

At the Intersection of Data Entry, Reporting, and Performance

**Presented by: Jessica McKown
Allegheny County Department of Human Services**

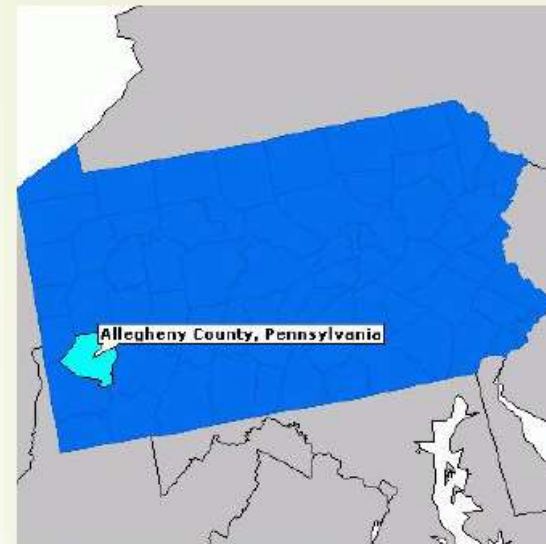


**Increasing Capacity &
Building Connections:
Bridging to the Future**

Allegheny County, PA CoC (PA-600)

- Includes the City of Pittsburgh and surrounding municipalities (population 1.2 million)
- Allegheny County Dept. of Human Services is the collaborative application and HMIS lead

<https://www.mentimeter.com/s/373cc773acb311799ecae30beef87471/0334f692c935>





Allegheny County, PA CoC (PA-600)

Funding Sources:

- **HUD CoC: \$20,000,000**
- **Other DHS: \$12,000,000**
- VA: \$5,500,500 (estimated)
- **City & County ESG: \$2,200,000**
- HOPWA: \$940,00
- RHY: \$260,000
- EFSP: \$280,000
- Foundations : varies

Project Types:

- Seasonal/Overflow Shelter: 144 units, 2 programs
- Emergency Shelter: 322 units, 24 programs
- Safe Haven: 6 units, 1 program
- Transitional Housing: 145 units, 14 programs
- Rapid Rehousing: 402 units, 26 programs
- Permanent Supportive Housing: 1471 units, 50 programs

31 Service Providers with 117 different programs



Programmatic Monitoring Specialists

- Conduct annual monitoring visits
- Develops & provides trainings
- Client advocacy
- Program standards of care

HMIS Data Entry Training / Application Specialist

- Conducts introductory HMIS trainings for new/existing users
- Problems solves issues or errors in HMIS

Reporting Specialist

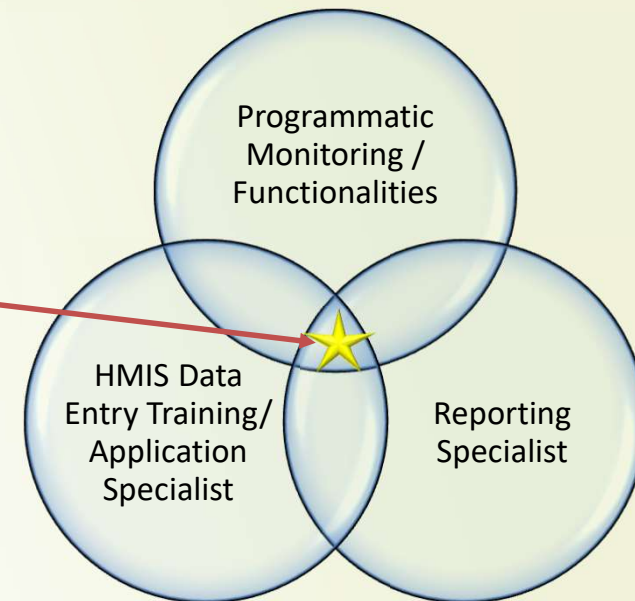
- Handles all reports out of HMIS – CAPER, APR, SPM, LSA, PIT



Data Specialist

“To bridge program and data to strengthen our continuum.”

1. Knowledge of basic data entry requirements and HUD specifications.
2. Understands reporting – APR's, SPM's LSA, etc.
3. Appreciates the program design and client related situations, concerns and issues.





What is the process?

1. **Data Quality, Accuracy and Timeliness**
2. Individual Program Performance
3. Performance Management Plan



Data Quality Report Poll:

Please go to www.Menti.com

<https://www.mentimeter.com/s/373cc773acb311799ecae30beef87471/3c85c3ec45a8#>

Data Quality Report

HMIS DQ REPORT

Provider :	All
Program :	
Project Type :	Emergency Shelter
Start Date:	01/01/2017
End Date:	12/01/2017
Data As of:	03/26/2019 5:00 AM

Q1. Report Validation Table

Total number of persons served	3159
Number of adults (age 18 or over)	2545
Number of children (under age 18)	614
Number of persons with unknown age	0
Number of leavers	2712
Number of adult leavers	2207
Number of adult and head of household leavers	2207
Number of stayers	520
Number of adult stayers	409
Number of veterans	151
Number of chronically homeless persons	415
Number of youth under age 25	272
Number of parenting youth under age 25 with childrens	61
Number of adult heads of household	2084
Number of child and unknown-age heads of household	0
Heads of households and adult stayers in the project more than 365 days	0

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	% of Error Rate
Name	0	0	0	0.19%
Social Security Number	0	291	0	9.21%
Date of Birth	0	0	41	1.30%
Race	81	209		9.18%
Ethnicity	24	186		6.65%
Gender	0	0		0.00%
Overall Score				17.13%

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status	111	4.36%
Project Entry Date	14	0.44%
Relationship to Head of Household	450	14.25%
Client Location	0	0.00%
Disabling Condition	422	13.38%

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination	364	14.16%
Income and Sources at Entry	36	1.41%
Income and Sources at Annual Assessment	0	0.00%
Income and Sources at Exit	26	1.18%
Income and Sources at Update	1	0.05%

Q5. Chronic Homelessness

Entering into project type	Count of total records	Missing time in institution	Missing time in housing	Approximate Date started	Number of times	Number of months	% of records unable to calculate
ES, SH, Street Outreach	2474			9	43	38	2.43%
TH	0	0	0	0	0	0	0.00%
PH (all)	0	0	0	0	0	0	0.00%
Total	2474						2.43%

Q6. Timeliness

Time for Record Entry	Number of Project Entry Records	Number of Project Exit Records
0 days	927	661
1-3 days	817	690
4-6 days	271	158
7-10 days	132	62
11+ days	593	1266

Q7. Inactive Records: Street Outreach & Emergency Shelter

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	1	0	0.00%
Bed Night (All clients in ES - NBN)	1	0	0.00%

Data Quality

Goal: Less than 5% error rating in each category

How?

- Monitored ongoing at a regular schedule
- Explained the HMIS screen and its relation to reporting
- Talked business process
- Creatively problem solved
 - Client View

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	% of Error Rate
Name	0	0	6	0.19%
Social Security Number	0	291	0	9.21%
Date of Birth	0	0	41	1.30%
Race	81	209		9.18%
Ethnicity	24	186		6.65%
Gender	0	0		0.00%
Overall Score				17.13%

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status	111	4.36%
Project Entry Date	14	0.44%
Relationship to Head of Household	450	14.25%
Client Location	0	0.00%
Disabling Condition	422	13.36%

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination	384	14.16%
Income and Sources at Entry	36	1.41%
Income and Sources at Annual Assessment	0	0.00%
Income and Sources at Exit	26	1.18%
Income and Sources at Update	1	0.05%



Client View

Allegheny County Data Warehouse coordinates and integrates data from all our internal systems as well as a few outside sources.

All providers can access with some restrictions.

Allegheny County ClientView

[New Search](#)
[Recent Clients](#)
[Follow Up List 0](#)
[Other Resources](#)

Jessica McKown

[Search Results](#)

52 years old, Male

Add to Follow Up List

Demographics and Service Info

eDocuments

Service Plans and Assessments

Client's Workers

Basic Information

SOCIAL SECURITY NUMBER

[Click here to view full SSN](#)

DATE OF BIRTH

MCI ID

[Source Client Records](#)

MA RECIPIENT NUMBER

STATE MCI NUMBER

Generate PIN

Address(es)

ADDRESS HOMELESS

MUNICIPALITY No Data

12 records available

Search this Address

View 911 data

Contact

HOME

Other Info

RACE Black/African American

ETHNICITY Not Hispanic/Latinx

MARITAL STATUS Single - Never Married

LIVING ARRANGEMENT In Homeless Shelter

12 records available

Service Involvement

All Records

TimeLine View



August 2017 vs. March 2019

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	% of Error Rate
Name	0	0	1	0.74%
Social Security Number	0	27	0	20.00%
Date of Birth	0	0	0	0.00%
Race	3	67		51.85%
Ethnicity	2	63		49.15%
Gender	0	0		0.00%
Overall Score				54.07%

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status	59	43.70%
Project Entry Date	2	1.48%
Relationship to Head of Household	0	0.00%
Client Location	0	0.00%
Disabling Condition	36	26.67%

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination	89	98.89%
Income and Sources at Entry	0	0.00%
Income and Sources at Annual Assessment	3	100.00%
Income and Sources at Exit	0	0.00%
Income and Sources at Update	0	0.00%

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	% of Error Rate
Name	0	0	0	0.00%
Social Security Number	0	7	0	7.87%
Date of Birth	0	0	0	0.00%
Race	1	1		2.25%
Ethnicity	0	1		1.12%
Gender	0	0		0.00%
Overall Score				10.11%

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status	1	1.12%
Project Entry Date	0	0.00%
Relationship to Head of Household	0	0.00%
Client Location	0	0.00%
Disabling Condition	0	0.00%

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Destination	37	82.71%
Income and Sources at Entry	0	0.00%
Income and Sources at Annual Assessment	0	0.00%
Income and Sources at Exit	0	0.00%
Income and Sources at Update	0	0.00%



Timeliness

We set a small benchmark on the local level for each program type to hit.

- Shelters : 50%
- RRH/PSH/Bridge/TH : 75%
- Rental Assistance : 85%

Q5. Chronic Homelessness

Entering into project type	Count of total records	Missing time in institution	Missing time in housing	Approximate Date started	Number of times	Number of months	% of records unable to calculate
ES, SH, Street Outreach	2474			9	43	38	2.43%
TH	0	0	0	0	0	0	0.00%
PH (all)	0	0	0	0	0	0	0.00%
Total	2474						2.43%

Q6. Timeliness

Time for Record Entry	Number of Project Entry Records	Number of Project Exit Records
0 days	927	661
1-3 days	817	690
4-6 days	271	158
7-10 days	132	62
11+ days	593	1266

Q7. Inactive Records: Street Outreach & Emergency Shelter

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	1	0	0.00%
Bed Night (All clients in ES - NBN)	1	0	0.00%

August 2017 vs. March 2019

Q5. Chronic Homelessness

Entering into project type	Count of total records	Missing time in institution	Missing time in housing	Approximate Date started	Number of times	Number of months	% of records unable to calculate
ES, SH, Street Outreach	8			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	0	0	0	0	0	0	0.00%
Total	8						0.00%

Q6. Timeliness

Time for Record Entry	Number of Project Entry Records	Number of Project Exit Records
0 days	3	3
1-3 days	5	2
4-6 days	6	3
7-10 days	6	0
11+ days	0	0

Q7. Inactive Records: Street Outreach & Emergency Shelter

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	0	0	0.00%
Bed Night (All clients in ES - NBN)	0	0	0.00%

Q5. Chronic Homelessness

Entering into project type	Count of total records	Missing time in institution	Missing time in housing	Approximate Date started	Number of times	Number of months	% of records unable to calculate
ES, SH, Street Outreach	9			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	0	0	0	0	0	0	0.00%
Total	9						0.00%

Q6. Timeliness

Time for Record Entry	Number of Project Entry Records	Number of Project Exit Records
0 days	4	6
1-3 days	7	3
4-6 days	0	0
7-10 days	0	0
11+ days	0	0

Q7. Inactive Records: Street Outreach & Emergency Shelter

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	0	0	0.00%
Bed Night (All clients in ES - NBN)	0	0	0.00%

Entry :
40% vs. 100%
Exit :
63% vs. 100%



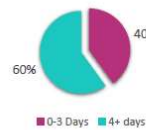
Annual Monitoring Visits

Family Shelter

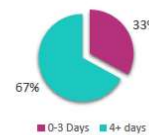
Utilization
21 Families

Yes/NO Negative Bulletin Board Counts? No

Entry Timeliness



Exit Timeliness



LENGTH OF STAY



Exits to Permanent Housing



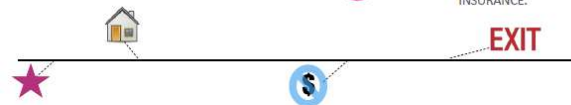
Number of adults who maintained/increased INCOME.



Number of adults who maintained/increased NON-CASH BENEFITS.



Number of adults who maintained/increased HEALTH INSURANCE.



Social Security
Number:
5.96%

Family Shelter

Percentage of Acceptance vs. Denials



Days from Assigned to Enrolled

0

INVOLUNTARY
TERMINATIONS:



Notes/Questions:

Are you completing Quarterly Update Assessments as Best Practice?

Are you reviewing your HUD/HAP reports in HMIS before they are due?



What is the process?

1. Data Quality, Accuracy and Timeliness
- 2. Individual Program Performance**
3. Performance Management Plan



Individual Program Performance

With data quality and timeliness under control, it was time to focus on overall program performance. We started really looking at our performance measures.



What metrics are we measuring?

- Utilization
- Length of stay
- Time from Enrollment to Move-in
- Adults with income, non-cash benefits, employment
- Adults & Children with health insurance
- Exits to Permanent Housing Destinations



Tableau Dashboards

- 15 dashboards
- Displayed by project type, agency, program
- Shows aggregate level & client level

<https://tableau.alleghenycounty.us/#/site/HMIS-RT/workbooks/1807/views>



Visuals & Emails

Happy Friday!

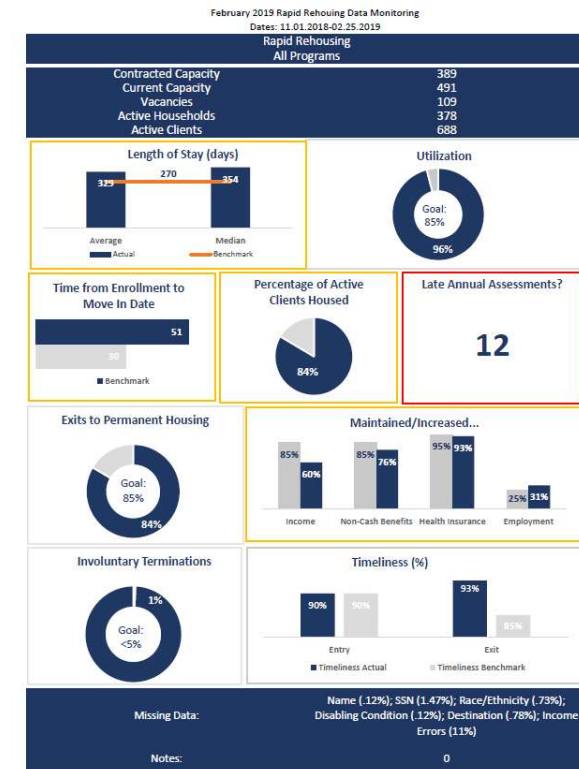
I finished the latest round of Emergency Shelter Data Monitoring for 02/01/2019 - 03/20/2019. Attached you will find a data visual for both your individual programs and the Emergency Shelters as a whole so that you can compare. Any areas of concern are outlined in **red** on the visualization. Any areas to keep in mind are outlined in **yellow**.

The focus for this round of data monitoring was utilization.
The average utilization for the dates above averaged **100% utilization!**

Please review [redacted] exit destination. It is currently set at "Data Not Collected". If not interview was completed with her at the time of exit, please record this as "No Exit Interview Completed".

Please let me know if you have any questions or concerns. Data Monitoring will occur again in April
Also if I missed staff, please let me know so that I can include them on future communications

Thank you!





Programmatic Monitoring Integration

- Communities of Practice
- Housing Quality Standard Training
- Connections with SOAR
- Staffing concerns
- Integration with the competitive ranking process



Allegheny County uses our data to inform our policies

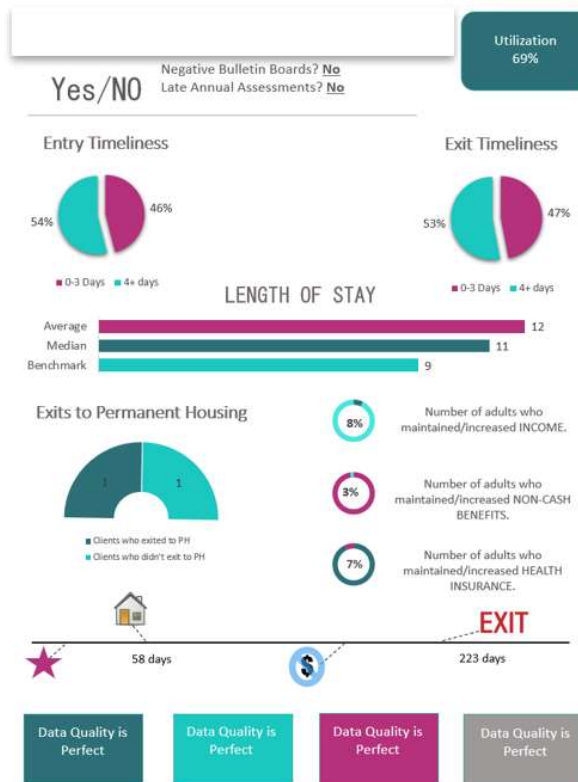
Single Emergency Shelter Pilot

Dynamic Prioritization from VI-SPDAT scoring ranges

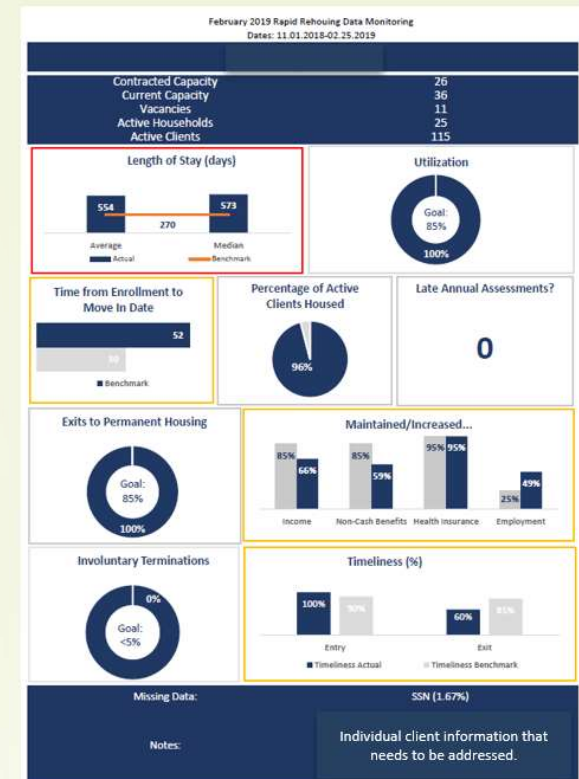
Reallocation & Funding decisions



2017 versus 2019



- **Utilization**
 - 31% increase
- **Timeliness**
 - **Entry:** 54% increase
 - **Exit:** 13% increase
- **Income**
 - 58% increase
- **Non-Cash Benefits**
 - 52% increase
- **Health Insurance**
 - 88% increase
- **Time to Move-in**
 - 6 day decrease





What is the process?

1. Data Quality, Accuracy and Timeliness
2. Individual Program Performance
3. **Performance Management Plan**



Performance Management Plan

CoC Analysis & Planning Committee

Our goal is to streamline reporting for programs with common understandings and benchmarks on a system level, a project type level, and individual program level.



Performance Management Plan

- Quarterly report
- Published online
 - Aggregate data and metrics measured against the benchmarks
 - Each individual benchmark will be broken down by individual provider data that is shared in the publicly published report
- January 2019 – March 2019
 - Presented in May 2019



Takeaways / Why?

- Common language between Program, Data, & Reporting
- Competitive NOFA application
- UFA status



Q&A