San Francisco ONE System
Agency Lead Meeting

May 24, 2021

Bitfocus

TODAY'S AGENDA

- **Welcome**
- **Continuous Data Quality Improvement Process**
- **Email Resend Delay**
- **Report Updates**
- **Announcements**

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Welcome

What do you look forward to most when the weather gets warm?

Please share name, pronouns, and agency when responding and please type in your name and agency for attendance.

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Continuous Data Quality Improvement Process

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Continuous Data Quality Improvement Process

What is data quality?

Data quality refers to the reliability and validity of client data in ONE which is measured by how the system accurately reflects actual information the real world.

What is the continuous data quality improvement process?

The 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.

Continuous Data Quality Improvement Process

Bitfocus will provide the following services to assist agencies in correctly entering data in the ONE System, and in addressing data quality issues:

- 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.

Continuous Data Quality Improvement Process

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.

Continuous Data Quality Improvement Process

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 users 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.

Continuous Data Quality Improvement Process

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.

1. **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.
2. **Data Completeness:** No Null (missing) data for required data elements.

Continuous Data Quality Improvement Process

3. Don't Know or Refused responses should not exceed the allowed percentages (Year 3).

Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing

Data Element	Applies to:	Don't Know/Refused Should Not Exceed			
		Baseline (9/6/17)	Year 1 Target (9/30/18)	Year 2 Target (9/30/19)	Year 3 Target (9/30/20)
Name	All Clients	29%	20%	10%	5%
SSN	All Clients	n/a	n/a	n/a	n/a
Date of Birth	All Clients	4%	5%	5%	5%
Race	All Clients	n/a*	n/a*	n/a*	5%
Ethnicity	All Clients	1%	5%	5%	5%
Gender	All Clients	1%	5%	5%	5%
Veteran Status	Adults Only	30%	20%	10%	5%
Location Prior to Program Entry	Adults & Head of Household	29%	20%	10%	5%
Income and Sources (at entry)	Adults & Head of Household	26%	15%	5%	5%
Income and Sources (update)	Adults & Head of Household	91%**	40%**	20%**	5%**
Income and Sources (at exit)	Adults & Head of Household Leavers	5%	5%	5%	5%
Disabling Condition	All Clients	19%	10%	5%	5%
Domestic Violence	Adults & Head of Household	37%	25%	15%	5%
Destination	Adults & Head of Household Leavers	10%	10%	10%	10%

**May be impacted by pending data migration. Once resolved data migration has been resolved, these standards may be revised.

Adult Emergency Shelter		Don't Know/Refused Should Not Exceed			
Data Element	Applies to:	Baseline (9/6/17)	Year 1 Target (9/30/18)	Year 2 Target (9/30/19)	Year 3 Target (9/30/20)
Name	All Clients	10%	5%	5%	5%
SSN	All Clients	n/a	n/a	n/a	n/a
Date of Birth	All Clients	10%	5%	5%	5%
Race	All Clients	n/a*	n/a*	n/a*	5%
Ethnicity	All Clients	3%	5%	5%	5%
Gender	All Clients	1%	5%	5%	5%
Veteran Status	Adults Only	11%	7%	5%	5%
Location Prior to Program Entry	Adults & Head of Household	8%	8%	8%	5%
Income and Sources (at entry)	Adults & Head of Household	10%	5%	5%	5%
Income and Sources (update)	Adults & Head of Household	100%**	40%**	20%**	5%**
Income and Sources (at exit)	Adults & Head of Household Leavers	4%	5%	5%	5%
Disabling Condition	Adults Only	28%	20%	10%	5%
Domestic Violence	Adults & Head of Household	21%	10%	5%	5%
Destination	Adults & Head of Household Leavers	17%	10%	5%	10%

**May be impacted by pending data migration. Once resolved data migration has been resolved, these standards may be revised.

Continuous Data Quality Improvement Process

Don't Know or Refused responses should not exceed the allowed percentages (Year 3).

Family Private Room Shelter		Don't Know/Refused Should Not Exceed			
Data Element	**Applies to:**	**Baseline (9/6/17)**	**Year 1 Target (9/30/18)**	**Year 2 Target (9/30/19)**	**Year 3 Target (9/30/20)**
Name	All Clients	1%	5%	5%	5%
SSN	All Clients	n/a	n/a	n/a	n/a
Date of Birth	All Clients	1%	5%	5%	5%
Race	All Clients	n/a*	n/a*	n/a*	5%
Ethnicity	All Clients	5%	5%	5%	5%
Gender	All Clients	0%	5%	5%	5%
Veteran Status	Adults Only	2%	5%	5%	5%
Location Prior to Program Entry	Adults & Head of Household	25%	15%	10%	5%
Income and Sources (at entry)	Adults & Head of Household	1%	5%	5%	5%
Income and Sources (update)	Adults & Head of Household	100%**	40%**	20%**	5%**
Income and Sources (at exit)	Adults & Head of Household Leavers	0%	5%	5%	5%
Disabling Condition	Adults Only	66%	40%	20%	5%
Domestic Violence	Adults & Head of Household	13%	7%	5%	5%
Destination	Adults & Head of Household Leavers	0%	10%	10%	10%

**May be impacted by pending data migration. Once resolved data migration has been resolved, these standards may be revised.

Street Outreach/Drop-In Center		Don't Know/Refused Should Not Exceed			
Data Element	**Applies to:**	**Baseline (9/6/17)**	**Year 1 Target (9/30/18)**	**Year 2 Target (9/30/19)**	**Year 3 Target (9/30/20)**
Name	All Clients	4%	5%	5%	5%
SSN	All Clients	n/a	n/a	n/a	n/a
Date of Birth	All Clients	2%	5%	5%	5%
Race	All Clients	n/a*	n/a*	n/a*	5%
Ethnicity	All Clients	17%	10%	5%	5%
Gender	All Clients	8%	5%	5%	5%
Veteran Status	Adults Only	44%	35%	20%	5%
Location Prior to Program Entry	Adults & Head of Household	1%	5%	5%	5%
Income and Sources (at entry)	Adults & Head of Household	61%	50%	40%	30%
Income and Sources (update)	Adults & Head of Household	0%	5%	5%	5%
Income and Sources (at exit)	Adults & Head of Household Leavers	92%	80%	65%	50%
Disabling Condition	Adults Only	62%	40%	20%	5%
Domestic Violence	Adults & Head of Household	99%	80%	65%	50%
Destination	Adults & Head of Household Leavers	89%	70%	55%	40%

**May be impacted by pending data migration. Once resolved data migration has been resolved, these standards may be revised.

Continuous Data Quality Improvement Process

Auto-Exits:

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

Continuous Data Quality Improvement Process

Minimizing Data Quality Issues:

- Enter client data in ONE as soon as possible.
- Recommended time frames:
    - 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.
- Whenever possible, consider entering data as it is being collected during client interactions so that clients may help identify potential inaccuracies.
- Review Data Quality using APRs at least once a month. Correct all null values as soon as possible.

Continuous Data Quality Improvement Process

When to Correct Data Quality Issues

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.

Continuous Data Quality Improvement Process

<u>Correcting Data Quality Issues</u>

The following reports identify the majority of data quality issues:

- [HUDX-227] Annual Performance Report [2020]
- [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

Continuous Data Quality Improvement Process

Official process can be found at https://onesf.bitfocus.com/dq-improvement

Email Resend Delay

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Email Resend Delay

Staff will now see a warning if they request a password reset request more than one <u>Password Reset</u> on the Clarity Human Services Login page or during an email Two Factor Authentication (2FA) > Resend Code request within a 5-minute window. The warning will say: "Your request is still being processed. Please allow 5 minutes before resubmitting a request"

For more information about these changes please visit:

<u>Two Factor Authentication (2FA)</u>

<u>Accessing Clarity Human Services</u>

Report Updates

Report Updates

- [HUDX-228] ESG CAPER [FY 2020] - A new functionality was added to the agency version of the report allowing users with access to multiple agencies to switch to those agencies when running the ESG CAPER
  - For more information, refer to [HUDX-228] ESG CAPER [FY2020]
- [DQXX-102] Program Data Review - The report was updated to accommodate extremely large returns
  - If there are more than 10,000 rows, the output format will automatically be changed to Excel
- [GNRL-210] Assessment Details Report - Updated Geolocation to display address rather than geolocation ID
- [GNRL-220] Program Details Report - Screen Type parameter changed to multi-select
- [Exit-101] Potential Exits - "Assigned Staff" and "Enroll Type" columns added to the report

Want to keep up on updates to Clarity Reports as they happen? Follow the release notes page in the Bitfocus Help Center.

Announcements

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Announcements

General User Office Hour - next Tuesday

APR Training - June 4th

Helpful Resources

ONESF Help Center Website
onesf.bitfocus.com

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

Thank You From Your SF Team!

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