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| **Object** | **Content** |
| **Course Title** | HMIS 101 Module 4 |
| **Language Code** | en-US |
| **Palette Id** | hud |
| **Use System Fonts** | false |
| **First Page** | 001 |
| **Completion Page** | 011 |
| **Contents Page** | 001 |
| **Module Title** | Homeless Management Information Systems 101: Module 4: Components of Data Quality and Data Quality Planning |
| **Abbreviated Module Title** | HMIS 101 Module 4 |
| **Notes** | These will not be included in course output |

# Course Title (for Word Outline Purposes Only)

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| **Object** | **Content** |
| **Unit Title** | Data Quality |
| **Abbreviated Title** | Data Quality |
| **Notes** | These will not be included in course output |

# Unit Title (for Word Outline Purposes Only)

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| **Object** | **Content** |
| **Layout** |  |
| **Template** | A1-HUD |
| **Menu Title** | Welcome to: HMIS 101 Module 4 |
| **Background Image** | ${CONTENT\_ROOT}/images/collage10.jpg |
| **Part** | Part 4: |
| **Title** | HMIS 101 |
| **Subtitle** | Components of Data Quality and Data Quality Planning |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | M2 |
| **Menu Title** | HMIS Video Library |
| **Media Playlist** |

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| --- |
| **Playlist Item** |
| **Media Path** | ${MEDIA\_ROOT}/${CONTENT\_ROOT}/video/hmis\_slide53.f4v |
| **Media Poster Path** | ${CONTENT\_ROOT}/images/vidposter-slide53.jpg |
| **Media Thumbnail** | ${CONTENT\_ROOT}/images/vidposter-slide53.jpg |
| **Media Menu Title** | What advantages does system level data have for communities? |
| **Media Display Title** | What advantages does system level data have for communities? |
| **Media Description** | Bill McMillan, Continuum of Care Liaison, Fairfax, Virginia, Office to Prevent and End Homelessness |
| **Media CC Title** | What advantages does system level data have for communities? |
| **Media Captions** |

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| Since we implemented our 10 year plan that was adopted in 2008. One of the specific items in that was to have a full time system administrator | 0:01 |
| as a funded position with the county. That position has enabled us to become more robust with our utilization of HMIS. | 0:10 |
| Since we have brought on a full-time system administrator we have been able to expand utilization, improve data quality. | 0:20 |
| In fiscal year 2010 we were able to generate enough data from HMIS to produce an annual snap shot where we were looking at unduplicated | 0:30 |
| counts of people in various programs. We are using it for all our shelter programs, almost all of our transitional housing programs, | 0:40 |
| all of our permanent supportive housing. We have winter seasonal programs that are using it and health care for the homeless programs that are using it. | 0:50 |
| We have been very pleased to be able to use the data more effectively and to generate the data for system planning and program planning within our COC. | 1:00 |
| As providers have become more used to it, they are beginning to see the value. They are using the reports, they are using the information. We are beginning to pull information from HMIS system for our | 1:10 |
| strategic planning. We have said we need to shift resources away from traditional transitional housing programs to | 1:20 |
| other kinds of programs. We want to retool how we do our shelter intake process. We are looking at data we get from HMIS for how we do those things. | 1:30 |

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| **Playlist Item** |
| **Media Path** | ${MEDIA\_ROOT}/${CONTENT\_ROOT}/video/hmis\_slide61.f4v |
| **Media Poster Path** | ${CONTENT\_ROOT}/images/vidposter-slide31.jpg |
| **Media Thumbnail** | ${CONTENT\_ROOT}/images/vidposter-slide31.jpg |
| **Media Menu Title** | The Importance of Data Quality |
| **Media Display Title** | The Importance of Data Quality |
| **Media Description** | Will Cefredo, Program Manager at Heading Home |
| **Media CC Title** | The Importance of Data Quality |
| **Media Captions** |

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| As a program manager I rely on the information that is currently in the system. If my case managers are not prompt to enter that data right away | 0:01 |
| and I go into the system to gather this information it will not be very reliable when I am using that data if they don't enter that data immediately. I'm constantly talking to my case managers and | 0:10 |
| expressing to them the importance of entering that data as immediately as possible. It helps me in many different ways: generating reports, | 0:20 |
| targeting a certain population or individuals, assessing their progress throughout the time their in my shelter system, | 0:30 |
| they come in and we perform our initial assessment, six months down the line another assessment is performed. Within that time they should be | 0:40 |
| able to track down any progress that these families have made during that time in shelter. It helps me as a program manager do my job | 0:50 |
| much more effectively, accurately, and in a timely fashion. Sometimes I need to generate reports quickly. Utilizing HMIS to | 1:00 |
| request this information by putting in the fields I need to put in to get the information right back, it’s a quick way of helping me provide quality service to | 1:10 |
| my clients, manage a quality program, and making sure my families are given the opportunity in an | 1:20 |
| effective and efficient manner in order to make sure they’re able to access any benefits coming throughout the system. | 1:30 |

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| **Notes** | These will not be included in course output |

## Page Title

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| **Object** | **Content** |
| **Layout** | Macintosh HD:Users:spencech:Desktop:crg.jpg |
| **Template** | CR-Grid |
| **Menu Title** | Governance Agreements |
| **Click and Reveal** |

|  |  |  |
| --- | --- | --- |
| **Layout** | **Show Tooltip** | **Columns** |
| click-and-reveal-grid-2x3-hud | false | 3 |

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| Click and Reveal Item 1 |
| **Label** | **Data Component 1:**Definitions |
| **Reveal Text** | **Definitions****Rationale:*** To understand the complete set of data elements required to meet CoC and funding requirements.

**Factors:*** The definition of what constitutes a complete and acceptable quality record may be different for different depending on the program type.

**Issues:*** Includes a list of the data elements expected to be collected.
 |
| **Thumbnail** | ${CONTENT\_ROOT}/images/components/thumb1.png |
| **Reveal Image** | ${CONTENT\_ROOT}/images/components/detail1.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide56.mp3 |
| **Audio CC Title** | Data Component 1: Definitions |
| **Audio CC** | Most data quality plans start by defining what constitutes a complete and acceptable quality record, so that providers understand what data they need to collect and enter to meet the expectations of the CoC. Certain program may be expected to collect only the "universal" data fields; other programs may be expected to collect all or most of the "program" fields. Because different programs may be required to collect different data, and because some programs have better opportunities to collect data than other programs, CoC expectations for data quality may be different for different programs. |

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| Click and Reveal Item 2 |
| **Label** | **Data Component 2:**Timeliness |
| **Reveal Text** | **Timeliness****Rationale:*** Length of time between data collection and entry impacts the usefulness and accuracy of the data entered.

**Factors:*** Document, by program type, expectations for the length of time between data collection and entry.

**Issues:*** CoC may want to adopt different timelines for different programs.
 |
| **Thumbnail** | ${CONTENT\_ROOT}/images/components/thumb2.png |
| **Reveal Image** | ${CONTENT\_ROOT}/images/components/detail2.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide57.mp3 |
| **Audio CC Title** | Data Component 2: Timeliness |
| **Audio CC** | The second component of Data Quality is Timeliness. There are two key points related to timeliness: -it is important to have data when you need it; and, -data is more accurate the shorter the time between collection and data entry – this is because intake staff will remember the conversations better and you may still have access to the client for clarification needs. There are a few things you might want to think about regarding timeliness data quality standards: First, when and how often you need information. Some of this is determined for you by funding sources – for instance, in Massachusetts, programs providing emergency shelter to families must collect and upload DAILY bed list information to the Department of Housing and Community Development so that their centralized placement program knows exactly where the empty beds are across the State. This frequency also means that DHCD can look at up to the minute information to look for trends and react quickly. Therefore their Standard for timeliness for family shelters is daily data collection and entry into the system. Second, the feasibility of collecting and entering the data within the timeframe you want. Large volume emergency shelters (100 beds or more) with 2-3 staff persons checking people in, will have difficulty collecting all the Universal Data Elements on each client during check-in – unless they are using the system to assign clients to available beds AND the majority of the clients have been in the program before. If you want to have emergency shelter data entered into the system daily, then you must also balance it with the program's capacity to do so. Third, access to the client can have an impact on when you want the data collected and entered into the system. Emergency shelters only have a short time frame when they have access to the clients to collect the data needed – usually less than 16 hours. In order to make sure that questions about the data collected can be clarified before the shelter loses contact with the client, a best practice may be to collect the Universal Data Elements at program entry, with data entry into the system overnight so that clients whose data needs clarification can be addressed during morning checkout. Likewise, emergency shelters serving clients who are under the influence may choose to collect only minimal information (name, etc ) and then follow in the morning with completing the data collection during morning check out, when the client is better able to provide more complete and accurate information. On the other hand, transitional and permanent housing programs don't need to do daily data entry. Your policy for timeliness may actually be tiered: the Universal Data Elements for new clients are entered into the system within 24 hours, Program specific elements are collected and entered within 7 days, and then records are updated as necessary through normal client interactions. Fourth, you want one Standard for the Program Type with little or no exceptions. It is this consistency in the Standard that will increase your data quality and ensure that you can compare data across programs reliably. It goes without saying that your standard must meet, at a minimum, the requirements of your various funding sources. |

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| Click and Reveal Item 3 |
| **Label** | **Data Component 3:**Completeness |
| **Reveal Text** | **Completeness****Rationale:*** Completeness may impact service delivery. Incomplete data adversely impacts data analysis and report validity/confidence.

**Factors:*** Document, by program type, expectations for the completeness of data element sets (i.e., All Clients Served, Bed/Services Utilization).

**Issues:*** Include "Don't Know" and "Refused" as a category. Standards are likely to be different for different program types or subpopulations. Note that "Don't Know" means that the client didn't know the answer, and NOT that the staff was unable to obtain the information.
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| **Thumbnail** | ${CONTENT\_ROOT}/images/components/thumb3.png |
| **Reveal Image** | ${CONTENT\_ROOT}/images/components/detail3.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide58.mp3 |
| **Audio CC Title** | Data Component 3: Completeness |
| **Audio CC** | The third component for Data Quality is Completeness. Completeness is about setting limitations around how much data can be missing or unusable. Like Timeliness, Completeness Standards may be different for each program type. A data quality standard for completeness may be expressed as: The percentage of clients for whom data was recorded; and for each such client, the percentage of records in which a particular data element was either missing or entered as "don't know" or "refused. It is important to note that the response "don't know" means that the client didn't know the answer, and not that the staff were unable to collect the data. Clients may refuse to consent to entry of their data in the HMIS, or may refuse to provide certain information that programs ordinarily enter in the HMIS. It is important for CoCs to understand how many clients and how much data is not being entered into the system to understand the true extent and nature of homelessness in the community. When clients are omitted entirely from the HMIS, the accuracy of bed utilization statistics is compromised. By comparing bed utilization information from the HMIS with actual bed utilization (as an example comparing paper records or billing records with HMIS), CoCs can identify data completeness problems. This requires a monitoring protocol – which we will address later. In the same way that low bed utilization rates derived from the HMIS can indicate missing clients, excessive bed utilization rates (over 100%) can indicate failure to record client exits or other data quality issues. |

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| Click and Reveal Item 4 |
| **Label** | **Data Component 4:**Accuracy |
| **Reveal Text** | **Accuracy****Rationale:*** Reflects information as provided by client. Data is understood, collected, entered the same by all.

**Factors:*** Document, by program type, expectations for collecting and entering accurate data.

**Issues:*** Data validation practices.
* Consistency in data gathering forms.
* Regular training on data elements and definitions.
* Tools that achieve a common understanding of elements and responses.
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| **Thumbnail** | ${CONTENT\_ROOT}/images/components/thumb4.png |
| **Reveal Image** | ${CONTENT\_ROOT}/images/components/detail4.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide59.mp3 |
| **Audio CC Title** | Data Component 4: Accuracy |
| **Audio CC** | The fourth component is Accuracy. Remember, the purpose of a Data Quality Plan is to achieve data in the HMIS that is the best possible representation of reality as it relates to persons who are homeless or at risk of homelessness and the programs that serve them. There are several concepts that apply to accuracy: -Truthfulness by the clients -Accuracy of the data collected by staff -Accuracy of the data entered into the system by the staff You don't have control over how truthful the information from the client is, therefore, Accuracy is best handled through policies and procedures around the consistency of actual collection and entry of data–which you do have control over: -how the question is asked -how the question–and allowable answers–are understood by the intake and data entry personnel -consistency of data entry protocols and expectations, including methods for resolving questions (intake worker and data entry person interactions) -when data is entered -consistency in intake forms -regular training on data elements and definitions -access to additional data sources to can validate information Most of these things are handled through regular trainings for staff. CoCs can provide guidance on how to ask the questions, test staff to insure they understand the questions and possible answers, or have programs use identical (or very similar) intake forms. Another method to insure Accuracy is to compare records in the HMIS to paper records, or the records of another provider whose information may be considered more accurate. For instance, a Social Security Number that is in question may be compared to a paper case file or an SSI benefit application, where the data is perceived to be more accurate. |

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| Click and Reveal Item 5 |
| **Label** | **Data Component 5:**Monitoring |
| **Reveal Text** | **Monitoring****Rationale:*** Ensure the Data Quality Plan is being followed.
* Ensure any CoC Standards are being met.

**Factors:*** Identify areas in need of improvement.

**Issues:*** Address any potential data quality problems.
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| **Thumbnail** | ${CONTENT\_ROOT}/images/components/thumb5.png |
| **Reveal Image** | ${CONTENT\_ROOT}/images/components/detail5.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide60.mp3 |
| **Audio CC Title** | Data Component 5: Monitoring |
| **Audio CC** | Monitoring ensures that the quality of data entered into the HMIS is at the level specified in the HMIS Data Quality Plan, and that policies and procedures are in place at each Contributing Homeless Organization to review data quality and address any problems. |

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| Click and Reveal Item 6 |
| **Label** | **Data Component 6:**Incentives and Enforcements |
| **Reveal Text** | **Incentives and Enforcements****Rationale:*** Reinforce importance of quality data through incentives and enforcement

**Factors:*** List and describe incentive and enforcement measures for complying with the Data Quality Plan

**Issues:*** Public recognition for compliance and/or progress
* Bonus points on local scoring of funding applications
* Funding impacts for non-compliance
 |
| **Thumbnail** | ${CONTENT\_ROOT}/images/components/thumb6.png |
| **Reveal Image** | ${CONTENT\_ROOT}/images/components/detail6.jpg |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide61.mp3 |
| **Audio CC Title** | Data Component 6: Incentives and Enforcements |
| **Audio CC** | The purpose of incentives is to provide positive re-enforcement to Continuum of Care ( CoC ) service providers who achieve and maintain data of the extent and quality outlined in this standard. Incentives can be anything that an agency finds useful: bonus points for funding; recognition; special funding; special staff incentives; special reports, etc. Incentives should be clearly articulated with an emphasis on positive language. So understanding all of these concepts around data quality, you may be asking yourself: Well this is great, but how to I know if my data quality is improving? To answer that question, you will need to have a data quality monitoring and compliance plan in place. |

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| **Notes** | These will not be included in course output |

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| **Layout** |  |
| **Template** | B4-HUD |
| **Menu Title** | Developing a Data Quality Plan |
| **Header** | Developing a Data Quality Plan |
| **Image** | ${CONTENT\_ROOT}/images/collage10.jpg |
| **Bullets** |

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| --- | --- |
| * Establish Benchmarks and Goals
 | 0:05 |
| * Define Roles and Responsibilities
 | 0:07 |
| * Establish Timelines
 | 0:10 |
| * Calculate Compliance Rates
 | 0:12 |
| * Develop Data Quality Reports
 | 0:16 |

 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide63.mp3 |
| **Audio Title** | Developing a Data Quality Plan |
| **Audio CC** | These are the 5 things you need to do to develop and implement a Data Quality Plan: Establish goals Define and assign roles and responsibilities Establish timelines for the goals Develop a process for calculating compliance rates Develop data quality reports to give to whoever is overseeing the data quality plan and for providers so they know what to fix. We are going to review each of these components and show how they work within the context of the Data Quality Plan. |
| **Notes** | These will not be included in course output |

## Page Title

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| **Layout** |  |
| **Template** | S2-HUD |
| **Menu Title** | Establishing Benchmarks and Goals |
| **Header** | Establishing Benchmarks and Goals |
| **Bullets** |

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| There are three things you need to know to establish your benchmarks and goals: | 0:03 |
| 1) The Baseline—this will tell you where you are now. | 0:05 |
| 2) The Goal—the goal is where you want to be. It is linked to the Completeness Standard you just determined, but now represents the CoC's overall goal. | 0:09 |
| 3) The Timeframe for compliance—how long do you intend to give programs to reach the goal. | 0:20 |

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| **Image Sequence 1** |

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| **Image Source** | **Time Cue** | **Audio Cue** |
| ${CONTENT\_ROOT}/images/dataplan/1.jpg |  | 0:01 |

 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide64.mp3 |
| **Audio Title** | Developing a Data Quality Plan |
| **Audio CC** | These are the 5 things you need to do to develop and implement a Data Quality Plan: Establish goals Define and assign roles and responsibilities Establish timelines for the goals Develop a process for calculating compliance rates Develop data quality reports to give to whoever is overseeing the data quality plan and for providers so they know what to fix. We are going to review each of these components and show how they work within the context of the Data Quality Plan. |
| **Notes** |  |

## Page Title

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| **Layout** |  |
| **Template** | S2-HUD |
| **Menu Title** | Defining Roles and Responsibilities |
| **Header** | Defining Roles and Responsibilities |
| **Bullets** |

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| Defining roles and responsibilities is about listing out those activities and assigning people to be responsible for completing them.Remember: the HMIS Lead Agency staff should not be the only person assigned to these activities. | 0:03 |

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| **Image Sequence 1** |

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| ${CONTENT\_ROOT}/images/dataplan/2.jpg |  | 0:01 |

 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide65.mp3 |
| **Audio Title** | Defining Roles and Responsibilities |
| **Audio CC** | Therefore, Defining roles and responsibilities is about listing out those activities and assigning people to be responsible for completing them. Remember: the HMIS Lead Agency staff should not be the only persons assigned to these activities and tasks. |
| **Notes** |  |

## Page Title

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| **Layout** |  |
| **Template** | S2-HUD |
| **Menu Title** | Establishing Timelines |
| **Header** | Establishing Timelines |
| **Bullets** |

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| After you know your benchmarks and goals, you can break them down into tasks and activities. Establish timelines:* Make them realistic and doable.
* Build your timeline around reports or specific CoC goals.
* Identify clearly when specific tasks are to be completed and;
* Monitor to see they are done.
* Put data quality updates on the agenda at CoC meetings.
 | 0:03 |

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| **Image Sequence 1** |

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| **Image Source** | **Time Cue** | **Audio Cue** |
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 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide66.mp3 |
| **Audio Title** | Establishing Timelines |
| **Audio CC** | After you know your benchmarks and goals, you can break them down into tasks and activities. The next step is establishing timelines for accomplishing the tasks and activities as well as the preferred timeframes for meeting the benchmarks. When determining your timelines, make them realistic and doable. Build your timeline around reports or specific CoC goals. Identify clearly when specific tasks are to be completed and monitor to see they are done. Finally, put data quality updates on the agenda at CoC meetings to assist everyone in seeing the progress and areas for improvement in the community. |
| **Notes** |  |

## Page Title

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| **Layout** |  |
| **Template** | S2-HUD |
| **Menu Title** | Calculating Compliance Rates |
| **Header** | Calculating Compliance Rates |
| **Bullets** |

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| Compliance rates are determined at individual program as well as the overall program type levels. | 0:07 |
| Individual program compliance rates = % of HMIS records with Null, Missing, and Unknown/Don't know/Refused data | 0:14 |
| Compare these percentages with the completeness acceptable rates for each data element established under the completeness section of the data quality standard for that program’s type. | 0:25 |
| To calculate the program type’s compliance rates, calculate the percentages of all the records of a particular program type. | 0:51 |
| You can download the Data quality toolkit at the [OneCPD website](https://www.onecpd.info/resource/1215/toolkit-for-developing-a-continuum-of-care-data-quality-plan/) | 1:27 |

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| **Image Sequence 1** |

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| --- | --- | --- |
| **Image Source** | **Time Cue** | **Audio Cue** |
| ${CONTENT\_ROOT}/images/dataplan/4.jpg |  | 0:01 |

 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide67.mp3 |
| **Audio Title** | Calculating Compliance Rates |
| **Audio CC** | A couple last notes on data quality, these having to do with calculating compliance rates: Compliance rates are determined at individual program as well as the overall program type levels. You calculate the individual program compliance rates by calculating the percentages of a program's HMIS records with null, missing, and unknown-don’t know-refused data. Compare these percentages with the completeness acceptable rates for each data element established under the completeness section of the data quality standard for that program’s type. For instance, compare an emergency shelter’s percentages to the acceptable emergency shelter completeness rates. This gives you the individual program’s compliance rate. To calculate the program type’s compliance rates, calculate the percentages of all the records of a particular program type, like all the transitional housing programs. Compare this percentage to the acceptable compliance rate established by the data quality standard for that program type. It should be noted here that the compliance rate you are comparing individual programs and program types is the same. The difference is calculating the percentage for just a single program or for all the programs of a program type. You can download the Data quality toolkit at the Homelessness Resource Exchange website. If your community does not have a data quality standard and compliance plan in place, you should begin developing one immediately. If your community already has a standard and plan in place, the toolkit will help you further understand the concepts of data quality as well as to determine if your community’s plan needs updating. |
| **Notes** |  |

## Page Title

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| **Layout** |  |
| **Template** | S2-HUD |
| **Menu Title** | Data Quality Reports |
| **Header** | Data Quality Reports |
| **Bullets** |

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| Without a report designed to give you the information you need, it doesn’t make sense to have a plan. And it doesn’t make sense to have a plan and a Standard if you are not going to monitor and enforce them. | 0:03 |
| Data Quality Reports are needed to determine if data is timely, complete, and accurate. They should be generated regularly. And you should have a process that allows for data correction. | 0:14 |

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| **Image Sequence 1** |

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| **Image Source** | **Time Cue** | **Audio Cue** |
| ${CONTENT\_ROOT}/images/dataplan/5.jpg |  | 0:01 |

 |
| **Audio File** | ${CONTENT\_ROOT}/audio/hmis\_slide68.mp3 |
| **Audio Title** | Data Quality Reports |
| **Audio CC** | Lastly, let's address Data Quality reports. Without a report designed to give you the information you need, it doesn’t make sense to have a plan. And it doesn’t make sense to have a plan and a Standard if you are not going to monitor and enforce them. Data Quality Reports are needed to determine if data is timely, complete, and accurate. They should be generated regularly. And you should have a process that allows for data correction. |
| **Notes** |  |

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| **Layout** |  |
| **Template** | M1 |
| **Menu Title** | Video: Advice to Other Communities |
| **Media Path** | ${MEDIA\_ROOT}/${CONTENT\_ROOT}/video/hmis\_slide67.f4v |
| **Media Poster Path** | ${CONTENT\_ROOT}/images/vidposter-slide51.jpg |
| **Media Title** | Advice to Other Communities |
| **Media Description** | Carol Walter, Ken Davidson, Julie Hovden , Will Cefredo |
| **Media CC Title** | Advice to Other Communities |
| **Captions** |

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| One of the important things to understand about HMIS is keep it simple. Don’t try to do too much in terms of outcome measurement. HMIS is an excellent tool in terms of an administrative data base. | 0:01 |
| If you try to start measuring too many additions measurements in HMIS you will end up overcomplicating things and you won’t even be able to get the basics.Go slowly and methodically in implementing HMIS. Don’t try to be | 0:10 |
| everything to every organization who is going to participate in HMIS. Start with the HUD required information and if your system then allows you to go beyond the HUD required data do it | 0:20 |
| slowly, one organization at a time. Just take a deep breath it will all come together. HUD recognizes that implementing an HMIS is really hard work. If anyone tells you it’s easy, it’s not. | 0:30 |
| It's difficult, but it’s worth the effort. The advice I would give anyone working at this level or other program managers is clearly understand what you need to find out. What are the things you’re looking for? | 0:40 |
| Also, in knowing that, making sure that the individuals or staff you’re working with understand the importance of data entry you’re putting into HMIS in order to be able to give that quality and that service | 0:50 |
| to the families you’re serving, all the individuals you’re serving for that matter. I need to know numbers, I need to know statistics. I need to measure outcomes. I need to know how families are doing, what progression they’re making. HMIS measures all these components. | 1:00 |
| Many times we’re presented with situations that are crunch time. I need to know information quickly and descriptively. And one of the best ways to do it is by utilizing HMIS. | 1:10 |
| I gather the information quickly there and I’m able to generate whatever I need to do, in terms of reports or addressing staff, or any other opportunities that come down the pipeline. I would encourage people starting with HMIS to be patient. Take the time to actually know the system. | 1:20 |
| Know what its benefits are and implement your needs by utilizing the system to the best of your ability. I mean, I think it’s a wonderful way for us to gather information and really makes my job a little easier at the end of the day. | 1:30 |

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| **Notes** | These will not be included in course output |

## Page Title

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| --- | --- |
| **Layout** |  |
| **Template** | A2-HUD |
| **Menu Title** | Thank You |
| **Header** | Thank You |
| **Subtitle** | Stay tuned for upcoming announcements about the new Data and Technical Standards. Make sure you are signed up to receive HUD's OneCPD Listserv messages, covering all kinds of relevant program and policy announcements.[Visit: www.oneCPD.info](https://www.oneCPD.info) |
| **Notes** | These will not be included in course output |

## Page Title