

group could also be helpful in defining customized HMIS reports that would help providers monitor key outcomes and data elements.

The Data Performance Review and Reporting Workgroup might also be instrumental in brainstorming, developing, and implementing approaches to reduce the proportion of “unknown” destination data (one of the largest data quality issues found). Some suggested strategies to explore include:

- Training all staff on the importance of entering exit destinations and collecting it when people leave projects.
 - This is particularly true for rapid rehousing, transitional housing, and permanent supportive housing, from which clients are less likely to disappear.
- Updating the exit destination in HMIS when it is later learned where a client went.
 - In the case where clients disappear from projects (i.e., emergency shelter) it may be possible to learn from elsewhere in the system where they went (e.g., other case managers or in other projects in HMIS).
 - Clients may also return to the project at which time they can provide their exit destination.
- Identifying projects of the same type that successfully capture exit destination data.
 - Support inter-provider learning whereby successful strategies can be shared and implemented across project types.