



KYHMIS

Kentucky Homeless Management Information System

KYHMIS Data Accuracy Monitoring Plan

Purpose:

As part of the [Data Quality Plan](#), Information entered in the KYHMIS needs to be valid and accurately represent information on the client that enter any of the service programs contributing data to the KYHMIS. Inaccurate data may be intentional or unintentional. In general, false or inaccurate information is worse than incomplete information, since with the latter, it is at least possible to acknowledge the gap. Thus, it should be emphasized to clients and staff that it is better to enter a “Client Doesn’t Know or “Client Refused” answer than to enter inaccurate information. To ensure that most-up-to-date and complete data, data entry errors should be corrected monthly.

All data entered in the KYHMIS shall be a reflection of information provided by the client, as, documented by the intake worker or case manager or otherwise updated by the client and documented for reference.

KHC’s HMIS & Reporting team will ensure agency data is not only complete, but accurate by conducting a random HMIS monitoring of clients, this will consist of 3-5 client sampling to be pulled based on respective months **Data Quality Framework Report** that is submitted by the agency and based on the [Data Quality Calendar](#). Projects will be chosen at random and the agency will be notified with a list of client IDs and a deadline for the agency to upload any supporting documentation to the client’s KYHMIS profile via the ‘Attached Documents’ section.

Rollout Plan: KHC’s KYHMIS Data & Reporting team will notify agencies via eGram and the April 2021 KYHMIS BOS Quarterly webinar of the plans to begin the Data Accuracy Monitoring, which will accompany the Data Quality Framework Reports beginning July 2021.

Who: For the rollout, the Data & Reporting team will use a phased in approach by focusing on the CoC funded agencies/projects that have PSH or RRH funding. After 6 months, KHC will focus on ESG funded agencies/projects.

After a year, we will focus on HOME TBRA funded and non-funded agencies/projects.

*Note-After the first 6 months, KHC staff will conduct a poll to gather feedback of likes/dislikes and how we can further improve our process, this insight will feed how KHC’s Data & Reporting team will conduct Data Accuracy for non-funded agencies.

Funded Agencies/projects-	Non-funded Agencies/projects
As part of this monitoring, the KYHMIS Data & Reporting team will collaborate with KHC’s Project Specialist staff to ensure that all the clients that are being served with grant funds, (compared with the ‘supporting documentation’ submitted with draws) are included in KYHMIS. In other words, KHC wants to ensure that all clients served with grant funds are being entered into KYHMIS.	The KYHMIS Data & Reporting team understands that there are some non-funded agencies/projects that key their data into HMIS, and therefore the Data Accuracy Monitoring process will look a little bit different for these types of agencies/projects and these agencies/projects will be sent an email requesting information that may look different than the funded agencies/projects.

How: Designated staff on the Data & Reporting team will conduct the Data Accuracy Monitoring’s via a virtual method. The virtual method will consist of the agency being notified via email of a deadline to upload supporting documentation/scanning paperwork consistence with entry, interim updates, annual assessment and/or exit information to the client(s) household profile. KHC’s Data Reporting team will set a **week deadline**, from the time KHC staff notifies agency, to have this information uploaded.

What: Intake forms/Applications. *Note: we will want to see documentation for all household members (including children) associated with the Head of Household client ID that is pulled for review.*