HPRP/HMIS Tip of the Week #18

The Balance of State APR is due January 7th. This Tip aims to give you a preview of what the Balance of State APR is looking like and how we can move forward in making the smartest corrections to improve its numbers the fastest.

By far, the biggest issue in our implementation is MISSING DATA, especially in the Income and Non-Cash portion of the data. Please remember income and non-cash assessments must be filled out on ALL clients- adults and children. Also, because of the way the report is built, missing Dates of Birth are very problematic. Many sections of the APR report out on households, which are counted based on client DOB fields, not by their "Household Type" or by "Relationship". So if a DOB is missing or incorrect, the household could be counted incorrectly.

To run your APR, simply log into ServicePoint then click "Enter Data As" and choose one of your HPRP providers (if necessary). Hover over the Reports tab and then over Provider Reports and then click HUD HPRP-APR.

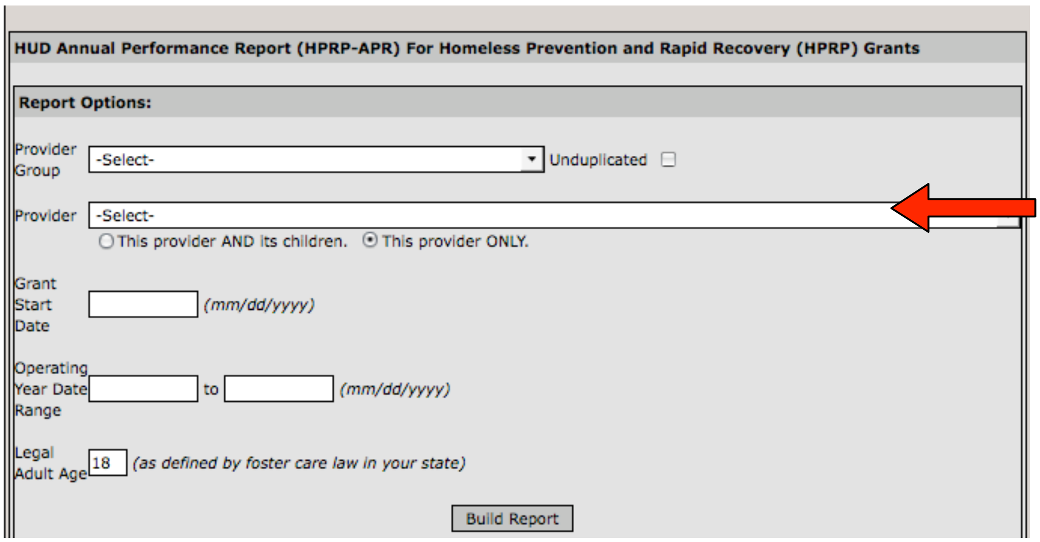

Figure 1: *HPRP APR build report screen*

After you see the screen in Figure 1, you will choose your provider in the second drop-down menu. At this time there's no way to run the report using a provider group unless your login is Level 1. Enter your Grant Start Date. Most likely, it is 9/15/2009. There are a few providers with earlier dates, so please check your grant if you are not sure. For Operating Year Date Range, enter 9/15/2009 (or your Grant Start Date) to 9/30/2010. Click "Build Report".

It could take some time to load depending on how busy the server is and how much data you have.

Section 4: (See Figure 2.) You will notice the report starts with Section 4. The section numbers go with the question numbers in the online submission form that the ODOD will use to submit our data. There are two parts to Section 4: your totals and the Data Quality section.

- The totals piece of Section 4 is the only piece that has numbers that will match your QPR. If your number of Unaccompanied Youth looks high to you, please click the number (which is a link) to investigate. Upon doing so, you will see a list of client IDs and names that the APR is counting as Unaccompanied Youth. If any of these clients are not children, you will need to correct their Date of Birth.
- The Data Quality piece of Section 4 is the section you will spend most of your time in preparing for your APR. There are two columns for each field: Don't Know/Refused and Missing Data. *The Missing Data column should be all zeroes by January 7th, even the Income and Non-Cash fields.* The numbers in the Don't Know/Refused column should be low.

Section 5: This section is split into 5a (Homelessness Prevention (HP)) and 5b (Homeless Assistance (HA)), and gives a breakdown of your clients by household. Once you've taken care of all your missing data from Section 4, you should see all zeroes in the Missing Information row and low numbers in the Don't Know/Refused row. Also check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

4. Combined HMIS and Comparable Database Data Quality		
Total number of records for All Clients		11487
Total number of records for Adults Only		6398
Total number of records for Unaccompanied Youth		155
Total number of records for Leavers		8726
Combined HMIS and Comparable Data Quality		
Data Element	**Don't Know or Refused**	**Missing Data**
First Name	0	0
Last Name	0	0
SSN	491	30
Date of Birth	77	20
Race	75	466
Ethnicity	143	6
Gender	4	13
Veteran Status	31	558
Residence Prior to Entry	25	1163
Zip of Last Permanent Address	23	541
Housing Status (at entry)	0	0
Income (at entry)	3	2161
Income (at exit)	15	2086
Non-Cash Benefits (at entry)	26	3533
Non-Cash Benefits (at exit)	51	3586
Destination	256	0

All these should be corrected by January 7th.

Figure 2: The Balance of State HPRP APR Section 4 as it is today. We have a LOT of work to do!

Section 6: This is where you can see how the APR has broken out your household numbers. As stated earlier, it is derived from client Dates of Birth, not from clients' Household Type or Relationship. Please check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Section 7: This section breaks out your households into Housing Status at Entry. Any numbers in the Unstably Housed or Stably Housed rows should be investigated. Clients who come into your program as Unstably Housed or Stably Housed were not eligible for HPRP and are subject to repayment. Please check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Section 8: This section reports on services and is broken out into 8a (HP) and 8b (HA) and 8c (All clients regardless of Housing Status). While this section is very similar to your QPR, the numbers will not match due to the calculations in households. Please check that the numbers seem right for your program. There should be at least one case management for each client. If your case management numbers do not match up to your client totals, contact Genelle Denzin so you can access the report designed to help you pinpoint who needs case management services added. If you notice anything else that seems off, please investigate.

Section 9: This section is Gender and is broken out into 9a (Adults), 9b (Children (based on DOB field)), and 9c (Unknown Age). Again, once you've corrected all your Missing Data in Section 4, 9c will hopefully show all zeroes except for maybe a Don't Know/Refused or two.

Section 10: This section is on Age and is broken into age brackets and households. If you don't serve underage households, please investigate any clients where the household is "With Only Children". Any numbers in the Unknown Household Type column are there because of missing data in the Date of Birth field. Any numbers in the Information Missing and Don't Know/Refused rows will have already have been dealt with once Section 4's missing data is corrected. Please note, however, the Age Error row. This brings out clients who have Dates of Birth that would make them over 100 years old or not born yet. Please investigate any client who lands in this row.

Section 11: This section is about 11a (Race) and 11b (Ethnicity) and is broken down into households. Please check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Section 13: This section is about Residence Prior to Program Entry and corresponds to the "Type of Living Situation" field. This is broken into Homeless Situations, Institutional Settings, and Other Locations. Please check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Section 14: Veteran Status is based on the Veteran Status field. Please check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Section 15: This section shows how well your program helps its clients increase their incomes during their stay. It relies on clients having their income data filled in correctly at entry and updated as often as it changes and at exit. It is important that all your clients' income data is updated at exit so that your program looks good in this area. Please check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Sections 16 and 17: These sections cover Income and Non-Cash sources broken out into Adults and Children and Age Unknown. Check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Section 18: This section is about Length of Stay. A lot of what the Hearth Act specifies is that successful programs will shorten client average Length of Stay over time. This section shows your average divided out by HP and HA. If you have any numbers past the 180 day range (or any range that is greater than what is typical for your program), please investigate those client IDs and check that their exit dates are correct.

Section 19: The Housing Status at Entry and Exit section plots your clients on a matrix that shows Housing Status upon entering your program (going across) and Housing Status upon exit (going down). For 2009-2010, you should see a diagonal line of numbers where both row and column headings match. This is because we were not recording Housing Status at Exit until November of 2010. Please disregard this section since half of this data was not collected. I will be proposing a matrix derived from your Destination data to ODOD to submit instead of what the HPRP APR says.

Section 20: The Destinations section is divided out into 20a1 (Length of Stay (LoS) Greater than 90 days HP), 20a2 (LoS Less than 90 days HP), 20b1 (LoS Greater than 90 days HA), and 20b2 (LoS Less than 90 days HA). Please check that the numbers seem right for your program. If you notice anything that seems off, please investigate.

Specifics:

1. This method may not work if everyone is trying to do this at the same time. If you are experiencing issues with the following instructions, please skip to #2 and use that method of finding your clients that need cleaning up. In Section 4, click on the numbers that show up in the Missing Information column. I usually advise not to print data with names, but in this case, it's warranted. Please shred the reports once you have completed the corrections on it. In order to print the screen that comes up, you will have to use Ctrl-P for Windows or Command-P for Mac. If you feel uncomfortable printing the screen, you can always just keep the window open and use it as needed to look up the client IDs. Look up each client to see why the client is being shown as having missing information, then correct the problem. When you find a client that's missing information in a field, you may notice that they are missing other data as well. When this happens, stay in that client's record and correct all fields you see that have missing data while you're in there. Some data may appear to be there, but it was not backdated correctly, so the report is showing it as missing. ALL MISSING DATA SHOULD BE ADDED IN BACKDATE MODE. (See #3.)

2. If you're experiencing error messages or timing out of ServicePoint using the instructions in #1, then do the following: Log into ServicePoint and enter data as your HPRP provider. Go to the Reports tab, under Custom Reports and click "ReportWriter". Go to the Options tab and scroll down til you see a series of reports titled HPRP DQ **APR** xxx. These reports will show you where your income data and non-cash data is incorrect. See Tip #17 for further guidance on using this method of finding your errors.

3. When you go to add in missing data meant to be collected at entry, you must backdate to the entry date. If you are going in to correct missing data meant to be collected at exit, you must backdate to the exit date. For detailed instructions on how to backdate, please see Tip of the Week #14 or call/email Genelle Denzin for clarification.

4. Please check that all your clients have case management services. As a reminder, any client who has been in your program for longer than 3 months should have at least two case management service transactions: one for the initial intake and a second one for the recertification. A good way to find which clients have missing case management services is to have Genelle Denzin run the HPRP Service Transactions by Household report. Call or email if you need this.

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.