Finding and Fixing Data Quality Errors: CoC Annual Performance Report (APR) and ESG Consolidated Annual Performance and Evaluation Report (CAPER)

HMIS Learning Center

This document is an instructional guide to run and review the Continuum of Care (CoC) Annual Performance Report (APR) and Emergency Solution Grant (ESG) Consolidated Annual Performance and Evaluation Report (CAPER) to correct missing and null data elements. The most common questions addressing missing or null data elements have been included.

Introduction

Recipients with HUD funding received through CoC homeless assistance grants (such as Support Housing Program, Shelter Plus Care, etc.) are required to submit an APR to HUD annually. Recipients with funding received through Emergency Solution Grants (ESG) are required to submit a CAPER to HUD annually. The APR and CAPER are similar and share common data collection points. Therefore, the content in this document has been combined for the two reports. Elements specific for a specific report will be noted within the section header.

It is recommended that separate reports are run for each provider page per HUD requirements. This ensures the most accurate data pull for the project and reduces errors related to data chatter. However, the report will also work if it is run by a provider group. If an existing reporting group has not been created for this purpose, a new one will need to be created.

Report specifications require a project entry and a project exit (when applicable) clients to be included in the report. Projects that only record services, needs, or referrals will not generate any report results.

The CoC APR and ESG CAPER are designed to be run for a one-year period. If the report is run for a shorter or longer period, it will negatively impact the sections that calculate annual assessments for income. This is because the calculation of the required annual assessment that occurs either 30 days before or after the anniversary of the client’s project start date. Use the actual operating year start and end date (meaning you should not add one day after the end date).

The HUD logic for counting chronically homeless clients is different for a PIT count compared to a calculation at project entry for a longer reporting period. The report uses the longer reporting period logic, so it is not recommended to run the APR or CAPER for a reporting period of a single day as this will result in an inaccurate count of chronically homeless clients.

Programming specifications for the APR and CAPER can be found in the **CoC APR and ESG CAPER HMIS Programming Specifications** on the HUD Exchange.

Contents

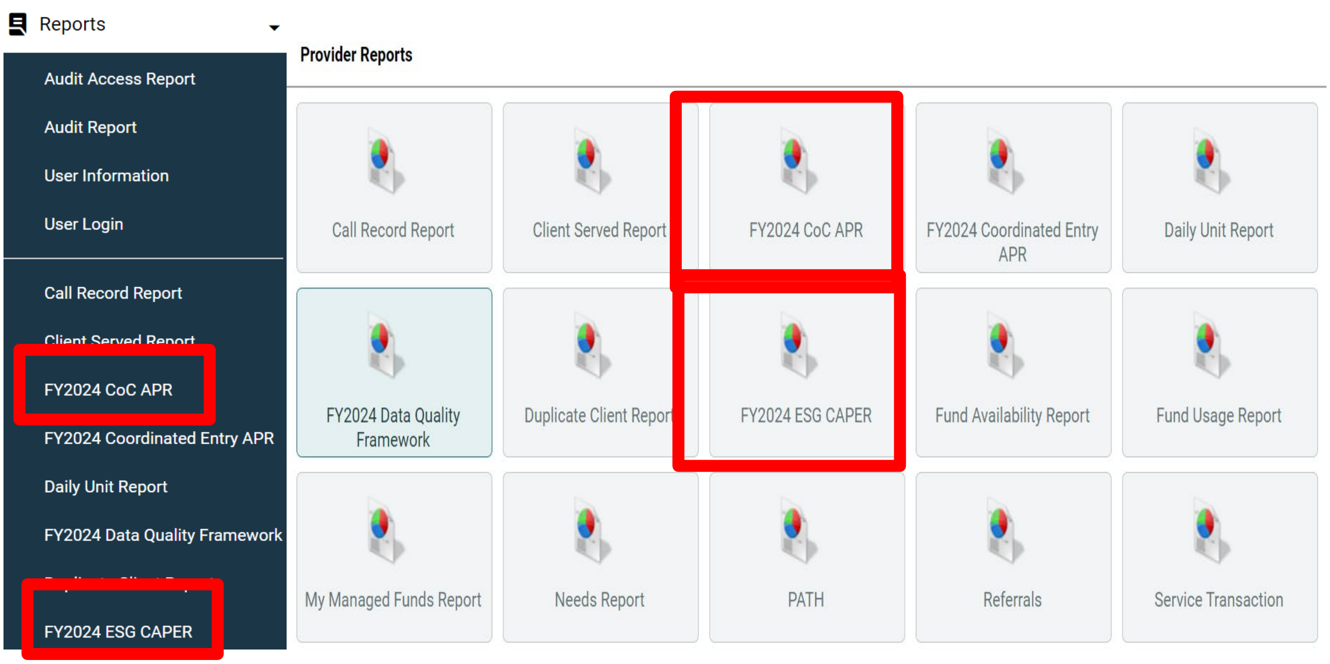
A. General Information

Report Submission

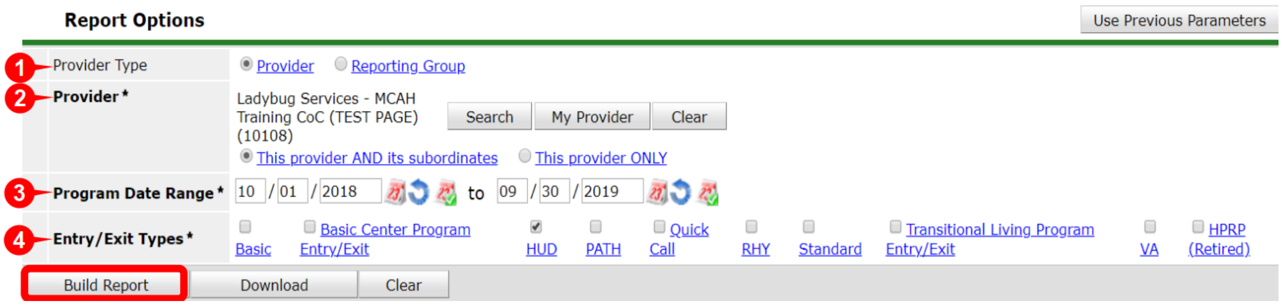
The APR and CAPER are exported from HMIS as a Comma Separated Value (CSV) file and imported to the Sage HMIS Reporting Repository. This process eliminates manual data entry utilized in past report submissions. Specific guidance related to Sage is available on the HUD Exchange.

Report Location

The APR and CAPER can be accessed from **Reports** tab in ServicePoint either by clicking the arrow on the tab to expand it and selecting CoC APR or ESG CAPER, or by navigating to the tab and selecting the report from the **Report Dashboard**. .



Prompts



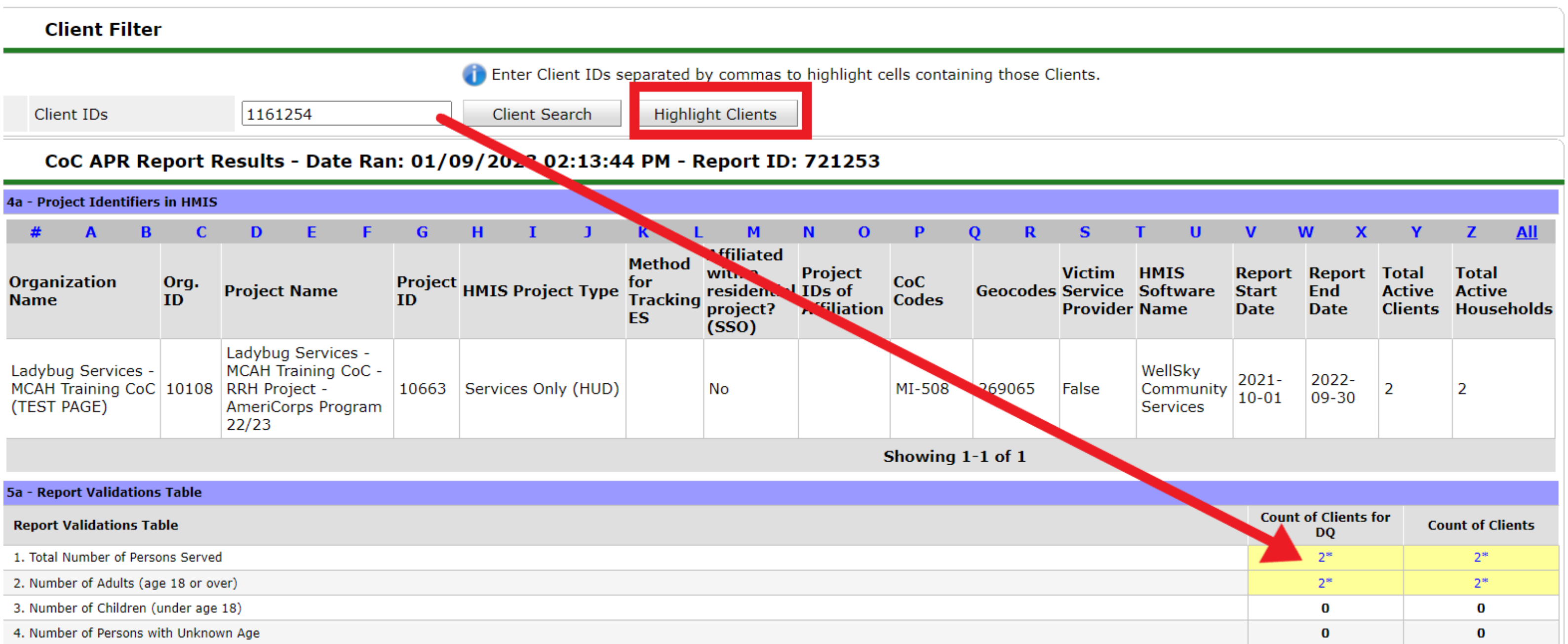
1. **Provider Type** – Select Provider if running the report for a single provider or select Reporting Group if running the report for a group of providers.
2. **Provider** – The provider prompt will appear if the report is being run for a single provider. Click **Search** and select the provider to run the report for. After selecting this provider, check the box to indicate if the report is to be run for this provider only or all subordinate providers.
3. **Reporting Group** – The reporting group prompt will appear if the report is being run for a group of providers. Click **Search** and select the reporting group.
4. **Program Date Range** – Enter the start and end date for the report. Typically, this should be for the grant term (annually).
5. **Entry/Exit Types** – Select **HUD.** Other entry/exit types may be chosen based on the type required for the providers selected.

Once all the prompts have been filled out, click **Build Report** to run the report.

Reading and Understanding the Data

The CoC APR and ESG CAPER have built-in data quality functionality. Review the data presented in the report by clicking on any blue hyperlink to pull up a list of clients with data in the corresponding cell. The report can also be downloaded as an Excel document to help with further data review.

Clients can be searched within the report by using the **Client Search** box. Once a client is identified, the **Highlights Clients** feature can also be used to identify the client's response to each question in the APR and CAPER. This tool is helpful when identifying clients that have multiple errors throughout the report.



Organization Name	Org. ID	Project Name	Project ID	HMIS Project Type	Method for Tracking ES	Affiliated with a residential project? (SSO)	Project IDs of Affiliation	CoC Codes	Geocodes	Victim Service Provider	HMIS Software Name	Report Start Date	Report End Date	Total Active Clients	Total Active Households
Ladybug Services - MCAH Training CoC (TEST PAGE)	10108	Ladybug Services - MCAH Training CoC - RRH Project - AmeriCorps Program 22/23	10663	Services Only (HUD)		No		MI-508	269065	False	WellSky Community Services	2021-10-01	2022-09-30	2	2

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5a - Report Validations Table

Report Validations Table	Count of Clients for DQ	Count of Clients
1. Total Number of Persons Served	2*	2*
2. Number of Adults (age 18 or over)	2*	2*
3. Number of Children (under age 18)	0	0
4. Number of Persons with Unknown Age	0	0

B. Identifiers and Validation Table

Question 4a. Project Identifiers in HMIS

Project Identifiers provide information related to the project/s pulled into the APR and CAPER. This section will include a list of all the projects within the selected reporting group. Missing or inaccurate information must be updated on the provider page by an Agency or System Administrator. The report must be rerun after any provider page is updated.

4a - Project Identifiers in HMIS

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Organization Name	Org. ID	Project Name	Project ID	HMIS Project Type	RRH Subtype	Coordinated Entry Access Point	Affiliated with a residential project	Project IDs of Affiliation	CoC Number	Geocode	Victim Service Provider	HMIS Software Name and Version Number	Report Start Date	Report End Date	Total Active Clients	Total Active Households
Ladybug Services - MCAH Training CoC (TEST PAGE)	10108	Ladybug Services - MCAH Training CoC - RRH Project (HUD) (TEST PAGE)	10591	PH - Rapid Re-Housing (HUD)	RRH: Housing with or without services	No			X - Ba	269037	False	WellSky Community Services	2023-10-01	2024-09-01	22	6
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17

1. **Organization Name** – This field will display the name of the Level 3 (MI) or Level 4 (NC) agency provider page.
2. **Organization ID** – This field will display the provider page ID number of the Level 3 (MI) or Level 4 (NC) agency provider page.
3. **Project Name** – This field will display the name of the provider page.
4. **Project ID** – This field will display the project's provider page ID.
5. **HMIS Project Type** – This will vary depending on the provider (ex. PH: Rapid Re-Housing).
6. **Rapid Rehousing Subtype** – This field will display if a RRH project provides housing with or without services OR provides services only. If project is not a Rapid Rehousing project it will be blank
7. **Coordinated Entry Access Point** – This field will display a "yes" if the project is a CE access point or "no" if the project receives CE referrals only
8. **Affiliated with a residential project (SSO)** – This field will populate if the provider is a Supportive Services Only project where services are attached to a project type such as PSH or RRH.
9. **Project IDs of Affiliation** – This field will display the provider page ID number of an affiliated Supportive Services Only project.
10. **CoC Number** – This field displays the CoC code that corresponds to the provider.
11. **Geocodes** – This field display's the geocode that is listed on the project's

provider page.

12. **Victim Service Provider** – This field will indicate if the provider is a victim service provider. It should always read **False**.
13. **HMIS Software Name and Version Number** – This field displays the name of the software provider that supports the HMIS implementation.
14. **Report Start Date –** This field displays the start date selected for the report
15. **Report End Date –** This field displays the end date selected for the report
16. **Total Active Clients –** This field will display the total number of clients active during the report date range.
17. **Total Active Households -** This field will display the total number of households active during the report date range.

Question 5a. Report Validation Table

The fields in this section provide data on entries and exits for various demographics during the reporting period. Review this information to make sure that it is correct.

1. **Count of Clients for DQ** – Total number of clients active counted for data quality purposes. Clients enrolled in street outreach projects will pull into this column if they have a Date of Engagement in the system.
2. **Count of Clients** – Total number of clients in project. Clients enrolled in street outreach projects will pull into this column regardless of engagement status.

   Note: The distinction between these two columns is meant to aid street outreach projects in cleaning up applicable client data when clients become engaged. The two columns will reflect the same number of clients for all other project types.

5a - Report Validations Table

Report Validations Table	Count of Clients for DQ	Count of Clients
1. Total Number of Persons Served	2	2
2. Number of Adults (age 18 or over)	2	2
3. Number of Children (under age 18)	0	0
4. Number of Persons with Unknown Age	0	0
5. Number of Leavers	0	0
6. Number of Adult Leavers	0	0
7. Number of Adult and Head of Household Leavers	0	0
8. Number of Stayers	2	2
9. Number of Adult Stayers	2	2
10. Number of Veterans	0	0
11. Number of Chronically Homeless Persons	0	0
12. Number of Youth Under Age 25	0	0
13. Number of Parenting Youth Under Age 25 with Children	0	0
14. Number of Adult Heads of Household	2	2
15. Number of Child and Unknown-Age Heads of Household	0	0
16. Heads of Households and Adult Stayers in the Project 365 Days or More	1	1

5. **Number of Leavers** – Leavers are defined as clients who have both an entry and an exit during the reporting period.
6. **Number of Adult Leavers** – This field indicates the number of leavers who are adults.
8. **Number of Stayers** – Stayers are defined as clients who are still enrolled during the reporting period (meaning they have an entry but no exit).
9. **Number of Adult Stayers** – This field indicates the number of stayers who are adults.
10. **Number of Veterans** – This field indicates the number of adult clients who have a response of Yes to the U.S. Military Veteran question on their client profile.
11. **Number of Chronically Homeless Persons** – This field indicates the number of adult clients or heads of household who meet the definition of chronically homeless. For more information, refer to the Chronic Homelessness section below.
12. **Number of Youth Under Age 25** – This field indicates the number of youth clients under the age of 25 who have been designated as the head of household.
14. **Number of Adult Heads of Household** – This field indicates the number of adult clients who have been designated as the head of household.
15. **Number Child and Unknown Age Heads of Household** – This field indicates the number of clients under the age of 18 who are not part of a household and the heads of household with a missing date of birth.

Client lists in this section are organized by age (pulled from the date of birth on their client profile). If any clients have a missing date of birth (as identified in the **Number of Persons with Unknown Age** field), that date will need to be added to the client's profiles to have a complete count of persons served.

One example of a common data quality issue occurs when a project serves only adults and there is data in the **Number of Child and Unknown Age Heads of Household** (#15) field. The correct date of birth and/or relationship to head of household data elements on these client records will need to be corrected.

C. Data Quality

There are six **Data Quality Tables** (6a-6f) that list data elements and associated errors. Errors listed in questions 6a-6d include **Client Doesn't Know/Prefers Not to Answer, Information Missing, and Data Issues. Information Missing** includes data that was not collected or is null or blank. **Data Issues** vary by data element, see specific examples below.

Errors found in this section may also appear as **Missing or Errors** in other sections of the report. Therefore, fixing data errors in this section may also resolve errors in other sections.

Question 6a. Data Quality: Personally Identifiable Information

Complete and accurate personally identifiable information is critical to a system's ability to prevent duplication and to merge client records. Errors shown in this section will identify client records where information is not present because the information was not entered, is inconsistent with the protocols established for the data quality of the element, or the client did not know the response or refused to answer the question.

Any missing or incorrect information must be corrected on the client's profile on either their Client Profile tab or on an entry or exit assessment.

6a - Data Quality: Personally Identifiable Information					
Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	0	0	0	0%
Social Security Number (3.02)	2	4	9	13	59%
Date of Birth (3.03)	0	10	0	10	45%
Race and Ethnicity (3.04)	0	0		0	0%
Gender (3.06)	0	11		11	50%
Overall Score				18	82%

Clients who pull into the **Data Issues** column have data elements that were not answered to HUD's standards. Common Data Issues**:**

- **Name** – Record is Anonymous, or was originally entered as Anonymous, but was subsequently changed.
- **Date of Birth** – Date of Birth is approximate or partial; Date of Birth Type is inaccurate.
- **SSN** – Partial SSN; SSN Data Quality is inaccurate.

Question 6b. Data Quality: Universal Data Elements (UDEs)

Universal Data Element (UDEs) are elements common to all client records regardless of project type and funding source. Errors shown in this section will identify client records where information is not present because the information was not entered, is inconsistent with the protocols established for the data quality of the element, or the client did not know the response or preferred not to answer the question.

Clients who pull into the **Total Count** column have data elements that were not answered to HUD's Data Standards.

6b - Data Quality: Universal Data Elements					
Data Element	**Client Doesn't Know/Prefers Not to Answer**	**Information Missing**	**Data Issues**	**Total**	**% of Issue Rate**
Veteran Status (3.7)	0	4	0	4	31%
Project Start Date (3.10)			0	0	0%
Relationship to Head of Household (3.15)		11	1	12	55%
Enrollment CoC (3.16)		2	0	2	33%
Disabling Condition (3.8)	0	13	2	15	68%

Common Data Issues:

- **Relationship to Head of Household** – Multiple household members are listed as self under Head of Household; Child listed as Head of Household.
- **Disabling Condition –** Gateway question does not match sub-assessment data.

Question 6c. Data Quality: Income and Housing Data Quality

Income and Housing Data Quality elements are critical for measuring housing and income performance at the project and continuum level. This section looks at adults and stayers for a duration of 365 days or longer. Errors shown in this section will identify client records where information is not present because the information was not entered, is inconsistent with the protocols established for the data quality of the element, or the client did not know the response or preferred not to answer the question.

6c - Data Quality: Income and Housing Data Quality					
Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	0	0		0	0%
Income and Sources (4.2) at Start	0	6	1	7	58%
Income and Sources (4.2) at Annual Assessment	0	12	0	12	100%
Income and Sources (4.2) at Exit	0	0	0	0	0%

Clients who pull into the **Total** column likely have conflicting answers to the sub assessment questions that result in an error. An example of this may include a response of **No** to the **Income from any source** gateway question but there is also a dollar amount of income listed. Review each client in this section to try to identify the errors.

There may also be a high percentage displayed in the **Percentage of Error Rate** column for long-term stayers. Ensure that the income information is updated for these clients in an annual assessment. Income errors in annual assessments are usually caused by the assessment being outside of the annual window (30 days before or after the anniversary of the project start). If the date of the assessment is accurate, check for a non-HUD value in the income sub-assessment, overlapping sub-assessment records for the same income source, or a mismatch between responses to questions in the income assessment question and the information entered in the sub-assessment.

Question 6d. Data Quality: Chronic Homelessness

The items in the **Prior Living Situation 3.917A and 3.917B** data elements are the building blocks for determining if an individual has been homeless for a long enough period to be considered chronically homeless. If data is missing in any field of these data elements, chronic homelessness will not be accurately reported.

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 this episode started (3.917.3) Missing	Number of times (3.917.4) DK/PNTA/ missing	Number of months (3.917.5) DK/PNTA/ missing	% of records unable to calculate
ES-EE, ES-NbN, SH, Street Outreach	0			0	0	0	0%
TH	0	0	0	0	0	0	0%
PH(all)	5	0	2	1	1	1	60%
CE	0	0	0	0	0	0	0%
SSO, Day Shelter, HP	0	0	0	0	0	0	0%
Total	5						**60%**

Chronic homelessness status is determined by the following:

- The client must have a substantiated disability.
- The client must have experienced continuous homelessness for the last 12 months or have experienced homelessness on four separate occasions within the last three years if the combined occasions total at least 12 months

HUD logic for counting chronically homeless clients is different for a PIT count versus calculation at project entry for a longer reporting period. The CoC APR and ESG CAPER use the longer reporting period logic, so it is not recommended to run this report for a period of a single day as this will result in an inaccurate count of chronically homeless clients.

Question 6e. Data Quality: Timeliness

Timely data entry is critical to ensuring data accuracy and completeness. This section identifies how quickly project Entry and Exit data is entered into HMIS after it occurs.

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

Question 6f. Data Quality: Inactive Records: Street Outreach and Night by Night (NBN) Emergency Shelter

Data quality includes maintaining accuracy in the number of active records in the system. For projects where clients leave or disappear without an exit (street outreach and night-by-night shelters), the records often remain open which can hamper the project's ability to generate accurate performance measures. This section sets a 90-day limit on inactive records and reports how many records within the reporting period are inactive (meaning clients that should have been exited but were not) based on contact with the client for Street Outreach projects or bed nights for night-by-night (NBN) Emergency Shelter projects.

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%

Clients that pull into the **Number of Records** column are all active according to start and exit dates, regardless of the project type. Each inactive record should be reviewed to determine an exit date.

D. Clients Served

Question 7a. Number of Persons Served

This section provides information about the clients that were served during the reporting period. Review to make sure that the date of birth is entered for each client so that they will pull into this section correctly.

7a - Number of Persons Served					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Adults	11	5	2		4
Children	2		1	1	0
Client Doesn't Know/Client Prefers Not to Answer	0	0	0	0	0
Data Not Collected	9	0	1	0	8
Total	22	5	4	1	12
For PSH and RRH - the total persons served who moved into housing	14	1	4	0	9

One example of a common data quality issue is when there is a project that serves only adults and there is data in the **With Only Children** column. The date of birth and/or relationship to head of household data elements will need to be corrected.

Question 7b. Point-in-Time Count of Persons on the Last Wednesday

This section provides information about clients that were in project on the last Wednesday of January, April, July, and October. Clients in RRH and PSH projects must have a Housing Move-In-Date to populate into this section.

Applicable Report: 7b is only available in the APR.

7b - Point-in-Time Count of Households on the Last Wednesday					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
January	20	4	4	0	12
April	20	4	4	0	12
July	20	4	4	0	12
October	20	4	4	0	12

Question 8a. Number of Households Served

This section provides information about the households that were served by this project during the reporting period.

8a - Number of Households Served					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Total Households	6	2	1	0	3
For PSH and RRH - the total households served who moved into housing	5	1	1	0	3

It is important to make sure that the household types identified in this section are correct. For example, if the project only serves households that include both adults and children, there should not be any households in the With Only Children column. If there are households in a column where they are not supposed to be, review the client records to make sure that the correct person is designated as the head of household.

Additionally, check to make sure that no households are pulling into the Unknown Household Type column. Errors identified here need to be corrected to ensure that clients are counted correctly as either singles or persons in households. Missing data may result in a failed report submission.

Supplemental BusinessObjects Report to help assist you in identifying data quality errors related to households.

• **Name:** Households with Multiple HoHs

• **Location:**

- Michigan: Folders > Public Folder > michigan_live_folder> Data Quality > Incongruity and Audit Reports
- North Carolina: Folders > Public Folders > chin_live_folder > #Data Quality Reports > Incongruity and Audit Reports

Question 8b. Point-in-Time Count of the Number of Households on the Last Wednesday

This section will display the number of households that were served in the project on the last Wednesday of January, April, July, and October. If there are big changes in PIT data across each quarterly date that cannot be accounted for, the issue will need to be determined and resolved.

Clients enrolled in a Permanent Housing (PH), which includes Rapid Rehousing (RRH) & Permanent Supportive Housing (PSH), or an OPH project must have a Housing Move-In-Date recorded on an interim after entry on their client record to pull into 8b.

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	5	1	1		3
April	5	1	1		3
July	5	1	1		3
October	5	1	1		3

Question 9a. Number of Persons Contacted

This section reports on data for night-by-night shelters and Street Outreach projects. All other project types should not have any data pull into this section.

Note: If the agency is a night-by-night shelter, only record a **Current Living Situation** sub-assessment for each head of household and adult served in the project if the interaction between the shelter personnel and the client goes beyond a basic provision of shelter services (such as a conversation about the client's well-being, needs, housing plan, or a referral).

9a - Number of Persons Contacted				
	All Persons Contacted	First Contact - NOT staying on the Streets, ES, or SH	First contact - WAS staying on Streets, ES, or SH	First contact - Worker unable to determine
Once	59	0	25	20
2-5 Times	18	0	7	0
6-9 Times	2	0	0	0
10+ Times	2	0	1	0
Total Persons Contacted	81	0	33	0

If the agency is a Street Outreach project, ensure that all contacts have been documented on the **Current Living Situation** sub-assessment for each head of household and adult served. Note: The first contact should be documented on the project start and the last on the project exit. All other contacts should be documented on the update assessment (interim review).

The number in the **Total Persons Contacted** field should equal the combined total of the **Number of Adults** and the **Number of Child and Unknown Age Heads of Household** fields in the **Report Validation Table**.

Question 9b. Number of Persons Engaged

This section reports on data for night-by-night shelters and Street Outreach projects. All other project types should not have any data pull into this section.

The date of engagement is the date on which an interactive client relationship results in a deliberate client assessment or the beginning of a case plan. There should only be one date of engagement recorded on, or after, the project start and before the project exit. If the client exits without being engaged, then this field on the assessment should be left blank.

Total Persons Contacted	81	0	33	0
9b - Number of Persons Engaged				
	All Persons Contacted	**First Contact - NOT staying on the Streets, ES, or SH**	**First contact - WAS staying on Streets, ES, or SH**	**First contact - Worker unable to determine**
Once	11	0	6	0
2-5 Times	0	0	0	0
6-9 Times	0	0	0	0
10+ Times	0	0	0	0
Total Persons Engaged	11	0	6	0
Rate of Engagement	0.14	0.00	0.18	0.00

Refer to the Number of Persons Contacted section above. The Total Persons Engaged number may be lower than the number for the Total Persons Contacted field. The Rate of Engagement field is determined by dividing the Total Persons Engaged by the Total Persons Contacted (Ex. 52/62 = 83%).

Question 10a - 10d Gender

These sections report on the **Gender** of Client Universal Data Element. Any errors identified can be fixed on the client record or the entry assessment.

<u>Applicable Report: </u>10d is only available in the CAPER.

Gender categories will be changing with the Data Standards that are being implemented on 10/1/2021. At this time, we don't know how this will change the reports.

Question 11. Age

This section reports the **Age** from the Date of Birth. Any errors identified can be fixed on the client record or the entry assessment.

Question 12. Race and Ethnicity

This section reports on the **Race and Ethnicity** Universal Data Element. Any errors identified can be fixed on the client record or the entry assessment.

Question 13a1 - 13c2 Physical and Mental Health Conditions

These sections report on the Universal Data Elements entered on the disability sub assessment; they are required for all clients. Any errors identified can be fixed on the entry, update, or exit assessment.

Applicable Report: 13a2, 13b2, and 13c2 are only available in the APR.

Question 14a to 14b. Domestic Violence History

These sections report on the data elements entered on the domestic violence sub assessment; they are required for all heads of household and adults. Any errors identified can be fixed on the entry, update, or exit assessment.

Question 15. Living Situation

This section reports on the Prior Living Situation Universal Data Elements. Any errors identified can be fixed on the entry or update assessment.

Question 16 to 21. Cash Income, Non-Cash Benefits, and Health Insurance

These sections report on the data elements entered on the income, non-cash benefits, and health insurance sub-assessments; they required for all clients. Any errors identified can be fixed on the entry, update, or exit assessment.

The data here includes all active clients in the project during the reporting period. Information is included for both stayers and leavers. If clients appear in the **Number of Stayers without Required Annual Assessment** field, an annual assessment will need to be completed within an interim review assessment.

Applicable Report: 18, 19a1, 19a2, and 20b are only available in the APR.

16 - Cash Income - Ranges	Income at Start	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
No Income	4919	32	3281
$1 - 150	73	3	55
$151 - $250	94	3	65
$251 - $500	285	3	204
$501 - $1000	1306	17	907
$1001 - $1500	973	7	721
$1501 - $2000	895	10	653
$2001 +	1504	21	1109
Client Doesn't Know/Prefers Not to Answer	7	0	4
Data Not Collected	1016	1	560
Number of adult stayers not yet required to have an annual assessment		3011	
Number of adult stayers without required annual assessment		405	
Total Adults	11072	3513	7559

The **Client Cash Income Change - Income Source - by Start and Latest Status** table reports clients according to their total income at entry, the annual assessment, or exit. If zero clients are expected in the **Did Not Have the Income Category at Start or at Annual Assessment** column but there are clients pulling in, click the blue hyperlink to review the list of clients. The missing data can be fixed on either the entry or update assessment.

19a1 - Client Cash Income Change - Income Source - by Start and Latest Status

Income Change by Income Category (Universe: Adult Stayers with Income Information at Start and Annual Assessment)	Had Income Category at Start and Did Not Have It at Annual Assessment	Retained Income Category But Had Less $ at Annual Assessment Than at Start	Retained Income Category and Same $ at Annual Assessment as at Start	Retained Income Category and Increased $ at Annual Assessment	Did Not Have the Income Category at Start and Gained the Income Category at Annual Assessment	Did Not Have the Income Category at Start or at Annual Assessment	Total Adults (including those with No Income)	Performance Measure: Adults who Gained or Increased Income from Start to Annual Assessment, Average Gain	Performance measure: Percent of Persons who Accomplished this Measure
Number of Adults with Earned Income (i.e., Employment Income)	0	0	0	0	0	0	0	0	0%
Average Change in Earned Income									
Number of Adults with Other Income	0	0	0	0	0	0	0	0	0%
Average Change in Other Income									
Number of Adults with Any Income (i.e., Total Income)	0	0	0	0	0	0	0	0	0%
Average Change in Overall Income									

Question 22a1. Length of Participation for CoC Projects

This data accounts for the total time spent in a client's latest project stay, even if the client entered the project prior to the start of the report. Information is included for both stayers and leavers.

Applicable Report: 22a1 is only available in the APR.

22a1 - Length of Participation - CoC Projects			
	Total	Leavers	Stayers
30 days or less	0	0	0
31 to 60 days	0	0	0
61 to 90 days	0	0	0
91 to 180 days	0	0	0
181 to 365 days	1	0	1
366 to 730 Days (1-2 Yrs)	0	0	0
731 to 1,095 Days (2-3 Yrs)	1	0	1
1,096 to 1,460 Days (3-4 Yrs)	0	0	0
1,461 to 1,825 Days (4-5 Yrs)	0	0	0
More than 1,825 Days (>5 Yrs)	20	0	20
Total	22	0	22

Look for excessive stay periods. For example, if the funder's maximum project stay is 90 days, but the data in this field **731-1095 Days,** there may be clients who have not been exited or have an incorrect exit date recorded.

Question 22a2. Length of Participation for ESG Projects

This data accounts the total time spent in a client's latest project stay, even if the client entered the project prior to the start of the report. Information is included for both stayers and leavers.

22a2 - Length of Participation - ESG Projects	Total	Leavers	Stayers
0-7 days	2938	2643	295
8 to 14 days	1210	957	253
15 to 21 days	726	506	220
22 to 30 days	897	646	251
31 to 60 days	2049	1323	726
61 to 90 days	1899	1139	760
91 to 180 days	3782	2767	1015
181 to 365 days	2324	1172	1152
366 to 730 Days (1-2 Yrs)	1005	368	637
731 to 1,095 Days (2-3 Yrs)	134	52	82
1,096 to 1,460 Days (3-4 Yrs)	46	9	37
1,461 to 1,825 Days (4-5 Yrs)	11	1	10
More than 1,825 Days (>5 Yrs)	66	0	66
Total	17087	11583	5504

Applicable Report: 22a2 is only available in the CAPER.

Look for excessive stays. For example, if the project stay is typically 90 days and clients are pulling into the 731 to 1,095 Days field, there may be clients who have not been exited or have an incorrect exit date recorded.

Question 22b. Average and Mean Length of Participation in Days

This data accounts the average and mean of all active clients during the report period. Information is included for both stayers and leavers.

22b - Average and Median Length of Participation in Days	Leavers	Stayers
Average Length	426	210
Median Length	439	200

Applicable Report: 22b is only available in the APR.

Question 22c. Length of Time between Project Start and Housing Move-In Date

This section reports on data for Permanent Housing (including PSH and RRH) projects only. All other project types should not have any data pull into this section.

22c - Length of Time between Project Start Date and Housing Move-in Date					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	588	217	365	6	0
8 to 14 days	84	30	54	0	0
15 to 21 days	73	21	52	0	0
22 to 30 days	60	25	35	0	0
31 to 60 days	139	24	115	0	0
61 to 90 days	93	24	69	0	0
91 to 180 days	79	30	49	0	0
181 to 365 days	30	6	24	0	0
366 to 730 Days (1-2 Yrs)	5	5	0	0	0
Total (persons moved into housing)	1151	382	763	6	0
Average length of time to housing	32.10	31.97	32.40	0.50	0.00
Persons who were exited without move-in	366	125	240	0	1
Total	1517	507	1003	6	1

The **Housing Move-In Date** data element must be completed on the Head of Household client record for all households that have moved into a housing unit. Clients who have not yet moved into housing will show up in this section but will not count as a data quality error if they are missing the **Housing Move-In Date**.

This data element should be completed on an interim review or update assessment.

The **Housing Move-In Data Quality Report** can be used to help assist in identifying data quality errors related to the Housing Move-In Date.

- **Location in BusinessObjects:**
  - Michigan: Folders> Public Folders > michigan_live_folder > Data Quality > Incongruity and Audit Reports
  - North Carolina: Folders > Public Folders > chin_live_folder > #Data Quality Reports > Incongruity and Audit Reports

Question 22d. Length of Participation by Household Type

This section looks at the data from the **Length of Participation: ESG Projects** section and breaks it into household types.

Applicable Report: 22d is only available in the CAPER

22d - Length of Participation by Household Type					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	2938	1268	1616	40	14
8 to 14 days	1210	471	719	16	4
15 to 21 days	726	301	411	12	2
22 to 30 days	897	418	473	6	0
31 to 60 days	2049	993	1032	17	7
61 to 90 days	1899	848	1040	5	6
91 to 180 days	3782	1784	1967	21	10
181 to 365 days	2324	847	1440	21	16
366 to 730 Days (1-2 Yrs)	1005	329	627	29	20
731 days or more	257	115	129	13	0
Total	17087	7374	9454	180	137

Question 22e. Length of Time Prior to Housing

This section reports on the time that the client reported being homeless up until the point that they obtained housing through the project by using the **Approximate Date of Homelessness** question and the project start date.

If the **Approximate Date of Homelessness** question has not been answered for a client, they will show up as a data quality error and the question will need to be completed.

22e - Length of Time Prior to Housing - based on 3.917 Date Homelessness Started					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	1180	670	491	16	3
8 to 14 days	207	91	115	1	0
15 to 21 days	117	53	64	0	0
22 to 30 days	151	78	72	1	0
31 to 60 days	387	173	213	1	0
61 to 90 days	352	125	223	4	0
91 to 180 days	603	200	398	4	1
181 to 365 days	381	168	212	1	0
366 to 730 Days (1-2 Yrs)	225	101	120	4	0
731 days or more	179	96	82	1	0
Total (persons moved into housing)	3782	1755	1990	33	4
Not yet moved into housing	851	283	563	3	2
Data Not Collected	296	114	161	17	4
Total Persons	4929	2152	2714	53	10

If a client has not moved into housing, they will appear on the **Not yet moved into housing** line. This does not signify a data quality error.

22f - Length of Time between Project Start Date and Housing Move-in Date by Race and Ethnicity										
	American Indian, Alaska Native, or Indigenous	Asian or Asian American	Black, African American, or African	Hispanic/ Latina/e/o	Middle Eastern or North African	Native Hawaiian or Pacific Islander	White	At Least 1 Race and Hispanic/Latina/e/o	Multi-racial (does not include Hispanic/ Latina/e/o)	Unknown (Doesn't Know, Prefers not to Answer, Data not Collected)
Persons Moved Into Housing	36	8	158	10	0	3	1401	98	73	2
Persons Exited Without Move-In	21	0	91	7	3	1	638	32	50	1
Average time to Move-In	20	26	23	33	0	37	33	18	50	38
Median time to Move-In	2	3	7	16	0	38	7	3	26	15

22g - Length of Time Prior to Housing by Race and Ethnicity - based on 3.917 Date Homelessness Started										
	American Indian, Alaska Native, or Indigenous	Asian or Asian American	Black, African American, or African	Hispanic/ Latina/e/o	Middle Eastern or North African	Native Hawaiian or Pacific Islander	White	At Least 1 Race and Hispanic/Latina/e/o	Multi-racial (does not include Hispanic/ Latina/e/o)	Unknown (Doesn't Know, Prefers not to Answer, Data not Collected)
Persons Moved Into Housing	61	12	526	71	11	7	2763	167	155	7
Persons Not Yet Moved Into Housing	21	0	91	7	3	1	638	32	50	1
Average time to Move-In	215	135	202	149	0	125	207	205	256	327
Median time to Move-In	110	188	85	126	0	36	112	126	181	157

Question 23c. Exit Destination

It is important that agencies make every effort to collect discharge information from clients who are exiting their projects, even if the client is going back onto the street or into a shelter. Failure to collect this information will reflect a lack of client engagement. Agencies with a high number of null exit destinations should work to improve client engagement. There are many Continuous Quality Improvement (CQI) resources in the HMIS Learning Center that can be of assistance.

23c - Exit Destination - All persons					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Homeless Situations					
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	715	415	294	3	3
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	306	109	194	1	2
Safe Haven	16	1	15	0	0
Subtotal	1037	525	503	4	5
Institutional Situations					
Foster care home or foster care group home	15	10	5	0	0
Hospital or other residential non-psychiatric medical facility	28	26	2	0	0
Jail, prison, or juvenile detention facility	63	43	20	0	0
Long-term care facility or nursing home	10	9	1	0	0
Psychiatric hospital or other psychiatric facility	11	11	0	0	0
Substance abuse treatment facility or detox center	49	48	1	0	0
Subtotal	176	147	29	0	0
Temporary Situations					
Transitional housing for homeless persons (including homeless youth)	69	27	38	4	0
Residential project or halfway house with no homeless criteria	13	9	4	0	0
Hotel or motel paid for without emergency shelter voucher	322	125	196	1	0
Host Home (non-crisis)	6	2	4	0	0
Staying or living with family, temporary tenure (e.g., room, apartment, or house)	1054	426	612	14	2
Staying or living with friends, temporary tenure (e.g., room, apartment, or house)	730	427	290	10	3
Moved from one HOPWA funded project to HOPWA TH	0	0	0	0	0
Subtotal	2194	1016	1144	29	5
Permanent Situations					
Staying or living with family, permanent tenure	1224	470	708	46	0
Staying or living with friends, permanent tenure	736	465	267	3	1
Moved from one HOPWA funded project to HOPWA PH	1	1	0	0	0
Rental by client, no ongoing housing subsidy	3271	1019	2236	11	5
Rental by client, with ongoing housing subsidy	1158	388	767	3	0
Owned by client, with ongoing housing subsidy	32	7	25	0	0
Owned by client, no ongoing housing subsidy	114	33	76	0	5
Subtotal	6536	2383	4079	63	11

Other Situations					
No Exit Interview completed	1045	617	420	3	5
Other	173	89	80	1	3
Deceased	9	9	0	0	0
Client Doesn't Know/Prefers Not to Answer	44	21	20	3	0
Data Not Collected	369	208	148	9	4
Subtotal	1640	944	668	16	12
Total	11583	5015	6423	112	33
Total persons exiting to positive housing destinations	6596	2415	4107	63	11
Total persons exiting to destinations that excluded them from the calculation	37	35	2	0	0
Percentage of persons exiting to positive housing destinations	57%	48%	64%	56%	33%

23d - Exit Destination - Subsidy Type of Persons Exiting to Rental by Client With An Ongoing Subsidy

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
GPD TIP housing subsidy	6	3	3	0	0
VASH housing subsidy	19	13	6	0	0
RRH or equivalent subsidy	130	53	77	0	0
HCV voucher (tenant or project based) (not dedicated)	512	149	363	0	0
Public housing unit	303	95	206	2	0
Rental by client, with other ongoing housing subsidy	147	61	86	0	0
Housing Stability Voucher	7	2	5	0	0
Family Unification Program Voucher (FUP)	0	0	0	0	0
Foster Youth to Independence Initiative (FYI)	0	0	0	0	0
Permanent Supportive Housing	11	2	8	1	0
Other permanent housing dedicated for formerly homeless persons	11	4	7	0	0
Total	1146	382	761	3	0

23e - Exit Destination Type by Race and Ethnicity

	Total	American Indian, Alaska Native, or Indigenous	Asian or Asian American	Black, African American, or African	Hispanic/ Latina/e/o	Middle Eastern or North African	Native Hawaiian or Pacific Islander	White	At Least 1 Race and Hispanic/Latina/e/o	Multi-racial (does not include Hispanic/ Latina/e/o)	Unknown (Doesn't Know, Prefers not to Answer, Data not Collected)
Homeless Situations	1037	19	0	99	31	0	0	793	37	54	4
Institutional Situations	176	12	0	12	4	0	0	136	3	8	1
Temporary Situations	2194	147	1	194	43	9	1	1568	133	91	7
Permanent Situations	6536	124	14	675	118	1	15	4985	302	275	27
Other Situations	1640	66	3	165	21	1	2	1217	59	85	21
Total	11583	368	18	1145	217	11	18	8699	534	513	60

The recommended steps for fixing and eliminating null destination data include:

- Running the **Discharge Destination Data Quality Report** to identify any non-HUD destination responses and gathering information regarding other destinations then mapping them to the appropriate HUD categories. For more information, refer to the **Exit Destination Guidance** document in the HMIS Learning Center.
- Compiling a list of the exited clients who have missing or null discharge destination values and asking other staff members if they know where each client went after exiting the project or reaching out to the client's emergency contacts or family members to try to ascertain their whereabouts.
- Working to reduce the number of clients with missing or null data, as well as **other** exit destination responses. The best practice, for all projects, is to ensure that an exit interview is completed for clients, and that it includes an accurate exit destination.

The **Discharge Destination Data Quality Report** can be run to help assist in identifying data quality errors related to discharge destinations.

- **Location in BusinessObjects**:
    - Michigan: Folders > Public Folder > michigan_live_folder > Data Quality > UDE Completeness and Null Data Reports
    - North Carolina: Folders > Public Folder > chin_live_folder > #Data Quality Reports > Null Data Reports

Question 24a. Homeless Prevention Housing Assessment at Exit

This section reports the data for Homelessness Prevention projects only. All other project types should not have any data pull into this section.

Applicable Report: 24 is only available in the CAPER.

The data elements listed in this section should be answered for all clients (adults and children) who have a project exit during the reporting period. This includes the **Housing Assessment at Exit** gateway question as well as the appropriate secondary questions, if applicable. If data is not populated in this section, go to the client records to update these data elements in the exit assessment.

24a - Homeless Prevention Housing Assessment at Exit					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Able to maintain the housing they had at project start--Without a subsidy	307	67	240	0	0
Able to maintain the housing they had at project start--With the subsidy they had at project entry	86	18	68	0	0
Able to maintain the housing they had at project start--With an on-going subsidy acquired since project entry	3	2	1	0	0
Able to maintain the housing they had at project start--Only with financial assistance other than a subsidy	44	7	37	0	0
Moved to new housing unit--With on-going subsidy	56	9	47	0	0
Moved to new housing unit--Without an on-going subsidy	75	28	47	0	0
Moved in with family/friends on a temporary basis	15	3	12	0	0
Moved in with family/friends on a permanent basis	33	9	24	0	0
Moved to a transitional or temporary housing facility or program	0	0	0	0	0
Client became homeless - moving to a shelter or other place unfit for human habitation	6	2	4	0	0
Jail/prison	0	0	0	0	0
Deceased	1	1	0	0	0
Client Doesn't Know/Client Prefers Not to Answer	1	1	0	0	0
Data Not Collected (no exit interview completed)	490	124	366	0	0
Total	1117	271	846	0	0

The total number of persons with a housing assessment at exit should equal the number seen in the **Number of Leavers** field in the **Report Validation Table**.

Question 24b. Moving On Assistance Provided to Households in PSH

This section reports the data for PSH projects only. All other project types should not have any data pull into this section.

Applicable Report: 24 is only available in the APR.

The data elements listed in this section should be answered for adult heads of household who have received the Moving On assistance during the reporting period. Households may receive more than one type of assistance. Data will populate in each type received. If data is not populated (and should be) in this section, go to the client records to update these data elements in the exit assessment.

24b - Moving On Assistance Provided to Households in PSH					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Subsidized housing application assistance	0	0	0	0	0
Financial assistance for Moving On (e.g., security deposit, moving expenses)	0	0	0	0	0
Non-financial assistance for Moving On (e.g., housing navigation, transition support)	0	0	0	0	0
Housing referral/placement	0	0	0	0	0
Other (please specify)	0	0	0	0	0

Question 24c. Sexual Orientation for Adults in PSH

This section reports the data for PSH projects only. All other project types should not have any data pull into this section.

Applicable Report: 24 is only available in the APR.

The data elements listed in this section should be answered for adult heads and heads of household active in PSH projects during the reporting period. If data is not populated (and should be) in this section, go to the client records to update these data elements in the exit assessment.

24c - Sexual Orientation of Adults in PSH					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Heterosexual	0	0	0	0	0
Gay	0	0	0	0	0
Lesbian	0	0	0	0	0
Bisexual	0	0	0	0	0
Questioning/Unsure	0	0	0	0	0
Other	0	0	0	0	0
Client Doesn't Know/Prefers Not to Answer	0	0	0	0	0
Data not collected	0	0	0	0	0
Total	0	0	0	0	0

Question 24d. Language of Persons Requiring Translation Assistance

This section reports on the head of households who indicated they needed translation assistance.

24d - Language of Persons Requiring Translation Assistance	
Language Response (Top 20 Languages Selected)	**Total Persons Requiring Translation Assistance**
367	9
110	2
	1
Different Preferred Language	3
Total	12

Questions 25a – 25j Veterans

This section populates from data where a household has at least one veteran that has been served, as defined by the client being 18 years of age or older and having a response of **Yes** to the **U.S. Military Veteran Universal Data Element**.

Applicable Report: 25b – 25i are only available in the APR.

Questions 26a - 26h Chronically Homeless Persons by Household

The totals in this section are based on the chronic homelessness status of the heads of households, and other adults, at project entry. This will include household members who are not chronically homeless according to their own data but are included in a household with a chronically homeless head of household or another chronically homeless adult.

Applicable Report: 26a and 26c-26h are only available in the APR.

Chronic homelessness status is determined by the following:

- The client must have a substantiated disability.
- The client must have experienced continuous homelessness for the last 12 months or have experienced homelessness on four separate occasions within the last three years if the combined occasions total at least 12 months.

26a - Chronic Homeless Status - Number of Households w/at least one or more CH person					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Chronically Homeless	1	1			
Not Chronically Homeless					
Client Doesn't Know/Client Prefers Not to Answer					
Data Not Collected	5	1	1		3
Total	**6**	**2**	**1**		**3**

26b - Number of Chronically Homeless Persons by Household					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Chronically Homeless	1	1	0	0	0
Not Chronically Homeless	6	1	3	0	2
Client Doesn't Know/Client Prefers Not to Answer	0	0	0	0	0
Data Not Collected	15	3	1	1	10
Total	22	5	4	1	12

It is important to make sure that the household types identified in this section are correct. For example, if the project only serves households that includes both adults and children, there should not be any households in the **With Only Children** column. If there are households in a column where they are not supposed to be, client records should be reviewed to make sure that the correct person is designated as the head of household.

Additionally, make sure that no households are pulling into the **Unknown Household Type** column. Errors identified here need to be corrected to ensure that clients are counted correctly as either singles or persons in households. Missing data may result in a failed report submission.

Questions 27a – 27m Youth

This section populates from data where all household members are between the ages of 12 and 24.

Applicable Report: 27a – 27j are only available in the APR.

If you have any questions about the material covered in this document, please contact the MCAH help desk at mihelp@mihomeless.org (MI) or nchelp@nchmis.org (NC).