

## HPRP/HMIS Tip of the Week #10

### Data Quality Reports Part 2 (F-I)

Last week, I covered the first four errors on the Data Quality report. This week I will cover the remaining four (F-I).

Tab	DATA QUALITY ISSUES IDENTIFIED IN THIS REPORT
B	Clients without Program Entry (during specified date range by a specified provider)
C	Clients without a Service Transaction (while enrolled with specified provider)
D	Clients without an HPRP Service Activity (for one or more valid services)
E	Clients with an Non-HPRP Program Entry Type recorded
F	Clients with no Housing Status recorded (at time of program entry)
G	Clients which have one or more HPRP Type Program Entry before start date of grant
H	Clients which have one or more HPRP Service Activity before start date of grant
I	Clients which have one or more Services with both a Financial and a Non-financial HPRP Activity Type indicated

**Figure 1:** List of errors identified on the Data Quality Report.

#### Error F: Missing Housing Status

Missing Housing Status! The most common error *by far* is this one. There are four reasons that I know of that this error will show for a client. I will cover three because the fourth is extremely rare:

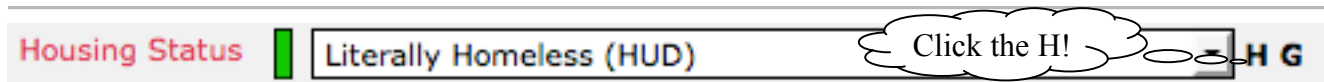
- I. The field was simply not answered at all. Instead of entering assessment data for all members of a household, just the Head of Household's (HOH) assessment will get completed.

Correction Steps:

1. Go to client record and click "Assessments"
  2. Click the Entry/Exit button and write down or remember the entry date.
  3. Click the HPRP link under Assessments List in the left sidebar.
  4. Go to "Assessment Date" and enter the entry date, then click BackDate.
  5. Fill in the missing information. Save, click Go Back to Live Mode.
- II. The wrong answer is selected. For HPRP, the only two eligible Housing Statuses are "Literally Homeless" and "Imminently Losing Their Housing".

Correction Steps:

1. Go to client record and click "Assessments".
2. Scroll down to Housing Status and check your answer. Determine if the client's housing status was a data entry error or if it is accurate, but maybe the client was not eligible for HPRP. If it was a data entry error, and the client is truly one of the acceptable HPRP answers, then click the H as shown in Figure 2. If not, please consult with your supervisor as to your next steps.



**Figure 2:** Click the "H" to View History for the Housing Status field.

3. Delete the record with the incorrect Housing Status and close the dialog box.
4. Click the Entry/Exit button and write down or remember the entry date.
5. Click the HPRP link under Assessments List in the left sidebar.
6. Enter the entry date into the field labeled "Assessment Date" and click BackDate. [The assessment data you entered before will seemingly "disappear". It's ok, don't panic, just keep following the steps listed here.] ☺
7. Answer the Housing Status field to match the true situation of the client, which should be either "Literally Homeless" or "Imminently Losing Their Housing". Save, Go Back to Live Mode. [You will see all the data become visible again.]

## Ohio Balance of State

III. Client record was not backdated when the assessment was saved. This is *the most common reason* for Missing Housing Status. At first glance, your data looks correct, but the problem is that the date attached to that correct answer you are seeing does not match the entry date.

### Correction Steps:

1. Go to the client's profile and click Assessment, then HPRP.
2. Click the Entry/Exit button. Write down or remember the entry date and close the Entry/Exit window.
3. Scroll down to the Housing Status field and click the "H" next to the dropdown. (See Figure 2.)
4. Check the date on this record. If you did not backdate, that date will be different from the entry date. This is the source of your error. Delete that record, close View History window.
5. Scroll back to the top of the assessment and enter the entry date that you wrote down into the "Assessment Date" field and then click BackDate.
6. Go back to the Housing Status field, make your selection. Save, Go Back to Live Mode.

### **Errors G&H: Entry/Service Prior to Grant Start**

The idea is you should not have program entries or services recorded in HMIS that precede the grant even starting. These errors are quite rare and usually occur because of typos in the dates.

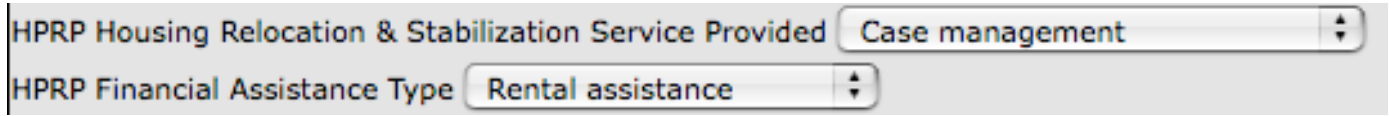
Most providers' Grant Start Date is 9/15/2009. This is the date I use to run the Data Quality report, so this is the date the report is comparing your entries and services to. There are at least two providers that I know of with odd Grant Start Dates. If you think you may be one of them, then on step 2, check that your dates precede your actual Grant Start Date and notify Genelle Denzin that those clients are ok because the report was using the wrong Grant Start Date.

### Correction Steps:

1. Go to the client's record and for Error G, click Entry/Exit. For Error H, click Service Transactions and then Display Services.
2. Look at the dates listed for your entries (G) or services (H). If you see a date that precedes 9/15/2009, check that it was a data entry error, then correct it. If there was an actual entry or service before 9/15/2009 given and the date you have is correct, please consult your supervisor for your next steps.

### **Error I: Double HPRP Service Activity**

The error refers to a service transaction with two services selected, one from each dropdown. (See Figure 3.) The QPR seems to show clients and services correctly despite these errors. This may not be true of future releases of the QPR or of other reports we may come to rely on in the future.



**Figure 3:** In Multiple Services, both dropdowns are selected, causing the error.

Currently, ServicePoint will not allow a Service Transaction to be saved like this. Clients with services created this way were entered before February of 2010.

### Correction Steps:

1. Go to client record, click Service Transactions, then Display Services, if available.
2. Click the pencil of the service transaction with two services on the same row.
3. Deselect one service, Save.
4. Click Multiple Services to create the service not represented anymore as you would normally.

Please let Genelle Denzin at COHHIO know when you have completed your corrections so you can see your updated report!! Also please call/email for assistance if that is needed/preferred.

*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.*