141028 conversation with Elizabeth

* Lots of issues with database, so there is going to be a lot of problems
* Service start is great
* Service end can be accurate, but can have issues
  + Defaults to the date that a case was closed, even if it was later reopened
    - Some legitimacy but not 100%
    - Client can have case closed because they fell out of contact, placed into shelter or housing, etc – but they can get their case reopened, and date they initially closed is the only thing that shows there
    - No new row when they open a new case – defaults to the first day that it was closed, not useful for us
    - Can be combined with Last Update Date to get most accurate close date for each case
  + You should always get the same ID, but you could have the same row or multiple rows
  + If it’s within 60 days of initial closing then we put them back on the waiting list at their original start date
  + Maybe 1/5-1/4 of case end dates will be wrong
  + She doesn’t trust service end date or use it at all
* Status is built off of service end, disregard it as well
* Disregard ‘EMERGENCY, should always be true, not useful for anything
* Referral agency not captured as much as it should be but in general is accurate
* Receiving benefits State ID should also be accurate, that is the state from which they are receiving benefits
* ReceivingBenefitsCountCAID should also be accurate, that is the CA county from which they get benefits
* IntakeAgency should be ignored, should always be the same
* Street is always blank, we never capture that info
* City can be really helpful
  + Try to make sure that people report consistently, should be last stable home address
  + Some variation on how it is interpreted, so sometimes shows where clients stay right now
* Zip code is not necessarily exactly right, but should be generally close because it is generated based on neighborhood
* MoveInCostsReferall and EvictionPreventionalReferral should be ignored, not captured accurately
* HomelessShelterPlacement should be disregarded, true for everyone, they are all looking for shelter placement
* LivingSituation when captured should be accurate, it is where they were living at the time of the intake report
  + This is where they were living at the family input
* Two times when data is collected on folks:
  + Phone interview
    - Do an initial phone interview and then book them to come in within 1-2 weeks
      * Have people come in sooner if they have significant health or mental issues
    - Get basic answers, only 10 minutes
  + Family input
    - Get in depth data and assessment in this sit down session, interview info more detailed and accurate
    - They come in for a longer interview and we get more information, this is set up on the phone interview
    - fi in a field means family input
    - ph means phone interview
* LastHomeCACounty should be where their last stable home was
  + Similarly for State
* OutOfCountry is fairly helpful and accurate but very rare
* CreateDate unclear what this is but likely service start date
* LastUpdateDate is the last date that anything in the case was updated
  + Probably more accurate guage of when cases were closed
  + May want to follow up with database admin on this
  + Might still have some errors for people who get updates after service end, but that is more rare, better to use this for case close
* LastHomeNeighborhood should be fairly accurate, some blanks but entries should be accurate
  + Will be more accurate than last zipcode, because the last zipcode is based on the neighborhood
* DateLastCheckIn
  + We require clients to check in once a week stay on the list, supposed to be removed after two weeks, not hard and fast but does happen that way majority of the time
  + Somewhat helpful but not extremely accurate
* DateDroppedFromList
  + Not exactly sure what that is
* Identification refers to whether family submitted their ID
  + 80-90% accurate
  + Same for BC (birth certificate to prove custody for minors)
  + PP is proof of pregnancy to be eligible to be counted as a family in CP systems
* WhereStaying is a dynamic field, should be where they were staying when the case was closed but not necessarily where they were while on the waitlist
* ExitShelterDate is not accurate, totally ignore this
* ExitShelterID don’t know what that is, ignore it
* COH is letter of homelessness, should be pretty accurate, is whether they submitted it to us
* RedevelopDisplace is whether someone was made homeless for a redevelopment project in the 70s, incredibly rare
* phPriorResidence is where they were staying at the time of the phone interview
* phLenthOfStayPrevResidence is how long they were staying at where they were when they did the phone interview
* readyforplacement only active since December, so only accurate for people after December 2013, this button gets hit when we have all documents so somebody is ready for placement
* recertification is what we are starting on Nov 2014, totally meaningless for clients in the past
  + Will be a field to show whether a family was still homeless between 4-5 months after they got on the wait list, have to do this to get up to date with no city rules, have to show a new updated letter of homelessness at that point
* CountyCallfromID added Dec of 2013, started entering the county from which people were calling
* PB added Dec 2014, now required to show proof that they are receiving benefits in the city of San Francisco
* Causes of homelessness really tricky category, we ID causes of homelessness at the time of phone intake, and you rarely get a good picture of this in 10 minutes
  + They said they got kicked out, but that doesn’t tell you if it was because of domestic violence, drugs, eviction, etc
  + All that stuff comes up in family interview, and this field only shows the phone intake results, pretty incomplete info
  + The family interview stuff is captured in the notes, but we don’t have those and it is a huge free text for each family
* ClientTypeID not sure what that refers to, likely whether they are adult or child
  + Primary is whoever calls to do the phone intake, secondary is any other adult, but pretty arbitrary
  + Just random for who does the intake, primary and secondary are largely the same
* Age should be really accurate
  + Disregard the negative numbers
  + There are just typos
  + Sometimes the database defaults to weird stuff when nothing is entered
  + The CP database admin could provide DOB rather than age if that was desired
* New database coming online, transitioning to Salesforce right now, almost happening
* Gender should be relatively accurate, no other but fairly small percentage, shouldn’t matter
* Speaks English should be accurate
  + IF nothing was selected fairly safe to assume they speak English
* English as a second language
  + Not as helpful as speaks English
* Primary head of household is totally useless, no guidelines on how to answer it
* LGBT sometimes accurately captured, probably a lot of LGBT not captured as such
* J-R in clients tab deal with disabilities
  + Fields default to no, lots should be yeses, we should ignore these, people rely on the memo from the family input interview to capture this stuff
* GoingToShelterWithFamily should be largely accurate but DB defaults every family to No rather than Yes, so could be inaccurate
* CHSchool is the child’s school, when captured is accurate
* CHGrade is child grade, if a school aged kid and no grade associated likely never asked
* CHCurrentlyInSchool may be skewed because not filled in enough
* CHCustodyDocs is more accurate based on birth certificate in previous tab
* CHCPSConcerns is child protective services concern, not likely to be accurate
* MaritalStatus should be relatively accurate when reported but likely underreported
* PrimaryLanguage likely accurate when reported but likely underreported
* Relationship2Child should be predominantly mother or father, sometimes it will default to random type of family member that is totally inaccurate
  + Makes it less accurate since the default entry changes sometimes
  + Only mother father or other relative should be there in any significant quantity
* CHRelationship2PrimaryID is the relationship of the child to the primary ID, should be relatively accurate
* Custody field should not be trusted
* Violencelast30days people who were the victim of violence in the last 30 days, to identify if people are the victim of domestic violence in the last 30 days
  + Should be reliable
* DVPOLICEINVOLVED likely less reliable than the above, if we hear about DV we don’t always ask if the police were involved
  + Clients don’t always divulge the entire truth, this likely should be higher
* AD Pregnant asks if the client is pregnant, likely 90% accurate
  + Shouldn’t be false positives, but should be false negatives – more Yes’ than captured here
* Veteran likely does not always get asked because it is so rare, less than 5% a year are veterans, so we don’t always ask
* Medicalrec is asking if they have MediCal, we always ask it, but it defaults to no and probably some of those should be yes
* Medicalref is whether we referred someone to MediCal, but likely not right because almost everyone is in MediCal and that is not reflected in the data
* PrimaryLanguageOtherId is supposed to capture what their other language is if they have another primary, not always captured
* HUDEthinictyID HUD breaks up race and ethnicity differently, people often select race but not ethnicity, could be ethnicity fields that are not selected
* RaceID is the race, more accurate than ethnicity above
* Next tab, going to denials
  + People can be dropped out of connecting point for refusing shelter placement, breaking a rule, falling out of contact, etc
* Next tab, going to dispositions
  + Dispositions are appointments that were made
  + Typically these are appointments for the family interview or with a housing specialist
* FamilyIncome tab
  + Unclear in general if the family makes the sum of the rows for the family or if multiple members of the family are reporting the same income
  + We ask this at phone intake and family interview, those are columns amount, fiamount, and exit amount usually defaults to what it was for the family interview
  + Columns D and E should be accurate, F not
  + IncomeType should be pretty accurate
* refAgency tab is referrals we make to other agencies
  + In general we way under-report the referrals we make, probably only 25% of the referrals we make is actually reflected here
  + These referrals could be to private shelters and could be a call to that agency or just telling the client where to go there
* Other ref tabs
  + BenefitsDeniedReason is unused
  + BenefitsReceivedStatus is unused
* Status History
  + Should be fairly accurate, tracks when things change on the status of a person (e.g., put on a phone wait list, removed due to inactivity, etc)
  + Occasionally people removed from list and not captured but should be reliable