

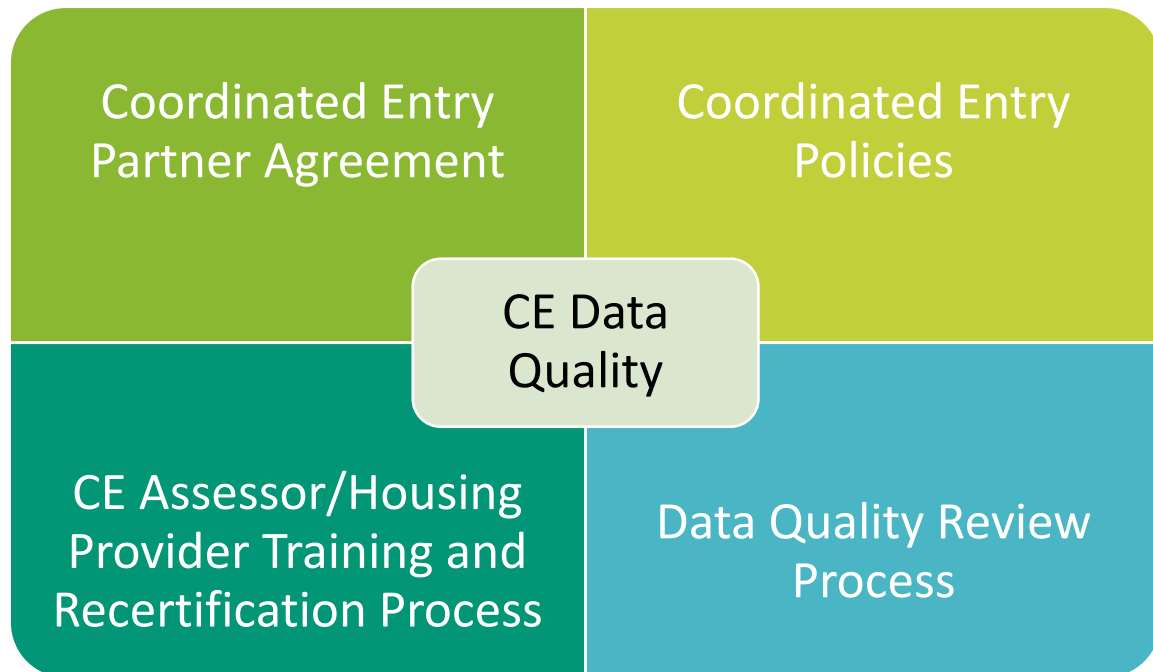


River Valleys Continuum of Care Coordinated Entry System: Data Quality Plan for Coordinated Entry

Introduction

While it is recognized that data entry for Coordinated Entry (CE) may be a small part in an Assessor or Housing Provider's job, it is an integral part of our homeless response system. High quality data entry is imperative to ensure that we are providing those who are homeless or at risk of homelessness, the best options for referrals through Coordinated Entry.

The data quality plan for CE encompasses multiple components and steps in the overall data quality process (see image below). Agencies should be familiar with the responsibilities and roles surrounding data quality referenced in the [CE Partner Agreement](#) and the Data Quality section of the [CE Policy document](#). This document focuses on the last two components: CE Assessor/Housing Provider Training and Recertification Process and the Data Quality Review Process.



CE Assessor/Housing Provider Training and Recertification Process

Training for new Assessors and Housing Providers

All new staff and/or new Assessment sites completing HPS/CE Assessments are required to complete the training and set- up process (regardless of HMIS access) outlined in the [CE Assessor Training Checklist](#). All new housing staff working with referrals and/or new projects/providers are required to complete the training and set- up process outlined in the [Housing Provider Training Checklist](#).



River Valleys Continuum of Care Coordinated Entry System: Data Quality Plan for Coordinated Entry

Recertification Process

Every year (usually in the fall), all HPS/CE Assessors and Housing Provider staff will be required to complete the recertification process that will review important steps in the CE assessment and referral process. The recertification will especially review steps that have shown to be repeatedly troublesome and have a large impact for participants.

The CE Specialist may follow up to provide further guidance and information with staff that score lower and need further review.

Data Quality Review Process

It is recommended that agencies have someone who can help lead the data quality review process for staff and serve as a point of contact for follow up.

Assessment Data Quality

Assessment site agencies will run the Assessor Agency Check Report, review, and make needed corrections by the 10th of the month. Additionally, every quarter Assessment Site agencies should fill out the CE Data Quality form. See instructions below.

Report Instructions

Locate the Assessor Agency Check report by following this file path in BusinessObjects: Folders>Public Folders>Minnesota_live_folder>SSA Report Gallery>Coordinated Entry>Monitoring and Evaluation>MIN-00-CES-222 - CE Assessor Agency Check - v2021.4. More detailed [report instructions](#) can be found on the MN HMIS website on the [Coordinated Entry page](#).

Report Prompts:

- Select Assessment Provider
- Enter Effective Date

Elements to Review

- **On the Clients on PL Tab**, review any missing fields make corrections as needed in the participants CE Assessment Entry, paying special attention to the following columns: Disability, Residence Prior (Current location), Total Household Size, County of Primary Residence, and County Choice.
 - Participants should be exited from CE if staff has confirmation that they have self-resolved, moved out of the area, or have entered an institution for longer than 30 days.
- **On the Clients Excluded from PL Tab**, correct any entries that are not on the Priority List. See guidance at the top of the report tab for making corrections.

Referral Data Quality

Housing Providers will run the CE Housing Provider Data Check report, review, and make needed corrections by the 10th of the month. Additionally, every quarter Housing Providers should fill out the CE Data Quality form. See instructions below.

Report Instructions

Locate the CE Housing Provider Data Check report by following this file path in BusinessObjects: Folders>Public Folders>Minnesota_live_folder>SSA Report Gallery>Coordinated Entry>Monitoring and



River Valleys Continuum of Care Coordinated Entry System: Data Quality Plan for Coordinated Entry

Evaluation> MIN-00-CES-294 - CE Housing Provider Data Check - v2022.1. More detailed [report instructions](#) can be found on the MN HMIS website on the [Coordinated Entry page](#).

Report Prompts:

- Enter Start Date
- Enter End Date (PLUS 1 Day)
- Enter Effective Date
- Select Provider(s)

Elements to Review

- On the Detail Tab, review each column and make the appropriate corrections based on the Errors or Warnings that are listed for each client.

Navigation Data Quality

Agencies hosting CE Housing Navigators will run the CES Navigator Projects report, review, and make needed corrections by the 10th of the month.

Additionally, the CE Specialist will run the APR for Navigation projects quarterly and review for any needed data entry correction.

Report Instructions

Locate the Navigator Projects report by following this file path in BusinessObjects: Public Folders>minnesota_live_folder>SSA Report Gallery>6. Coordinated Entry>Monitoring and Evaluation> MIN-00-CES-045 - CES Navigator Projects - v2019.1.

- Select Provider
- Enter Effective Date
- Enter Start Date
- Enter End Date (Plus 1 Day)

Elements to Review

- On the **EE Detail tab**, ensure Navigation entries and exits have been completed for all Navigation clients.
- On the **EE Detail tab**, review any missing fields make corrections as needed in the Navigation Entry/Exit.

Quarterly Data Quality

Every quarter, Assessment Site agencies and Housing Providers should complete the [CE Data Quality Check](#) to confirm that reports have been run and any needed corrections have been made. The same timeframe that is used for the HMIS Quarterly Data Quality (QDQ) will be used for the CE Quarterly Data Quality. See [QDQ Timeline table](#) for specific dates.

Data Quality Follow Up

After the 10th of the month, the CE Specialist will run the Assessor Agency Check, Housing Provider Referrals, and the Navigator Projects report and follow up with any agencies who have not corrected data.