

The 2017 HUD CoC Annual Performance Report (CoC-APR)



OHIO

Balance of State
Continuum of Care



COHHIO

Homeless Management
Information System

Training for the Ohio Balance of State and
Mahoning CoCs



Logistics

- Due to the high number of registrants, the phone lines are muted.
- Please submit questions via the “Chat” box.
- Session is being recorded.
- Materials will be posted to hmis.cohhio.org



Learning Objectives

- Detail what is changing and who this will affect.
- Provide a live demonstration of how to run the new report in ServicePoint.
- Cover changes to Data Quality checks.
- For CoC-funded projects, where to access training on SAGE and provide information on where our support ends and where HUD's support begins in the APR-submission process.



Who uses the 0625 HUD CoC APR?

- The CoC APR is vital to the following:
 1. CoC-funded projects that submit APRs to HUD annually
 2. Projects funded by other funders who also require an APR as part of their application or monitoring process. Examples are Ohio Development Services Agency (ODSA) and the VA.
 3. All homeless-dedicated projects in the Mahoning CoC, since it is used for checking progress on CoC Performance and Outcomes goals.
- This report is also used by some unfunded projects in the Balance of State for local planning purposes.



What is the 0625 HUD CoC APR?

HUD CoC APR
Annual Performance Report
Question 7

7. HMIS or Comparable Database Data Quality

| | |
|---|----|
| Total number of records for All Clients | 64 |
| Total number of records for Adults Only | 64 |
| Total number of records for Unaccompanied Youth | 0 |
| Total number of records for Leavers | 19 |

| Data Element | Doesn't Know or Refused | Missing Data |
|-------------------------------------|-------------------------|--------------|
| First Name | 0 | 0 |
| Last Name | 0 | 0 |
| SSN | 0 | 0 |
| Date of Birth | 0 | 0 |
| Race | 0 | 0 |
| Ethnicity | 0 | 0 |
| Gender | 0 | 0 |
| Veteran Status | 0 | 0 |
| Disabling Condition | 0 | 0 |
| Residence Prior to Entry | 0 | 0 |
| Zip of Last Permanent Address | 0 | 0 |
| Housing Status (at entry) | 0 | 0 |
| Income (at entry) | 0 | 0 |
| Income (at exit) | 0 | 0 |
| Non-Cash Benefits (at entry) | 0 | 0 |
| Non-Cash Benefits (at exit) | 0 | 0 |
| Physical Disability (at entry) | 0 | 0 |
| Developmental Disability (at entry) | 0 | 0 |
| Chronic Health Condition (at entry) | 0 | 0 |
| HIV / AIDS (at entry) | 0 | 0 |
| Mental Health (at entry) | 0 | 0 |
| Substance Abuse (at entry) | 0 | 0 |
| Domestic Violence (at entry) | 0 | 0 |
| Destination | 0 | 0 |

- <--- That is what the now-old 0625 HUD CoC APR looks like. You can still access this report in ART.
- The 0625 is quickly becoming obsolete, but right now it is still live and works correctly.
- It will remain available in both HMIS implementations until later this year.



The New APR

The screenshot shows the ServicePoint web application interface. At the top left is the ServicePoint logo with the tagline "Connecting Your Community." Below it, the user is logged in as "Ohio Development Services Agency" for "COHHIO Training - Franklin - Homeless Network - Family Shelter - ES" on "April 12, 2017". The breadcrumb trail shows "Reports > CoC-APR". On the left sidebar, under the "Reports" section, "CoC-APR" is circled in red. The main content area is titled "Report Options" and contains the following fields:

- Provider Type:** Radio buttons for "Provider" (selected) and "Reporting Group".
- Provider*:** A dropdown menu showing "COHHIO Training - Franklin - Homeless Network - Family Shelter - ES (1030)", which is also circled in red. Below it are radio buttons for "This provider AND its subordinates" and "This provider ONLY".
- Program Date Range*:** Two date pickers with a "to" separator and navigation icons.
- Entry/Exit Types*:** Checkboxes for "Basic", "Basic.Center.Program.Entry/Exit", "HUD", "PATH", "Quick Call", and "RHY".

At the bottom of the "Report Options" section are three buttons: "Build Report", "Download", and "Clear".

- The new APR is not in ART anymore!
- To run it, log into ServicePoint, click the triangle next to "Reports".
- Click CoC-APR (circled in red)
- Choose the project you are running the report on.
- PLEASE NOTE: your date range is LITERAL, unlike in ART where your End Date is always End Date Plus One. So data on year 2016 would be **1/1/2016 to 12/31/2016**.
- Choose the Entry Exit Type you use.
- Click Build Report. (Demo in a minute!)



Advantages of the New APR



- It's much faster than running an ART report.
- Corrections reflect in the report immediately!
- No APR Detail (the 0631) report needed because you can click on the numbers to get which client IDs are being counted where.
- New feature called Use Previous Parameters.
- New feature called Highlight Clients.
- Demo!



Disadvantages of the New APR

- It is **brand new**. Which means there will likely be errors in the way Medeware coded the report.
- We cannot see the code Medeware used to build the report so troubleshooting any problems may take longer than it would with an ART report.
- You cannot click through to the client's data from the report.
- It is trickier (but possible!) to run this report on multiple providers at the same time.
- It is trickier (but possible!) to print or save to .pdf.



Data Quality Changes

- The Data Quality – All Workflows report has been our way of checking Data Quality. That is not changing!
- Recently HUD put together a “Data Quality Framework” that all CoCs across the US have to use as part of their reporting. The relevant sections of the Data Quality Framework they put together will show in various HUD reporting requirements, including the CoC APR.



Data Quality Changes

| 6a - Data Quality: Personally Identifiable Information | | | | |
|--|------------------------------------|---------------------|-------------|-----------------|
| Data Element | Client Doesn't Know/Client Refused | Information Missing | Data Issues | % of Error Rate |
| Name (3.1) | 1 | 0 | 0 | 25% |
| SSN (3.2) | 0 | 0 | 1 | 25% |
| Date of Birth (3.3) | 0 | 0 | 0 | 0% |
| Race (3.4) | 0 | 2 | | 50% |
| Ethnicity (3.5) | 0 | 2 | | 50% |
| Gender (3.6) | 0 | 2 | | 50% |
| Overall Score | | | | 75% |

| 6b - Data Quality: Universal Data Elements | | |
|--|-------------|-----------------|
| Data Element | Error Count | % of Error Rate |
| Veteran Status (3.7) | 1 | 100% |
| Project Entry Date (3.10) | 0 | 0% |
| Relationship to Head of Household (3.15) | 2 | 50% |
| Client Location (3.16) | 0 | 0% |
| Disabling Condition (3.8) | 2 | 50% |

| 6c - Data Quality: Income and Housing Data Quality | | |
|--|-------------|-----------------|
| Data Element | Error Count | % of Error Rate |
| Destination (3.12) | 0 | 0% |
| Income and Sources (4.2) at Entry | 1 | 50% |
| Income and Sources (4.2) at Annual Assessment | 0 | 0% |
| Income and Sources (4.2) at Exit | 0 | 0% |

| 6d - Data Quality Chronic Homelessness | | | | | | | |
|--|------------------------|---------------------------------------|-----------------------------------|---|--|---|----------------------------------|
| Entering into project type | Count of total records | Missing time in institution (3.917.2) | Missing time in housing (3.917.2) | Approximate Date started (3.917.3) DK/R/missing | Number of times (3.917.4) DK/R/missing | Number of months (3.917.5) DK/R/missing | % of records unable to calculate |
| ES, SH, Street Outreach | 2 | | | 1 | 0 | 1 | 50% |
| TH | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| PH(all) | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| Total | 2 | | | | | | 50% |

| 6e - Data Quality: Timeliness | | |
|-------------------------------|---------------------------------|--------------------------------|
| Time For Record Entry | Number of Project Entry Records | Number of Project Exit Records |
| 0 days | 2 | 0 |
| 1 - 3 days | 0 | 0 |
| 4 - 6 days | 0 | 0 |
| 7 - 10 days | 0 | 0 |
| 11+ days | 2 | 0 |

| 6f - Data Quality: Inactive Records: Street Outreach and Emergency Shelter | | | |
|--|--------------|-----------------------|-----------------------|
| | # of Records | # of Inactive Records | % of Inactive Records |
| Contact (Adults and Heads of Household in Street Outreach or ES - NBN) | 0 | 0 | 0% |
| Bed Night (All clients in ES - NBN) | 0 | 0 | 0% |

- In the old APR, there was only one section dedicated to the data quality, and it basically included a list of data elements and just whether or not they were missing.
- <-- you can see the new APR has a much more complex Data Quality section.
- We are going to go through this section by section.



Data Quality Changes

| 6a - Data Quality: Personally Identifiable Information | | | | |
|--|------------------------------------|---------------------|-------------|-----------------|
| Data Element | Client Doesn't Know/Client Refused | Information Missing | Data Issues | % of Error Rate |
| Name (3.1) | 1 | 0 | 0 | 25% |
| SSN (3.2) | 0 | 0 | 1 | 25% |
| Date of Birth (3.3) | 0 | 0 | 0 | 0% |
| Race (3.4) | 0 | 2 | | 50% |
| Ethnicity (3.5) | 0 | 2 | | 50% |
| Gender (3.6) | 0 | 2 | | 50% |
| Overall Score | | | | 75% |

Personally Identifiable Information:

- All clients that show here have basic PII either missing, Don't Know/Refused, or they have "Data Issues", which show generally on our Data Quality report as "Incorrect". Most of the issues here currently show on the Data Quality – All Workflows report on the "Missing & DKR 1" tab. Any that do not currently show will be added soon.
- Aim at having all zeroes in the "Information Missing" and the "Data Issues" columns, but it is NOT the goal to have all zeroes in the "Client Doesn't Know/Client Refused" column, as HUD knows that not all clients consent to providing this data.



Data Quality Changes

| 6b - Data Quality: Universal Data Elements | | |
|--|-------------|-----------------|
| Data Element | Error Count | % of Error Rate |
| Veteran Status (3.7) | 1 | 100% |
| Project Entry Date (3.10) | 0 | 0% |
| Relationship to Head of Household (3.15) | 2 | 50% |
| Client Location (3.16) | 0 | 0% |
| Disabling Condition (3.8) | 2 | 50% |

Universal Data Elements

- Veteran Status counts as an Error if the data is missing or if a minor is marked as being a veteran.
- Check for Project Entry Date errors on the Duplicate Entry Exits tab of the Data Quality – All Workflows report.
- Check for Relationship to Head of Household errors on the Missing Head of Household, Children Only Households, or Multiple Heads of Household tabs.
- Client Location errors should show on the Missing and DKR 2 tab of the Data Quality – All Workflows report.
- Disabling Condition errors will show on the Disabilities tab of the Data Quality – All Workflows report.



Data Quality Changes

| 6c - Data Quality: Income and Housing Data Quality | | |
|--|-------------|-----------------|
| Data Element | Error Count | % of Error Rate |
| Destination (3.12) | 0 | 0% |
| Income and Sources (4.2) at Entry | 1 | 50% |
| Income and Sources (4.2) at Annual Assessment | 0 | 0% |
| Income and Sources (4.2) at Exit | 0 | 0% |

Income and Housing Data Quality

- Destinations of Client Doesn't Know, Client Refused, No Exit Interview, or Data Not Collected will show as errors. HUD knows that not all Destinations will be captured. The aim here is to collect and save ACCURATE data about your clients' destinations.
- Income and Sources errors can be found on the Data Quality – All Workflows report. Currently, there are more errors showing in 6c of this APR than are showing on the Data Quality report, but we are aiming at getting the two reports in alignment.



Data Quality Changes

| 6d - Data Quality Chronic Homelessness | | | | | | | |
|--|------------------------|---------------------------------------|-----------------------------------|---|--|---|----------------------------------|
| Entering into project type | Count of total records | Missing time in institution (3.917.2) | Missing time in housing (3.917.2) | Approximate Date started (3.917.3) DK/R/missing | Number of times (3.917.4) DK/R/missing | Number of months (3.917.5) DK/R/missing | % of records unable to calculate |
| ES, SH, Street Outreach | 2 | | | 1 | 0 | 1 | 50% |
| TH | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| PH(all) | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| Total | 2 | | | | | | 50% |

Chronic Homelessness

This table aims to look at all of the data elements required (except disabilities!) to determine chronicity.

- If you run this report on an ES, Safe Haven, or Street Outreach project(s), all your numbers will be in the first row. If you run it on a TH project, they will all be in the second row, and if you run it on Rapid Rehousing (RRH) or PSH, your numbers will all land on that row. If you run it on projects that span different project types, you will find numbers in multiple rows.
- Any errors in this table should show on the Missing & DKR 2 tab of the Data Quality – All Workflows report.



Data Quality Changes

| 6e - Data Quality: Timeliness | | |
|-------------------------------|---------------------------------|--------------------------------|
| Time For Record Entry | Number of Project Entry Records | Number of Project Exit Records |
| 0 days | 2 | 0 |
| 1 - 3 days | 0 | 0 |
| 4 - 6 days | 0 | 0 |
| 7 - 10 days | 0 | 0 |
| 11+ days | 2 | 0 |

Timeliness

Please check your Desk Time report for details on this section.

- Most of your clients should be in the first three rows.



Data Quality Changes



- Until we get the Data Quality – All Workflows report aligned with the new APR’s Questions 6a-f, please send email to hmis@cohhio.org about any clients you’re not sure about how to correct and we will walk you through the issues.
- Please note: the Data Quality section of the new APR only checks a fraction of the items that the “Data Quality – All Workflows” report does. The “Data Quality – All Workflows” report is still the way to check your Data Quality monthly.



Other Changes to the APR

| 7a - Number of Persons Served | | | | | |
|------------------------------------|----------|------------------|--------------------------|--------------------|------------------------|
| | Total | Without Children | With Children and Adults | With Only Children | Unknown Household Type |
| Adults | 1 | 1 | 0 | | 0 |
| Children | 1 | | 0 | 1 | 0 |
| Client Doesn't Know/Client Refused | 0 | 0 | 0 | 0 | 0 |
| Data not collected | 2 | 0 | 0 | 0 | 2 |
| Total | 4 | 1 | 0 | 1 | 2 |

| 7b - Point-in-Time Count of Persons on the Last Wednesday | | | | | |
|---|-------|------------------|--------------------------|--------------------|------------------------|
| | Total | Without Children | With Children and Adults | With Only Children | Unknown Household Type |
| January | 4 | 1 | 0 | 1 | 2 |
| April | 4 | 1 | 0 | 1 | 2 |
| July | 2 | 0 | 0 | 0 | 2 |
| October | 3 | 1 | 0 | 0 | 2 |

| 8a - Number of Households Served | | | | | |
|----------------------------------|-------|------------------|--------------------------|--------------------|------------------------|
| | Total | Without Children | With Children and Adults | With Only Children | Unknown Household Type |
| Total Households | 2 | 1 | 0 | 1 | 0 |

| 8b - Point-in-Time Count of Households on the Last Wednesday | | | | | |
|--|-------|------------------|--------------------------|--------------------|------------------------|
| | Total | Without Children | With Children and Adults | With Only Children | Unknown Household Type |
| January | 3 | 1 | 0 | 1 | 1 |
| April | 3 | 1 | 0 | 1 | 1 |
| July | 1 | 0 | 0 | 0 | 1 |
| October | 2 | 1 | 0 | 0 | 1 |

| 9a - Number of Persons Contacted | | | | | |
|----------------------------------|-----------------------|---|--|--|---------------------------------|
| | All Persons Contacted | First Contact was at a place not meant for human habitation | First contact was at a non-residential service setting | First contact was at a residential service setting | First contact place was missing |
| Once | 0 | 0 | 0 | 0 | 0 |
| 2-5 Times | 0 | 0 | 0 | 0 | 0 |
| 6-9 Times | 0 | 0 | 0 | 0 | 0 |
| 10+ Times | 0 | 0 | 0 | 0 | 0 |
| Total Persons Contacted | 0 | 0 | 0 | 0 | 0 |

- Some questions were moved, combined, or dropped entirely. One in particular that was dropped is the Average Number of Persons Served Each Night. Another is all of Question 36 has been dropped.
- Health Insurance data is now split out from the Non-Cash Benefits.
- Sections for the subpopulations have been added.
 - Questions 25a-i are Veteran-related.
 - Questions 26a-h are Chronic-related.
 - Questions 27a-f are Youth-related.



Questions



What we've covered so far:

- Who will need the new APR
- How to run the new CoC APR in ServicePoint
- How to track down Data Quality issues in the new APR

What we will cover soon:

- How CoC-funded projects will find the information they need to know about SAGE



CoC-funded Projects!



If you are CoC-funded, the rest of this webinar applies to you so we recommend that you stay on.



Resources for CoC-funded Projects

All projects that are funded by the CoC should be getting information from the following sources regularly:

1. The HUD “CoC - Continuum of Care Program” listserv. To sign up or update your current subscriptions, go here: <https://www.hudexchange.info/mailinglist/>
2. For Balance of State, you should be on the Balance of State CoC listserv run by COHHIO. They say “Ohio BoSCoC” in the subject. If you are not receiving these, please email ohioboscoc@cohhio.org and ask to be added.
3. The COHHIO HMIS team manages two listservs for HMIS: Balance of State “BoS HMIS” and one for Youngstown “Mahoning_HMIS”. New users are automatically added to these lists, but if you are not a user and would still like to receive information about your CoC’s HMIS, please email hmis@cohhio.org and ask to be added.



CoC-funding and the New APR

HUD's role:

- HUD is your funder
- HUD created and continues to define HMIS's specifications
- HUD created and continues to define many of the reports that come out of HMIS and are required to maintain funding, one of which is the "CoC APR".
 - HUD requires that each CoC-funded project submit an APR within 90 days of the end of your grant year.



Submitting the New APR

- Previous to April 1st, the way to submit your APR was through e-SNAPS.
- Any APR submissions that have already been initiated in e-SNAPS should be finished in e-SNAPS using the “old” 0625 HUD CoC APR in ART.
- Any APR submissions that have not been initiated in e-SNAPS should be initiated in the new system called SAGE. Anything submitted through SAGE will need to use the new CoC APR.



Important Notes

- If you began an APR in e-SNAPS but have not submitted it yet, you still have to use the “old” 0625 HUD CoC APR in ART. Since that report is quickly becoming obsolete, it is important to get any APR’s in e-SNAPS completed as soon as possible.
- If you have an overdue APR for which you have NOT yet initiated your APR submission in e-SNAPS, you will need to do that in SAGE using the new APR.
- If your APR is due May 1st or you need to submit an overdue APR in SAGE, PLEASE contact us as soon as possible so we can help you get your new APR to a state that it will be accepted into SAGE.



Preparing to Submit your APR via SAGE

Step 1: Set up your SAGE account.

Step 2: Clean up your “Data Quality – All Workflows” report.

Step 3: Run the new CoC APR in ServicePoint. Check that the data looks to be accurate as to number of clients served, etc. Also check the Question 6 Data Quality sections and clean up anything there that can be cleaned up.

Step 4: Download the CoC APR from ServicePoint.

Step 5: Upload the .zip file into SAGE and follow HUD’s instructions to get everything else required to submit.



SAGE

- HUD created and maintains the SAGE system.
- ALL questions about SAGE should be directed to HUD.

SAGE Training:

Watch the following training videos that HUD has already created:

1. [How to Create an Account in SAGE](#)
2. [Overview of the SAGE HMIS Repository](#)

AND/OR:

You can also sign up for the training they will be holding tomorrow and the next day:

1. [Register for SAGE training](#)



Questions



Additional Information

Questions regarding HMIS data should be directed to the COHHIO HMIS staff at: hmis@cohhio.org

COHHIO

175 South Third Street, Suite 580

Columbus, Ohio 43215

(614) 280-1984

Amanda Wilson: x115

Matt Dicks: x120

Genelle Denzin: x123

