

# MINNESOTA HMIS DATA QUALITY MONITORING PLAN

## MONITORING PROCESS

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CoC Coordinators and state program representatives are critical partners in the Quarterly Data Quality cycle. When all stakeholders agree on the importance of data quality and commit to regular review and consistent communication and action, providers participating in the system benefit and data quality improves.



Coordinators and state program representatives have agreed to a one-year monitoring pilot, beginning January 2021, where responsibility for data quality review, provider communication, and targeted support and recognition is shared among them and supported by ICA.

Below are the details to which partners have agreed.

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## THRESHOLD CRITERIA FOR FOLLOW-UP AND ENFORCEMENT

- Quarterly, monitoring partners will gather to review scores for applicable project types (see schedule below).
- Based on their review of the quarter's data, they will select a score category to target and a low score threshold for that category; any provider scoring below that threshold in that category will be flagged for follow up.
- A provider will also be flagged for follow-up if they do not participate in Quarterly Data Quality (i.e. submit scores through the Data Portal) two quarters in a row.

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## THRESHOLD CRITERIA FOR INCENTIVE AND RECOGNITION

- Quarterly, monitoring partners will gather to review scores for applicable project types.
- Based on their review of the quarter's data, they will select a score category to target and a high score threshold for that category; any provider scoring at or above that threshold in that category will be flagged for follow up.

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## METHOD AND FREQUENCY OF COMMUNICATION

### Non-participating providers

- Non-participating providers will be engaged via email every quarter with an invitation to complete training, write an improvement plan, and/or work with their Coordinator and/or funder on performance improvement strategies.
- ICA will send an initial email to all providers not who do not participate for two consecutive quarters, copying the CoC Coordinators and state partners on the communication.

### Underperforming providers

- Underperforming providers will be contacted via email annually in the quarter scheduled for their project type.
- They will be engaged annually in that quarter with an invitation to complete training, write an improvement plan, and/or work with their Coordinator and/or funder on performance improvement strategies.
- The CoC Coordinator representing the provider will send an initial email to the provider, including the state funder in the communication.
- The funder copied on the email will handle follow-up communication.

### High performing providers

- High performing providers will be contacted via email annually in the quarter scheduled for their project type.
- The CoC Coordinator representing the provider will send an initial email to the provider, copying the state funder on the communication.

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## MONITORING SCHEDULE

<b>Quarter</b>	<b>Month of Monitoring Activity</b>	<b>Project Types Monitored</b>
<b>January – March</b>	March	Emergency Shelter and Transitional Housing
<b>April – June</b>	June	Homelessness Prevention and Rapid Rehousing
<b>July – September</b>	September	Street Outreach, Services Only, and Day Shelters
<b>October – December</b>	December	Permanent Supportive Housing, Permanent Housing with Services, Other Permanent Housing