40 Prado Day, CAPSLO - 40 Prado Night, CAPSLO - CalWORKs Rapid Rehousing, CAPSLO - Coordinated Entry, CAPSLO - Recuperative Care Program, CAPSLO - SLOVets2Work, CE - Coordinated Entry, COLLAB - 50 Now, COLLAB - Bringing Families Home, COLLAB - HDAP, COLLAB - Project Roomkey, ECHO - Over night stay assigned to a bed, ECHO - Street Outreach, FCN - CA ESG TAY RRH, FCN - Family Unification Program - Permanent Housing, FCN - Housing Supportive Program (HSP), FCN - TAY Family Unification Program - Transitional Hous, SSVF - CAPSLO Homeless Prevention, SSVF - CAPSLO Outreach, SSVF - CAPSLO Rapid Rehousing, SSVF - Veterans Services Homeless Prevention, SSVF - Veterans Services Outreach, SSVF - Veterans Services Rapid Rehousing, TMHA - Bordeaux Expansion, TMHA - CCPH, TMHA - PATH, TMHA - SLO City PSH, VCITIES - County CDBG Homeless Prevention, VCITIES - County CDBG Rapid Re-Housing, VCITIES - County ESG Homeless Prevention, VCITIES - County ESG Rapid Re-Housing, VCITIES - EFSP Homeless Prevention, VCITIES - EFSP Rapid Re-Housing, VCITIES - Klaproad, VCITIES - State CDBG Homeless Prevention, VCITIES - State CDBG Rapid Re-Housing, VCITIES - State ESG Homelessness Prevention, VCITIES - State ESG Rapid Re-Housing, VCITIES - TJX Homeless Prevention, VCITIES - TJX Rapid Re-Housing

Report Run Date: 4/23/2020 - 12:31:30 PM

Report Dates: 01/01/2020-04/01/2020

1. Report Validations Table (View Sub Report in a New Window or in Excel)	
1. Total Number of Persons Served	1769
2. Number of Adults (age 18 or over)	1464
3. Number of Children (under age 18)	304
4. Number of Persons with Unknown Age	1
5. Number of Leavers	115
6. Number of Adult Leavers	83
7. Number of Adult and Head of Household Leavers	84
8. Number of Stayers	1654
9. Number of Adult Stayers	1381
10. Number of Veterans	108
11. Number of Chronically Homeless Persons	423
12. Number of Youth Under Age 25	96
13. Number of Parenting Youth Under Age 25 with Children	20
14. Number of Adult Heads of Household	1376
15. Number of Child and Unknown Age Heads of Household	4

16. Heads of Households and Adult Stayers in the Project 365 days or more	362

2. Personally Identifiable Information (PII)   (View Sub Report in a New Window or in Excel)

Data Element	Client Doesn't Know or Client Refused	Information Missing	Data Issues	Total	Percentage Error Rate
Name	0	0	0	0	0%
Social Security Number	103	0	129	135	7.63%
Date of Birth	4	1	3	6	0.34%
Race	77	4		81	4.58%
Ethnicity	19	0		19	1.07%
Gender	5	0		5	0.28%
Overall Score				210	11.87%

3. Universal Data Elements   (View Sub Report in a New Window or in Excel)

Data Element	Error Count	Percentage Error Rate
Veteran Status	19	1.3%
Project Start Date	1	0.06%
Relationship to Head of Household	4	0.23%
Client Location	0	0%
Disabling Condition	17	0.96%

4. Income and Housing Data Quality   (View Sub Report in a New Window or in Excel)

Data Element	Error Count	Percentage Error Rate
Destination	2	1.74%
Income Sources at Start	32	2.18%
Income Sources at Annual Assessment	234	64.64%
Income Sources at Exit	5	5.95%

5. Chronic Homelessness   (View Sub Report in a New Window or in Excel)

Entering into Project Type	Count of Total Records	Missing Time in Institution	Missing Time in Housing	Missing Approximate Date Started	Missing Number of Times	Missing Number of Months	Percentage Records Unable to calculate
ES, SH, Street Outreach	318	0	0	1	7	10	4.09%

TH	0	0	0	0	0	0	0%
PH (all)	282	0	3	0	1	26	10.28%
Total	600	0	0	0	0	0	7%

6. Timeliness   (View Sub Report in a New Window or in Excel)

Time of Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	486	25
1-3 days	425	7
4-6 days	81	6
7-10 days	59	9
11 plus days	708	50

7. Inactive Records - Street Outreach and Emergency Shelter   (View Sub Report in a New Window or in Excel)

Data Element	Number of Records	Number of Inactive Records	Percentage of Inactive Records
Contact (Adults and HOH in Street Outreach or ES-night-by-night)	175	0	0%
Bed Nights (All Clients in ES-night-by-night)	68	0	0%

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HUD System Performance Measures - Consolidated

Report Run Date: 4/23/2020 - 2:08:17 PM

Report Dates: 01/01/2020-04/01/2020

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BHC Consolidated System Performance Measures

Measure 1a

This measure uses each client's start, exit, and bed night dates strictly as entered in HMIS.

	Click to access Sub Report	Current FY Universe	Current FY Average LOT Homeless	Current FY Median LOT Homeless
Q1a_1 Persons in ES and SH	New Window or Excel	38	103.68	88
Q1a_2 Persons in ES, SH, and TH	New Window or Excel	38	103.68	88

Measure 1b

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. Each of two measures is divided into two rows as shown in the table below, each row being a different universe of clients.

	Click to access Sub Report	Current FY Universe	Current FY Average LOT Homeless	Current FY Median LOT Homeless
Q1b_1 Persons in ES, SH, and PH	New Window or Excel	162	649.67	223
Q1b_2 Persons in ES, SH, TH, and PH	New Window or Excel	162	649.67	223

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6, 12, and 24 months

This measure begins with clients who exited to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS system for up to two years after their initial exit.

	Click to access Sub Report	Total Number of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Number Returning to Homelessness in Less than 6 Months (0 - 180 days)	Percentage of Returns in Less than 6 Months (0 - 180 days)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 days)	Percentage of Returns from 6 to 12 Months (181 - 365 days)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 days)	Percentage of Returns from 13 to 24 Months (366 - 730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Q2_1 Exit was from SO	New Window or Excel	2	0	0	0	0	0	0	0	0
Q2_2 Exit was from ES	New Window or Excel	20	2	10	0	0	2	10	4	20
Q2_3 Exit was from TH	New Window or Excel	0	0	0	0	0	0	0	0	0
Q2_4 Exit was from SH	New Window or Excel	0	0	0	0	0	0	0	0	0
Q2_5 Exit was from PH	New Window or Excel	57	1	1.75	2	3.51	0	0	3	5.26
TOTAL Returns to Homelessness	New Window or Excel	79	3	3.8	2	2.53	2	2.53	7	8.86

Measure 3.2

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Click to access Sub Report	Current FY
Universe is Unduplicated Total sheltered homeless persons	New Window or Excel	63
Q3_1 Emergency Shelter Total	New Window or Excel	63
Q3_2 Safe Haven Total	New Window or Excel	0
Q3_3 Transitional Housing Total	New Window or Excel	0

Measure 4.1

This measures the change in earned income for adult system stayers during the reporting period.

	Click to access Sub Report	Current FY
Q4_1a Universe is Number of adults (system stayers)	New Window or Excel	48
Q4_1b Number of adults with increased earned income	New Window or Excel	5
Q4_1c Percentage of adults who increased earned income		10.42

Measure 4.2

This measures the change in non-employment cash income for adult system stayers during the reporting period.

	Click to access Sub Report	Current FY
Q4_2a Universe is Number of adults (system stayers)	New Window or Excel	48
Q4_2b Number of adults with increased non-employment cash income	New Window or Excel	26
Q4_2c Percentage of adults who increased non-employment cash income		54.17

Measure 4.3

This measures the change in total income for adult system stayers during the reporting period.

	Click to access Sub Report	Current FY
Q4_3a Universe is Number of adults (system stayers)	New Window or Excel	48
Q4_3b Number of adults with increased total income	New Window or Excel	30
Q4_3c Percentage of adults who increased total income		62.5

Measure 4.4

This measures the change in earned income for adult system leavers.

	Click to access Sub Report	Current FY
Q4_4a Universe is Number of adults who exited (system leavers)	New Window or Excel	5
Q4_4b Number of adults who exited with increased earned income	New Window or Excel	1
Q4_4c Percentage of adults who increased earned income		20

Measure 4.5

This measures the change in non-employment cash income for adult system leavers.

	Click to access Sub Report	Current FY
Q4_5a Universe is Number of adults who exited (system leavers)	New Window or Excel	5
Q4_5b Number of adults who exited with increased non-employment cash income	New Window or Excel	3
Q4_5c Percentage of adults who increased non-employment cash income		60

Measure 4.6

This measures the change in total income for adult system leavers during the reporting period.

	Click to access Sub Report	Current FY
Q4_6a Universe is Number of adults who exited (system leavers)	New Window or Excel	5
Q4_6b Number of adults who exited with increased total income	New Window or Excel	4
Q4_6c Percentage of adults who increased total income		80

Measure 5.1

This measures the change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS.

	Click to access Sub Report	Current FY
Q5_1a Universe is Person with entries into ES, SH or TH during the reporting period	New Window or Excel	32
Q5_1b Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year	New Window or Excel	8
Q5_1c Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e., number of persons experiencing homelessness for the first time)	New Window or Excel	24

Measure 5.2

This measures the change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollment in HMIS.

	Click to access Sub Report	Current FY
Q5_2a Universe is Person with entries into ES, SH, TH or PH during the reporting period	New Window or Excel	148

Q5_2b Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year	New Window or Excel	26
Q5_2c Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e., number of persons experiencing homelessness for the first time)	New Window or Excel	122

Measure 7a.1

This measures the change in exits to permanent housing destinations.

	Click to access Sub Report	Current FY
Q7a_1A Universe is Persons who exit Street Outreach	New Window or Excel	7
Q7a_1B Of persons above, those who exited to temporary & some institutional destinations	New Window or Excel	2
Q7a_1C Of the persons above, those who exited to permanent housing destinations	New Window or Excel	1
Q7a_1D Percentage Successful exits		42.86

Measure 7b.1

This measures the change in exits to permanent housing destinations.

	Click to access Sub Report	Current FY
Q7b_1A Universe is Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	New Window or Excel	80
Q7b_1B Of the persons above, those who exited to permanent housing destinations	New Window or Excel	58
Q7b_1C Percentage Successful exits		72.5

Measure 7b.2

This measures the change in exit to or retention of permanent housing.

	Click to access Sub Report	Current FY
Q7b_2A Universe is Persons in all PH projects except PH-RRH who exited after moving into housing, or who moved into housing and remained in the PH project	New Window or Excel	114
Q7b_2B Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	New Window or Excel	113
Q7b_2C Percentage Successful exits/retention		99.12

HMIS PRIVACY NOTICE

This Notice applies to all SLO County HMIS-Participating Providers and addresses how information about clients may be used and disclosed at Providers as well as client rights over their information. This Notice may be amended at any time, and amendments may affect information obtained before the date of the amendment.

A. HMIS DATA COLLECTION & PURPOSE

A Homeless Management Information System (HMIS) is a local information technology system used to collect data on the housing and services provided to homeless individuals and families and persons at risk of homelessness. Providers participating in an HMIS are required to collect universal data elements from all clients, including Personally Identifying Information, demographic characteristics, and residential history. This information is critical for providers and communities to better understand the extent and nature of homelessness at a local level, evaluate program effectiveness, and improve future housing and service provision. Some providers are also required by their funders to obtain certain additional information to assess services, to determine eligibility, and to monitor outcomes. Most federally-funded homeless service providers are required to participate and record the clients they serve in an HMIS.

This agency is an HMIS-participating homeless service provider ("HMIS Provider"), meaning we collect and enter information about the persons we serve in the private and secure the County HMIS (HMIS) database, the local HMIS for this community. There are firm policies and procedures in place to protect against unauthorized disclosure of any personal information collected, and this information is critical to obtain an accurate picture of the homeless population we serve and for this agency to continue to offer you the service(s) you are accessing today. We only collect information deemed appropriate and necessary for program operation or information that is required by law or by the organizations that fund this program. We do not need your consent to enter a record of your visit into the HMIS, but you may refuse to have your personal identifying information within this record and still be eligible to receive services.

If you have any concerns or questions about the information provided above, please speak to an intake worker.

B. PERMITTED DATA USES AND DISCLOSURES

HMIS is designed to protect the confidentiality of personal information while allowing for reasonable, responsible, and limited uses and disclosures of data, including Personally Identifying Information (PII is any information that can be used to identify a particular individual, including a client's name, Social Security Number, and Date of Birth). Once collected, we (as an HMIS Provider) have obligations about how these data may be used and disclosed (**uses** are internal activities for which providers interact with client PII; **disclosures** occur when providers share PII with an external entity). HMIS **Providers are limited to the following circumstances for the use and disclosure of HMIS PII:**

HUD required:

    (1)   Client access to their information; and

    (2)   Disclosures for oversight of compliance with HMIS privacy and security standards.

HUD permitted:

    (3)   To provide or coordinate services to an individual;

    (4)   For functions related to payment or reimbursement for services;

    (5)   To carry out administrative functions, including but not limited to legal, audit, personnel, oversight and management functions;

    (6)   For creating de-identified reporting from PII;

    (7)   Uses and disclosures required by law;

    (8)   Uses and disclosures to avert a serious threat to health or safety;

    (9)   Uses and disclosures about victims of abuse, neglect or domestic violence;

    (10) Uses and disclosures for research purposes; and

    (11) Uses and disclosures for law enforcement purposes.

A client must provide prior written consent for any other use or disclosure of HMIS PII.

HMIS Providers must also ensure that **any use or disclosure does not violate other applicable local, state, or federal laws**. Therefore, some HMIS Providers **may have more restrictive privacy policies**, often dependent upon funding source or the nature of a projects. Specific, per-project information regarding data use and disclosure can be obtained upon request.

C. CLIENT CONTROL OVER DATA

HMIS recognizes every independent legal adult (person over 17 years of age) as the owner of all information about themselves, and any parent, legal guardian, or legal power of attorney as the designated owner of all information about any household members under their guardianship (all minors and any incapacitated/disabled adults).

By seeking assistance from this HMIS Provider and consenting to your personal information being entered into a record within the HMIS, you transfer governance responsibility over your HMIS record to us, and we are responsible for handling your record in accordance with HMIS privacy policies and any applicable federal, state, or local requirements. You retain ownership of your information within your HMIS record, and as owner **you have the following rights, in general:**

» Refusal: to refuse to answer a question you do not feel comfortable with and not have it recorded within HMIS;

» Access/Correction: to request and view a copy of your project information record within HMIS from your provider, including those who have accessed and/or edited your record, and to request corrections to that record;

» Grievance: to ask questions of or submit grievances to your provider regarding privacy and security policies and practices;

» Anonymized Record: to request that your provider anonymize your personal data record within HMIS; and

» Optional Data Sharing: to choose if your information is shared outside of HMIS with researchers and other providers, and to make this decision at each project you receive services from. (Please note that if you decide NOT to data share, it does not prohibit the project from entering your data into HMIS – it prohibits the sharing of your data as outlined on the consent form).

HMIS Providers reserve the following exceptions to the above: (1) Provider Right to Deny Review: if information is compiled in reasonable anticipation of litigation or comparable proceedings; if information about another individual other than the participating provider staff would be disclosed; if information was obtained under a promise of confidentiality other than a promise from this provider and disclosure would reveal the sources of the information; or if the disclosure of information would be reasonably likely to endanger the physical safety of any individual; and (2) Provider Right to Deny Access/Correction: in response to repeated or harassing requests.

D. RESPONSIBILITY TO PROTECT DATA

The County of San Luis Obispo Department of Social Services is the System Administrator of HMIS. HMIS uses Belldata Technology's software application and database, which is maintained in compliance with all federal standards set forth in the Health Insurance Portability and Accountability Act (HIPAA) and its subsequent legislation – the standards required to protect medical records – as well as U.S. Department of Housing and Urban Development HMIS standards.

The County HMIS staff take the protection of client confidentiality and privacy seriously. **The following security measures, among others, are in place to ensure that your information is protected:**

» System Security: HMIS data is encrypted and securely transmitted from Providers to the HMIS database, extensive procedures are in place to prevent unauthorized access, and the entire HMIS system and database is protected at the highest level of security for health data;

» Access: Only County HMIS staff and staff at providers may receive authorization to access HMIS, and authorization requires comprehensive initial training and annual privacy and security training thereafter;

» Confidentiality Agreements: Every HMIS Provider and every person authorized to read or enter information into HMIS signs an agreement every year that includes: (1) commitments to maintain the confidentiality of all HMIS information; (2) commitments to comply with all security measures in compliance with federal HMIS requirements and any applicable federal, state, or local laws; and (3) penalties for violation of the agreement;

» Monitoring: Annual monitoring is conducted for HMIS providers to ensure compliance with privacy and security policies; and

» Reporting: Published HMIS reports are comprised of aggregate data only, and never contain any client-level or identifying (PII) data.

IMPORTANT INFORMATION FOR ALL CLIENTS – PLEASE READ

If you do not understand any of the information within this form, you may ask your intake worker for further explanation or an alternate format.

You may **keep the first 2 pages** of this form (containing the HMIS Privacy Notice) for your records.

You may request a copy of any participating provider or HMIS policies from your intake worker.

You may contact your participating provider regarding any of your rights as listed above, including if you feel that any of these rights have been violated. If your provider's response does not satisfy you, you may then contact County HMIS staff directly at ss_hmissupport@co.slo.ca.us.

MANDATORY
COLLECTION NOTICE

We collect personal information directly from you for reasons that are discussed in our Privacy Notice. We may be required to collect some personal information as mandated by law or as requested from organizations that fund this program. Personal information we collect is necessary to operate programs, improve services and better understand the needs of homelessness at the local level. We collect appropriate information only. A Privacy Notice is available upon request.

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County of San Luis Obispo Continuum of Care
Homeless Management Information System (HMIS)

Data Quality Plan

</div>

Introduction

To end homelessness, a community must know the scope of the problem, the characteristics of those who find themselves homeless, and understand what is working in their community and what is not. Solid data enables a community to work confidently towards their goals as they measure output, outcomes, and impacts.

What is a Data Quality Plan?

A Data Quality plan is a systematic approach for the CoC to establish and define data quality expectations. Data quality is a key component for HUD reporting purposes such as the System Performance Measures (SPM), Longitudinal Systems Analysis Report (LSA) , Annual Performance Report (APR), Point-In-Time (PIT), Housing Inventory Count (HIC) as well as reporting purposes for the federal partners . In addition, HUD ties data quality to overall CoC competitiveness for funding.

Data Quality Elements

HMIS Data Standards

The 2020 HMIS Data Standards provide communities with baseline data collection requirements developed by HUD and its federal partners.

A. **Universal Data Elements**

    HMIS Universal Data Elements are elements required to be collected by all projects participating in HMIS, regardless of funding source. The Universal Data Elements establish the baseline data collection requirements for al contributing CoC projects. They are the basis for producing unduplicated estimates for the number of people experiencing homelessness, accessing services from homeless assistance projects, basic demographic characteristics of people experiencing homelessness, and patterns of service use, including information on shelter stays and homelessness over time.

    The most current Universal Data Elements are listed in the 2020 HMIS Data Standards Manual.

B. **Program Specific Data Elements**

    Program Specific Data Elements differ from the Universal Data Elements in that no one project must collect every single data element.

    The most current Program Specific Data Elements are listed in the 2020 HMIS Data Standards Manual.

Data Quality Benchmarks

Policy

In order to qualify as "participating in the HMIS" all HMIS Participating Agencies must meet the data quality benchmarks as described in the County of Riverside Continuum of Care's HMIS Data Quality Plan. These benchmarks apply to all HMIS Participating Agencies whether or not the agency provides the data directly into the HMIS or submits it to the HMIS Lead Agency for input into HMIS. Including the following mandated projects HUD CoC & ESG, VA SSVF & GPD-OTH, and HHS RHY & PATH.

HMIS Coverage

Definition

The degree to which all homeless assistance providers within the CoC enter all homeless clients into HMIS.

Rationale

Partial participation across the CoC geography can negatively affect the ability of the CoC to report and analyze community performance. If some providers are not participating in the HMIS, it will be difficult to determine whether the data accurately reflects what is happening within projects or across the system.

Required Benchmarks:

1. 100% of all HUD funded homeless assistance programs (excluding Domestic Violence programs) must participate in HMIS.
2. 100% of all beds in non-funded projects.

Bed Utilization

Definition

The degree to which the total number of homeless beds within the HMIS are recorded as occupied divided by the total number of homeless beds within the CoC.

Rationale

Utilization rate, or the number of beds occupied as a percentage of the entire bed inventory, is an excellent barometer of data quality. It is difficult to measure data quality if the utilization rate is too low (below 65%) or too high (above 105%) without a reasonable explanation.

Required Benchmarks:

Housing Program Type	Target Utilization Rate
Emergency Shelter	85%
Transitional Housing	85%
Permanent Housing	85%

Data Completeness

Definition
The degree to which all required HMIS Universal Data Elements and Program Specific Data Elements are recorded in the HMIS.

Rationale
Partially complete or missing data (e.g. SSN digits, year of birth, disability or veteran status) can negatively affect the ability to provide comprehensive services and could mean participants do not get the help they need to become permanently housed. It also makes it difficult to unduplicate the number of clients served.

Required Benchmarks:
The required benchmarks reflect the 2020 HMIS Data Standards.

Data Timeliness

Definition
The degree to which the data is collected and recorded into HMIS.

Rationale
Entering data in a timely manner can reduce human error when too much time has elapsed between data collection and date entry. Also, when a user exits a person from one program and enters them into another, this may affect outcomes such as income. Timely data entry assures data is accessible when it is needed (e.g. monitoring purposes, funding reporting, responding to requests for information).

Required Benchmarks:
HMIS data must be entered into HMIS in real time or within three (3) calendar days from the point of the event, (intake/ enrollment, service delivery, annual assessments, or exit/ discharge) to record the information into the HMIS software.

Data Accuracy

Definition
The degree to which the data reflects the real-world client or service.

Rationale
To ensure data is collected and entered accurately. Accuracy of data in HMIS can be difficult to access. It depends on the client's ability to provide the correct data and the intake worker's ability to document and enter the data accurately.

Required Benchmarks:
100% of data entered into HMIS must reflect what clients are reporting.

Data Consistency

Definition

The degree to which the data is equivalent in the way it is collected and stored.

Rationale

To ensure that data is understood, collected, and entered consistently across all programs in the HMIS. Consistency directly affects the accuracy of data; in an end user collects all the data, but does not collect it in a consistent matter, and then the date may not be accurate.

Required Benchmarks:

100% of data in the HMIS should be collected and entered in a consistent manner across all programs. Data collection and entry should be conducted in accordance with the most current HUD HMIS Data Standards.