MERCED COUNTY CONTINUUM OF CARE

Homeless Management Information System

December 2023

Data Quality: Identify & Correct

Community Technology Alliance
75 East Santa Clara Street • Suite 900
San Jose, CA 95113
www.ctagroup.org

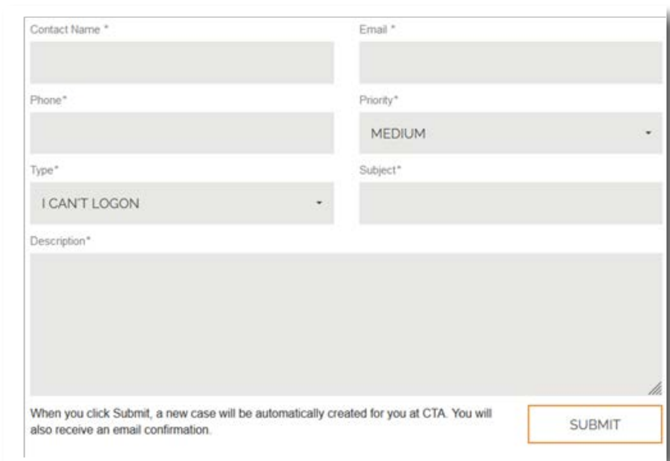
Table of Contents

Merced HMIS Web Portal

The portal is your online resource for HMIS You can find the portal at: https://ctagroup.org/merced-hmis/

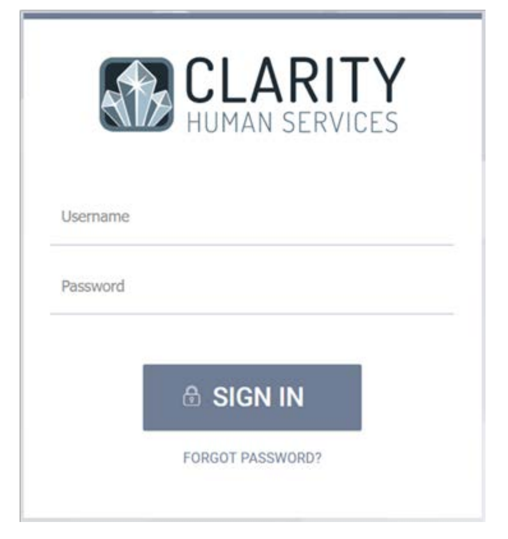
The portal provides the following online resources:

- **HMIS Log in**: click to access your HMIS site.
- **User Central**: repository of workflow manuals, Intake forms and other HMIS-related documents.
- **Training**: Provides details on upcoming trainings. Includes an on-line reservation system for users to sign up for upcoming trainings.
- **Partner Agencies**: A list of HMIS participating agencies.
- **Help**: CTA's Help Desk. HMIS users can quickly file a ticket requesting assistance.
  - To file a request for help: click **Help.**
  - Enter in your name, email, and phone number.
  - Type, Subject, Description: use these field to let us know what the issue is.
  - Note: If it is a client related issue, do not enter their name in the **Description** field. Instead, enter their HMIS client ID.
  - Click **Submit**



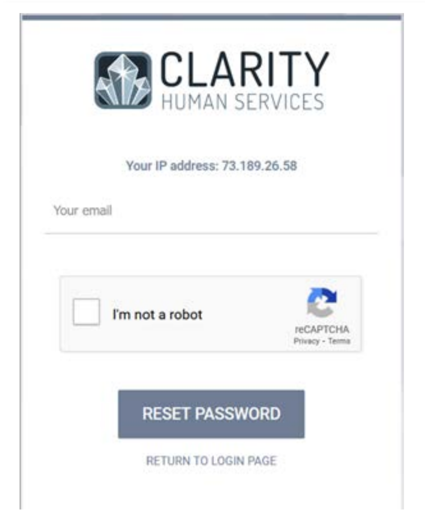
Access HMIS

Link to HMIS site: https://merced.clarityhs.com/login



Enter your **Username** and **Password**.

Click **Sign In**.

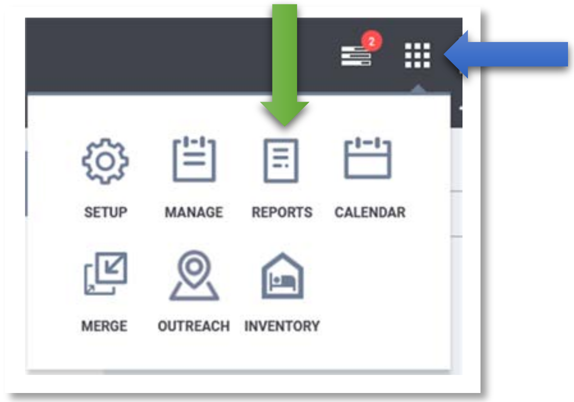


Forgot Password?

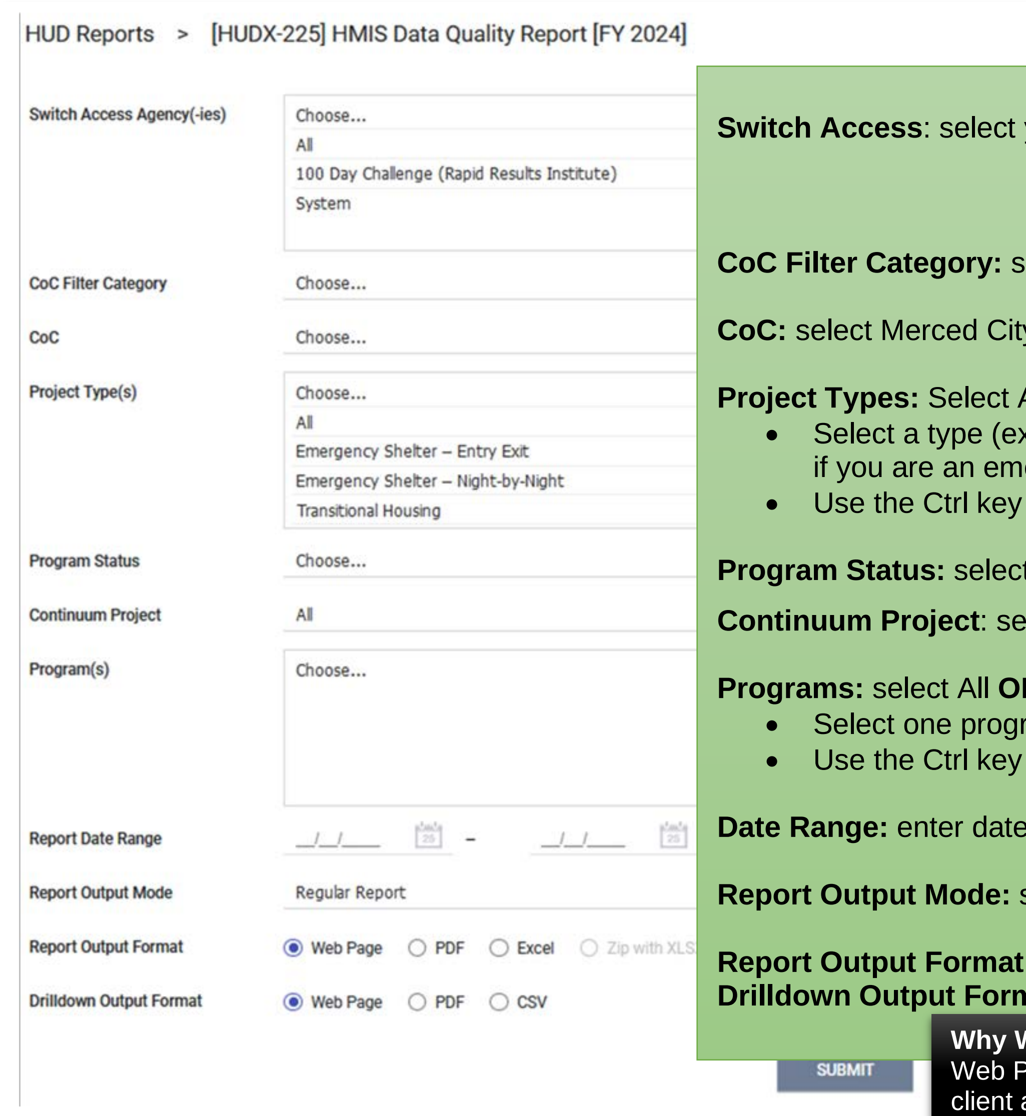
- Click **Forgot Password?**
- Enter in your email address.
- Click **I'm not a robot box.**
- Click **Reset Password.**

Access the HUDX-225 Data Quality Report [FY2024]

- Access your HMIS account
- Click on the square icon at top right of page (blue arrow), then click **REPORTS** (green arrow)
- Scroll down to **HUD Reports**
- Click on **HUD Reports**
- Click **Run** on **HUDX-225 HMIS Data Quality Report [FY2024]** (orange arrow)



Enter Prompts



Switch Access: select your agency

CoC Filter Category: select Program CoC

CoC: select Merced City & County CoC

Project Types: Select All **OR**

- Select a type (example: click on Emergency Shelter-Entry Exit if you are an emergency shelter
- Use the Ctrl key to select more than 1 type

Program Status: select All Programs

Continuum Project: select All

Programs: select All **OR**

- Select one program
- Use the Ctrl key to select more than 1 program

Date Range: enter date range.

Report Output Mode: select Regular Report

Report Output Format: select Web Page
Drilldown Output Format: select Web Page

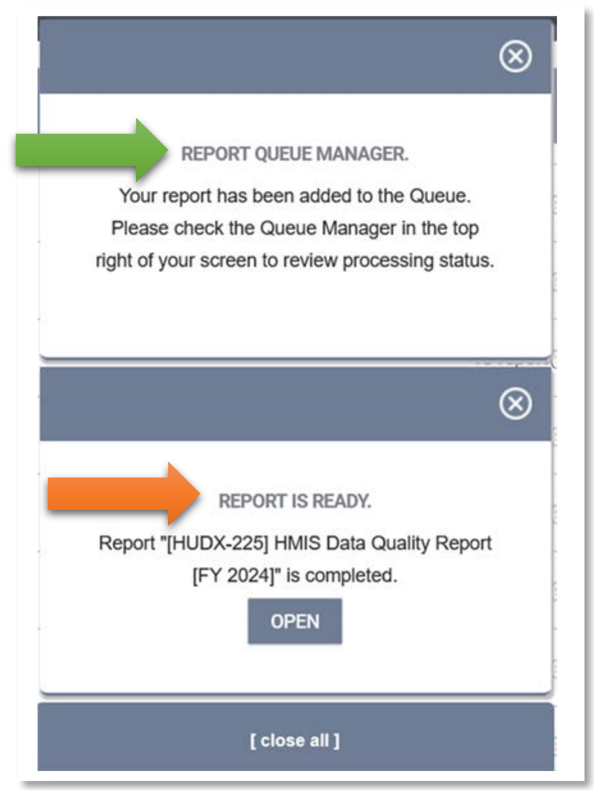
Why Web Page & Drilldown formats?
Web Page allows you to click on a number to identify the client and access their HMIS file.

Open the HMIS Data Quality Report

After clicking **Submit**, a popup will display stating your report is in the queue (green arrow).

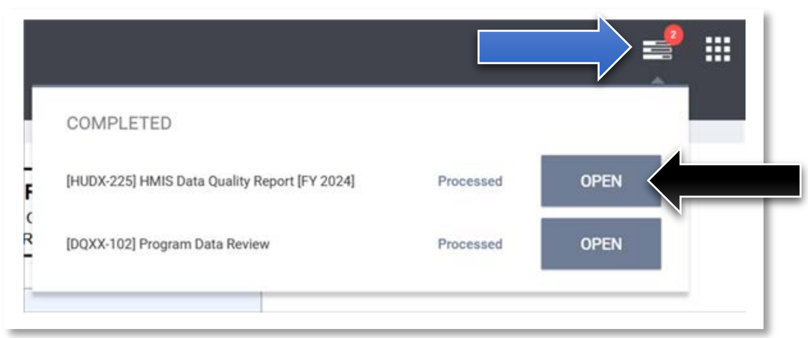
It may take several minutes for your report to be processed. Once the report is ready, a 2nd popup will appear (orange arrow).

- Click **Open** to access the report



You can also access the report by clicking on the **Book** icon at the top right of the page (blue arrow)

- A list of all reports recently generated will display
- Click **Open** to access the HUDX-225 report (black arrow)



Q1 Data Validation

There are 7 tables or sections to the HUDX-225 Data Quality report.

HMIS Data Quality Report [FY 2024]

[redacted]

CoC Category Filter: Program CoC
Date Range: 10/01/2022 thru 09/30/2023

Q1. Report Validation Table

Program Applicability: All Projects

Category	Count of Clients for DQ	Count of Clients
Total number of persons served	489	489
Number of adults (age 18 or over)	163	163
Number of children (under age 18)	326	326
Number of persons with unknown age	0	0
Number of leavers	0	0
Number of adult leavers	0	0
Number of adult and head of household leavers	0	0
Number of stayers	489	489
Number of adult stayers	163	163
Number of veterans	3	3
Number of chronically homeless persons	3	3
Number of youth under age 25	23	23
Number of parenting youth under age 25 with children	19	19
Number of adult heads of household	147	147
Number of child and unknown-age heads of household	0	0
Heads of households and adult stayers in the project 365 days or more	152	152

Q1. Report Validation Table
This table provides a snapshot of the number of clients enrolled in your program(s) for the specified date range (green arrow).

Total number of persons served: **489** (blue arrow).

- Click on the number to view client data.

Number of leavers: **0** (orange arrow)

- According to this report, no clients left your program. If this is accurate, then there is no data quality issue.
- If clients did exit, click on the Total number of persons served number (blue arrow) to determine which clients need to receive a program exit.

The Q1. Report Validation Table provides a snapshot of the number of persons enrolled in your program, along with the number of persons exited during the specified date range.

Are the number of persons served and number of leavers an accurate count? If not, click on the number to determine who is missing and who needs to be exited.

Q2. Personally Identifiable Information (PPI)

The Q2 table highlights data quality issues with the client's:

Name | Social Security Number | Date of Birth | Race and Ethnicity | Gender

The data quality issue is either due to **Information Missing** (green arrow), or some other **Data Issues** (blue arrow).

Q2. Personally Identifiable Information (PII)

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	11	0	11	0.51%
Social Security Number (3.02)	43	51	6	100	4.63%
Date of Birth (3.03)	0	1	6	7	0.32%
Race and Ethnicity (3.04)	7	24		31	1.44%
Gender (3.06)	0	0		0	0.00%
Overall Score				139	6.44%

We'll focus on how to correct **Date of Birth** issues. There is one client with missing information:

- Click on the 1 (green arrow).

Unique Identifier	Name	SSN	Date Of Birth
[redacted]	[redacted]	xxx-xx-9266	-

- **Note**: <u>Client's Unique Identifier and Name have been blacked out</u>.
- Click on the **Unique Identifier** (orange arrow) to access the client's file.
- The client's Profile page will display.
- In this example, the data quality issue is data was not collected.

Quality of DOB | Data not collected

<u>How to correct</u>:

- Click on **Data not collected** (black arrow) and select best match.
- **If Full DOB** reported or **Approximate or partial DOB reported** selected, the **Date of Birth** field will display.
- If you know the full DOB, enter MM/DD/YYYY. If approximate or partial DOB was selected, enter as much information as you know.
- Click **Save Changes**.

<u>There is a number in Client Doesn't Know/Prefers Not to Answer</u>
HUD prefers .

If the client doesn't know, or prefers not to answer: There is no data quality issue. There is nothing you need to do.

Q2. Personally Identifiable Information (PPI)

<u>How to correct Data Issues</u>

- Click on the number 6 (blue arrow).
- **Note:** All 6 <u>Unique Identifiers have been blacked out</u>.
- Click on a Unique Identifier to access the client's file.

Unique Identifier
[redacted]

Q2. Personally Identifiable Information (PII)

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	11	0	11	0.51%
Social Security Number (3.02)	43	51	6	100	4.63%
Date of Birth (3.03)	0	1	6	7	0.32%
Race and Ethnicity (3.04)	7	24		31	1.44%
Gender (3.06)	0	0		0	0.00%
Overall Score				139	6.44%

- Data Issues with DOB typically involve a mismatch between the **Quality of DOB** and **Date of Birth** fields.
- In this example, a full DOB has been entered.
- However, **Approximate or partial DOB reported** was selected for **Quality of DOB**.
- To correct this issue: select **Full DOB reported**.
- Click **Save Changes**.
- Repeat the above process until all issues corrected.

Quality of DOB	Approximate or partial DOB reported
Date of Birth	10/30/1998

Use this same process for SSN, Race/Ethnicity, and Gender.

- Click on the number
- Click on the Unique Identifier
- Either enter the missing data, or correct the mismatch between 2 data fields. Example: **Name** and **Quality of Name**.

Social Security Number: Some agencies do not collect SSNs, and some clients do not want to provide their SSN. If either is the case, select best match for **Quality of SSN**.

Q3. Universal Data Elements

Q3 details potential data quality issues with **Veteran Status**, **Project Start Date**, **Relationship to Head of Household**, and **Disabling Condition**.

Q3. Universal Data Elements

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	0	11	0	11	0.51%
Project Start Date (3.10)			40	40	1.85%
Relationship to Head of Household (3.15)		0	24	24	1.11%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.08)	1	169	0	170	7.87%

<u>**Veteran Status: Information Missing**</u> (blue arrow)

- Click on number, then click on **Unique Identifier**.
- **Veteran Status**: Enter **Yes** or **No.**
- **Veteran Information**: enter **Year Entered, Year Separated, Military Service**, Theater of Operation (more than one theater can be selected).
- <u>**Note**</u>: Follow this same process if there are **Data Issues**. A data issue is typically due to a mismatch. Example: **No** has been selected for Veteran Status, but data has been entered in the other fields.

<u>**Project Start Date: Data Issues**</u>

- Click on number, then click on **Unique Identifier**.
- There could be multiple reasons for a data issue. There could be missing data at **Project Start** or at **Exit**. The **ROI** is missing or has expired. If the client is in a household, the household may not be configured correctly.
- If you cannot quickly identify the issue, submit a help request to CTA at https://ctagroup.org/merced-hmis/m-request-help/

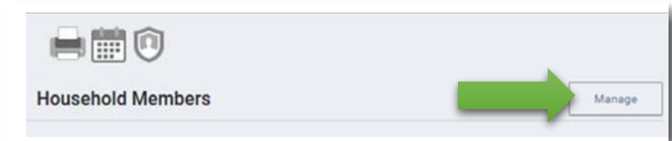
Q3. Universal Data Elements: Head of Household

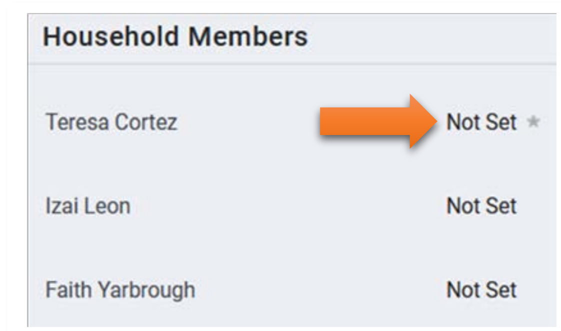
Q3. Universal Data Elements
Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	0	11	0	11	0.51%
Project Start Date (3.10)			40	40	1.85%
Relationship to Head of Household (3.15)		0	24	24	1.11%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.08)	1	169	0	170	7.87%

<u>**Relationship to Head of Household**</u> (blue arrow)
For both **Information Missing** and **Data Issues**:

- Click on number, then click on **Unique Identifier**.
- Client's Profile page will display. Look to right side of screen.





- Click **Manage** under **Household Members** (green arrow).
- A list of household members displays.
- What does **Not Set** mean? (orange arrow). It means the client's relationship to the head of household has not been entered.
- Place your cursor near **Not Set**. A pencil icon will appear. Click pencil.
- A pop-up window will appear with various data fields.
- **Member Type**: select best match for their relationship to the head of household.
- **Head of Household:** If no name displays, select name from drop down list.
- **Joined Household:** If no date displays, enter a date.
- **Exit Household:** Leave as is.
- Click **Save**.
- Repeat this process if there are other household members.

Q3. Universal Data Elements: Disabling Condition

<u>Disabling Condition: Information Missing</u>
(blue arrow)

- Click on number.
- A list of clients will display.
- Note: locate the Program column to determine the program client is missing **Disabling Condition**.
- Click **Unique Identifier**.
- The client's Profile page displays.
- Click **Programs** (top of page).
- Click the pencil icon of the program missing this data.
- Click **Enrollment**.
- Enter the missing data.

Q3. Universal Data Elements					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	0	11	0	11	0.51%
Project Start Date (3.10)			40	40	1.85%
Relationship to Head of Household (3.15)		0	24	24	1.11%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.08)		169	0	170	7.87%

<u>Examples of missing data or data issues</u>:

1. **Disabling Condition**: enter **Yes**, **No**, **Client doesn't know**, or **Client Prefers not to Answer**. HUD considers **Data Not Collected** as missing data. You may want to change the answer to **Client doesn't know**, or **Client Prefers not to Answer.**
2. **Yes** was selected for **Disabling Condition**, but no type of disability was selected. Select at least one type of disability.

- **No** was selected for **Disabling Condition**, but at least one type of disability was selected. Change **No** to **Yes**.

Q4. Income and Housing Data Quality

Note: Client Doesn't Know/Prefers Not to Answer: These are not necessarily data quality issues. If that is what the client told you, then there is nothing you need to do.

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	27	577		604	40.24%
Income and Sources (4.02) at Start	2	225	3	230	24.44%
Income and Sources (4.02) at Annual Assessment	0	79	0	79	100.00%
Income and Sources (4.02) at Exit	3	177	3	183	28.33%
Non-Cash Benefits (4.03) at Start*	1	228	2	231	24.55%
Non-Cash Benefits (4.03) at Annual Assessment*	0	79	0	79	100.00%
Non-Cash Benefits (4.03) at Exit*	2	179	1	182	28.17%

Destination: Missing Information (green arrow)

- Click on the number.
- Before clicking on the **Unique Identifier**, note the program the client is enrolled in.
- Click on **Unique Identifier**.
- Client's **Profile** page displays.
- Click **Programs**. Locate the program enrollment, click pencil icon.
- Click **Enrollment**, then click **Exit**.
- **Destination:** if there is no data, select best match.
- **Note:** HUD considers **Data not collected** and **No interview completed** to be data quality issues. If either selection is the correct answer, then there is nothing you need to do. If another answer is a better match, select that answer.
- Click **Save & Close.**

Q4. Income and Housing Data Quality

<u>Income and Sources at Start</u> (green arrow):

- Click on the number.
- Note the program the client is enrolled in.
- Click **Unique Identifier**.
- Click **Programs**, then locate the program enrollment and click the pencil icon.
- Click **Enrollments.**
- Scroll down until you see **Monthly Income and Sources**.

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	27	577		604	40.24%
Income and Sources (4.02) at Start	2	225	3	230	24.44%
Income and Sources (4.02) at Annual Assessment	0	79	0	79	100.00%
Income and Sources (4.02) at Exit	3	177	3	183	28.33%
Non-Cash Benefits (4.03) at Start*	1	228	2	231	24.55%
Non-Cash Benefits (4.03) at Annual Assessment*	0	79	0	79	100.00%
Non-Cash Benefits (4.03) at Exit*	2	179	1	182	28.17%

- **Income from any source**: If there is no answer, enter **Yes** or **No**.
- If **Yes**: select **Income Source**, then enter monthly dollar amount. Note: more than one income source can be selected.
- Click **Save & Close**.

Follow the same process for Non-Cash Benefits at Start until you click Enrollments.

After clicking Enrollments:

- Scroll down to **Non-Cash Benefits**
- **Receiving Non-Cash Benefits:** Enter **Yes** or **No**
- **If Yes, select one or more Non-Cash Benefits**
- Click **Save & Close.**

Q4. Income and Housing Data Quality

<u>Income and Sources at Assessment</u> (green arrow):

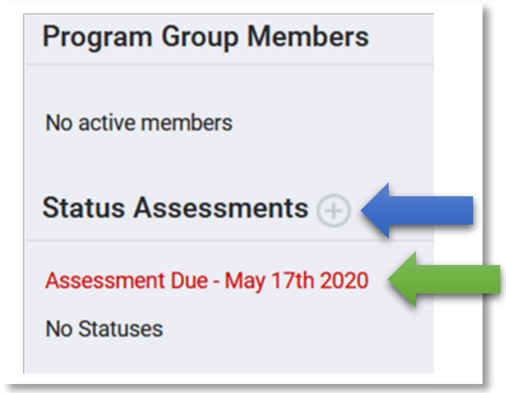
- Click on the number.
- Note the program the client is enrolled in.
- Click **Unique Identifier**.
- Click **Programs**, then locate the program enrollment and click the pencil icon.

Q4. Income and Housing Data Quality
Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	27	577		604	40.24%
Income and Sources (4.02) at Start	2	225	3	230	24.44%
Income and Sources (4.02) at Annual Assessment	0	79	0	79	100.00%
Income and Sources (4.02) at Exit	3	177	3	183	28.33%
Non-Cash Benefits (4.03) at Start*	1	228	2	231	24.55%
Non-Cash Benefits (4.03) at Annual Assessment*	0	79	0	79	100.00%
Non-Cash Benefits (4.03) at Exit*	2	179	1	182	28.17%

Look to the right side of page and locate **Status Assessment** (blue arrow)

- If you see **Assessment Due** (green arrow), then click the + icon (blue arrow).
- **Click Add Annual Assessment**.
- Review data and update as necessary.
- Click **Save & Close**.



<u>What if I cannot add an Annual Assessment</u>?
It's likely because the client has been exited.
Contact CTA for assistance by submitting a help request:
https://ctagroup.org/merced-hmis/m-request-help/

Follow the same process for Non-Cash Benefits at Annual Assessments.

Q4. Income and Housing Data Quality

<u>Income and Sources at Exit</u> (green arrow):

- Click on the number.
- Note the program the client is enrolled in.
- Click **Unique Identifier**.
- Click **Programs**, then locate the program enrollment and click the pencil icon.
- Click **Exit.**

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	27	577		604	40.24%
Income and Sources (4.02) at Start	2	225	3	230	24.44%
Income and Sources (4.02) at Annual Assessment	0	79	0	79	100.00%
Income and Sources (4.02) at Exit	3	177	3	183	28.33%
Non-Cash Benefits (4.03) at Start*	1	228	2	231	24.55%
Non-Cash Benefits (4.03) at Annual Assessment*	0	79	0	79	100.00%
Non-Cash Benefits (4.03) at Exit*	2	179	1	182	28.17%

- **Income from any source**: If there is no answer, enter **Yes** or **No**.
- If **Yes**: select **Income Source**, then enter monthly dollar amount. Note: more than one income source can be selected.
- Click **Save & Close**.

- HUD considers **Data not collected** as a data quality error. If the client was not asked (or if you were unable to ask the client), then leave as is. Note: the prevalence of Data not collected will impact your overall data quality.

Follow the same process for Non-Cash Benefits at Exit.

Q5. Chronic Homelessness

Missing time in institution, Missing time in housing, Approximate date this episode started, Number of times, Number of months: The data correction process is the same

- Click on the number.
- Note the program the client is enrolled in, the click **Unique Identifier**.
- Click **Programs**, locate the program enrollment, then click the pencil icon.
- Click **Enrollments**.

Q5. Chronic Homelessness

Program Applicability: ES-EE, ES-NbN, SH, Street Outreach, TH, PH(All), CE, SSO, Day Shelter & HP

Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate date this episode started (3.917.3) Missing	Number of times (3.917.4) DK/PNTA/missing	Number of months (3.917.5) DK/PNTA/missing	% of records unable to calculate
ES-EE, ES-NbN, SH, Street Outreach	0			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	941	1	103	1	37	42	16.05%
CE	0	0	0	0	0	0	0.00%
SSO, Day Shelter, HP	0	0	0	0	0	0	0.00%
Total	941						16.05%

Scroll down until you see **Prior Living Situation**:

- **Missing time in institution**: Locate the **Length of stay in prior living situation**. Select best match from the drop down menu.
- **Missing time in housing:** Locate the **Length of stay in prior living situation**. Select best match from the drop down menu.
- **Approximate date this episode started**: Enter date in **Approximate date this episode of homelessness started**.
- **Number of times**: Select best match from **Number of times on the streets, in ES, or Safe Haven in the past 3 years.**
- **Number of months**: Select best match from **Number of months homeless on the streets, in ES, or Safe Haven in the past 3 years.**
- Click **Save & Close**.

Q6. Timeliness

This is for informational purposes only.
There are no data quality issues to correct.

What is Timeliness?
The table shows how many days from when a client enters or exits a program and when the data was entered in HMIS.

Q6. Timeliness

Program Applicability: All Projects

Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
< 0 days	50	49
0 days	375	1,105
1-3 days	163	16
4-6 days	62	27
7-10 days	28	44
11+ days	554	260

Q7. Inactive Records: Street Outreach

The Q7. Inactive Records table is for Street Outreach programs only.

What is an inactive record?
A street outreach client is considered inactive when there's been no contact with the client for 90+ days.

Inactive clients should either be exited, or data should be entered in HMIS detailing there has been contact within the past 90 days since the previous contact.

Q7. Inactive Records: Street Outreach and Emergency Shelter

Program Applicability: Street Outreach & ES-NbN

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NbN)	147	147	100.00%
Bed Night (All clients in ES - NbN)	0	0	0.00%