



**Using the Annual
Performance Report (APR)
to Identify
Missing Exit Destination &
Move-in Date Data Issues**

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Presenter

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Agenda

- Four measures of focus for APR/SPM data clean-up
- Importance of this data
- HMIS Data Coordinator (HDC) expectations for data clean up
- Data Clean Up List format and usage
- Data issue example
- 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

TODAY

Successful placements to permanent housing

- Exit Destination

TODAY

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 'Exit Destination and Move-in Date' Measure

- Successful placements to permanent housing and length of time homeless are System Performance Measures (SPM) metrics
 - The 'Move-in Date' contributes to the overall total time homeless
 - All days between the date homelessness started and the move-in date for RRH and PSH programs count toward total time homeless
 - The 'Exit Destination' shows whether a client was successfully placed into permanent housing
- Funding may be reduced or denied if our system is not effective
 - Our goal is to have homelessness
 - Rare
 - **Brief**
 - **One-time**

HMIS Data Coordinator (HDC) Expectations

- Use the Data Clean Up list to review client records for the data issues indicated
 - Make corrections as needed
 - If information is accurate, you do not have to take any action
 - Contact CCEH at data@cceh.org 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 'Exit Destination' column identifies where clients go when they leave our system
- The APR Move-in Date for RRH and PSH programs shows how quickly we move clients into stable housing

Program Name - Filter for your program and review indicated data issues	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	Exit Destination - Leavers missing exit destination	Housing Move In Date - PSH RRH Only
Central CV FEMA Hotel (ES)	Leaver No Exit Destination	191325	540583	178715	2/12/21	2/17/21	Leaver		
Chrysalis Center - Cosgrove Commons	Missing Move-in Date	191532	517819		5/1/2019	12/28/2020	Leaver		missing move in date
NLHHC-CT BOS Bonus 2018(RRH)(SSO)(SMFHC)(CT0220)	Missing Move-in Date	191536	543244		4/16/2021	8/13/2021	Leaver		missing move in date

Data Issue Example

- In this example the client was exited from the enrollment correctly but no move-in date was entered
 - There may be a short lag of a few days to a week between exiting a client and the move-in date, but it should not be longer than that

Exited From Program ACT-Statewide ESG Emergency Rapid Exit(RRH)(Covid) | 10/12/2020 - 11/30/2020

Housing Move-In Date *

Clear Housing Move-In Date

Missing Exit Destination Data Issue Example

- Client record shows enrollment closed
 - When reviewing the exit assessment there is no exit destination entered

Closed Enrollments (Last 3) (3)

ProgramName	BeginDate	EndDate	EnrollmentID
Columbus House - RRH Middlesex County(CT0242)	12/09/2020	01/28/2021	518712
New Opportunities, Inc. - Shelter NOW(BOS) (ES)(IND)(FAM)(DOH)	08/25/2020	12/03/2020	503617

  Edit	Columbus House - RRH Middlesex County(CT0242)	At Entry
  Edit (Admin - No Rules)	New Opportunities, Inc. - Shelter NOW(BOS) (ES)(IND)(FAM)(DOH)	At Exit

Assessment * 12/3/2020 - New Opportunities, Inc. - Shelter NOW(BOS) (ES)(IND)(FAM)(DOH)

Destination Type *

How to Review and Correct Data Issues

- **Review of PDF Resource Guide**
 - <https://cceh.org/data-quality/>
- **Missing Exit Destination and Missing Move-in Date Clean Up Guide**
 - Walks you through the steps to review the client record
 - Correct the data if needed
 - You may need to contact the client for clarifying information
 - Confer with your manager/supervisor on what to do if you can no longer reach the client
 - **If the APR is used regularly to review data quality, you have a better chance of reaching the client if needed**

Resources and Assistance

- An email from CCEH went out 10/29/21 to all HDCs
- The data clean up list and corrective action guides are posted for you to download at <https://cceh.org/data-quality/>
 - Data Clean-Up list in Excel format
 - Corrective action guides 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
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/provider-resources/webinars>

Contact

- For any questions about the data clean-up process
 - Data Clean Up 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

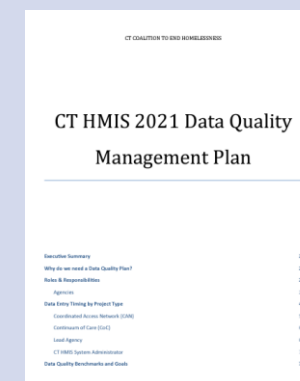
- [Date Homelessness Started Clean Up Guide](#)
- [TH SH Length of Stay Clean Up Guide](#)
- [Emergency Shelter Length of Stay Clean Up Guide](#)
- [PSH RRH Housing Move In Date Clean Up Guide](#)
- [Missing Exit Destination Clean Up Guide](#)

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>



Questions?

