

All Single Adults Quality Data Scorecard Rubric

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Introduction

Welcome to the All Singles Quality Data Scorecard Rubric, a tool designed to navigate the intricacies of the All Singles Scorecard. This guide is crafted to provide communities and coaches with the clarity and direction needed to achieve a “yes” across all questions of the scorecard, ultimately steering towards the foundational goal of achieving Quality Data for this population of individuals experiencing homelessness. Quality Data standards are at the heart of efforts for communities aiming to achieve Functional Zero, serving as the critical linchpin in accurately understanding and effectively addressing homelessness in communities.

Quality Data transcends mere numbers; it encapsulates a holistic view of the individuals and circumstances within the homeless response system, offering insights and guiding strategic decisions towards eradicating homelessness. This guide aims not only to illuminate the path to achieving Quality Data but also to foster a shared commitment to the precision, reliability, and integrity of our data practices.

How to use this document

Document Structure

Structured to reflect the main sections of the All Single Adults scorecard, this tool is segmented by domain and/or focus areas. This rubric serves as a resource to identify the minimum thresholds of a Quality Data system and lays down a roadmap of indicators for each scorecard question to help communities transition from initial engagement to sustained excellence in data quality.

We recognize two tiers of Quality Data in our work with communities:

1. **Initial Quality Data:** This level signifies that the developed data system is robust, ensuring that the numbers and outcomes we report are accurate. It's the foundation of trust in the data's reliability.
2. **Sustaining Quality Data:** Beyond initial accuracy, this level indicates high confidence in the long-term reliability, sustainability, and equity of system outcomes. It's about maintaining accuracy over time, ensuring data systems can withstand the test of time.

Our years of collaboration with communities have taught us that achieving a "good enough" standard often suffices to advance our work. However, the challenge lies in the sustenance of quality data. It's this recognition that led us to distinguish between these two crucial levels. Achieving initial quality is a significant step, but greater effort is required in sustaining that quality over time. This distinction is vital in our approach, reflecting a commitment to not just reaching but maintaining high standards of data integrity and reliability.

This document is designed to mirror the three sections of the All Single Adults scorecard. Each is further segmented by the domain and/or focus areas of each section. Bookmarks have been added in the following list for easy access to different parts of the rubric: **I. Community Participation and Coverage** (Q1-3); **II. Policies and Procedures** (Q4-6); and **III. Data Infrastructure** (Q7-13).

Rubric Structure

The rubric has been designed to be a resource for communities and coaches intended to identify the minimum thresholds of a Quality Data system. Quality Data indicators have been developed for each scorecard question to help define what it means to get to **'Yes'**. This document will be updated periodically as we continue to refine our understanding of population by-name data systems. The rubric is structured in the following table format:

1. **Question Number:** Identifies the unique number for each scorecard question.
2. **Question:** The scorecard question as written on the All Singles By Name List Scorecard.
3. **Not Currently at Threshold [0]:** The indicators that a community does not yet meet the minimum threshold for Quality Data.
4. **Initial Quality Data Threshold [1]:** The minimum thresholds required for a community's homeless response system to attain BfZ Quality Data Standards. These indicators serve as the essential criteria for initial Quality Data confirmation and are formulated as the foundational step toward achieving comprehensive data quality.
5. **Sustaining Quality Data Thresholds [2]:** The minimum threshold for a community's homeless response system as they approach Functional Zero is set to higher standards compared to those for Initial Quality Data Confirmations. These indicators serve as essential criteria for guiding ongoing improvement and ensuring comprehensive inclusion of individuals experiencing homelessness. These criteria also sustain long-term data integrity and reliability through policy implementation.

Quality Data Status

Once a community has gotten to yes on all of the Scorecard Items for the Initial Quality Data thresholds, has been reporting for four or more months, and has a three-month data reliability score of less than 15%, they can be confirmed for Quality Data.

For All Singles, Communities can achieve the following. Note it is preferred that a community attempt to achieve All Singles Quality Data instead of focusing just on one subpopulation, which will have a bigger system impact.

- All Single Adults Quality Data (inclusive of Veteran & Chronic)
- All Singles- Veteran Quality Data
- All Singles- Chronic Quality Data
- Sustaining All Single Adult Functional Zero (inclusive of Veteran & Chronic) Quality Data
- Sustaining Veteran Quality Data
- Sustaining Chronic Quality Data

Part I: Community Participation and Coverage

Scorecard Domain: Outreach Coverage

1a. Is the geographic coverage of your outreach clearly mapped out, informed by your data and regularly assessed, to ensure you are able to reach all unsheltered individuals within your community?

NOT CURRENTLY AT THRESHOLD [0]

The geographic coverage of outreach is not mapped.

INITIAL QUALITY DATA THRESHOLD [1]

There is a documented map and process which depicts how outreach teams are deployed throughout the geographic coverage area.

The documented map/process is regularly assessed by the community's outreach teams for gaps in geographic coverage.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place, including an outreach map, to regularly evaluate and assess the geographic coverage of the community's outreach teams.

The documented policies, maps, and evaluation processes have been approved by the community's outreach teams and are easily accessible to the broader homeless service system.

1b. Have you coordinated your outreach, ensuring that your outreach teams are deployed at the locations and the times that they are most likely to effectively engage with unsheltered homeless individuals, while minimizing duplication between providers?

NOT CURRENTLY AT THRESHOLD [0]

There is not a coordinated outreach process within the community.

INITIAL QUALITY DATA THRESHOLD [1]

The community is able to clearly articulate how outreach is deployed throughout the geographic coverage area to engage with the unsheltered population.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that demonstrate a coordinated approach to their outreach efforts by highlighting when and how outreach teams collaborate both formally and informally.

1c. Do you have a documented outreach policy that clearly states how your outreach teams will be deployed and how they work with each other to swiftly connect individuals to their self-determined needs?

NOT CURRENTLY AT THRESHOLD [0]

There is no written outreach policy.

INITIAL QUALITY DATA THRESHOLD [1]

There is a written policy that defines and describes how the community continually reassesses outreach schedules with evidence of an ability to pivot when needed.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that have been co-developed with outreach teams to define how outreach teams operate and collaborate within the homeless response system.

1d. Do you have consistent, coordinated and reliable outreach and in-reach efforts across your geographic coverage area that gives you confidence that at least 90% of the unsheltered population is captured on your BNL?

NOT CURRENTLY AT THRESHOLD [0]

Less than 90% of the unsheltered population is included on the by-name dataset.

INITIAL QUALITY DATA THRESHOLD [1]

The community's outreach system and teams have demonstrated their ability to meet criteria for questions 1a, 1b, and 1c (i.e. they are able to respond "Yes") and feel confident at least 90% of the unsheltered population can be connected to the by-name dataset.

SUSTAINING QUALITY DATA THRESHOLD [2]

Community is able to articulate their shared understanding and agreements that 90% of the unsheltered population is accounted for in their by-name dataset.

Scorecard Domain: Homeless Service Provider Participation

2a. Are 90% of CoC-funded and non-CoC-funded providers reporting data into your by-name list?

NOT CURRENTLY AT THRESHOLD [0]

Less than 90% of providers are reporting data into the by-name dataset.

INITIAL QUALITY DATA THRESHOLD [1]

The community is able to document all providers that are primarily serving homeless populations within the community and demonstrate who is and is not contributing data. The community is able to ensure that at least 90% of all homeless service providers are entering data or referring individuals to the by-name dataset.

SUSTAINING QUALITY DATA THRESHOLD [2]

The community has a documented process to verify provider participation and can demonstrate with confidence (based on the HIC and/or supplement documentation) that they are accounting for 90% or more of CoC/non-CoC providers.

2b. Are approximately 90-100% of currently homeless single adult individuals served by the providers reporting into your by-name list?

NOT CURRENTLY AT THRESHOLD [0]

Less than 90% of currently homeless single adult individuals are being reported into the by-name dataset.

INITIAL QUALITY DATA THRESHOLD [1]

The providers identified in 2A as contributing to the BNL serve 90-100% of currently homeless single adults.

SUSTAINING QUALITY DATA THRESHOLD [2]

The community has a documented process in place to continually evaluate provider participation to verify that 90-100% of any single adult individual identified as literally homeless is included in the by-name dataset.

3a. Is your by-name list able to collect data on all currently homeless single adults in your community, including unsheltered individuals living in a place not meant for human habitation (e.g. street, cars, campsites, beaches, deserts or riverbeds)?

NOT CURRENTLY AT THRESHOLD [0]

Less than 90% of all unsheltered single adults are counted in the by-name dataset.

INITIAL QUALITY DATA THRESHOLD [1]

The community is able to clearly articulate that they are able to collect data on all unsheltered individuals living in a place not meant for human habitation.

SUSTAINING QUALITY DATA THRESHOLD [2]

The community is able to document and demonstrate they are able to collect data on all unsheltered individuals living in a place not meant for human habitation.

3b. Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals in shelters, safe havens, seasonal overflow beds, hotels paid for by homeless providers or Health Care for Homeless Veterans (HCHV) beds?

NOT CURRENTLY AT THRESHOLD [0]

Less than 90% of all single adults in emergency shelters and safe havens are included in the by-name dataset.

INITIAL QUALITY DATA THRESHOLD [1]

The community has identified all providers within the system that are providing emergency shelter services to individuals experiencing homelessness.

SUSTAINING QUALITY DATA THRESHOLD [2]

The community is able to document and demonstrate they are able to collect all emergency sheltered program information as denoted on their most recent HIC and/or supplement documentation.

3c. Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals in transitional housing, including VA-funded Transitional Housing?

NOT CURRENTLY AT THRESHOLD [0]

Less than 90% of all single adults in transitional housing are included in the by-name dataset.

INITIAL QUALITY DATA THRESHOLD [1]

The community has identified all providers within the system that are providing transitional housing services to individuals experiencing homelessness.

SUSTAINING QUALITY DATA THRESHOLD [2]

The community is able to document and demonstrate they are able to collect all transitional housing program information as denoted on their most recent HIC and/or supplement documentation.

3d. Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals fleeing domestic violence?

NOT CURRENTLY AT THRESHOLD [0]

The community does not collect data on single adults fleeing domestic violence.

INITIAL QUALITY DATA THRESHOLD [1]

The community is able to communicate and/or have documentation on how they coordinate with VSP providers within the homeless response system to ensure that those fleeing domestic violence are included on the by-name dataset.

SUSTAINING QUALITY DATA THRESHOLD [2]

The community is able to document agreement and understanding that they have a process for safely including those fleeing from domestic violence on the by-name dataset.

Part II: Policies and Procedures

4a. Has your community established a written policy that specifies the number of days of inactivity (i.e. the person cannot be located) after which a person’s status will be changed to “inactive,” and which includes protocols to attempt to locate an individual before they are moved to inactive status?

NOT CURRENTLY AT THRESHOLD [0]

There is no inactive policy.

INITIAL QUALITY DATA THRESHOLD [1]

The community has a written policy in place that specifies the number of days needed to reach the inactive threshold; indicates the provider responsible and the number, method and frequency for attempting to contact, locate and update the status of an individual; and applies to any single adult individual identified as literally homeless.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place for specifying inactivity duration and processes for attempting to contact inactive individuals that are applied to all individuals in the population of focus regardless of program enrollment.

4b. Does that written policy account for changing an individual’s status to ‘inactive’ based on a client’s verified absence from the community before the specified number of days has elapsed? (e.g. reunited with family in a different community, death etc.)

NOT CURRENTLY AT THRESHOLD [0]

There is no inactive policy.

INITIAL QUALITY DATA THRESHOLD [1]

The written policy includes protocols that allow for changing an individual's status to inactive prior to reaching the number of days in the inactive threshold if there is evidence that the individual is no longer considered actively homeless in the community (e.g. moved out of the area, reunited with family in a different community, etc), or the individual is deceased.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that describe the process for moving an individual to inactive prior to reaching the number of days in the inactive threshold and can demonstrate the accuracy of their inactive data.

4c. Does that written policy account for individuals on your list who are entering an institution (e.g. jail or hospital) where they are expected to remain for 90 days or fewer?

NOT CURRENTLY AT THRESHOLD [0]

There is no inactive policy or it does not account for individuals who are entering an institution.

INITIAL QUALITY DATA THRESHOLD [1]

The community's written policy includes protocols to ensure that an individual that enters an institution from active homelessness remains active if they are expected to remain in the institution for fewer than 90 days (i.e. an individual remains active if stay is shorter than 90 days, and moves to inactive if stay is 90 or more days).

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that state how communities track people who enter an institution (e.g. jail, hospital, recovery center etc).

5. Does your community have a way to track actively homeless individuals who have not consented to services and/or assessment at this time?

NOT CURRENTLY AT THRESHOLD [0]

There is not a method to track individuals who have not consented to services.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to include individuals in the by-name dataset if they have not consented to services or an assessment that adheres to the data sharing and confidentiality requirements of any applicable community policies.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that describe the process of how the system is tracking and minimizing duplication of those who are literally homeless but do not consent to services or an assessment in the by-name dataset.

6. Does your community have policies and protocols in place for keeping your by-name list up to date and accurate, including timelines for provider data submission and ongoing quality assurance protocol?

NOT CURRENTLY AT THRESHOLD [0]

There is not a written policy for keeping the by-name dataset updated and accurate.

INITIAL QUALITY DATA THRESHOLD [1]

The community has a written policy (or policies) that includes documentation of clear roles and responsibilities for data entry and monitoring; clear expectations for timeliness and frequency of data updates; and demonstrates that they are continuously monitoring data quality to ensure the accuracy of the by-name dataset.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that describe how the by-name dataset is generated and used, including what data sources are utilized, what data is pulled, how often, and why, and how the quality of the by-name dataset is continuously monitored to ensure accuracy and timeliness.

Part III: Data Infrastructure

7. Does your community's by-name list track the 'homeless / housed status' of all individuals, including the date each status was last changed and the previous status? *Homeless status fields should include at minimum: homeless, inactive and permanently housed.*

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track 'homeless/housed' statuses.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track and report on a person's status as of the last day of the reporting month including who is actively experiencing homelessness; inactive; or housed.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that define the method of tracking statuses. These practices are consistent; avoid overwriting data fields; capture a date each time a person's status changes (i.e the data someone moves from active to inactive, active to housed, housed to active, inactive to active); and indicate current status.

8. Does your community's by-name list include a unique identifier (e.g. an HMIS ID) for each individual to prevent duplication of client records and facilitate coordination between providers?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not include a unique identifier.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to assign unique identifiers (names alone are insufficient) to individuals in the by-name dataset and ensure that each unique identifier in the by-name dataset corresponds to one unique person.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that define how unique identifiers are generated and utilized for the by-name dataset.

If a community combines data from multiple lists and/or databases, the community has a process in place for automating or streamlining the duplicate cleaning process to minimize duplication across data sets.

9. Does your by-name list track the total number of newly identified (not necessarily assessed) individuals experiencing homelessness every month? *This figure represents a portion of your monthly inflow.*

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track newly identified individuals on a monthly basis.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track all individuals who are newly identified as experiencing homelessness each month. This practice includes individuals who have not been assessed or consented to services.

The by-name dataset includes the date an individual was first identified as experiencing homelessness for the current episode of homelessness.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that demonstrate how the by-name dataset tracks the status of an individual's assessment, including a date the individual was identified and the date that the assessment was completed.

These processes include methods to confirm that individuals newly identified as experiencing homelessness have no previous episode of homelessness recorded within the population or subpopulation in question within the return timeframe designated by the community.

10. Does your community's by-name list track individuals returning to active homelessness within the past month?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track individuals returning to active homelessness.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track returns to active homelessness during the month in the by-name dataset and is able to identify and determine what exit type each person is returning from (i.e. retains the most recent exit type).

The community can identify each person returning to active each month and report the aggregate number returning in the month for any single adult individual identified as literally homeless.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that include a community agreed upon and determined look-back period to define returns.

11a. Does your community's by-name list track individuals as they move out of active homeless status, including those who move into permanent housing?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track those who move into permanent housing.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track when a person exits the system to permanent housing and can report who exited to permanent housing each month for any single adult individual identified as literally homeless.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that includes methods of tracking exits to permanent housing to ensure consistency within the community (i.e. if using exit destinations, there is a crosswalk for which exits are considered permanent housing); consistency with federal consensus of what is considered "permanent housing"; and reflects when a person is actually housed (i.e., move in, not date lease signed or entry into a housing program).

11b. Does your community's by-name list track individuals as they move out of active homeless status, including those who become inactive, per your inactive policy?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track those who become inactive.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method that is consistent with their Inactive Policy to track when a person exits the system to inactive and can report who moved to inactive each month for any single adult individual identified as literally homeless.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that includes methods of tracking exits to inactive to ensure there is consistency within the community (i.e. if using exit destinations, there is a crosswalk for which exits are considered moved to inactive); inclusion of the date moved to inactive; and accessibility to staff responsible for data entry.

11c. Does your community's by-name list track individuals as they move out of active homeless status, including those who no longer meet the population criteria of single adult?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track those who no longer meet the population criteria of single adult.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track changes in the household type of individual within the by-name dataset.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that include the process for identifying individuals who are removed from the Single Adult by-name dataset due to changes in household type.

12a. Does your community's by-name list track population-based statuses, including: veteran, chronic, youth, and family with minor children?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track population-based statuses.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track how each population and subpopulation is defined; and what data field or combination of data fields are used to identify persons counted in each category.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that describe how each population and subpopulation are defined; and what data field or combination of data fields are used to identify persons counted in each category.

12b. Can your by-name list track people with multiple population-based statuses (e.g. chronic homeless status AND veteran status)?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track multiple population-based statuses.

INITIAL QUALITY DATA THRESHOLD [1]

The community has data fields in their by-name dataset to track and identify which populations and subpopulations each person is counted in their by-name dataset that uses distinct fields for each population or subpopulation and includes age.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that describe how population-based status is tracked and applied to any single adult individual identified as literally homeless.

12c. Can your by-name list track historical changes in activity status (e.g. Active to Inactive, Active to Housed, etc.)?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track historical changes in activity status.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track how each person moves in and out of the by-name dataset over time that: assigns a distinct date of ID for each episode of homelessness/return back onto the list. (i.e. if an individual returns to the active list after being previously housed and/or moved to inactive or housed, they have a new date of identification indicating when they returned to active); retains the most recent list status; and is applied to any single individual identified as literally homeless.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that allow the community to track a person's history in the by-name dataset through tracking historical list status changes (i.e. when they previously became inactive, first time active on the list, previous housing move ins) for any single individual identified as literally homeless.

12d. Can your by-name list track individuals who become chronically homeless after they are added to your all singles list?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track individuals who become chronically homeless after they are added to the all singles list.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track individuals who time into chronic (i.e. count as newly identified in the chronic subpopulation) and the by-name dataset includes a data field that indicates the month an individual's chronic status changes.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that describe how this data is tracked and applied to any single adult individual identified as literally homeless.

12e. Can your by-name list track individuals who are initially assigned chronic or veteran status when they enter your system but later do not meet the criteria for these population statuses?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not track whether an individual no longer meets the criteria for population statuses.

INITIAL QUALITY DATA THRESHOLD [1]

The community has an established method to track persons previously identified as veterans who no longer fit that criteria and/or persons previously identified as chronic who no longer fit that criteria.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place that describe how this data is tracked and applied to any single adult individual identified as literally homeless.

13a. Does your community have a way to report race and ethnicity data on the individuals on the by-name list for the purpose of analyzing system outcomes?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset does not have a way to report race and ethnicity data on the individuals.

INITIAL QUALITY DATA THRESHOLD [1]

The community has data fields in their by-name dataset that collect race and ethnicity data on all individuals identified as literally homeless.

The community demonstrates that they have the ability to extract race and ethnicity data from their dataset and use that data for analysis purposes.

SUSTAINING QUALITY DATA THRESHOLD [2]

The community is disaggregating data and using the information to evaluate race and ethnicity to assess disparities within system outcomes.

13b. Does your data collection policy and process around race and ethnicity respect the self-identification of clients?

NOT CURRENTLY AT THRESHOLD [0]

The by-name dataset data collection policy does not have a policy and process around race and ethnicity that respects the self-identification of clients.

INITIAL QUALITY DATA THRESHOLD [1]

The community's data collection policy includes language to ensure that data collection processes around race and ethnicity respect the self-identification of clients, including adherence to HUD data standards around collection of race and ethnicity data; end-user training resources that reinforce the practice of client self-identification in collection of race and ethnicity data; or clearly stated guidance for clients to self-select race/ethnicity fields during all data collection.

SUSTAINING QUALITY DATA THRESHOLD [2]

There are community-wide documented policies and procedures in place to regularly assess the effectiveness and cultural competency of the community's data collection processes around race and ethnicity which respects the self-identification of clients.