Alameda County Homeless Management Information System (ACHMIS)
Data Quality Action Plan

Action Step Needed	Staff to be Involved	Staff Responsible	Timeline for action	Notes
Community Roll-out of Action Plan	John Noe	John Noe	January – March 2020	Will introduce Data Quality Report and Policies and Procedures to User Groups once approved by the CoC Committee.
Develop Agency Liaison role	Patrick Crosby, ACHMIS Administrator, will draft roles and responsibilities of an Agency Liaison	Oversight Committee (OC) will review, discuss, and finalize the Agency Liaison roles and responsibilities	December 2019 and January 2020	
Identify Agency Liaison	Agency Staff will identify an Agency Liaison and provide contact information to ACHMIS staff at HMISSupport@acgov.org; Agency Staff will identify replacements upon departure of a liaison	John Noe, ACHMIS DQ Lead, will develop and publish a roster of Agency Liaisons	February - March 2020	
Convene and Train Agency Liaisons	John Noe	John Noe	April 2020	Begin gathering of Liaisons for training on reports and expectations. Develop schedule for monthly meetings.

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Generate Agency Data Quality (DQ) Reports	Agency Liaisons will generate the reports and ensure that they accurately reflect the agency's performance.	DQ Lead will collect and review reports	Beginning April 2020, continuing monthly as part of the Data Quality Meeting	
Identify agencies not meeting DQ standards	Agency Liaisons with measures that are out of tolerance will identify projects	DQ Lead will work with Liaisons to identify out of tolerance agencies	Monthly as preparation for User Group review	
Obtain explanation for not meeting DQ standards	Liaisons will provide explanations of issues causing non-compliance	DQ Lead will collect issues, analyze for trends and report to Oversight Committee (OC) as needed	Monthly as preparation for User Group review; Quarterly as preparation for OC review	
Identify plan to improve DQ	Liaison will develop a plan for improving DQ at the project level; may seek support from ACHMIS staff; identify training needs	DQ Lead will identify systemic issues; propose policy changes or clarifications; improve training curriculum; propose workflow changes or provide	Monthly bring change proposals to OC; provide process clarification to user community; emphasize workflow issues	

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		process clarification	causing DQ problems Quarterly highlight improvements	
Identify technical support needs or retraining opportunities	Liaisons identify projects needing focused TA	DQ Lead provide or facilitate additional hands-on support to staff in coordination with Liaison	As needed Coordinated use of training facility; Hands-on facilitated training by ACHMIS staff; Supervised workflow compliance	Goal is to use proposed modularized Learning Management System tools to retrain aspects of workflow
Disseminate process improvement or process changes widely	Liaisons identify process issues needing improvement, suggest process changes	DQ Lead gather, synthesize, and present process recommendations to OC; OC consider changes and taken action to approve, deny, or postpone changes; DQ Lead process OC action and	Monthly User Group session will discuss recommendations to provide feedback to OC; OC will review, discuss, and take action on proposals; DQ Lead will incorporate	Resources will be updated and maintained on the HMIS Support Portal as identified on the ACHMIS website: http://acgov.org/cda/hcd/hmis/materials.htm

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		publish process changes appropriately	changes into workflow training and publish revisions to the user community	
Publish system performance reports	Liaisons will prepare agency level reports, review reports, certify that they accurately reflect agency performance, and forward them to DQ Lead by deadlines; Liaisons will include their findings for areas out of tolerance	DQ Lead will prepare system-wide report, synthesize and incorporate agency findings, and provide reports to OC by deadlines	Quarterly OC will review system-wide reports highlighting areas of improvement and reviewing plans for improving areas out of tolerance	OC will determine at which point reports will be made public