

HPRP/HMIS Tip of the Week #17

Red Flags and Other Reporting Mysteries Revealed

As you know, data quality cannot be quantified in one single report. The Data Quality report most often sent out for HPRP providers is the one designed for the Quarterly Progress Report (QPR). I have also been sending out a few Data Completeness Reports meant to help clean up data for the Annual Progress Report (APR). This and other reports are being used to further clean up data in our HMIS in preparation for the new HEARTH legislation coming. HEARTH is an amendment of the McKinney-Vento Act, which has been passed into law, but the regulations as to how this legislation is going to play out “on the ground” have not been released. Still, there are some things we know and can predict about which data elements will be scrutinized in the coming years. This Tip will help you be able to quickly filter out problem data to keep your numbers looking great for the upcoming regulations as they change.

Some Red Flags:

- Clients exiting into homeownership. (While possible, this is not the intent of HPRP.)
- Utility assistance only. (While possible, it’s unlikely that a utility payment will keep a household in housing.)
- Temporary destinations. Keep in mind that your Destination should be what situation they were in on the exact day of their exit from your program.
- Amounts listed for your Financial Assistance services being very high.
- Don’t Know/Refused answers for Housing Status (at entry). Or high percentages of other Don’t Know/Refused.
- Over 5% of clients showing with errors on the Data Quality Report.
- Over 3% of clients showing missing data for any data element on the Data Completeness Report.

Keep in mind that what I mean by “red flag” is just something that will cause questions. Questions are not a bad thing. As long as what was selected is correct/ truthful and can be explained, there should be no problem. These red flags are only the ones I know about right now, but there will most certainly be more that come up in the future. But it is best to know ahead of time what kinds of things you may be asked about, so in the next section I will cover how to find these issues in your data.

How to Find Your Own Red Flags

In ServicePoint, you can run a number of reports on your own data without having to rely on the “Advance Reporting Tool” (ART) like some of us use to run the Data Quality and Data Completeness reports. The main one you already know about is the Entry/Exit report. This is a more general report designed to show you your data in an understandable way. The value of this report is in running it often and asking questions when you do not understand something.

To run your Entry/Exit report, log into ServicePoint and make sure you are in as your HPRP provider. Hover over the Reports tab and go to Provider Reports, then click Entry/Exit Report. Choose your provider. For Type, choose HPRP. Enter your date range and click “Build”. I would suggest sitting with this report and comparing what you see with what you know about your program.

For example: What if you are a program that only serves families, and yet you see a bright blue “4” under “Number of Singles Not in Families”? You can click on the “4” and see the names of the four individuals being counted. You see them and recognize two of them as a couple with no children. You check to see if they have households created (they do) and wonder how they are being counted as “Singles Not in Families”. The answer is- at least for now (before HEARTH regs), households without children are not counted as “families”. These kinds of questions are good to ask and understand about your data so that you can recognize data that seems off. I would suggest going through the whole report in this way, asking questions about anything that doesn’t make sense to you.

Another way to find data that may raise red flags is to look at some of the custom ServicePoint reports I have created for HPRP. To navigate to these reports, you will log into ServicePoint and “enter data as” your HPRP provider. Hover over the Reports tab and go to Custom Reports, then click “Report Writer”. A new window will open. Across the top, you will see a series of tabs. (Figure 1).

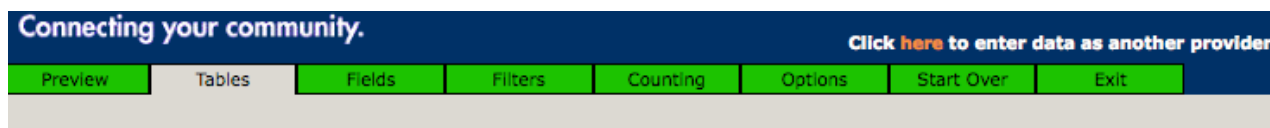


Figure 1: Report Writer tabs across the top

Click the Options tab. Scroll down until you see the reports in Figure 2. (They are in alphabetical order.) These are reports that

Ohio Balance of State HPRP

I created and saved so that you can run these reports on your own data.






 HPRP DQ Future Exits	11/22/2010	Ohio Department of Development	AFTER YOU CLICK THIS REPORT AND BEFORE CLICKING PREVIEW: you will need to add a filter on Exit Date: "Is After" and then enter tomorrow's date. Client ID, Entry Date, Exit Date, Provider.
 HPRP DQ Homeownership	11/22/2010	Ohio Department of Development	Client ID, Type of Living Situation, Entry Date, Destination, Exit Date, Provider. Shows all clients who have exited into homeownership.
 HPRP DQ Housing Status at Exit	11/22/2010	Ohio Department of Development	Client ID, Provider, Entry Date, Exit Date, Housing Status at Entry, Housing Status at Exit. Where client has an exit date and where there is no Housing Status at Exit saved.
 HPRP DQ Recertifications	11/22/2010	Ohio Department of Development	Client ID, Entry Date, Exit Date, Service Start Date, Service. Designed to show stayers and a history of their services. For every client with an entry date before three months ago, you should see two case managements and more services throughout the entry/exit period to warrant leaving the client in your program for this length of time.
 HPRP DQ Stayers	11/22/2010	Ohio Department of Development	Client ID, Entry Date, Exit Date, Provider. Shows all clients who are currently in your program. To see only those clients who have been in your program longer than three months, add a filter on the Entry Date field: "Is Before" and then enter whatever the date was three months ago.

Figure 2: Custom reports available to all providers

You can't tell from the image, but each of the report names is a link. If you click on the link and confirm OK, all the report criteria will load, but it will seem like nothing happened. Click the Preview tab. You will see the data from the report listed here. (Figure 3.) You can download the report by clicking "Download Report" and following the onscreen instructions. It will ask you to create a password for the document then it will zip it. Depending on your operating system, the procedure will differ; so call your computer support person (or me) if you have trouble with this.

Previewing 1 - 30 of 18348 rows.
 Show All | Download Report

ClientId	EntryDate	ExitDate	ProvideStartDate	HPRPFinancialAssistanceType	HPRPHousingRelocationAndStabilizationService	ProviderCreating	Inac
**327	07/15/2010		07/15/2010	Security deposits		[REDACTED] - HPRP - SMF+HC - NA	No
**327	07/15/2010		07/15/2010	Rental assistance		[REDACTED] - HPRP - SMF+HC - NA	No
**327	07/15/2010		07/15/2010		Case management	[REDACTED] - HPRP - SMF+HC - NA	No

Figure 3: Report Results

Figure 3 shows the "HPRP DQ Recertifications" report. This lists clients who are still in your program and what services they have been given. You can see that the client (**327) entered the program on 7/15/2010, received services, and then did not get any services since then. Since it has been over three months since the client has entered the program, there should be a second case management to denote the recertification that should have taken place on or around 10/15/2010, plus any other services that were given throughout this episode. Most likely, this client is just missing their exit date.

This report and the other reports like it (see Figure 2) will help you find data that will likely throw your reports off or be questioned. They will need to be reviewed for correctness and completeness as often as possible. The list of reports in Figure 2 will likely grow as new issues arise, so check for any reports there that begin with "HPRP DQ". Please call me if you wish to run a report where in the comment section it directs you to add a filter. I will also be running these reports to look for problems and sending you lists of clients to look at through the next few weeks, but the more you can do on your own, the better.

Comments, questions, and feedback are welcome. If you would like to not receive "HPRP HMIS Topic of the Week" anymore, or would like to be included, please email genelledenzin@cohhio.org.