"It is easier to build strong children, than to repair broken men" (Frederick Douglass, 1817-1895)

"It is easier to enter good data, than to fix bad data" (Jon Magee, 1984 - Present)

Overview

- Data Quality before HMIS
- Data Quality during Data Entry
- Tips and Best Practices
Data Quality Before HMIS

First Impressions are important
Building trust
Realizing client is in current crisis
Remain calm
Use simple, easy to understand language (balance between compliance and client)
Be confident and comfortable asking questions
Be knowledgeable of all intake questions
Practice doing intakes on friends/family members

Privacy
- Other people
- Children
- Use intake as reference to keep private

Paper Intake Forms
- Verify all data is being captured
- Good to keep on hand in case of system outages
- Assure your services will not be refused by what answers are recorded
- Be upfront with clients on what is shared/not shared (Barriers, case notes, DV)
- Be willing to put off or pause an intake if better quality data can be captured later (as your agency/project allows)

Data Quality During Data Entry

- Don’t duplicate clients (makes it easier and quicker on you)
  - Search by SSN, Birthdate, and finally, Name, Partial Name
- Use Legal Names (Might not be possible for SO)
- Double check SSN and Birthdates w/ID if possible
- Make Sure Head of Households is Correct
- Read selection choices
  - Health Insurance, Barriers, Income
Data Quality During Data Entry

- Living Situation Questions
  - Be willing to spend more time on this question, making it conversational
  - Use seasons, holidays to help clients estimate time periods
  - Use prior HMIS data to assist clients in remembering
  - Work backwards in time when needed
  - Write it out on paper if it helps

Data Quality During HMIS

- Check for paused workflows
- Be sure you’re intake is capturing all required data (if not, project might be set-up incorrectly)
- Data quality issues expected before engaged date on Street Outreach projects
- Add additional data after building rapport
- Enter HMIS data within 24 hours (if not in real time)

"The greatest of humanity is not in being human, but in being humane." - Gandhi

"Data, Data, Data! I cannot build bricks without clay!" - Sherlock Holmes