

Data Quality Management Plan Resource Guide

Updated 11/02/2021

Introduction	2
Approximate Date Homelessness Started	3
Editing the Approximate Date Homelessness Started	3
Assessments	3
DDaP Assessments - Co-Occurring and Screening Date Issues (on non-entry DMHAS/DDaP Assessments)	3
Editing Assessments	3
Family Members – Assessment Added Outside of the Workflow	3
Financial Assessment Update	4
Pending Assessments (Completing a Pending Assessment)	4
Emergency Shelter HUD Non-Cash & Health Insurance Assessment	4
Case Management	4
Adding a Case Manager to a Client Record	4
Coordinated Access Network (CAN)	4
CAN Appointment General Overview Instructions	5
COVID-19	5
COVID Dashboard - updated monthly	5
COVID Data Entry	5
COVID Data Extract	5
COVID Hotel/Motel Enrollment	6
COVID Vaccinations Report	6
COVID-19 and Homelessness Resource Guide	6
COVID-19 Vaccination Data Entry into HMIS	6
COVID-19 Vaccination Hesitancy	6
Current Living Situation	6
Current Living Situation Data Entry into HMIS	7
Document Readiness	7
Document Readiness Instructions and Resources	7

Document Uploading to HMIS	7
Emergency Services Grant (ESG)	7
Emergency Services Grant Quick Guide	7
Emergency Shelter	8
Animals in Shelters - *see also Pets	8
Delete a Shelter Check-in	8
Emergency Shelter Overview Quick Guide	8
Emergency Shelter Diversion Training 101	8
Emergency Shelter Diversion Training 1.0	8
Emergency Shelter Diversion Training 2.0	9
Emergency Shelter Enrollments/Bedlist	9
Enrollments	9
Bed List Enrollment (Check-in At Reservation AFTER Enrollment)	9
COVID Hotel/Motel Enrollments	9
Duplicate Program Enrollment Correction	9
Family Member – Adding to Existing Enrollment (using “Add and Enroll Client Workflow”)	10
Family Member - Adding to Existing Enrollment (without using “Add and Enroll Client Workflow”)	10
Family Member – Exiting from an Enrollment (when Head of Household (HoH) and other members are not exiting)	10
Re-Open a Program Enrollment	10
Secure Jobs 2.0 Enrollment Quick Guide	10
Financial Services	11
Financial Service Request (FSR) Entry	11
Move in Date	11
Move in Date Correction	11
Next Steps Tool for Homeless Youth	11
Pets	11
Pets and Housing Stability	11
Projects for Assistance in Transition from Homelessness (PATH)	12
Projects for Assistance in Transition from Homelessness (PATH - DMHAS/DDaP)	12
Outreach Quick Guide	12
PATH Report 2019	12
Rapid Re-Housing (RRH)	12
Fundamentals of Rapid Re-Housing	12
Rapid Resolution Services	12

Rapid Resolution Service Documentation for Veterans ((Supportive Services for Veteran Families) (SSVF))	13
Release of Information (ROI)	13
ROI – Adding an ROI Outside the Workflow	13
ROI - Release of information forms	13
CT HMIS Release of Information - English	13
CT HMIS Release of Information - Spanish	13
Reports	13
Annual Performance Report (APR)	13
APR Boot Camp	14
Runaway Homeless Youth (RHY)	14
Runaway – Homeless Youth CSV Report Quick Guide	14
SAGE	14
CoC Annual Performance Report (APR) & Emergency Services Grant (ESG) Consolidated Annual Performance and Evaluation Report (CAPER) – SAGE CSV File	14
Service Plans	15
Service Plan Use	15
Supportive Services for Veteran Families (SSVF)	15
Supportive Services for Veteran Families (SSVF) CSV Report Upload	15
SSVF Rapid Resolution Service Documentation	15
Provides guidance on documenting rapid resolution services	15
SSVF Rapid Resolution Services Compliance Guide	16
Youth	16
Youth Experiencing Homelessness	16

Introduction

This guide is designed to help users quickly locate help with data entry issues that affect data quality. Complete, accurate, timely data entry is crucial to effectively tracking the current needs of our homeless population in CT. Resources come from several sources including the CTHMIS Knowledge Base ([CT HMIS - CaseWorthy Knowledge Base](#)) and the CCEH Data Quality Website ([Data Quality and HMIS Guides](#)).

This is a living document, meaning that it will continue to be updated with new resources as they become available. If you are having an issue and you do not see a

help topic that covers it, please reach out to CCEH data@cceh.org so that the information you need can be added to this resource guide.

Approximate Date Homelessness Started

Editing the Approximate Date Homelessness Started

- Provides step-by-step instructions on editing the client's date homelessness started
- <https://cceh.org/data-quality/>

Assessments

DDaP Assessments - Co-Occurring and Screening Date Issues (on non-entry DMHAS/DDaP Assessments)

- Directions on how to clean up DMHAS/DDaP Assessment issues caused by “Co-occurring” and “Screening Data” entered on Non-Entry DMHAS/DDaP Assessments
- https://docs.google.com/document/d/1FIhPBEuKojqUFHHx14ILDA7-2TppT4QpL_GtDmJwjopw/edit

Editing Assessments

- Instruction on editing assessments in Caseworthy
- https://docs.google.com/document/d/1Jyp1FiYfsV5NO2BoqXF-D1-yibs-weiQajXi_pt4Ez8/edit

Family Members – Assessment Added Outside of the Workflow

- Steps on how to add family members to program assessments
- https://docs.google.com/document/d/10jhYIF8TGjV7BuzgRqK3cPTzJjJUyqt_xaXaouMWLus/edit

Financial Assessment Update

- Updating an existing financial assessment
- https://docs.google.com/document/d/18t8FgPpYN5ZEqsngAH2KawvtYKJdEF_ubUFgSEnKvp0/edit

Pending Assessments (Completing a Pending Assessment)

- Instructions on how to complete an assessment through the pending process
- https://docs.google.com/document/d/1ASDp_Jq9dMDg6AVjViNwvLP_Lw-maq59t2Zkt-xq3Yg/edit

Emergency Shelter HUD Non-Cash & Health Insurance Assessment

- Instructions to complete the HUD Non-Cash and Health Insurance Assessment for the Emergency Shelter Night by Night program types
- <https://docs.google.com/document/d/1FtwvX6ohP91nO-g4N5KjLqH09EBIqkBpAlkpfm--hAM/edit>

Case Management

Adding a Case Manager to a Client Record

- Instructions on adding a Case Manager to a client record
- <https://docs.google.com/document/d/1Tyqg8G4D3Gj46UTjrOjzbWkiqEKcZ4cmR8eLfQmpuZs/edit>

Coordinated Access Network (CAN)

CAN Appointment General Overview Instructions

- Instructions on how to document the CAN appointment process including reviewing scheduled appointments, outcomes (No Show, Waitlist, etc.), referrals, and program enrollments
- https://docs.google.com/document/d/1111PX_stc-MgUbieZ9pcFGYBMgqw9Qgnmw0cWb8XQoE/edit#

COVID-19

COVID Dashboard - updated monthly

- Tracks vaccination and testing status for the CT homeless response system - updated monthly
- <https://cceh.org/covid-19-dashboard/>

COVID Data Entry

- Provides instructions on entering client data and locating forms, housing lists, extracts and reporting
- https://docs.google.com/document/d/1CWnIOY2XIO2sRqBVq4XNErnE7pxXsV_sVnUq-CYXxnA/edit
- Provides information on entering vaccination and testing data, entering, reporting, and uploading COVID-19 related files - updated 8/24/2021
- <https://cceh.org/wp-content/uploads/2021/09/COVID-Vax-and-Test-Webinar-Aug-24-2021-FINAL.pdf>

COVID Data Extract

- The purpose of the extract view in CaseWorthy is to provide a way to filter down and extract COVID-19 related data for reporting and analysis
- <https://docs.google.com/document/d/1V69eWzYzBip5mAWuMEJdQ7Zlwp9qA6UnqjU1Q3QOLH0/edit#heading=h.2eeedo5sik3x>

COVID Hotel/Motel Enrollment

- This document outlines functionality to track data related to the COVID-19 pandemic within Connecticut's HMIS system
- https://docs.google.com/document/d/1CWnIOY2XIO2sRqBVq4XNErnE7pxXsV_sVnUq-CYXxnA/edit#

COVID Vaccinations Report

- Instructions on running and sorting COVID-19 vaccination data
- https://docs.google.com/document/d/1CWnIOY2XIO2sRqBVq4XNErnE7pxXsV_sVnUq-CYXxnA/edit

COVID-19 and Homelessness Resource Guide

- Provides extensive lists of government and program-specific resources for COVID-19 Emergency Shelter guidance - updated 3/1/2021
- <https://cceh.org/covid19/>

COVID-19 Vaccination Data Entry into HMIS

- Provides step-by-step instructions for entering COVID-19 Vaccination data - updated 3/23/2021
- <https://cceh.org/wp-content/uploads/2021/03/COVID-Vaccine-Data-in-HMIS-3-23-21.pdf>

COVID-19 Vaccination Hesitancy

- Provides information on what vaccination hesitancy is and how to educate others on vaccination facts and safety - updated 3/1/2021
- <https://cceh.org/wp-content/uploads/2021/03/Vaccine-Hesitancy-3-01-21-FINAL.pdf>

Current Living Situation

Current Living Situation Data Entry into HMIS

- How to enter a current living situation into a client record
- https://docs.google.com/document/d/1111PX_stc-MgUbieZ9pcFGYBMgqw9Qgnmw0cWb8XQoE/edit

Document Readiness

Document Readiness Instructions and Resources

- Provides information on how to complete and upload client documentation
- <https://cceh.org/document-ready/>

Document Uploading to HMIS

- Link to an explanation of document upload process - updated June 2016
- <https://cceh.org/wp-content/uploads/2016/06/HMISUploadDocuments.pdf>
- Chronic Homelessness - Link to a 30 min recording on document readiness for chronic clients
- <https://register.gotowebinar.com/recording/3777999295723548675>
 - You will be asked to enter your name and email to access the recording

Emergency Services Grant (ESG)

Emergency Services Grant Quick Guide

- Provides instruction on data entry for current living situation, document uploads, enrollments, exiting clients, financial service requests, services, updating records
- <https://docs.google.com/document/d/1xPpMvUJ4tETsoLirfgvL9Gjz03BLdCFGkmRWHCi gADU/edit>

Emergency Shelter

Animals in Shelters - *see also Pets

- Provides information on policies and laws regarding service and comfort animals, pets, and informational resources
- <https://www.cceh.org/provider-resources/animals-in-shelters/>

Delete a Shelter Check-in

- Instructions on how to delete an existing emergency shelter check-in
- <https://docs.google.com/document/d/1NBt8cjzxzR3CeXNMNBqpcp-tpjmzqeT8Ynim2pRtp0I/edit>

Emergency Shelter Overview Quick Guide

- Provides a general overview on data related to emergency shelter programs including enrolling clients, adding clients to bedlists, checking clients in, exiting clients, and ending bedlist entries
- https://docs.google.com/document/d/1D2abLM7VvynbWxRMX88MSMzp2tRbD8ybXPxLMp4u_ms/edit

Emergency Shelter Diversion Training 101

- Introduces shelter diversion programs, skills for having housing-focused diversion conversations, and special considerations during COVID-19 - updated 12/17/2020
- <https://cceh.org/wp-content/uploads/2020/12/Diversion-Training-101-Dec-2020-Final.pdf>

Emergency Shelter Diversion Training 1.0

- Provides the basics on shelter diversion programs; including staying housing focused, how to conduct a diversion conversation, how to access diversion funding, linkage to services and community resources, and special considerations to have during the COVID-19 crisis - updated 3/18/2021
- <https://cceh.org/wp-content/uploads/2021/03/Diversion-Training-1.0-3-18-21-Final.pdf>

Emergency Shelter Diversion Training 2.0

- Provides information on the practice of diversion, effective diversion conversations, funding, problem-solving, and links to community resources - updated 4/22/2021
- <https://cceh.org/wp-content/uploads/2021/04/Diversion-Training-2.0-Final-4-22-21.pdf>

Emergency Shelter Enrollments/Bedlist

- Provides instructions for enrolling/adding clients to bedlists, checking clients in, removing clients from the check-in screen and bedlist enrollment
- https://docs.google.com/document/d/1D2abLM7VvynbWxRMX88MSMzp2tRbD8ybXPxLMp4u_ms/edit

Enrollments

Bed List Enrollment (Check-in At Reservation AFTER Enrollment)

- Instructions on check clients in on a bedlist
- https://docs.google.com/document/d/1ePZPxCYU3N8L2Gw3uWEHgTikho9i3KZQXvH_BFBz0po/edit

COVID Hotel/Motel Enrollments

- Adding a hotel/motel stay to a bedlist enrollment
- https://docs.google.com/document/d/1CWnIOY2XIO2sRqBVq4XNErnE7pxXsV_sVnUq-CYXxnA/edit#

Duplicate Program Enrollment Correction

- Instructions on how to fix duplication issues in program enrollments
- <https://docs.google.com/document/d/1arexOkQ711WdZCGfp9pe61PFieTROmLe9dWJDIO7Yc/edit>

Family Member – Adding to Existing Enrollment (using “Add and Enroll Client Workflow”)

- Steps on adding family members to an existing program enrollment using the “Add and Enroll Family Member” workflow
- https://docs.google.com/document/d/1_u7YkIOfnoLpIE359dGykuAb-3Y1aEkKt0OjUny5j4k/edit?usp=sharing

Family Member - Adding to Existing Enrollment (without using “Add and Enroll Client Workflow”)

- Provides steps for adding families to an existing program enrollment and how to complete the required program assessments without using the “Add and Enroll Client Workflow”
- <https://docs.google.com/document/d/1mpM8pq14nmxEiLdHt5fHXXdAb0VRnfcLv95BHfJw470/edit#heading=h.49b8ehwgbger>

Family Member – Exiting from an Enrollment (when Head of Household (HoH) and other members are not exiting)

- Instructions on how to remove existing family members from a program enrollment without removing the HoH or other members
- <https://docs.google.com/document/d/1TfZQ7Ky1mzluSn-bQZWuJZZwgZHardgzNhyZNjtboxcY/edit>

Re-Open a Program Enrollment

- Instructions for reopening a closed enrollment
- https://docs.google.com/document/d/1s8i5WVpj_wSEyEEqvm8LzEe8FMIDZhI8Xju7ZB8WKLg/edit#

Secure Jobs 2.0 Enrollment Quick Guide

- Provides instruction on creating and maintaining a Secure Jobs client enrollment
- <https://docs.google.com/document/d/1GDncAS7MWyks0K5KgYF1MriaM3aGYHrUhWqXfIO-Tew/edit>

Financial Services

Financial Service Request (FSR) Entry

- Provides instruction on data entry to add an FSR
- <https://docs.google.com/document/d/190mFSxJHwxhO7VPhMy35hiBkaTzxyVtiEvFpETA7iqI/edit>

Move in Date

Move in Date Correction

- Provides step-by-step instructions to evaluate, edit, or add a move in date to the client record - updated 10/5/2021
- <https://cceh.org/data-quality/>

Next Steps Tool for Homeless Youth

- Provides instruction on using the next step tool for youth instead of a VI-SPDAT to assess client vulnerability
- Links to a webinar and handouts for all aspects of using the next steps tool are included on the site
- <https://cceh.org/administering-the-next-step-tool/>

Pets

Pets and Housing Stability

- Provides information on funding, resources, and common issues such as working with landlords and licensing - updated 10/13/2020
- <https://cceh.org/wp-content/uploads/2020/10/Pets-Webinar.pdf>

Projects for Assistance in Transition from Homelessness (PATH)

Projects for Assistance in Transition from Homelessness (PATH - DMHAS/DDaP) Outreach Quick Guide

- Provides instruction for PATH document upload/deletion, enrollment data entry, exits, referrals, services, updating records
- https://docs.google.com/document/d/1U6c1YwFp0p15wlgHqr6jEGmZP7_eWW_HR4dTENaJw/edit

PATH Report 2019

- Provides information on how the report sections are populated
- https://docs.google.com/document/d/1ZRc2YxY6KDHZzYGxNo2mMLJAOyihX-DuVb_RZTrh7Fw/edit#

Rapid Re-Housing (RRH)

Fundamentals of Rapid Re-Housing

- Provides an overview of the purpose of RRH programs and associated processes - updated 5/5/2021
- <https://cceh.org/wp-content/uploads/2021/05/Rapid-Re-Housing-Fundamentals-5-5-21-Final.pdf>

Rapid Resolution Services

Rapid Resolution Service Documentation for Veterans (Supportive Services for Veteran Families) (SSVF))

- Provides instruction on enrollments, reporting total veteran household counts for Supportive Services for Veteran Families (SSVF)
- <https://docs.google.com/document/d/1lzSbt67njLWzyWKiyB6eunFzq2QmqHsCKWrO5GiGQQw/edit>

Release of Information (ROI)

ROI – Adding an ROI Outside the Workflow

- How to add an ROI to a client record
- <https://docs.google.com/document/d/1SQkYnGsVTqESa4ujHx9VUXShRWI0vE18qFleqWvDuhs/edit>

ROI - Release of information forms

- Provides the documents needed to gain consent for ROI from a client - updated 11/18/2018
- [CT HMIS Release of Information - English](#)
- [CT HMIS Release of Information - Spanish](#)

Reports

Annual Performance Report (APR)

- The APR provides summary data for single or multiple programs as well as data quality monitoring tools including Error Rates, client detail specific to records needing review or correction, and overall client population counts
- [Video guidance for 2020 APR](#)
- Short video on how to run the APR report
- [How to Run an APR Report](#)
- Detailed document
- [How to Read an APR Report](#)

SPM/APR Clean Up Guides

Guides are available for download in PDF format at <https://cceh.org/data-quality/>

- Date Homelessness Started
- Length of Stay for ES projects
- Length of Stay for TH and SH projects
- Move-in Date for PSH/RRH
- Leavers Missing Exit Destinations

APR Boot Camp

- Provides instruction on running, reading an APR as well as instructions on correcting data issues
- <https://cceh.org/wp-content/uploads/2020/10/APR-Webinar-FINAL.pdf>

Runaway Homeless Youth (RHY)

Runaway – Homeless Youth CSV Report Quick Guide

- Provides instruction on data entry and Comma Separated Value (CSV) Export
- https://docs.google.com/document/d/1UgDyVPHYiY9tsv_lwpDw2Aont_PzsFCkCmnN5iVBbOc/edit

SAGE

CoC Annual Performance Report (APR) & Emergency Services Grant (ESG) Consolidated Annual Performance and Evaluation Report (CAPER) – SAGE CSV File

- Provides instruction for generating a HUD CSV file Export for upload

- https://docs.google.com/document/d/1lyMzwoGC2BR6D4s9Ojp_pvShwgSAOnUdttNsNKDBByVw/edit

Service Plans

Service Plan Use

- Provides instruction on adding or locating a service plan in a client record
- https://docs.google.com/document/d/1gwvgn_MHVU7u5a2RvLGfESLY5cunpuh2CYV9gIF4Uoc/edit

Supportive Services for Veteran Families (SSVF)

Supportive Services for Veteran Families (SSVF) CSV Report Upload

- Provides instruction on generating a HUD CSV file export for upload
- https://docs.google.com/document/d/1n-DZ3NW5Ryt0bqxZk9ksMUT43llubD_SFaqPbF8r3vl/edit

SSVF Rapid Resolution Service Documentation

- Provides guidance on documenting rapid resolution services
- <https://docs.google.com/document/d/1lzSbt67njLWzyWKiyB6eunFzq2QmqHsCKWrO5GiGQQw/edit>

SSVF Rapid Resolution Services Compliance Guide

- Provides in-depth explanations of the SSVF Rapid Resolution Services program as well as guidelines for temporary financial assistance, HMIS data requirements, and documenting services in the client record
- https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Rapid_Resolution_Program_Service_Compliance_Guidance.pdf

Youth

Youth Experiencing Homelessness

- Provides information and tips for working with youth experiencing homelessness
- <https://cceh.org/wp-content/uploads/2021/02/Working-with-Youth-Final.pdf>