# APR Data Quality Spreadsheets - HMIS Data Review and Clean Up Guide For Eastern and Western PA CoC Grantees August 2020

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## Introduction

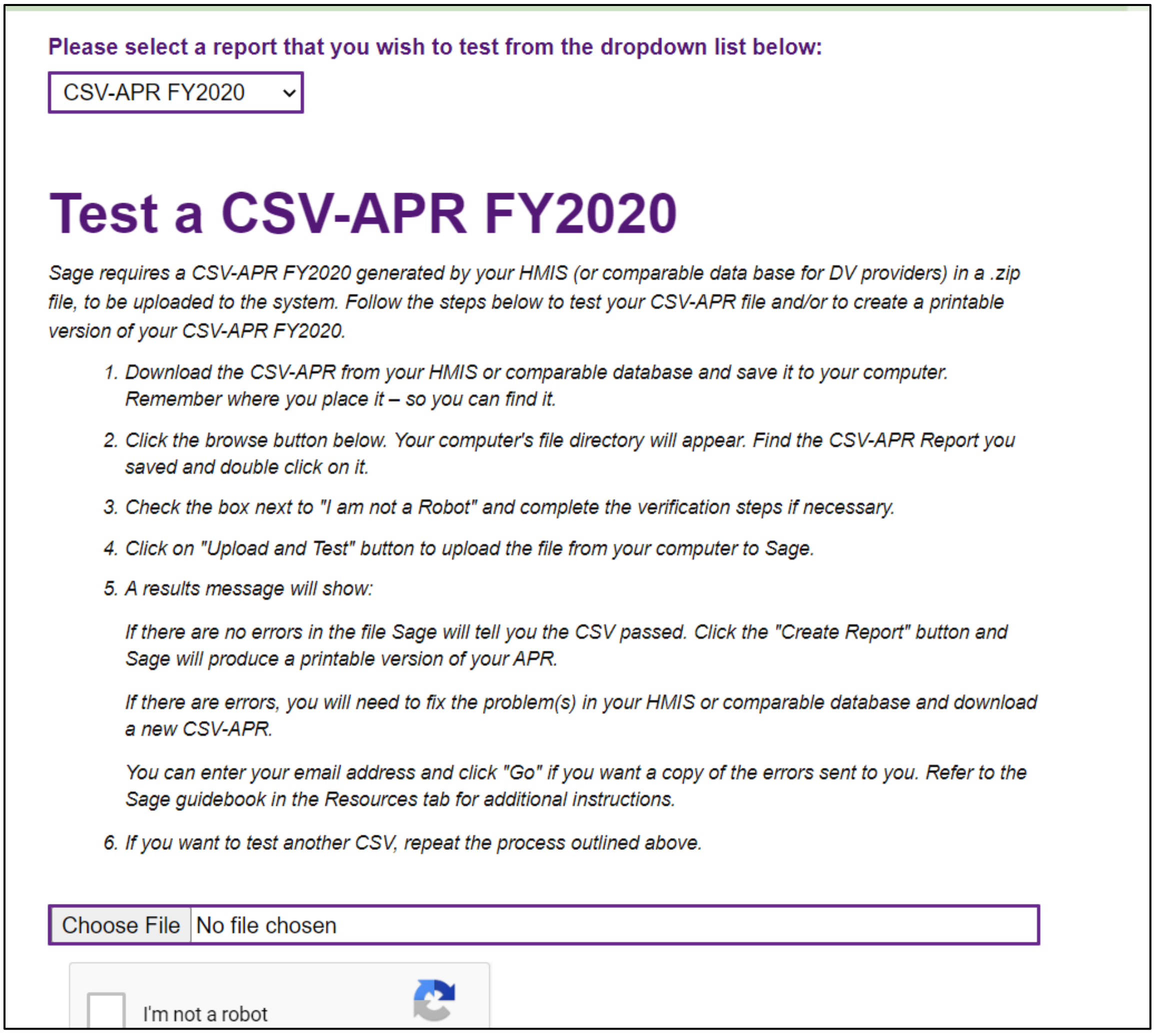
The CSV-APR Export, also referred to as the APR (Annual Performance Report), is a comprehensive report that looks at all of the participants served by a project during the reporting period. Projects that receive CoC funding are required to submit an APR using the reporting site SAGE. The APR can also be used as a helpful tool for agencies to track data quality, ensure accurate reporting, and create project summaries. Generating the CSV – APR will produce two reports, the CSV- APR Export and the APR Detail. The CSV – APR Export contains the 69 CSV files that are uploaded into SAGE to view and submit the APR. The second report, the APR Detail, contains 11 Data Quality detailed spreadsheets that focus on identifying reporting errors in the APR.

CoC grantees should use the Data Quality spreadsheets to carefully review their data for the reporting period, identify errors, and correct errors whenever possible. This guide provides instructions on reviewing the Data Quality spreadsheets and fixing common errors within the data.

## Upload a Test Report in Sage to Review the APR

Once your data has been placed in a zip file, you can upload a first draft or 'test' report on SAGE to preview the report. This provides you with an opportunity to carefully examine the APR for accuracy.

1. Open the SAGE webpage: https://www.SAGEhmis.info/
2. Do not log in to SAGE. Instead, select the link under "Test run a report".
3. On the next page, select "CSV-APR FY2020" from the dropdown list.
4. The following information will appear. Click Choose File and select the compressed zipped folder where you saved the APR csv files when saving them from HMIS.



Please select a report that you wish to test from the dropdown list below:

CSV-APR FY2020

# Test a CSV-APR FY2020

*Sage requires a CSV-APR FY2020 generated by your HMIS (or comparable data base for DV providers) in a .zip file, to be uploaded to the system. Follow the steps below to test your CSV-APR file and/or to create a printable version of your CSV-APR FY2020.*

1. *Download the CSV-APR from your HMIS or comparable database and save it to your computer. Remember where you place it – so you can find it.*
2. *Click the browse button below. Your computer's file directory will appear. Find the CSV-APR Report you saved and double click on it.*
3. *Check the box next to "I am not a Robot" and complete the verification steps if necessary.*
4. *Click on "Upload and Test" button to upload the file from your computer to Sage.*
5. *A results message will show:*

   *If there are no errors in the file Sage will tell you the CSV passed. Click the "Create Report" button and Sage will produce a printable version of your APR.*

   *If there are errors, you will need to fix the problem(s) in your HMIS or comparable database and download a new CSV-APR.*

   *You can enter your email address and click "Go" if you want a copy of the errors sent to you. Refer to the Sage guidebook in the Resources tab for additional instructions.*
6. *If you want to test another CSV, repeat the process outlined above.*

Choose File No file chosen

I'm not a robot

5. Select "I am not a Robot" and complete the verification steps if necessary.
6. Click Upload and Test
7. The project information will appear on the right side of the page. Scroll to the bottom of the page, and click Create Report
8. At the bottom of this page, a link will appear. Click View This Report to open the APR.
9. To save the report as a PDF (for future reference), you can right click the screen and click Print and select the Print as PDF or Save as PDF option available on your computer.

## Reviewing the Data Quality Spreadsheets and Correcting Common Errors

The following sections review the 11 data quality files from the APR Detail Export. Opening the first spreadsheet, "APR_2020_Detail," is recommended as a first step to ensure that all of the participants enrolled in the project are reported. The rest of the spreadsheets can be reviewed in any order

Please Note: Any data element with Client Doesn't Know, Client Refused, or Data Not Collected selected is considered an error. Please update client records with information as it available or becomes known

## APR_2020_Detail

The first spreadsheet lists all of the project's participants served during the reporting period. It includes client record level details on demographics, income and benefits (at entry assessment, annual assessment, and exit assessment as applicable, information pertaining to chronic status and household composition, information on length of stay, and a number of other data points found in the client record. This spreadsheet can be useful for identifying which data is used to generate aggregate totals, such as total persons employed at project entry, or total chronically homeless persons served. Use this spreadsheet to make sure that all of the participants in the project are listed. If a participant is missing, check their record in ClientTrack to see if their entry and exit dates are correct. If the dates are accurate and the participant is still missing, please submit a help ticket in ClientTrack.

## APR_2020_DQ_2_Detail

This spreadsheet identifies client record errors regarding the participant's basic client data elements, which includes their name, Social Security number, gender, race, ethnicity, and their date of birth. Only client records with data errors will be listed. If there are no client records listed in this spreadsheet, then no errors were found.

**Sample:**

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | Data Element | clientid | Name | Client Doesn't Know | Missing | DataIssue | DataIssueReason |
| 2 | Social Security Number (3.2) | 123456 | Fake ClientA | | | Yes | SSN Quality Value |
| 3 | Social Security Number (3.2) | 123457 | Fake ClientB | | | Yes | Number does not conform to SSA rules |
| 4 | Social Security Number (3.2) | 123458 | Fake ClientC | | Yes | | |
| 5 | Race (3.4) | 123459 | Fake ClientD | Yes | | | |
| 6 | Race (3.4) | 123460 | Fake ClientE | | Yes | | Data Not Collected |

*Common Errors*

Errors are classified into three categories, Don't Know, Missing, and Data Issues. Common causes of these types of errors are listed below. For Missing and Data Issue errors, a brief explanation of the error will be listed under the Data Issue Reason column.

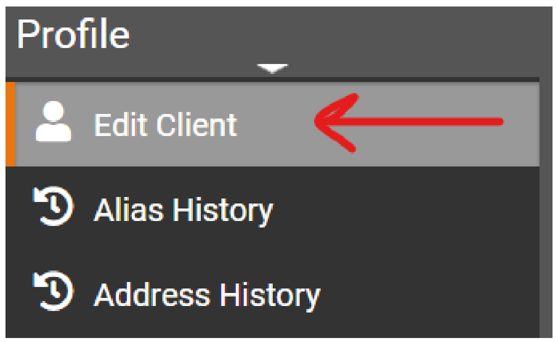
- Don't Know
  - Selected "Client doesn't know," or "Client refused," in response to name quality, SSN quality, date of birth quality, ethnicity, race, or gender.
- Missing
  - Selected "Data not collected"
  - Did not provide a response.
- Data Issues
  - Name has numerical values ("John Doe222").
  - Social Security number only partially entered or uses letters (for example, entering "5__-25-2525" or "XXXX-XXX-2525").

- Social Security number does not conform to rules set by the Social Security Administration, such as repetitive (5555-55-5555) or sequential (123-45-6789).
- Date of Birth provided is later than the date the participant enrolled in the project. Participants born while the family is in a project must have a project start date at least one day after their date of birth.

Errors listed in this spreadsheet can be reviewed and fixed by opening the participant's basic information page, as seen in steps 2 & 3 in the example below.

**Example – Client has a Name Quality and Social Security Quality Error**

1. In ClientTrack, open the client record by using the Client ID.
2. Open the Basic Client Information by clicking on Edit Client on the left side of the screen

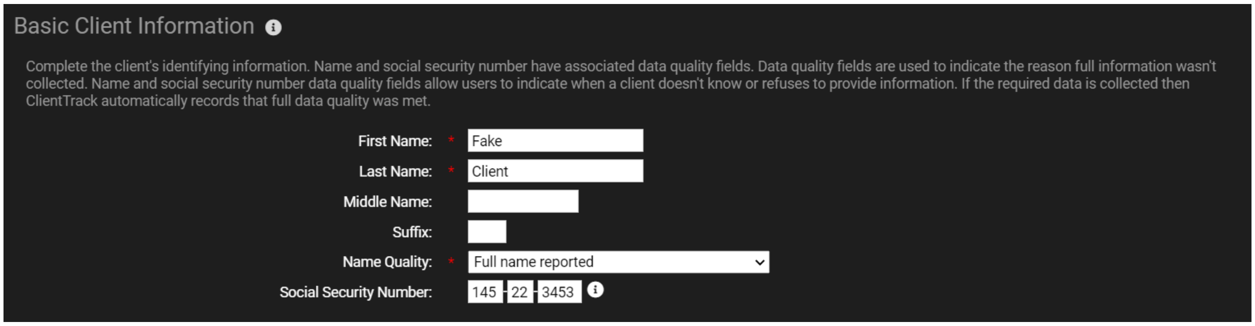



3. In the screenshot of Fake Client's information below, the Name Quality Field has not been selected, and the Social Security number is missing 2 digits. To resolve the data quality issues, select a Name Quality and enter the full Social Security number. Click Finish at the bottom of the page.

**INCORRECT:**


**CORRECTED (Name Quality Field filled in and SSN has all digits filled in)**

The Basic Client Information page can be used resolve data errors for gender, race, ethnicity, and veteran status. Veteran status errors are identified in the next spreadsheet, APR_2020_DQ_3_Detail.




## APR_2020_DQ_3_Detail

This spreadsheet identifies additional demographic information, such as veteran status, project start date, client location, disabling condition, and relationship to head of household. Only client records with data errors will be listed. If there are no client records listed in this spreadsheet, then no errors were found.

**Sample:**

| | A | B | C | D |
|---|---|---|---|---|
| 1 | Data Element | clientid | Name | DataIssueReason |
| 2 | Veteran Status (3.7) | 123456 | Fake ClientA | Missing |
| 3 | Project Start Date (3.10) | 123457 | Fake ClientB | Overlaping Enrollments |
| 4 | Client Location (3.16) | 123458 | Fake ClientC | Head of Household without Location |
| 5 | Disabling Condition (3.8) | 123459 | Fake ClientD | Data Not Collected |
| 6 | Disabling Condition (3.8) | 123460 | Fake Client E | No Disabling Conditon but Chronic Condition |

*Common Errors*

Errors for these data elements are identified under the Data Issue Reason column. Common errors and their causes are listed below.

- Client Refused indicates that “Client refused,” was selected for the data element.
- Client Doesn’t Know indicates that “Client doesn’t know,” was selected for the data element.
- Missing indicates that no response was selected for this data element. Data Not Collected indicates that “Data not collected” was selected for the data element.
- Head of Household without Location refers to the Client Location section of the Entry Assessment for the Head of Household only. If the person is a single individual, that person is the head of household. Guidance for fixing this error is provided on page 7.
- Missing or More than one Head of Household is from a household missing a Head of Household, or having multiple heads of households. For these errors, please submit a ticket in ClientTrack.
- No Disabling Condition but Chronic Condition indicates there are conflicting responses for this data element. Guidance for fixing this error is provided on page 7.

- Overlapping Enrollments indicates that the project enrollment dates coincides with another project's enrollment dates. This could be due to a duplicated project entry, or an outstanding enrollment by another agency. For these errors, please submit a ticket in ClientTrack.

**Correcting Common Errors**

Veteran status errors can be resolved by reviewing the participant's client information, as seen in the previous section, APR_2020_DQ_2_Detail, in steps 2 through 3 on page 10. As previously stated, for errors regarding Missing or More than one Head of Household and Overlapping Enrollments, please submit a ticket in ClientTrack.

**Example – Correcting Head of Household without Location**

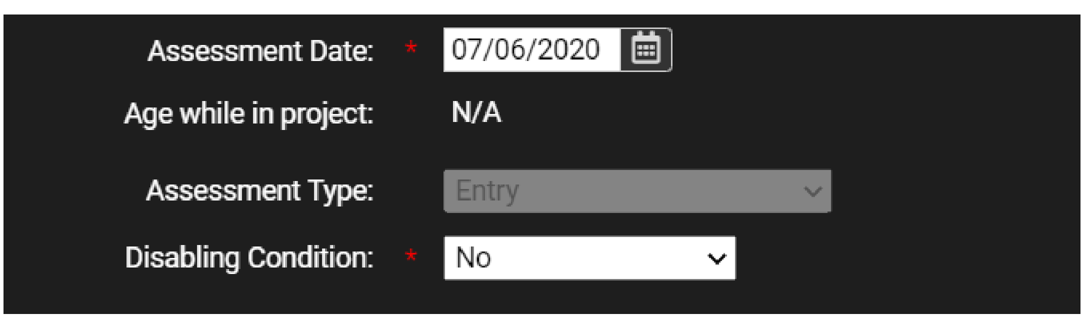
1. Open the participant's client record in ClientTrack.
2. On the left-side of the screen, click Common Assessments, then Universal Data.
3. Click the notebook and pencil icon next to the entry assessment for the project to edit the assessment.
4. Under the Disabling Condition there is a section labeled Client Location. From the drop-down menu, select the correct location for the client which should be the appropriate CoC (PA-509 for Eastern PA COC or PA-601 for Western PA CoC). This field will only appear for the head of household's entry.
5. Click the Save button in the bottom right corner

**Example – Correcting No Disabling Condition but Chronic Condition**

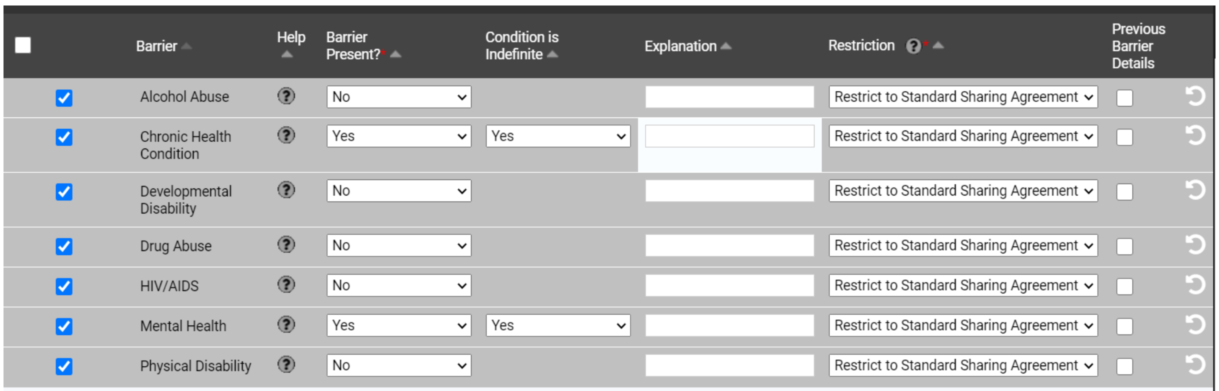
One of the most common errors is due to a participant response for disabling condition in the HMIS Universal Data assessment does not match what is in the HMIS Barriers assessment. For example, selecting 'No' for disabling condition, and then 'Yes' for development disability, is a data error.

If the disabling condition is consistent in both records and the report still identifies the client, please submit a ticket in ClientTrack.

1. Open the participant's client record in ClientTrack.
2. On the left-side of the screen, click Common Assessments, then Universal Data.
3. Click the notebook and pencil icon next to the entry assessment for the project to edit the assessment.
4. Look at the response for the disabling condition. In the screenshot below, "No" is selected.



5. Click Cancel in the bottom right corner to return to the previous screen.
6. **To view the HMIS Barriers Assessment**: Under Common Assessments on the left side of the screen click Master Assessments, then click the circle/arrow icon on the far left, and click View Related Assessments. Then click the notebook and pencil icon next to HMIS Barriers to view/edit the HMIS Barriers Assessment.
7. As seen below, the participant is recorded as having two disabilities, which does not match what was seen in step 4. The disabling condition in the HMIS Universal Data assessment must be changed to reflect what is in the HMIS Barriers assessment. So either the disabling condition must be changed to 'Yes' (steps 1 through 5), or the Barriers should have 'No' for Condition is Indefinite.



| | Barrier | Help | Barrier Present? | Condition is Indefinite | Explanation | Restriction | Previous Barrier Details |
|---|---|---|---|---|---|---|---|
| | Alcohol Abuse | | No | | | Restrict to Standard Sharing Agreement | |
| | Chronic Health Condition | | Yes | Yes | | Restrict to Standard Sharing Agreement | |
| | Developmental Disability | | No | | | Restrict to Standard Sharing Agreement | |
| | Drug Abuse | | No | | | Restrict to Standard Sharing Agreement | |
| | HIV/AIDS | | No | | | Restrict to Standard Sharing Agreement | |
| | Mental Health | | Yes | Yes | | Restrict to Standard Sharing Agreement | |
| | Physical Disability | | No | | | Restrict to Standard Sharing Agreement | |

8. Click Cancel to return to the previous screen.
9. Open the HMIS Universal Data assessment and change the disabling condition status to "Yes."
10. Click Save.

## APR_2020_DQ_4_Detail

This spreadsheet identifies errors in destination and income and sources for entry and the most recent assessment completed (annual or exit). Only client records with data errors will be listed. If there are no client records listed in this spreadsheet, then no errors were found.

**Sample:**

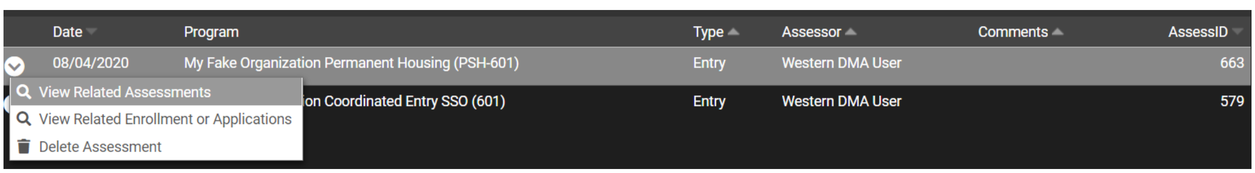
| | A | B | C |
|---|---|---|---|
| 1 | Data Element | ClientID | Name |
| 2 | Destination (3.12) | 123456 | Fake ClientA |
| 3 | Income and Sources (4.2) at Start | 123457 | Fake ClientB |
| 4 | Income and Sources (4.2) at Annual Assessment | 123458 | Fake ClientC |
| 5 | Income and Sources (4.2) at Exit | 123459 | Fake ClientD |

*Common Errors*

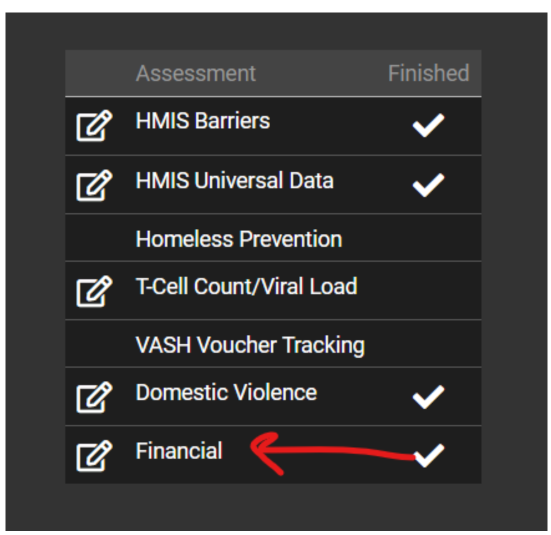
- Destination indicates that one of the following exit destinations was selected: “No Exit Interview Completed”, “Client Doesn’t Know”, “Client Refused”, or “Data Not Collected.”
- Income and Sources at Start and Income and Sources at Exit indicates the financial section of the assessment was not filled out properly. This includes:
    - Selecting “Client Doesn’t Know”, “Client Refused”, or “Data Not Collected” for the Financial section of the Annual Assessment is also identified as an error.
    - The date of financial section does not match the date of the assessment.
    - Response to Income from Any Source is “Yes” but no sources of income are identified
    - The assessment is missing the financial section.
- Income and Sources at Annual Assessment errors are usually due to the annual assessment missing. Errors can also be caused by the date of the Annual Assessment, which should one year after the Head of Households entry date. It is recommended that Annual Assessments are dated within the same month of the Head of Households’ anniversary.
    - Selecting “Client Doesn’t Know”, “Client Refused”, or “Data Not Collected” for the Financial section of the Annual Assessment is also identified as an error.

**Example – Correcting Income and Sources at Start**

1. Open the participant’s client record in ClientTrack.
2. On the left-side of the screen, click Master Assessments.
3. Find the Entry Assessment for your program and note the date.
4. Open the assessment by clicking the blue circle icon on the far left, and then selecting View Related Assessments from the drop-down menu.




5. Select Financial from the lists of assessments by clicking on the notebook and pencil icon to the left of it.



6. At the top of the page, note the Assessment Date. If this date is different than the entry assessment, then correct the date so that it matches the entry assessment.
7. If "Yes" is selected for Income from Any Source then at least one Type of income source must have a check mark to indicate that resource is received and the Monthly Amount must be listed to the right of that income type.
8. If "Yes" is selected for Non-Cash Benefits from Any Source then at least one Type of non-cash benefit must have a check mark next to it. Entering the value of the non-cash benefit is not required.
9. At the bottom right corner, select Save & Close.

## APR_2020_DQ_5_Detail

This spreadsheet looks at errors regarding the participant's or household's previous living situation. This information is only required to be entered for Heads of Households and adults (18 years+), and is required to be reported during the entry assessment. APR_2020_DQ_5_Detail lists all of the participants enrolled who are required to have this information. If information is missing, the report identifies which response is missing.

**Sample:**

| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | A. Entering into project type | clientid | Name | MissingTime Institution | MissingTime Housing | ApproxDate Started | NumberOf Times | NumberOf Months |
| 2 | PH (all) | 123456 | Fake ClientA | | | | Missing | Missing |
| 3 | PH (all) | 123457 | Fake ClientB | | Missing | | | |

*Common Errors*

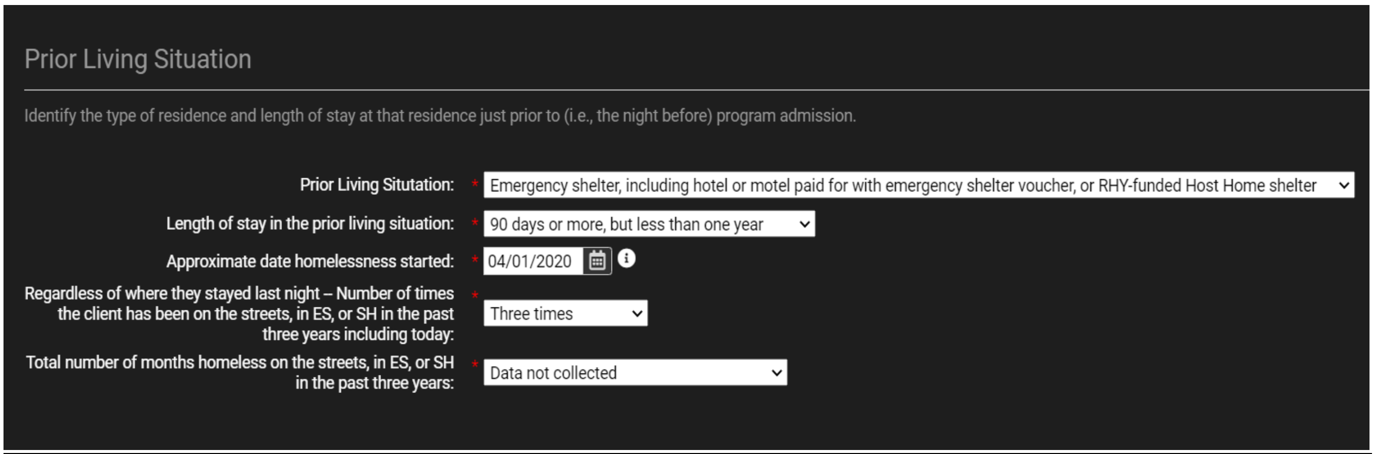
Any records with a column marked as "Missing" is a result of either selecting "Client Doesn't Know", "Client Refused", or "Data Not Collected" for that field, or not entering the data for this section. T

- Missing Time Housing refers to the Length of stay in prior living situation drop-down menu
- Approx. Date Started refers to the Approximate date homelessness start field
- Number of Times refers to the Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today dropdown menu
- Number of Months refers to the Total number of months homeless on the streets, in ES, or SH in the past three years drop-down menu

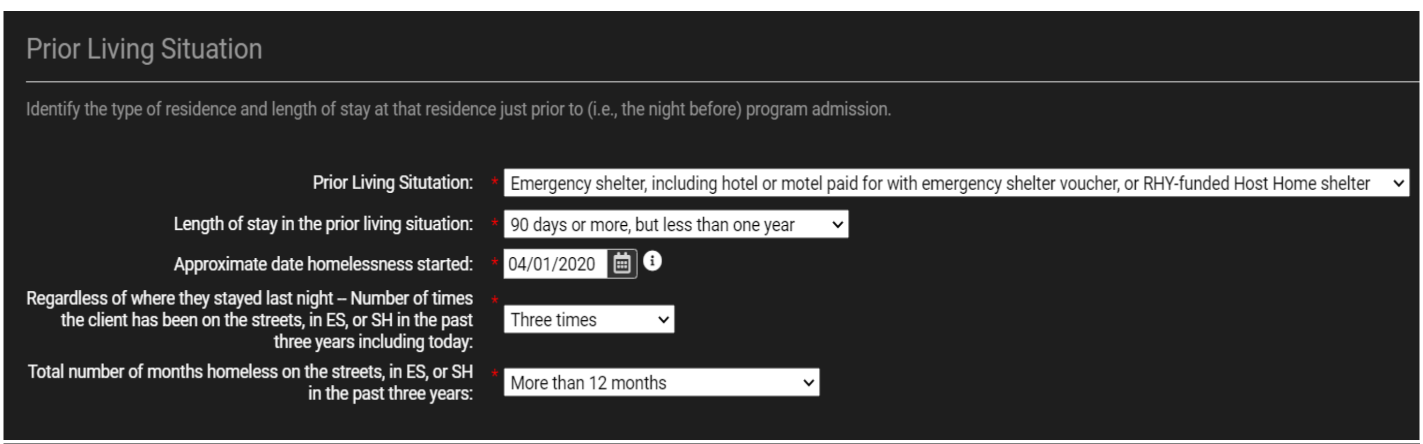
**Example – Correcting "Missing" for Number of Times and Number of Months**

1. Open the participant's client record in ClientTrack.

2. On the left-side of the screen, click Master Assessments.
3. Locate the Entry assessment for your project, and open it by clicking the circle/arrow icon on the far left, and then selecting View Related Assessments from the drop-down menu.
4. From the assessments select HMIS Universal Data by clicking on the notebook and pencil icon to the left of it.
5. Scroll down the section labeled Prior Living Situation (living situation refers to the location the participant stayed in the night before entering the project). *The Living Situation fields that are displayed depend on the type of residence selected. In the screenshot below, a response under the “Homeless Situations” category was selected.




6. Enter the missing information by making sure that all of the fields have responses (Client doesn’t know, Client refused, and Data not collected are not considered accurate responses). In image above, Data Not Collected was selected for Total number of months homeless on the streets, in ES, or SH in the past three years. To correct this errors, provide accurate responses, as seen in the image below.




7. Click the Save button in the bottom right corner.

## APR_2020_DQ_6_Detail

This spreadsheet looks at the timeliness of data entry. It does not list any errors. Instead, it provides the length of time between an event, such as entry, and the date the event was reported in ClientTrack. There are no data errors reported in this spreadsheet. The purpose of this spreadsheet is to provide insight on data quality. Per the HMIS Participation Agreement for the Eastern and Western PA CoC's, all data should be entered into PA-HMIS within 7 days. If entry or exit activities are being entered in HMIS more than 7 days after the event, the program should work on improving data timeliness.

## APR_2020_DQ_7_Detail

Only applies to Emergency Housing Night-by-Night shelters and Street Outreach projects. This report identifies all inactive participants enrolled in a project for more than 90 days.

## APR_2020_DQ_13_Detail

This spreadsheet lists all of the responses to the HMIS Barriers section in the entry and most recent assessment (annual or exit) completed. It also lists all of the data that is used to populate tables Q13a1 through Q13c2 of the APR.

Common Errors Common Errors for reporting Disabling Condition are reviewed in APR_2020_DQ3_Detail on pages 6-8. For all other errors, please submit a ticket in ClientTrack.

## APR_2020_DQ_14_Detail

This spreadsheet reports a participant's most recent response to the Domestic Violence Survivor questions. This report includes adults only.

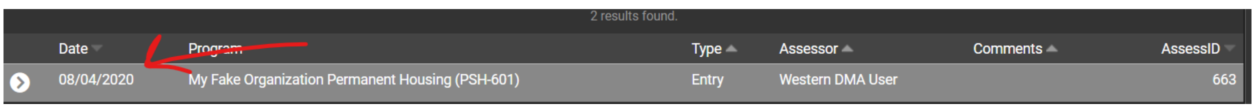
*Common Errors*

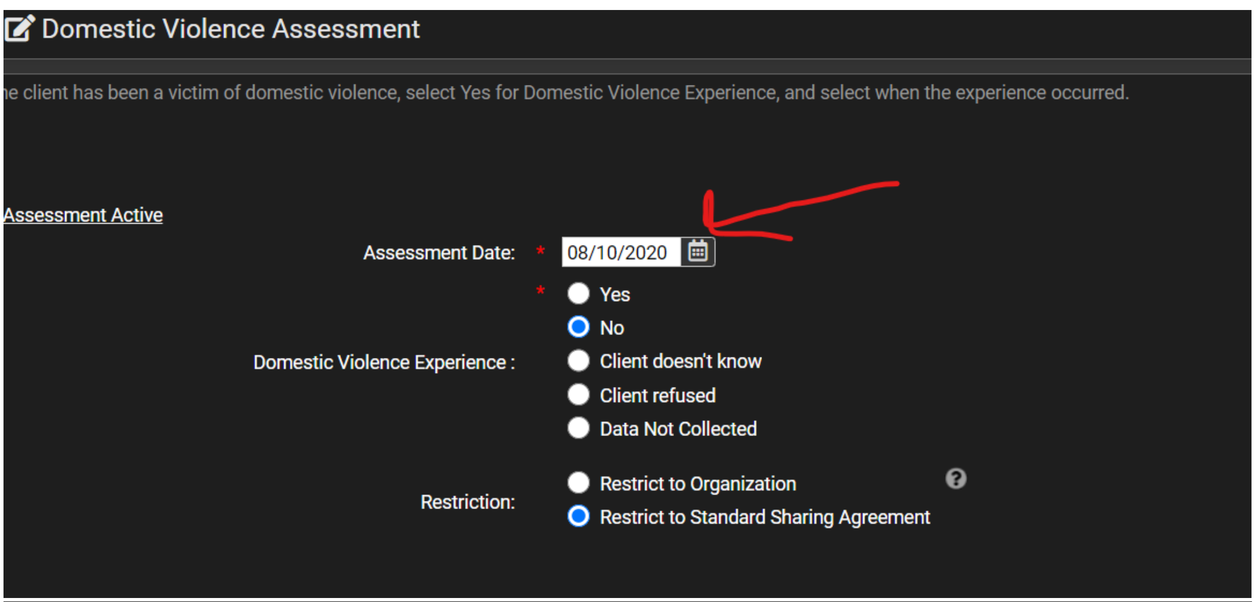
A participant missing from the APR_2020 _DQ_14_Detail spreadsheet indicates one of the following errors

- Date above Domestic Violence Survivor field does not match date of the assessment
- Missing a response to Domestic Violence Survivor field

**Example – Participant Missing from Data DQ 14 spreadsheet**

1. Open the participant's client record in ClientTrack.
2. On the left-side of the screen, click Master Assessments.
3. Locate the Entry assessment for your project, and open it by clicking the circle/arrow icon on the far left, and then selecting View Related Assessments from the drop-down menu.
4. From the assessments select the Domestic Violence sub-assessment by clicking on the notebook and pencil icon to the left of it.
5. **5.** Check the dates of the assessment and the sub-assessment, seen with red arrows in the image below. If these dates do not match, as in the image, change the date Assessment Date of the Domestic Violence sub-assessment.




6. **6.** Click Save.
7. **7.** If the dates are correct and the Domestic Violence Survivor field has a response, repeat steps 1 through 5 for the latest assessment (Annual or Exit).

## APR_2020_DQ_19_Detail

This spreadsheet assigns a category to describe the change in income for all adult participants between their project entry and most recent assessment (annual or exit). Participants enrolled in a project less than one year, or who are under the age of 18, are excluded from this report.

*Common Errors*

- Client marked as not having income, but 'Yes' is reported in assessment
  - If 'Yes' is selected for earned income, but no amount is recorded, the person is not reported as having earned income. This rule applies to other income.

**Correcting Common Errors**

Common Errors for reporting financial information are reviewed in APR_2020_DQ4_Detail section on pages 8-10. For all other errors, please submit a ticket in ClientTrack.

## APR_2020_DQ_21_Detail

This spreadsheet lists all of the responses for health insurance for all participants reported in their entry and most recent assessment.

**Sample:**

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | ClientID | Name | EnrollID | EnrollDate | ExitDate | AssessmentID | AssessmentD | HouseholdType | RequiredAnn | AgeAtEı | Relationship | Insurance At | Assessment Sta | Classification | Category |
| 2 | 123456 | Fake ClientA | 234567 | 1/1/2010 0:00 | | | | Without Children | Yes | 60 | Self (head of household) (1) | Annual | Stage and other da | Stayers Required To Have an Annual Assessment | Data not Collected |
| 3 | 123457 | Fake ClientB | 234567 | 1/1/2011 0:00 | 4/1/2019 0:00 | 345678 | 4/1/2019 0:00 | Without Children | No | 31 | Head of household's spouse or partner (3) | Exit (3) | Assessment Preser | Leaver | Client Doesn't Know/Client Refused |

*Common Errors*

- Data not collected
  - Selected "Data Not Collected" or the date of the assessment is not consistent with the event (i.e. entry date doesn't match the entry assessment date).
- Insurance Types are blank
  - A response was not selected for the Insurance Type, or date of the assessment is not consistent with the event (i.e. entry date doesn't match the entry assessment date).

**Correcting Common Errors**

Errors found in this spreadsheet can be repaired by opening the participant’s assessment and reviewing the health insurance information. Instructions for this can be found using steps 1 through 4 of Example – Correcting Head of Household without Location on page 7. The assessment type is identified in the spreadsheet in column L (Insurance At) as seen in the sample above.