

# EASTERN PA COC

## 2020 DATA REVIEW & CLEANUP TIMELINE FOR COC RENEWAL PROJECTS

In preparation for the Eastern PA CoC 2020 Renewal Project Scoring Process, your agency is asked to ensure that your data is of the **highest quality and accuracy**. The Eastern PA CoC anticipates that the 2020 CoC Renewal Project Evaluation and Scoring process will kick off in September 2020. Please be aware that after the scoring process starts, your agency will be asked to provide APR data to be used for scoring.

**AGENCIES ARE EXPECTED TO RESOLVE APR AND DATA QUALITY ISSUES DURING AUGUST IN ANTICIPATION OF THE EVALUATION OF PROJECTS FOR THE 2020 COC COMPETITION.** To that end, we are providing a recommended timeframe to help ensure that data quality and/or APR issues are able to be resolved in a timely manner. Agencies continue to inform us of data issues that require the assistance of the PA HMIS Team so we **HIGHLY RECOMMEND** that agencies follow the timeline provided to ensure that there is sufficient time to resolve PA HMIS issues.

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### Recommended Timeline for Data Review & Cleanup:

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In our experience, even agencies with significant data capacity and expertise may run into issues with their HMIS data and/or APR report. This is especially true given the recent change from ClientTrack 15 to ClientTrack 19. **We strongly suggest that agencies undertake steps #1, #2 & #3 right away so that data or APR issues can be addressed within the Data Review and Cleanup period (8/7/20-9/9/20).**

1. Run your APR for 10/1/18-09/30/19. We suggest you **RUN YOUR APR REPORT NO LATER THAN 8/11.**
  - Due to the upgrade from ClientTrack 15 to Client Track 19, the APR data reports that were previously accessible in PA HMIS are no longer available. Instead agencies will need to review CSV files and/or upload CSV data to Sage for easier viewing. It is also highly likely that agencies will need to pull and review data validation reports to identify client-level data issues. To assist with this process, **we recommend that agency staff review the recently released PA HMIS ClientTrack 19 APR training materials** which will walk you through these steps.
    - i. **PA HMIS ClientTrack 19 APR Training Video**, available here: [https://www.youtube.com/watch?v=R\\_7Mf4nAf8s](https://www.youtube.com/watch?v=R_7Mf4nAf8s)
    - ii. **PA HMIS APR Report Guide Step by Step Instructions:** <https://pennsylvaniacoc.org/wp-content/uploads/2020/08/APR-Report-Guide-Step-by-Step.pdf>
    - iii. **PA HMIS Validation File – Detail Files Tip Sheet from DCED HMIS Team:** <https://pennsylvaniacoc.org/wp-content/uploads/2020/08/Validation-File-Detail-Files.pdf>
    - iv. **APR Data Quality Spreadsheets -HMIS Data Review and Clean Up Guide:** [https://pennsylvaniacoc.org/wp-content/uploads/2020/08/APR-Data-Quality-Spreadsheets\\_Data-Review-and-Clean-Up-Guide\\_August-2020.pdf](https://pennsylvaniacoc.org/wp-content/uploads/2020/08/APR-Data-Quality-Spreadsheets_Data-Review-and-Clean-Up-Guide_August-2020.pdf)

- Note: The above APR guidance materials can also be found on the CoC website HMIS page (<https://pennsylvaniacoc.org/pahmis/>) under the Reporting and Export Guides tab.
2. Review the FY20 Renewal Project Scoring Criteria, paying close attention to the “APPENDIX: Data Calculations Explanation for HMIS/APR Related Scoring Criteria” section. The Appendix provides details regarding the specific APR questions and data elements to be used for scoring APR-related criteria. Click here to access the FY20 Renewal Project Scoring Criteria: <https://pennsylvaniacoc.org/wp-content/uploads/2020/08/2020-Eastern-PA-CoC-Renewal-Scoring-Criteria-FINAL-7.28.20.pdf>
  3. Check your data, using the FY20 Renewal Project Scoring Criteria Appendix to focus on the APR questions and data elements that will be used for scoring. Leave time to work with staff, if necessary. Be aware of upcoming holidays and staff vacations. **HAVE YOUR DATA CHECK COMPLETED BY 8/18.** This is important because you may need assistance from the PA HMIS Team to resolve issues. Give yourself plenty of time for that process and to re-check your data.
  4. If you think you need to work with internal staff to correct the data, make the changes needed and then re-run the APR for the specified time period. **YOUR DATA RE-CHECK SHOULD BE COMPLETED BY 8/24.**  
*Reminder: missing data entries or data quality issues can be corrected based on client files and documentation, but client data records should never be falsified.*
  5. If there is a data error that you need assistance from the PA HMIS Team to resolve, we suggest that you **SUBMIT YOUR TICKET IN PA HMIS NO LATER THAN 8/26** (but preferably before this date). Remember, the PA HMIS Team is still processing old tickets and **WILL NEED TIME TO RESOLVE DATA ISSUES.** Leave as much time for this process as possible because you will need to re-run your APR and check your data again.
    - **If you are submitting a new Help Ticket in ClientTrack19 related to renewal scoring data issues:** Please include the words **\*CoC SCORING\*** in the summary section of the Help Ticket. This will ensure that the PA HMIS team can prioritize your ticket for attention during the renewal scoring data clean up period. Please also include a detailed description of your issue, as you would for any other Help Ticket.
    - **If you have an existing Help Ticket in ClientTrack19 not yet addressed for an issue related to renewal scoring data issues:** The PA HMIS team asks that you resubmit a ticket with the words **“\*CoC SCORING\* resubmission for ticket number 12345 (whatever ticket number it’s replacing)”** in the summary section. This way the HMIS team can easily identify tickets related to renewal scoring and close out older tickets that are being resubmitted. If the older tickets have any notes the HMIS team will still be able to reference those. See screenshot below.

Report an Issue

Enter a summary of your issue\*

The summary helps to quickly identify your issue when you're referring back to it later.

\*CoC SCORING\* resubmission for ticket number #####

Please describe the issue

Please enter any details that might help describe the issue or might help in solving it.

Attach a file or screenshot

View Debug Information

How can we reach you?

6. Once you are notified that all tickets have been resolved, be sure to re-run your APR data and check to make sure it is accurate. If the data is not what you think it should be, review the data carefully and follow up with the PA HMIS Team if necessary. Once your data check confirms that the data is accurate, your data review and cleanup work is done!
7. All data cleanup should be completed no later than **9/9/20**. In the event that you still have an outstanding issue with your project(s), please email the CoC at [easterncoc@pennsylvaniacoc.org](mailto:easterncoc@pennsylvaniacoc.org) to provide a description of any outstanding data issues by no later than **9/10/20**. In the email, be sure to include the project's name and the ticket number for any related unresolved PA HMIS tickets.