



# End of Year Reporting DQ Reports:

D003 LSA Client Data Clean Up  
PART TWO (Tabs 2 & 4)



**NC COALITION** to **end**  
**HOMELESSNESS**

# Presentation Agenda

By the end, attendees will be able to:

- ✓ Understand how to navigate the report
- ✓ Identify errors and correct errors on the “HUD UDE Detail” and “NC UDE Income Detail” tabs of the report.





# D003 LSA Client Data Clean Up

## D003 LSA Client Data Clean Up

This reports looks at the bulk of client level errors, including:

- relationship to head of household
- client location
- Date of birth
- SSN
- Vet status
- Demographics
- homeless history
- DV history
- Disabilities
- Income
- Housing Move In Dates
- Overlapping Service Dates
- Length of Stay

- ❑ To be run by all project types
- ❑ One report run per HMIS project
- ❑ Orange County projects: run and correct FY2021 reports first!



# D003 LSA Client Data Clean Up

**Step 1: Reporting Licensed Users will need to schedule the report in BusinessObjects**

**Step 2: Reporting Licensed Users will need download & distribute report to HMIS users for correction!**

**Step 3: All HMIS user can should review & correct the reports**

**Step 4: Reporting licensed users need to run the report the following day to confirm it is accurate.**

*For details on how to schedule and download the report, please watch  
D003 LSA Client Data Clean Up: PART ONE*





# Tab 2: HUD UDE Detail

# D003 LSA Client Data Clean Up

## Tab 2: HUD UDE Detail

### Head of Household Errors & DOB Errors

- If Tab 1 has been resolved, true errors should no longer be present (DKR will still appear) **MUST BE RESOLVED!**
  - *Missing head of household, multiple heads of household, missing relationship to HoH status, children marked as head of household.*

### Client Location

- CoC Code on the assessment must be within the CoC for which the project is associated. **MUST BE RESOLVED!**



# D003 LSA Client Data Clean Up

## Tab 2: HUD UDE Detail

### ☐ EE LOS Errors

- EE LOS column: shows long stayers in residential projects, including clients in RRH projects without a housing move in date
- Entry Exit Date Error column: shows errors for long stayers in residential projects

### ☐ HMI Errors

- Clients with missing Housing Move In Dates (enrolled 60+)
- Clients with a Housing Move In Date *before* project start
- Clients with a Housing Move in Date *after* project exit



# D003 LSA Client Data Clean Up

## Tab 2: HUD UDE Detail

### ☐ Homeless History (6 total columns)

#### ✓ Residence Prior has three possible flags:

- Error: response listed is no longer valid
  - **MUST BE RESOLVED**
- Missing: response is blank, or data not collected
  - **MUST BE RESOLVED**
- DKR: client doesn't know or refused
  - Resolve if a user error; otherwise just confirm when submitting report

#### ✓ Length of time at prior residence, approximate date, number of times, and total months homeless have two possible flags:

- Missing: response is blank or DNC
  - **MUST BE RESOLVED**
- DKR: client doesn't know or refused
  - Resolve if a user error; otherwise just confirm when submitting report



# D003 LSA Client Data Clean Up

## Tab 2: HUD UDE Detail

### ❑ Disability

- Missing gateway (yes/no) response
- Missing HUD verifications
- Mis-matched responses (*i.e. gateway is “yes” but HUD verifications are all “no”*)
- Disability is “yes” but missing the follow up response

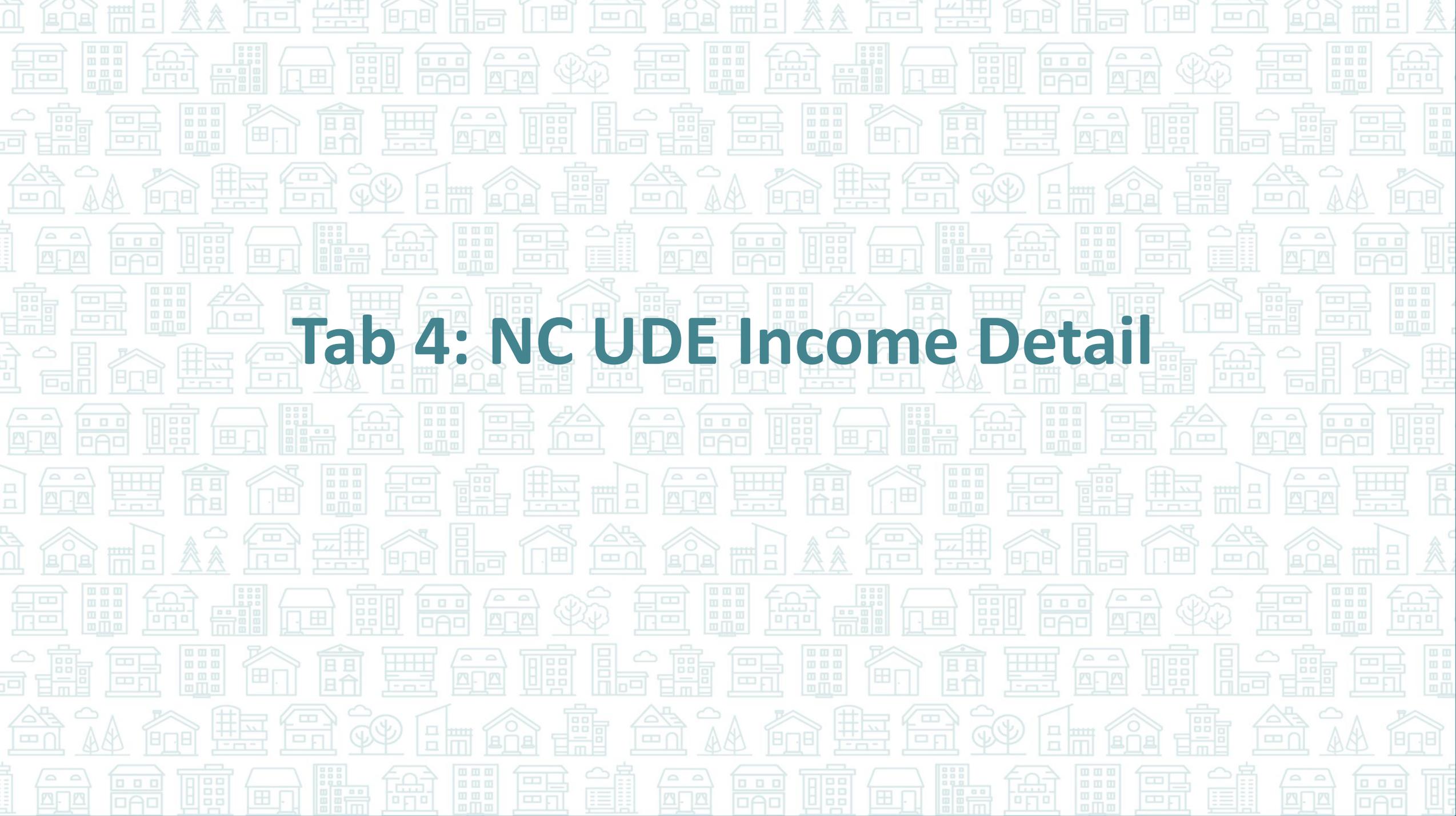
Disabilities	
<b>Disability Type *</b>	Alcohol Use Disorder (HUD) <span>▼</span>
<b>Disability determination *</b>	Yes (HUD) <span>▼</span>
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select- <span>▼</span>
<b>Start Date *</b>	09 / 01 / 2022 <span>🗓️</span> <span>🔄</span> <span>🗑️</span> <span>G</span>
End Date	/ / <span>🗓️</span> <span>🔄</span> <span>🗑️</span> <span>G</span>

# D003 LSA Client Data Clean Up

## Tab 2: HUD UDE Detail

### ☐ Destination Column has three possible flags:

- DKR: client doesn't know or refused
  - Correction need if destination was known or disclosed (user error)
  - If DKR is accurate, just need to confirm when report is submitted
- Missing: response is “data not collected”
  - **MUST BE RESOLVED**
- Error: response listed is “Safe Haven”, “Other” or “No Exit interview”
  - **“SAFE HAVEN” MUST BE RESOLVED!**
  - “Other” needs correction if there is a better option from the list (check with NCCEH). No other options reflect accurately, just need to confirm when report is submitted.
  - “No exit interview” needs correction if destination was known or disclosed (user error). If truly not know, just need to confirm when report is submitted.



# Tab 4: NC UDE Income Detail

# D003 LSA Client Data Clean Up

## Tab 4: NC UDE Income Detail

### NC County of Service

- Needs to be filled out for all clients

### DV (3 total columns)

- DKR: Client doesn't know or refused
  - Correction need if DV status was known or disclosed (user error)
  - If DKR is accurate, just need to confirm when report is submitted
- Missing: response is blank
  - **MUST BE RESOLVED**
- Error: inconsistent answers
  - If client said "No", follow up questions should be blank.
  - If client said "Yes", both follow up questions should be answered.



# D003 LSA Client Data Clean Up

## Tab 4: NC UDE Income Detail

### Income

- There are inconsistencies between gateway question (yes/no) and the income HUD Verification table for income.

Income & Sources

Income from Any Source

Monthly Income

HUD Verification: Monthly Income for 09/01/2022

Per Source of Income, the current records for Monthly Income not overlapping as of the date of the HUD Verification. Any previous records for Monthly Income not overlapping as of the date of the HUD Verification and take precedence for HUD Verification purposes.

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
Alimony or Other Spousal Support (HUD)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Support (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earned Income (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Assistance (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pension or retirement income from another job (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

## D003 LSA Client Data Clean Up

### **Tips for making corrections:**

- ✓ Set Enter Data As before editing data
- ✓ Set Back Date Mode
- ✓ Client Doesn't Know or Client Refused is “allowable” but must be confirmed as accurate when reports are submitted

**Remember:** *Corrections made TODAY in HMIS will not appear until TOMORROW when a new BusinessObjects report is run!*



# REMINDER!

There are resources developed to help guide you:

## ZenGuides:

- *Guides to learn how to use BusinessObjects:*
  - ✓ Using BusinessObjects 101
  - ✓ How to Schedule BusinessObjects Reports
- *Guides specific for this clean up process:*
  - ✓ D003 Client Data Clean Up Report

All are available here: <https://ncceh.zendesk.com/hc/en-us>

Helpdesk: [hmis@ncceh.org](mailto:hmis@ncceh.org)

Reach out sooner rather than later for support. We are here to support the valuable work you do!



NCCEH