DQ Monitoring and Corrections Training

How to Submit a Clean A020 report

NC COALITION to end HOMELESSNESS

Presentation Agenda

By the end, attendees will be able to:

- ✓ Run and submit the A020 Data Quality Report
    - ✓ Know how the report was impacted by Data Standards Changes
- ✓ Locate the submission links
- ✓ Complete and correct Annual Assessments
- ✓ Complete and correct Income

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**A020 Data Quality Monitoring:
Submitting the Report**

A020 Data Quality Monitoring

What to Submit

- One report per HMIS Project

- All HMIS Projects operating between 10/1/2022 and 09/30/2023 (including Supportive Services Only, Coordinated Entry, Prevention and Diversion)

- Format should be Microsoft Excel - Reports

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Submitting the Report!

- In the A020 Data Quality Monitoring Report ZenGuide article

- Or Programs > Data Center > HMIS@NCCEH > Administrative Documents > Data Quality > HMIS@NCCEH Data Quality Report Submission Form [October 2023]

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REMINDER!

There are resources developed to help guide you:

ZenGuides:

- *Guides to learn how to use BusinessObjects:*
  - ✓ Using BusinessObjects 101
  - ✓ How to Schedule BusinessObjects Reports

- *Guides specific for this clean-up process:*
  - ✓ A020 – Data Quality Monitoring Report
  - ✓ Data Quality Plan: Monitoring and Reporting Process

All are available here: https://ncceh.zendesk.com/hc/en-us

Helpdesk: hmis@ncceh.org

Reach out sooner rather than later for support. We are here to support the valuable work you do!

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**A020 Data Quality Monitoring:
Running the Report**

A020 Data Quality Monitoring Report

Step 1: Reporting Licensed Users will need to schedule the report in BusinessObjects

A020 Data Quality Monitoring Report

Step 2: Reporting Licensed Users will need to complete the prompts

For submitting the report:

- **Select Reporting Group:** *leave as -(all values)-*
- **Select Provider(s):** *select a specific Project*

- **Select CoC Code(s):** *leave as -None Selected-*
- **Enter Start Date:** *leave as Federal Fiscal Year start date*

- **Select Program Type Code(s):** *leave as - (all values)-*
- **EDA Provider:** *match the Project in Select Provider*

- **Enter End Date (PLUS 1 Day):** *leave as day after end of Federal Fiscal Year*
- **Enter effective date:** *leave as day after end of Federal Fiscal Year*

Select Reporting Group(s):
(All values)

✓ Select Provider(s): (1)
Heading Home - Rowan County - Emergency Shelter(7389)

✓ Select CoC Code(s): (1)
None Selected

☑ Enter Start Date: (1)
10/1/2022 12:00:00 AM

Select Program Type Code(s):
(All values)

☑ EDA Provider (1)
Heading Home - Rowan County - Emergency Shelter(7389)

☑ Enter effective date (1)
9/30/2023 12:00:00 AM

☑ Enter End Date (PLUS 1 Day): (1)
9/30/2023 12:00:00 AM

Mandatory (4)

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A020 Data Quality Monitoring Report

Step 2: Reporting Licensed Users will need download & distribute report to HMIS users for correction!

Step 3: All HMIS user can should review & correct the reports

Step 4: Reporting licensed users need to run the report the following day to confirm it is accurate.

A020 Data Quality Monitoring:
Data Standards Impact

Data Standards Changes

FY 2024 Data Standards went into effect October 1, 2023

- This changed elements in big and small ways
  - Race and Ethnicity were combined (big)
  - Apostrophe in Staying with family member's place (small)

FY 2022 Data Standards still apply through September 30, 2023

- Full SSN was expected for all clients enrolled during the period
- A020 benchmarks reflect the standards active during the reporting time

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A020 Data Quality Monitoring Report:
Working Data Elements

❑ Use Tab 1 Summary to help prioritize issues

- Name
- SSN
- Race and Ethnicity
- Gender
- Date of Birth
- Relation to HOH
- Project Start/Exit
- Vet Status
- Enrollment CoC
- Housing Move-In Date (HMID)
- Exit Destination

- Chronic Homelessness Calculability
- Prior Living Situation
- Length of Stay in Previous Place
- Night before Location
- Approx Date of Most Recent Episode of Homelessness
- Number of Times Client Has been Homeless in the Past 3 Years
- Total Number of Months Homeless
- Annual Assessment
- NC County of Service
- Domestic Violence History
- ~~Income~~
- Timeliness

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A020 Data Quality Monitoring Report:
Not Quite Working Data Elements

The Data Center is working diligently to get these aspects corrected:

- Entry/Exit type: PATH
- Income (summary and detail errors)

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A020 Data Quality Monitoring Report:
Tips for making corrections

✓ Set Enter Data As before editing data

✓ Set Back Date Mode
- For Tab 1: corrections will be at Project Start
- For Tab 3: corrections will be at Project Start

✓ Client Doesn't Know or Client Refused is "allowable" but must be confirmed as accurate when reports are submitted

Remember: *Corrections made TODAY in HMIS will not appear until TOMORROW when a new BusinessObjects report is run!*
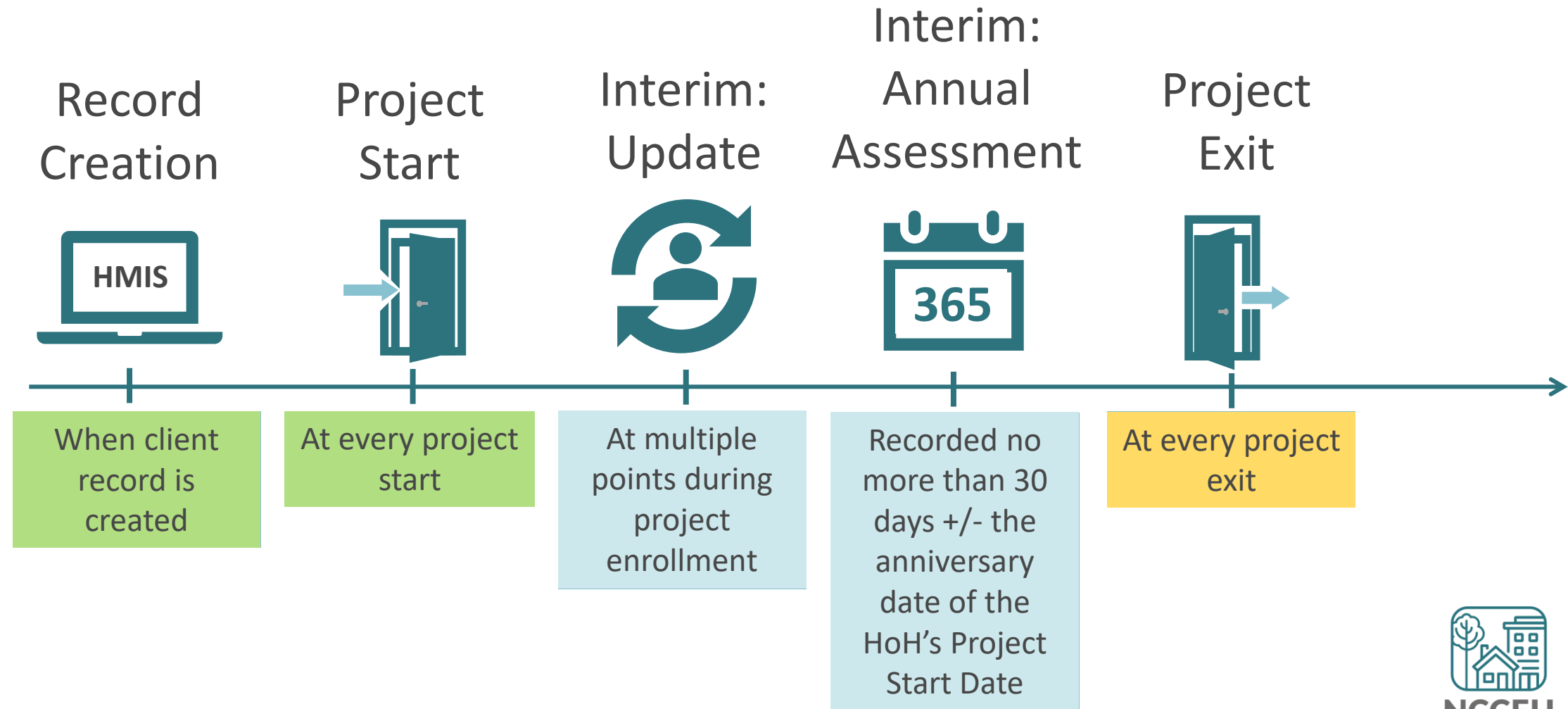
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Annual Assessments

Data Collection Stages

Record Creation	Project Start	Interim: Update	Interim: Annual Assessment	Project Exit
HMIS			365	
When client record is created	At every project start	At multiple points during project enrollment	Recorded no more than 30 days +/- the anniversary date of the HoH's Project Start Date	At every project exit

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Annual Assessment is now based on Head of Household Start Date

Conducted no more than 30 days before or 30 days after the anniversary of the **Head of Household's Project Start Date**.

Name	R-H	Project Start	Anniversary
Henrietta	HoH	04/17/20	04/17/23
Sarah	Adult	07/01/20	04/17/23
Anna	Child	09/20/20	04/17/23

04/17/20
Henrietta Project Start

07/01/20
Sarah Project Start

09/20/20
Anna Project Start

Annual assessments are based **solely** on the head of household's anniversary date.

The annual assessment must include updating both the head of household's record and any other family members' at the same time

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When to complete an Annual Assessment

Date Type	Date
Head of Household Entry Date	7/17/2022
Head of Household Anniversary Date	7/17/2023
30 days before Anniversary Date	05/17/2023
30 days after Anniversary Date	9/16/2023

When is the Annual Assessment recorded?
Within 05/17/2023 – 9/16/2023

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How to Enter Annual Assessments

Information must be accurate as of the Review date

Use Interim Review Type: **Annual Assessment**

How to Enter Annual Assessments

Information must be accurate as of the Review date

Use Interim Review Type: **Annual Assessment**

How to Enter Annual Assessments

Information must be accurate as of the Review date

Use Interim Review Type: **Annual Assessment**

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Reports for Any User

How to Run APR and CAPER Reports

1 Confirm your default or select Enter Data As for the ESG project.

Mode: Shadow
Enter Data As
Back Date

3

Provider Reports

Annual Homeless Assessment Report (AHAR)

Call Record Report

Client Served Report

CoC-APR
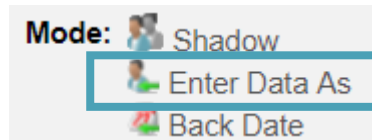
2 Click "Reports" on the left side of the Home Page Dashboard

Home > Home Page Dashboard

Last Viewed | Favorites
Home
ClientPoint
ResourcePoint
FundManager
ShelterPoint
SkanPoint
Reports
Admin
Logout

Entry/Exit Report

ESG CAPER (HDS V5)

Fund Availability Report

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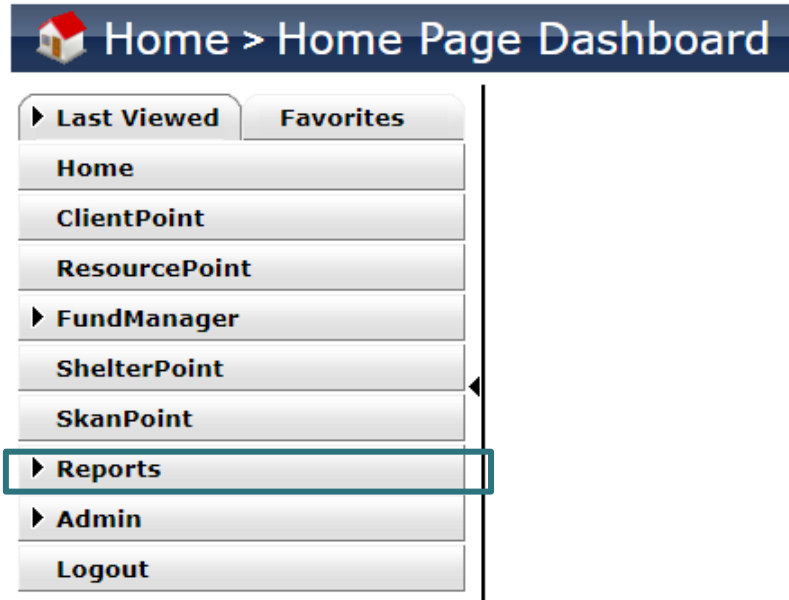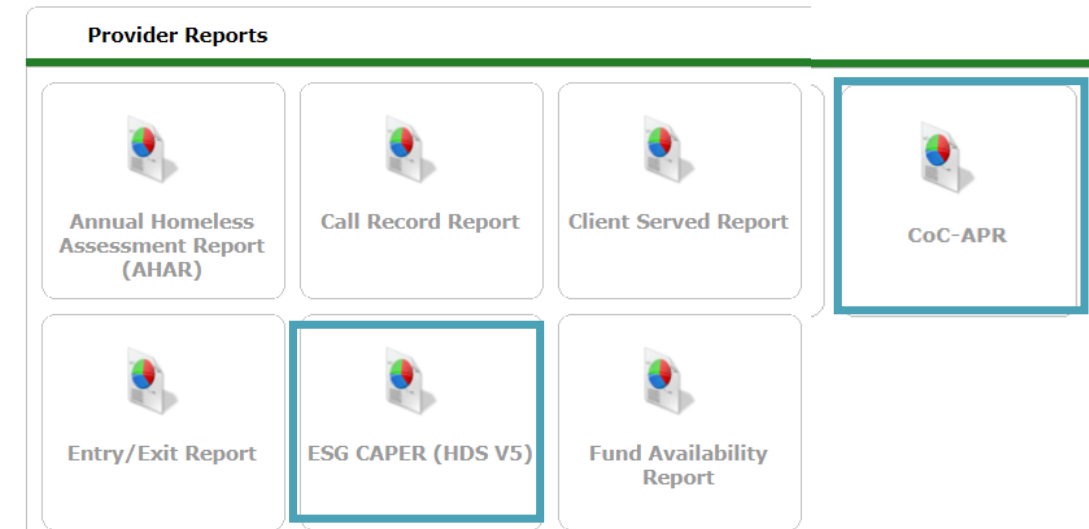
How to Run APR and CAPER Reports

Prompt	Description
Provider Type*	Select "Provider"
Provider	Automatically selected based on EDA mode. Select "This provider ONLY"
Program Date Range	For Sage submission, use the grant year. For DQ or outcome checks, use appropriate range.
Entry/Exit Types	Select "HUD" or appropriate type

Special Note: If you have consolidated grants that are separate projects in HMIS, contact us ASAP for a reporting group

Report Options

Provider Type	● Provider ○ Reporting Group
Provider *	Heading Home - Rowan County - Rapid Re-Housing - HUD (7441) ▼
	○ This provider AND its subordinates ● This provider ONLY
Program Date Range *	01 / 01 / 2017 🔁 to 12 / 31 / 2017 🔁
Entry/Exit Types *	☐ Basic ☐ Basic Center Program Entry/Exit ☑ HUD ☐ PATH ☐ Quick Call ☐ RHY ☐ Standard ☐ Transitional Living Program Entry/Exit ☐ VA ☐ HPRP (Retired)

Build Report	Download	Clear

How to Run APR and CAPER Reports

- Check your prompts
- Select the Build Report button to run!
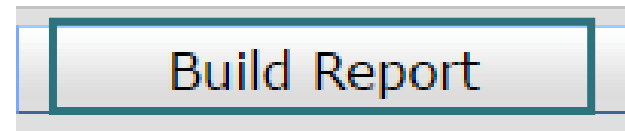
Report Options

Provider Type	● Provider ○ Reporting Group
Provider *	Heading Home - Rowan County - Rapid Re-Housing - HUD (7441) ▼
	○ This provider AND its subordinates ● This provider ONLY
Program Date Range *	01 / 01 / 2017 🗓️🔄🗓️ to 12 / 31 / 2017 🗓️🔄🗓️
Entry/Exit Types *	☐ Basic ☐ Basic Center Program Entry/Exit ☑ HUD ☐ PATH ☐ Quick Call ☐ RHY ☐ Standard ☐ Transitional Living Program Entry/Exit ☐ VA ☐ HPRP (Retired)

Build Report	Download	Clear

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How to Read APR and CAPER Reports

- Select the **blue** numbers in the Don't Know/Refused and Data Not Collected columns to view a list of clients who are missing HMIS data.

check all report sections

6a - Data Quality: Personally Identifiable Information

Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0%
SSN (3.2)	3	2	4	6%
Date of Birth (3.3)	0	1	2	2%
Race (3.4)	0	0		0%
Ethnicity (3.5)	1	0		1%
Gender (3.6)	0	0		0%
Overall Score				**8%**

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How to Read APR and CAPER Reports

- Or select the **blue** numbers in Don't Know/Refused and Data Not Collected rows to view a list of clients who are missing HMIS data.

check all report sections

21 - Health Insurance	At Start	At Annual Assessment for Stayers	At Exit for Leavers
MEDICAID	189	0	149
MEDICARE	89	0	62
State Children's Health Insurance Program	0	0	0
Veteran's Administration (VA) Medical Services	76	0	56
Employer-Provided Health Insurance	10	0	5
Client doesn't know/Client refused	6	0	5
Data not collected	40	4	23
Number of stayers not yet required to have an annual assessment		212	
1 Source of Health Insurance	287	0	209
More than 1 Source of Health Insurance	50	0	42

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How to Read APR and CAPER Reports

- The **blue** numbers open a list of the client IDs and full names will appear. Review this list to identify which clients are included in that row or download the to export the list.

Clients in answer cell

6e - Data Quality: Timeliness

Number of Project Start Records

ID	Client
157	Doe, Baby
238	Froman, Abe
91	Xavier, Charles

Showing 1-3 of 3

Download Results   Exit

⚠️ Protect client data with Personally Identifying information

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How to Read APR and CAPER Reports

- Use Question 6c as a quick proxy.
  - If Annuals Assessments are not entered, it's impossible to track Income!

6c - Data Quality: Income and Housing Data Quality	Error Count	% of Error Rate
Data Element		
Destination (3.12)	0	0%
Income and Sources (4.2) at Start	1	13%
Income and Sources (4.2) at Annual Assessment	0	0%
Income and Sources (4.2) at Exit	0	0%

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How to Read APR and CAPER Reports

- Annuals are also found in Q21 about Health Insurance

21 - Health Insurance	At Start	At Annual Assessment for Stayers	At Exit for Leavers
MEDICAID	20	0	0
MEDICARE	0	0	0
State Children's Health Insurance Program	0	0	0
Veteran's Administration (VA) Medical Services	0	0	0
Employer-Provided Health Insurance	2	0	0
Health Insurance obtained through COBRA	0	0	0
Private Pay Health Insurance	1	0	0
State Health Insurance for Adults	0	0	0
Indian Health Services Program	0	0	0
Other	0	0	0
No Health Insurance	3	0	0
Client doesn't know/Client refused	0	0	0
Data not collected	4	0	0
Number of stayers not yet required to have an annual assessment		30	
1 Source of Health Insurance	23	0	0
More than 1 Source of Health Insurance	0	0	0

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How to Read APR and CAPER Reports

- Question 20b on the APR can be confusing:

    Data Not Collected (only on 20b) includes clients who are not yet required to have an Annual Assessment.

    Use Income and Health Insurance questions that reference Annuals to check for errors – not 20b on Non-Cash Benefits

20b - Number of Non-Cash Benefit Sources	Benefit at Start	Benefit at Latest Annual Assessment for Stayers	Benefit at Exit for Leavers
No Sources	9	0	6
1 + Source(s)	15	1	12
Client Doesn't Know/Client Refused	0	0	0
Data not collected	0	5	0
Total	24	6	18

These clients may not have an Annual Assessment error

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Reports for Agency Admins

How to Run ART Report

Use the **A007 – Annual Review Audit Report V5** for a comprehensive review of upcoming and overdue Annual Assessments
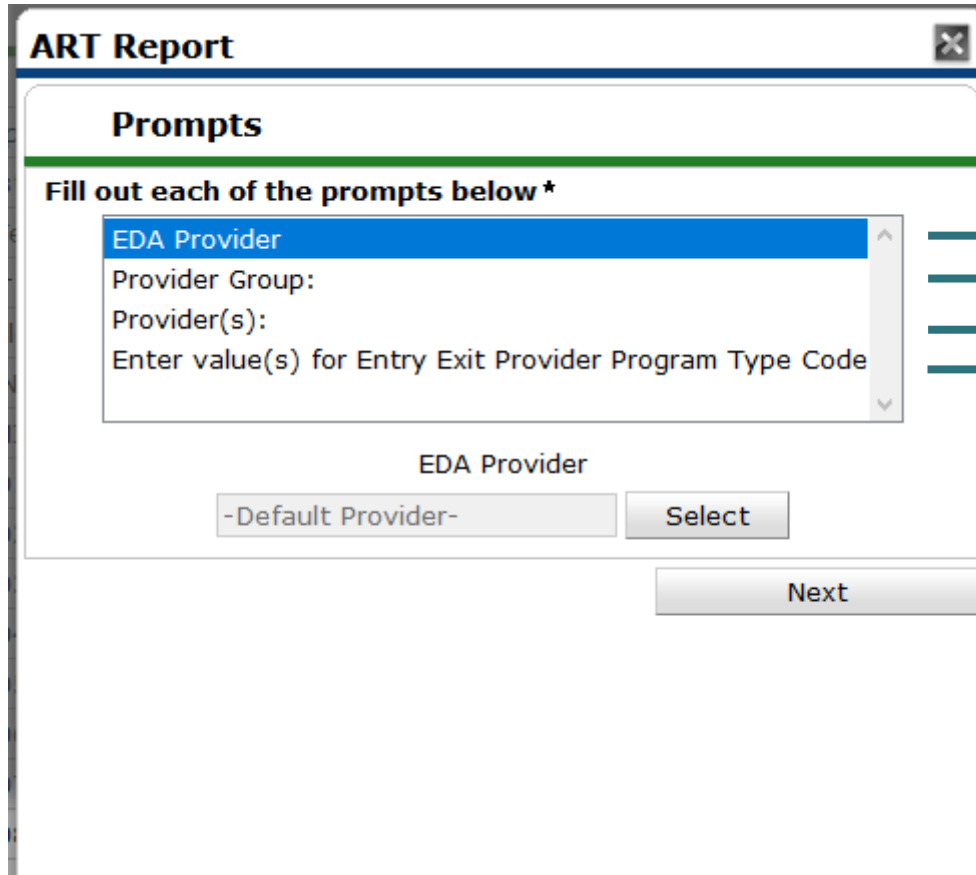
▼ 📁 Public Folder
  ▶ 📁 ART Gallery Reports and Resources
  ▼ 📁 HMIS@NCCEH Gallery
      🔍 !HMIS@NCCEH Gallery Naming Convention .pdf
      🔍 A001 - All Clients Demographics Report -Additional County Tabs - Provider
      🔍 A002 - Homeless Demographics Report v10- Provider
      🔍 A003 - Chronic Homeless Count Report v4- Provider
      🔍 A004 - Enrolled Clients Count with Time in Program v C1.2
      🔍 A005 - Program Exit (Enrolled) Previous Year
      🔍 A006 - Unexited Clients w Summary Tab- By Provider Page (With Max Exit Date)
      🔍 A007 - Annual Review Audit Report V5 (BETA TEST) 9-9-16
      🔍 A008 - Client Location Audit Report
      🔍 A009 - Destination Client Level Audit Report (for LSA Use)
      🔍 A011 - Disability DQ Report -v2

Click here to Schedule your report

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How to Run ART Report

Use the prompts to run for your projects. You must have access to a **Reporting Group** for this report.

ART Report

Prompts

Fill out each of the prompts below *

EDA Provider → Leave as Default
Provider Group: → Required: Select a Reporting Group
Provider(s): → Optional: specify projects
Enter value(s) for Entry Exit Provider Program Type Code → Leave all included

EDA Provider

-Default Provider- | Select

Next

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How to Read ART Report

Use report tabs to find the status of individual clients as of today's date.

Within the window this month

Annual must be backdated

Plan for next month's Annuals

| Provider Prompts | Annual Review Status (All) | DUE NOW | COMING DUE | PAST DUE | ⊕ |

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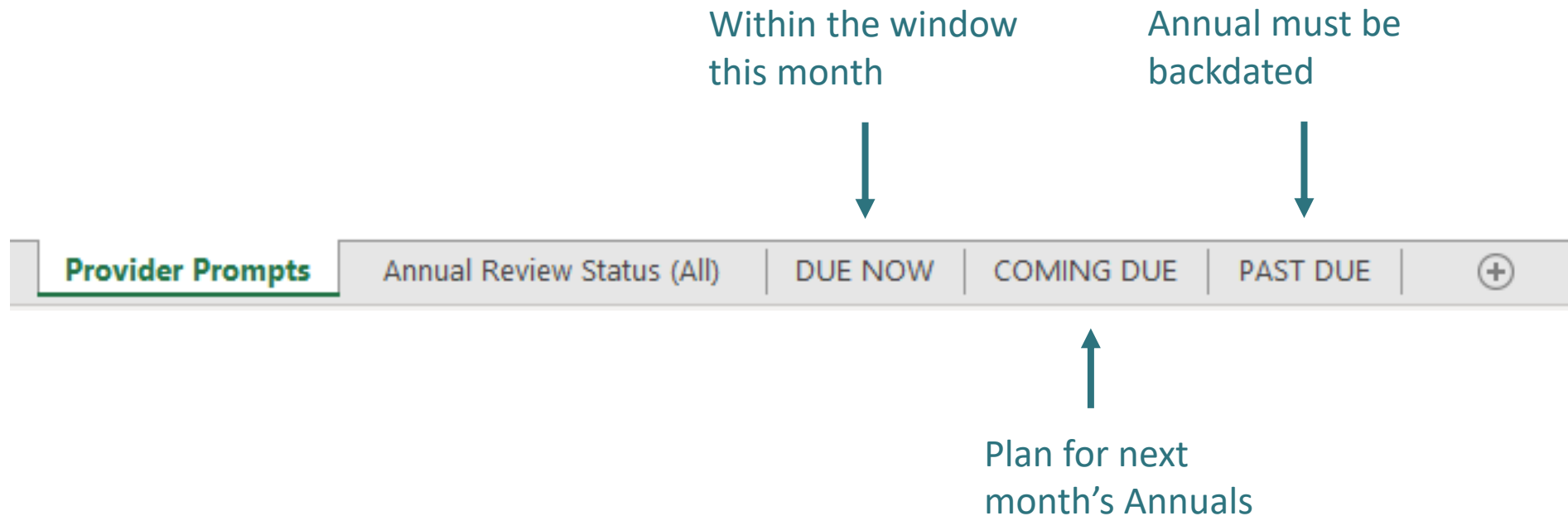
Income and other Sub-Assessments

HUD Sub-Assessment Errors

1. **HUD Verifications Incomplete**

2. **Yes Response to Disability is missing the follow up long term verification.**

3. **Incongruent Responses**

Where to Start

1. Review the oldest assessment first!

   If the error is appearing on Project Start, Annual Assessment, and Project Exit, review the Project Start Assessment first as it may resolve all the following assessment errors!

2. Check to see if the HUD Verification is Incomplete

HUD Verification ⚠

Start Date *	End Date
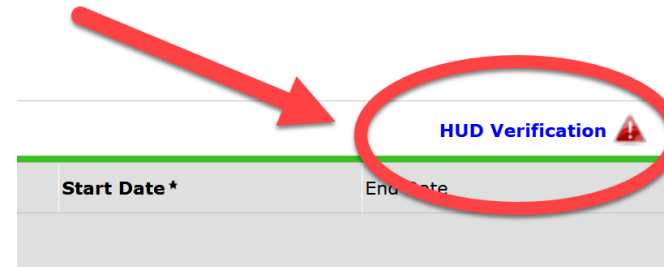
HUD Sub-Assessment Errors

Special note:

For disabling conditions, there is an additional required question that must also be answered if the condition is marked YES!

Where to Start

3. Check to see if the Gateway response matches the HUD Verification responses

HUD Sub-Assessment Errors

1. **HUD Verifications Incomplete**

2. **Yes Response to Disability is missing the follow up long term verification.**

3. **Incongruent Responses**

Incongruent Responses

4. Check to see if there are overlapping/conflicting responses for the same source items *(i.e. two records for earned income during the same time period)*

5. Check to see if there are gaps in responses for any source items ***during the time the client was in your project's service.***

HOT TIP: *The magnifying glass in front of each HUD Sub-Assessment will allow for you to review the entire history of the client responses. This will provide you a better picture of the client's history overtime and to identify any gaps &/or overlaps in responses!*

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Let's see some examples!

Client 276
- Disability Example
- Missing Details

Client 17
- Wrong at Start
- Date overlap on interim
- Let's walk through how to correctly record an update

Recap of steps to take

1. Determine which assessment to review
   - ✓ Is the project row included within your reporting period?
   - ✓ Start with the oldest assessment with the error

2. Are all the HUD Verifications complete? **HUD Verification** ✅

3. Does the gateway (y/n) question match the responses listed in the HUD Verification sub-assessment table?

4. Do any of the source types have answers that overlap in dates or have conflicting answers on the same date(s)?

5. Are there any gaps in answers during the service time?

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Questions?