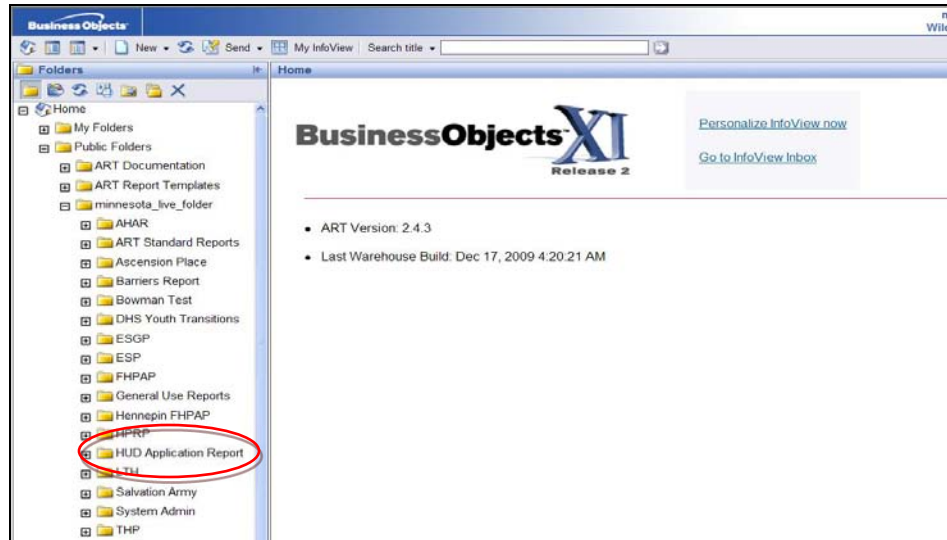


Data Quality Report Instructions

The HUD Data Quality Report is for **ALL** agencies that participate in HMIS, whether or not they are funded by HUD. It will show you which clients are missing important information in ServicePoint, such as date of birth, gender, and veteran status.

I. Run a Data Quality Report in ART

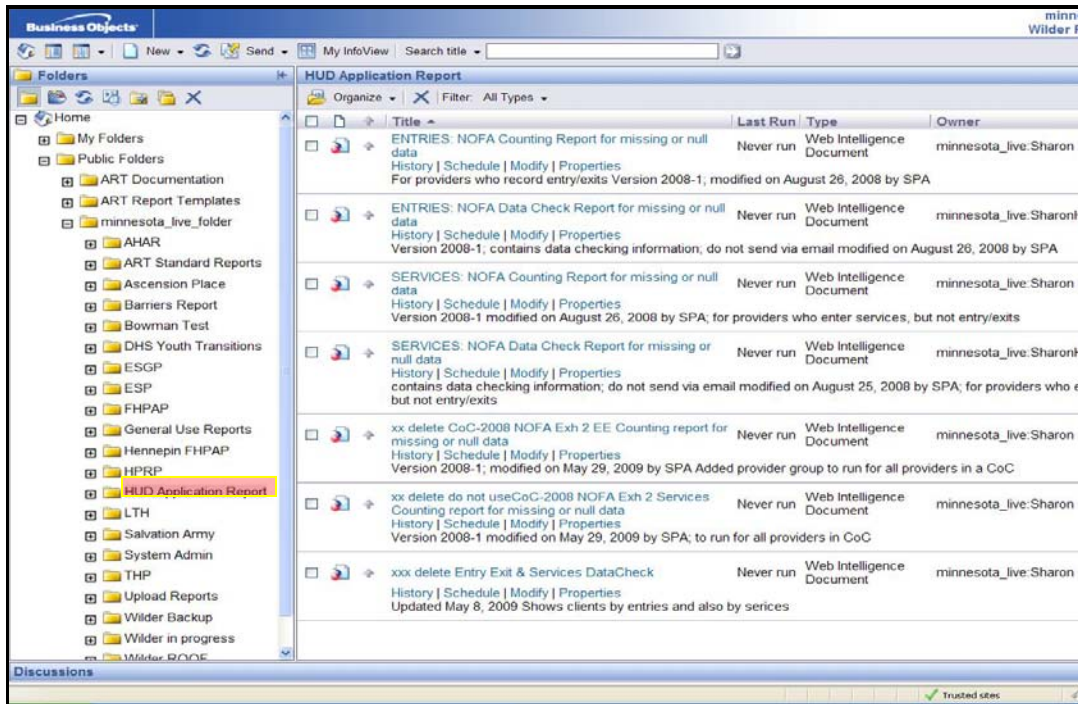
- 1) Log in to ServicePoint. Click on “Advanced Reporting Tool (ART)” on the home page.
- 2) Locate the HUD Application Report folder
 - Click on the plus (+) sign next to “Public Folders.” Additional folders will appear.
 - Click on the plus (+) sign next to “minnesota_live.” Additional folders will appear.
 - Click on the words “HUD Application Report folder” (see below). Do **not** click the plus sign.



- 3) Select a data quality report to run by clicking on its name:

- **ENTRIES: NOFA Counting Report for missing or null data** will look at program entry/exit records to summarize how many clients are missing data. It will **not** include client names or ID numbers.
- **ENTRIES: NOFA Data Check Report for missing or null data** will look at program/entry exit records to show you exactly which clients are missing data. It will include client names and ID numbers.
- **SERVICES: NOFA Counting Report for missing or null data** will look at service transaction records to summarize how many clients are missing data. It will **not** include client names or ID numbers.
- **SERVICES: NOFA Data Check Report for missing or null data** will look at service transaction records to show you exactly which clients are missing data. It will include client names and ID numbers.
- **All other reports beginning with xxx delete:** do not run these reports.

Which report should I pick? Most programs will run the second report on the list (Entries: NOFA data check report for missing or null data).



4) Respond to report prompts:

- Enter effective date: Change to **today's date**.
- Enter Provider(s) for Report (EE): Click on a provider from the list to select it and click the >> button to include it in the report. You may repeat this process for as many providers as you like. To remove a provider, click the << button.
- Start Date: type **01/01/2009** in the prompt box (do not use the calendar feature)!
- End Date: type **01/01/2010** in the prompt box (do not use the calendar feature)!
- Click **Run Query**. The requested report will display.

5) Save the report to your computer:

- Click **Document** and select "Save to my computer as."
- Choose Excel as your file type.
 - **Troubleshooting tip:** If you try to save the report and nothing happens, you most likely have a pop-up blocker problem. See the "Technical FAQ" tab on www.hmismn.org or contact the HMIS helpline for assistance.

II. Identify null and missing data

Your data check report has 3 tabs. Counting reports contain the first 2 tabs only:

- **TAB A-Based on EE** summarizes the percent of clients with missing or null data.
- **Additional Information** summarizes the prompts you entered to run the report (dates, service providers, etc.) and provides an unduplicated client count

- **Raw data** lists each client individually, along with key information. Missing data will show up in red.
- 1) Check the **Additional Information** tab to confirm that you have the correct effective date, start and end dates, and providers.
 - 2) Use the **TAB-A-Based on EE** tab to get a sense of how much information is null or missing.
 - *Records with no values*: summarizes the number and percent of clients with missing data
 - *Records where value is refused or unknown*: summarizes the number and percent of clients with null data (meaning they have selected “don’t know” or “refused” as a response)

Universal Data Element	Records with no values	Records where value is refused or unknown	Subjects:
Social Security Number	0.66% (2/305)	4.92% (15/305)	All clients
Date of Birth	0.00% (0/305)	0.98% (3/305)	All clients
Ethnicity	0.66% (2/305)	0.00% (0/305)	All clients
Race	0.00% (0/305)	0.00% (0/305)	All clients
Gender	0.00% (0/305)	0.00% (0/305)	All clients
Veteran Status	1.52% (4/264)	7.58% (20/264)	Clients over 18 at entry date
Disabling Condition	1.89% (5/264)	15.53% (41/264)	Clients over 18 at entry date and unaccompanied youth
Residence Prior to Program Entry	2.27% (6/264)	1.14% (3/264)	Clients over 18 at entry date and unaccompanied youth
Zip Code of Last Permanent Address	9.85% (26/264)	17.05% (45/264)	Clients over 18 at entry date and unaccompanied youth
Name	0.00% (0/305)	4.26% (13/305)	All clients

- 3) Use the **Raw Data** tab to identify which clients have missing or null data.
 - Information that is null or missing will display in red in most cases.
 - Note the ID numbers of clients with null and missing data so that you can look them up in ServicePoint.

III. Correct null and missing data

Missing data:

- Must be corrected.
- The only permissible missing response is the zip code, if the client doesn’t know or refused to provide the zip code.
- The zip data quality field **must** be filled out, even if the zip code itself is missing:

Zip Code of Last Permanent Address H G

Zip data quality H G

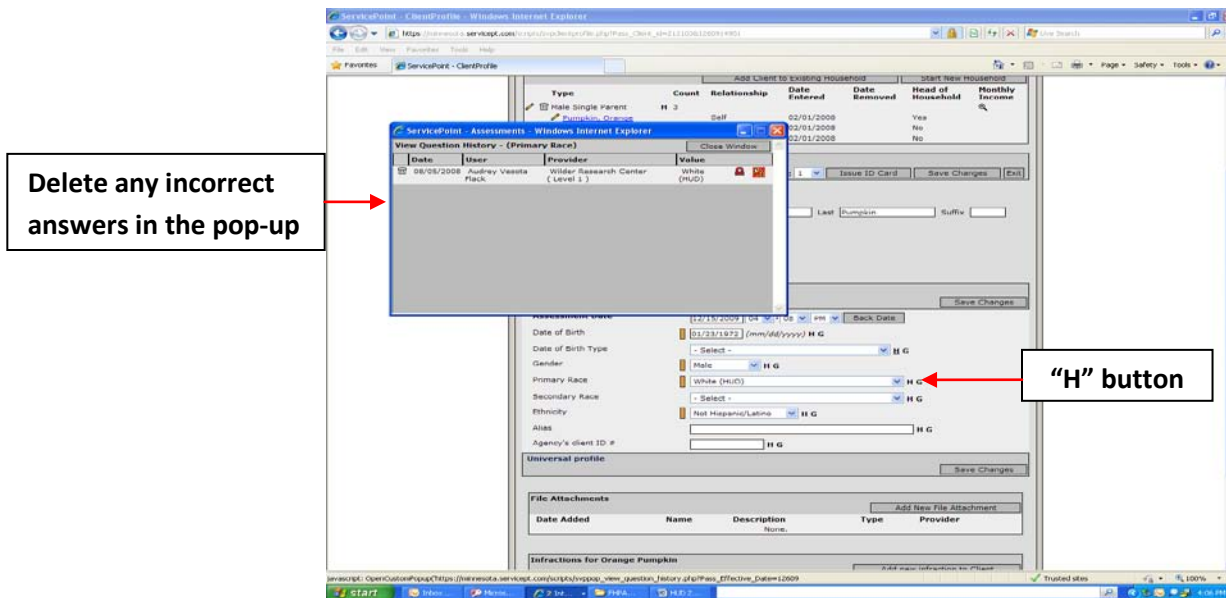
Null data (“don’t know” or “refused”):

- Only needs to be corrected if a response is incorrectly marked as “don’t know” or “refused”
- Remember: “don’t know” means the *client* doesn’t know the response to a question

1) Look up clients with missing or null data by client ID in ServicePoint.

2) Correct demographic information in the client’s profile.

- Make sure to save your changes.
- If you are correcting null data, click on the “H” button next to the question after saving. A pop-up will open. **Make sure to delete any incorrect information stored in the history section** (see photo below). If you do not delete incorrect answers, they may still show up on reports.



3) Correct additional information in the Universal Assessment.

- **Backdate the assessment to the program entry date before entering new data or making changes** (a yellow bar will tell you that you are in backdate mode).
- If you are correcting null data, click on the “H” button next to the question to the question. A pop-up will open. **Make sure to delete any incorrect information stored in the history section** (see photo above). If you do not delete incorrect answers, they may still show up on reports.
- Note: If there is data entered in the assessment but it is showing up as missing, it was probably not backdated to the program entry date. Use the “H” button to confirm this. Then backdate the assessment and re-enter the information.

- Once you have finished correcting your data, re-run the HUD Data Quality report the **following** day (ART uploads data from ServicePoint overnight) to verify that all changes were made. -