

San Francisco ONE System Agency Lead Meeting November 25, 2019

ONE System - Welcome and Introductions

Sharing is Caring!
Please state your Name, Pronouns, Agency, Role
&
Your favorite Holiday Food



ONE System - Updates: Continuous Data Quality Improvement Process

Working definition of Data Quality:

Data quality is a term that refers to the reliability and validity of client-level data in the ONE System. It is measured by the extent to which data in the system reflects actual information in the real world. With good data quality, a community can accurately tell its story of the individuals and families it serves.

What is a Continuous Data Quality Improvement Process?

A continuous data quality improvement process facilitates the ability of the ONE System to achieve statistically valid and reliable data. It sets expectations for both the community and the end users to capture reliable and valid data on persons accessing programs and services.

ONE System - Updates: Continuous Data Quality Improvement Process



Our Individual Responsibilities Contribute to the success of our shared Quality Data:

- Provide end user trainings and workflow documents.
- Work with agency management to identify at least one agency employee as a ONE System Agency Lead.
- Produce data quality reports and information on how to correct any identified data quality issues.
- Provide technical assistance to agencies requesting assistance in identifying what steps need to be taken in order to correct data quality issues.
- Provide other services as contracted with the ONE System and/or agency

Bitfocus Responsibility

- Agencies will take primary responsibility for entering, verifying, and correcting data entry
- Agency staff will measure completeness by running APRs and other reports, then distribute those reports to staff tasked with improving data completeness.
- It is the responsibility of Agency management to ensure staff tasked with correcting data quality issues do so in a timely manner.

Agencies Responsibility

ONE System - Updates: Continuous Data Quality Improvement Process

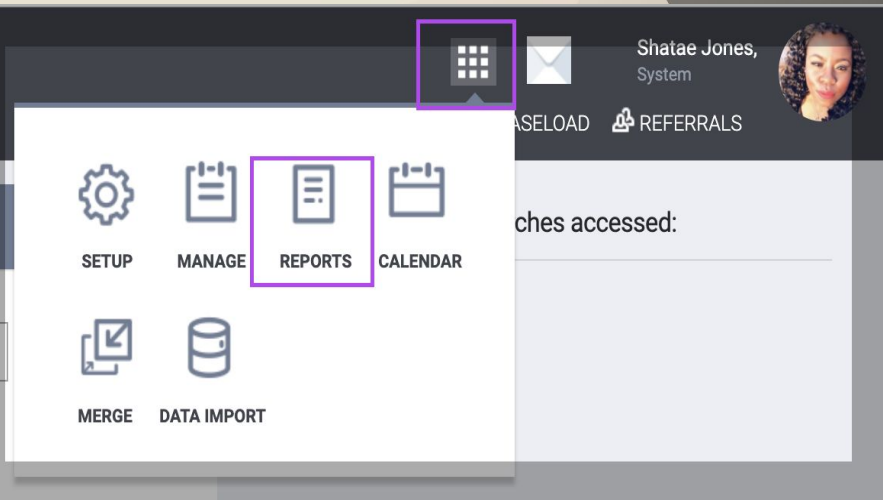
What is a HUD Data Quality Report?

- HUD Data Quality Reports are a part of HUD's Data Quality Framework that reviews a number of HMIS data elements
- HUD Data Quality Report is also a comprehensive data review

When in the system, select the underlined HUD Data Quality Report (program based report) to review.

- [HUDX-225] HMIS Data Quality Report (HUD Reports)

ONE System - Updates: RUNNING THE Data Quality Report



REPORT LIBRARY		
Administrator Reports		26 report(s) ▾
Agency Management		3 report(s) ▾
Assessment Based Reports		1 report(s) ▾
Community and Referrals		6 report(s) ▾
Data Quality Reports		1 report(s) ▾
Email Reports		5 report(s) ▾
Housing		2 report(s) ▾
HUD Reports		8 report(s) ▾
[HUDX-106] HUD Veteran By-Name List		
	⊞ RUN ☑ SCHEDULE	
[HUDX-111] HUD CSV / XML Program Data Export		
	⊞ RUN MORE INFO	
[HUDX-222] Homeless TAY		
	⊞ RUN ☑ SCHEDULE MORE INFO	
[HUDX-224] PATH Annual Report [Oct 2019 Update]		
	⊞ RUN ☑ SCHEDULE MORE INFO	
[HUDX-225] HMIS Data Quality Report [FY 2020]		
	⊞ RUN ☑ SCHEDULE MORE INFO	
[HUDX-227] Annual Performance Report [FY 2020]		
	⊞ RUN ☑ SCHEDULE MORE INFO	
[HUDX-228] ESG CAPER [FY 2020]		
	⊞ RUN ☑ SCHEDULE	
[HUDX-231] LSA Export - Project-Focused LSA		
	BETA ⊞ RUN ☑ SCHEDULE MORE INFO	
Program Based Reports		23 report(s) ▾
Service Based Reports		13 report(s) ▾

ONE System - Data Quality Report

HMIS Data Quality Report

Seattle/King County CoC: Solid Ground

Report period 04/01/2017 - 04/30/2017

Q1. Report Validations Table

Program Applicability: All Projects

Total number of persons served
Number of adults (age 18 or over)
Number of children (under age 18)
Number of persons with unknown age
Number of leavers
Number of adult leavers
Number of adult and head of household leavers
Number of stayers
Number of adult stayers
Number of veterans
Number of chronically homeless persons
Number of youth under age 25
Number of Parenting Youth Under Age 25 with Children
Number of Adult Heads of Household
Number of child and unknown-age heads of household
Heads of households and adult stayers in the project more than 365 days

Q2. Personally Identifiable Information (PII)

Program Applicability: All Projects

Data Element	Client Doesn't Know/Refused	Information Missing	Overall Score
Name (3.1)	6	0	0%
Social Security Number (3.2)	3	0	0%
Date of Birth (3.3)	0	0	0%
Race (3.4)	0	0	0%
Ethnicity (3.5)	0	0	0%
Gender (3.6)	0	0	0%
Overall Score			9.59%

Q3. Universal Data Elements

Program Applicability: All Projects

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0%
Project Entry Date (3.10)	0	0%
Relationship to Head of Household (3.15)	0	0%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	0	0%

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Error Count
Destination (3.12)	0
Income and Sources (4.2) at Entry	0
Income and Sources (4.2) at Annual Assessment	2
Income and Sources (4.2) at Exit	0

Q5. Chronic Homeless

Program Applicability: ES, SH, Street Outreach, TH & PH(All)

Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.917.3)	DK/R/missing
ES, SH, Street Outreach	0			0	
TH	0	0	0	0	
PH (all)	36	0	0	0	
Total	36				

Q6. Timeliness

Program Applicability: All Projects

Time for Record Entry	Number of Project Entry Records	Number of Project Exit Records
0 days	0	0
1-3 days	17	0
4-6 days	2	0
7-10 days	4	3
11+ days	50	0

Q7. Inactive Records: Street Outreach and Emergency Shelter

Program Applicability: Street Outreach & ES-Night By Night

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

Programs Included in Dataset

Agency	Program Name
Solid Ground	PG Kenney Place - CoC
Solid Ground	Sand Point Families PSH

ONE System - Requesting New USERS

New ONE System user accounts may be requested by the Agency Lead. All users must complete the SFDPH Privacy Training and Clarity General Training in order to be granted system access. Agency Leads are responsible for the following security tasks:

Authorizing new ONE System accounts: Agency Leads should determine the appropriate level of access based on a user's job role and client privacy needs. Requests for new user accounts may be submitted directly to Bitfocus by the Agency Lead

Deactivating user accounts: When users leave an agency, Agency Leads must submit a request to Bitfocus to deactivate their account within one (1) work day

Access role changes: If a user's job role changes and they need a different access level, the Agency Lead should notify Bitfocus within one (1) work day of the appropriate change

ONE System - HSH Data Quality Standards

There are three general types of programs, each with a set of data elements that are required for every adult client. All required elements, regardless of program type, must have 0% Null rates.

Timeline: Data quality reports should be run at least once per month throughout the year. In the weeks prior to submitting a report (e.g.: Annual Homeless Assessment Report), data quality reports may need to be run on a daily basis.

Data Completeness: No Null (missing) data for required data elements. Don't Know or Refused responses should not exceed the allowed percentages (see below for details).

ONE System - HSH Data Quality Standards: Program Exits

Clients will be automatically exited from the program after set period of days of **zero activity** (update assessments, services, etc.). This feature eliminates the possibility that a client who are no longer active in the program remains enrolled.

The zero-activity thresholds for the following groups are:

- **Adult emergency shelter: Ninety (90) days.**
- **Family private room shelter: One hundred-eighty (180) days.**
- **Street outreach/Drop-in Centers: Ninety (90) days.**

ONE System - HSH Standards: When to Correct Data

At a minimum, you should begin correcting data quality issues at least two (2) months before a report is submitted to the agency requesting the report.

In general, you should evaluate and correct data quality quarterly using the following schedule:

First month of quarter: begin data quality review, focused on ensuring the correct number of clients are enrolled and there are no null values. Make corrections as needed. For example, ensure that no required information, such as veteran status, is missing.

Second month of quarter: review data with relevant program managers and/or staff to verify accuracy of data compared other records. For example, ensure that veteran status data entered into the ONE System is correct.

Third month of quarter: assess agency workflow to identify process improvements that may help ensure high quality data is consistently entered into the system.

ONE System - HSH Standards: Annual Performance Review (APR)

Two (2) months before due date: Begin data quality review, focused on ensuring the correct number of clients are enrolled and there are no null values. Make corrections as needed. For example, ensure that no required information, such as veteran status, is missing.

One (1) month before due date: Review data with relevant program managers and/or staff to verify accuracy of data compared other records. For example, ensure that veteran status data entered into ONE System is correct.

Two (2) weeks before due date: Enter data into SAGE.

One (1) week before due date: Conduct internal review of data entered into SAGE to verify accuracy.

ONE System - Tips & Tricks for Minimizing Data Quality Issues

Enter client data in ONE as soon as possible. The more time that elapses between collecting data and entering the data in the ONE System, the greater the odds there will be data quality issues.

TIP #1

HSH Recommended Timeframes:

- **Transitional and Permanent Housing Programs:** Enter all program entry/exit data within three (3) work days.
- **Emergency Shelters and non-HUD programs:** Enter check in/check out within one (1) work day
- **Outreach:** Create client profile, if necessary, within three (3) work days. Record outreach services within one (1) work day.

ONE System - Tips & Tricks for Minimizing Data Quality Issues

Whenever possible, consider entering data as it is being collected during client interactions so that clients may help identify potential inaccuracies.

TIP#2

Review Data Quality using APRs at least once a month. Correct all null values as soon as possible.

TIP#3

ONE System - Helpful Resources to Support Data Quality

Located under the reports section, you have access to a series of helpful reports that can support you in managing and uncovering your data quality issues. Take a look

Did you
KNOW?

The following reports identify the majority of data quality issues:

- [HUDX-226] Annual Performance Report [2017]
- [HUDX-225] HMIS Data Quality Report
- [DQXX-102] Program Data Review
- [DQXX-103] Monthly Staff Report
- [DQXX-105] Monthly Agency Utilization Report
- [DQXX-110-AD] Duplicate Clients
- [DQXX-120-AD] Project Households with issues in HoH determination
- [EXIT-101] Potential Exits

ONE System - Announcements/Reminders:

- One System General Training is **Now offered ON Demand** for New Users & those who would like a refresher! You can access the training by clicking “**Register for Training**” on the the **ONESF Help Center**
- **Local Homeless Coordinating Board Monthly Meeting (December 2, 2019, 11am-1pm: City Hall Room 416)**
- **Coordinated Entry/ONE System Committee for Youth Meeting -November 25, 2019 - CANCELED**
- The Department of Homelessness and Supportive Housing is pleased to host the monthly Adult and Family Coordinated Entry meetings on the first Tuesday of each month:
Tuesday, December 3, 2019 - CANCELED
 - Family Coordinated Entry/ONE Meeting – 10-11am **CANCELED**
 - Adult Coordinated Entry/ONE Meeting – 11am - 12pm **CANCELED**
 - Meetings will be held at City Hall, Room 408

ONE System - HSH Wants- Provider FEEDBACK:

Updates to the ONE Continuous Data Quality Improvement Process

The ONE System Continuous Data Quality Improvement Process was initially published in 2017 to provide guidelines and benchmarks for data quality in ONE. This document is being updated to include an important section on User Access and Security, including guidelines for authorizing new user accounts, deactivating accounts, and access role changes. HSH welcomes user feedback on this document, which can be previewed [here](#).

Please submit any comments to Laura Jessup by December 13th for consideration.



"If you want to go fast,
go alone.

If you want to go far,
go together."

-African Proverb



ONE System - Call Us, We would Love to Help:

ONESF Help Center Website

<https://onesf.clarityhs.help>

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

Bitfocus is also Available for Office Hours/ TA Calls