



ERIE COUNTY CONTINUUM OF CARE (PA-605 CoC)
HOMELESS MANAGEMENT INFORMATION SYSTEM - HMIS-Erie
DATA QUALITY POLICY

MANAGED BY: Erie County Department of Human Services

Although there are many aspects of good quality data, the key indicators are:

Accuracy

Data recorded in client files must accurately reflect self-reported information from the client. Every opportunity should be taken to verify clients' intake documents with the clients themselves. Inaccurate demographics will affect project performance and may result in duplicate client records. The accurate recording of data items during client interviews must be a priority. However, it must not be allowed to delay urgent service to the client.

Timeliness

Recording of timely data is beneficial to providing services to the client. Entering client data into the HMIS application in a timely fashion increases the accuracy. Emergency shelters should enter client data within 2 working days of receipt and other projects should enter within 5 days of receipt.

Completeness

Procedures must exist to ensure projects collect all mandatory data items as defined by funding source(s). Programs should gather complete data through an *on-going* process of engaging the client and building trust. Client intake, updates, referrals, services and exit data should all be recorded. Completeness of required data will be monitored on a consistent basis by agency administrators and HMIS staff.

Coverage

Erie CoC strives for 100% HMIS participation of homeless providers within Erie CoC. HMIS-Erie staff should be made aware of any new projects prior to accepting clients to ensure the best possible client service is provided through Coordinated Entry and the best data integrity is maintained.

Consistency

All required data items should be collected and entered consistently throughout HMIS-Erie by all providers to ensure all clients are served fairly and equitably.