Data Quality Reports
AWARDS Information Sheet

Overview

To make it easier to monitor data quality at your agency we have created several saved ReportBuilder formats. You can use these report formats as they are, or modify them to meet your agency's unique needs. Our hope is that these saved report formats will not only make it easier for you to monitor data quality, but will also spark ideas for other data quality reports that you can create to make sure the data you are collecting is as complete and accurate as possible. All of the saved report formats include the "Primary Worker" field so that you can determine which staff member to contact if something needs to be updated.

Saved Demographics ReportBuilder Formats
Saved HMIS ReportBuilder Formats
Saved HMIS History ReportBuilder Formats
Saved Intake/Admission ReportBuilder Formats
Saved Service Contacts ReportBuilder Formats

Saved Demographics ReportBuilder Formats

The Demographics ReportBuilder (located in the Profile module) is a versatile report that allows you to view all of the information collected on each client's admission form, discharge form, and several parts of a client's face sheet. Look for the **Select a saved report format** drop-down to select any these saved data quality report formats. Check the **Provide options to modify** check box if you'd like to make changes to any of these reports.

Foothold Data Entry Audit Report

This report allows you to track the timeliness of data entry for both admission and discharge records. By comparing the "Intake Date" or "Admission Date" (whichever comes first) with the "Intake/Admission Processed Date/Time" you can tell how much time elapsed between these two events. You can do the same comparison with "Discharge Date" and "Discharge Processed Date/Time." This report can be exported into Excel to make comparisons easier by using a formula to subtract the two fields. In general, the more timely data entry occurs, the more likely the data is to be accurate.

✎ **Note:** In the HMIS ReportBuilder saved report format, the field names are different than those detailed here.

Foothold Data Quality Report - Duplicate Clients

This report is designed to help you spot duplicate clients. A duplicate client is one who has been entered in AWARDS more than once using slightly different information, causing AWARDS to count the records as separate clients with distinct Client IDs. A separate "Personal ID" field has logic built in to spot slight differences in data entry and catch these potential duplicates. For example, if two entries have the exact same SSN and Date of Birth but different Last Names, each entry will have a different Client ID but they will both have the same Personal ID.   Using this information we have grouped all clients together by their Personal ID and then counted the number of Client IDs that they have. When using this report format, search the report content for the phrase "Distinct Client ID Values : 2" or any number higher than 1. Press **<CTRL+F>** and type in the phrase to have the browser search for you. This will highlight all of the

potential duplicate clients. If you spot any duplicate clients, please alert your Local Help Desk team. They will have access to the "Merge Duplicate Client Records" tool, which will allow them to clean up the duplicate clients.

✎ **Note:** In multi-agency databases each client will have a separate Client ID for each division, so the report is designed to automatically group on "Program Division" since you cannot merge clients across divisions.

Please keep in mind that this report captures most, but not all, duplicates. For example, duplicate entries that are identical except for a social security number of all 9s have unique personal IDs; as a result, searching for "Distinct Client ID Values : 2" or any number higher than 1 does not highlight these duplicates.

Foothold Data Quality Report - Family/Household Comparisons

The purpose of this report is to verify that global household data has been entered correctly. The report has been sorted by Global Household ID so that all household members will be grouped together. Family programs can use this report to verify that each household has the correct number of people. The field "Individual/Family Type" has been included for those programs that choose to use this optional field for verifying that the primary client (head of household) has been identified properly. The client's "Admission Date" is listed next to his/her "Global Household Start Date" so that you can easily spot any data entry mistakes and verify that each client has an appropriate Global Household Start Date. Clients with multiple program histories may have a Global Household Start Date that is earlier than their Admission Date, but there are very few situations where a client would have a Global Household Start Date that is later than their own Admission Date. You can also compare the Global Household Start Dates of everyone in the household to verify that they are accurate. AWARDS uses the Global Household Start Dates to determine if the client was an individual or part of a family at the time of their admission. Finally, you can use this report to look for any Global Household IDs that start with an "H," which signifies that the client has not yet been added to a household (as an individual or as part of a family). If you do notice a Global Household ID that starts with an H you can go to the client's face sheet and click on the **Household Composition** button to create a new global household or add the client to an existing global household.

Foothold Data Quality Report - Length in Program

This report is most useful for services-only programs to make sure that inactive clients are discharged on a timely basis. The report is sorted on "Length of Program Stay" and now includes the "Last Contact Date" as well as the "Face Sheet Last Updated Date." The "Last Contact Date" field gives the date of the most recent progress note, group note or contacts log entry. Each program should set rules about when clients should be discharged and can use this report to make sure those rules are being followed.

Foothold Data Quality Report - Program Census

This is a simple report that includes general information about each client as well as the Address and Bed/Unit # for each so that you can verify that all clients have been admitted properly. Residential programs can run this report on a nightly basis using today's date to verify that all clients were admitted to the correct units.

Foothold Data Quality Report - SSN Data Quality

This report looks for any invalid or missing Social Security Numbers. Capturing an accurate Social Security Number is important for reducing the number of duplicate clients in your database. The report looks for any clients who have a missing Social Security Number, who have entered all 9s (which is the only valid combination that should be used to tell AWARDS that a client has no Social Security Number), any other SSN that starts with a 9 (as there are no valid SSNs that start with a 9), all 0s (a common data quality mistake), as well any client who answered Don't Know or Refused to the "SSN Data Quality" question for HMIS or HUD projects.

Saved HMIS ReportBuilder Formats

The HMIS ReportBuilder (located in the Profile module) focuses on all of the data elements collected in HMIS projects. The HMIS ReportBuilder includes fields from the Admission Form, Discharge Form, as well as the Annual Update ("HMIS Info") section of the face sheet. The report formats that we've saved in the HMIS ReportBuilder were designed primarily for HMIS projects but they can be used by other projects as well.

All of the report formats saved under the Demographics ReportBuilder (listed beginning on page 1) can also found in the HMIS ReportBuilder in addition to the following report formats. Look for the **Select a saved report format** drop-down to select any of these saved data quality report formats. Check the **Provide options to modify** check box if you'd like to make changes to any of these reports.

Foothold Data Quality Report - Chronically Homeless

This report compares the "Chronically Homeless" data variable with the data elements that are used by AWARDS to auto-calculate someone's Chronically Homeless status. Specifically, for a head of household or an adult to be considered Chronically Homeless they must meet three criteria based on the following data elements:

1. Disabling Condition = "Yes"

 and

2. One of the following must be true:

 and

 a) Client entering from the streets, ES or SH = "Yes"

 b) The HMIS Project Type of the project the client is being admitted to = "Emergency Shelter," "Street Outreach," or "Safe Haven."

3. One of the following must be true:

 a) Approximate Date Started = more than 1 year prior to the admission date

 b) Number of times the client has been on the streets, in ES, or SH in the past three years including today = "4 or more" AND Total number of months homeless on Streets, ES, or SH = "12" or "more than 12"

All of these related data elements have been added to this Saved Report Format so that you can verify whether each client's Chronic Homeless Status has been calculated correctly.

Keep in mind when using this saved format that:

● For households and children, if any adult in the household is calculated to be Chronically Homeless, then all household members should be considered Chronically Homeless too.

● The definition of Chronic Homelessness has changed over the years and values that were saved previously may need to be updated by re-saving the client's admission form.

● A variation of this saved report format – **Foothold Data Quality Report – Chronically Homeless (adults - child HoH**) – is also available. It is designed to help identify heads of household and other adults within the household that need to have Chronically Homeless component questions answered, and leaves off the children in households for whom the questions do not get asked or answered.

Foothold Data Quality Report - Disabling Condition

In HMIS projects each adult is required to answer the "Disabling Condition" question as well as a series of six Special Needs questions. This report allows you to compare these fields to look for any contradictions. If someone reports having a "Physical Disability," "Developmental Disability," "Chronic Health Condition," "HIV/AIDS," "Mental Health Problem," or "Substance Abuse Problem" AND they answer yes to the first follow-up question "Expected to be of a long-term nature (disability)," then they should have recorded having a "Disabling Condition." This report shows the first follow-up question for each special need along with the Disabling Condition.

✎ **Note:** Disabling Condition is auto-calculated in projects that have set all 6 special needs questions to "required."

Foothold Data Quality Report - program Performance

This report looks at different variables from a client's discharge record. Start by making sure all of the information is accurate. If you spot a high number of "Don't Know" responses then your project may need to do more follow up work with clients who leave your project. Once this report is accurate and complete you can then use it to monitor how many clients are moving into Permanent Housing and how many are improving their Housing Status. By exporting the report into Excel you can also quickly calculate the change in income for all clients by using a formula to subtract the "Monthly Income (Admission)" from the "Monthly Income (Discharge)."

Foothold Data Quality Report - Universal Data Elements

This is one of the most important reports when it comes to monitoring data quality for HMIS projects. This report looks at all of the HMIS Universal Data Elements. The best way to use the Universal Data Elements Report is to sort the report by each column one at a time, and look for blank cells as well as any value marked as "Client Doesn't Know," "Client Refused," or "Data Not Collected." HMIS considers all of those answers to be missing. There are summary tables at the bottom of this report that you can use to quickly spot if missing or invalid data still exists, but you'll need to use the individual detail to find out which specific records are missing information.

✎ **Note:** Some of the data variables in this report are conditionally required and may be blank for some clients. Specifically:

- "Approximate date started" and "Number of times the client has been on the streets" are conditionally dependent and should only have values stored if "Client entering from the streets" = "Yes".

- "Total number of months homeless on the street" is conditionally dependent and should only have values stored if "Number of times the client has been on the streets" has been answered with at least one episode.

- "Destination" is only required for clients who have been discharged.

Saved HMIS History ReportBuilder Formats

The HMIS History ReportBuilder (located in the Profile module) is similar to the HMIS ReportBuilder, but it focuses on assessments and updates. When **Individual Details** are included you will find a separate row for each assessment that has been completed.   This makes it the perfect ReportBuilder for monitoring completeness of assessments and assessment data. Look for the **Select a saved report format** drop-down to select these saved data quality report formats. Check the **Provide options to modify** check box if you'd like to make changes to any of these reports.

Foothold Data Quality Report - Annual Assessment Check

This report can be used to make sure that all long-term stayers (anyone with a Length of Stay greater than 365 days) have completed an Annual Assessment in accordance with the HMIS guidelines. The HMIS guidelines state that Annual Assessments must be completed within 30 days (plus or minus) of a client's anniversary of admission. The best way to run this report is to set the "Roster Date Range" to look at today's date (just active clients), and set the "Assessment Date Rage" back many years so that it covers the earliest admission date for any existing client (when in doubt just put a start date of 1/1/1900). And for the Assessment types choose "Admission & HMIS Info Records." When the report runs it will list all long-term stayers along with their Admission Assessment and any Annual Assessments that have been completed. The report will only list HMIS Info Updates that have been categorized as "Annual Updates" and will ignore all other assessment types.

☀ **Tip:** Failing to use an Assessment Start Date that goes back far enough could mean that some clients will not show up on the report at all if they did not have any admissions or Annual Updates completed within the date range you choose.

Foothold Data Quality Report - Client Location Check

This report can be used to make sure that all heads of household have a valid "Client Location" at every admission and every update. Use this report to find any heads of household who are missing a Client Location or who have a Client Location that is in an invalid format. The correct format is XX-999 where "XX" is your state abbreviation and "999" is the HUD Continuum of Care code for your jurisdiction. For example, clients residing in New York City should have a Client Location that starts with "NY-600."

Saved Intake/Admission ReportBuilder Formats

The Intake/Admission ReportBuilder (located in the Intake/Admission module) is a versatile report that allows you to view all of the information collected on each client and potential client's intake and/or admission form. Look for the **Select a saved report format** drop-down to select the saved data quality report format. Check the **Provide option to modify** check box if you'd like to make changes. (For example to limit the report finding to referrals that are older than 4 weeks, use the **Filter** option and select **Status Date** > Less than or Equal to > 4 weeks.)

Foothold Data Quality Report - Unprocessed Referrals

This report allows programs using the multi-step intake/admission process to track referrals for potential clients that have not been used to intake, admit, or close out the record. Users should decide if these are duplicate referrals that should be deleted or old referrals that should be followed up or closed out.

✎ **Note:** Programs using multi-step intake have the ability to create referrals for a group of programs using one of the available "All" program selections. If a potential client has a referral to a group of programs, the "Program" data in the ReportBuilder will display as "To Be Determined" for that client.

Saved Service Contacts ReportBuilder Formats

The Service Contacts ReportBuilder (located in the Services module) is a versatile report that allows you to view all of the progress notes, group notes, group activities, and contacts log or supportive service checklist entries that have been recorded for clients. Look for the **Select a saved report format** drop-down to select these saved data quality report formats. Check the **Provide options to modify** check box if you'd like to make changes to any of these reports.

Foothold Note Changes Audit Report

This report allows you to track the timeliness of data entry for most services records as well as track changes that may have been made. By comparing the "Contact Date" with the "Date Written" you can tell how long of a lapse there was between meeting with the client and completing data entry. This report can be exported into Excel to make comparisons easier by using a formula to subtract the two date fields. You can keep track of surrogate data entry usage by comparing the "Note Writer" with "Created By" field to see if someone else did the actual data entry. "Date Modified" and "Modified By" fields will tell you if the note was later edited by someone other than the original writer. The report will also tell you if the note has been E-Signed.

Foothold Note Changes Audit Report