

San Francisco ONE System

Agency Lead Meeting

October 26, 2020



TODAY'S AGENDA

- **Welcome**
- **HSH Continuous Data Quality Improvement Process Refresher**
- **Managing for Data Quality**
- **Report Spotlight: [GNRL-220] Program Details Report**
- **New Coordinated Entry Reports**
- **Announcements**

Welcome

What's your favorite autumn activity?

Please share name, pronouns, and agency when responding.

HSH Continuous Data Quality Improvement Process Refresher



HSH Continuous Data Quality Improvement Process Refresher

“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”



HSH Continuous Data Quality Improvement Process Refresher

Agency Roles and Responsibilities:

- 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.

Managing for Data Quality



Managing for Data Quality

Key Components of Data Quality:

- **Completeness**
 - Data should be as close to 100% complete as possible for the fields in this table
- **Timeliness**
- **Accuracy**
- **Consistency**

Name*	DOB*	SSN*
Race	Ethnicity	Gender
Veteran Status	Disabling Condition	Living Situation
Prior Living Situation	Program Entry Date	Program Exit Date
Destination	Relationship to Head of Household	

Managing for Data Quality

Data Elements with Common Data Quality Issues are:

- Household Review
- Move-in Data for PSH and RRH projects
- Exit Destination
- Income

Managing for Data Quality

Household Review

- Program Roster Report [GNRL-106] and HUD Reports [HUDX-225] HMIS Data Quality Report [FY 2020]
- Review the household groups:
 - If you notice that clients are missing, add them to the household.
 - If you notice children with no adult head of household
 - If clients should be grouped together, contact the Help Desk

Program Roster Report										Sarah Agency Status: Active		
										SAMPLE REPORT TEST Client Data		
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Assessments	Services	Assigned Staff		
RRH Program												
Benetar, Pat	5CAB8E679	09/09/1972	43	44	04/19/2016	-	393	0	0	S. Holmes		
Jett, Joan	0E3CE834D	12/25/1952	63	64	04/19/2016	-	393	2	1	S. Holmes		
										Total : 2		
List of Programs												
RRH Program												
List of Program Types												
PH - Rapid Re-Housing												
Program Applicability List												
Homeless Prevention and Rapid ReHousing [HPRP]												
Q1. Report Validation Table												
Program Applicability: All Projects												
Total number of persons served										2		
Number of adults (age 18 or over)										2		
Number of children (under age 18)										0		
Number of persons with unknown age										0		
Number of leavers										1		
Number of adult leavers										1		
Number of adult and head of household leavers										1		
Number of stayers										1		
Number of adult stayers										1		
Number of veterans										0		
Number of chronically homeless persons										1		
Number of youth under age 25										1		
Number of parenting youth under age 25 with children										0		
Number of adult heads of household										2		
Number of child and unknown-age heads of household										0		
Heads of households and adult stayers in the project 365 days or more										0		

Managing for Data Quality

Housing Move-In Date

- Program Roster Report [GNRL-106]
- Review move-in dates:
 - If you notice that clients who have moved are missing a move-in date.
 - If you notice inaccurate move-in dates
 - Fix this error by adding the correct Housing Move-in date in the program enrollment

Program Roster Report								Andrea B. Testy Tester Agency Active within [09/01/2019 - 08/31/2020]				
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff
Program: Awesome RRH												
Shark, Christopher	FD9B61683	01/01/2000	20	20	07/01/2020	-	62	undefined	0	0	0	A. Bañas

Managing for Data Quality

Destination at Exit

- HMIS Data Quality Report [HUDX-225]
- Review the Destination:
 - If you notice an error, this is commonly caused by:
 - Client doesn't know
 - Client refused
 - No exit interview completed
 - Data not collected
 - Missing
 - Fix by updating the destination in the program exit

HMIS Data Quality Report [FY 2020]

CA-501 - San Francisco CoC: Andrea B. Testy Tester
Agency

CoC Category Filter: Agency CoC
Report period 09/01/2019 - 08/31/2020

Q4. Income and Housing Data Quality

Program Applicability: All Projects

Data Element	Error Count	% of Error Rate
Destination (3.12)	1	100%
Income and Sources (4.2) at Start	1	50%
Income and Sources (4.2) at Annual Assessment	0	0%
Income and Sources (4.2) at Exit	1	100%
Non-Cash Benefits (4.3) at Start	0	0%
Non-Cash Benefits (4.3) at Annual Assessment	0	0%
Non-Cash Benefits (4.3) at Exit	0	0%

Managing for Data Quality

Income

- HMIS Data Quality Report [HUDX-225]
- Review the Income and Sources at Start or Exit
 - If you notice an error, this is commonly caused by:
 - Client doesn't know
 - Client refused
 - No exit interview completed
 - Data not collected
 - Missing
 - Fix by updating the Income source in the program enrollment or exit

Q4. Income and Housing Data Quality		
Program Applicability: All Projects		
Data Element	Error Count	% of Error Rate
Destination (3.12)	1	100%
Income and Sources (4.2) at Start	1	50%
Income and Sources (4.2) at Annual Assessment	0	0%
Income and Sources (4.2) at Exit	1	100%
Non-Cash Benefits (4.3) at Start	0	0%
Non-Cash Benefits (4.3) at Annual Assessment	0	0%
Non-Cash Benefits (4.3) at Exit	0	0%

Managing for Data Quality

To improve your data quality, as well as the data quality of your program and agency, review your data regularly - at least once per month. These reports will help you monitor data quality:

- [\[DQXX-103\] Monthly Staff Report](#) - Emailed to Agency Leads on 15th of each month
- [\[HUDX-225\] HMIS Data Quality Report](#)[\[GNRL-220\]](#)
- [Program Details Report](#) - includes all data that has been entered on Entry, Exit, Status/Annual Update screens

Report Spotlight: [GNRL-220] Program Details Report

Report Spotlight: [GNRL-220] Program Details Report

Includes all data that has been entered on Entry, Exit, Status/Annual Update screens

The report can help with:

- A quick scan of all program data
- Reviews for missing data elements
- Scanning records for unexpected values
- Diagnosing unexpected results on other program-based reports

Report Spotlight: [GNRL-220] Program Details Report

To run the [GNRL-220] Program Details Report:

- Navigate to the Report Library
- Locate [GNRL-220] Program Details under the Program Based Reports section
- Choose the Program(s) you wish to include in the report.
- Choose screen types you wish to include - select from:
 - Entry screen
 - Status update screen
 - Annual update screen
 - Exit screen
 - All screens
- Select active clients or new clients
- Enter the start and end dates for the report
- Click OK

fx	First Name																		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1	First Name	Last Name	Agency	Assigned Staff	Staff Created	Enrollment Start Date	Enrollment Exit Date	Chronic Homeless	Housing Service	Housing Service Start Date	Housing Service End Date	DOB	SSN	Unique ID	Personal ID	Household ID	Gender	Race	
2	17Fc146E1	Refused	Test Agency	Test User		2017-03-16		Y	[Test Shelter] ES Housing-Households without children	03/16/2017	05/25/2017	1957-01-01	000-00-0000	17FC146E1	6790	429660	Female	Black or African American	
3	Consent	Refused	Test Agency	Test User		2017-05-31		Y				1953-01-01	000-00-0000	B9C4EA194	306001	469222	Male	Black or African American	
4	Consent	Refused	Test Agency	Test User		2017-05-31		N				1981-01-01	000-00-0000	A58DE32DF	366291	469326	Male	White	
5	Consent	Refused	Test Agency	Test User		2017-05-31		Y				1990-01-01	000-00-0000	C10C40CDB	307980	469277	Female	Data not collected	
6	Consent	Refused	Test Agency	Test User		2017-05-31		N				1979-01-01	000-00-0000	22BBB7BC	366274	469267	Female	American Indian or Alaskan Native	
7	Consent	Refused	Test Agency	Test User		2017-05-30		N				1963-01-01	000-00-0000	D2FA8501E	366281	469315	Male	Data not collected	
8	Consent	Refused	Test Agency	Test User		2017-05-30		N				1981-01-01	000-00-0000	5EB673631	366289	469324	Female	Black or African American	
9	Consent	Refused	Test Agency	Test User		2017-05-30		N				1984-01-01	000-00-0000	DC87EFFF1	366290	469325	Male	Client Don't know / Refused	
10	Consent	Refused	Test Agency	Test User		2017-05-30		N				1972-01-01	000-00-0000	F6B17828B	366276	469299	Female	White	
11	Consent	Refused	Test Agency	Test User		2017-05-29		N				1981-01-01	000-00-0000	65E650E0F	216348	469286	Male	Black or African American	
12	Consent	Refused	Test Agency	Test User		2017-05-28		N				1957-01-01	000-00-0000	E4288B24D	366287	469321	Female	White	
13	Consent	Refused	Test Agency	Test User		2017-05-28		Y				1979-01-01	000-00-0000	67E8EFD7F	315226	469288	Male	White	
14	Consent	Refused	Test Agency	Test User		2017-05-28		N				1984-01-01	000-00-0000	385E079BD	366275	469261	Male	White	
15	Consent	Refused	Test Agency	Test User		2017-05-27		Y				1954-01-01	000-00-0000	21BC568D0	312234	469294	Male	Black or African American	
16	Consent	Refused	Test Agency	Test User		2017-05-26		Y				1967-01-01	000-00-0000	FE1B4FD21	368283	469217	Male	Client Don't know / Refused	

New Coordinated Entry Reports

New Coordinated Entry Reports

Assessment Based Reports

[\[OUTS-108\]](#) CE Demographics Report: this report provides the demographics of the clients assessed and/or referred to the Community Queue.

[\[GNRL-404\]](#) CE Assessment Details Report: this report is based on CE Assessments and provides demographics, household makeup, queue status, scores of the client assessed.

[\[GNRL-405\]](#) CE Assessing Staff Report: this report provides details of all CE Assessments created during the reporting period, separated by the assessing staff person.

CE Assessing Staff Report													Agency A VoA 07/01/2017 - 06/30/2020	
Date	Client Full Name	Unique ID	Age	Gender	Veteran	CE Household Type	Adults in CE Household	Children in CE Household	Assessment Name	Assessment Score	Referred to Queue	Contact Info	Assessing Agency	Assessing Program
05/01/2018	Thomas, John	1000000001	28	Male	No				VI-SPDAT Prescreen for Single Adults [V2]	2	Default	Yes	Agency A VoA	
05/02/2018	John, Christopher	1000000002	37	Male	No				VI-SPDAT Prescreen for Single Adults [V2]	6	Default	No	Agency A VoA	
10/10/2017	Thomas, John	1000000001	3	Male					VI-SPDAT Prescreen for Single Adults [V2]	14		Yes	Agency A VoA	
01/09/2018	John, Christopher	1000000002	58	Male	No				VI-SPDAT Prescreen for Single Adults [V2]	3		Yes	Agency A VoA	
05/15/2018	John, Christopher	1000000002	58	Male	No				VI-SPDAT Prescreen for Single Adults [V2]	7		Yes	Agency A VoA	

Number of Clients Assessed: 4
Total Clients Assessed: 5

New Coordinated Entry Reports

Community and Referrals Reports

[\[RFRL-103\]](#) Referral Statistics - Inbound: this report provides counts of the CE-related referrals received by the agency, and shows counts by "status" such as: pending, in-process, denied, expired, including the number of days since referral.

[\[RFRL-104\]](#) Referral Statistics - Outbound: this report is similar to the Inbound version in what it shows, but is instead showing counts and status of the referrals made by the agency, such as referrals sent to the Community Queue (if applicable).

[\[RFRL-122\]](#) CE Community Queue Detail: this report generates a list of clients referred to the Community Queue, including demographics and scores.

Referral Statistics - Inbound		Name of Agency Running Report	
		Date Range: [REDACTED]	
A direct referral is when a client is referred directly to a program regardless of eligibility criteria. Direct referrals are made from the eligibility determination screen of the client's referral tab or from the referrals tab without going to the eligibility screen.			
	Direct	CQ	Total
Number of Agency referrals received	0	7	7
Pending Referrals			
Number of pending referrals	0	1	1
Oldest pending referral in days	0	10	10
Newest pending referral in days	0	10	10
Average pending referral in days	0	10	10

Announcements



Announcements

- If you missed the Problem Solving training last week, [the recording and presentation are now available](#)
- The training on the Family Coordinated Entry workflow is tomorrow and Wednesday
- Multiple Queues are going live Thursday, October 29
- Content from Clarity Connect will be available soon

Helpful Resources

ONESF Help Center Website

<https://onesf.clarityhs.help>

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

Thank You From Your SF Team!



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