Data Quality User Guide

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Background

Ensuring high-quality homelessness data is vital to a successful HMIS implementation and is a shared responsibility of data entry staff, direct service staff, agency administrators, Continuum of Care Coordinators, Local System Administrators, the Lead Agency, and the State System Administrator.

The HEARTH Act sets data quality parameters for data completeness, accuracy and consistency in an HMIS. With feedback from the Continuum of Care regions and participating organizations through the former Governing Group, the State System Administrator developed and implemented a Data Quality Plan, reviewed annually, for Minnesota's HMIS.

Data Quality Process Overview

The Data Quality Plan lays the parameters for data quality in Minnesota. You should be familiar with this plan as it lays the framework, establishes benchmarks, and outlines the individual responsibilities for ensuring high-quality data with consideration to timeliness, completeness, accuracy, monitoring and incentives.

Note: You may notice there aren't any benchmarks for data quality incongruity on the Data Quality Plan. There is no established goal for data incongruity at this time. However, providers should strive to minimize data incongruity without explanation. Some amount of data incongruity may be reasonable depending on the client/household situation. Correcting errors found during the Data Quality Process will be helpful in making sure the data reported to funders is accurate.

As the Data Quality Plan as our guideline, here are an overview of the steps we take in Minnesota to ensure we are a "high performing community." This process is repeated every quarter.

Step 1: Email reminder (Responsibility: State System Administrator, CoC Coordinator)

Step 2: Project data must be entered, complete, and current (Responsibility: Agencies, HMIS Users)

Step 3: Pull and email CoC Summary Reports (Responsibility: SSA, CoC Coordinator, Agencies, HMIS Users)

Step 4: Correct missing data or errors (Responsibility: Agencies, HMIS Users)

Step 5: Re-pull and email CoC Summary Reports (Responsibility: SSA, CoC Coordinator, Agencies, HMIS Users)

Types of Data Quality Reports

Entry/Exit vs. Service Transaction Program Reports: There are two data entry workflows in ServicePoint – the Entry/Exit workflow (most common; create an Entry/Exit record in the Entry/Exit tab to track participation) and the Service Transaction workflow (only used by DHS-OEO ESP projects; create a Service Transaction in the Service Transaction tab to track participation). You'll notice reports are either run for "Entry/Exit Programs" or "Service Transaction Programs."

- The same provider should not appear on both the Entry/Exit AND Service Transaction Program Reports. For a provider to appear on the Service Transaction report, the Provider Page on the Provider Profile tab (not accessible by most users) must say "Yes" to "Does this provider use services to track participation?"
- If you are a Night-by-Night (NBN) Shelter, your data will most likely appear on the Services reports even though NBN shelters record both Entry/Exits and Service Transactions.
- If you use one provider to report to more than one funder (uncommon) and one of the funders uses Service Transactions and one of the funders uses Entry/Exits to track client participation, your provider will most likely appear on the Entry/Exit reports.

Data Completeness vs. Data Incongruity Reports: Data Completeness reports provide information on all Universal Data Elements (data elements required to be collected by all projects participating in HMIS). Some examples of data elements included: social security number, date of birth, gender, race, ethnicity, veteran status, domestic violence victim/survivor, living situation last night, and CoC of service. Data Incongruity reports highlight data that is incongruent for a client. For example, if a client has a birthdate resulting in the client being over the age of 100 or if the client's relationship to head of household is mother but their gender is male. Some amount of data incongruity may be reasonable depending on the client or household's situation.

CoC Summary vs. Provider Reports: CoC Summary reports only pull numbers from ServicePoint and therefore only contain de-identifiable data for a ServicePoint provider. When we pull CoC Summary reports for the Data Quality process, we pull for the entire CoC (all providers within a CoC). All CoC's with the assigned CoC Code in the backend of ServicePoint will be pulled into the CoC Summary report. You cannot pull CoC Summary reports for only 1 provider. Provider Reports are reports that can be pulled by one or more providers and contain client-level information with client IDs. This allows agencies to identify which data is missing (as laid out in numbers on the CoC Summary reports) and make the appropriate changes.

List of Data Quality Reports

Use the information provided under the Types of Data Quality Reports section on the previous page to understand the differences in the listed reports.

CoC Summary Reports

These reports are located under Public Folder-SSA Report Gallery-CoC Support-Data Quality Tools.

- CoC Summary Data Completeness Report for Entry-Exit Programs
- CoC Summary Data Completeness Report for Service Transaction Programs
- CoC Summary Data Incongruity Report for Entry-Exit Programs
- CoC Summary Data Incongruity Report for Service Transaction Programs

Provider Reports

These reports are located under Public Folder-SSA Report Gallery-Data Quality Tools-Provider Reports.

- Provider Data Completeness Report for Entry-Exit Programs
- Provider Data Completeness Report for Service Transaction Programs
- Provider Data Incongruity Report for Entry-Exit Programs
- Provider Data Incongruity Report for Service Transaction Programs

Report Prompts to Use

Learn how to schedule any of the above reports by reading the Scheduling Reports in ART available at hmismn.org. We recommend running Provider Reports as Excel files. Not all prompts appear on each report.

Prompts on Provider Reports Only
Provider: Select the provider(s) to pull into the report
Report Group: A reporting group must be created to use this prompt. Otherwise, skip.

Prompts on CoC Summary Reports Only
CoC Code: Select one CoC
HUD Standards Information Program Type Code: Keep default types; remove Retired Type RETIRED (HUD), if applicable

Prompts on All Data Quality Reports:
EDA Provider: Only use prompt you have been instructed to use because your data sits outside of your agency tree; uncommon
Effective Date: Same date used for Report Prompt End Date (Plus 1 day); see below
Start Date: 10/1/####
End Date (Plus 1 day): See Report Period column on next page for end date, then add 1 day

Quarterly Due Dates

Quarters Based on Federal FY	Responsibility (Right) / **Report Period (Below)**	**Step 1: Email reminder**	**Step 2: Project data must be entered, complete, and current**	**Step 3: Pull and email Summary Reports**	**Step 4: Correct missing data or errors**	**Step 5: Re-pull and email Summary Reports**
		SSA, CoC Coordinator	Agencies, HMIS Users	SSA, CoC Coordinator, Agencies, HMIS Users	Agencies, HMIS Users	SSA, CoC Coordinator, Agencies, HMIS Users
Q1 Oct - Dec	10/1 – 12/31	January 1	January 15	January 22	February 5	February 12
Q2 Jan - Feb	10/1 – 3/31	April 1	April 15	April 22	May 5	May 12
Q3 Apr - Jun	10/1 – 6/30	July 1	July 15	July 22	August 5	August 12
Q4 Jul - Sept	10/1 – 9/30	October 1	October 15	October 22	November 5	November 12

Date will be changed to first business day after dates that fall on a holiday or weekend.
SSA = State System Administrator

The Steps of Data Quality Process

Step 1: Email reminder

Responsibility: State System Administrator, CoC Coordinator

1.1 State System Administrator sends an email to all CoC Coordinators.

1.2 CoC Coordinator receives email and is reminded of upcoming Data Quality Process.

Step 2: Project data must be entered, complete, and current

Responsibility: Agencies (including HMIS Users)

2.1 Agencies make sure all data is entered in a timely manner.
Minnesota's Data Quality Plan lays parameters around timely data entry. See page 2 of the Data Quality Plan.

2.2 Agencies run reports regularly to make sure data is entered correctly and completely.
This step will help your agency prepare for the data quality process. You should run the Provider Reports, or your funder Data Check reports, on a regular basis. You can use the report dates provided in the table on page 5, or dates as determined by your agency.

2.3 Agencies review the Data Quality Plan.
If you are not familiar with the Data Quality Plan, it is a good opportunity to get review and familiarize yourself with Minnesota's goals.

Step 3: Run and email CoC Summary Reports

Responsibility: SSA, CoC Coordinator, Agencies (including HMIS Users)

3.1 State System Administrator runs CoC Summary Reports (4 reports per CoC) and emails CoC Coordinator.

3.2 CoC Coordinator reviews report prompts, provider lists, and reports.

1. Review the list of providers included in your reports. This information is located in Tab F-Provider Information, or Tab E-Additional Information. You can take this opportunity to confirm the correct providers appear with the correct Program ("Project") Type assigned. If you notice a discrepancy or error, please notify your State System Administrator immediately.
2. In the Additional Information Tab, double check the report prompts to confirm the right information was used.
3. Each report provides tables with instructions on reading and analyzing the data entry errors on the report. Use the Notes and the Data Quality User Guide to review the report.

3.3 CoC Coordinator contacts agencies.

CoC Coordinator notifies agencies of the data quality reports, particularly if the agency has data quality errors.

- If you send an email to all agencies be sure to note in the email that if there are no errors for an agency's providers, no action is required.
- You can simply forward the email you receive from us as that will have all the information agencies will need to understand the general process and fix their data.
- Make a note of any steps you require an agency to take once their data is fixed. Note: They can no longer pull the CoC Summary Reports by provider, nor can they send the Provider Reports over email due to the reports containing client-level data.

3.4 Agency reviews email from your CoC Coordinator regarding the data quality process.

Identify the correct person at agency to process the CoC Coordinator's requests and make data corrections. Make sure the identified person has all necessary information.

Step 4: Correct missing data or errors

Responsibility: Agencies (including HMIS Users)

4.1 Agencies follow any instructions specific to your CoC as laid out in the email from your CoC Coordinator.

4.2 Agencies review the reports that were in the email as an attachment.

You'll want to note your ServicePoint providers that have missing information. Your CoC Coordinator sent CoC Summary Reports which do not contain client level information.

4.3 Agencies run the appropriate Provider Data Quality Reports for your specific providers.

You only need to run the Provider Reports for providers that appear on the corresponding CoC Summary Reports. For example, if provider 7657 appears on the CoC Summary Data Completeness Report for Service Transaction Programs, you'll want to run the Provider Data Completeness Report for Service Transaction Programs. Providers with no errors will appear blank on the CoC Summary Reports.

Step 5: Re-run and email CoC Summary Reports

Responsibility: State System Administrator, CoC Coordinator, Agencies (including HMIS Users)

5.1 State System Administrator re-runs CoC Summary Reports (4 reports per CoC) and emails CoC Coordinator.

5.2 CoC Coordinator can contact agencies again to repeat process and make sure the agency's data is clean.

This part of the process is managed by the CoC Coordinator and not by the Data Quality Process nor Data Quality Plan.

Overview of the Provider Data Completeness Reports by Tab

Instructions for fixing the data discovered in Provider Data Completeness Reports starts on page 14, see Table A1, A2, and A3. These are the two Data Completeness Reports that agencies run by provider(s).

- Provider Data Completeness Report for Entry-Exit Programs
- Provider Data Completeness Report for Service Transaction Programs

Only clients with possible errors are included in Data Quality reports. If no errors are found in a tab, a table will not display. You can only search for clients by Client ID, you cannot search by Household ID. The Household ID is used in the report to identify clients that are in the same household, and to verify that the household with an error matches the household in ServicePoint (if client is part of more than one household).

Tab A – Client Counts

This tab provides client counts for the report period. A full list of clients (ID number only) appears on Tab K-Provider Information. Subsequent tabs will list clients that may have incomplete data (missing, Data Not Collected, Don't Know, or Refused) for your review.

Tab B – Federal Summary

This tab provides a summary count of clients who have Federal Universal Data Elements missing, Data not collected, Don't Know, or Refused responses. The tab also shows the percentage of clients with missing data elements compared to the Minnesota HMIS Goal as laid out in the Data Quality Plan. For a full list of clients that have missing data or Data Not Collected, see Tab F-Null Federal Assessment Data. For a full list of clients that have Don't Know or Refused, see Tab I-DKR Federal Assessment Data.

Tab C – Minnesota (MN) Universal Summary

This tab provides a summary count of clients who have MN Universal Data Elements missing. This tab also shows the percentage of clients with missing data elements compared to the Minnesota HMIS Goal as laid in the Data Quality Plan. For a full list of clients that have missing data or Data Not Collected, see Tab G-Null MN Assessment Data. For a full list of clients that have Don't Know or Refused, see Tab J-DKR MN Assessment Data.

Tab D – Null Profile Data

This tab only displays clients with a missing value for a required Universal Data Element located in the Client Profile tab, or the Head of Household tab (if part of a household). Clients with Don't Know or Refused responses for these data elements are displayed in Tab H-DKR Profile Data.

Tab E – Household Data Check

This tab displays the total number of households and the number of households that are missing a head of household. Total Households is counting single clients. For detailed list of households with issues, refer to Tab-MN Detail on the **Provider Data *Incongruity* Report**.

Tab F – Null Federal Assessment Data

This tab only displays clients with a missing value for a required Federal Universal Data Element required at Entry tab. Only displays clients with missing data where an answer is required based on their age and household status. Clients with Don't Know or Refused responses for these data elements are displayed in Tab I-DKR Federal Assessment Data.

Tab G – Null MN Assessment Data

This tab only displays clients with a missing value for a required Minnesota Universal Data Element required at Entry in the Entry/Exit tab. Only displays clients with missing data where an answer is required based on their age and household status. Clients with Don't Know or Refused responses for these data elements are displayed in Tab J-DKR MN Assessment Data.

Tab H – DKR (Don't Know or Refused) Profile Data

This tab only displays clients with a Don't Know or Refused for a required Universal Data Element located in the Client Profile tab, or the Head of Household tab (if part of a household). These responses are not necessarily an error. Confirm with other records to be sure the client responded Don't Know or Refused to the data elements. Clients with a missing value for these data elements are displayed in Tab D-Null Profile Data.

Tab I – DKR (Don't Know or Refused) Federal Assessment Data

This tab only displays clients with Don't Know or Refused responses for a required Federal Universal Data Element required at Entry tab. Only displays clients where an answer is required based on their age and household status. These responses are not necessarily an error. Confirm with other records to be sure the client responded Don't Know or Refused to the data elements. Clients with missing or Data Not Collected responses for these data elements are displayed in Tab F-Null Federal Assessment Data.

Tab J – DKR (Don't Know or Refused) Minnesota Assessment Data

This tab only displays clients with Don't Know or Refused responses for a required Minnesota Universal Data Element required at Entry in the Entry/Exit tab. Only displays clients where an answer is required based on their age and household status. These responses are not necessarily an error. Confirm with other records to be sure the client responded Don't Know or Refused to the data elements. Clients with missing or Data Not Collected responses for these data elements are displayed in Tab G-Null Minnesota Assessment Data.

Tab K – Provider Information

This tab provides a list of providers included in the report based on the report prompts used. It also lists all client IDs that were participating during the report period. If you notice any errors to CoC Code or Program Provider Type, please notify the HMIS Helpdesk. Please note that Site Type is retired and not required. We have intentionally left it on the report as some people still find this field helpful.

Tab L – Additional Information

This tab displays the reports prompts used. Confirm the correct prompts were used.

Overview of the Provider Data Incongruity Reports by Tab

Instructions for fixing the data discovered in the Provider Data Incongruity Reports starts on page 14, see Table B1, B2, B3, and B4. Data Incongruity Reports use an Error Code letter system to alert you to incongruent data. You can read the Notes section of the Provider Data Incongruity Report for the key. These are the two Data Incongruity Reports that agencies run by provider(s).

- Provider Data Incongruity Report for Entry-Exit Programs
- Provider Data Incongruity Report for Service Transaction Programs

Only clients with possible errors are included in Data Quality reports. If no errors are found in a tab, a table will not display. You can only search for clients by Client ID, you cannot search by Household ID. The Household ID is used in the report to identify clients that are in the same household, and to verify that the household with an error matches the household in ServicePoint (if client is part of more than one household).

Note: Although there is no established goal for data incongruity at this time, providers should strive to minimize data incongruity without explanation. Some amount of data incongruity may be reasonable depending on the client/household situation.

Tab A – Individual Summary

- This tab shows a summary of clients who have one or more pieces of incongruent data (Issue A – H, J – LL, SS). The potential errors presented on this tab are primarily based on the client's entered responses for Date of Birth or Relationship to Head of Household. Only clients with at least one of the listed issues will display on the tab. Refer to Tab A-G Detail and Tab H-LL Detail for more details about each client's possible error.
- The Summary table provides a summary of the number of clients (with percentages) who have incongruent data in each listed category.
- The Client Errors for all Providers table gives a summary of client incongruity errors for all providers in the report. Although this section does list the client ID with a potential error, additional tabs provide more detail about the erroneous information.
- The Client Errors by Provider table breaks down client record errors by provider. If you only ran the report for one provider, the last two tables will be exactly the same.

Tab B – Household Summary

- This tab shows a summary of households that have incongruent data (Issue M and N).
- The Summary table provides a summary of households which have incongruent data in each of the presented categories (Issue M and N). Only households with at least one of the two listed Error Codes will display on the tab. Although provided in this tab to tell you with clients are included in a household, you cannot search for errors by Household ID. Use the Client ID.
- The Household Errors for All Providers table gives a summary of client incongruity errors for all providers in the report. This table does not list the client(s) with the error.
- The Household Errors by Provider breaks down client record errors by provider. It also includes the Client ID for each person in the household.

Tab A – G Detail

This tab displays incongruity error codes that are based on the age of clients (Error Code A – G).

Tab H – LL Detail

- This tab displays incongruity error codes that are based on the Relationship to Head of Household or Household configuration (Error Code H – LL).
- One of three possible errors to confirm: Relationship to Head of Household in the Households tab (if part of a household), Relationship to Head of Household on the Entry Assessment in the Entry/Exit tab or Assessments tab, or Gender in the Client Profile tab.

Tab M – N Detail

- This tab shows households missing a Head of Household (Error Code M – N).
- These errors could mean that the household does not have a head assigned and reported as self and/or the head of household is not attached to the entire household in the program entry/service.

Tab SS – Detail

- This tab shows clients with a length of stay in emergency shelter that exceeds 90 days for Emergency Shelter projects only (Error Code SS).
- Length of Stay is calculated as the number of days between Entry and Exit (if no Exit, the end of the report period date is used). Often due to an incorrect “Open” (no exit date) Entry/Exit record or Service Transaction.

Tab Additional Information

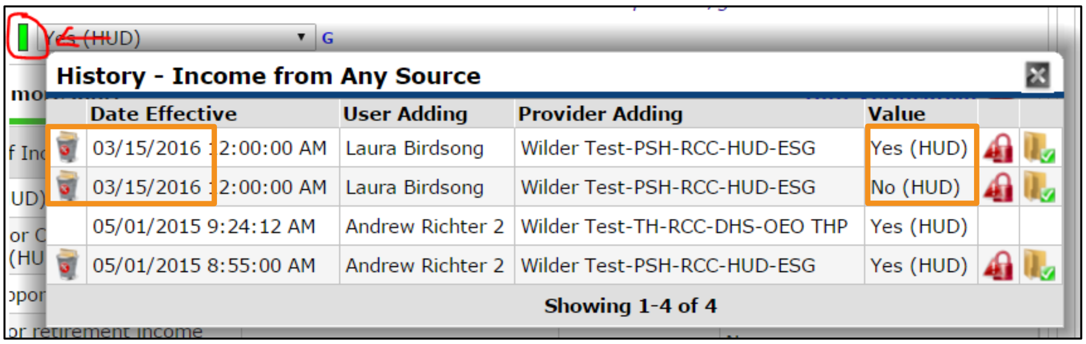
This tab displays the reports prompts used. Confirm the correct prompts were used.

Instructions to Fix Errors by Provider Report and Tab

How to Delete Incorrect Responses on the History Bar

As you review the instructions for fixing your errors, deleting previous incorrect answers is a common step and referenced throughout the instructions.

ServicePoint allows you to track changes to a data element over time by stamping your data with an effective date. This can become a problem if there are two values that contradict each other with the same effective date. You can access the History Bar by clicking on the vertical colored line to the left of a data element.



- From the image above, a client cannot be receiving income and not receiving income on the same day (3/15/2016). This would show as a missing error on the report as it unclear which is the correct answer. In the image above, you would want to click on the trash can next to the incorrect answer.
- You need to be in EDA mode to the provider that added the data (see Provider Adding column) in order to delete a response. In the image above, the user is in EDA mode to ICA Test-PSH-RCC-HUD-ESG and cannot, therefore, delete the third history item.
- Do not delete any previously correct answers for which the client's answer is now different. ServicePoint records a client's history of responses over time and you should not delete any previously correct answers.

Table A1 - Provider Data Completeness Reports: Tab D & Tab H

<table>
<tr><th>Error Message on the Provider Data Completeness Reports Tab D and Tab H</th><th>Most Probable Data Correction Steps</th></tr>
<tr><td>SSN or SSN Data Quality[2]
(All anonymous clients should have no SSN recorded and Refused for SSN Data Quality)</td><td>1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Client Profile tab, respond to the missing data element(s) by clicking on the Edit Pencil to the left of Client Record.
4. Respond to the missing data element(s) or update the data element(s).
5. Click on Save & Exit.</td></tr>
<tr><td>Date of Birth</td><td rowspan="4">Option One: Entry/Exit tab
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Entry/Exit tab, click on the Edit pencil to the left of the Entry date to open the Entry Assessment. Click on Save & Continue in the first pop-up.
4. Respond to the missing data element(s). (If you are correcting the data element: Add the correct response and click on Save, then delete the incorrect response by clicking on the trash can to the left of the wrong response in the History Bar; instructions on page 12.)
5. Click on Save & Exit.
Option Two: Client Profile tab (Only option for Service Transaction providers)
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. Backdate to the client’s earliest entry date.
3. In the Client Profile tab, respond to the missing data elements in the Universal Profile Assessment.
4. Respond to the missing data element(s). (If you are updating the data element: Add the correct response and click on Save, then delete the incorrect response by clicking on the trash can to the left of the wrong response in the History Bar; instructions on page 12.)
5. Click on Save & Exit.</td></tr>
<tr><td>Gender</td></tr>
<tr><td>Race</td></tr>
<tr><td>Ethnicity</td></tr>
<tr><td>Relationship to Head of Household</td><td>1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Households tab, click on Manage Household.
4. In the pop-up, select “Yes” or “No” for Head of Household.
5. Click on Save & Exit.</td></tr>
</table>

[1] EDA mode: If your “default” EDA provider is your “project provider” you may not need to enter EDA mode. You should know if this is the case for you as these types of exceptions are explained to you when your user account was setup.

[2] If an anonymous client appears under the “SSN missing and quality not recorded” column, this indicates they are missing a SSN Data Quality response. This should be answered “Client Refused” for anonymous clients.

Note: Tab E in the Provider Data Completeness Report is summary data only. You will use the Provider Incongruity Report to fix the Household data.

Table A2 - Provider Data Completeness Reports: Tab F & Tab I

<table>
<tr><th>Error Message on the Provider Data Completeness Reports
Tab F and Tab I</th><th>Most Probable Data Correction Steps</th></tr>
<tr><td>Veteran Status
(Required for 18+)</td><td>Confirm a correct Date of Birth is entered in the Client Profile as clients may appear to be missing this data element even though he or she is under 18). To fix a Date of Birth, see Table A1 Date of Birth Most Probably Data Correction Steps column.

1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Client Profile tab, respond to the missing data elements by clicking on the Edit Pencil to the left of Client Record.
4. Respond to the missing data element(s).
5. Click on Save & Exit.</td></tr>
<tr><td>Disabling Condition (Doesn’t client have a disability of long duration?)</td><td rowspan="6">Option One: Entry/Exit tab
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Entry/Exit tab, click on the Edit pencil to the left of the Entry Date to open the Entry Assessment. Click on Save & Continue in the first pop-up.
4. Respond to the missing data element(s). (If you are correcting the data element: Add the correct response and click on Save, then delete the incorrect response by clicking on the trash can to the left of the wrong response in the History Bar; instructions on page 12.)
5. Click on Save & Exit.
Option Two: Assessments tab (Only option for Service Transaction providers)
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. Backdate to the client’s entry or service start date. If client has more than one Service record during the report period, and you have questions, contact the HMIS Helpdesk.
3. In the Assessment tab, respond to the missing data element(s). (If you are correcting the data element: Add the correct response and click on Save, then delete the incorrect response by clicking on the trash can to the left of the wrong response in the History Bar. Instruction on page 12.)
4. Click on Save & Exit.</td></tr>
<tr><td>Domestic Violence Victim</td></tr>
<tr><td>Living Situation Last Night (Residence Prior to Project Entry)</td></tr>
<tr><td>Length of Stay in previous place</td></tr>
<tr><td>CoC of Service</td></tr>
<tr><td>Series of Questions related to time on Streets, in Emergency Shelter, or Safe Haven</td></tr>
<tr><td>Destination at Exit</td><td>For Entry/Exit providers, the workflow requires you enter a Destination in the first-pop up when you create an Exit Record. There should not be clients that appear here if you use the Entry/Exit data entry workflow.

For Service Transaction providers,
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Service Transactions tab, open the Service.
4. Add Destination.
5. Click on Save & Exit.</td></tr>
</table>

[1] EDA mode: If your “default” EDA provider is your “project provider” you may not need to enter EDA mode. You should know if this is the case for you as these types of exceptions are explained to you when your user account was setup.

Table A3 - Provider Data Completeness Reports: Tab G & Tab J

<table>
<tr><th>Error Message on the Provider Data Completeness Reports Tab G and Tab J</th><th>Most Probable Data Correction Steps</th></tr>
<tr><td>Veterans Series of Questions</td><td rowspan="5">Option One: Entry/Exit tab
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Entry/Exit tab, click on the Edit pencil to the left of the Entry date to open the entry assessment. Click on Save & Continue in the first pop-up.
4. Respond to the missing data element(s). (If you are correcting the data element: Add the correct response and click on Save, then delete the incorrect response by clicking on the trash can to the left of the wrong response in the History Bar; instructions on page 12.)
5. Click on Save & Exit.
Option Two: Assessments tab (Only option for Service Transaction providers)
6. Enter EDA mode[1] to the correct provider and go to the client’s record.
7. Backdate to the client’s entry or service start date. If client has more than one Service record during the report period, and you have questions, contact the HMIS Helpdesk.
8. In the Assessment tab, respond to the missing data element(s). (If you are correcting the data element: Add the correct response and click on Save, then delete the incorrect response by clicking on the trash can to the left of the wrong response in the History Bar; instructions on page 12.)
9. Click on Save & Exit.</td></tr>
<tr><td>Foster Care</td></tr>
<tr><td>Extent of Homelessness by Minnesota’s Definition</td></tr>
<tr><td>Leave Any of These (0 – 3 months ago) or (Over 3 – up to 6 months ago)</td></tr>
<tr><td>How long since client had a permanent place to live</td></tr>
</table>

[1] EDA mode: If your “default” EDA provider is your “project provider” you may not need to enter EDA mode. You should know if this is the case for you as these types of exceptions are explained to you when your user account was setup.

Table B1 - Provider Data Incongruity Reports: Tab A – G Detail

<table>
<tr><th>Error Code on the Provider Data Incongruity Reports (not in alphabetical order)</th><th>Most Probable Data Correction Steps</th></tr>
<tr><td>A – Negative Age</td><td rowspan="3">To correct an incorrect Date of Birth,
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. Backdate to the client’s earliest entry date.
3. In the Client Profile tab, correct the Date of Birth in the Universal Profile Assessment.
4. Click on Save.
5. Delete the incorrect response by clicking on the trash can to the left of the wrong response in the History Bar; instructions on page 12.
6. Click on Save & Exit.</td></tr>
<tr><td>B – Over 100 yrs</td></tr>
<tr><td>C – DOB = Record Creation Date (May not be an error for newborns that join the household)</td></tr>
<tr><td>D - <12 with an incongruent relationship to HoH</td><td rowspan="2">Not an error if client is an unaccompanied youth. Follow these steps only if child is not an unaccompanied youth and part of a household. Do not create a household for a single client.
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. In the Households tab, click on Manage Household.
4. Correct the Relationship to Head of Household in the table.
5. Click on Save & Exit.</td></tr>
<tr><td>F - <14 and assigned as Head of Household</td></tr>
<tr><td>E - <14 and appear to be served on their own (Not an error if client is an unaccompanied youth)</td><td>If child should be part of a household,
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. No need to backdate. Use today’s date.
3. Click on the Edit pencil next to an existing Entry/Record or Service Transaction record to locate any records where the child is not connect to a Head of Household. You can do this from the Summary tab (if available), or the Entry/Exit and Service Transaction tabs.
4. Once located, delete the Entry/Exit record or Service Transaction.
If you need to add the child to the Household’s Entry/Exit record or Service Transaction,
1. Go to the Head of Household’s record.
2. To add child to a Service Transaction,
a. In the Service Transactions tab, click on “View previous service transactions,” then click on the Services tab (underneath the Service Transactions tab).
b. Click on the Edit pencil to the left of the Service you want to add the child to.
c. Click on “Include Additional Households Members” and select the child.</td></tr>
</table>

	d. Click on Continue. e. Click on Save & Exit. 3. To add child to an Entry/Exit record, a. In the Entry/Exit tab, click on the Edit pencil to the left of the Entry/Exit you want to add the child to. b. Click on "Include Additional Household Members" and select the child. c. Click on Continue. d. Click on Save & Exit. *If the child joined the household after the Head of Household,* 1. Go to the child's record. 2. Go to the Services Transaction to change a Service or Entry/Exit tab to change an Entry/Exit record. 3. Click the Edit pencil to the left of the record that needs to be updated. 4. Uncheck the household members who do not have a different start date than the child (this will not disconnect the household). 5. Change the date to match the child's Entry Date. 6. Click on Save & Exit.
G - <18 and marked as a veteran	This can be one of two errors. Either the Date of Birth is incorrect, or the Veteran response code is incorrect. There are two Veteran questions. One appears in the Client Profile tab and one appears on the Entry Assessment. This Error Code is looking at the Entry Assessment (which is the Minnesota Universal Data Element Veteran question – "Did you serve on Active Duty, or in the National Guard or Reserves?"). *Confirm the Date of Birth is correct in the Client Profile tab. To correct an incorrect Date of Birth, review the top of this table (Table B1) Error Code A, B, and C's Most Probable Data Correction Steps column.* *Confirm the Veteran status is correct. To correct an incorrect Veteran status, review Table A3's Most Probable Data Correct Steps column.*

[1] EDA mode: If your "default" EDA provider is your "project provider" you may not need to enter EDA mode. You should know if this is the case for you as these types of exceptions are explained to you when your user account was setup.

Table B2 - Provider Data Incongruity Reports: Tab H – LL Detail

Error Code on the Provider Data Incongruity Reports	Most *Probable* Data Correction Steps
H – Gender conflicts with Relationship to Head of Household (ex. Male and Mother) **J** – Relationship to Head of Household missing	Note: There are two different data elements labeled, "Relationship to Head of Household." One appears in the Household tab, one appears on the Entry Assessment in the Entry/Exit tab, or the Assessments tab. One of three possible errors to confirm: Relationship to Head of Household in the Households tab (if part of a household), Relationship to Head of

<table>
<tr><td>K – Relationship to Head of Household = Self and Head of Household designation = “No”</td><td rowspan="3">Household on the Entry Assessment in the Entry/Exit tab or Assessments tab (Error Code LL only), or Gender in the Client Profile tab (Error Code H only).
1. Enter EDA mode[1] to the correct provider and go to the client’s record.
2. In the Households tab, click on Manage Household.
3. Confirm the Head of Household column and the Relationship to Head of Household column in the table. Correct if necessary.
4. Click on Save & Exit.
5. (For Error Code H only) Backdate to client’s earliest entry. In the Client Profile tab, confirm Gender is correct in the Universal Profile Assessment. If you make a correction, remember to delete any incorrect answers from the History Bar; instructions on page 12.
6. (For Error Code LL only) Open the Entry Assessment in the Entry/Exit, or in the Assessment tab (if working in the Assessments tab, backdate to client’s entry or service start date). Confirm Relationship to Head of Household is correct. If you make a correction, remember to delete any incorrect answers from the History Bar; instructions on page 12.</td></tr>
<tr><td>L – Relationship to Head of Household ≠ Self and Head of Household designation = “Yes”</td></tr>
<tr><td>LL – Relationship to Head of Household (in the Entry Assessment)</td></tr>
</table>

[1] EDA mode: If your “default” EDA provider is your “project provider” you may not need to enter EDA mode. You should know if this is the case for you as these types of exceptions are explained to you when your user account was setup.

Table B3 - Provider Data Incongruity Reports: Tab M - N Detail

<table>
<tr><th>Error Code on the Report</th><th>Most Probable Data Correction Steps</th></tr>
<tr><td>M – No Head of Household (Often means there is an Entry/Exit or Service Transaction with no Head of Household)</td><td rowspan="2">These two errors could mean that the household has no assigned Head of Household (No client with relationship to Head of Household = “Self.”) or that the Head of Household or another household member is not connected properly to the Entry/Exit record or Service Transaction. See Table B1 Error Code E and Table B2 Most Probably Data Correct Steps column for possible solution.</td></tr>
<tr><td>N – No Relationship to Head of Household = “Self”</td></tr>
</table>

[1] EDA mode: If your “default” EDA provider is your “project provider” you may not need to enter EDA mode. You should know if this is the case for you as these types of exceptions are explained to you when your user account was setup.

Table B4 - Provider Data Incongruity Reports: Tab SS Detail

Error Code on the Report	Most *Probable* Data Correction Steps
SS – Length of Stay in emergency shelter >90 days (For Emergency Shelter projects only)	Length of Stay is calculated as the number of days between Entry and Exit (if no Exit, the end of the report period date is used). Often due to an incorrect "Open" (no exit date) Entry/Exit record or Service Transaction. *To correct an Entry/Exit record,* 1. Enter EDA mode[1] to the correct provider and go to the client's record. 2. No need to backdate. Use today's date. 3. In the Entry/Exit tab, click on the Edit Exit pencil to the left of the Exit Date (Note: There may not be an exit date recorded.) 4. In the first pop-up, add or correct the Exit Date for the client (be sure to include all applicable household members that exited on that date by checking the boxes). 5. Click on Save & Continue. 6. Click on Save & Exit. *To correct a Service Transaction,* 1. In the Service Transactions tab, click on "View previous service transactions," then click on the Services tab (underneath the Service Transactions tab). 2. Click on the Edit pencil to the left of the Service you want to edit. 3. Add or correct the Exit Date for the client (be sure to include all applicable household members that exited on that date by checking the boxes). 4. Click on Save & Exit.

[1] EDA mode: If your "default" EDA provider is your "project provider" you may not need to enter EDA mode. You should know if this is the case for you as these types of exceptions are explained to you when your user account was setup.

Some Good Things to Remember

A. As we begin sharing data across agencies and CoC regions, the data quality process is becoming increasingly complex. If you notice in the History Bar that a user at another organization has added or changed data for a shared client, you will need to contact that individual or agency to reconcile.

B. Your CoC Coordinator may email you the CoC Summary Reports. This provides information on the number of clients by provider with missing, Data Not Collected, Don't Know, or Refused response codes, but doesn't provide client IDs or names to assist you in identifying clients with potential errors. To get the client detail, you'll need to pull the Provider Reports for your specific providers that are missing information.

C. Each report has a Notes section at the top of the tab. Review the Notes section for details on how to read the data within the tab. This information will assist you in identifying your agency's errors. The Notes sections were reviewed and updated (as necessary) on 4/29/2016.

Notes
This tab displays the total number of households and the number of households that are a missing head of household. Total Households is counting single clients. For detailed list of households with issues, refer to Tab-MN Detail on the Provider Data Incongruity reports.
Column A includes household records with no enrolled client assigned as head of household in the Households tab ("Head of Household" = "Yes"). This often means there is an Entry-Exit record with no household head.
Column B includes Entry/Exit records where no client is assigned as head of household ("Relationship to Head of Household' = "Self")

D. If a field on the report is displaying as #####, this means the cell is not wide enough. To fix this in Excel, double click on the line next to the letter at the very top of the spreadsheet column.

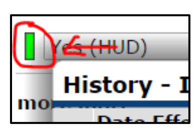
E. No anonymous client should have a First Name, Last Name, or Social Security Number recorded.

F. Not all Universal Data Elements are required for DHS-OEO ESP projects. If the data is reporting as missing and you do not need to collect the data, make a note and let your CoC Coordinator know!

G. Strive to keep Don't Know or Refused responses low to improve data quality, but providers will NOT be penalized for exceeding the goal for Don't Know or Refused. Always honor the wishes of those receiving services.

H. If the information was unknown at Entry, check to see if the information has now been collected. If so, enter the corrected information. Remember to delete the wrong answer by clicking on the History Bar; instructions on page 12.

I. If you notice a data element appears to be answered and is reporting as missing, a common error has to do with the effective date. Often data isn't effective as of entry, so the report doesn't have any data to pull as of entry. Check the History Bar of the data element and be sure an answer was effective on or before the client's entry into the provider. To fix this, answer the question from the Entry Assessment in the Entry/Exit tab (or backdate to the client's entry and answer the question in the Assessment tab if you do not use Entry/Exits). Access the History Bar of a data element by clicking on the colored vertical line to the left of any data element.



J. Continue to run your Funder Data Check Reports as the Data Quality reports only pull Universal Data Elements. Your Funder Data Check Reports will pull Universal Data Elements plus program specific and common data elements.