

Monthly Training: Common Corrections

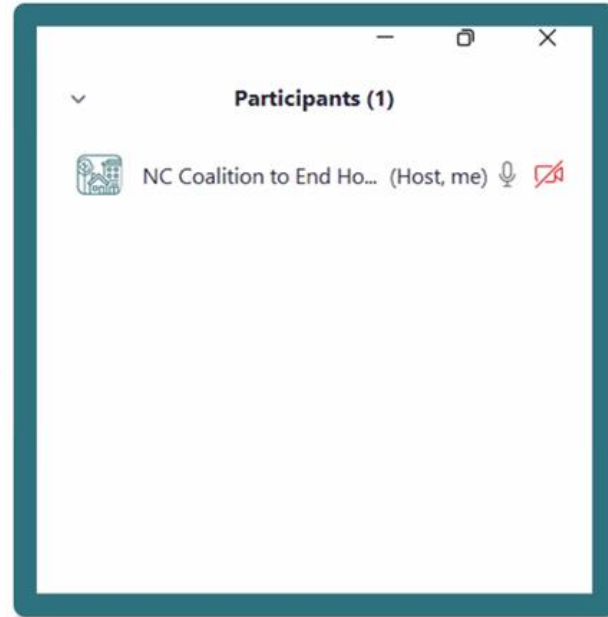
November 2024



NC COALITION to
HOMELESSNESS end

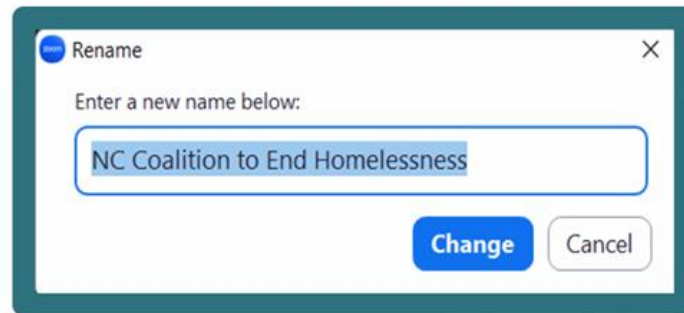
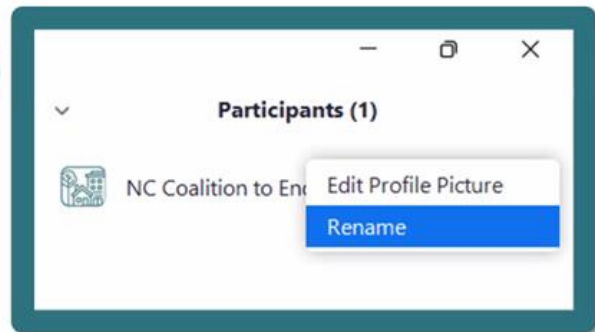
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

2



Agenda

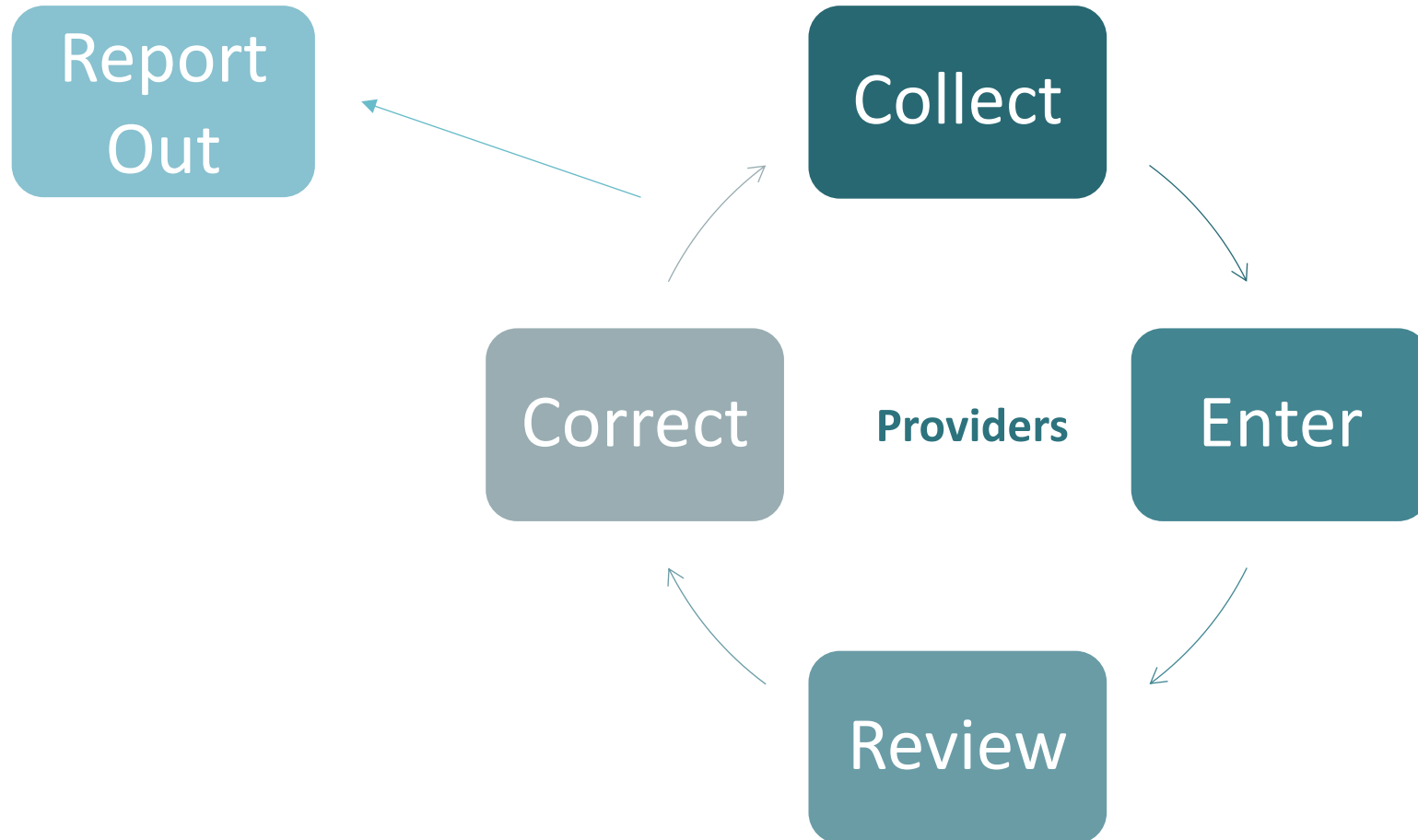
November 2024

1. Data Life Cycle
2. Household Corrections
 - Missing Heads of Households
 - Oldest Member under 12
3. Income Corrections
 - Sub-assessment principles
4. Monitoring



NCCEH






Data Life-Cycle



Fall Federal Reporting

Fall is a busy season for reporting:

- October - Phase 1 of LSA/SPM Reporting/October A020 Data Quality Monitoring Report **Due October 30th**
- November – Phase 2 of LSA/SPM Reporting **Due November 22nd**

	DQ Flag Status
	Identified
	Manually Corrected
	In Progress
	Flag Confirmed
	Unsure/don't see

- December – Preparation for PIT/HIC in January 2025

Fall Federal Reporting

Agency Admins and other users should work together to review and make FY 24 corrections

The Data Center will send a list of client specific corrections to each agency

**Oct 30 – A020
DQ report due**

**Nov 22 – Phase 2 System
Corrections due**

**Oct 1 – A020
DQ clean-up begins**

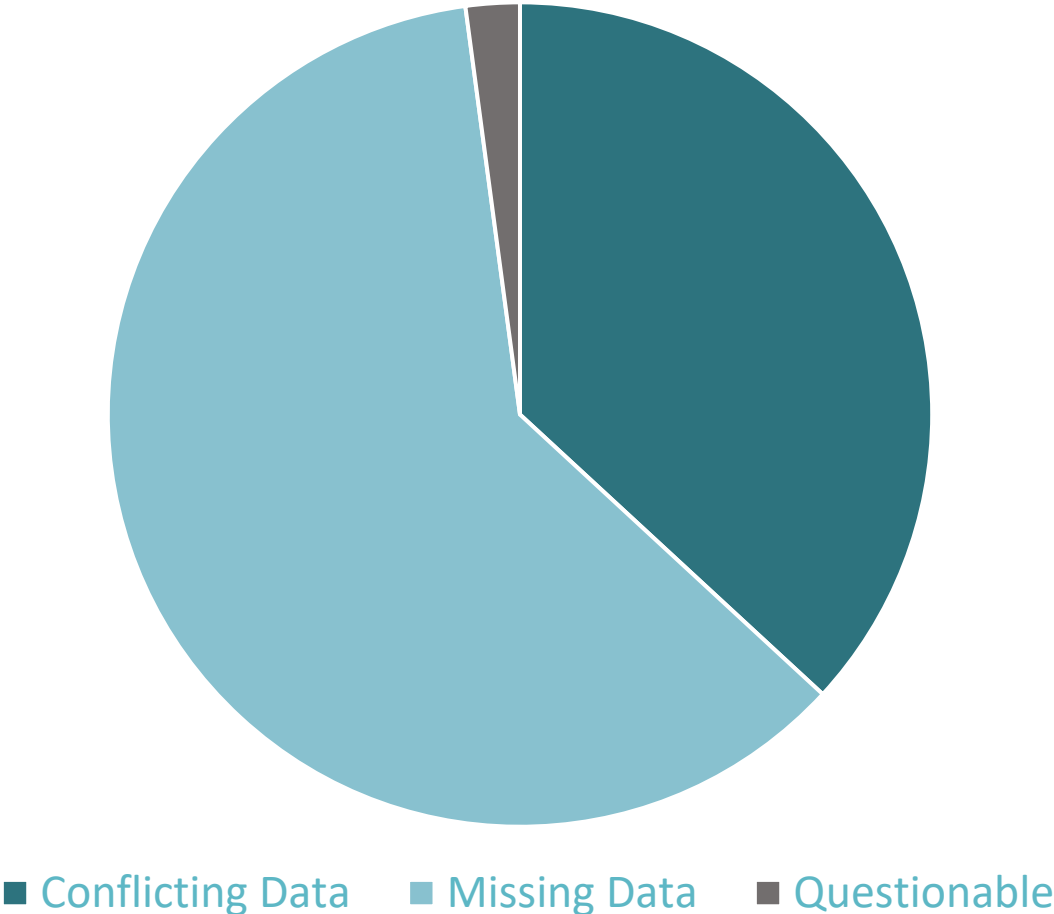
**Nov 1 – Phase 2 System
Corrections sent out**

Agency Admins should submit the A020 for each active HMIS project for FY24

Agency Admins should reply with Corrected, Confirmed, Not Found, or Help to each potential error



Categories of Phase 2 Flags



Category	Type	Total	
Conflicting Data	Conflicting Income yes/no at Entry	552	
	Conflicting Income yes/no at Exit	341	
	Duplicate Entries	115	
	Incorrect DOB or Entry Date	9	
	Invalid Move-In Date	135	
	Overlap with a Emergency Shelter (E/E) project	220	
	Overlap with a Transitional Housing project	24	
	Too Many Heads of Household	19	
	Missing Annual Assessment	833	
	Annual Assessment Error	45	
Missing Data	Inaccurate Return	5	
	Days since Most Recent CLS Exceeds Local Settings	815	
	Level 3 Enrollment	2	
	Missing Destination Subsidy Type	46	
	Missing Enrollment CoC	209	
	Missing Income at Entry	607	
	Missing Income at Exit	187	
	Missing Months or Times Homeless	141	
	Missing Percent AMI	5	
	Missing Relationship to Head of Household	49	
	Missing Year Separated	1	
	No Head of Household	226	
	Unknown Destination	1515	
	Questionable	Long Stayers (Outliers)	49
		Oldest Household Member Under 12	32
Possible Missed Move-In Date		51	
Grand Total		6233	



Households

Household Errors

1. Multiple Head of Households
2. No Head of Households/Unknown
3. Oldest Member under 12

Things to know

1. All Head of Household errors are corrected on the Entry/Exit Tab in the Project Start assessment (using EDA & Back Date Mode!)
2. Check all household members' "Relationship to Head of Household" on Project Start assessments.
 - *If one person is wrong, all household members may flag as an error too!*
3. There can only be one household member marked as "Self" on the Project Start Date

Household Errors

1. Multiple Head of Households
2. No Head of Households/Unknown
3. Oldest Member under 12

Where to Start

1. Review the Entry/Exit project stay row
Does this project stay serve a single individual or a household? Is this even accurate?

Entry / Exit

Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
Heading Home - Rowan County - Emergency Shelter - Private (7389)	HUD	05/01/2022	05/05/2022			

Add Entry / Exit

Showing 1-1 of 1

2. Open the Project Start assessment to review each family member's Relationship to Head of Household element

Is there only one person with "Self" marked? Does everyone have an answer? Do those answers make sense?

Relationship to Head of Household *

Self (head of household)



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Multiple Head of Households

Household Errors

1. Multiple Head of Households
2. No Head of Households/Unknown
3. Oldest Member under 12

Simple Error: More than 1 enrolled household members are marked as Self at Project Start.

- *Simple Solution: Correct the mismarked household member*

If all household members are listed correctly (and there is only one "Self") at Project Start but there is still an error....

Advanced Error: The original "Self" head of household exited the project without the other members.

- *Possible Solution #1: Exit all the household members*
- *Possible Solution #2: Return to the Project Start to change who is listed as the "Self" head of household.*

Advanced Error: There are overlapping project enrollments for two different projects within the same agency, and each project identifies the clients' relationships differently.

CONTACT THE NCCEH DATA CENTER FOR ASSISTANCE TO DISCUSS OPTIONS!



NCCEH

No/Unknown Head of Households

Household Errors

1. Multiple Head of Households
2. No Head of Households/Unknown
3. Oldest Member under 12

Simple Error: No enrolled household members are marked as Self at Project Start.

- *Simple Solution: Correct the Project Start assessment*

Simple Error: Household member is missing Relationship to Head of Household response or missing date of birth.

- *Possible Solution #1: Complete the rHOH element on the Project Start*
- *Possible Solution #2: Enter the missing date of birth*

Advanced Error: Household member(s) is alone in project.

- *Possible Solution #1: If it is a duplicate enrollment, delete the project entry in which the member(s) is enrolled unaccompanied.*
- *Possible Solution #2: Follow the ZenGuide article for Adding Additional Members Mid-Stay.*



Household Errors

1. Multiple Head of Households
2. No Head of Households/Unknown
3. Oldest Member under 12

Oldest Member under 12

Simple Error: Underage Household Member is marked as “Self” at Project Start.

Simple Solution: Correct the Project Start assessment

Advanced Error: Child household member is enrolled into project alone (project row client count equals 1).

Possible Solution #1: If it is a duplicate enrollment, delete the project entry in which the child is enrolled alone

Possible Solution #2: Follow the ZenGuide article for Adding Additional Members Mid-Stay.





BABIES

Or, how to add a new client to an existing entry

Adding new clients to entries – aka BABIES

Basic Steps:



1. Determine the child's Head of Household
2. Add the child to the Household
3. Add the child to the Project Start

**KEEP
CALM
IT'S AS EASY AS
1, 2, 3**

Adding new clients to entries – aka BABIES

Add the child to the correct entry:

1. Click the Head of Household's Entry/Exit tab
2. Click the pencil next to the Start Date that should include the child.

Entry / Exit			
	Program	Type	Project Start Date
	Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	HUD	 09/23/2020

Adding new clients to entries – aka BABIES

Add the child to the correct entry:

3. Click Include Additional Household Members
4. Check the new client
5. Click Continue
6. Save & Continue *without changing the start date*

Data - (4) Solo, Han

Members

Members were originally associated.

Include Additional Household Members

Data - (4) Solo, Han

Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)










HUD

* 09 / 23 / 2020 12 : 03 : 19 PM

Adding new clients to entries – aka BABIES

Add the child to the correct entry:

7. Find your new client in the Household table
8. Click the pencil next to their start date

Household Members Associated with this Entry / Exit							
		Name	Head of Household		Project Start Date		Exit Date
		(4) Solo, Han	Yes		 09/23/2020		09/27/2020
		(501224) Solo, Ben	No		 09/23/2020		

Include Additional Household Members

Adding new clients to entries – aka BABIES

Add the child to the correct entry:




9. Now un-check the other household members so it's just the new client
10. Change the Start Date to your Back Date mode (green check)
11. Save & Continue
12. Complete the assessment as usual!

(125413) Single Parent

(4) Solo, Han (Entry Date: 09/23/2020 12:03 PM)

(501224) Solo, Ben (Entry Date: 09/23/2020 12:03 PM)

Edit Project Start Data - (501224) Solo, Ben

Provider	Heading Home - Rowan County - Rapid									
Type	HUD									
Project Start Date *	10	/	12	/	2020				5	▼

Updating HUD Verification Sub-Assessments



3 Simple Steps!

1. Complete the gateway answer
2. Click the blue HUD Verification button
3. Complete the HUD Verification sub-assessment

1

Non-Cash Benefits

Non-Cash Benefit from any source

-Select-

G

2

HUD Verification



3

HUD Verification: Non-Cash Benefits for 11/19/2021



Per Source of Non-Cash Benefit, the current records for Non-Cash Benefits as of 11/19/2021 are displayed below. Any previous records for Non-Cash Benefits not overlapping as of this date are not displayed. In the event that multiple records exist per Source of Non-Cash Benefit as of 11/19/2021, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Select the Receiving Benefit? value for all incomplete Source of Non-Cash Benefit records

- Yes
- No
- Data Not Collected
- Incomplete

Source of Non-Cash Benefit	Receiving Benefit?			
	Yes	No	Data Not Collected	Incomplete
Supplemental Nutrition Assistance Program (Food Stamps) (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Special Supplemental Nutrition Program for WIC (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
TANF Child Care Services (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
TANF Transportation Services (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other TANF-Funded Services (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other Source (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Save

Save & Exit

Exit

4 Simple Steps!

1. Confirm the gateway answer is still accurate. If not, update.
2. Click the blue HUD Verification button
3. Click the pencil next to each item that client reports ended. **ADD ONLY THE END DATE (& save)**
4. Next to each item that shows as incomplete, click the radio button to select the new answer. (Save after all changes are completed)

Income & Sources

1

Income from Any Source Yes (HUD) No (HUD) G

2

HUD Verification

3
A

HUD Verification: Monthly Income for 09/17/2022

Per Source of Income, the current records for Monthly Income as of 09/17/2022 are displayed. Records for Monthly Income not overlapping as of this date are not displayed. In the event that Source of Income as of 09/17/2022, records containing "Yes" values will be displayed and take purposes.

Source of Income	Monthly Amount *	Source of Income	If Other, Please Specify	Receiving Income Source?	Start Date *	End Date
<input type="checkbox"/> Alimony or Other Spousal Support (HUD)	<input type="text" value="1000"/> G	<input type="checkbox"/> Earned Income (HUD)		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> G	<input type="text" value="09"/> / <input type="text" value="17"/> / <input type="text" value="2022"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> G	<input type="text" value="09"/> / <input type="text" value="26"/> / <input type="text" value="2022"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> G

3 B

4

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
<input type="checkbox"/> Alimony or Other Spousal Support (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Child Support (HUD)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Earned Income (HUD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="checkbox"/> General Assistance (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

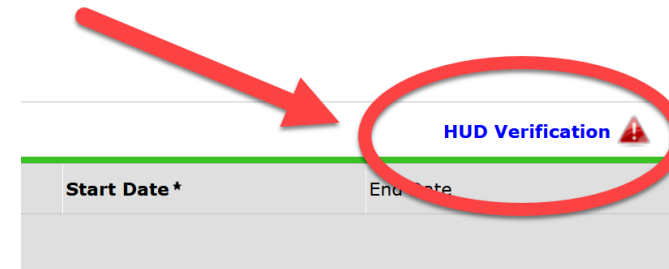


HUD Sub-Assessment Errors

1. HUD Verifications Incomplete
2. Incongruent Responses
3. Yes Response to Disability is missing the follow up long term verification.

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



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

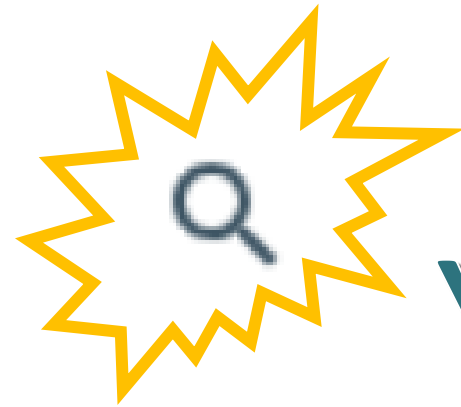
A screenshot of the 'HUD Verification: Health Insurance for 05/01/2022' form. The 'Covered by Health Insurance' dropdown is set to 'No (HUD)'. The form displays a table for 'Health Insurance Type' with columns for 'Yes', 'No', 'Data Not Collected', and 'Incomplete'. A yellow box highlights the 'No' column, which contains radio buttons for each insurance type.

Health Insurance Type	Covered?			
	Yes	No	Data Not Collected	Incomplete
MEDICAID	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
MEDICARE	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Children's Health Insurance Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran's Administration (VA) Medical Services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employer - Provided Health Insurance	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Insurance obtained through COBRA	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private Pay Health Insurance	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
State Health Insurance for Adults	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indian Health Services Program	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

HUD Sub-Assessment Errors

1. HUD Verifications Incomplete
2. Incongruent Responses
3. Yes Response to Disability is missing the follow up long term verification.

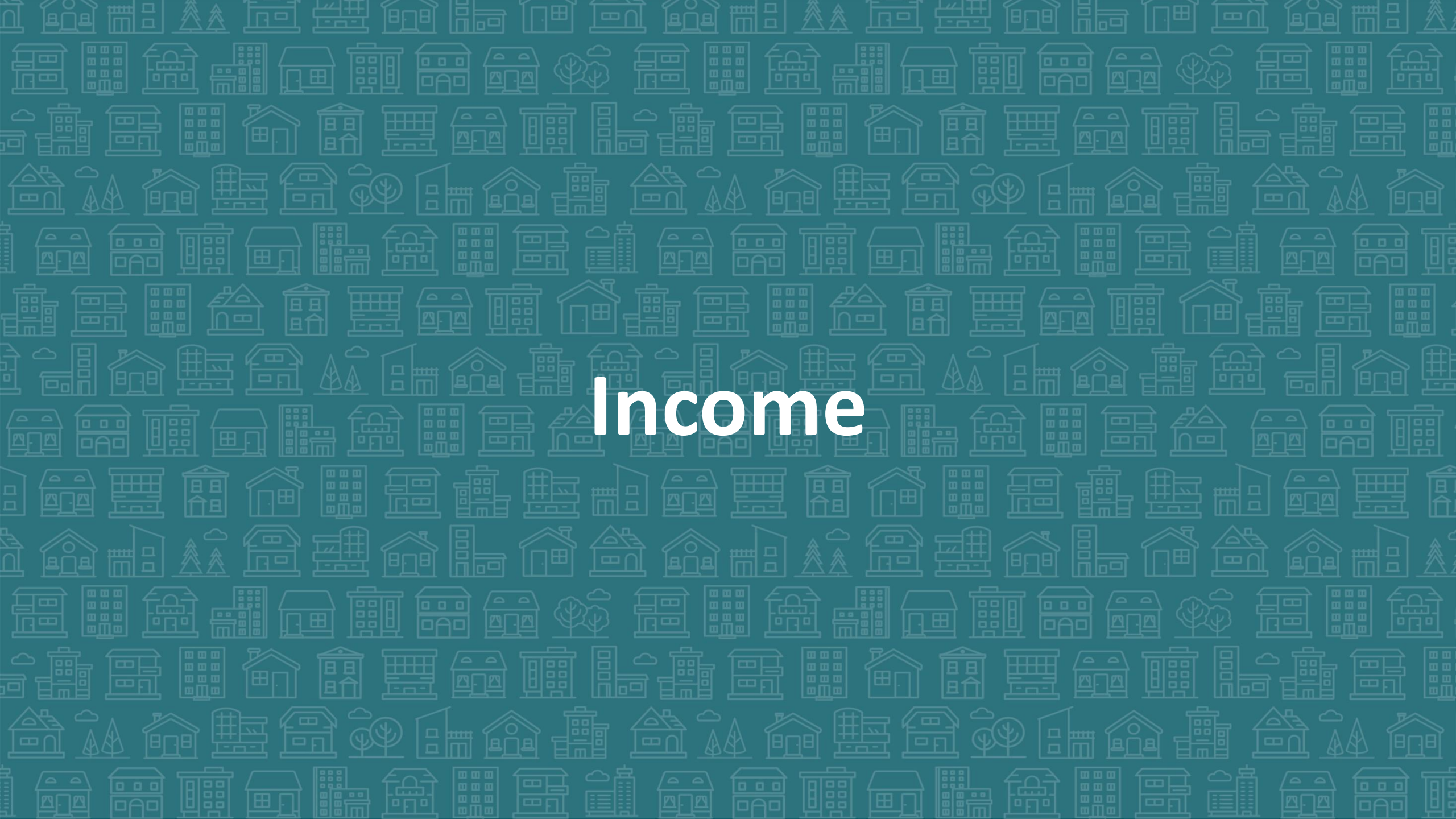
Incongruent Responses



Meet “Mag” Your New BFF

The magnifying glass by HUD Sub-Assessment shows the entire history of the client responses. This will provide you a better picture of the client’s history over time and identify any gaps &/or overlaps in responses!





Income

Recap: Identifying & Correcting Historical/Incongruent Responses

1. Click the Magnifying Glass next to the Table Name
2. Click on the column header “[Source Type]” to alphabetize the pop-up box table to sort

- Example:







Health Insurance

Provider	Date Effective	Start Date	Health Insurance Type	Covered?	(HOPWA) If Private Pay Insurance, Specify	(HOPWA) If No, Reason not covered	End Date
Heading Home -			Employer -				

Recap: Identifying & Correcting Historical/Incongruent Responses

3. Review each type row for accuracy & identify if there are any sources that have overlapping responses.

- Example: Are there two Earned Income rows with overlapping dates?

	Provider	Date Effective	Monthly Amount	Source of Income	Receiving	
	Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM		Alimony or Other Spousal Support (HUD)		
	Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM		Child Support (HUD)	No	05/01/2022
	Heading Home - Rowan County - Emergency Shelter - NbN (7389)	11/19/2021 2:00:00 AM		Earned Income (HUD)	No	11/19/2021
	Heading Home - Rowan County - Permanent Supportive Housing - CoC (20453)	05/01/2022 2:00:00 AM	US\$1,600.00	Earned Income (HUD)	Yes	05/01/2022
	Heading Home - Rowan			General		

No End Dates mean that each row is still an "active, valid" answer to the computer.

This means the client has two answers for the same source during the same time period.

Recap: Identifying & Correcting Historical/Incongruent Responses

4. If there are overlapping responses for the same item, click the pencil next to the row that is no longer a valid, current response to insert an end date.

- The end date should be one day before the start date of the next recorded response.

Housing - ESG (7390)							
		Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	10/05/2016 2:00:00 AM	US\$0.00	Earned Income (HUD)	No	10/05/2016 09/01/2022
		North Carolina Coalition to End Homelessness (2)	09/02/2022 10:44:00 AM	US\$1,600.00	Earned Income (HUD)	Yes	09/02/2022
		Heading Home - Rowan	10/05/2016		General		

5. If there are no overlapping responses for the same item, exit out of the pop-up box and properly update the HUD Verification sub-assessment as discussed earlier in this training.



Monitoring / Avoiding Issues

How to avoid BIG SCARY Correction lists



Review reports in internal staff meetings



Review in leadership meetings



At least monthly and quarterly reviews



Run more frequent DQ reports when you have new users



Use the CoC-APR or ESG-CAPER for data quality

Agencies must review the report for data quality, and update HMIS with accurate information. Corrected data will be reflected immediately.

1. Select the **blue** numbers in the Don't Know/Refused and Data Not Collected columns or rows to view a list of clients who are missing HMIS data.
2. Scroll down to check all report tables

6c - Data Quality: Income and Housing Data Quality		
Data Element	Error Count	% of Error Rate
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%

Find Relationship to Head of Household Errors on ESG-CAPER and CoC-APR

5a - Report Validation Table

Report Validation Table

1. Total Number of Persons Served	16
2. Number of Adults (age 18 or over)	12
3. Number of Children (under age 18)	4
4. Number of Persons with Unknown Age	0
5. Number of Leavers	9
6. Number of Adult Leavers	6
7. Number of Adult and Head of Household Leavers	6
8. Number of Stayers	7
9. Number of Adult Stayers	6
10. Number of Veterans	1
11. Number of Chronically Homeless Persons	1
12. Number of Youth Under Age 25	1
13. Number of Parenting Youth Under Age 25 with Children	0
14. Number of Adult Heads of Household	7
15. Number of Child And Unknown-Age Heads of Household	1
16. Heads of Households and Adult Stayers in the Project 365 Days or More	2

6b - Data Quality: Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	4	25%
Client Location (3.16)	1	14%
Disabling Condition (3.8)	2	13%

Use the A020 Data Quality Monitoring Report

- Required throughout the year for the HMIS@NCCEH Data Quality Plan
- Use the Fix These First! tab for Relationship to Head of Household issues

Relate HoH Error		HoH Error This client's household is missing a Head of Household.												
Client Id	Group Id	HoH	Entry Exit Id	Provider	Proj Type	Entry Date	Exit Date	Age at Entry	Date of Birth			Relationship to Head of Household		
									DOB Type	DOB	DOB Error	Relate HoH	Relate HoH Error	
1015160	1044218 EE		1108202	Heading Home - Rowan County - PSH (7389)	PSH	9/21/2018		-3	Full DOB Reported (HUD)	12/31/2020	Error	Ok	Ok	
1015365	1246296 EE		1246300	Heading Home - Rowan County - RRH (7389)	RRH	7/10/2024		43	Ok	12/3/1980	Ok	Spouse	HoH Error	
1015366	1246296 EE		1246297	Heading Home - Rowan County - RRH (7389)	RRH	7/10/2024		10	Ok	3/15/2014	Ok	Child	HoH Error	

REMINDER!

There are resources developed to help guide you:

ZenGuides (<https://ncceh.zendesk.com/hc>):

- *Guides to learn how to use BusinessObjects:*
 - ✓ [Using BusinessObjects 101](#)
 - ✓ [How to Schedule BusinessObjects Reports](#)
- *Guides specific for corrections:*
 - ✓ [A020 – Data Quality Monitoring Report](#)
 - ✓ [Data Quality Plan: Monitoring and Reporting Process](#)
 - ✓ [CoC - APR \(Annual Performance Report\)](#)
 - ✓ [ESG - CAPER \(Consolidated Annual Performance and Evaluation Report\)](#)

Helpdesk Email: hmis@ncceh.org

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





What's Next?

What's Next Calendar

Due	Event Name
November 22nd	LSA/SPM Federal Reporting - Office Hour 11-12pm
November 22nd	Phase 2 LSA/SPM Corrections Due
December 4th	System Updates Meeting 10-11am
December 18th	Monthly Training: 10-11am
January TBD	NCCEH website re-launch (same link, new look)
January 8 th	System Updates Meeting 10-11 am
January 15 th	Monthly Training: PIT/HIC Report Training 10-11 am
February 6 th	PIT/HIC Reports due
March 1st	A020 Submission for Oct-Jan due

Go to ncceh.org/events for all event details!



Have additional questions?



Check out ZenGuide: <https://ncceh.zendesk.com/hc/en-us>



If you still have questions, contact the HMIS@NCCEH Data Center at: hmis@ncceh.org



Please include: **the report's name** and **prompt values** in your email.
Share **any client ID numbers** of interest



If you choose to attach a copy of the report or include any screenshots, please remove any Personally Identifiable Information (PII) like client names or Social Security Numbers first!



NCCEH

Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



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