



Data Quality Plan

BAS-Net/HMIS Data Quality refers to the extent that data recorded in BAS-Net accurately reflects the same information as the “real world”. It is critical that BAS-Net has the best possible representation of real-world data as it relates to homeless people and the programs that service them. Specifically, our goal should be to record the most **accurate, consistent and timely information** in order to draw reasonable conclusions about the extent of homelessness and the impact of homeless services.

This Data Quality Plan applies to all agencies utilizing BAS-Net, including all HUD funded agencies (Continuum of Care, Emergency Shelter Grant and Community Development Block Grant), as well as all non-HUD funded agencies.

1. Data Quality Issues and Standards

1.1. Timeliness of Data

To ensure the timeliest data, data should be entered as soon as it is collected, or within three business days of a client receiving your services. At the very latest, clients need to be entered in by the 5th of each month (i.e. the data collected for April must be entered into BAS-Net by May 5th).

1.2. Reporting Submission Deadlines:

- Complete and accurate data for the month must be entered into BAS-Net by the fifth (5th) working day of the month following the reporting period.
- Data Quality Reports will be run on the sixth (6th) working day of the month and will be sent to Agency Administrators for review and corrections.
- Corrections and/or responses by the Agency Administrator are to be made by the 20th of the month.
- A final report for Data Quality Reports that have not been revised will be sent on the 21st working day of the month for data quality control purposes.

2. Data Completeness

All agencies entering data into BAS-Net must adhere to the following data completeness standards:

2.1. Required Data:

- HUD HMIS Data and Technical Standards
- HUD Universal Data Elements

- Specific funding sources requirements (if applicable)

2.2. Missing Client Records

Even though your agency is on BAS-Net, it is possible that not every client served by the program is actually being entered into the system. Missing client records from participating agencies are particularly problematic as it skews our data in BAS-Net and makes those missing difficult to quantify.

Agencies are strongly encouraged to address the issue of missing client records by comparing paper records (i.e. manual nightly shelter check-in lists with the information entered into BAS-Net).

3. Data Accuracy

Information entered into BAS-Net needs to be valid, i.e. it needs to accurately represent information on the people that enter your agency. All client records that are entered into BAS-Net should consist minimally of the HUD required information.

4. BAS-Net Information Standards

All data entered into BAS-Net must meet the following standards:

- All clients shall have ID numbers (generated by BAS-Net);
- Missing/unknown data in BAS-Net is no greater than 5% per month (agencies should always work towards 0% null errors);
- The only data variable exception to accuracy is where it is acceptable to enter “Don’t Know” or “Refused” according to HUD Standards;
- All data entered into BAS-Net is compatible with the agency’s program;
- Data in BAS-Net must accurately reflect client data recorded in the agency’s client file and known information about the client and services provided by the client, i.e. “Exit Date” should be the date the client physically exited the shelter;
- Data for active clients should be reviewed and updated monthly if changes are present;
- Each agency program will establish procedures, controls and perform monitoring to ensure that all clients are entered into BAS-Net.

5. Entering Data

Ideally, the same person collecting HMIS data should enter the data into BAS-Net. This helps to ensure consistent data quality.

When this is not possible, a clear process and communication between data intake and entry staff is essential. This will minimize data errors. Staff members doing these two tasks should meet before they begin and consistently check in with each other to resolve any confusion over notes, data questions, etc. Agency Administrators should ensure that this communication happens regularly at each agency. Errors that occur at intake processes are still subject to the Data Quality Plan guidelines.

6. Ongoing-Training for Staff

Ongoing training in BAS-Net is needed periodically for End Users to ensure ongoing data quality. This training may occur suddenly to inform the user about upgrades to the BAS-Net system; changes to HUD required data elements or may be scheduled as the annual required refresher training.

7. BAS-Net Data Monitoring/Reports

Agency Administrators should actively monitor their End Users to ensure the highest data quality.

The BAS-Net team will also monitor End Users, Agency Administrators and Agencies through, but not limited to: Monthly Data Quality Reports, Monthly Shelter Counts, System Activity Reports, Entry/Exit Reports, BAS-Net Compliance Checklist and Annual Performance Report (APR).

- **Monthly Issue Reports** – Monthly Issue Reports focus on a wide variety of data quality requirements, including required HUD Universal Data elements. Monthly reports may not be specific for the particular month the reports are run. The Agency Administrator will oversee that necessary errors are corrected for these reports.
- **Monthly Shelter Counts** - The Agency Administrator will oversee that monthly shelter counts are recorded on the last Thursday of every month and promptly sent to HAWNY at the close of the month. Data to be included in this report include: (1) Number of clients in residence on the last Thursday of a given month; (2) Number of clients turned away in said month; (3) Total number (de-duplicated) of clients served in said month; and (4) Capacity on last Thursday of said month.
- **System Activity** – System Activity reports will be run every two months on the fourth Friday of said month. Inactive staff user accounts of two (2) months will have their license suspended and possibly revoked by HAWNY. This information will be monitored by HAWNY to determine if adequate information is entered in an efficient manner. A warning notice will be dispersed to the Agency Administrator to inform of the current situation and the staff user will have a one (1) month probation period in which HAWNY will actively watch the staff users' usage. If usage of BAS-Net does not increase after the probation period, the staff users' license will be revoked.
- **Entry/Exit Reports** – The Entry/Exit Report shows agencies that are currently in BAS-Net. If these records are not accurate on that date, BAS-Net will need to be edited. Entry/Exit Reports will be run twice yearly, on the first Monday of February and August.
- **BAS-Net Compliance Checklist** – The Compliance Checklist, attached on Page 5, will be reviewed once per year in February by the BAS-Net Team for each participating BAS-Net Agency. The Checklist will require monitoring of data quality; direct interaction with Agency Administrators and agency site visits.
- **APR** – The Agency Administrator, or designated staff, will run a quarterly APR report and will submit the report via email or fax to the BAS-Net Team. The BAS-Net Team will run the same report for data quality reporting records.

- .1. Included with the APR, the Agency Administrator will provide HAWNY with a written reflection that verifies client population is accurately represented in the quarterly report and will note any discrepancies, providing a full explanation of such discrepancies as well as plan to correct them.
- .2. The APR quarterly reports are to be submitted by 5:00pm on the last Friday of the following months: January, April, July, and October.

8. Accountability

All agencies that participate in BAS-Net will be held accountable to follow all HUD regulations and data requirements regarding HMIS, including, but not limited to HUD HMIS Data and Technical Standards, HUD Universal Data Elements, privacy standards and all applicable BAS-Net policies.

9. Release of Data

9.1. The Agency agrees that it may only release aggregated, or summary, information generated by BAS-Net that is specific to its own services. Aggregate data that does not contain any Client specific identifying data (for example Client name, Social Security Number, etc.) may be shared with internal and external agents without specific information. This policy should be made clear to Clients as part of the Informed Consent procedure.

9.2. HAWNY will use only unidentifed, aggregate BAS-Net data for homeless policy and planning decisions, in preparing federal, state, or local applications for homelessness funding, to demonstrate the need for and effectiveness of a program, and to obtain a view of program utilization.

Agency Administrator (Print) Date

Agency Administrator (Signature) Date

BAS-Net Coordinator Date

NOTE: *The BAS-Net Agency Administrator must sign the Data Quality Report form for the Agency.*



BAS-NET Agency Compliance Checklist

Compliance Standard	Yes	Needs Work	No	N/A	Rating (for CoC Use)
1. The Agency's Executive Director has read, signed and agrees to the Agency Partner Agreement. User Agreements are up-to-date and on file for each user.					
2. The Agency has a process that verifies that oral or written Client Consent forms/agreements were obtained. Relevant documentation is available for review.					
3. The Agency has designated one person as the Agency Administrator. This is the person whom will be the point of contact with the BAS-Net Team for technical assistance requires and training issues.					
4. The Agency has a staff person who attends the End User Meeting quarterly.					
5. The Agency regularly attends the Agency Administrator Meetings quarterly.					
6. Agency informs the BAS-Net team of new programs or grants received that require additional BAS-Net compliance and/or training.					
7. Agency collects and enters all HUD required Universal Data elements into BAS-Net.					
8. Client data collected in BAS-Net accurately represents the characteristics, demographics, service transactions and history.					
9. The Agency's participating programs collect and enter data on 100% of clients served for HMIS required clients.					
10. The Agency maintains a minimum of 95% completeness for all required data fields.					
11. The Agency accurately enters all client data, including Program Entry, Exit and Services as close to real time as possible but no later than the 5 th working day of the following month.					
12. The Agency reviews data quality reports and accuracy and completeness by the 20 th of each month. Requested changes are made immediately.					
13. The Agency clearly displays the Privacy Policy at all intake areas.					
14. All users entering/viewing BAS-Net data have a valid email address on file with the BAS-Net					

Team.					
15. The Agency has a written or computerized log that tracks anonymous information.					
16. The Agency has secured signed partnership agreements that clearly detail services, terms and partners when sharing full data.					
17. The Agency ensures that all computers accessing BAS-Net are private and secure,					
18. The Agency limits access to information by BAS-Net to authorized users only,					
19. All users entering/viewing BAS-Net data have a unique user name/password and maintain a secure workstation.					
20. The BAS-Net Team is immediately notified when an employee leaves so that their BAS-Net user account can be inactivated and deleted.					
21. The Agency regularly updates virus and firewall protections.					
22. Client forms are retained for seven years (HUD regulated). The Agency has a procedure to securely store and destroy client data.					
23. Hard copy data from BAS-Net is secured					

Rating Guide – “A” meets guidelines; “S” needs work; “N” needs immediate improvement.