

## HMIS Participation Health Indicator Metric

Indicator: Agency Set-up		Point Value				Recommended Actions	
Metric: % of eHIC Beds in HMIS	Point triggers	1	2	3	4	Agency	COC
<p>HUD scores HMIS participation as a means of incentivizing CoCs to secure HMIS participation of all homeless programs, even if programs do not receive HUD funding. HMIS participation is calculated based on program capacity and the extent of participation, as it is reported on each CoC's Housing Inventory. While 100% accuracy between HMIS and eHIC provides the highest level of data accuracy and is advantageous for AHAR participation, HUD will recognize any agency with at least 50% of their beds in HMIS as participating.</p> <p>(Abt Associates, <a href="http://hmis.info/Resources/1058/Ask-The-Expert-Frequently-Asked-Questions.aspx">http://hmis.info/Resources/1058/Ask-The-Expert-Frequently-Asked-Questions.aspx</a>)</p>	Compliant: 100%					Maintenance Item: Inform CoC and HMIS provider of any changes.	Maintenance Item: Reconcile HMIS bed list with eHIC on an annual basis.
	Remediate: 65-99%					Report actual bed numbers to CoC and HMIS.	Reconcile eHIC or verify request changes in HMIS as needed.
	Probationary: 50-64%					Report actual bed numbers to CoC and HMIS.	Reconcile eHIC or verify request changes in HMIS as needed.
	Non-Participating:<50%					Contact HMIS provider for set-up information and training dates.	Encourage HMIS participation.
<p>HMIS Provider will report beds in system to Agency and CoC. Modify as needed at request of CoC.</p>							

Indicator: Accuracy		Point Value				Recommended Actions	
Metric: null-data	Point triggers	1	2	3	4	Agency	COC
HUD recommends that all agencies participating in the HMIS collect the Universal Data Elements on all clients. Universal Data Elements are: name, SSN-if collected, date of birth, ethnicity, race, zip code, veteran status, disability status, living situation.	Compliant: <5%					Monitor reports to ensure consistent compliance.	Monitor reports to ensure consistent compliance and to establish COC Best Practices.
	Remediate: 5-10%					Analyze reports for areas of improvement.	Analyze reports for trends and concerns.
	Probationary: 10-15%					Analyze reports for areas of improvement.	Analyze reports for trends and concerns.
	Non-Participating: >15%					Contact HMIS provider for set-up information and training dates.	Encourage HMIS participation.
HMIS Provider will provide monthly data quality report. (Additionally, Data Entry Checks are available from HMIS Provider and/or CoC Reports Representative upon request.)							

Indicator: Bed Utilization		Point Value				Recommended Actions	
Metric: Bed Utilization Rate	Point triggers	1	2	3	4	Agency	COC
<p>The AHAR data collection and analysis process has taught us that utilization rates are often the single strongest indicator of HMIS data quality. The bed utilization rate is calculated using the following formula: number of clients on a given night ÷ total number beds. While the rate should be reasonable, between 60% and 105% , a number of possibilities could trigger concern. (See Below)</p>	Compliant: 65-105%					Maintenance Item: Analyze reports for accuracy and areas of improvement.	Maintenance Item: Analyze reports for trends and concerns.
	Remediate: 65-105% with possible concerns noted. See Below					Analyze reports for areas of improvement.	Analyze reports for trends and concerns.
	Probationary: < 65% See Below					Analyze reports for areas of improvement.	Analyze reports for trends and concerns.
	Non-Participating:<50%					Contact HMIS provider for set-up information and training dates.	Encourage HMIS participation.
HMIS Provider will provide Data Quality report to agency and CoC which highlights concerns with percentages.							

Possible Concerns in Bed Utilization Rates

- Under-utilization: In this worksheet, a flag will appear if a facility's bed utilization rate is below 65%. If a facility has a utilization rate below 65%, it is often an indicator that program staff are not entering HMIS data for every client they serve. This causes an undercount of the number of homeless persons served and an underestimate of the need for homeless residential services.
- Over-utilization: We have also flagged bed utilization rates above 105%. If a facility has a utilization rate above 105%, it is often an indicator that program staff are not recording exit dates for clients who have left the facility. This results in an over-count of the number of homeless persons served and an overestimate of the number of beds needed to serve homeless persons in the community.
- Flat Utilization: Some HMIS data quality issues can only be observed from looking at several months worth of data. For instance, some facilities might have reasonable utilization rates but if their utilization rate stays the same month after month, it could be an indicator that they are not entering or exiting any clients from their HMIS. This is particularly likely if it is a facility with a high degree of turnover.
- Escalating Utilization: If a facility's utilization rates increase each month, this could be an indication that a facility is entering new clients into the HMIS but they are not exiting clients who have left the program. (HUD/Abt Associates Bed Utilization Rate Tool)

Indicator: Access		Point Value				Recommended Actions	
Metric: Login measurement	Point triggers	1	2	3	4	Agency	COC
Whereas each agency has unique programmatic needs for entry data into the HMIS minimum access standards are necessary to ensure data is entered in a timely manner.	Compliant: 0-60 days or reasonable login for agency.					Maintenance Item: Perform due diligence to ensure agency staff is logging into HMIS and performing required tasks.	
	Remediate: 61-90 days					Perform due diligence to ensure agency staff is logging into HMIS and performing required tasks.	
	Probationary: 90 + days					Perform due diligence to ensure agency staff is logging into HMIS and performing required tasks.	
	Non-Participating:						
HMIS Provider will provide informational audit report highlighting concerns and schedule refresher training as requested.							

Indicator: Contract/Billing		Point Value				Recommended Actions	
Metric: Contract/Account	Point triggers	1	2	3	4	Agency	COC
Participation in the HMIS is requires all parties to uphold their responsibilities to the database system. The provider is required to maintain the network in an efficient manner and in return the client agencies agree to utilize the system for its intended purpose and to fulfill the monetary requirements set to maintain the technical effectiveness.	Compliant: Yes/Current					Stay Current	
	Remediate: Yes/Current within 1 year					Stay current	
	Probationary: Yes/Not Current					Sign contract/Pay bill	Encourage HMIS participation through appropriate means.
	Non-Participating: No/No					Contact HMIS provider for set-up information and training dates.	Encourage HMIS participation.
HMIS Provider will provide accurate and timely notification.							

## HMIS Participation Health Indicator Scorecard

Indicator	Score
Agency Set-up	
Accuracy	
Bed Utilization	
Access	
Contract/Billing	
TOTAL	

- **Compliant Participation:** **16-20 points**  
Maintain compliance.
- **Remediate Participation:** **11-15 points**  
Address items falling below compliance with recommended actions.
- **Probationary Participation:** **6 -10 points**  
Address items falling below compliance with recommended actions.
- **Non-participating:** **0-5 points**  
Contact HMIS provider to develop plan of action to address all areas of need.