Guide to Data Monitoring and HMIS Reports

For Expedited Housing Initiative Accountability Plan

The Expedited Housing Initiative's Accountability Plan identifies the data that the Chicago Continuum of Care (CoC) will use to monitor the adherence of permanent and transitional housing providers to the initiative's expectations. The purpose of this data guide is to provide details about the data points and the frequency with which reports will be available to providers. Reports for system level monitoring may be utilized to determine ranking policies and prioritization.

For each Accountability Plan data point, All Chicago has created a report to convey the relevant data from HMIS to the agency. The reports will allow the agency to monitor their performance related to each data point. Reports will be emailed on a regular schedule to the Agency Technical Administrator (ATA). Agencies cannot access the report themselves through Service Point because the reports are not built with ART. Send an email to helpdesk@allchicago.org with any questions about these reports, or to clarify or update the agency's ATA contact information.

Unit utilization rates

Method: Unit utilization measured through established Data Quality process.

Self-Monitoring Process: ATAs receive weekly reports. These weekly reports are based on the preceding Wednesday. The reports will resume the week of July 13.

Report to Agency: The report assesses unit utilization in the same way used in the quarterly Data Quality process, but the reports are built in SQL rather than ART. Each Thursday, the report will be emailed to the agency ATA. The report will reference the agency's data pertaining to Wednesday, the day prior to the report. For example, a report delivered Thursday June 11, will reference the unit utilization for Wednesday June 10. To calculate utilization, the report compares the project's units, as recorded in the HIC unit list in HMIS, with the number of participants with both a project entry date and move in date.

System Level Monitoring: Once per month, All Chicago will produce the same report for each project for the purposes of recording unit utilization performance. For this report, the point-in-time (PIT) date will not necessarily be a Wednesday, but instead the date will be selected at random for that month. Unit utilization will be calculated in the same way in both the agency and system level report. The only difference is the PIT date.

Need status timeliness standards

Method: Updates to needs status within timeframe established in Coordinated Entry Housing Provider Interim Contact Protocols.

Self-Monitoring Process: Beginning May 21, ATAs receive reminder emails 10 days after a missed update. ATAs will also receive weekly summary emails about missed updates beginning the week of July 13.

Report to Agency: For an individual Coordinated Entry (CE) match, the ATA will receive an email indicating the Need Status needs updating, beginning on the 10th day following the initial referral. The ATA receives a daily reminder for days 10-14. On day 15, the email alerts the ATA that the update is now past due and that the CE team will update the referral needs status. More information about the required needs status updates can be found here. As a reminder, rather than the typical 30 days, providers have 15 days to make the required updates.

Each week, the ATA will receive a summary of all referrals that were past due in the preceding week.

System Level Monitoring: On a monthly basis, All Chicago generates an internal report that summarizes the weekly emails ATAs received. This summary will be used to determine how many times the need status timeliness standards were not met by each project.

Time from match to housing

Method: Average time from match to housing through established process.

Self-Monitoring Process: Beginning in July, ATAs receive weekly reports. Each week the report provides an average based on the time period since May 11. For example, the report for the week of July 20 factors in referrals from May 11-July 20, while the report for the week of July 27 factors in referrals from May 11-July 27, etc.

Report to Agency: The report contains information about the average length of time from match to housing, as well as other metrics, such as time from match to enrollment, etc., for any match made on or after May 11, 2020. An associated detail page will be included with the participant level data so agencies can verify the accuracy of the information. Finally, the report indicates how many rematches have been requested for that project.

System Level Monitoring: On a monthly basis, All Chicago will pull a similar report to that sent to agencies which will only include the project's average data points, but not the associated participant level data. All Chicago and the CoC will use this data to monitor performance.

Openings without match requests

Method: This has two components: monitoring both the number of business days from project exit to new match request and how many participants are housed without a preceding Coordinated Entry referral.

Self-Monitoring Process: None planned at this time. Providers will be able to submit a form to explain any delay in requesting a match beyond the two business day window.

Report to Agency: There is not yet a report for this data element specific to each agency. All Chicago will continue to work with the CoC to determine the best approach.

System Level Monitoring: Openings without match requests will be monitored in two ways.

- Participants with housing move-in dates after May 11, 2020 will be reviewed to ensure there was a preceding CE referral or transfer request. Any move-ins without either a preceding CE referral or transfer request will be counted as outside of the community standards, unless the project has a specific exemption from the use of coordinated entry. All Chicago will monitor this on a weekly basis.
- All Chicago will compare the date of participant exits from the project to the subsequent date of a new match request as submitted through the match request form. Providers are expected to request a new match within **2 business days** following a participant's exit. Requests that take longer than 2 days to be submitted will be counted as outside of the community standards. Projects with extenuating circumstances that delay requesting a new match can submit this form. All Chicago will monitor this metric twice a month.