

**Kansas Balance of State
Homeless Management Information System Oversight Committee
Data Quality Assurance Plan and Agreement**

Data Quality Assurance Plan

Purpose:

The following are policies and procedures to ensure the data integrity of the Kansas Balance of State Homeless Management Information System (HMIS), MAACLink.

Kansas Balance of State HMIS Oversight Committee (BHOC) Procedures:

The BHOC will perform standard, regular data integrity checks of MAACLink agencies. Any patterns of error at an agency will be reported to the agency's Executive Director. When patterns of error or nonuse have been discovered, agencies will be required to develop a plan of corrective action with assistance from the BHOC to correct MAACLink data entry technique findings. All plans of corrective action will be reviewed and monitored by the BHOC for compliance.

The BHOC will conduct the following monthly oversight procedures of MAACLink agencies:

1. Run a monthly APR or Service Summary for all agencies in MAACLink which will be filtered based on specific program types (e.g., ESG, Emergency Shelter, CoC Program, Path or EA).
2. Create a monthly HMIS Findings Report regarding data quality assurance for non-compliant agencies/programs and submit to agency's Executive Director with findings and timelines for needed corrective actions.
3. After corrective actions deadline, rerun reports for non-compliant agencies/programs. Complete follow-up with on-site trainings or technical assistance if necessary.
4. All user fees are currently paid through a Kansas Balance of State HMIS grant by Kansas Housing Resources Corporation. On the third time an agency has been notified of error or nonuse of the database, the agency will be responsible for its own MAACLink user fees.

Agency Data Quality Assurance Procedures:

Agencies will provide the following levels of data accuracy and timeliness to ensure data integrity in MAACLink:

- All household info / client profiles (SSN, DOB, Housing Status, etc.) will be accurate.
- Blanks, 'Don't Know' or 'Refused' entries in required data fields will not exceed 5% per month.
- All services entered will be consistent with corresponding program.
- In all reports of shelter or housing provided for a client, the client must be eligible to receive such services from the listed provider per program specific eligibility criteria.
- Data entry for all services initiated or provided by an agency must be entered as soon as possible after the initial service date, but no later than 72 hours after the initial service date.

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Agency Agreement Details

Purpose:

Establish minimum standards for agencies to collect and maintain records for every client receiving services to assure the accuracy and completeness of records in MAACLink.

A. Agency Responsibilities:

Agencies agree to:

1. Assure that each user of MAACLink has a unique user identification and password for MAACLink. Agencies agree not to share user id and passwords.
2. Assure the data is being entered into MAACLink in a manner that is consistent with the specific agency and program type.
3. Assure the accuracy of information entered into MAACLink. Any updates in information, error, or inaccuracy that comes to the attention of the agency will be corrected by such agency.
4. Perform routine Data Quality Assurance procedures (see Table 1.1) then review and promptly correct inaccuracies.
5. All new users must contact MAAC within seven days of being accepted as a new user to schedule the new user training. Exceptions to this rule may be considered upon request.
6. Notify MAAC and KHRC when a user has left the agency and the user account needs to be deactivated.
7. Agrees to utilize MAAC support to request assistance or to express concerns about the MAACLink system and the Balance of State CoC HMIS committee.
8. All users must attend annual refresher trainings with MAAC.

B. Agency Confidentiality Responsibilities:

1. The agency agrees to abide by all present and future federal and state laws.
2. The agency Executive Director must accept responsibility for the validity of all records entered into MAACLink by his/her agency. The Executive Director may designate an immediate subordinate staff member with supervisory responsibilities as an Agency Site Administrator who will be responsible for verifying the accuracy of information. The agency will provide BHOC with the name(s), and title(s) of the staff member(s) authorized to supervise data entry personnel.

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C. Data Tracking of Client Services:

1. The agency will implement a written policy for the delivery of services and tracking of clients that will include but not be limited to the process for determining and recording program specific outcomes and exits.
2. The agency will implement a written intake and client record keeping procedure so that files will reflect:
 - ✓ The intake interview process.
 - ✓ How program eligibility was determined.
 - ✓ All records of services provided.
3. All shelter and supportive housing programs will maintain an up-to-date resident/bed list that shall include but not be limited to the name of each person residing in the program.

D. Data Entry and Reporting Submission Deadlines:

1. Program Intake/Exit data must be entered into MAACLink as soon as possible but no later than **72 hours after the intake process. This standard does not apply to other services at this time.**
2. Each agency will run and submit monthly Service Summary and APR's which shall be submitted to the point of contact for the BHOC by the **fourth working business day of the month** following the end of the designated monthly reporting period.

For example, reports for the month of April must be submitted to the Balance of State Coordinator by the fourth working business day of May.

E. Data Accuracy Responsibilities:

1. The agency will ensure that missing/unknown data in MAACLink will be **less than 5% per month in required variable fields.**

For example, if the data for the variable veteran is 'Don't Know' or 'Refused' for less than 5% of clients during the month, the data is accurate. If 'Don't Know' or 'Refused' is greater than or equal to 5%, the data is inaccurate. The only exception is the variable Destination where 'Unknown' is acceptable.

2. The agency will ensure data is compatible with their available programs in MAACLink.

For example, a family cannot be entered at a single men's shelter or a women's shelter.

3. Data in HMIS must accurately reflect client data recorded in the agency's client file and known information about the client and services provided to the client. For example, 'Exit Date' in MAACLink should be the date the client physically exited the shelter.

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F. Data Quality Assurance Responsibilities:

1. The agency will have minimum data quality assurance policies and procedures to assure quality data collection, entry, and reporting.
2. Agency Site Administrators will assure the following:

Table 1.1

Task	If annual number of households served < 200	If annual number of households served > 200
1. Run a MAACLink report for each program. Review number of open cases to verify that they equal the number of actual open cases. ✓ Exit cases that should be closed. ✓ Enter cases that should be open.	Monthly	Weekly
2. Pull 10% of paper files and compare with MAACLink data to verify that data is accurate.	Monthly	Monthly
3. If an overnight shelter, then check Resident/Bed List to verify accuracy against paper shelter list.	Weekly	Weekly
4. If shelter or transitional housing program, check Resident/Bed List to verify that number of open cases on MAACLink report equals the number of individuals and households on Resident/Bed List.	Monthly	Weekly
5. Issue monthly Data Quality Assurance Report to agency Executive Director on status of quality assurance monitoring check.	Monthly	Weekly

G. Monitoring Responsibilities and Expectations:

1. Members of the BHOC will be responsible to contact and visit each agency to ensure data quality assurance at least once every twenty four (24) months.
2. The details of this Assurance Plan as well as HUD HMIS standards and thresholds will be checked with client files against MAACLink to ensure agencies are meeting guidelines.
3. A report of the monitoring will be given to the agency. If corrective action is needed, a timeline will be given along with the report to the agency. Within the decided timeline, the agency will submit a corrective action plan to the Balance of State Coordinator as point of contact for the BHOC.

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Signatures of Agency and BHOC Representatives

The Kansas Balance of State Continuum of Care (BoS) is focused on upholding the U.S. Department of Housing and Urban Development's (HUD) standards for HMIS data quality assurance. With your agency's dedication to HMIS usage, data quality and report sharing, the BoS will be able to improve funding streams and advocacy efforts throughout Kansas.

By signing below, the Agency's Executive Director or his/her designated equivalent indicates an agreement that their agency and any HMIS user(s) will:

- a. Uphold the integrity of this Data Quality Assurance Plan and Agreement.
- b. Allow monitoring of HMIS usage by BHOC.
- c. Comply with all corrective action plans and/or determined changes upon recommendation.

Agency Name (please print or type)

Date

Executive Director (please print or type)

Agency Site Administrator (please print or type)

Executive Director's Signature

Agency Site Administrator's Signature

Phone (include area code)

Phone (include area code)

Executive Director's Email (please print)

Agency Site Administrator's Email (please print)

Agency's Address (please include street, city, state and zip code)

BHOC Representative's Name (please print or type)

BHOC Representative's Signature

Date

Please complete and submit the original document to the Balance of State Coordinator. Once received, the Coordinator will return an executed copy of the agreement to the partnering agency for their records.