

DQ Monitoring and Corrections Training

How to Run & Submit a Clean A020 report



NC COALITION^{to}
HOMELESSNESS_{end}

Presentation Agenda

By the end, attendees will be able to:

- ✓ Understand the purpose of the report
- ✓ Locate the report in Business Objects
- ✓ Properly run the report
- ✓ Identify errors and correct errors
- ✓ Locate the submission links





A020 Data Quality Monitoring: Submitting the Report

A020 Data Quality Monitoring

What is the purpose of this report?

- Strengthen data on an ongoing basis
- CoC's will review timeliness, accuracy, and consistency of your agency's report outcomes
- Based on providers results, Performance Improvement Plans may be required
- Every correction you make now saves you time in October!
 - However, agencies should review data internally at least once a month!

A020 Data Quality Monitoring

What to Submit

- One report per HMIS Project
- All HMIS Projects operating between 10/01/2023 and 06/01/2024 (including Supportive Services Only, Coordinated Entry, Prevention and Diversion, NCORR)
- Format should be Microsoft Excel - Reports



Submitting the Report!

- In the [A020 Data Quality Monitoring Report](#) ZenGuide article
- Or Programs > Data Center > HMIS@NCCEH > Administrative Documents > Data Quality > [Data Quality Report Submission \[June 2024\]](#)
- **Reports Due June 30th!**



REMINDER!

There are resources developed to help guide you:

ZenGuides:

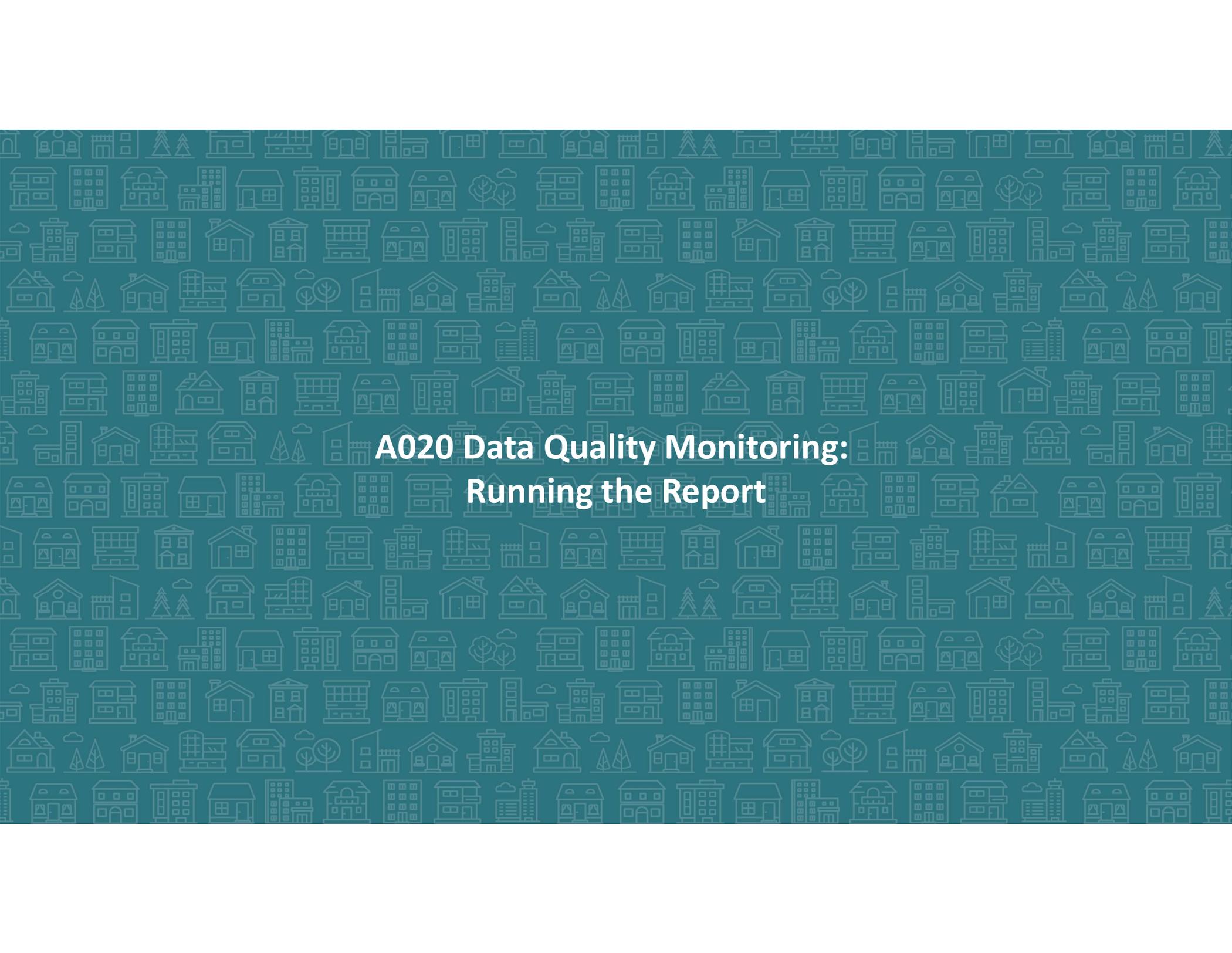
- *Guides to learn how to use BusinessObjects:*
 - ✓ [Using BusinessObjects 101](#)
 - ✓ [How to Schedule BusinessObjects Reports](#)
- *Guides specific for this clean-up process:*
 - ✓ [A020 – Data Quality Monitoring Report](#)
 - ✓ [Data Quality Plan: Monitoring and Reporting Process](#)

All articles are available on [ZenGuide](#)

Helpdesk Email: hmis@ncceh.org

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





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

The screenshot displays the SAP BusinessObjects Explorer interface. The left sidebar shows a folder tree with 'hmisncceh_live_folder' selected. The main pane shows a list of reports under the path 'Public Folders / hmisncceh_live_folder / HMIS@NCCEH Gallery /'. A context menu is open over the 'A020 - Data Quality Monitoring R...' report, with the 'Schedule' option highlighted.

Title	Favorites	Type	Description	Last Updated	
A020 - Data Quality Monitoring R...		Web Intelligence	Data Quality Plan Report. ...	Jun 25, 2024 7:41 AM	⋮
B002 - VI SPDAT Report_Singles...		Web Intelligence	Modified - 11-6-2017 Pulls ...	Jul 31, 2023 7:00 AM	⋮
B003 - VI SPDAT Report_Familie...		Web Intelligence	Modified - 11-6-2017 Pulls ...	Apr 29, 2023 7:01 AM	⋮
B004 - Chronic Verification Repo...		Web Intelligence	This Report is designed to ...	May 28, 20...	View
B005 - Unsheltered Contact Infor...		Web Intelligence	Clients are included if their ...	Apr 15, 20...	View Latest Instance
B006 - Client Contact Informatio...		Web Intelligence	HoH are included if they ha...	Mar 27, 20...	Copy Opendoc Link
C001 - Discharge Destination_All...		Web Intelligence	Updated 10/18/17 - Update...	May 16, 20...	Properties
C002 - VETERAN_Discharge Des...		Web Intelligence	Revised 4-20-17 Includes o...	May 16, 20...	Modify
C003 - Emergency Shelter LOS a...		Web Intelligence	Created: 12/14/2017 (SC) ...	Jun 5, 202...	Mobile Properties
C004 - Avg LOS and Time to Hou...		Web Intelligence	Updated: 1/26/2018 (SC) A...	Apr 8, 202...	Schedule

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)
10/1/2023 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)
6/1/2024 12:00:00 AM

Enter End Date (PLUS 1 Day): (1)
6/1/2024 12:00:00 AM

A020 Data Quality Monitoring Report

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

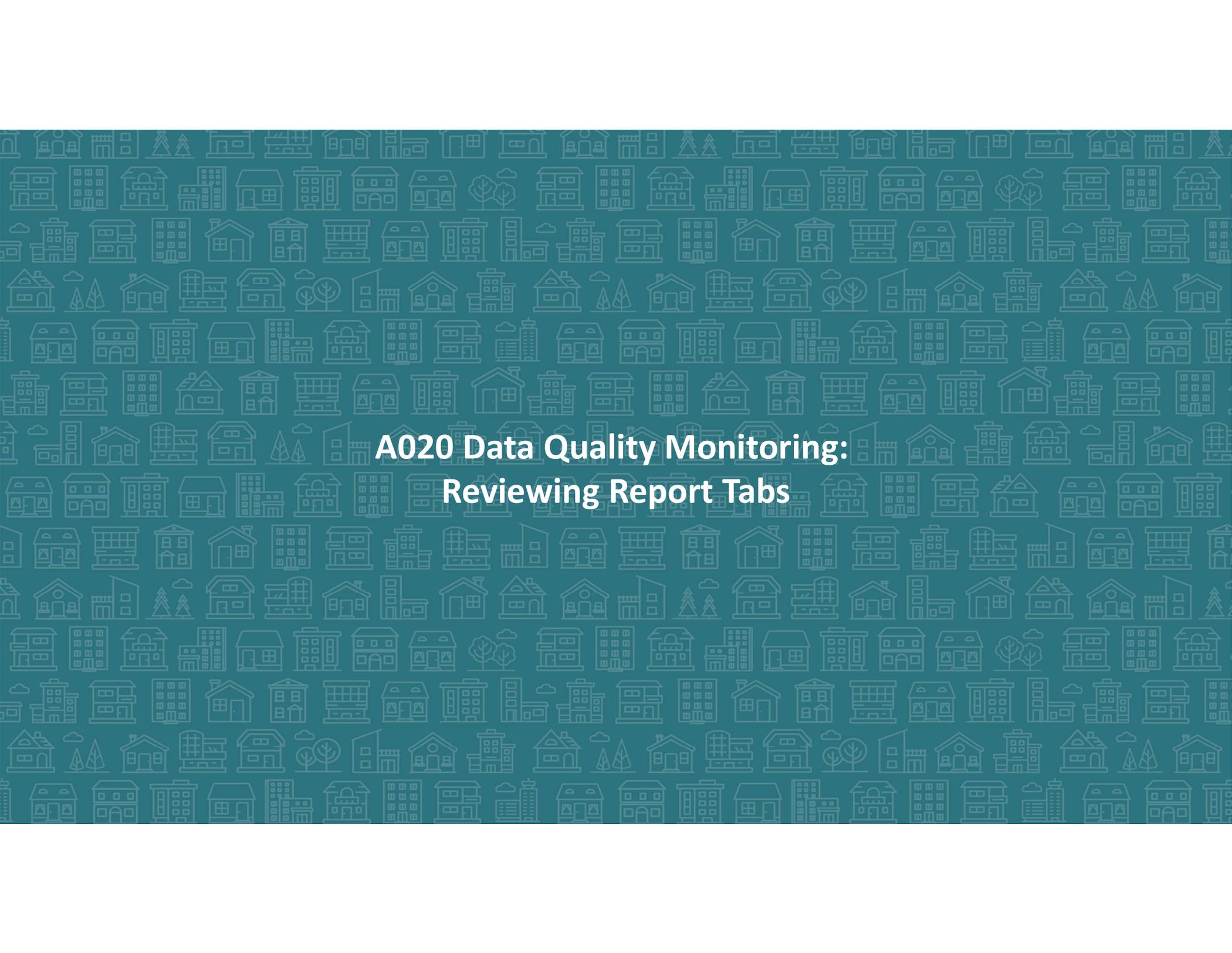
The screenshot displays a document management system interface. On the left, a sidebar shows a list of documents under the 'Documents' tab. The selected document is 'A020 - Heading Home 7389 : 16103854', dated 'Jun 25, 2024 2:27 PM'. Other documents in the list include '7020 - A020 - Data Quality Monitorin...', '20478 - A020 : 16020679', 'A020 - Data Quality Monitoring Report ...', and 'Whole A020 - Data Quality Monitori...'. The main area shows the details for the selected document, including a 'View' button and a 'General Info' section with the following data:

Description :	Data Quality Plan Report. Please note, income and annual errors are hidden temp.
Created On :	Jun 25, 2024 2:27 PM
Document Type :	Microsoft Excel
Owner :	hmisnceh_live:dshanks
Keyword :	None
Sender :	hmisnceh_live:dshanks

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: Reviewing Report Tabs

A020 Data Quality Monitoring Report: Not Quite Working Data Elements

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

- Income (summary and detail errors)
 - The NC UDE Detail tab still miscalculates client Income. In turn, those columns have been hidden to avoid further confusion because of the miscalculation
 - Use the CoC APR & ESG CAPER reports to find and correct income errors

A020 Data Quality Monitoring Report:

Tab 1 & 2: Summary All Providers & Summary by Provider

- ❑ To help prioritize client-level data issues
- ❑ Ensure each project is adjacent to the Data Quality Plan Benchmarks by Project Type
 - 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



A020 Data Quality Monitoring Report:
Tab 3: Fix These First!

THESE ERRORS MUST BE RESOLVED!

Head of Household Errors

- Clients with missing relationships to Head of Household at Project Start
- Households without someone listed as Self-Head of Household
- Households with multiple people listed as Self-Head of Household
- Minor children marked as “Self”

Date of Birth Errors

- Clients with Missing Dates of Birth (including DKR)

THESE ERRORS MUST BE FIXED FIRST & A NEW REPORT RUN BEFORE MOVING ON TO THE OTHER TABS!



A020 Data Quality Monitoring Report:

Tab 4: Client Detail

Data Elements included:

- Name
- SSN
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status

Error Types:

- Client Doesn't Know
- Client Prefers Not to Answer
- Missing ("blank" data)
- Answer does not match data quality field (i.e. only 4 numbers for SSN but marked "full SSN")
- Age of client doesn't match available option (i.e. 12yr old veteran)



A020 Data Quality Monitoring Report

Tab 5: HUD UDE Detail

Data Elements included:

- Project Type
- Entry/Exit date
- EE LOS
- Entry/Exit Date Errors
- Age at Entry
- Relationship to HOH
- Disability
- Client Location
- Housing Move-in Date
- Prior Living situation series

Error Types:

- Client Doesn't Know
- Client Prefers Not to Answer
- Missing ("blank" data)



A020 Data Quality Monitoring Report:

Tab 6: NC UDE Detail

NC County of Service

- Needs to be filled out for all clients

DV (3 total columns)

- DKR: Client doesn't know or refused
 - Correction need if DV status was known or disclosed (user error)
 - If DKR is accurate, just need to confirm when report is submitted
- Missing: response is blank
 - **MUST BE RESOLVED**
- Error: inconsistent answers
 - If client said "No", follow up questions should be blank.
 - If client said "Yes", both follow up questions should be answered.



A020 Data Quality Monitoring Report:

Tab 7: Timeliness

Data Elements included:

- Enrollments (Entries and Exits)

Error Types:

- The Data Quality Plan sets a target of 100% of Entry records being created within 6 days of enrollment.
- Enrollments will be flagged (highlighted) if the data entry occurred more than 6 days after collection

*Timeless cannot be corrected, only improved on

A020 Data Quality Monitoring Report

Tab 8: Report Information

- This tab shows:
 - Report Information
 - User Prompt Field & Value(s) Selected
 - Provider Reporting Information
- Check this tab to verify you selected the correct prompts for your report

A020 Data Quality Monitoring Report: **Tips for making corrections**

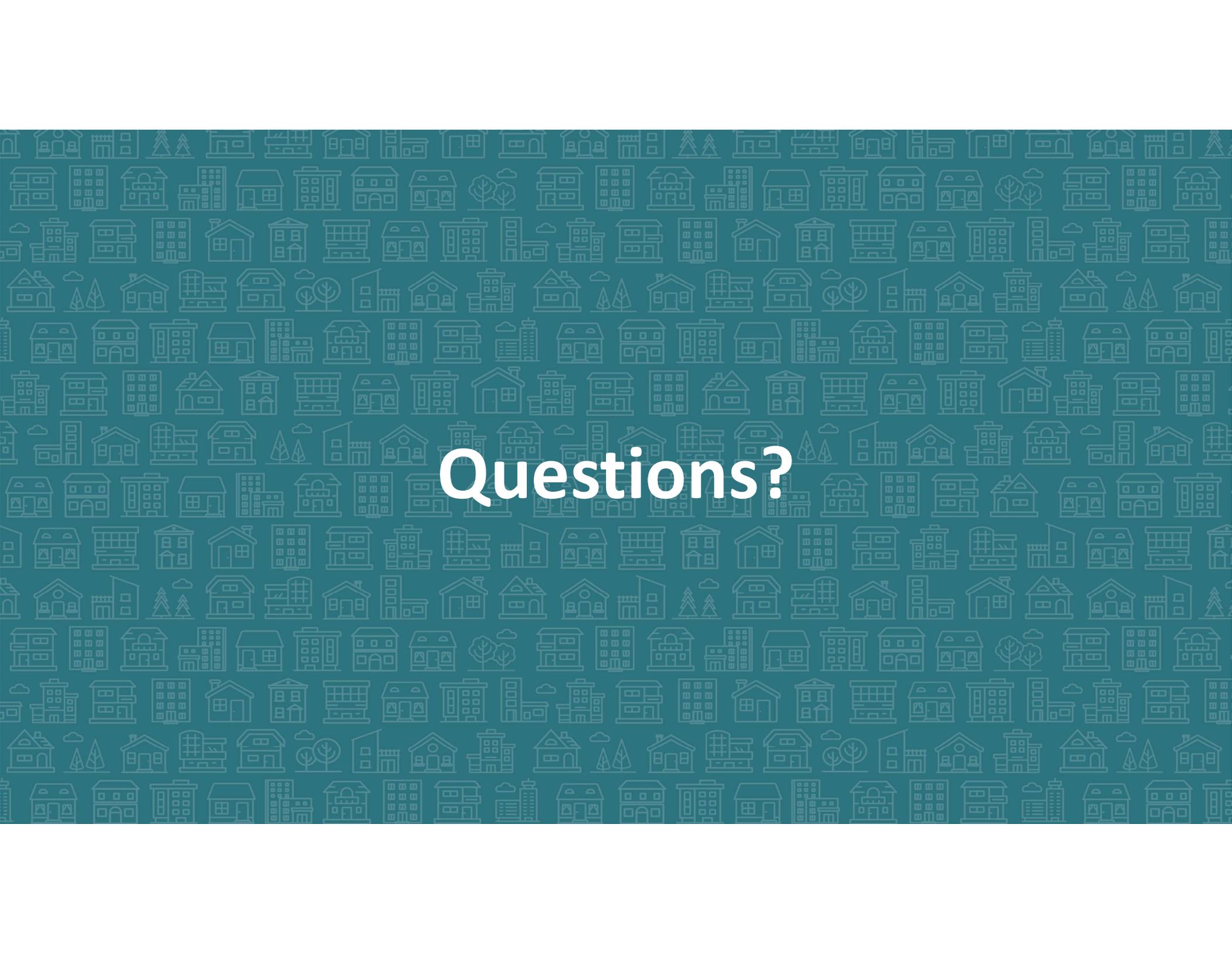
- ✓ Set Enter Data As before editing data
- ✓ Set Back Date Mode
 - For Tab 1: corrections will be at Project Start
 - For Tab 3: corrections will be at Project Start
- ✓ Client Doesn't Know or Client Refused is “allowable” but must be confirmed as accurate when reports are submitted

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





Live Walkthrough



Questions?