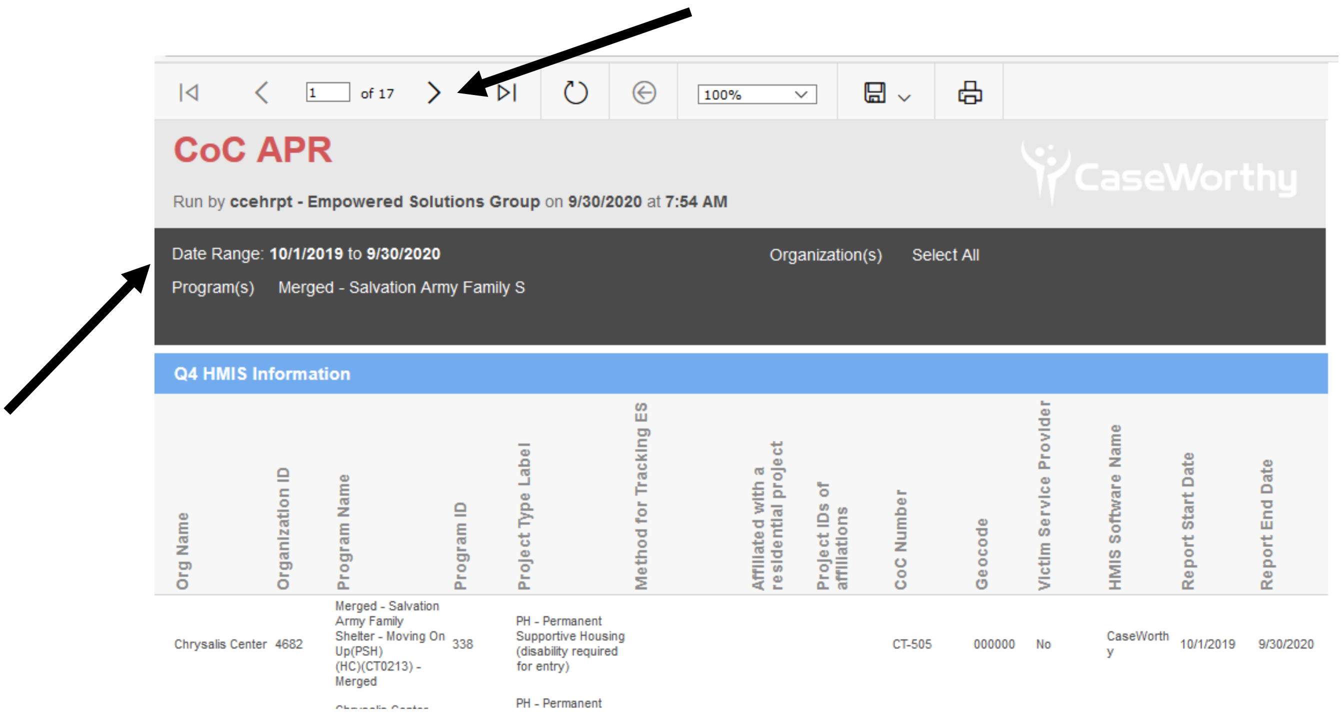
Connecticut Coalition to End Homelessness

How to Read the Annual Performance Review (APR) Report in HMIS
Last Updated: September 2020

Reading the Data Quality Report

- When the report opens to page 1 check the date range for accuracy
- Go to page 2 of the report using the navigation arrows



Page 2 through 17 show summary tables of various data points

- Q7a: Number of persons served
- Q7b: PIT count of persons on last Wednesday
- Q8a: Households served
- Q8b: PIT count of households served

Q7a Number of Persons Served	Total	Without Children	With Children And Adults	With Only Children	Unknown Type
Adults	925	763	162		0
Children	229		227	2	0
Client Doesn't Know/ Client Refused	0	0	0	0	0
Data Not Collected	59	1	0	0	58
Total	**1213**	**764**	**389**	**2**	**58**
For PSH & RRH –the total persons served who moved into housing	**1140**	**749**	**389**	**2**	**0**

Q7b: Point-in-Time Count of Persons on the Last Wednesday	Total	Without Children	With Children And Adults	With Only Children	Unknown Type
January	927	615	312	0	0
April	904	605	296	0	3
July	974	628	293	0	53
October	931	613	318	0	0

Q8a: Households Served	Total	Without Children	With Children And Adults	With Only Children	Unknown Type
Total Households	907	721	128	0	58
For PSH & RRH –the total households served who moved into housing	834	706	128	0	0

Q8b: Point-in-Time Count of Households on the Last Wednesday	Total	Without Children	With Children And Adults	With Only Children	Unknown Type
January	683	578	105	0	0
April	676	572	101	0	3
July	750	597	100	0	53
October	679	574	105	0	0

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- Q9a: Number of persons contacted
- Q9: Number of persons engaged
- Q10a: Gender of adults
- Q12a: Race
- Q12b: Ethnicity
- Q13a1: Physical and mental health conditions at start
- Q13b1: Physical and mental health conditions at exit
- Q13c1: Physical and mental health conditions for stayers
- Q13a2: Number of conditions at start
- Q13b2: Number of conditions at exit
- Q13c2: Number of conditions for stayers
- Q14a: Domestic violence history
- Q14b: Persons fleeing domestic violence
- Q15: Living situation at project start
- Q16: Cash income – Ranges
    - This table also shows the income entered for the last annual assessment
- Q17: Cash income – Sources

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Q16: Cash Income - Ranges			
Label	Income at Start	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
No Income	375	274	43
1-150	10	13	0
151 - 250	120	47	15
251 - 500	48	18	2
501 - 1000	238	208	42
1001 - 1500	88	70	13
1501 - 2000	30	17	8
2001 +	16	10	9
Client Doesn't Know/Client Refused	0	0	1
Data Not Collected	20	0	4
Number of adult stayers not yet required to have an annual assessment		136	
Number of adult stayers without required annual assessment		162	
Total Adults	**925**	**793**	**132**

Q17: Cash Income - Sources			
Label	Income at Start	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
Earned Income	105	49	20
Unemployment Insurance	20	10	0
Supplemental Security Income (SSI)	165	169	35
Social Security Disability Insurance (SSDI)	116	107	19
VA Service – Connected Disability Compensation	6	13	1
VA Non-Service Connected Disability Pension	7	3	0
Private Disability Insurance	1	0	0
Worker's Compensation	0	0	0
Temporary Assistance for Needy Families (TANF)	55	20	6
General Assistance (GA)	117	45	17
Retirement Income from Social Security	5	6	1
Pension or retirement income from a former job	2	4	1
Child Support	23	12	3
Alimony and other spousal support	4	0	0
Other Source	25	16	1
Adults with Income Information at Start and Annual Assessment/Exit		489	124

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- Q18: Client cash income category – Earned/other income category by start and annual assessment/Exit status
- Q19a2: Client cash income change – income source by start and exit
- Q20a: Type of non-cash benefit sources

- Q20b: Number of non-cash benefit sources
    - All clients have non-cash sources
    - Review any that show ‘no sources of non-cash benefits’

13 of 17 100%

No Sources	18	9	27	0.666666666666667	2	7	9	0.222222222222222	0	0	0	0
Unduplicated Total Adults	79	19	98	0.506122448979592	20	14	34	0.552235294117647	0	0	0	NaN

Q20a: Type of Non-Cash Benefit Sources			
Label	Benefit at Start	Benefit at Latest Annual Assessment for Stayers	Benefit at Exit for Leavers
Supplemental Nutrition Assistance Program (SNAP) (Previously known as Food Stamps)	714	436	106
Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)	14	4	3
TANF Child Care Services	2	1	0
TANF Transportation Services	0	0	0
Other TANF-Funded Services	4	0	0
Other Source	159	97	15

Q20b: Number of Non-Cash Benefit Sources			
Label	Benefit at Start	Benefit at Latest Annual Assessment for Stayers	Benefit at Exit for Leavers
No Sources	181	51	19
1 + Source(s)	723	439	108
Client Doesn't Know/Client Refused	0	0	0
Data Not Collected/Not stayed long enough for Annual Assessment	21	167	5
Total	925	657	132

- Q21: Health insurance
    - Review health insurance counts

Q21: Health Insurance			
Label	At Start	Latest Annual Assessment for Stayers	Exit for Leavers
Medicaid	779	478	121
Medicare	117	94	16
State Children's Health Insurance Program	111	66	18
Veteran's Administration (VA) Medical Services	32	21	1
Employer – Provided Health Insurance	3	4	1
Health Insurance obtained through COBRA	1	0	0
Private Pay Health Insurance	1	0	0
State Health Insurance for Adults	114	151	40
Indian Health Services Program	0	0	0
Other	0	0	0
No Health Insurance	123	16	6
Client Doesn't Know/Client Refused	1	0	0
Data not Collected	109	212	8
Number of Stayers not yet Required To Have an Annual Assessment		216	
1 Source of Health Insurance	865	394	141
More than 1 Source of Health Insurance	136	197	27

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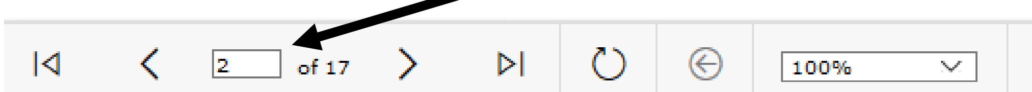
- Q22a1: Length of participation
- Q22b: Average and median length of participation in days
- Q22c: Length of time between project start date and housing move-in date
- Q22e: Length of time prior to housing – based on 3.917 date homelessness started
- Q23c: Exit destination – all persons
    - Includes sub-table counts for each exit destination type
- Page 16 of the report provides hyperlinks to information for Veterans, chronically homeless, and youth

- Once the tables have been reviewed use the navigation arrows or just enter a 2 in the page window and hit enter to return to page 2 of the report



Hyperlink to Veteran Questions

Hyperlink to Chronically Homeless and Youth

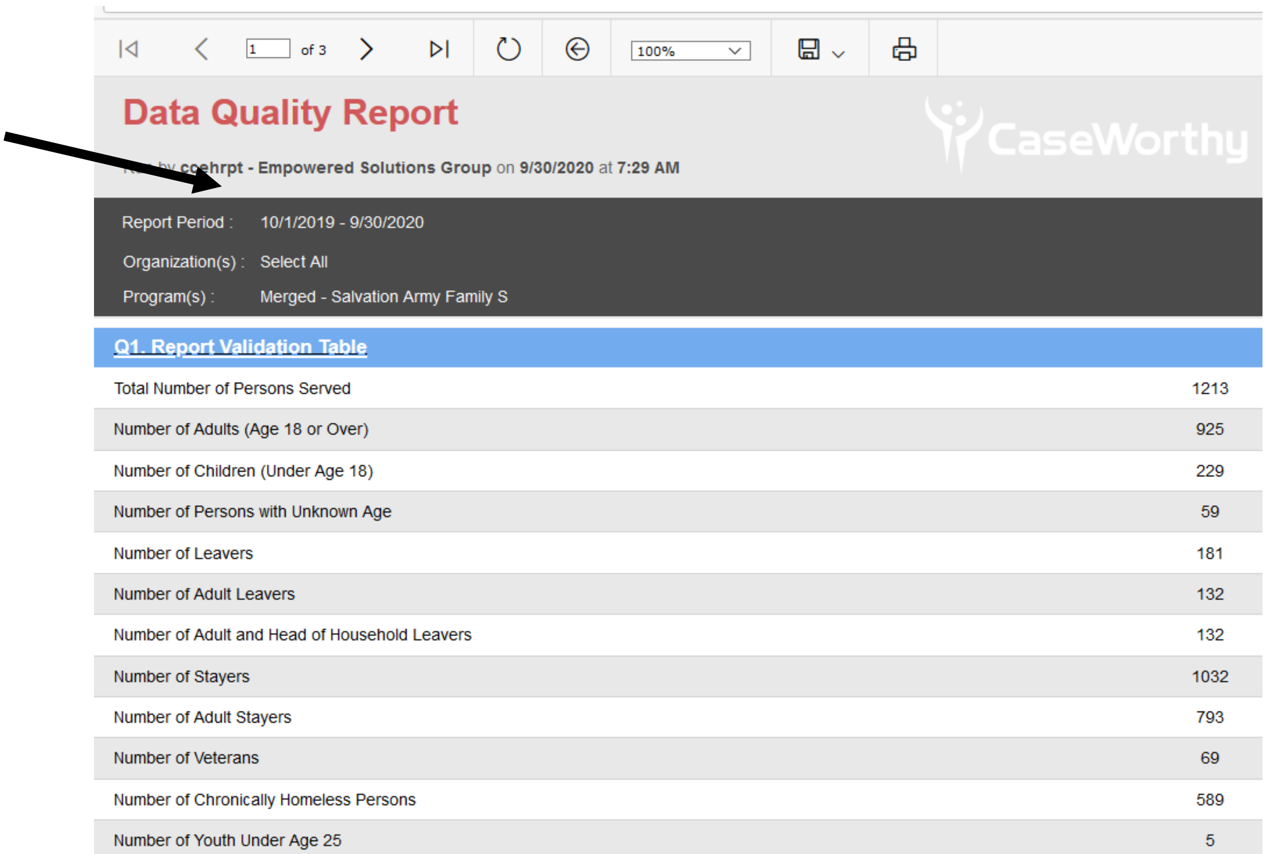
Page 2 will bring you to links for the Data Quality Report

- Hyperlink to Q5 and Q6 tables will bring you to the Data Quality Report
    - The Data Quality Report includes tables Q1 – Q7

[Client Detail Sub Report]

[Hyperlink to Q5 and Q6 tables]

- Q1 through Q7 tables of the Data Quality Report will display the report section and data elements for each section
- Review the Q1 Validation table for the date range and overall counts of the clients within your report parameters
    - Total persons served
        - Family program totals



Q1. Report Validation Table	
Total Number of Persons Served	1213
Number of Adults (Age 18 or Over)	925
Number of Children (Under Age 18)	229
Number of Persons with Unknown Age	59
Number of Leavers	181
Number of Adult Leavers	132
Number of Adult and Head of Household Leavers	132
Number of Stayers	1032
Number of Adult Stayers	793
Number of Veterans	69
Number of Chronically Homeless Persons	589
Number of Youth Under Age 25	5

- Each table covers different sections of the report
- Starting on the left you will see all the data elements for the table
    - The Q2 PII table holds Name, SSN, DOB, Race, Ethnicity, and Gender

- As you move to the right each field header will show the details of each Data Element that end users input
- This shows how many data errors the report has identified
    - There are no data errors for the Name field – zeros all the way across the row
    - There is 1 error for SSN under Client Doesn't Know/Refused, 3 under Information Missing and 1 Data Issue

- The far-right columns provide a total all of the errors for the Data Element and the % of Error Rate based on the total number of clients within your report
    - You can track and lower error rates by correcting entries and re-training

LINK

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate
Name	0	0	0	0	0.00%
Social Security Number	1	3	1	5	2.00%
Date of Birth	0	0	0	0	0.00%
Race	0	0		0	0.00%
Ethnicity	0	0		0	0.00%
Gender	0	0		0	0.00%
Overall Score				5	2.00%

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- The title of each table is a hyperlink to all of the clients who have errors for that section
    - You will only see those clients associated with the identified errors
- Click on the **Q2. Personally Identifiable Information (PII) link** to get to the client list

- The Client ID and Name are in the far-left columns (not visible in this document)
    - You can then go into the client record and correct any errors

- Here you can see the SSN errors
    - 1 Client Doesn't Know/Refused, 3 Information Missing, and 1 Data Issue
- Sometimes the report will pick up an error, such as the Data Issues, that does not need to be corrected
    - If all you collect is the last 4 of the SSN (XXX-XX-2705) then there is no action to take

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Project	SSN	Date of Birth	Race	Ethnicity	Gender	Name Issues	SSN Issues
ɽapid Rehousing (2015) lew Reach (CT0243)		4/7/2018	White	Hispanic or Latino	Male		Client Doesn't Know / Refused
193 Units - SMHA - New London (CT0265)		2/15/1997	White	Hispanic or Latino	Male		Information Missing
193 Units - Chrysalis - ord Suburbs (CT0265)	XXX-XX-2705	4/17/1959	Black or African American	Non-Hispanic or Latino	Male		Data Issues
193 Units - Chrysalis - ord Suburbs (CT0265)		11/7/1[illegible]1	Black or African American	Non-Hispanic or Latino	Male		Information Missing
193 Units - Chrysalis - Meriden (CT0265)		2/26/1966	White	Non-Hispanic or Latino	Male		Information Missing

- **Review each of the remaining tables to identify and correct errors**
  - Q3 Universal Data Elements
  - Q4 Income and Housing Data Quality
  - Q5 Chronic Homelessness
  - Q6 Timeliness
  - Q7 Inactive Records: Street Outreach and Emergency Shelter

- Q4 Income and Housing Data Quality
  - An Income and Sources record must be created as part of an annual assessment for clients participating in a project one year or more
  - Link to HUD standards for collecting and entering income in a client record
    - https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/#t=Program_Specific_Data_Elements.htm

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status	68	6.91%
Project Start Date	6	0.49%
Relationship to Head of Household	6	0.49%
Client Location	0	0.00%
Disabling Condition	77	6.35%

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination	10	5.52%
Income and Sources at Start	101	10.27%
Income and Sources at Annual Assessment	11	1.66%
Income and Sources at Exit	6	0.62%

Q5. Chronic Homelessness

Starting into Project Type	Count of Total Records	Missing Time in Institution	Missing Time in Housing	Approximate Date Started: Client Doesn't Know/Refused/ Missing	Number of Times: Client Doesn't Know/Refused/ Missing	Number of Months: Client Doesn't Know/Refused/ Missing	% of Records Unable to Calculate
ES, SH, Street Outreach	0			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	495	0	0	2	2	2	0.40%
Total	495						0.40%

Q6. Timeliness

Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
0 Days	44	49
1-3 Days	30	24
4-6 Days	15	5
7-10 Days	20	23
11+ Days	130	77

Resources:

- **HUD 2020 Data Standards Interactive Tool**
  - https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/#t=HMIS_Data_Entry.htm

- **HUD CoC Program Toolkit - CoC Responsibilities and Duties**
  - https://www.hudexchange.info/programs/coc/toolkit/responsibilities-and-duties/#coordinated-entry

- **HUD standards for collecting and entering income in a client record**
  - https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/#t=Program_Specific_Data_Elements.htm