Guide to Monthly Data Completeness Reports
Toledo HMIS

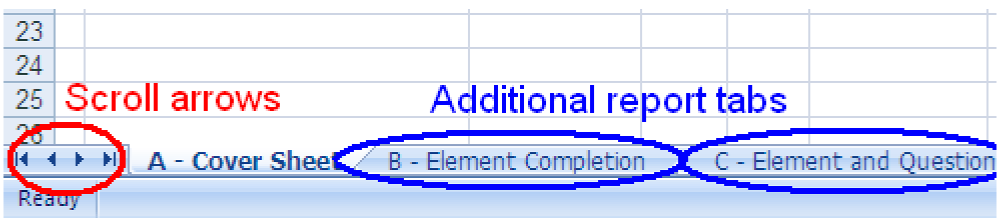
Data completeness reports for Program Entry Records are based on how complete the HMIS data are for each client at the moment they enrolled in a program.

When data (i.e., Assessment Responses) are entered into HMIS, the system attaches a time and date to them, sometimes called a timestamp. When the system is running a data completeness report, it only considers data with a timestamp on or before the program entry/enrollment.

Because of this, data will often need to be back-dated so that the timestamp attached to them are on or before the program entry/enrollment.

Explanation of Report Tabs

The provided Monthly Data Completeness Report contains five report tabs. You may need to use the left and right arrows next to the tabs themselves if you do not see all five listed.



A - Cover Sheet

Contains a summary of data completeness for each category (Universal Data Elements, Program-Specific Data Elements, and Local Data Elements). It also lists how many entry records are counted as Incomplete, Partial, or Complete, and the total number of entry records overall for the month.

B - Element Completion

Provides a list of each specific data element and the completion rate for each.

C - Element and Question Detail

Breaks each data element into its component parts. Since data elements may contain more than one question, this report shows the completion rates for the specific questions which make up each data element.

D - Client Detail

Provides a list of each program entry record, entry date, client ID, and whether or not each data element was completed for that client. The report also tallies the number of missing data elements in each category (UDE/PDE/LDE), calculates the quality of each category (Incomplete/Partial/Complete), and then determines the overall quality of the entry record (Incomplete/Partial/Complete).

Each entry record is given its own row, with the data corresponding to that entry record in columns.

Column Definitions

- Entry Date [Column B]
  The date of program enrollment or check-in for the associated entry record, listed in Month/Date/Year format. All data must be dated for on or before the Entry Date in order to count on the report; for corrections to missing data, use this Entry Date as the date in Back-Date mode.

- HMIS ID [Column C]
  The ID number assigned by the system, which can be used to look up the Client in ServicePoint.

- Record Quality [Column D]
  The overall completeness of this entry record, based on the "weakest link" of UDE Quality, PDE Quality, and LDE Quality. For example, an entry record with UDE Quality and PDE Quality of "Complete" and LDE Quality of "Partial" will have an overall Record Quality of "Partial."

- Universal Data Elements (UDE) [Columns E through R]
  This section details the completeness of each Universal Data Element, tallies up the number of incompletes, and provides a rating for UDE completeness.

  - UDE: Inc [Column E]
    The number of incomplete Universal Data Elements. If a UDE is not applicable, such as Veteran Status for minors, it is not included in the count of incomplete Universal Data Elements.

  - UDE: Q [Column F]
    The rating of UDE completeness. For UDE's to be rated "Complete," there must be zero Incompletes. UDE's will be rated "Partial" if there are one, two, or three Incompletes. UDE's will be rated "Incomplete" if there are more than three missing UDE's.

  - UDE: SSN [Column H]
    The nine-digit Social Security Number of the client, and the question about Social Security Number Data Quality. If the response to Social Security Number Data Quality is "Refused" or "Don't Know," the actual Social Security Number is not needed for this data element to be rated as "Complete."

  - UDE: DOB [Column I]
    The Date of Birth of the client in MM/DD/YYYY format, and the question about Date of Birth Data Quality. If the response to Date of Birth Data Quality is "Refused" or "Don't Know," the actual Date of Birth is not needed for this data element to be rated as "Complete."

- UDE: RACE [Column J]
  The Race of the client, from the Primary Race question. Secondary Race is ignored for purposes of element completion; there must be a response to Primary Race for this data element to be rated as "Complete."

- UDE: ETH [Column K]
  The Ethnicity of the client (Hispanic/Latino), from the Ethnicity question only.

- UDE: GEN [Column L]
  The Gender of the client, from the Gender question only.

- UDE: VET [Column M]
  The Veteran Status of the client, from the Veteran Status question only.

- UDE: DIS [Column N]
  The Disability Status of the client, from the "Do you have a disability?" question only (note: this appears on the Confidential Dimensions Assessment, not on the Universal Entry/Exit Assessment).

- UDE: PLS [Column O]
  Prior Living Situation, which includes both the "Previous Residence" and "Length of Stay (At Previous Residence)" questions. These are not to indicate the type of program the client is enrolling in with your agency or the length of time they expect to be there; it is to indicate where they were on the night prior to entering your program and the length of time they had been there.

- UDE: ZIP [Column P]
  ZIP Code of Last Permanent Address, which includes both the "ZIP Code" and "ZIP Code Data Quality" questions. If the response to "ZIP Code Data Quality" is "Refused" or "Don't Know," the actual ZIP Code is not needed for this data element to be rated as "Complete."

- UDE: HSG [Column Q]
  Housing Status, from the question with the same name.

- UDE: HH [Column R]
  Household, which includes both household membership and the "Relationship to Head of Household" question; for clients entering in groups (such as families or couples), both of these must be supplied for the data element to be rated as "Complete." For singles, this data element is always rated as "Complete."

* Program-Specific Data Elements (PDE) [Columns S through AC]
  This section details the completeness of each Program-Specific Data Element, tallies up the number of incompletes, and provides a rating for PDE completeness.

  - PDE: Inc [Column S]
    The number of incomplete Program-Specific Data Elements. If a PDE is not

applicable, such as Domestic Violence for minors, it is not included in the count of incomplete Program-Specific Data Elements.

- PDE: Q [Column T]
  The rating of PDE completeness. For PDE's to be rated "Complete," there must be zero or one Incomplete. PDE's will be rated "Partial" if there are two Incompletes. PDE's will be rated "Incomplete" if there are more than two missing PDE's.

- PDE: INC [Column U]
  Income Amounts & Sources, which includes both the "Income in the past 30 days" question and the income amounts/sources sub-assessment. For any client where "Income in the past 30 days" is answered as "Yes," at least one amount and source of income must be listed in the sub-assessment with a start date before the program entry date and either (a) no end date or (b) an end date after the program entry date.

  For any client where "Income in the past 30 days" is answered as "no," the sub-assessment will be ignored. Items should be left in the sub-assessment for historical purposes—there is no need to delete them even if the client is not receiving any income.

- PDE: NCB [Column V]
  Non-Cash Benefits & Sources, which includes both the "Non-cash benefits in the past 30 days" question and the non-cash benefits sources sub-assessment. For any client where "Non-cash benefits in the past 30 days" is answered as "Yes," at least one source must be listed in the sub-assessment with a start date before the program entry date and either (a) no end date or (b) an end date after the program entry date.

  For any client where "Non-cash benefits in the past 30 days" is answered as "no," the sub-assessment will be ignored. Items should be left in the sub-assessment for historical purposes—there is no need to delete them even if the client is not receiving any non-cash benefits.

- PDE: PHYS [Column W]
  Physical Disability, which includes the yes/no question for "Physical Disability" and the follow-up question for "Services/Treatment for Physical Disability." For any client where "Physical Disability" is answered as "Yes," the follow-up question for "Services/Treatment for Physical Disability" must be answered as well (note: this appears on the Confidential Dimensions Assessment).

- PDE: DEV [Column X]
  Developmental Disability, which includes the yes/no question for "Developmental Disability" and the follow-up question for "Services/Treatment for Developmental Disability." For any client where "Developmental Disability" is answered as "Yes,"

the follow-up question for “Services/Treatment for Developmental Disability” must be answered as well (note: this appears on the Confidential Dimensions Assessment).

- PDE: CHR [Column Y]
  Chronic Health Condition, which includes the yes/no question for “Chronic Health Condition” and the follow-up question for “Services/Treatment for Chronic Health Condition.” For any client where “Chronic Health Condition” is answered as “Yes,” the follow-up question for “Services/Treatment for Chronic Health Condition” must be answered as well (note: this appears on the Confidential Dimensions Assessment).

- PDE: HIV [Column Z]
  HIV/AIDS Diagnosis, which includes the yes/no question for “HIV/AIDS” and the follow-up question for “Services/Treatment for HIV/AIDS.” For any client where “HIV/AIDS” is answered as “Yes,” the follow-up question for “Services/Treatment for HIV/AIDS” must be answered as well (note: this appears on the Confidential Dimensions Assessment).

- PDE: MH [Column AA]
  Mental Health Problem, which includes the yes/no question for “Mental Health Problem” and two follow-up questions: (1) “Services/Treatment for Mental Health Problem (Mental Health)” and (2) “Long-Continued/Substantially Impairs.” For any client where “Mental Health Problem” is answered as “Yes,” both follow-up questions must be answered as well (note: this appears on the Confidential Dimensions Assessment).

- PDE: SA [Column AB]
  Substance Abuse Problem, which includes the yes/no question for “Substance Abuse Problem” and two follow-up questions: (1) “Services/Treatment for Substance Abuse Problem” and (2) “Long-Continued/Substantially Impairs (Substance Abuse).” For any client where “Substance Abuse Problem” is answered as “Yes,” both follow-up questions must be answered as well (note: this appears on the Confidential Dimensions Assessment).

- PDE: DV [Column AC]
  Domestic Violence, which includes the yes/no question for “Domestic Violence Survivor” and one follow-up question for “When most recent domestic violence episode occurred.” For any client where “Domestic Violence Survivor” is answered as “Yes,” the follow-up question for “When most recent domestic violence episode occurred” must be answered as well (note: this appears on the Confidential Dimensions Assessment).

• Local Data Elements (LDE) [Columns AD through AL]
  This section details the completeness of each Local Data Element, tallies up the number of incompletes, and provides a rating for LDE completeness.

- LDE: Inc [Column AD]
  The number of incomplete Local Data Elements. If a LDE is not applicable, such as Employment for minors, it is not included in the count of incomplete Local Data Elements.

- LDE: Q [Column AE]
  The rating of LDE completeness. For LDE's to be rated "Complete," there must be zero or one Incomplete. LDE's will be rated "Partial" if there are two Incompletes. LDE's will be rated "Incomplete" if there are more than two missing LDE's.

- LDE: EMP [Column AF]
  Employment, which includes both the "Is Client Employed" question several possible follow-up questions. If the "Is Client Employed" question is answered as "Yes," there are three follow-up questions: (1) "Hours in Past Week," (2) "Type of Work," and (3) "Seeking Additional Employment."

  If the "Is Client Employed" question is answered as "No," there is one follow-up question: "Looking for Work."

- LDE: EDU [Column AG]
  Education (Adults), which includes three questions: (1) "Highest Level of Education," (2) "Received Vocational Training," and (3) "Presently Enrolled In School." If the "Received Vocational Training" question is answered "Yes," then the "Vocational Training/Certifications" sub-assessment must also be completed to show at least one item.

- LDE: HLTH [Column AH]
  General Health, which includes only the "General Health Compared to Others Your Age" question (note: this appears on the Confidential Dimensions Assessment).

- LDE: PRG [Column AI]
  Pregnancy, which includes the yes/no question for "Pregnant" and the follow-up question for "Due Date." For any client where "Pregnant" is answered as "Yes," the follow-up question for "Due Date" must be answered as well (note: this appears on the Confidential Dimensions Assessment).

- LDE: VETD [Column AJ]
  Veteran Details, which must be completed for any client who answers "Yes" for the PDE "Veteran Status" described above. Vetearn Details includes eight questions: (1) "Branch of the Military," (2) "Duration of Active Duty in Months," (3) "Served in a War Zone," (4) "Received Hostile or Friendly Fire," (5) "Number of Months in War Zone," (6) "Name of War Zone," and (7) "Discharge Type," and (8) "Military Service Era."

For any client where “Served in a War Zone” is answered as “No,” the questions for “Received Hostile or Friendly Fire,” “Number of Months in a War Zone,” and “Name of War Zone” may be omitted.

- LDE: RSN [Column AK]
  Primary Reason for Homelessness/Threat to Housing Stability, which contains only the question by the same name.

- LDE: CED [Column AL]
  Children’s Education Details, which should be completed for all school-aged children (aged 5-17) and contains seven questions: (1) “Presently Attending School,” (2) “School Name,” (3) “Type of School,” (4) “Grade Attending,” (5) “Date Last Enrolled,” (6) “Linked With McKinney-Vento Homelessness Liaison,” and (7) “Enrollment Difficulties.”

  If a client answers “Presently Attending School” as “Yes,” they must complete “School Name,” “Type of School,” “Grade Attending,” and “Linked With McKinney-Vento Homelessness Liaison.”

  If a client answers “Presently Attending School” as “No,” they must complete “Date Last Enrolled” and the “Enrollment Difficulties” sub-assessment.

E - Fix List
Identical to "D - Client Detail," except that Tab E omits any records that were Complete and contains only records with missing data. This is provided to speed up review and corrections (See “D – Client Detail” above for explanation of the columns).

How To Make Corrections

Tab E (the Fix List) should be used to review what data is missing for each client and make corrections. It has the client's entry date, Client ID, and each data element listed as complete or incomplete for your convenience.

1. Enter Back-Date mode using the client's program entry date;
2. Bring up the client in ClientPoint, using the Client ID in the list;
3. Complete/verify the Universal Entry/Exit and Confidential Dimensions assessments for all clients; and
4. For children, also complete the Additional Household Member assessment, which contains information on children's school enrollment.

Known Issues as of 16 March 2011

1. There are two data elements which this report does not properly evaluate (yet).

a. For school-aged children who report they are NOT enrolled in school, the report does not properly evaluate whether any difficulties/barriers to enrollment have been recorded in the "Child Enrollment Difficulties" sub-assessment on the "Additional Household Member" assessment. If you have clients who were school-aged children when they entered your program and who report they are NOT enrolled in school, the report may show the data element as complete even if barriers to enrollment were not listed.

b. For adults who report they are military veterans who were deployed to a war zone, the report does not properly evaluate "Military Branches," "War Zone Information," and "Military Service Era" sub-assessments on the "Universal Entry/Exit" sub-assessment. The report may show Veterans Details as complete even if these sub-assessments are not completed.

2. "Date of Birth Type" (aka Date of Birth Data Quality or DOB DQ) was moved in ServicePoint 5 and did not appear on any assessment or in the new client workflow after we switched over to ServicePoint 5. The question is, by default, tucked away in a separate section of each client's profile. Because of this, it is extremely unlikely that you have completed the DOB DQ question for any clients you added to the system before 7 March 2011. The question has now been added to the Universal Entry/Exit assessment, but you may need to complete it (in back-date mode) for any clients added before 7 March 2011.