

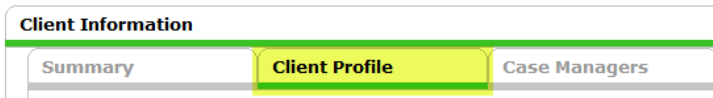
# LSA 2018 DATA CORRECTIONS GUIDE

## DATA CORRECTION INSTRUCTIONS

**IN MOST CASES, THESE INSTRUCTIONS SHOULD RESOLVE ERROR MESSAGES. IF AFTER FOLLOWING THESE INSTRUCTIONS ERROR MESSAGES PERSIST, PLEASE CONTACT THE HELPDESK FOR ADDITIONAL ASSISTANCE.**

### MISSING DATA

#### MISSING DATA IN CLIENT RECORD



1. Enter EDA mode<sup>1</sup> to the correct project provider and go to the client's record.
2. Go to Client Profile Page
3. Click Edit pencil next to Client Record
4. Respond to missing data element(s)
5. Click Save & Exit

#### DATA ELEMENTS THIS WILL WORK FOR

- **Name (3.1)**
- Name Data Quality
- **Social Security Number (3.2)**
- Social Security Number Data Quality
- **Veteran Status (3.7)**

#### MISSING DATA IN CLIENT DEMOGRAPHICS

You can fix this issue one of two ways.

##### **Option One: Entry/Exit tab**

1. Enter EDA mode<sup>1</sup> to the correct provider and go to the client's record.
2. 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. (Note: You do not need to be in back date mode when correcting this error.)
3. Respond to the missing data element(s).
4. Click on Save & Exit.

##### **Option Two: Client Profile tab**

1. Enter EDA mode<sup>1</sup> to the correct provider and go to the client's record.
2. **Backdate to the client's earliest entry date. IMPORTANT – if you miss this step it will not resolve the issue.**
3. In the Client Profile tab, respond to the missing data elements under "*Universal Profile.*"
4. Respond to the missing data element(s).
5. Click on Save & Exit.

<sup>1</sup> 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. Contact the Helpdesk with questions.

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## DATA ELEMENTS THIS WILL WORK FOR

- **Date of Birth** (3.3)
- **Race** (3.4)
- **Ethnicity** (3.5)
- **Gender** (3.6)

## MISSING DATA IN ASSESSMENTS



t be established on Households tab before creating Entry / Exits

1. Enter EDA mode<sup>1</sup> to the correct project provider and go to the client's record.
2. 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. (Note: You do not need to be in back date mode when correcting this error.)
3. Respond to the missing data element(s).
4. Click on Save & Exit.

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## DATA ELEMENTS THIS WILL WORK FOR

- **Disabling Condition Y/N** (3.8)
- **Relationship to Head of Household** (3.15)
- **Client Location** (3.16)
- **Living Situation** (3.917)
- **Domestic Violence series** (4.11)

## MISSING HOUSING MOVE IN DATE (3.20)

Not all missing HMI date is an error, even if there is an alert on the report "No HMI Date." If there isn't an HMI Date, this may simply indicate you are still working with the client to find housing. Please review all clients without an HMI Date to confirm they are not housed and/or your program didn't house them. If you worked with a client and they exited without being housed by your program, keep HMI Date null/blank. This will alert you on the report to No HMI Date which you can ignore.

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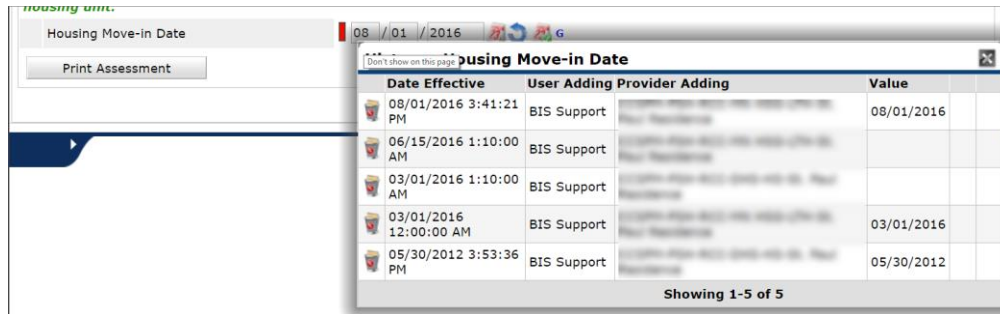
## ERRORS AS A RESULT OF AUTO-MAPPING

Housing Move-In Date is a new data element as of 10/1/2017. RRH did collect this data element since 2014 as Residential Move-In Date. Unless you are an RRH project, errors related to Housing Move-In Date may be the results of poor automapping that Mediware completed around 10/1/2017 where the Project Start Date (previously known as the Entry Date) was auto populated into Housing Move-In Date. You will not be able to resolve data entry errors due to auto-mapping. But you will be able to correct errors not due to automapping.

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## HOW TO IDENTIFY AN AUTOMAPPING ERROR

When you click on the History Bar of a data element, look for "BIS Support" in the User Adding column and, in the Values column, either missing dates or multiple dates that don't make sense. You will be unable to resolve this error as you won't see trash cans to the left of the table as do we system administrators (see image below). If you identify an automapping error, please contact the HMIS helpdesk at [mnhmis@icalliances.org](mailto:mnhmis@icalliances.org)



## ADDING A HOUSING MOVE-IN DATE

Housing Move-in Date is completed on the Entry Assessment or Update and needs to be between Project Start Date and Project Exit Date.

1. Enter EDA mode<sup>1</sup> to the correct provider and go to the client's record.
2. If Project Start Date equals Housing Move-In Date
  - a. In the Entry/Exit tab, click on the Edit pencil to the left of the Entry date to open the entry assessment (See A in image below). Click on Save & Continue in the first pop-up. (Note: You do not need to be in back date mode when correcting this error.)
3. If Project Start Date does not equal Housing Move-In Date
  - a. In the Entry/Exit tab click on the Interim Update icon (See B in image below). Either (1) click on the Edit pencil to the left of the Interim date and click on Save & Continue in the first pop-up or (2) click on Add Interim Review and follow prompts (Interim Review Type = Update).

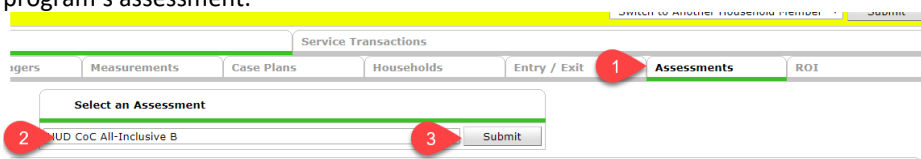
Program	Type	Project Start Date	Exit Date	Interims
LOS ANGELES COUNTY HOUSING CHOICE (CHC) ALL-INCLUSIVE PROGRAM (LOS ANGELES COUNTY HOUSING CHOICE (CHC) ALL-INCLUSIVE PROGRAM)	Basic	07/01/2017	10/13/2017	
LOS ANGELES COUNTY HOUSING CHOICE (CHC) ALL-INCLUSIVE PROGRAM (LOS ANGELES COUNTY HOUSING CHOICE (CHC) ALL-INCLUSIVE PROGRAM)	Basic	11/29/2016		

4. Respond to the missing data element(s).
5. Click on Save & Exit.

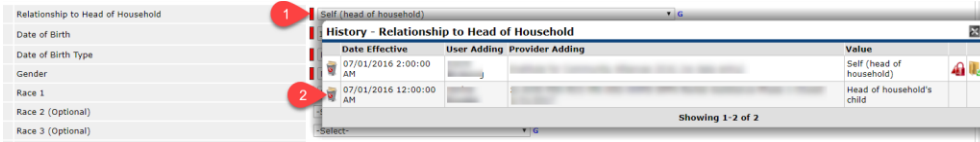
## DELETING INCORRECT DATA

If you updated a data element with the correct answer, having had added an incorrect answer previously, you'll need to delete the incorrect answer so as not to confuse reports.

1. EDA to the provider that created the data. You can confirm which provider created the data element by clicking on the history bar and looking at the Provider Adding column.
2. Although there is more than one way to complete this, let's go to the Assessments tab and open the program's assessment.



3. Click on the history bar (may be red, brown, or green) to the left of the data element.
4. Click on the Trash Can. Note: You have to be in EDA mode to the provider that created the data to delete.



## LENGTH OF STAY ># OF DAYS

For Emergency Shelters and Transitional Housing projects only. It is uncommon for individuals or families to reside in shelter for over 90 days and transitional housing projects over 730 days. Follow the steps below or watch a demonstration [here](#) (Start at 27 minutes 45 seconds).

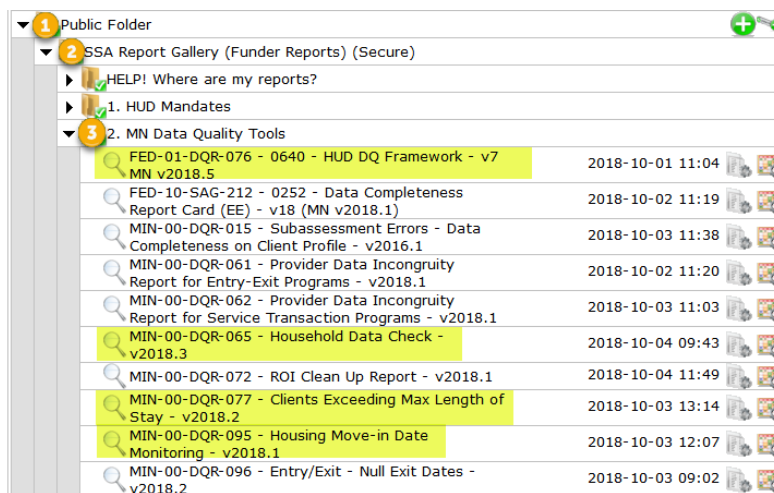
There is a variety of things to consider with clients that appear here to alert you to potential errors.

- Confirm the client actually stayed in your program. If they did not stay, delete the shelter stay or entry exit.
- Check to make sure the correct provider was used. If the incorrect provider was used, update the provider to the correct provider.
- Confirm that the program stay is recorded in line with your workflow. If your stays are not in line with your workflow, please contact us for further guidance.
- Confirm that the start and end dates are correct for each client. If incorrect, update to the most accurate dates you can find. If an end date is missing, check to see if client should be exited and, if so, add the correct end date.
- If the start and end dates are correct, there is no need for any further action.

The LSA report will pull any Service Transaction (ClientPoint), Entry/Exit (ClientPoint or ShelterPoint), or Shelter Stay (ShelterPoint) within time period. This may also result as an error if you are using Service Transactions and there is no exit date on the Service Transaction. To end Service Transactions, click on the Edit pencil under “Services” in the Summary tab. (Backdate is not required.)

## DID I FIX THE ERROR? YOU CAN CHECK YOURSELF!

The errors we’ve reported above come from a variety of reports.



LOCATION

SSA >> 2. MN Data Quality Tools

PROMPTS

**Reporting Group:** (blank)

**Provider:** Choose your provider(s)

**EDA Provider:** (blank) Unless instructed by sys admin

**CoC Code:** (Blank)

**Program Type Code:** (Blank)

**EDA Provider:** (blank) unless told to use by ICA

**Effective Date:** Same date as End Date plus 1 day

**Start Date:** 10/1/17 (current year) or 10/1/16 (previous year)

**End Date PLUS 1 Day:** 10/1/18 (current year) or 10/1/17 (previous year)

DATA ELEMENTS IN THIS REPORT AND WHAT TO PAY ATTENTION TO

Element	Issue(s)	Who does it apply to?	Error location
3.2 SSN	Missing; Error; Incongruent w/SSN DQ	All Clients	Tab C
3.3 Date of Birth	Missing; Error; Incongruent w/DOB Type; Client >105	All Clients	Tab C
3.4 Race	Null/Missing/DNC/CR for Race 1	All Clients	Tab C
3.5 Ethnicity	Null/Missing/DNC/CR	All Clients	Tab C
3.6 Gender	Null/Missing/DNC/CR	All Clients	Tab C
3.7 Veteran Status	Null/Missing/DNC/CR; Status = Yes but Client <18	All Adults; Children	Tab D
3.8 Disabling Condition (Y/N)	Null/Missing/DNC/CR	All Clients	Tab D
3.10 Project Start Date	Overlap issues	All Clients	Tab D
3.10 Project Exit Date	Overlap issues (within project)	All Clients	Tab D
3.12 Exit Destination*	Null/Missing/DNC/CR	All Clients	Tab D
3.15 Relationship to HoH	Null/Missing/DNC/CR; multiple/no HoH	All Clients	Tab D
3.16 Client Location	Missing; Incongruent w/Provider CoC	All Clients	Tab D
3.917 Living Situation*	Null/Missing/DNC/CR	All Clients	Tab H
4.11 Domestic Violence	Incongruent Currently Fleeing & DV Y/N	HoHs and Adults, not SSVF clients, or HYA ES	Tab D

\*Street Outreach: these are the only elements needed for Street Outreach providers

## MIN-00-DQR-065 - HOUSEHOLD DATA CHECK

This is a modified version of the Data Incongruity Report for Entry Exit Programs and the Data Incongruity Report for Service Transactions. Use this report to identify for all household issues, including unattached children, missing HoH information, DOB, etc.

### LOCATION

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### PROMPTS

**Provider(s):** Choose your provider(s)

**Select Program Type Code(s):** (blank)

**Reporting Group, if not running by provider:** Blank

**Select CoC Code(s):** (Blank)

**EDA Provider:** (Blank) unless told to use by ICA

**Enter Effective Date:** Same date as End Date plus 1 day

**Report Start Date:** 10/1/17 (current year) or 10/1/16 (previous year)

**Report End Date (PLUS ONE DAY):** 10/1/18 (current year) or 10/1/17 (previous year)

### DATA ELEMENTS IN REPORT AND WHAT TO PAY ATTENTION TO

Element	Issue(s)	Who does it apply to?	Errors in Report
3.3 Date of Birth	Inconsistent ages	All Clients	A, B, C,
3.15 Relationship to HoH	HoH in Household and Relationship to HoH conflict; HoH<14	All Clients	E, F, N

### REPORT TABS AND COLUMNS TO LOOK AT

- Tab A – Individual Summary
  - Error A: Negative Age
  - Error B: Age Over 100
  - Error C: DOB = Entry Date
  - Error E: UNATTACHED CHILDREN: no adult present in Entry or Service Transaction
  - Error F: Age <14 but Relationship to HoH = Self
- Tab A-F Detail
  - Error A: Negative Age
  - Error B: Age Over 100
  - Error C: DOB = Entry Date
  - Error E: UNATTACHED CHILDREN: no adult present in Entry or Service Transaction
  - Error F: Age <14 but Relationship to HoH = Self
- Tab M-N Detail
  - Error N: No Relationship to HoH = Self in Entry/Exit

## MIN-00-DQR-077 - CLIENTS EXCEEDING MAX LENGTH OF STAY

This report shows ES, TH, RRH clients exceeding the maximum length of stay who were served in a given time period. For ES, the report pulls in entry/exits, shelter stays, and shelter services. For TH and RRH, the report pulls in entry/exits.

### LOCATION

SSA >> 2. MN Data Quality Tools

### PROMPTS

**Provider(s):** Choose your Provider(s)

**CoC Code:** Blank

**EDA Provider:** Blank, unless told to use by ICA

**Start Date:** 10/1/17 (current year) or 10/1/16 (previous year)

**End Date PLUS One Day:** 10/1/18 (current year) or 10/1/17 (previous year)

**Enter max length of stay (in days) for ES:** 90

**Enter max length of stay (in days) for TH:** 730

**Enter max length of stay (in days) for RRH:** 730

### DATA ELEMENTS IN REPORT AND WHAT TO PAY ATTENTION TO

Element	Issue(s)	Who does it apply to?
3.10 Project Exit Date	Excessive LOS; Un-exited Clients	All Clients

### AREAS OF FOCUS

We recognize that some of these clients have/are staying for more than the maximum time in the report. That is okay from a Data Quality standpoint, but please confirm the dates are correct. Those that are over the maximum time in the report are in **bold red font**. Those that are over 200 days in ES and over 1000 days in TH and RRH are also **Highlighted yellow**. Focus on these first and then move to the other clients that exceed max length of stay.

## MIN-00-DQR-095 - HOUSING MOVE-IN DATE MONITORING

Housing move-in date monitoring report for HMI date data quality **for RRH and PSH D projects only.**

### LOCATION

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### PROMPTS

**Select Provider(s):** Choose your RRH and PSH D Provider(s)

**Select Reporting Groups(s):** blank

**Select CoC Code(s):** (blank)

**EDA Provider:** Blank, unless told to use by ICA

**Enter Start Date:** 10/1/17 (current year) or 10/1/16 (previous year)

**Enter End Date (PLUS 1 Day):** 10/1/18 (current year) or 10/1/17 (previous year)

### DATA ELEMENTS IN REPORT AND WHAT TO PAY ATTENTION TO

Element	Issue(s)	Who does it apply to?	Error location
3.20 Housing Move-In Date*	Null/Missing; HMI Date after Project Start Date	All Clients	Detail tab

\*Only applies to RRH and PSH D