

Data & Performance Committee Minutes
Wednesday, February 15, 2023
2:00pm – 3:30 pm

Location: <https://meet.goto.com/729401997>

Phone: +1 (786) 535-3211, **Access Code:** 729-401-997

Agenda Item	Discussion	Conclusion	Next Steps
Welcome and Minutes	Identify minute taker. Review and approval of the Minutes from 11.16.22	Minute Taker: Julie Burdick Minutes accepted as is. by Chris and Ozzy.	
Reports	Reporting and System Performance updates	Longitudinal Systems Analysis (LSA) submitted; System Performance Measures (SPMs) due 2/28 (pending Vendor reporting updates); deadline for PIT/HIC has not been announced by HUD. Also pending updates to PIT/HIC by vendor and HUD.	Vendor to update System Performance Measures in HMIS. System Admins to complete reporting by deadline. System Admins are working directly with providers to complete the PIT/HIC and will be reaching back out to review project level data (bed and unit inventory, grant details, etc.).
	New Business: discussion around AMI/MFI	System admins will manage a report to allow partners to report on MFI using existing data in HMIS. AMI is what is captured in HMIS to meet Data Standards.	System Admins to develop a report to produce MFI data.
	Old Business: Data Dashboard Update	Update on data dashboard and data currently hosted in it.	
Training	Old Business: Update on training modules.	The New End User training is now available on-demand in TalentLMS. Volunteers are currently testing it and submitting feedback to the HMIS team.	HMIS System Admins to review feedback, make any needed changes, and notify all Agency Data Admins.
Data Standards and Quality	Status of system data quality.	Review of data quality performance by project type for the past year. Income at annual is exceeding the data quality threshold across most project types. Social Security Number performance tabled due to expected changes in the 2024 Data Standards.	HMIS System Admin to provide committee a comparison of system data quality performance pre and post Covid-19.

Goals and meetings	<p>ESG County Goals</p> <ul style="list-style-type: none"> • Increase the rate of engagement by 5% from 69% to 74% (Street Outreach) • Increase the percentage of positive exit destinations by 5% from 49% to 54% (All Projects) • Decrease the destination error rate by 4% from 14% to 10% (All Projects) 	This information will be assessed from annual project reporting, comparing current year to last year.	
	<p>Old Business: Adopt committee goal(s) to improve data quality (see Data Quality Plan). Areas of need -</p> <ul style="list-style-type: none"> • Timeliness of Data Entry • Chronic Homeless (Approximate Date, Number of times, Number of months) • Create work group on data quality <p>Review data quality plans from team partners.</p> <p>Create team to review for changes to prepare for April Leadership Meeting.</p>	Volunteers are Kelly Mannion, Lisa Snipes, Julie Burdick, David Lake, and Dina Hilliard.	Kelly will reach out to DuPagePads for possible volunteer(s) and will reach out to volunteers for next steps.
Other	New Business: Software updates with HMIS	Julie reviewed the need to roll back our HMIS software to a former version (with ShelterPoint module) to address ongoing issues on our site and to allow for upgrades to be applied. We know that WellSky will need to convert our data to the former platform, this will require downtime, and that we will be assigned a new web address. This conversion project is time sensitive and needs to be completed in March. Pending Vendor follow-up on details requested and to be provided with a demo site.	<p>System Admin to confirm details with WellSky and communicate information to HMIS Agency Data Admins.</p> <p>Vendor to provide details and a demo site for System Admin review.</p>
Future Meetings	<p>Agency Data Administrator Meeting March 24 1 – 2:30 pm</p> <hr/> <p>Data & Performance Committee Meeting (2-3:30 pm): 5/17/2023</p>		

Attendees

Name	Join and leave times	Location
Ozzy (MSHV)	2:02 PM – 2:55 PM	West Chicago
Julie Burdick (she/her) Julie.Burdick@dupageco.org	2:02 PM – 2:55 PM	West Chicago
Dina Hilliard dhilliard@outreachcommin.com	2:02 PM – 2:55 PM	Carol Stream
Tonya Latson tlatson@peoplesrc.org	2:36 PM – 2:55 PM	Wheaton
Kelly Mannion	2:02 PM – 2:55 PM	West Chicago
David Lake (he/him)	2:02 PM – 2:55 PM	West Chicago
Chris Madsen cmadsen@cc-doj.org	2:02 PM – 2:55 PM	Chicago (Near South Side)
Amy LaFauce - Catholic Charities	2:31 PM – 2:55 PM	Chicago (Near South Side)
Lisa Snipes DuPage CoC	2:33 PM – 2:55 PM	West Chicago

Q1. Report Validation Table	18-19	19-20	20-21	21-22	
Elements	Client Count	Client Count	Client Count	Client Count	
Total Number of Persons Served	1158	1110	609	951	
Number of Adults (age 18 or over)	927	902	423	618	
Number of Children (under age 18)	222	204	185	331	
Number of Persons with Unknown Age	9	4	1	2	
Number of Leavers	928	804	369	618	
Number of Adult Leavers	726	633	258	422	
Number of Adult and Head of Household Leavers	733	636	259	424	
Number of Stayers	230	306	240	333	
Number of Adult Stayers	201	269	165	196	
Number of Veterans	47	51	19	19	
Number of Chronically Homeless Persons	97	105	97	92	
Number of Youth Under Age 25	95	79	56	93	
Number of Parenting Youth Under Age 25 with Children	14	12	11	11	
Number of Adult Heads of Household	879	855	381	526	
Number of Child and Unknown-Age Heads of Household	7	3	2	2	
Heads of Household and Adult Stayers in the Project More Than	43	51	27	26	

Q2. Personally Identifiable Information (PII)	18-19	19-20	20-21	21-22	
Data Element	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	
Name (3.1)	0%	0%	0%	0%	
Social Security Number (3.2)	18%	15%	8%	12%	
Date of Birth (3.3)	5%	3%	0%	0%	
Race (3.4)	5%	3%	0%	0%	
Ethnicity (3.5)	5%	3%	0%	0%	
Gender (3.6)	0%	0%	0%	0%	
Overall Score	19%	17%	8%	12%	

Q3. Universal Data Elements	18-19	19-20	20-21	21-22	
Data Element	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	
Veteran Status (3.7)	0%	0%	0%	0%	
Project Entry Date (3.10)	0%	0%	0%	0%	
Relationship to Head of Household (3.15)	1%	1%	0%	0%	
Client Location (3.16)	0%	0%	0%	0%	
Disabling Condition (3.8)	15%	11%	2%	3%	

Q4. Income and Housing Data Quality	18-19	19-20	20-21	21-22	
Data Element	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	
Destination (3.12)	58%	50%	11%	15%	
Income and Sources (4.2) at Entry	19%	15%	2%	2%	
Income and Sources (4.2) at Annual Assessment	93%	94%	74%	54%	
Income and Sources (4.2) at Exit	20%	15%	3%	4%	

Q5. Chronic Homelessness	18-19	19-20	20-21	21-22	
	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	
Entering Into Project Type					
ES, SH, Street Outreach	19%	15%	10%	11%	
Total	19%	15%	10%	11%	

Q6. Timeliness	18-19	19-20	20-21	21-22	
	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	
Time for Record Entry					
0 days	12%	22%	17%	29%	
1-3 days	77%	65%	25%	38%	
4-6 days	6%	6%	14%	7%	
7-10 days	2%	4%	15%	6%	
11+ days	3%	4%	29%	19%	

Q7. Inactive Records: Street Outreach & Emergency Shelter	18-19	19-20	20-21	21-22	
Data Element	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	
Contact (Adults and Heads of Household in Street Outreach or Bed Nights (All Clients in Emergency Shelter-NbN)	0%	0%	0%	0%	
	0%	1%	0%	0%	

Q1. Report Validation Table Elements	18-19 Client Count	19-20 Client Count	20-21 Client Count	21-22 Client Count	
Total Number of Persons Served	183	200	193	206	
Number of Adults (age 18 or over)	111	115	117	132	
Number of Children (under age 18)	72	84	76	74	
Number of Persons with Unknown Age	0	1	0	0	
Number of Leavers	66	69	77	71	
Number of Adult Leavers	42	39	51	52	
Number of Adult and Head of Household Leavers	43	40	51	52	
Number of Stayers	117	131	116	135	
Number of Adult Stayers	69	76	66	80	
Number of Veterans	0	0	2	7	
Number of Chronically Homeless Persons	1	1	8	12	
Number of Youth Under Age 25	89	85	89	91	
Number of Parenting Youth Under Age 25 with Children	27	26	19	18	
Number of Adult Heads of Household	105	108	111	123	
Number of Child and Unknown-Age Heads of Household	3	3	1	0	
Heads of Household and Adult Stayers in the Project More Than	31	31	23	27	

Q2. Personally Identifiable Information (PII) Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Name (3.1)	0%	0%	2%	0%	
Social Security Number (3.2)	7%	7%	5%	7%	
Date of Birth (3.3)	1%	2%	0%	0%	
Race (3.4)	0%	1%	0%	0%	
Ethnicity (3.5)	0%	1%	0%	0%	
Gender (3.6)	0%	1%	0%	0%	
Overall Score	7%	8%	5%	8%	

Q3. Universal Data Elements Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Veteran Status (3.7)	0%	0%	0%	0%	
Project Entry Date (3.10)	0%	1%	0%	0%	
Relationship to Head of Household (3.15)	0%	0%	0%	0%	
Client Location (3.16)	0%	0%	0%	0%	
Disabling Condition (3.8)	4%	4%	2%	5%	

Q4. Income and Housing Data Quality Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Destination (3.12)	2%	0%	0%	1%	
Income and Sources (4.2) at Entry	7%	8%	0%	1%	
Income and Sources (4.2) at Annual Assessment	13%	10%	0%	15%	
Income and Sources (4.2) at Exit	2%	3%	0%	0%	

Q5. Chronic Homelessness Entering Into Project Type	18-19 % of Records Unable to Calculate	19-20 % of Records Unable to Calculate	20-21 % of Records Unable to Calculate	21-22 % of Records Unable to Calculate	
TH	0%	0%	0%	1%	
Total	0%	0%	0%	1%	

Q6. Timeliness Time for Record Entry	18-19 Count of Entry Records	19-20 Count of Entry Records	20-21 Count of Entry Records	21-22 Count of Entry Records	
0 days	5%	7%	27%	34%	
1-3 days	6%	11%	31%	34%	
4-6 days	3%	4%	22%	17%	
7-10 days	1%	2%	4%	4%	
11+ days	85%	76%	17%	12%	

Q1. Report Validation Table Elements	18-19 Client Count	19-20 Client Count	20-21 Client Count	21-22 Client Count	
Total Number of Persons Served	403	390	462	553	
Number of Adults (age 18 or over)	271	256	330	392	
Number of Children (under age 18)	132	132	132	161	
Number of Persons with Unknown Age	0	2	0	0	
Number of Leavers	60	57	56	50	
Number of Adult Leavers	45	34	44	36	
Number of Adult and Head of Household Leavers	45	34	44	36	
Number of Stayers	343	333	406	503	
Number of Adult Stayers	226	222	286	356	
Number of Veterans	40	41	46	46	
Number of Chronically Homeless Persons	26	26	221	240	
Number of Youth Under Age 25	7	7	6	17	
Number of Parenting Youth Under Age 25 with Children	5	4	1	2	
Number of Adult Heads of Household	255	240	280	341	
Number of Child and Unknown-Age Heads of Household	0	0	0	0	
Heads of Household and Adult Stayers in the Project More Than	192	187	222	250	

Q2. Personally Identifiable Information (PII) Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Name (3.1)	0%	0%	0%	0%	
Social Security Number (3.2)	0%	1%	1%	1%	
Date of Birth (3.3)	0%	2%	0%	0%	
Race (3.4)	0%	1%	0%	0%	
Ethnicity (3.5)	0%	1%	0%	0%	
Gender (3.6)	0%	1%	0%	0%	
Overall Score	1%	2%	1%	1%	

Q3. Universal Data Elements Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Veteran Status (3.7)	0%	0%	0%	0%	
Project Entry Date (3.10)	0%	0%	0%	0%	
Relationship to Head of Household (3.15)	0%	1%	0%	0%	
Client Location (3.16)	0%	0%	0%	0%	
Disabling Condition (3.8)	0%	1%	2%	3%	

Q4. Income and Housing Data Quality Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Destination (3.12)	2%	4%	4%	4%	
Income and Sources (4.2) at Entry	11%	12%	1%	1%	
Income and Sources (4.2) at Annual Assessment	17%	23%	3%	15%	
Income and Sources (4.2) at Exit	0%	9%	5%	3%	

Q5. Chronic Homelessness Entering Into Project Type	18-19 % of Records Unable to Calculate	19-20 % of Records Unable to Calculate	20-21 % of Records Unable to Calculate	21-22 % of Records Unable to Calculate	
PH (all)	7%	11%	0%	1%	
Total	7%	11%	0%	1%	

Q6. Timeliness Time for Record Entry	18-19 Count of Entry Records	19-20 Count of Entry Records	20-21 Count of Entry Records	21-22 Count of Entry Records	
0 days	11%	36%	18%	12%	
1-3 days	38%	38%	17%	7%	
4-6 days	19%	9%	5%	9%	
7-10 days	18%	9%	14%	12%	
11+ days	14%	9%	47%	60%	

Q1. Report Validation Table Elements	18-19 Client Count	19-20 Client Count	20-21 Client Count	21-22 Client Count	
Total Number of Persons Served	346	352	241	311	
Number of Adults (age 18 or over)	210	210	173	189	
Number of Children (under age 18)	134	142	68	122	
Number of Persons with Unknown Age	2	0	0	0	
Number of Leavers	241	242	126	177	
Number of Adult Leavers	141	141	92	119	
Number of Adult and Head of Household Leavers	141	141	92	119	
Number of Stayers	105	110	115	134	
Number of Adult Stayers	69	69	81	70	
Number of Veterans	29	26	15	18	
Number of Chronically Homeless Persons	20	23	54	52	
Number of Youth Under Age 25	11	11	22	19	
Number of Parenting Youth Under Age 25 with Children	3	3	8	6	
Number of Adult Heads of Household	170	175	152	158	
Number of Child and Unknown-Age Heads of Household	0	0	0	0	
Heads of Household and Adult Stayers in the Project More Than	19	19	16	9	

Q2. Personally Identifiable Information (PII) Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Name (3.1)	0%	0%	0%	0%	
Social Security Number (3.2)	9%	9%	5%	2%	
Date of Birth (3.3)	1%	1%	0%	0%	
Race (3.4)	1%	1%	0%	0%	
Ethnicity (3.5)	0%	0%	0%	0%	
Gender (3.6)	0%	0%	0%	0%	
Overall Score	10%	9%	5%	2%	

Q3. Universal Data Elements Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Veteran Status (3.7)	0%	0%	0%	0%	
Project Entry Date (3.10)	0%	0%	0%	0%	
Relationship to Head of Household (3.15)	0%	0%	0%	0%	
Client Location (3.16)	0%	0%	0%	0%	
Disabling Condition (3.8)	5%	7%	4%	3%	

Q4. Income and Housing Data Quality Data Element	18-19 % of Error Rate	19-20 % of Error Rate	20-21 % of Error Rate	21-22 % of Error Rate	
Destination (3.12)	2%	2%	1%	0%	
Income and Sources (4.2) at Entry	5%	5%	3%	4%	
Income and Sources (4.2) at Annual Assessment	16%	42%	31%	22%	
Income and Sources (4.2) at Exit	5%	8%	3%	6%	

Q5. Chronic Homelessness Entering Into Project Type	18-19 % of Records Unable to Calculate	19-20 % of Records Unable to Calculate	20-21 % of Records Unable to Calculate	21-22 % of Records Unable to Calculate	
PH (all)	1%	2%	1%	1%	
Total	1%	2%	1%	1%	

Q6. Timeliness Time for Record Entry	18-19 Count of Entry Records	19-20 Count of Entry Records	20-21 Count of Entry Records	21-22 Count of Entry Records	
0 days	10%	13%	15%	30%	
1-3 days	12%	17%	20%	32%	
4-6 days	24%	24%	19%	13%	
7-10 days	2%	6%	13%	4%	
11+ days	52%	40%	34%	22%	

Q1. Report Validation Table	SO	SO	SO	SO	
Elements	Client Count	Client Count	Client Count (for DQ)	Client Count (for DQ)	
Total Number of Persons Served	19	17	90	123	
Number of Adults (age 18 or over)	19	17	89	121	
Number of Children (under age 18)	0	0	0	0	
Number of Persons with Unknown Age	0	0	1	2	
Number of Leavers	12	8	68	118	
Number of Adult Leavers	12	8	67	116	
Number of Adult and Head of Household Leavers	12	8	68	118	
Number of Stayers	7	9	28	33	
Number of Adult Stayers	7	9	22	5	
Number of Veterans	0	0	2	1	
Number of Chronically Homeless Persons	3	2	24	26	
Number of Youth Under Age 25	2	1	2	8	
Number of Parenting Youth Under Age 25 with Children	0	0	0	0	
Number of Adult Heads of Household	17	13	89	118	
Number of Child and Unknown-Age Heads of Household	0	0	1	2	
Heads of Household and Adult Stayers in the Project More Than	1	1	0	1	

Q2. Personally Identifiable Information (PII)	SO	SO	SO	SO	
Data Element	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	
Name (3.1)	0%	0%	0%	0%	
Social Security Number (3.2)	11%	18%	6%	4%	
Date of Birth (3.3)	21%	35%	1%	1%	
Race (3.4)	0%	0%	1%	0%	
Ethnicity (3.5)	0%	0%	0%	0%	
Gender (3.6)	0%	0%	0%	0%	
Overall Score	32%	47%	7%	4%	

Q3. Universal Data Elements	SO	SO	SO	SO	
Data Element	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	
Veteran Status (3.7)	0%	0%	0%	0%	
Project Entry Date (3.10)	0%	0%	0%	0%	
Relationship to Head of Household (3.15)	11%	24%	0%	0%	
Client Location (3.16)	0%	0%	0%	0%	
Disabling Condition (3.8)	32%	47%	13%	8%	

Q4. Income and Housing Data Quality	SO	SO	SO	SO	
Data Element	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	
Destination (3.12)	33%	25%	22%	21%	
Income and Sources (4.2) at Entry	42%	53%	27%	13%	
Income and Sources (4.2) at Annual Assessment	100%	100%	0%	100%	
Income and Sources (4.2) at Exit	17%	13%	20%	10%	

Q5. Chronic Homelessness	SO	SO	SO	SO	
Entering Into Project Type	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	
ES, SH, Street Outreach	32%	47%	40%	19%	
Total	32%	47%	40%	19%	

Q6. Timeliness	18-19	19-20	20-21	21-22	
Time for Record Entry	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	
0 days	30%	18%	79%	89%	
1-3 days	35%	35%	12%	6%	
4-6 days	4%	4%	3%	1%	
7-10 days	0%	2%	1%	0%	
11+ days	30%	41%	4%	4%	

Q7. Inactive Records: Street Outreach & Emergency Shelter	18-19	19-20	20-21	21-22	
Data Element	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	
Contact (Adults and Heads of Household in Street Outreach or E	0.0%	0.0%	0%	100%	

Q1. Report Validation Table		20-21	21-22		
Elements	Client Count	Client Count			
Total Number of Persons Served	2264	1867			
Number of Adults (age 18 or over)	1305	1119			
Number of Children (under age 18)	952	746			
Number of Persons with Unknown Age	7	2			
Number of Leavers	1793	1313			
Number of Adult Leavers	1050	828			
Number of Adult and Head of Household Leavers	1052	828			
Number of Stayers	471	554			
Number of Adult Stayers	255	291			
Number of Veterans	98	132			
Number of Chronically Homeless Persons	22	10			
Number of Youth Under Age 25	62	51			
Number of Parenting Youth Under Age 25 with Children	23	25			
Number of Adult Heads of Household	936	822			
Number of Child and Unknown-Age Heads of Household	2	0			
Heads of Household and Adult Stayers in the Project More Than	87	113			
Q2. Personally Identifiable Information (PII)		20-21	21-22		
Data Element	% of Error Rate	% of Error Rate			
Name (3.1)	0%	0%			
Social Security Number (3.2)	32%	33%			
Date of Birth (3.3)	0%	0%			
Race (3.4)	1%	0%			
Ethnicity (3.5)	0%	0%			
Gender (3.6)	0%	0%			
Overall Score	32%	33%			
Q3. Universal Data Elements		20-21	21-22		
Data Element	% of Error Rate	% of Error Rate			
Veteran Status (3.7)	1%	1%			
Project Entry Date (3.10)	0%	0%			
Relationship to Head of Household (3.15)	1%	1%			
Client Location (3.16)	0%	0%			
Disabling Condition (3.8)	2%	1%			
Q4. Income and Housing Data Quality		20-21	21-22		
Data Element	% of Error Rate	% of Error Rate			
Destination (3.12)	0%	0%			
Income and Sources (4.2) at Entry	6%	6%			
Income and Sources (4.2) at Annual Assessment	64%	70%			
Income and Sources (4.2) at Exit	6%	6%			
Q5. Chronic Homelessness		20-21	21-22		
Entering Into Project Type	% of Records Unable to Calculate	% of Records Unable to Calculate			
ES, SH, Street Outreach	0%	0%			
TH	0%	0%			
PH (all)	0%	0%			
Total	0%	0%			
Q6. Timeliness		20-21	21-22		
Time for Record Entry	Count of Entry Records	Count of Entry Records			
0 days	19%	34%			
1-3 days	25%	25%			
4-6 days	16%	10%			
7-10 days	10%	8%			
11+ days	30%	24%			
Q7. Inactive Records: Street Outreach & Emergency Shelter		20-21	21-22		
Data Element	% Inactive Records	% Inactive Records			
Contact (Adults and Heads of Household in Street Outreach or E	0%	0%			
Bed Nights (All Clients in Emergency Shelter-NbN)	0%	0%			

Q1. Report Validation Table					
Elements	ES, SH	TH	PSH	RRH	SO
	Client Count	Client Count	Client Count	Client Count	Client Count
Total Number of Persons Served	1158	183	403	346	19
Number of Adults (age 18 or over)	927	111	271	210	19
Number of Children (under age 18)	222	72	132	134	0
Number of Persons with Unknown Age	9	0	0	2	0
Number of Leavers	928	66	60	241	12
Number of Adult Leavers	726	42	45	141	12
Number of Adult and Head of Household Leavers	733	43	45	141	12
Number of Stayers	230	117	343	105	7
Number of Adult Stayers	201	69	226	69	7
Number of Veterans	47	0	40	29	0
Number of Chronically Homeless Persons	97	1	26	20	3
Number of Youth Under Age 25	95	89	7	11	2
Number of Parenting Youth Under Age 25 with Children	14	27	5	3	0
Number of Adult Heads of Household	879	105	255	170	17
Number of Child and Unknown-Age Heads of Household	7	3	0	0	0
Heads of Household and Adult Stayers in the Project More Than 365 Days	43	31	192	19	1

Q2. Personally Identifiable Information (PII)					
Data Element	ES, SH	TH	PSH	RRH	SO
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Name (3.1)	0.00%	0.00%	0.00%	0.00%	0.00%
Social Security Number (3.2)	17.96%	6.56%	0.50%	8.96%	10.53%
Date of Birth (3.3)	5.27%	0.55%	0.50%	1.16%	21.05%
Race (3.4)	5.01%	0.00%	0.00%	0.87%	0.00%
Ethnicity (3.5)	4.75%	0.00%	0.00%	0.00%	0.00%
Gender (3.6)	0.00%	0.00%	0.00%	0.00%	0.00%
Overall Score	18.57%	6.56%	0.74%	9.83%	31.58%

Q3. Universal Data Elements					
Data Element	ES, SH	TH	PSH	RRH	SO
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Veteran Status (3.7)	0.0%	0.0%	0.0%	0.0%	0.0%
Project Entry Date (3.10)	0.0%	0.0%	0.0%	0.0%	0.0%
Relationship to Head of Household (3.15)	0.95%	0.0%	0.0%	0.0%	10.53%
Client Location (3.16)	0.0%	0.0%	0.0%	0.0%	0.0%
Disabling Condition (3.8)	15.20%	3.83%	0.25%	5.20%	31.58%

Q4. Income and Housing Data Quality					
Data Element	ES, SH	TH	PSH	RRH	SO
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Destination (3.12)	57.76%	1.52%	1.67%	2.49%	33.33%
Income and Sources (4.2) at Entry	18.63%	7.02%	11.07%	5.24%	42.11%
Income and Sources (4.2) at Annual Assessment	93.02%	12.90%	17.19%	15.79%	100.00%
Income and Sources (4.2) at Exit	19.78%	2.33%	0.0%	4.96%	16.67%

Q5. Chronic Homelessness					
Entering Into Project Type	ES, SH	TH	PSH	RRH	SO
	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate
ES, SH, Street Outreach	18.72%	#DIV/0	#DIV/0	#DIV/0	31.58%
TH	#DIV/0	0.00%	#DIV/0	#DIV/0	#DIV/0
PH (all)	#DIV/0	#DIV/0	7.45%	0.95%	#DIV/0
Total	18.72%	0.00%	7.45%	0.95%	31.58%

Q6. Timeliness					
Time for Record Entry	ES, SH	TH	PSH	RRH	SO
	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records
0 days	12%	5%	11%	10%	30%
1-3 days	77%	6%	38%	12%	35%
4-6 days	6%	3%	19%	24%	4%
7-10 days	2%	1%	18%	2%	0%
11+ days	3%	85%	14%	52%	30%

Q7. Inactive Records: Street Outreach & Emergency Shelter					
Data Element	ES, SH	TH	PSH	RRH	SO
	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records
Contact (Adults and Heads of Household in Street Outreach or Emergency Shelter - NbN)	0.0%	0.0%	0.0%	0.0%	0.0%
Bed Nights (All Clients in Emergency Shelter-NbN)	0.00%	0.0%	0.0%	0.0%	#DIV/0

Q1. Report Validation Table					
Elements	ES, SH	TH	PSH	RRH	SO
	Client Count	Client Count	Client Count	Client Count	Client Count
Total Number of Persons Served	1110	200	390	352	17
Number of Adults (age 18 or over)	902	115	256	210	17
Number of Children (under age 18)	204	84	132	142	0
Number of Persons with Unknown Age	4	1	2	0	0
Number of Leavers	804	69	57	242	8
Number of Adult Leavers	633	39	34	141	8
Number of Adult and Head of Household Leavers	636	40	34	141	8
Number of Stayers	306	131	333	110	9
Number of Adult Stayers	269	76	222	69	9
Number of Veterans	51	0	41	26	0
Number of Chronically Homeless Persons	105	1	26	23	2
Number of Youth Under Age 25	79	85	7	11	1
Number of Parenting Youth Under Age 25 with Children	12	26	4	3	0
Number of Adult Heads of Household	855	108	240	175	13
Number of Child and Unknown-Age Heads of Household	3	3	0	0	0
Heads of Household and Adult Stayers in the Project More Than 365 Days	51	31	187	19	1

Q2. Personally Identifiable Information (PII)					
Data Element	ES, SH	TH	PSH	RRH	SO
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Name (3.1)	0.00%	0.00%	0.00%	0.00%	0.00%
Social Security Number (3.2)	15.32%	7.00%	1.28%	8.52%	17.65%
Date of Birth (3.3)	3.06%	2.00%	1.79%	0.57%	35.29%
Race (3.4)	3.42%	0.50%	0.77%	0.85%	0.00%
Ethnicity (3.5)	2.88%	0.50%	0.77%	0.00%	0.00%
Gender (3.6)	0.00%	0.50%	0.77%	0.00%	0.00%
Overall Score	16.76%	7.50%	2.31%	9.38%	47.06%

Q3. Universal Data Elements					
Data Element	ES, SH	TH	PSH	RRH	SO
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Veteran Status (3.7)	0.0%	0.0%	0.0%	0.48%	0.0%
Project Entry Date (3.10)	0.36%	0.50%	0.0%	0.0%	0.0%
Relationship to Head of Household (3.15)	1.44%	0.0%	0.51%	0.0%	23.53%
Client Location (3.16)	0.0%	0.0%	0.0%	0.0%	0.0%
Disabling Condition (3.8)	10.90%	4.00%	0.77%	6.82%	47.06%

Q4. Income and Housing Data Quality					
Data Element	ES, SH	TH	PSH	RRH	SO
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Destination (3.12)	49.88%	0.0%	3.51%	2.48%	25.00%
Income and Sources (4.2) at Entry	14.59%	8.47%	12.11%	4.76%	52.94%
Income and Sources (4.2) at Annual Assessment	94.12%	9.68%	22.99%	42.11%	100.00%
Income and Sources (4.2) at Exit	14.94%	2.50%	8.82%	7.80%	12.50%

Q5. Chronic Homelessness					
Entering Into Project Type	ES, SH	TH	PSH	RRH	SO
	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate
ES, SH, Street Outreach	15.32%	#DIV/0	#DIV/0	#DIV/0	47.06%
TH	#DIV/0	0.00%	#DIV/0	#DIV/0	#DIV/0
PH (all)	#DIV/0	#DIV/0	10.89%	1.90%	#DIV/0
Total	15.32%	0.00%	10.89%	1.90%	47.06%

Q6. Timeliness					
Time for Record Entry	ES, SH	TH	PSH	RRH	SO
	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records
0 days	22%	7%	36%	13%	18%
1-3 days	65%	11%	38%	17%	35%
4-6 days	6%	4%	9%	24%	4%
7-10 days	4%	2%	9%	6%	2%
11+ days	4%	76%	9%	40%	41%

Q7. Inactive Records: Street Outreach & Emergency Shelter					
Data Element	ES, SH	TH	PSH	RRH	SO
	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records
Contact (Adults and Heads of Household in Street Outreach or Emergency Shelter - NbN)	0.0%	0.0%	0.0%	0.0%	0.0%
Bed Nights (All Clients in Emergency Shelter-NbN)	0.70%	0.0%	0.0%	0.0%	#DIV/0

Q1. Report Validation Table						
Elements	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	Client Count	Client Count	Client Count	Client Count	Client Count (for D	Client Count
Total Number of Persons Served	609	193	462	241	90	2264
Number of Adults (age 18 or over)	423	117	330	173	89	1305
Number of Children (under age 18)	185	76	132	68	0	952
Number of Persons with Unknown Age	1	0	0	0	1	7
Number of Leavers	369	77	56	126	68	1793
Number of Adult Leavers	258	51	44	92	67	1050
Number of Adult and Head of Household Leavers	259	51	44	92	68	1052
Number of Stayers	240	116	406	115	28	471
Number of Adult Stayers	165	66	286	81	22	255
Number of Veterans	19	2	46	15	2	98
Number of Chronically Homeless Persons	97	8	221	54	24	22
Number of Youth Under Age 25	56	89	6	22	2	62
Number of Parenting Youth Under Age 25 with Children	11	19	1	8	0	23
Number of Adult Heads of Household	381	111	280	152	89	936
Number of Child and Unknown-Age Heads of Household	2	1	0	0	1	2
Heads of Household and Adult Stayers in the Project More Than 365 Days	27	23	222	16	0	87

Q2. Personally Identifiable Information (PII)						
Data Element	ES, SH	TH	PSH	RRH	SO	HP
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Name (3.1)	0%	2%	0%	0%	0%	0%
Social Security Number (3.2)	8%	5%	1%	5%	6%	32%
Date of Birth (3.3)	0%	0%	0%	0%	1%	0%
Race (3.4)	0%	0%	0%	0%	1%	1%
Ethnicity (3.5)	0%	0%	0%	0%	0%	0%
Gender (3.6)	0%	0%	0%	0%	0%	0%
Overall Score	8%	5%	1%	5%	7%	32%

Q3. Universal Data Elements						
Data Element	ES, SH	TH	PSH	RRH	SO	HP
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Veteran Status (3.7)	0%	0%	0%	0%	0%	1%
Project Entry Date (3.10)	0%	0%	0%	0%	0%	0%
Relationship to Head of Household (3.15)	0%	0%	0%	0%	0%	1%
Client Location (3.16)	0%	0%	0%	0%	0%	0%
Disabling Condition (3.8)	2%	2%	2%	4%	13%	2%

Q4. Income and Housing Data Quality						
Data Element	ES, SH	TH	PSH	RRH	SO	HP
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Destination (3.12)	11%	0%	4%	1%	22%	0%
Income and Sources (4.2) at Entry	2%	0%	1%	3%	27%	6%
Income and Sources (4.2) at Annual Assessment	74%	0%	3%	31%	0%	64%
Income and Sources (4.2) at Exit	3%	0%	5%	3%	20%	6%

Q5. Chronic Homelessness						
Entering Into Project Type	ES, SH	TH	PSH	RRH	SO	HP
	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate
ES, SH, Street Outreach	10%	#DIV/0	0%	0%	40%	0%
TH	#DIV/0	0%	0%	0%	0%	0%
PH (all)	#DIV/0	#DIV/0	0%	1%	0%	0%
Total	10%	0%	0%	1%	40%	0%

Q6. Timeliness						
Time for Record Entry	ES, SH	TH	PSH	RRH	SO	HP
	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records
0 days	17%	27%	18%	15%	79%	19%
1-3 days	25%	31%	17%	20%	12%	25%
4-6 days	14%	22%	5%	19%	3%	16%
7-10 days	15%	4%	14%	13%	1%	10%
11+ days	29%	17%	47%	34%	4%	30%

Q7. Inactive Records: Street Outreach & Emergency Shelter						
Data Element	ES, SH	TH	PSH	RRH	SO	HP
	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records
Contact (Adults and Heads of Household in Street Outreach or Emergency Shelter - NbN)	0%	0%	0%	0%	0%	0%
Bed Nights (All Clients in Emergency Shelter-NbN)	0%	0%	0%	0%	0%	0%

Q1. Report Validation Table						
Elements	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	Client Count	Client Count	Client Count	Client Count	Client Count (for U)	Client Count
Total Number of Persons Served	951	206	553	311	123	1867
Number of Adults (age 18 or over)	618	132	392	189	121	1119
Number of Children (under age 18)	331	74	161	122	0	746
Number of Persons with Unknown Age	2	0	0	0	2	2
Number of Leavers	618	71	50	177	118	1313
Number of Adult Leavers	422	52	36	119	116	828
Number of Adult and Head of Household Leavers	424	52	36	119	118	828
Number of Stayers	333	135	503	134	33	554
Number of Adult Stayers	196	80	356	70	5	291
Number of Veterans	19	7	46	18	1	132
Number of Chronically Homeless Persons	92	12	240	52	26	10
Number of Youth Under Age 25	93	91	17	19	8	51
Number of Parenting Youth Under Age 25 with Children	11	18	2	6	0	25
Number of Adult Heads of Household	526	123	341	158	118	822
Number of Child and Unknown-Age Heads of Household	2	0	0	0	2	0
Heads of Household and Adult Stayers in the Project More Than 365 Days	26	27	250	9	1	113

Q2. Personally Identifiable Information (PII)						
Data Element	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Name (3.1)	0%	0%	0%	0%	0%	0%
Social Security Number (3.2)	12%	7%	1%	2%	4%	33%
Date of Birth (3.3)	0%	0%	0%	0%	1%	0%
Race (3.4)	0%	0%	0%	0%	0%	0%
Ethnicity (3.5)	0%	0%	0%	0%	0%	0%
Gender (3.6)	0%	0%	0%	0%	0%	0%
Overall Score	12%	8%	1%	2%	4%	33%

Q3. Universal Data Elements						
Data Element	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Veteran Status (3.7)	0%	0%	0%	0%	0%	1%
Project Entry Date (3.10)	0%	0%	0%	0%	0%	0%
Relationship to Head of Household (3.15)	0%	0%	0%	0%	0%	1%
Client Location (3.16)	0%	0%	0%	0%	0%	0%
Disabling Condition (3.8)	3%	5%	3%	3%	8%	1%

Q4. Income and Housing Data Quality						
Data Element	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate	% of Error Rate
Destination (3.12)	15%	1%	4%	0%	21%	0%
Income and Sources (4.2) at Entry	2%	1%	1%	4%	13%	6%
Income and Sources (4.2) at Annual Assessment	54%	15%	15%	22%	100%	70%
Income and Sources (4.2) at Exit	4%	0%	3%	6%	10%	6%

Q5. Chronic Homelessness						
Entering Into Project Type	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate	% of Records Unable to Calculate
ES, SH, Street Outreach	11%	0%	0%	0%	19%	0%
TH	0%	1%	0%	0%	0%	0%
PH (all)	0%	0%	1%	1%	0%	0%
Total	11%	1%	1%	1%	19%	0%

Q6. Timeliness						
Time for Record Entry	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records	Count of Entry Records
0 days	29%	34%	12%	30%	89%	34%
1-3 days	38%	34%	7%	32%	6%	25%
4-6 days	7%	17%	9%	13%	1%	10%
7-10 days	6%	4%	12%	4%	0%	8%
11+ days	19%	12%	60%	22%	4%	24%

Q7. Inactive Records: Street Outreach & Emergency Shelter						
Data Element	ES, SH	TH	PH (no RRH)	RRH	SO	HP
	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records	% Inactive Records
Contact (Adults and Heads of Household in Street Outreach or Emergency Shelter - NbN)	0%	0%	0%	0%	100%	0%
Bed Nights (All Clients in Emergency Shelter-NbN)	0%	0%	0%	0%	0%	0%

2/1/2022-1/31/2023	Persons Served	Name (6a)	SSN (6a)	DOB (6a)	Race (6a)	Ethnicity (6a)	Gender (6a)	Vet (6b)	Project Start (6b)	Relationship (6b)	Location (6b)	Disabling Condition (Y/N) (6b)	Destination (6c)	Income Entry (6c)	Income Annual (6c)	Income Exit (6c)	Prior Living Situation and related fields (6d)	Timeliness of Entry (6e)
Threshold		5%	10%	5%	5%	5%	5%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	25%
Threshold: NBN/SO		5%	10%	5%	5%	5%	5%	10%	10%	10%	10%	10%	40%	NA	NA	NA	10%	25%
SO	271 (180 for DQ)	0%	5%	0%	1%	0%	0%	0%	0%	1%	0%	6%	14%	7%	0%	4%	4%	5%
ES	1022	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	4%	18%	2%	74%	3%	8%	12%
TH	217	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	6%	4%	2%	17%	0%	2%	14%
CES	938	0%	9%	1%	1%	1%	0%	0%	0%	2%	0%	5%	26%	34%	94%	20%	NA	7%
PH	845	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	4%	2%	1%	29%	4%	2%	46%
HP	1808	0%	30%	1%	1%	1%	1%	1%	0%	2%	0%	3%	0%	7%	76%	6%	NA	26%
ALL	3726	0%	19%	1%	1%	1%	0%	0%	0%	1%	0%	4%	11%	11%	45%	10%	4%	22%

DQ Management Feedback from partnering Agencies

From: Tonya Latson <tlatson@peoplesrc.org>

Sent: Tuesday, December 13, 2022 9:44 AM

To: Kelly Mannion <kmannion@360youthservices.org>; Burdick, Julie <Julie.Burdick@dupageco.org>; Snipes, Lisa <Lisa.Snipes@dupageco.org>; ozzy@mshv.org; Rizik Mohammad <rizik@mshv.org>; alafauce@cc-doj.org; Dina Hilliard <dhilliard@outreachcommin.org>; SAustgen@dupagepads.org; Madsen, Christine <cmadsen@cc-doj.org>; svainowski@dupagepads.org; Lytle, Jacqueline <Jacqueline.Lytle@dupageco.org>

Subject: RE: Data & Performance Committee - Feedback on current data quality checks

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Morning,

Sorry for the delayed response...

Required HMIS data is built into PRC's HP/RRH assessment/application form. Staff gather the information during housing assessments and request documentation to verify info per our program guidelines. All staff that process RRH, HP assistance are responsible for entering all of their caseload's information into HMIS including EE, service transactions, and CE referrals/outcomes as needed.

In terms of data quality, I generally run the data quality reports for PRC, fix errors, and follow up with my team if there are patterns or an increase in specific types of data quality issues.

I also run reports as needed for internal and external reporting.

Tonya Latson

Social Services Director

People's Resource Center

Main: 630-682-5402 x235

Fax: 630-682-2936

tlatson@peoplesrc.org | www.peoplesrc.org

From: Scott Austgen <SAustgen@dupagepads.org>
Sent: Tuesday, December 13, 2022 10:09 AM
To: Tonya Latson <tlatson@peoplesrc.org>; Kelly Mannion <kmannion@360youthservices.org>; Burdick, Julie <Julie.Burdick@dupageco.org>; Snipes, Lisa <Lisa.Snipes@dupageco.org>; ozzy@mshv.org; Rizik Mohammad <rizik@mshv.org>; alafauce@cc-doj.org; Dina Hilliard <dhilliard@outreachcommin.org>; Madsen, Christine <cmadsen@cc-doj.org>; Sara Vainowski <svainowski@dupagepads.org>; Lytle, Jacqueline <Jacqueline.Lytle@dupageco.org>
Subject: RE: Data & Performance Committee - Feedback on current data quality checks

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Our system sounds similar. Where we have historically had some challenges was that not all staff did direct HMIS entry at the shelter due to a variety of factors (including iffy wifi in certain locations). So, they'd get stuff to Sara and Sara would do it (Hi, Sara!). That helped in a lot of ways for consistency, but it also led to other complications. Now, all staff do the data entry based on their role, and Sara and program directors are checking for errors.

One of the complications we do encounter is the number of people connected throughout the time a client is in the program. A client may enter DuPagePads through Street Outreach, transition to the Interim Housing Center, they also receive a case manager and maybe also participate in our employment and/or education programs, and then they may go to one of our own housing programs. While in shelter, there's a dozen staff that may touch their file on some level.

Our PSH program has a quality assurance manager that is new in her role. She audits ¼ of the charts each quarter, ensuring eligibility info, annual info, and other points of emphasis. Our other programs do not, but we are exploring the possibility of a compliance leadership position.

From: LaFauce, Amy <alafauce@cc-doj.org>
Sent: Tuesday, December 13, 2022 9:24 AM
To: Kelly Mannion <kmannion@360youthservices.org>; Burdick, Julie <Julie.Burdick@dupageco.org>; Snipes, Lisa <Lisa.Snipes@dupageco.org>; ozzy@mshv.org; Rizik Mohammad <rizik@mshv.org>; Dina Hilliard <dhilliard@outreachcommin.org>; SAustgen@dupagepads.org; Madsen, Christine <cmadsen@cc-doj.org>; svainowski@dupagepads.org; tlatson <tlatson@peoplesrc.org>; Lytle, Jacqueline <Jacqueline.Lytle@dupageco.org>
Subject: RE: Data & Performance Committee - Feedback on current data quality checks

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Good morning – sorry that I did not get this to you all by the 7th!

For Catholic Charities, case managers in TH, PSH, RRH, HP are responsible for entering all of their caseload's information into HMIS including case notes and service transactions. Our Shelter staff are responsible entering households into the shelter program and entering daily case notes. Our

overnight staff handle entering all shelter related services.

In terms of data quality, we have a staff member who is responsible for running monthly data quality reports for each program. That person fixes common errors and then connects with the program supervisor if there are errors that require more information. For Annual Interim reviews, we utilize outlook calendar is send an invite to the appropriate case manager so that they remember to add the client's annual review.

Additionally, I myself am frequently running various reports for internal and external grant applications and reports, so I also do a lot of data quality checking on a weekly/monthly basis.

Thank you,
Amy LaFauce

Amy LaFauce, MSW, LSW
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From: Dina Hilliard <dhilliard@outreachcommin.org>

Sent: Tuesday, December 13, 2022 4:35 PM

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Subject: RE: Data & Performance Committee - Feedback on current data quality checks

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At Outreach, each Caseworker is primarily responsible for entering data into HMIS. We collect the data on our own intake forms (that are HMIS compliant) and then enter them into HMIS if eligible.

Depending on the staffing structure at each location, sometimes the HMIS entry is done by the Site Director. We have a person in our Grants Department that is responsible for all data quality reports. She runs the reports and sends any necessary corrections to the appropriate site.

Dina Hilliard
Executive Director | [Outreach Community Center](#)