COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
HOMELESS SERVICES DIVISION

DQMP

HMIS Data Quality Management Plan

DQMP
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CONTENTS

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INTRODUCTION

Purpose

The San Luis Obispo County CoC Data Quality Management Plan (DQMP) articulates the CoC's goal to continuously improve the completeness, timeliness, accuracy, and consistency of its data and establishes the policies and procedures for meeting this goal as a community. This document aims to provide all participating entities with a shared context for the plan and a clear understanding of their roles and responsibilities in its execution.

Administrative Scope:

This document was expanded and updated as part of the implementation of the Clarity Human Services HMIS software and will contain the required information to maintain the HMIS after implementation.

CoC Data Systems

The CoC is required to gather information on all persons experiencing homelessness and all homeless service providers (sometimes called "Covered Homeless Organizations") within their geographic jurisdiction. While the CoC is required to collect HMIS data elements using a single centralized database for federal reporting purposes and is charged with expanding its coverage, statutory and practical limitations introduce other systems of record into the CoC's data ecosystem.

The sections below define the two types of databases that are subject to this DQMP. Collectively, these are referred to as the **CoC Data Systems**.

Homeless Management Information System

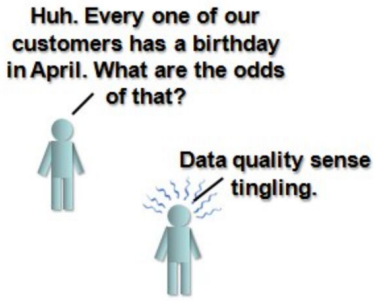
HMIS serves as the primary system of record for all federally funded projects. Clarity Human Services is administered by San Luis Obispo County Homeless Services Department as the CoC's designated HMIS Lead, and the software vendor is Bitfocus. The required structure and baseline functionality of the system is defined according to the HMIS Data and Technical Standard Final Notice (July 2004).

DV Comparable Databases

CoC-participating Victim Service Providers (VSPs) that are funded to serve survivors of domestic violence are prohibited from participating in the CoC's designated HMIS and instead are required to utilize a "comparable database" that mirrors the capability of HMIS while complying with stricter privacy regulations. VSPs that receive HUD funding are still required to contribute to the CoC's reporting through the provision of aggregate data and through limited client-permitted data sharing for service coordination. Requirements are documented in the HMIS Comparable Database Manual.

Target Audience:

HMIS Participating Agencies and End Users



COC, HMIS LEAD AND HMIS PROVIDER STAFFING

Roles and Responsibilities

List the key stakeholders involved in this procedure. For each stakeholder, specify their roles and responsibilities related to the Data Quality Plan. Clearly define any specific tasks or obligations they have.

Title	Description of Role	Tasks
HMIS Program Manager	Management of HMIS Assigned initiative (PIT, etc.) and policy issues. Vendor management.	Oversight, review, and support of policy and procedures. Ensure adherence to data quality management plan, monitoring process and compliance.
Program Review Specialist	System Administrator role in application.	Assist in identification and correction of data quality issues with HMIS Providers. Provide support, technical assistance and training.
Business Systems Analyst	Lead on system administration and data / reporting.	System Administration tasks. Ensure data quality reports are available and accurate. Create self-monitoring tools for data quality. Assist in identification and correction of data quality issues with HMIS Providers.
Implementation Partner	Provide subject matter expertise and technical assistance to Homeless Services Department and HMIS Team.	Understand data quality elements required by HUD and Federal Partner programs. Systematically monitor the data. Communicate regularly with CoC and HMIS Providers to ensure resources are available to address data quality concerns. Support creation of data quality management plan and subsequent tools/ reports to support the implementation of the plan.
HSOC Data and Finance Committee (or designated sub-committee for HMIS Data and Reporting functions)	HMIS Oversight	Review and approve data quality plan. Set data quality benchmarks. Review data quality reports. Determine expectations for monitoring and compliance. Work with providers and the HMIS lead to develop and implement solutions for improving data quality. Consider data quality in the rating and

		ranking process for funding decisions.
HMIS Providers/ Participating Agencies	Adherence to HMIS policies and procedures, including the data quality management plan.	Set the tone for the agency's commitment to data quality. Monitor a project's data quality. Prepare for APR/ funding report requirements. Resolve any data quality findings as quickly as possible
HMIS Agency Administrator (s)	Serve as the primary contact (s) for all communications regarding the quality of data entered into CoC data systems.	Serve as a subject matter expert for the HMIS Provider. Support agency end users with system navigation and data quality. Ensure end users receive necessary training for HMIS. Maintain quality and accuracy of client data, user data and project information for the agency. Communicate project and funding updates and change to HMIS Lead, including changes to bed/ unit inventory. Review project set up requests and custom report request prior to submission to HMIS Lead.
HMIS End Users	HMIS Data Entry and adherence to HMIS policies and procedures, including the data quality management plan.	Enter data with completeness, accuracy, timeliness, and consistency.

HMIS DATA QUALITY RESOURCES

HUD's existing HMIS documentation and guidance serves as a key reference point for the CoC DQMP. The HUD Exchange links below provide access to the most recent versions of relevant documents considered in the formulation of the DQMP:

- HMIS Data Standards (*HMIS Data Dictionary* & *Data Standards Manual,* updated biannually)
- CoC Data Quality Brief (May 2017)
- System Performance Improvement Briefs (July 2017)
- SNAPS Data TA Strategy to Improve Data and Performance (September 2018)

HMIS DATA TYPES & CONVENTIONS

For the purposes of the DQMP, HMIS data elements are grouped into four types. Universal Data Elements (UDEs), Program Specific Data Elements (PSDEs), and Project Data Descriptor Elements (PDDEs), are designations derived from the HUD Data Dictionary. "Administrative" data elements reflect measures of data quality that are derived from data system metadata and calculated performance metrics rather than a discrete field in a database.

Project Data Descriptor Elements (PDDEs)

The Project Descriptor Data Elements (PDDEs) contain basic information about projects in CoC data systems. PDDEs are the 'building blocks' of these systems, enabling the following functions:

- Marking project data for inclusion or exclusion for federal reporting;
- Association of client-level records with the various projects in which clients will enroll in across project types;
- Definition of the type of project with which the client is associated the entire time they received housing or services;
- Identification of federal partner programs providing funding to the project; and
- Documentation of bed and unit inventory and other information relevant for federal reporting and strategic planning related to system capacity and utilization.

PDDEs are entered and managed by CoC data system administrators in collaboration with each CHO. They are created at initial project setup within the data system and updated as changes occur to project or funding and are subject to annual review by data system administrators.

HUD requires that the CoC (typically via the data system Lead) collect project descriptor information for all continuum projects within its jurisdiction participating in CoC data systems by collecting and entering client-level HMIS data elements as well as all residential continuum projects, regardless of their participation in CoC data systems. If the databases include client and service data entered by non-continuum projects (e.g., food pantries or other services that might be used by people who are not experiencing homelessness), the continuum must identify them as such using the PDDEs to ensure that data are excluded from required reporting on continuum projects.

Universal Data Elements (UDEs)

The Universal Data Elements (UDEs) establish the minimum data collection requirements for all CHO projects entering data into CoC data systems, regardless of funding source. The Personally Identifiable Information (PII) and UDEs (3.01 through 3.07) must be collected once per client, regardless of how many project stays that client has in the system. The remaining UDEs (3.08 through 3.917) are to be collected at least once per project stay.

Program Specific Data Elements (PSDEs)

The Program Specific Data Elements (PSDEs) have been designed by HUD to allow projects that receive funding from any HMIS Federal partners. As such, requirements to collect specific PSDE's vary based on funding source and project type. The HUD Exchange Federal Partners landing page serves a gateway to the manuals that provide the specific PSDE data collection requirements per program and project type.

PSDEs, as defined by HUD, provide additional information about the characteristics of clients, the services they are provided, and program outcomes. Many of these data elements represent repeated transactions and were designed to collect information that may change over time. The "Common Program Specific Data Elements," which are the PSDEs that are collected across most Federal
Partner programs, are presented in the table below.

Administrative Data Quality Measures

This document defines "Administrative Data Quality Measures" as metrics derived from other HMIS elements that establish validity or describe the relationship between data captured in the CoC data systems and the overall amount of data available in the community it is charged with collecting.

- **Timeliness** refers to the number of days between when information was effective and when that information was entered into the CoC Data System.

- **Bed/Unit Coverage** refers to the percentage of non-VSP homeless-serving projects' residential capacity and utilization is captured in HMIS. It is a function of a project's overall HMIS-participation status. The CoC aims to have this be as close to 100% as possible.

- **Utilization** refers to the occupancy percentage for available units/beds in CoC residential projects. Overly high or low utilization may reflect issues with PDDE data that must be corrected by data system administrators.

- **User Metadata** are captured automatically by CoC Data Systems and are used to understand the patterns of system access and data entry for organizations.

Missing Data Responses to HMIS Elements

Required HMIS data elements left blank in CoC data systems are considered "missing" for data quality purposes. However, to distinguish between cases where data collection was not attempted or recorded and those where a client declined to provide the information, most required HMIS data elements provide the options "Client doesn't know," "Client prefers not to answer," and/or "Data not collected" to be recorded in place of a blank value. **Although non-blank, these *may* have a negative impact on data quality.**

It is not the intention of HUD, Federal Partners, or the San Luis Obispo County CoC that clients be denied assistance if they refuse or are unable to supply the information. However, some information may be required by projects or public or private funders to determine eligibility for housing or services or to assess service needs.

Usage of "Client Prefers Not to Answer" and "Client Doesn't Know" Responses

These options are considered poor data quality but are provided to allow a response to be recorded for elements required to proceed with an assessment when a client is unwilling or unable to provide a response. These are never to be used in place of asking a client for information or in a situation where there was no opportunity to collect information. It is expected that service providers will attempt to collect responses to all required fields and develop rapport with clients to encourage responsiveness.

Usage of "Data Not Collected" Response

CoC data systems may require users to input a non-blank response for required HMIS data elements. In cases where information was not collected or is unknown to the end user entering the data, this response may be used. However, it is expected that this will be a last resort when information cannot be obtained through reference of other records or consulting the client.

Automatic Exits & Exit Destination Completeness in HMIS

Upon agency request and subject to existing policies and procedures, CoC HMIS system administrators may set up projects to automatically exit clients after a set number of days of non-activity. This approach is most often employed to reduce data entry burden and address Exit record timeliness issues for Street Outreach projects and Emergency Shelter projects utilizing a Night-by-Night workflow. However, their use comes with significant trade-offs for data quality: faulty exits may be created if contact/bed night services are not recorded in a timely manner, and all system-generated exits will have missing data for the Exit Destination element. At this time, there is no uniform requirement to utilize either an automated or manual workflow. CoC leadership reserves the right to approve or deny automation requests based on the expected impact to data quality.

Data Quality Standards

This section defines the data quality standards to which CHOs and CoC Data System

administrators are held accountable under the DQMP. The table below the next page shows the minimum benchmarks within each sub-component of the DQMP. In cases where sub-components encompass multiple data elements, the standard applies equally to each element rather than being an average of performance across elements. Sub-sections following this table provide additional information on these sub-components and procedural requirements that go beyond the data quality benchmarks listed.

Data Quality Benchmark Minimums by Project Type	CE	HP	ES (E/E)	ES (NbN)	PSH / OPH	RRH	SO[1]	SSO	TH
Project Descriptor Data Elements (PDDEs) (Completeness)	95%	95%	95%	95%	95%	95%	95%	95%	95%
Completeness: Universal Data Elements (UDEs)	90%	90%	80%	80%	95%	95%	80%*	80%	90%
Completeness: Program Specific Data Elements (PSDEs)	90%	90%	80%	80%	95%	95%	80%*	80%	90%
Timeliness	95%	95%	95%	95%	95%	95%	95%	95%	95%
Accuracy	95%	95%	95%	95%	95%	95%	95%	95%	95%
Consistency[2]	95%	95%	95%	95%	95%	95%	95%	95%	95%
CoC Data System Bed/Unit Coverage: Federally Funded	N/A	N/A	100%	100%	100%	100%	N/A	N/A	100%
CoC Data System Bed/Unit Coverage: **Non-**Federally Funded	N/A	N/A	85%	85%	85%	85%	N/A	N/A	85%
Bed Utilization	N/A	N/A	65% - 105%	65% - 105%	85% - 105%	85% - 105%	N/A	N/A	65% - 105%

Project Type Key			
CE	Coordinated Entry	**RRH**	Rapid Re-housing
HP	Homelessness Prevention	**SO**	Street Outreach
ES (E/E; NbN)	Emergency Shelter (Entry/Exit workflow; Night-by-Night workflow)	**SSO**	Supportive Services Only
PSH / OPH	Permanent Supportive Housing / Other Permanent Housing	**TH**	Transitional Housing

Standards for Project Descriptor Data Elements (PDDEs)

As CHOs do not enter PDDE information directly, meeting PDDE benchmarks requires active participation in CoC Data System information gathering and monitoring processes. In addition to responding to *ad hoc* requests for information in a timely manner, **CHO's are**

[1] For UDE & PSDE Completeness, only considers clients with a Date of Engagement in the period, indicating that the client has agreed to actively participate in case management services.

[2] Depending on the element, calculated based on either level of individual administrative events or agency users.

required to notify the CoC data system leads of any project and funding changes (including updates to bed/unit inventory) by the 5th business day of month immediately following the month the update/change occurs. Updates and changes to PDDEs in HMIS can be communicated to the CoC HMIS System Administrator by submitting an (HMIS Project Set Up Form or Change Form TBD).

Standards for Client, Enrollment, & Assessment Data (UDEs & PSDEs)

In its CoC Data Quality Brief, HUD identifies data quality for client, enrollment, and assessment data as having four components: completeness, timeliness, accuracy, and consistency. The tables below provides a brief overview of these components, whereas the following sections address the standards the DQMP applies to CHOs.

Completeness	Timeliness	Accuracy	Consistency
All clients entered	Data are entered soon after collection	Truthfulness from clients	Common interpretation of questions
Complete identifying data entered	Changing data are kept up to date	Accurate data entered by staff	Common interpretation of client answers
Complete characteristics fields entered		Logical discrepancies between data elements entered for the same client are minimized	Common knowledge of what fields are required
All required enrollment, service, assessment, and exit data entered			

Completeness

HUD's CoC Data Quality Brief defines data completeness as "The degree to which all required data is known and documented." For the purposes of the DQMP's standards, completeness is measured as the percentage of non-missing values for each non-administrative HMIS data element at each point of data collection.

The San Luis Obispo County CoC encourages all CHOs contributing to its data systems to aspire to 100% collection of all data elements but recognize that this may not be realistic or possible in all cases. To further support continuous data improvement in this area, the CoC has created minimum percentage requirements for data completeness, which apply equally to each element of the UDE and PSDE data types, respectively.

Timeliness

The San Luis Obispo County CoC encourages all CHO's to aspire to 100% of data being entered into CoC Data Systems in a live and timely manner to facilitate HMIS being a tool for day-to-day business operations. However, the CoC recognizes that this may not be

realistic or even possible in all cases, and therefore have created the following minimum requirements for data timeliness based on project type:

Project Type	Client Event	Timeliness Standard (time between event occurrence and data entry)
Coordinated Entry	Current Living Situation	Within **48 hours** of client contact/service
	Entry	Within **48 hours** of client contact/service
	Exit	Within **48 hours** of client contact/service
Homelessness Prevention	Entry	Within **72 hours** of client contact/service
	Exit	Within **72 hours** of client contact/service
Emergency Shelter (Entry Exit workflow)	Entry	Within **72 hours** of client contact/service
	Exit	Within **72 hours** of client contact/service
Emergency Shelter (Night-by-Night workflow)	Current Living Situation	Within **72 hours** of client contact/service
	Entry	Within **72 hours** of client contact/service
	Exit	Within **72 hours** of client contact/service[3]
Permanent Supportive Housing / Other Permanent Housing	Entry	Within **72 hours** of client contact/service
	Move-in	Within **72 hours** of client contact/service
	Exit	Within **72 hours** of client contact/service
Rapid Re-housing	Entry	Within **72 hours** of client contact/service
	Move-in	Within **72 hours** of client contact/service
	Exit	Within **72 hours** of client contact/service
Street Outreach	Entry	Within **72 hours** of client contact/service
	Current Living Situation	Within **72 hours** of client contact/service
	Exit (completed or terminated program)	Within **72 hours** of client contact/service
	No-Contact Exits	After 90-days of no contact, project exit needs to be recorded by the end of the 93rd day of no-contact.
Supportive Services Only	Entry	Within **72 hours** of client contact/service
	Exit	Within **72 hours** of client contact/service
Transitional Housing	Entry	Within **72 hours** of client contact/service
	Exit	Within **72 hours** of client contact/service

Accuracy

Data quality measures of accuracy consider the degree to which the information present in CoC Data Systems reflect the actual situations of clients. Data accuracy is not easy to manage or monitor, requiring reference to sources of documentation external to CoC Data Systems as well as regular auditing of responses in the data systems for internal logical

[3] Users should back-date to the date of last shelter night stay, NOT the date the client did not return.

congruence.

External Record Standard

To ensure accurate reporting of events, CoC leadership will cross-reference CoC Data System data against internal agency documentation as part of the annual HMIS monitoring process. **The goal is that 100% of client external agency records match the client's information entered into the CoC Data Systems, but a minimum of 95% is acceptable.**

Data System Correction Standard

Due to the complexity of data accuracy, specific standards have not been developed. Some amount of data incongruity may be unavoidable; however, CHO's should strive to minimize data incongruity that occurs. It is expected that CHOs will respond to requests to correct internal Data System accuracy errors within the timeframe parameters of the request. It is expected that accuracy corrections may be included as part of the quarterly Data Quality Monitoring process.

Known accuracy issues that may be included in cleanup requests will be updated in this plan after review of the new HMIS software system logics and common data quality issues.

Consistency

Data consistency means that data is understood, collected, and entered in the same way across all projects in CoC Data Systems. The CoC Lead will work with CoC Administrative Partners to ensure congruence across data systems, while CHOs are expected to meet the following standards by through their user management practices.

Initial User Training Standard

All CHO's data-contributing staff must complete an initial training prescribed by the CoC & HMIS Leads before being granted access to any of the CoC Data Systems. **It is expected that this training will be completed within 15 business days of assignment.**

Annual User Training Standard

For HMIS users, the CoC has established minimum annual HMIS training requirements.

User Activity Standard

End users must log into each CoC Data System to which they have access at least once in a 60-day period to maintain active user status. After 60-days of no use, the user account will be made inactive by the data system administrator.

CoC Data System Bed/Unit Coverage

Bed coverage is the number of homelessness services program beds in the CoC's geographic area that contribute data to the CoC Data Systems. The following project types are considered for this measure:

- Emergency Shelter (ES)
- Transitional Housing (TH)
- Rapid Re-Housing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH)[4]

As a lack of bed coverage limits the CoC's ability to evaluate its clients needs and project performance in addition to reducing the overall comprehensibility of its Data Systems, ensuring that bed coverage is as close to 100% is a high priority for CoC leadership. CoC leadership will focus on project types in the CoC that have less than 85% bed coverage for improvement efforts.

Bed Utilization

Utilization applies to residential (shelter and housing) projects and is measured as the percentage of project inventory that is being used to shelter/house a client in a given period. This measure not only serves to identify issues with client access to resources or bottlenecks in referral processes but also can serve as an indication of inaccurate or incomplete inventory or enrollment data.

The CoC acknowledges that the factors impacting utilization differ between project types and has set benchmarks accordingly. **Emergency Shelter & Transitional Housing projects are to maintain bed utilization between 65% - 105%. Permanent housing projects are to maintain bed utilization between 85% - 105%.**

Situations where a change in inventory records is necessary are defined by HUD in the Data Standards Manual. Refer to the PDDE Data Quality Standards for the requirements for reporting inventory changes.

[4] Includes "Housing without Services" and "Supportive Housing without Services" designations.

CHO SELF-MONITORING TOOLS

CHOs are encouraged to self-monitor their data quality performance using reports available in the CoC Data Systems. This section details resources that are currently available for self-monitoring.

HUD Data Quality Report

The HMIS Lead recommends that CHOs run the HUD Data Quality Report to self-monitor **completeness** data quality for the HMIS Universal Data Elements (UDEs). Additionally, this report can be used to verify that enrollment data is up to date by comparing overall client counts against other data sources.

Documentation for running and interpreting this report can be found (future HelpScout Knowledge Base article) and technical specifications can be found within the HUD Standard Reporting Terminology Glossary.

APR & CAPER Reports

The HMIS recommends that CHOs run the CoC / ESG APR and CAPER reports to self-monitor **completeness** data quality for the Program Specific Data Elements (PSDEs). The APR & CAPER reports also provide more detail for **accuracy verification** and **Entry/Exit timeliness monitoring** than the HUD Data Quality Report, including demographic breakouts, client resources and barriers, and program-specific performance measures (e.g., number of outreach contacts prior to engagement; days from enrollment to housing move-in).

EVA Reporting Tool

TBD

Report Library

HMIS provides a standard set of "canned" reports that can be used for data quality self-monitoring. These typically allow the user to select a series of parameters on a report setup page, may be run immediately or scheduled, and are easily exportable after running.

The following reports are available (TBD)

DATA QUALITY MONITORING PROCESSES

Routine data quality monitoring at the CoC, CHO, project, and user level will be conducted by the CoC HMIS Lead (in collaboration with Administrative Partners for non-HMIS systems) to ensure the CoC and all its constituent data-contributing CHOs meet the data quality goals defined in this DQMP. In response to findings from monitoring, the CoC HMIS Lead will request corrections and provide support to improve the quality of data at the point of entry into the CoC Data Systems.

The HMIS Lead will perform monthly data integrity checks on the HMIS data, which will include the following steps:

- Run latest version of the HUD Eva Data Quality Tool
- Notify Partner Agency Administrator of findings and timelines for correction;
- Re-run reports for errant agencies/programs, as requested. Follow up with Partner Agency Administrators if necessary;
- Notify Agency Executive Director if Partner Agency Administrators are not responsive to required corrective actions; and
- Notify HSOC Finance and Data Committee regarding any uncorrected data quality issues.

APPENDIX A: DATA QUALITY IMPROVEMENT PLAN

DEFINITIONS AND ABBREVIATIONS

Term	Acronym	Definition
Coordinated Entry System	CE	CoC system used to identify persons experiencing homelessness, prioritize them for intervention, make referrals to housing projects, and monitor progress from homelessness to housing.
Continuum of Care	CoC	Federally-defined administrative entity that is composed of homeless serving organizations, administrators, and other stakeholders; charged with ending homelessness in their geographic jurisdiction.
CoC Data Systems	-	Term used in this document to refer collectively to the HMIS and DV Comparable, databases that are used to collect, store, and report on HMIS data elements for CoC purposes.
CoC Lead	-	Organization responsible for administering CoC operations; manages system-wide report submissions and the community's application for CoC funding. San Luis Obispo County is the CoC Lead.
Covered Homeless Organization	CHO	Any organization (including its employees, volunteers, affiliates, contractors, and associates) that records, uses or processes HMIS data elements for persons engaged by the CoC.
Data Quality	DQ	A measure of the validity and usefulness of data. Defined in this case as how accurately it portrays the conditions and operations of the CoC community.
Data Quality Improvement Plan	DQIP	Agreement between the CoC Lead and data-entering organization that establishes steps and benchmarks for data quality improvement for the data-entering organization.
Data Quality Management Plan	DQMP	The documented policies and procedures employed by a CoC to move toward its stated goals for data quality improvement and maintenance.
Department of Housing and Urban Development	HUD	Source of the majority of federal funding for CoC-participating organizations that establishes guidelines for HMIS data quality.

Domestic Violence	DV	Also called “inter-personal” or “intimate partner” violence, defined in this case as an experience of violence that qualifies a person for intervention from VAWA- and VOCA-funded entities.
DV HMIS Comparable Database	-	Database type required for DV-serving organizations (VSPs) funded by HUD as a substitute for participation in the CoC’s HMIS.
Homeless Management Information System	HMIS	Database structure established by HUD for the collection of homeless services data. HUD-funded CHOs are required to participate in their CoC’s HMIS, and the CoC is required to submit annual reports comprised of HMIS data elements.
HMIS Lead	-	CoC administrative entity charged with the operational management of the CoC’s HMIS software. San Luis Obispo County is the HMIS Lead.
HMIS Participation	-	When A project collects all required data elements according to funder requirements and local CoC Policies and Procedures within the CoC’s designated HMIS implementation, or that data is submitted to the CoC’s designated HMIS implementation at least once a year to cover the whole year of required client data collected by the project.
Universal Data Elements	UDEs	HMIS data elements pertinent to clients and service interventions that are required across HMIS, regardless of funding type and that are generally applicable across project types.
Program-Specific Data Elements	PSDEs	HMIS data elements pertinent to clients and service interventions that are required by specific funding sources or for specific project type configurations.
Project Descriptor Data Elements	PDDEs	HMIS data elements that pertain to organization and project setup, essential for establishing the framework of service interventions for HMIS data collection and reporting.
Victim Service Provider	VSP	Term for a VAWA- or VOCA-funded organization who has at least one project that is dedicated to serving persons who have experienced DV.