

Toledo HMIS: Guide to CHO Performance Tracker

The Contributing HMIS Organization (CHO) Performance Tracker is used by Toledo HMIS to consolidate information about CHO compliance with data quality, security, and privacy policies.

The tracker itself is divided into three major sections: Data Completeness, Data Validity, and Security/Privacy. Each of these is divided up based on how often it is tracked. For example, since Data Completeness is tracked each month, the tracker is divided into twelve columns for that section.

The final three columns in the tracker calculate the Total Possible points (based on number of months elapsed and number of visits conducted); the Total Accrued points so far; and the Percent Accrued of those possible.

More detail about how the items are actually evaluated follows.

Data Completeness

Data Completeness refers to the number of data elements which are actually completed compared to the number that are expected to be completed. Data completeness is usually described as a percentage; if a CHO served 100 clients in a given time period and only completed Date of Birth information for 87 of them, that CHO would show an 87 percent completion rate for Date of Birth.

Each month, Toledo HMIS provides preliminary reports, technical assistance, and final reports of Data Completeness. The standards for completion are 100 percent of all check-ins and check-outs (entries and exits) and 95 percent for all assessment data. CHOs that meet this standard are awarded 1.5 points per month, for a total of 18 possible points in a year.

Summary of Data Completeness Issues

- Data Completeness is elements completed compared to elements expected (e.g., 87 out of 100 clients with Date of Birth information is 87% complete)
- Coverage of all clients served during the given time period (including “carry-forward” clients)
- Performance Standard: 100% of entries/exits and 95% for all assessment data

Data Validity

Data Validity refers to how well HMIS data “lines up” with itself. For example, a client who is reported as 9 years old but is listed as “grandmother” within their household is considered an invalid case. Some examples of invalid cases are:

1. Clients reported as younger than 18 years old, but listed as U.S. Military Veterans;
2. Clients reported with a negative age based on their Date of Birth;
3. Clients reported as both male and pregnant;
4. Clients reported as Head of Household, but with a relationship to Head of Household other than “Self” or Clients reported listed as Head of Household, but with a relationship to Head of Household listed as “Self”; and
5. Clients reported less than 12 years old but with a relationship to Head of Household such as “Mother,” “Grandfather,” etc.

Each quarter, Toledo HMIS provides preliminary reports, technical assistance, and final reports of Data Validity. The standard for validity is that no more than half a percent of clients should exhibit any invalid case. CHOs that meet this standard are awarded 0.5 points per quarter, for a total of 2 possible points in a year.

Summary of Data Validity Issues

- Data Validity is how well HMIS data lines up with itself, rather than contradicts itself (e.g., client listed as both male and pregnant)
- Reports for Data Validity will be provided to CHO’s each month, similarly to Data Completeness reports, and CHO’s have an opportunity to make corrections
- Performance Standard: no more than one half percent (0.5%) of clients exhibiting any category of non-missing data incongruity error

Security and Privacy

Twice a year, Toledo HMIS visits CHOs and conducts an on-site inspection of workstation configuration and documentation related to Security and Privacy policies. In particular, we monitor for:

1. Password-protected login;
2. Password-protected screensaver after five minutes;

3. Operating system updated at least weekly;
4. Ports firewalled;
5. Using Internet Explorer 8, Firefox 3, Chrome 8, Safari 3, or later;
6. Weekly scan for viruses and malware;
7. "Purpose of Data Collection" notice appropriately displayed; and
8. "Consent for Network Data Sharing" completed and logged for all clients.

If a CHO is found to be compliant with these requirements during the monitoring visit, they are awarded 2.5 points, for a total of 5 points per year. CHOs who have minor compliance issues that are corrected and re-evaluated within 30 days are awarded half the points (1.25) for that monitoring visit. CHOs who are found to be materially non-compliant or who do not correct minor issues and receive a re-evaluation within 30 days receive no points for that monitoring visit.

Appendix 1: Summary of Performance Standards and Points Awarded

Data Completeness – 18/25 points (72% of total points)	
Evaluated monthly (twelve times/year) through HMIS data extraction and CHO confirmation (agencies asked to confirm that the number of entry/exit records shown on HMIS data extraction is accurate—subsequent reports monitored for irregularity)	
Rating/Scoring	Performance
“On-Target” / Full points for that month (1.5)	Ninety-five percent (95%) of all required assessment data, all new entries in, all exits in, data updated at exit (where appropriate)
“Below Target” / No points for that month	Less than ninety-five percent (95%) of all required data elements in or some entries or exits missing
“Below Target” / No points for that month, formal letter notifying CHO of low performance and non-compliance	Less than ninety percent (90%) of all required data elements or gross negligence in updating client entries or exits
Data Validity – 2/25 points (8% of total points)	
Evaluated quarterly (four times/year) through HMIS data extraction	
Rating/Scoring	Performance
“On-Target” / Full points for that quarter	Less than one half of one percent (0.5%) of clients exhibiting any category of non-missing data incongruity error*
“Below Target” / No points for that quarter	One half of one percent (0.5%) or more clients exhibiting any category of non-missing data incongruity error*
<p>*date of birth indicating negative age, date of birth indicating age greater than one hundred years old, date of birth same as date client was created in HMIS, age inconsistent with household relationship (nine year old grandmother, etc.), Veteran status is yes but age is less than eighteen, gender conflicts with household relationship (male grandmother), listed as head of household but relationship to head of household is not “self,” not listed as head of household but relationship to head of household is “self,” household membership but no household relationship, client listed as pregnant but not a female between twelve and fifty-five years old</p>	

Summary of Performance Standards and Points Awarded (cont'd)

Workstation Security and Privacy – 5/25 points (20% of total points)	
Evaluated annually by on-site monitoring visits.	
Rating/Scoring	Performance
“Fully Compliant” / Full points for that visit (5.0)	All required HMIS notices properly posted and all primary end user workstations compliant with security standards; all other security and privacy practices properly observed; HMIS Disclosures properly logged and hard copies retained
“Compliant With Minor Corrections” / Half points for that visit (2.50)	Minor gaps in posting notices, primary end user workstation security, or other security and privacy practices; all gaps corrected and re-evaluated by HMIS staff within thirty (30) days of initial site visit; all HMIS Disclosures properly logged and hard copies retained in case files
“Non-Compliant” / No points for that visit	Major gap in posting notices, primary end user workstation security, or other security and privacy practices OR minor gaps not corrected and re-evaluated by HMIS staff within thirty (30) days of initial site visit; one or more HMIS Disclosures mismatched or hard copies unavailable