CHICAGO HMIS DATA QUALITY ASSESSMENT PROCESS GUIDELINES AND INSTRUCTIONS

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About the HMIS Data Quality Assessment Process

As the Chicago Continuum of Care shifts toward a more data-informed approach to coordinating services and resources in an effort to end homelessness, Homeless Management Information System (HMIS) data quality is becoming increasingly important. We rely on the support of all providers of all funding types to enter accurate, complete, and timely data that will help with our analyses and ensure we have the information we need to make sound decisions as a continuum.

The HMIS Data Quality Assessment process addresses completeness, accuracy, and timeliness of the data entered by service providers into HMIS, as guided by the Chicago HMIS Data Quality Plan. Providers will run a report in HMIS and submit it to All Chicago during the process. The report will address data in the following areas:

- Null Values – Clients missing required universal and program-specific data elements is an issue that must be addressed. Without all these fields populated, effective analysis of client data is made more difficult.
- Child-Only Entries – Children erroneously enrolled in projects without their appropriate guardian grouped with them is an ongoing issue. These data entry errors hinder providers' ability to count the number of families and singles enrolled in a project.
- Bed Utilization – If HMIS shows the number of clients enrolled in a housing project is vastly different from the number of beds the project has, this might indicate there is a discrepancy between which clients are enrolled in the project in real life and which are indicated as being enrolled by HMIS data.
- Timeliness – Data should be entered into HMIS very soon after it is collected. Timely data entry ensures the data are accessible when they are needed.

In 2014 and 2015, the HUD CoC Competition Evaluation process awarded points to those HUD-funded projects that had participated in the HMIS Data Quality Assessment processes over the course of the previous year, as participation was viewed as an expectation. HUD-funded projects can expect a similar data-driven focus on future CoC Competition Evaluation processes. Those projects that are not HUD-funded are still expected to take part in the Data Quality Assessment process, as we expect all data to be complete and accurate, regardless of funding source.

Process Overview

The HMIS data report providers must run for the Data Quality Assessment process is the **ChicagoDQ** report. Because it is run as part of the Advanced Reporting Tool (ART), only users identified as Agency Technical Administrators can run the report.

After running the report, the provider can work to address the data quality issues identified within the report. Any changes made to the data within HMIS will not be reflected in the ART report until the following day.

Regardless of the state of the data, a report must be submitted to All Chicago by the first deadline by every provider. At this time, if there are still changes to the data that need to be made in order to make the provider's data compliant, the provider should continue work to correct the issues before the second and final deadline, when another report needs to be submitted to All Chicago.

June 2015 Timeline

Wednesday, June 10	All Chicago sends out a request for agencies to submit the Chicago DQ report run from ServicePoint's Advanced Reporting Tool (ART).
Friday, June 19	Submission of the ChicagoDQ report from projects to All Chicago via SendSpace.com is due **by 5:00pm**. (Remember that data fixed on Thursday won't show up in ART until Friday, so you'll need all data cleaned by the day before!)
Monday, June 22	All Chicago will post all projects' results at http://bit.ly/ChicagoDataQuality. Those projects who have any data elements with null values amounting to more than 5% of clients enrolled or have 1 or more child-only entries will have a week-and-a-half to correct their data and submit updated reports to All Chicago via SendSpace.com showing the count of null values under 5% for all fields and the count of child-only households at 0. Those projects whose data elements already all have null values under 5% and 0 erroneous child-only households need not take any further action.
Tuesday, June 30	For those projects who needed to fix data, the resubmission of the reports showing updated and corrected data is due **by 5:00pm**. (Remember that data fixed on Tuesday won't show up in ART until Wednesday, so you'll need all data cleaned by the day before!)
Thursday, July 2	All Chicago will post the final percentages of all projects' null values and child-only entries count at http://bit.ly/ChicagoDataQuality.

Reporting Date Range

The reports run for this Data Quality Assessment process will look at clients enrolled between **5/1/2014 and 6/1/2015**.

Compliance

In order to be fully compliant with the Data Quality Assessment process, all HMIS providers with clients enrolled in them within the specified reporting date range must submit the appropriate HMIS-generated reports to All Chicago by the deadlines and using the methods specified in this document. The reports must show no more than 5% of the clients enrolled in the specified date range are missing any data element, and there must be 0 child-only entries. (Exceptions for child-only entries are made for programs that serve individuals aged 17 and under; each program will need to provide to us via email— hmis@allchicago.org—a list of Client IDs for these teenaged clients who do belong in their own entry for All Chicago to excuse any value above 0 for a count of child-only entries.)

For June 2015 Assessment Only: Three new data elements were added to the Assessment this quarter: Client Location, Relationship to Head of Household, and the Chronic Homelessness-related questions. They are required for clients entering projects since October 1, 2014. These elements missing data will *not* be considered non-compliant until the next Data Quality Assessment in October 2015. Agencies are still encouraged to start to fix missing data now.

Contact Information

If you have any questions on the process, please email hmis@allchicago.org.

How to Run the ChicagoDQ Report

The report all providers will need to run is called **ChicagoDQ_----_yyyy-mm-dd**. This name is the template for how it will be renamed when providers [submit the report](#) later on in the process. Please note only Agency Technical Administrators (ATAs) have access to this report in ServicePoint's Advanced Reporting Tool (ART).

OPEN UP SERVICEPOINT AND ART

1. Log in to ServicePoint, and navigate to the Advanced Reporting Tool section in either of the following ways:
   a. Reports -> Under Custom Reports click on **ART**
   b. Top right corner under Mode: -> click on **ART: Connected** or **ART: Unread Messages**.

2. Within the ART Browser...
   a. Navigate to **Public Folder > Common Share > Data Quality > ChicagoDQ_---- _yyyy-mm-dd**
   b. Click on the magnifying glass to the left of the report name. In the resulting pop-up window, select "View Report" to open up the ART report-running dialog.
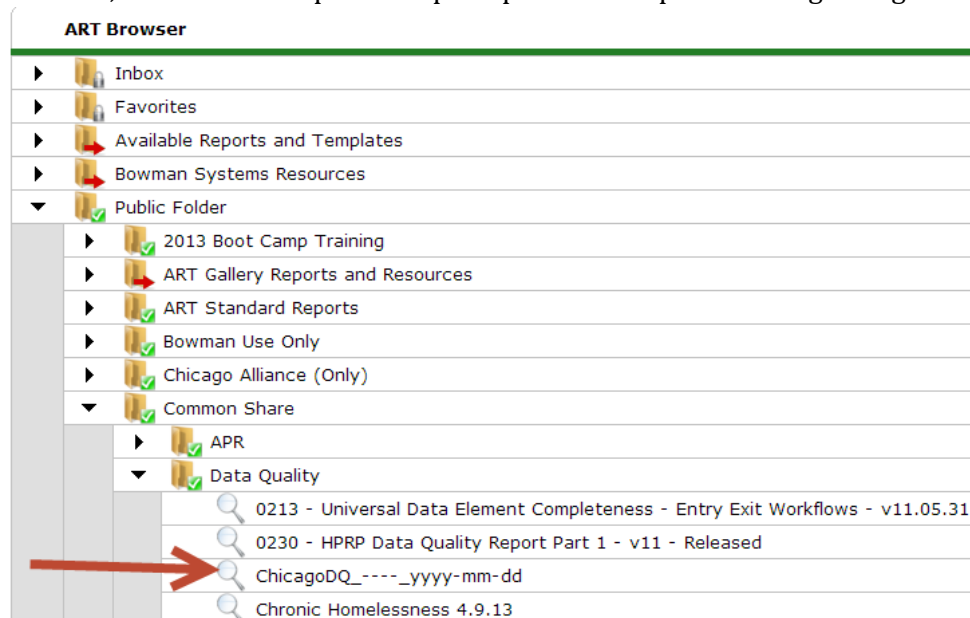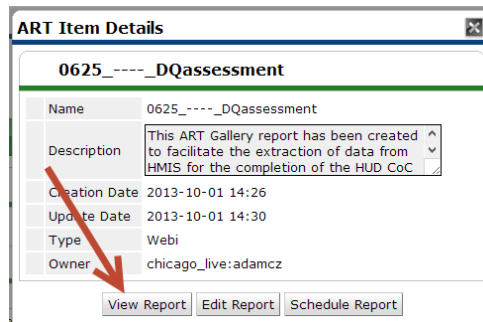
A new tab will open in your browser where the ChicagoDQ report will load.

REPORT PROMPTS

3. You will have to pay attention to five of the report prompts.
    a. **1. Select Provider(s):** Run the report for your SINGLE program (not all of your agencies' programs together). If you do not see any providers to select, click the *Refresh Values* button to populate the list.
       Please note the prompt—**1. Select Provider Group(s)**—is left *blank*.
    b. **2. Enter Start Date:** 5/1/2014
    c. **3. End Date PLUS 1 Day:** 6/1/2015
    d. **4. Select Entry Type:** Select "**HUD**" unless you have a PATH ("PATH"), RHY ("RHY"), or SSVF ("VA") program.
    e. **Enter effective date:** Select whatever the date is on the day you are running the report (a.k.a. "today's date").
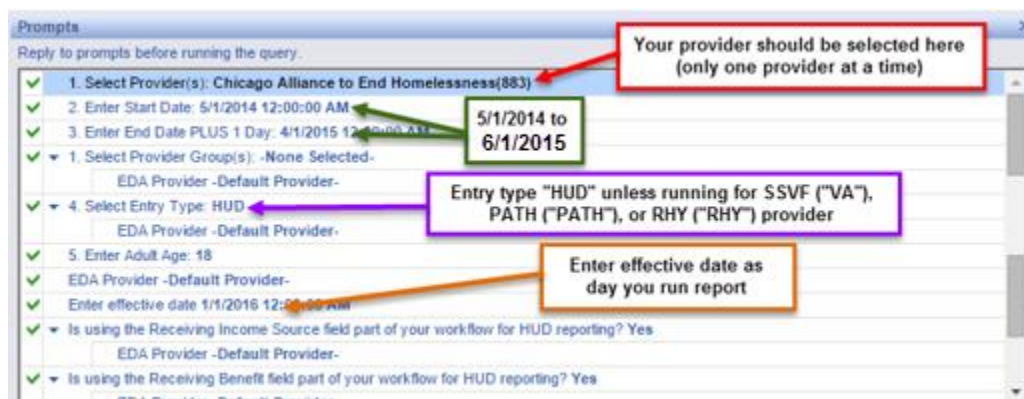
4. After all of your prompt selections are made, click on **Run Query** in the bottom right. This will make your report run.

How to Interpret the ChicagoDQ Report

NULL VALUES
Detailed on the **OverallCounts** tab of the ChicagoDQ report is a list of the data elements clients entered into ServicePoint must have populated; see the Frequently Asked Questions for the complete list. In order for a project to be considered compliant, **fewer than 5% of clients** enrolled in a project during the specified timeframe **can be missing values for any one of those data elements**. Projects are expected to take the necessary steps to populate any fields with appropriate and accurate data for clients who are currently missing values.

All Chicago - Data Quality Assessment

Total # records: All Clients	883
Total # records: All HoHs Entering Since 10/1/2014	154
Total # records: All Clients Entering Since 10/1/2014	345
Total # records: All Adults + HoHs Entering Since 10/1/2014	132

Data Element	Don't Know or Refused	Missing Data	Missing Data %	
First Name	0	0	0.00%	
Last Name	0	0	0.00%	
SSN	88	360	40.77%	**Fields with more than 5% of clients missing data**
Date of Birth	0	79	8.95%	
Race	6	95	10.76%	
Ethnicity	4	88	9.97%	
Gender	0	62	7.02%	
Veteran Status	8	11	1.25%	
Disabling Condition	28	70	7.93%	
Residence Prior to Entry	6	67	7.59%	
Length of Stay in Prior Residence	10	66	7.47%	
Housing Status (at entry)	12	341	38.62%	
Income (at entry)	1	78	8.83%	
Income (at exit)	0	25	2.83%	
Non-Cash Benefits (at entry)	1	90	10.19%	
Non-Cash Benefits (at exit)	0	34	3.85%	
Disability Sub-Assessment	26	127	14.38%	
Domestic Violence (at entry)	1	117	13.25%	
Client Location (all HoHs)	0	86	55.84%	**Fields with more than 5% of clients missing data needing to be cleaned up before October 2015**
Relationship to HoH (all clients)	0	185	53.62%	
Chronic Homeless (adults + HoHs)	1	70	53.03%	
Destination	36	26	2.94%	
Number of Child-Only Entries		15		**# Entries with No Adults**

emergency fund
making homelessness history

chicago alliance
making homelessness history

the learning center
making homelessness history

To learn which particular clients are missing data, you can run the **ART 0631 report** found in your ART browser at **Public Folder > Common Share > APR**. You will run it on your provider with the same Start Date, End Date, Effective Date, and Entry Type. **Tab B – Summary Detail** in the 0631 report shows which clients are missing which data elements, with the exception of the following elements:

- Length of Stay in Prior Residence
- Housing Status (at entry)
- Client Location*
- Relationship to Head of Household*
- Chronic Homelessness Fields*

Clients missing those data elements are listed in the **Elements Not on 0631 Report** tab of the ChicagoDQ report.

*Please note the three new fields not seen in previous Data Quality Assessments. They are required for clients entering a project **since 10/1/2014** when the data elements became available. Because this is the first time they are showing up in a report, compliance for this Data Quality Assessment does not depend on them being below 5%. All of these missing fields are expected to be fixed for the next Data Quality Assessment in October 2015. Everything showing up as missing now will still be missing then if they are not fixed, so agencies are encouraged to fix the data now.

CHILD-ONLY ENTRIES
In addition to checking to ensure all of our required data elements are not missing, we will be looking to make sure there are not any **child-only entries** in any projects. With very few exceptions, children should not be enrolled in programs without being grouped with an adult. These children-only entries hurt the Continuum on things like the AHAR, so we want to make sure we take care of them regularly. The ChicagoDQ report you run that shows the missing data values will also show how many entries without adults you have (as well as showing who those clients are).**You will need to have the number of child-only entries be at 0** in order to be considered compliant.

If the OverallCounts tab identifies any child-only entries, the user can go to the **Elements Not on 0631 Report** tab to see a detailed list of who those clients are.

If a single client has **no date of birth** entered, she cannot be identified as an adult or a child. This means she is in an entry without any adults, and she will be flagged in this list.

Project Entries Without Adults

ClientID	GroupID	Provider	Entry Date	Exit Date	Age at Entry	Adults in Entry
330051	348202	Chicago Alliance to End Homelessness (883)	2/24/14		15	0
335368		Chicago Alliance to End Homelessness (883)	5/13/14		8	0
335370	355142	Chicago Alliance to End Homelessness (883)	5/13/14		7	0
335372		Chicago Alliance to End Homelessness (883)	5/13/14		2	0

Exceptions are made for programs who do actually serve individuals under 18; each program will need to provide to us via email (hmis@allchicago.org) a list of Client IDs for these teenaged clients who do belong in their own entry for All Chicago to excuse any value above 0 for a count of child-only entries.

BED UTILIZATION
The BedUtilization tab looks at the number of clients a project has enrolled on four Points In Time throughout the year (the last Wednesdays in January, April, July, and October) to see if the project is over- or under-enrolled with respect to the number of beds it has. Over-enrollment often is a result of clients not being exited when they should. Please ensure your projects have the appropriate number of clients enrolled on all four nights throughout the year.

While compliance this quarter is not dependent on bed utilization, agencies should be prepared for when it will be required in future quarters on the Data Quality Assessment.

- The # Participating Beds in HMIS is based on the numbers your agency submitted for the Housing Inventory Count (HIC).
- Per the Chicago HMIS Data Quality Plan, Permanent Housing and Safe Haven projects must have a Bed Utilization % between 85% and 105% on the four nights listed below. All other projects with beds must have a Bed Utilization % between 80% and 105% on the four nights listed below.
- If your project does not have beds, you should still be aware of the number of clients enrolled on a given night to ensure you are exiting clients when they need to be exited.

Date of Count	Provider	# Participating Beds in HMIS	# Entries	Bed Utilization %
4/30/2014	Chicago Alliance to End Homelessness(883)	193	224	116.06%
7/30/2014	Chicago Alliance to End Homelessness(883)	193	243	125.91%
10/29/2014	Chicago Alliance to End Homelessness(883)	193	313	162.18%
1/28/2015	Chicago Alliance to End Homelessness(883)	193	357	184.97%

As we can see in this example, the Bed Utilization % on the right keeps getting higher as the time passes, meaning the users are probably not exiting clients from the project when they should be.

TIMELINESS

Entering data in a timely manner can reduce human error that occurs when too much time has elapsed between the data collection/service transaction and the data entry. Timely data entry ensures the data are accessible when they are needed, either proactively (e.g. monitoring purposes, increasing awareness, meeting funded requirements), or reactively (e.g. responding to requests for information, responding to inaccurate information).

While compliance this quarter is not dependent on timeliness, agencies should be prepared for when it will be required in future quarters on the Data Quality Assessment.

The Timeliness tab will detail project entries and services that took place in the previous quarter. Comparing when they happened with when the data were actually entered, we can get a sense of how quickly the project and individual users are entering data.

Entries in Project Between 1/1/2015 and 3/31/2015				
Provider	**Program Type**	**Total Entries 1/1/2015 – 3/31/2015**	**# Entries Created Before 7 Days Elapsed**	**% of Entries Created Before Deadline**
Chicago Alliance to End Homelessness(883)	Transitional housing (HUD)	2	2	100.00%
By User				
Chicago Alliance to End Homelessness(883)	Adam Czernikowski(2319)	1	1	100.00%
Chicago Alliance to End Homelessness(883)	Kimberly Schmitt(2061)	1	1	100.00%

- The first row of the table will show you an overall count of the number of program entries that started in the previous quarter as well as the number of those entries that were created in the time limit specified. The final column shows the percentage of entries that were created in the time limit specified.
- The next rows will show a breakout by user. This can help you identify which users may need assistance in getting their data entered in a more timely fashion.
  A similar table exists for services that occurred in the previous quarter.
- Below these two tables, you will see lists of all clients entered in the quarter, when they were entered, and who entered them.

Detailed List of Entries 1/1/2015 to 3/31/2015

ClientID	Provider	Project Entry Date	Date Entry Record Created	# Days Between Entry and Record Creation	User Creating Entry
358860	Chicago Alliance to End Homelessness(883)	3/30/15	3/30/15	0	Adam Czernikowski(2319)
326692	Chicago Alliance to End Homelessness(883)	3/26/15	3/26/15	0	Kimberly Schmitt(2061)

A similar detailed list exists for the services that started in that previous quarter.

How to Submit the ChicagoDQ Report to All Chicago

SAVE THE REPORT
After you run the report, you must save the report in two different formats: Excel and PDF.

1. **Format 1: Excel**: Go to the upper-left to Document > Save to my computer as > **Excel**.
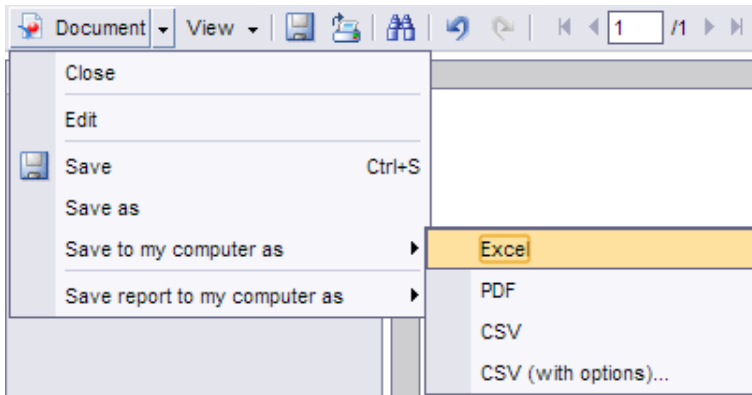
2. **Format 2: PDF**: Go to the upper-left to Document > Save to my computer as > **PDF**.
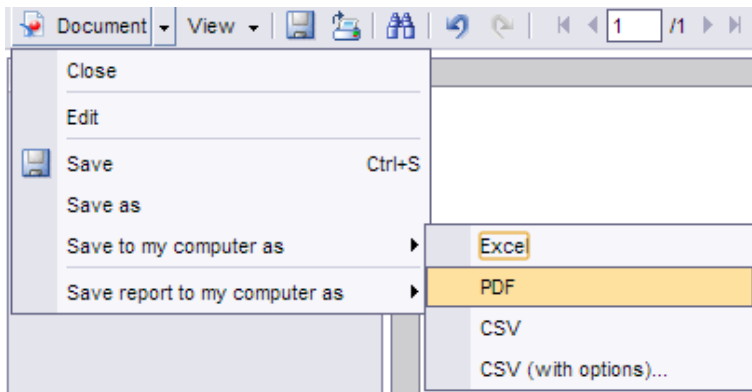
RENAME THE REPORTS

ALL REPORTS MUST BE RENAMED USING THE NAMING CONVENTION BELOW. ERRORS IN RENAMING YOUR REPORTS WILL CAUSE THEIR SUBMISSION TO BE REJECTED.

3. Your downloaded files will have the names **ChicagoDQ_----_yyyy-mm-dd.xls** and **ChicagoDQ_----_yyyy-mm-dd.pdf**. Find the newly downloaded Excel and PDF files on your computer. All you have to change in their file names are the dashes ("**----**") and the **yyyy-mm-dd**. Below is how you should change them:

---- – this is where **the ServicePoint provider ID** for the project for which you are running this report will be **in four characters**. This is generally found in parentheses wherever the name of the provider is seen within ServicePoint. For example, with **Chicago Alliance to End Homelessness(1)**, the provider ID is **1**. We would extend this to four characters by making it 0001. If your provider ID is just three numbers (e.g. **123**), you would put a leading zero on it to make it four characters (e.g. 0123). If your provider ID is 1000 or greater, you need not include any leading zeros, as your ID is already four characters.

yyyy-mm-dd – today's date starting with the year, followed by the month and then the day. For example, if today's date were April 14, 2015, your date format would be **2015-04-14**.

EXAMPLE: If today is June 14, 2015, and you are running these reports for Provider ID# 123, your files should be named **ChicagoDQ_0123_2015-06-14.xls** and **ChicagoDQ_0123_2015-06-14.pdf**.

UPLOAD THE REPORTS

DO NOT E-MAIL REPORTS DIRECTLY. ALL REPORTS MUST BE UPLOADED.

4. Open up your browser and navigate to http://www.sendspace.com. You will be using this website to send these files to All Chicago in lieu of sending an email with attachments.

5. Click on the large Browse button to locate the report files on your computer to send. (If you have multiple programs for which you need to run reports, you can first run them and then upload them together. Just make sure there is one PDF and one Excel file for each one of your programs. As it says above, do NOT run one report for all your programs together!)

6. Make sure all files are attached to be uploaded.
   In the **To:** field, put aczernikowski@allchicago.org. To avoid errors, please copy and paste this email address instead of trying to type it manually.
   In the **From:** field, put **your own email address**.
   When everything is set, click the large Upload button.
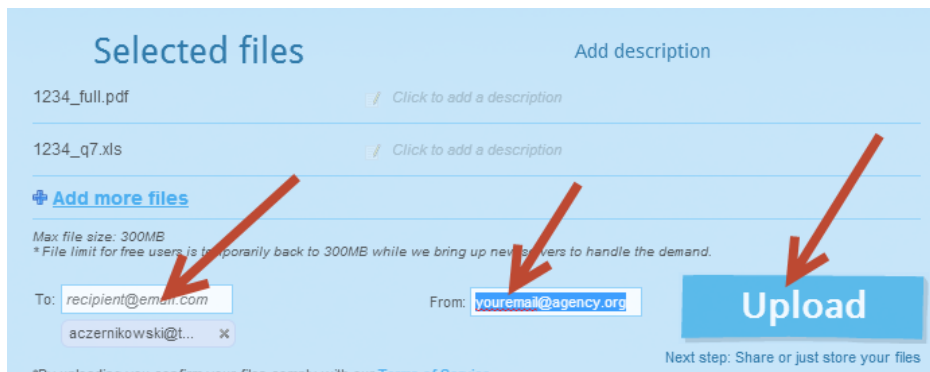
7. You should now see a confirmation page that says, "**Congratulations! Your upload completed successfully.**"

8. If you put your own email address in the "From:" field, you should receive a confirmation email from SendSpace. **Immediately forward that confirmation email** to aczernikowski@allchicago.org. This simply ensures that in case the delivery of the files to All Chicago does not go through, we have the confirmation email as the backup.

9. Within 24 hours, All Chicago will update a list at http://bit.ly/ChicagoDataQuality to show which providers' files have been successfully received. By a certain date, you will be able to check there to ensure no further action is needed. If 24 hours have passed and the list still shows that your files have not yet been received, submit a Help Desk ticket at http://hmis.thechicagoalliance.org. The subject of the ticket should be *Quarterly Data Assessment Process* to ensure your question is routed to the correct person.

Frequently Asked Questions

I'm having trouble using ServicePoint/running a report/using SendSpace/getting to the link that shows my report receipt. Whom should I contact?
Submit a ticket at our HMIS Helpdesk. Go to http://hmis.thechicagoalliance.org and click on SUBMIT A REQUEST in the top-right of the page. The subject of the ticket should be *Quarterly Data Assessment Process* to ensure your question is handled appropriately.
You can also send an email to hmis@allchicago.org.

The ChicagoDQ report says I have clients who are missing data. How do I tell which clients they are?
If you also run the 0631 ART report (found in the ART Browser in Public Folder > Common Share > APR) using the same dates and entry type, you can see a detailed list of which ClientIDs are missing which elements.
The exceptions are the fields Length of Stay in Prior Residence, Housing Status, Client Location, Relationship to Head of Household, and Chronic Homelessness, which are not listed in the 0631 reports. You can find the clients missing these fields on the second tab of the Chicago DQ report called *Elements Not on 0631 Report*.

The ChicagoDQ report says I have clients who are in child-only entries. How do I tell which clients they are?
You can look in the second tab of the Chicago DQ report called *Elements Not on 0631 Report*.
This will give you the Client IDs of all the clients under 18 who are not enrolled in your program with an adult.

Project Entries Without Adults

ClientID	GroupID	Provider	Entry Date	Exit Date	Age at Entry	Adults in Entry
330051	348202	Chicago Alliance to End Homelessness (883)	2/24/14		15	0
335368		Chicago Alliance to End Homelessness (883)	5/13/14		8	0
335370	355142	Chicago Alliance to End Homelessness (883)	5/13/14		7	0
335372		Chicago Alliance to End Homelessness (883)	5/13/14		2	0

Which data elements' null values need to be fixed? Where do we fix them?
The following data elements must be fixed on the client's Entry/Exit screen (with the exception of First and Last Names, Social Security Number, SSN Data Quality, and Veteran Status, which can be edited in the Client Profile tab by clicking on the pencil in front of Client Record).

Do NOT edit any data in the Assessments tab.

Fixing them in the Assessments tab of ServicePoint is not sufficient for making them show up as populated in the ART report you are running.

First Name
Last Name
SSN
Date of Birth
Race
Ethnicity
Gender
Veteran Status

Disabling Condition
Residence Prior to Entry
Length of Stay in Prior Residence
Housing Status
Income (at entry)
Income (at exit)
Non-Cash Benefits (at entry)
Non-Cash Benefits (at exit)
Disability Sub-Assessment*
Domestic Violence
Client Location**
Relationship to Head of Household**
Chronic Homelessness**

*if Disabling Condition is marked as Yes, some specific disability must be entered in the Disability Sub-Assessment
**These three data elements are not required to be under 5% missing for June 2015's Assessment, but they will be for the October 2015 Assessment. We recommend fixing them now so you do not have to do it later.

Why are there some fields in blue and green on the report?
The green and blue fields are the three new data elements this quarter: Client Location, Relationship to Head of Household, and Chronic Homelessness. They are required for clients entering since 10/1/2014, so clients from before then are not taken into consideration when calculating the percentage missing it. Because they are new to the Data Quality Assessment this quarter, they are not required to be under 5% for compliance. We encourage you to start fixing these now, as they will need to be under 5% for the October 2015 Data Quality Assessment.

Where do I fix missing Client Location and Relationship to HoH data?
These two questions are found at the very top of the Project Entry Assessment.

With very few exceptions, you will select IL-510 (Chicago) for the Client Location.

Where do I fix missing Chronic Homelessness data?
Two questions need to be answered in the Project Entry Assessment: *Continuously Homeless for at Least One Year* and *Number of Times the Client has been Homeless in the Past Three Years*.

How do I fix child-only entries?
Does everyone in the household have a Date of Birth entered? That may be the only step you need to ensure there is an adult enrolled in the group.
A lot of times, though, a child will accidentally be entered by herself. You can see how many clients are grouped in an entry by going to the Entry/Exit tab for a client and looking under the Client Count column. If there is a 1 on the magnifying glass, the child is enrolled by herself.

Navigate to the head of household's record, go to the Entry/Exit tab, and click on the pencil to the left of the record's Entry Date. In the resulting pop-up screen, if you see the child listed but without the box checked, the child is not included in that entry.

Edit Entry Data - (306588) Epstein, Theo
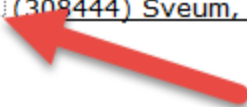
Household Members

ℹ To update Household members for this Entry Dat

☐ (140548) Other

☑ (306588) Epstein, Theo (Entry Date: 09/30/2014 5:32 PM)

☐ (308444) Sveum, Dale (Entry Date: 09/30/2014 5:32 PM)

After you check the box, click on Save & Continue. Scroll down to where the assessment starts for the Head of Household (you are still on her assessment), and you will see a list of family members on the left. Click on the child's name to pull up her assessment.

☑ Chicago Ending Veteran Homelessness – Matching/Referral Assessment

☑ HUD CoC and

Household Members

☑ (306588) Epstein, Theo
Age: 23
Veteran: Yes (HUD)

☑ (308444) Sveum, Dale
Age: 7
Veteran: Client esn't know (HUD)

Household Dat

Client: (306588) Eps

HUD CoC and E

Relationship to He Household

Client Location

When you are sure all the child's assessment questions are answered, you can click on Save and Exit. Navigate back to the child's profile, and go to the Entry/Exit tab. You will see one entry with a Client

Count of more than 1 (you can click on the magnifying glass to see who is grouped with the child), and you should see another entry that does not have the appropriate clients in it. Delete the extra entry, taking extra caution to ensure you are not deleting the entry you want to keep!

Could I just email you the reports?
No. SendSpace allows you to upload your files to a secure location, and we can download them at our convenience. If all agencies emailed their reports as attachments, our mail server might not be able to handle all the large files coming in at once, leading to emails not being received.

Do I have to wait for All Chicago to post the results before I start fixing them?
Definitely not! As soon as you see you have any null values or child-only entries in your own report, you can fix them right away! Ideally, the first report you submit by the first deadline will already be perfect with 0 missing values for all data elements and 0 child-only entries. If not, you still have more time to fix them, but you should get started on them right away when you run the report.

Do I really have to rename the report files the way you ask me to?
Yes! Reports that do not have the appropriate file names will need to be resubmitted with the appropriate names.

Why do I have to send you both an Excel file and the pdf? Why not just one?
We need the Excel report because we have built a script to run that allows us to check hundreds of Excel reports in a matter of seconds to see what all the null value counts and child-only entry counts are. We need the PDF report because it validates the accuracy of the numbers in the Excel report.

My program does serve youth under 18 who come in by themselves. Will we be punished for having child-only entries?
No. Exceptions are made for programs who do actually serve individuals under 18; each program will need to provide to us via email (hmis@allchicago.org) a list of Client IDs for these teenaged clients who do belong in their own entry for All Chicago to excuse any value above 0 for a count of child-only entries.