

## **Austin / Travis County Continuum of Care**

Quarterly Performance Scorecard Timeliness Policy

Approved by Membership Council on 8.2.2020

The Austin/ Travis County Continuum of Care Scorecard process is required as outlined in the [CoC Program Performance Improvement Plan Policy & Procedure](#). Agencies receiving Continuum of Care funding are required to participate in the Scorecard process quarterly. Summaries of Scorecard results are provided to Membership Council and report project performance.

### **Background:**

Projects receive points if their HMIS generated report indicates that project performance meets the measure as approved by the Membership Council metrics. The indicator “Timeliness of Data Entry” is intended to measure if project entered performance and project data in a timely manner as outlined in the [ECHO HMIS Policies and Procedures Manual \(2019\)](#). A concern has been identified when in HMIS is unable to discern between data input and data correction, thereby possibly disincentivizing projects from correcting identified data errors outside the Data Timeliness time frame of 5 business days.

### **Purpose:**

This policy identifies acceptable methods to communicate appropriate data corrections within an acceptable timeframe to promote a healthy data quality environment within agencies participating in the scorecard process.

### **Policy:**

If a project’s HMIS generated report indicates data entries beyond the allowable time range of 5 business days, projects will provide documentation of the data corrections which were completed outside the allowable time range and provide documentation of the corrections made. This is only available for data corrections within 30 days of data entry. Agencies must correct data entry errors as soon as identified.

### **Process:**

When submitting Quarterly Performance Scorecards with identified timeliness errors and corrections:

1. Submit a list of the Service Point ID Numbers of all participants whose data was corrected after the allowable 5 business day time frame, and within the 30 day time frame for allowable data corrections.
2. Submit a narrative identifying the incorrect data object (e.g. “wrong DOB – Project Entry Assessment”, “Incorrect Income Entered – Annual Assessment”, “Incorrect Disabling Conditioned Entered – Project Exit”) and the original entry date as well as date data was corrected.
3. Run an Audit Report and include screenshots supporting the object corrected and data corrected from the submitted narrative.

This Policy will be implemented with the End of Year Scorecard with data 10/1/2020.