

# Data Quality Monitoring Report:

Running the A020 Data Quality Monitoring Report



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

# Presentation Agenda

By the end, attendees will be able to:

- ✓ Locate the report in BusinessObjects
- ✓ Correctly enter prompts for the report
- ✓ Understand how to navigate the report
- ✓ Identify errors and correct errors on the “Fix These First” and “Client Detail” tabs of the report.
- ✓ 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.
- ✓ Locate the submission links



# A020 Data Quality Monitoring: Running the Report

# A020 Data Quality Monitoring

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



# A020 Data Quality Monitoring Report

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

The screenshot shows the SAP BusinessObjects Explorer interface. The left sidebar displays a folder tree with 'Public Folders' expanded and 'HMIS@NCCEH Gallery' selected. The main pane shows a list of reports under the path 'Public Folders / hmisnceh\_live\_folder / HMIS@NCCEH Gallery /'. The table below lists the reports, with a context menu open over the first row, 'A020 - Data Quality Mo...'. The 'Schedule' option in the context menu is highlighted with a red border.

Title	Favorites	Type	Description	Last Updated	
A020 - Data Quality Mo...		Web Intelligence	Copied from DEV...	May 8, 2023 5:02 ...	...
B002 - VI SPDAT Repor...		Web Intelligence	Modified - 11-6-20...	De View	
B003 - VI SPDAT Repor...		Web Intelligence	Modified - 11-6-20...	Ap Properties	
B004 - Chronic Verificat...		Web Intelligence	This Report is desi...	Oc Copy Opendoc Link	
B005 - Unsheltered Co...		Web Intelligence	Clients are includ...	Ma Mobile Properties	
B006 - Client Contact I...		Web Intelligence	HoH are included i...	De Schedule	
C001 - Discharge Desti...		Web Intelligence	Updated 10/18/17...	Ma History	
C002 - VETERAN_Disc...		Web Intelligence	Revised 4-20-17 I...	Ma Categories	
C003 - Emergency Shel...		Web Intelligence	Created: 12/14/20...	De Mark As Favorite	
C004 - Avg LOS and Ti...		Web Intelligence	Updated: 1/26/20...	Ma Details	
C005 - Client Income A...		Web Intelligence	Updated: 10-11-1...	Ju Organize	
C007 - Returns to Shelt...		Web Intelligence	9-4-15 The selects...	Oct 19, 2022 7:01 ...	...
C008 - Exit Income Out...		Web Intelligence	Updated - 8-3-18 ...	May 16, 2022 3:0...	...
C009 - 0551 - Exit Rea...		Web Intelligence	Want to see the v...	May 16, 2022 3:0...	...

# A020 Data Quality Monitoring Report

## Step 2: Reporting Licensed Users will need to complete the prompts

*For submitting the report:*

- **Select Reporting Group:** *leave as -(all values)-*
- **Select Provider(s):** *select all HMIS participating Projects your agency runs*
- **Select CoC Code(s):** *leave as -None Selected-*
- **Enter Start Date:** *leave as Federal Fiscal Year start date*
- **Select Program Type Code(s):** *leave as - (all values)-*
- **EDA Provider:** *leave as - Default Provider -*
- **Enter End Date (PLUS 1 Day):** *leave as end of last month*
- **Enter effective date:** *leave as end of last month*

The screenshot shows a web-based reporting interface. At the top is a search bar with the placeholder text 'Search' and a magnifying glass icon. Below the search bar are several sections, each with a title and a list of options. The first section is 'Select Reporting Group(s): (All values)'. The second section is 'Select Provider(s): (1) None Selected'. The third section is 'Select CoC Code(s): (1) None Selected'. The fourth section is 'Enter Start Date: (1) 10/1/2022 12:00:00 AM'. The fifth section is 'Select Program Type Code(s): (All values)'. The sixth section is 'EDA Provider (1) -Default Provider-'. The seventh section is 'Enter End Date (PLUS 1 Day): (1) 5/1/2023 12:00:00 AM'. The eighth section is 'Enter effective date (1) 5/1/2023 12:00:00 AM'. At the bottom of the form, there is a dark blue bar with the text 'Mandatory (4)'.



# A020 Data Quality Monitoring Report

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

The screenshot shows the SAP My Inbox interface. The top navigation bar includes the SAP logo, 'My Inbox', and search, notification, and help icons. Below the navigation bar, there are tabs for 'All', 'Alerts', and 'Documents'. A search bar is present, and a list of 43 items is shown. The first item, 'A020 - Data Quality Monitoring R...', is highlighted with a red box. The main content area shows the details of this document, including its title, date, and a 'View' button. Below the document details, there is a 'General Info' section with the following information:

Description :	Copied from DEV_D003 LSA Client Data Clean Up_v20230508_SAMPLE[1]
Created On :	May 12, 2023 1:01 PM
Document Type :	Microsoft Excel
Owner :	hmisncceh_live:dshanks
Keyword :	None
Sender :	hmisncceh_live:dshanks

**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.**





# A020 Data Quality Monitoring: Reviewing the Tabs

# A020 Data Quality Monitoring Report:

## Tab 1: Summary All Providers

This tab shows client-level data of all projects ran in the report

Data Elements include:

- Name
- SSN
- Race
- Ethnicity
- Gender
- Date of Birth
- Relation to HOH
- Project Start/Exit
- Vet Status
- Client Location
- Housing Move-In Date (HMID)
- Exit Destination
- Living Situation Series
- Residence Prior to Project entry
- LOS in Previous Place
- Night before Location
- Approx Date of Most Recent Episode of Homelessness
- Number of Times Client Has been Homeless in the Past 3 Years
- Total Number of Months Homeless

## A020 Data Quality Monitoring Report:

### Tab 2: Summary by Provider

- This tab is similar to Tab 1 but breaks down data elements per provider
- Review this tab to ensure each provider is adjacent to the Data Quality Plan Benchmarks by Project Type

# A020 Data Quality Monitoring Report:

## Tab 3: Fix These First!

### THESE ERRORS MUST BE RESOLVED!

#### Head of Household Errors

- Clients with missing relationships to Head of Household at Project Start
- Households without someone listed as Self-Head of Household
- Households with multiple people listed as Self-Head of Household
- Minor children marked as “Self”

#### Date of Birth Errors

- Clients with Missing Dates of Birth (including DKR)

THESE ERRORS MUST BE FIXED FIRST & A NEW REPORT RUN BEFORE MOVING ON TO THE OTHER TABS!

# A020 Data Quality Monitoring Report

## Tab 4: HUD UDE Detail

### *Data Elements included:*

- Project Type
- Entry/Exit date
- EE LOS
- Entry/Exit Date Errors
- Age at Entry
- Relationship to HOH
- Disability
- Client Location
- Housing Move-in Date
- Prior Living situation series

### *Error Types:*

- Client Doesn't Know
- Client Refused
- Missing ("blank" data)
- Answer does not match data quality field (i.e. only 4 numbers for SSN but marked "full SSN")
- Age of client doesn't match available option (i.e. 12 yr old veteran)



# A020 Data Quality Monitoring Report:

## Tab 5: Client Detail

### *Data Elements included:*

- Name
- SSN
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status

### *Error Types:*

- Client Doesn't Know
- Client Refused
- Missing ("blank" data)
- Answer does not match data quality field (i.e. only 4 numbers for SSN but marked "full SSN")
- Age of client doesn't match available option (i.e. 12yr old veteran)

# A020 Data Quality Monitoring Report:

## Tab 6: 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.



# A020 Data Quality Monitoring Report

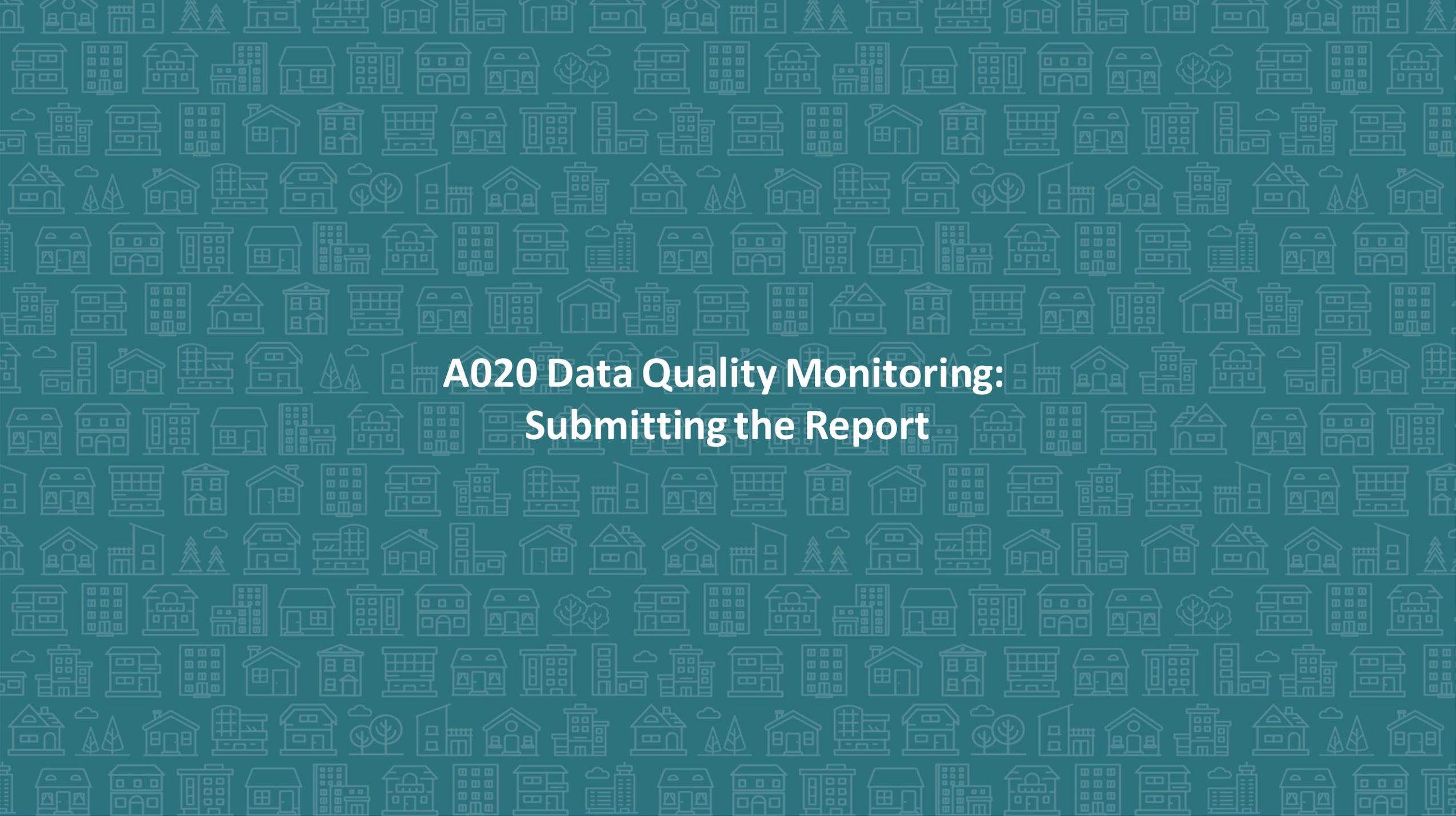
## Tab 7: Report Information

- This tab shows:
  - Report Information
  - User Prompt Field & Value(s) Selected
  - Provider Reporting Information
- Check this tab to verify you selected the correct prompts for your report

# A020 Data Quality Monitoring Report: **Tips for making corrections**

- ✓ Set Enter Data As before editing data
- ✓ Set Back Date Mode
  - For Tab 1: corrections will be at Project Start
  - For Tab 3: corrections will be at Project Start
- ✓ 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!*



# A020 Data Quality Monitoring: Submitting the Report

# Submitting the Report!

- In the [A020 Data Quality Monitoring Report ZenGuide](#) article
- Or Programs > Data Center > HMIS@NCCEH > Administrative Documents > Data Quality > [HMIS@NCCEH Data Quality Report Submission Form \[June 2023\]](#)

# 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:*
  - ✓ [A020 – Data Quality Monitoring Report](#)
  - ✓ [Data Quality Plan: Monitoring and Reporting Process](#)

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!





Questions?