



Using the Annual Performance Report (APR) to Identify 'Length of Stay' Data Issues

October 28, 2021

Presenter

Rose Kelly
Data Analyst
CCEH
rkelly@cceh.org

Agenda

- Four measures of focus for APR/SPM data clean-up
- Importance of this data
- HMIS Data Coordinator (HDC) expectations for data clean up
- Outreach list format and usage
- Data issue examples
- How to review and correct data issues
- Available resources and contacts for assistance
- Q & A

Four Measures of Focus



Length of stay

- How long clients are in our system
 - Enrollment start and end dates

Length of time clients have been homeless

- Approximate Date Homelessness Started

Successful placements to permanent housing

- Exit Destination

Quickly moving clients into stable housing

- Move-in Date

Data Clean Up Purpose

- **Why is the data clean up important?**
 - HUD evaluates program efficacy based on the annual SPM scores
 - This evaluation is statewide and all HMIS data affects the scores
 - Program funding and resources are reliant on positive scores
 - HMIS data that end users input daily is used to produce the reports
 - It is imperative that all data entered in HMIS is accurate, complete, and timely
 - The CT HMIS Data Quality Management Plan provides more detailed information on data quality guidelines
 - <https://cceh.org/wp-content/uploads/2021/10/CT-HMIS-2021-Data-Quality-Management-Plan.pdf>

Importance of 'Length of Stay' Measure

- Length of time homeless is a System Performance Measures (SPM) metric
 - The 'Length of Stay' contributes to the overall total time homeless
- Funding may be reduced or denied if our system is not effective
 - Our goal is to have homelessness
 - Rare
 - **Brief**
 - One-time
- Program Types for clean up
 - Emergency Shelter
 - Transitional Housing
 - Safe Haven

HMIS Data Coordinator (HDC) Expectations

- Use the list to review client records for the data issues indicated
 - Make corrections as needed
 - Contact CCEH for assistance if needed
- Continue to review data quality using the Annual Performance Report (APR)
 - Best practice is to run the APR monthly to review data quality
 - Prevents backlog of data issues for review


Outreach List Format and Usage

- The APR 'Stay Length' column auto-calculates the number of days enrolled in your program
- The list will include:
 - Client ID
 - Pertinent information regarding the data issue

Program Name	CoC	Data Issue to Review - Review data issue and correct if needed. If data is accurate, no action is needed.	Client ID	Enrollment ID	Family ID	Enrollment Start	Enrollment End	Leaver Stayer	Stay Length (Program Enrollment) - Lengths > 100 days need review.
Veterans Inc.- New	BOS	Check Length of Stay in	40172	403509	17285	8/24/18	12/31/99	Stayer	1133
Reliance Health TLC 2	BOS	Check Length of Stay in	112418	440546	75525	7/1/19	2/26/21	Leaver	606
Casa Inc. - Noble House-	ODFC	Check Length of Stay in	145406	473182	92136	10/28/19	12/31/99	Stayer	703
Veterans Inc.- New	BOS	Check Length of Stay in	150912	424294	96175	10/16/18	12/31/99	Stayer	1080
VSF - Bassett Court-	BOS	Check Length of Stay in	155371	240728	99971	2/12/16	12/31/99	Stayer	2057

Data Issue Example

- Overlapping enrollments
- The days for each enrollment are added to the client's total days homeless
 - These issues inflate the aggregate values statewide
 - Negatively impacts funding potential due to poor SPM scores

Open Enrollments (3) 

ProgramName	BeginDate	EnrollmentID
Access Agency-DOH(YHDP)(RRH)(CT0317G)	04/05/2021	543087
Access - Emergency Shelter (ES)(FAM)(IND)(DOH)	03/30/2021	540491

How to Review and Correct Data Issues

- **Review of PDF Resource Guide**
 - <https://cceh.org/data-quality/>
- **Emergency Shelter**
 - Review client Service Date for last date in the shelter
 - Exit the client based on that service date
 - If there is no service date use the date 31 days past the enrollment date
- **Transitional Housing or Safe Haven**
 - Review client record for the enrollment with a long length of stay
 - Exit the client based on the information you have
 - Other enrollment or exit dates
 - Last service date

Resources and Assistance

- A communication from CCEH will go to all HDCs this week
- The list and guides will be posted for you to download
 - Outreach list in Excel format
 - Corrective action guidelines in PDF format
 - Step by step instructions on how to fix data errors
- Contact CCEH for assistance
- Send an email to CCEH with **“SPM/APR Clean-Up”** in the subject line
 - data@cceh.org
 - CCEH will contact Nutmeg if needed and cc the user

Timeline of Events

- Contact data@cceh.org for assistance and questions

Date	Event
Week of 10/25/2021	Outreach list will be posted for download on CCEH website
Thurs, 10/28/2021	WEBINAR on correcting length of stay issues
Fri, 10/29/2021	Providers begin data clean up
Thurs, 11/4/2021	WEBINAR on correcting the date homelessness started and exit destination data issues
Tues, 11/9/2021	WEBINAR on correcting move-in date and exit destination data issues
Wed, 11/24/2021	Deadline to submit help tickets to data@cceh.org
Wed, 12/8/2021	Deadline to complete all data clean up
Mon, 12/20/2021	Second outreach list will be posted for issues not yet resolved and a communication will be sent to HDCs

- Webinars will be recorded and available at
 - <https://cceh.org/data-quality/>

Contact

- For any questions about the data clean-up process
 - Outreach list
 - Due dates
 - Correcting errors
 - Send an email to CCEH with “SPM/APR Clean-Up” in the subject line
 - data@cceh.org

Resources: cceh.org/data-quality/

SPM/APR Clean Up Guides

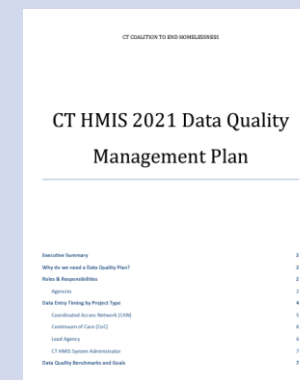
- [Date Homelessness Started Clean Up Guide](#)
- [Emergency Shelter Length of Stay Clean Up Guide](#)
- [PSH RRH Housing Move In Date Clean Up Guide](#)
- [TH SH Length of Stay Clean Up Guide](#)

How to Run the APR

- [Video guidance for 2020 APR](#)
- [How to Run an APR Report](#)

CT HMIS Data Quality Management Plan

- <https://cceh.org/wp-content/uploads/2021/10/CT-HMIS-2021-Data-Quality-Management-Plan.pdf>



CT QUALITY TO END HOMELESSNESS

CT HMIS 2021 Data Quality Management Plan

Executive Summary	2
Why do we need a Data Quality Plan?	2
Roles & Responsibilities	2
Objectives	3
State Data Training for Project Team	4
Coordinated Access Network (CAN)	5
Continuum of Care (CoC)	6
Lead Agency	6
CT HMIS System Administrator	7
Data Quality Benchmarks and Goals	7

Questions?

