Data Quality Monitoring Plan and Report Instructions and User Guide

Beginning 7/1/12, parts of the Data Quality Monitoring Plan were implemented including timeliness and Completeness. Starting 10/1/2012, the monitoring section of the plan was implemented for Emergency Shelter, Transitional Housing, and Permanent Supportive Housing providers. Starting 1st quarter 2013, prevention and supportive services programs (FHPAP, OEO-ESG Rehousing, DHS-Youth, and DHS Supportive Services) were added. A copy of the plan is available here www.hmismn.org/DQ .

Data Quality Plans are a requirement for Continuum of Care (CoC) regions as designated by the HEARTH Act. This required process will help prepare data for the CoC NOFA process, upcoming HEARTH Act implementation and coordinated intake, as well as reporting for the AHAR and other community level reports being requested. It will also help agencies better prepare for funder reporting requirements. The plan includes updated guidelines for timeliness and completeness as well as new tools for checking data.

Step 1. Review Reports
MN HMIS Goal for Missing Data:
- **Universal Data Elements - Less than 2% missing in any one field**
- **Exception for Date of Birth – Less than 1% missing**

MN HMIS goals for Don't Know or Refused data:
- **Less than 3% in any one field**
- **Exception for SSN. This may have up to 8% don't know or refused.**
- **Exception for providers who must enter all clients anonymously. All SSN should be listed as Refused.**

There is no established goal for data incongruity at this time; however, providers should strive to minimize data incongruity without explanation. Some amount of data incongruity may be reasonable depending on the client/household situation. Correcting errors found in this report will be helpful in making sure the data reported to funders is accurate.

CoC Coordinators: Wilder Staff will send data quality reports to CoC Coordinator to review.
1. Review the provider list for each report – Tab D of the Summary Data Completeness Reports
    o If there are missing or incorrect providers, confirm with providers and let Wilder know ASAP about any changes that should be made.
    o Review the Program Descriptor Elements
        ▪ If there is a provider with a CoC Code other than yours, please confirm whether the provider should be in this CoC group.
        ▪ Confirm or correct the Program Type for each provider
        ▪ Confirm or correct the Site Type for each provider
2. Review data for the CoC and for each provider. If there are data quality problems for a program (such as errors that exceed MN HMIS data quality standards) contact the agency to have them correct their data.
    o Yellow highlights indicate there MAY be an error, depending on the specific client situation. Users should review the client information to determine if there is an error.
    o Red highlights indicate the IS an error that should be corrected.

Agencies:

1. Review any program changes or corrections you were asked to confirm by your CoC Coordinator.
2. If asked by your CoC Coordinator to review and correct your data, you can run the data quality reports for your specific provider to see what information needs to be corrected. Follow the steps below. (You can also use your existing funder-specific data check reports to check your data)
   o If you have data quality issues, please correct them as soon as you can
   o Call Wilder for help as needed

Step 2. Running the Reports – Agencies only

There are two reports to check for data completeness and data incongruity. Services providers (Emergency Shelters/Services) and Entry/Exit providers also have separate reports. All reports are located in ART. **Use dates to match the reports that were sent to CoC Coordinators.**

To access and run the data quality reports:

1. Click on "ART" in the top right-hand corner of the screen to get to ART. Alternatively, you can click on the Reports module on the left-hand side of the screen and then click on the ART icon.
2. Click on the triangle to the left of "Public Folder."
3. Click on the triangle to the left of "Data Quality Tools"
4. Click on the triangle to the left of "**Provider Reports**" (these are like data check reports)
5. Click on the magnifying glass next to the appropriate report
   a. Emergency Services and Shelter providers select: "Provider Data Completeness Report for Emergency Services and Shelter Programs…"
   b. Entry/Exit provider select: "Provider Data Completeness For Entry-Exit Programs…"
   c. Emergency Services and Shelter providers select: "Provider Data Incongruity Report for Emergency Services and Shelter Programs …"
   d. Entry/Exit providers select: "Provider Data Incongruity For Entry-Exit Programs …"
6. A pop-up box will appear. Click on "View Report."
7. A prompt box will appear. Complete the prompts as follows:
   Note: do not hit "return/enter" until all prompts are completed. Hitting return/enter tells the system to run the report.
   a. EDA Provider: Skip. Leave set at "Default Provider."
   b. Enter effective date: enter today's date
   c. Enter Start Date: Start date of the reporting period (i.e. 10/01/2013)
   d. Enter End date PLUS 1 Day: One day after the end of your report period (i.e. 04/01/2014)
   e. Enter Provider(s) for Report: Use the arrows to select your provider(s) and move them into the "Enter Providers…" box on the right. If there are already providers selected, also use the Arrows to send them back to the "Service provider" list on the left.
      i. You can run multiple providers at one time
   f. EDA Provider: Skip. Leave set at "Default Provider."
8. Click "Run Query"
9. Save the report to your computer by going to "Document" in the top left-hand corner of the report. Select "Save to my computer as" (NOT "Save report to my computer as") and select Excel.

Step 3. Reviewing and Correcting Data – agencies only:

A note about reviewing and correcting data:

- Remember to delete any incorrectly answered responses. Click the colored bar to the left of a question. Then click the trash can next to any INCORRECT answers. Do not delete any previously correct answers for which the client's answer is now different. ServicePoint records a client's history of responses over time and you should not delete any previously correct answers.
- If a field on the report is displaying as #####, this means the field is not wide enough. To fix this, double click on the line next to the letter at the very top of the spreadsheet column.

Report Details: Provider Data Completeness Reports

Reports to Run: Agencies

- Services Providers (Emergency Services or Emergency Shelters – ES) run "Provider Data Completeness For Emergency Services and Shelter Programs"
- Entry/Exit Providers run "Provider Data Completeness for Entry-Exit Programs"

Tab A – Client Counts

- This tab provides a summary of client counts. Most notably, it shows how many clients are recorded as anonymous. The MN HMIS Goal is to have less than 5% of clients being entered anonymously. Programs should strive to keep these numbers low to improve data quality, but providers will NOT be penalized for exceeding the goal for DK/R. Always honor the wishes of those receiving services.
- If these counts look off – run your regular funder data check reports to see a complete list of clients

Tab B - Summary

- This tab provides a summary count of clients who have data elements missing. It also shows the percentage of clients with missing data elements compared to the MN HMIS goal.
- Note: Social Security Number (SSN) is counted as 'no value' only if no SSN has been recorded AND SSN Quality is not recorded as '"Don't Know" or "Refused". SSN Data Quality should be recorded for all clients, whether named or anonymous.
- Highlighted Cells indicate that category exceeds the HMIS Goal for data quality.

Tab C – Null Profile Data

- This tab displays clients with a missing value for a required universal profile data element-- Profile data elements are required for ALL clients.
- This table displays **only** clients with missing profile data. Clients with Don't Know or Refused responses are displayed in a separate tab.
- Total numbers of clients missing each data element are tallied at the bottom of the page.
- SSN: If an anonymous client is showing missing SSN, this means it is missing a response for SSN Data Quality. This should be answered "Refused". Make the correction in the profile tab, Client Record section. Click the edit pencil and select "Refused". Remember to save.

- DOB: Date of Birth is required for ALL clients. If Date of Birth is missing –
    1. backdate to the client's first service start date/program entry date
    2. go to the Client Profile tab
    3. enter the date of birth in the Universal Profile section
        - If the client is anonymous or has refused to provide a date of birth, enter an approximate date of birth. For example, use 01/01/approximate year. The system requires a date of birth to determine whether a client is an adult or child.
    4. SAVE!
- Gender, Race, and Ethnicity: If missing any of these -
    5. backdate to the client's first service start date/program entry date
    6. go to the Client Profile tab
    7. enter the missing information in the Universal Profile section
        - If the client identifies as "Hispanic" or "Latino" you still need to select a Race (or select race refused). Many clients select White.
    8. SAVE!

Tab C – Household Data Check
- *New addition;* this tab displays the number of households with missing head of households. A is # of household records with no head of household (can mean there is an entry/exit record that doesn't include the head of household) and B is # of household records where the relationship for the head of household isn't 'self'.
- To see the detailed list of households who are missing household information, refer to the tab M-N Detail on the provider data incongruity reports.
    - For Service Providers - Provider Data Incongruity Report for Emergency Services and Shelter Programs
    - For Entry/Exit Providers – Provider Data Incongruity Report for Entry-Exit Programs
    - Tips for reviewing and correcting information on M-N detail tab are on pg. 11 of this instructions document.

Tab D – Null Assessment Data
- This tab displays clients with a missing value for a required universal data element--This table displays **only** clients with missing universal data elements from the assessment data. Not all data elements are required for all clients. This table only shows clients missing data elements required for them based on age and household status.
- Total numbers of clients missing each data element are tallied at the bottom of the page.
- Tips for reviewing and correcting missing data in ServicePoint:
    1. Type the client number into the global search and select "Go to client #…"
    2. Backdate to the client's service start date/program entry date
    3. Services programs
        a. Go to the Assessment tab
        b. Select the appropriate assessment
    4. Entry/Exit programs
        a. Go to the Entry/Exit tab

b. Click on the edit pencil next to the entry or exit date depending on which information is missing.

5. Enter the missing data
   a. Disabling Condition is required for ALL clients
      i. No documentation is required to answer "yes" to this question
   b. Veteran Status is required for all client's 18+
      i. If a child is showing up as missing this data element, check to see that their birthdate is entered correctly. If a birthdate is missing, the system will default to adult.
   c. Length of Stay is required for all clients 18+ AND unaccompanied youth.
      i. This refers to the length of stay in their "living situation last night"
   d. Zip Code of Last Permanent Residence is required for all clients 18+ AND unaccompanied youth.
      i. If this client does not remember their zip code of last permanent residence, select a zip code in the city/county/state of last permanent residence. Use http://zip4.usps.com to look up zip codes.
   e. Leave any of these 0-3 months ago is required for all clients 18+ AND unaccompanied youth.
      i. If the client has not left any of these places during the identified time period, select "No". Do not leave it blank.
   f. Destination at Exit – Exit/Entry Programs only – required for ALL clients.
      i. Select the destination the client is leaving to immediately after leaving the program.
   g. Housing Status at Exit – Entry/Exit Programs only – required for ALL clients.
      i. Update the client's housing status if different than housing status at entry.
      ii. Housing status at exit should reflect the client's housing status at their new destination AFTER they leave your program. Not the last day of program participation.

6. SAVE!

Tab E – Housing Status – Leave Any 3-6 months ago

- This tab shows both missing and "don't know or refused" answers for Housing Status at Entry and Did Client leave any of these (over 3 months ago, up to 6 months).
  - o Housing Status is required for ALL clients
    - ▪ This is housing status based on the client's status the night before entering your program.
  - o Leave any of these 3-6 months ago is required for all clients 18+ AND unaccompanied youth.
    - ▪ If the client has not left any of these places during the identified time period, select "No". Do not leave it blank.
  - o Don't know or Refused answers are not necessarily incorrect.

Tab F – DKN Profile Data

- Providers should strive to keep the numbers of Don't Know or Refused (DKR) low to improve data quality, but providers will NOT be penalized for exceeding the goal for DK/R. Always honor the wishes of those receiving services.
- This table shows ONLY clients with Don't Know or Refused values. Clients with DKR data do not necessarily have an error to correct; check records to be sure that the client does not know or has refused this question.
- SSN DKR column only shows Don't Know/Refused SSN for named clients. SSN NOT Refused column shows only anonymous clients. Unnamed or anonymous clients should always have Refused for SSN, this column will highlight clients that have a different response for SSN Quality.
- SSN DKR: This provides a list of any named client who has a response for SSN Data Quality as "Don't Know" or "Refused". Providers should confirm that this is the correct response. If the client did not have/know their social security information at entry, the provider should check to see if this information has now been provided.
- SSN NOT refused: All anonymous clients should have "Refused" selected for SSN Data Quality. If listed here, correct the client record to say "Refused"
    1. Type the client number into the global search and select "Go to client #…"
    2. Backdate to client's service start date/program entry date
    3. Go to the Client Profile tab and click the edit pencil next to Client Record section
    4. Change the answer for SSN Data Quality to "Refused"
    5. Click the colored bar next to the answer and delete any incorrect answers.
    6. SAVE!

Tab G– DKR – Assessment Data

- Providers should strive to keep the numbers of Don't Know or Refused (DKR) low to improve data quality, but providers will NOT be penalized for exceeding the goal for DK/R. Always honor the wishes of those receiving services.
- This table shows ONLY clients with Don't Know or Refused values. Clients with DKR data do not necessarily have an error to correct; check records to be sure that the client does not know or has refused this question.
- Not all data elements are required for all clients. This table only shows clients missing data elements required for them based on age and household status.
- If the information was unknown at program entry, the provider should check to see if the information has now been provided. If so, enter the corrected information.
    1. Type the client number into the global search and select "Go to client #…"
    2. Backdate to the client's service start date/program entry date
    3. Services programs
        - Go to the Assessment tab
        - Select the appropriate assessment
    4. Entry/Exit programs
        - Go to the Entry/Exit tab
        - Click on the edit pencil next to the entry or exit date depending on which information needs to be updated.
    5. Click the colored bar next to the answer and delete any now incorrect answers.
    6. SAVE!

Tab H – Additional Information
- • This page shows the information entered when the report was run. Confirm that this is accurate. Incorrectly entered dates or providers can cause errors in your report.
- • Program Descriptor Elements: These describe your program location and type. If there is any incorrect information here, please notify Wilder HMIS staff at hmis@wilder.org and we will correct it in ServicePoint.
  - o CoC Code, Program Provider Type, Site Type
    - ▪ Confirm that your provider has the correct information recorded.

Report Details: Data Incongruity Reports

Reports to Run: Agencies

- • Services Providers (Emergency Services/Shelters – ES) - Provider Data Incongruity For Emergency Services and Shelter Programs
- • Entry/Exit Providers - Provider Data Incongruity For Entry-Exit Programs

Tab A – Individual Summary
- o This tab shows a summary of clients who have one or more pieces of incongruent data.
- o This tab shows incongruity errors based on the client's age or relationship to head of household.
- o The first section of this tab (SUMMARY) also provides a summary of client counts and percentages of total applicable clients which have incongruent data in each category.
- o The second section of this tab (Client Errors for all Providers) gives a summary of client incongruity errors for all providers in the report as well as a percentage of clients with any incongruity errors. This section does list the client with the error, however, additional tabs provide more detail about what the erroneous information is.
- o The third section of the tab (Client Errors by Provider) breaks down client record errors by provider.

Tab B – Household Summary
- o This tab shows a summary of households that have incongruent data
- o The first section of this tab (SUMMARY) also provides a summary of households which have incongruent data in each category.
- o The second section of this tab (Household Errors for all Providers) gives a summary of client incongruity errors for all providers in the report. This section does list the client with the error, however, additional tabs provide more detail about what the erroneous information is and which clients have errors.
- o The third section of the tab (Household Errors by Provider) breaks down client record errors by provider.
- o The tables show the household ID so you can tell which people are in included in the household. You **cannot**, however, search for a household by typing in the HH ID#. Use the Client ID # to find a client who has a household error.

Tab A-G Detail
- o This tab provides detail about the incongruity errors related to age and household status.

- **A** and **B** Include client records with an incorrect date of birth that result in a negative age or an age over 100. Check the client profile for errors. To Fix:
    1. Type the client number into the global search and select "Go to client #…"
    2. No need to back date. Use today's date.
    3. Go to the Client Profile tab
    4. Correct the date of birth
    5. Click the colored bar next to the answer and delete any incorrect answers.
    6. SAVE!
- **C** - Includes client records with a date of birth that is the same as the date the client was created. This is often a date of birth error. However, children who were born after the head of household entered the program may indeed have dates of birth which match the program entry; this would NOT be an error. Use the correction instructions above to fix the date of birth, if needed.
- **D** - This tab includes client records with an age that is inconsistent with their household relationship. For example, a 10 year old listed as mother or grandfather. To fix:
    1. Type the client number into the global search and select "Go to client #…"
    2. No need to back date. Use today's date.
    3. Go to the household tab
    4. Click "Manage Household"
    5. Correct the Relationship to Household
    6. SAVE!
- **E –**Includes client records with a current age less than 14 who have no service or entry connection to a household. This may be an error OR it may be that the child is being served as an unaccompanied youth. If this client is a child that should be part of a household, follow the instructions below to fix:
    1. Type the client number into the global search and select "Go to client #…"
    2. Back date to client service start date/program entry date
    3. Find any services or entry/exits where the child is not connected to head of household.
        - To check, look to see that he/she is included in the list of household members when you open a service or program entry/exit. Click the edit pencil to open an existing entry or service.
    4. Delete incorrectly connected services and/program entries. Click the trash can next to the service/entry you want to delete.
    5. Switch to the head of household's record
    6. To properly connect Services:
        - Go to the Service Transactions tab
        - Click "view previous service transactions" then click "services"
        - Click the edit pencil next to the service you want to add a household member to.
        - Click "Include Additional Household Members" and select the household member(s) you want to include. Then click continue.
        - SAVE and exit
    7. To properly connect Entry/Exit:
        - Go to the Entry/Exit Tab

- Click the edit pencil next to the service you want to add a household member to.
- Click "Include Additional Household Members" and select the household member(s) you want to include. Then click continue.
- SAVE and exit

Special Circumstances: If the client with the error entered a program after the head of household, follow the instructions in 5 and 6 or 7 (depending on program type). Then do the following to change the service start/program entry date for the additional household member.

- After the client has been linked to the household service and/or program entry using the head of household start/program entry date –
  - Go the additional household's record
    1. Go to the Services Transaction or Entry/Exit tab
    2. Click the edit pencil next the service or Entry/Exit that needs to be updated.
    3. UNCHECK the household members who do not have a different start date so as to only change the appropriate client's date.
    4. Change the date of the service start or program entry to match the additional household member's start date.
    5. SAVE and exit
- **F** - This includes clients who are under age 14 who are listed as head of household. This is often an error. IF the client is a youth who is being served w/out an adult, it may be correct. Remember, if you are serving single people (not households), you do not need to create a household.   To fix an error:
    1. Type the client number into the global search and select "Go to client #…"
    2. No need to back date – use today's date
    3. Go to the household tab
    4. Click "manage household"
    5. Change Relationship to Head of Household by selecting the correct dropdown option. Remember there must always be one head of household.
    6. SAVE and exit
- **G** – Includes client records where the answer for Veteran is "yes" AND the client is less than 18 years of age. This either indicates the date of birth is entered incorrectly for a person who is a veteran OR there is an error on the client's assessment. To check for an error and fix:
    1. Type the client number into the global search and select "Go to client #…"
    2. No need to back date – use today's date
    3. Check the Profile Tab to make sure the birthdate is correct
       - If not, enter the correct date of birth.
       - Click the colored bar next to the answer and delete any incorrect answers.
       - SAVE!
    4. Check the assessment for an incorrect answer to the veteran questions
       - Services programs:
         - Go to the assessment tab

- Select the correct assessment
- Go to Ever Served on Active Duty…question and change the answer to "no".
- Click the colored bar next to the answer and delete any incorrect answers.
- SAVE!
- Entry/Exit programs:
  - Go to the Entry/Exit tab
  - Click the edit pencil next to the entry
  - Go to Ever Served on Active Duty…question and change the answer to "no".
  - Click the colored bar next to the answer and delete any incorrect answers.
  - SAVE!

Tab H-L Detail

- This tab shows errors based on relationship to head of household or household configuration.
- Household Uid – this number should be used to identify clients that are in the same household. You cannot search for a household by entering this number into ServicePoint. Use Client ID to search for client records. Use the Household UID to verify that the household error on the report matching the household in ServicePoint.
  - To fix errors in these categories
    1. Type the client number (not the Household Uid) into the global search and select "Go to client #…"
    2. No need to back date – use today's date
    3. Go to the household tab
    4. Click Manage Household. Check Head of Household designation (yes/no) and the relationship to head of household and correct as needed.
    5. **H -** If no errors in the household section, check the client profile tab for gender errors. If you make a correction, remember to delete any incorrectly entered profile information
    6. SAVE and exit
  - **H** – Includes client records where gender conflicts with the HH relationship. For example: female-father, male-step-mother, etc. To fix, follow the steps above.
  - **J** - Includes client records with a household membership but relationship to head of household is missing. To fix, follow instructions above.
  - **K** - Includes client records where Head of Household designation of "No" conflicts with relationship to Head of Household of "Self". The head of household should always be "self" in relationship to head. Either assign client as head of household or change relationship to head of household to something other than "self". To fix, follow instructions above.
  - **L** - Includes client records where Head of Household designation of "Yes" conflicts with relationship to Head of Household. If client is head of household, their relationship to head must be "self". If client is NOT head of household, change Head of Household designation to "no". To fix, follow instructions above.

Tab M-N Detail
- o This tab shows households missing Head of Household designations
- o Household Uid – this number should be used to identify clients that are in the same household. You cannot search for a household by entering this number into ServicePoint. Use Client ID to search for client records. Use the Household UID to verify that the household error on the report matching the household in ServicePoint.
  - To fix errors in these categories
    - Type the client number (not the Household Uid) into the global search and select "Go to client #…"
    - No need to back date – use today's date
    - Go to the household tab
    - Click Manage Household. Check Head of Household designation (yes/no) and the relationship to head of household and correct as needed.
    - **H -** If no errors in the household section, check the client profile tab for gender errors. If you make a correction, remember to delete any incorrectly entered profile information
    - SAVE and exit
  - **M** – This includes household records with no Head of Household identified. A household must have a head identified. This person should be the person who will remain most consistently in the program. To fix these errors, follow instructions above.
  - **N** – This includes household records where no relationship to Head of Household is identified as self. The head of household should always be identified as self. To fix these errors, follow the instructions above.

Tab N – Additional Information
- This page shows the information entered when the report was run. Confirm that this is accurate. Incorrectly entered dates or providers can cause errors in your report.
- Program Descriptor Elements: These describe your program location and type. If there is any incorrect information here, please notify Wilder HMIS staff at hmis@wilder.org and we will correct it in ServicePoint.
  - o CoC Code, Program Provider Type, Site Type
    - Confirm that your provider has the correct information recorded.

Step 3. Sending Corrected Reports to CoC Coordinators – Agencies only

If providers had data errors to be corrected, CoC coordinators will ask for a report showing that the errors have been corrected. Once the data has been corrected, run a report and send it to the CoC coordinator to show the data has been corrected. All reports are located in ART. **Use dates to match the reports that were sent to CoC Coordinators.**

To access and run the data quality reports:
1. Click on "ART" in the top right-hand corner of the screen to get to ART. Alternatively, you can click on the Reports module on the left-hand side of the screen and then click on the ART icon.
2. Click on the triangle to the left of "Public Folder."
3. Click on the triangle to the left of "Data Quality Tools"
4. Click on the triangle to the left of "**CoC Reports**" (these are like counting reports – no client names or individual data)
5. Click on the magnifying glass next to the appropriate report
    a. Emergency Services and Shelter providers select: "CoC Summary Data Completeness Report for Emergency Services and Shelter Programs…"
    b. Entry/Exit provider select: "CoC Summary Data Completeness For Entry-Exit Programs…"
    c. Emergency Services and Shelter providers select: "CoC Summary Data Incongruity Report for Emergency Services and Shelter Programs …"
    d. Entry/Exit providers select: "CoC Summary Data Incongruity For Entry-Exit Programs …"
6. A pop-up box will appear. Click on "View Report."
7. A prompt box will appear. Complete the prompts as follows:
    Note: do not hit "return/enter" until all prompts are completed. Hitting return/enter tells the system to run the report.
    a. EDA Provider: Skip. Leave set at "Default Provider."
    b. Enter effective date: enter today's date
    c. Enter Start Date: Start date of the reporting period (i.e. 10/01/2013)
    d. Enter End date PLUS 1 Day: One day after the end of your report period (i.e. 04/01/2014)
    e. Provider Group: Leave blank
    f. CoC: Leave blank
    g. Provider(s) for Report: Use the arrows to select your provider(s) and move them into the "Enter Providers…" box on the right. If there are already providers selected, also use the Arrows to send them back to the "Service provider" list on the left.
        i. You can run multiple providers at one time
8. Click "Run Query"
9. Save the report to your computer by going to "Document" in the top left-hand corner of the report. Select "Save to my computer as" (NOT "Save report to my computer as") and select PDF.
10. Email the PDF copy to the CoC Coordinator.