Monthly Data Quality Report (MDQR) Guide

Community Management Information System (CMIS)

Data quality is a term that refers to the reliability and validity of client-level data collected in CMIS. The quality of data is determined by assessing certain characteristics about the data such as timeliness, completeness, and accuracy. The Monthly Data Quality Report is used to review the data quality of all the programs in CMIS.

MDQR Process

Outlined below is the process that is used for the Monthly Data Quality Report process. The MDQR is due the tenth of each month, and should be submitted via email to chhsreports@spokanecity.org and cmis@spokanecity.org.

If you are responsible for multiple projects, you may submit a single MDQR. The data that is begin reviewed for the month is that data that was entered the previous month. For example, the July MDQR is reviewing the data entered in June.

- On the first of each month, the Point of Contact(s) (PoC) for each project will receive an email with instructions on how submit the MDQR and a reminder of the due date. (See Attachment B for an example of the email that you will receive on the first of the month.)
- Projects should work to correct their existing data quality errors from the first through the fifth of the month.
- On the fifth of the month, the PoC will receive an email that contains an attachment detailing the existing errors for each of the projects. (See Attachment A for the locations that you can use to correct the data quality errors.)
- From the fifth of the month through the tenth of the month, the projects should be working to correct the data quality errors that are outlined in the attachments sent on the fifth of the month. (See Attachment C for an example of the email that you will receive on the fifth of the month.)
- The MDQR is due the tenth of each month and should be submitted via email to chhsreports@spokanecity.org and cmis@spokanecity.org.
- Once the CMIS team receives the submissions for the MDQR, we will be reviewing them. The CMIS team will reach out to the PoC to inform them that the submission has been accepted as final or if there are errors that still need to be addressed.

Requirements of MDQR Submission

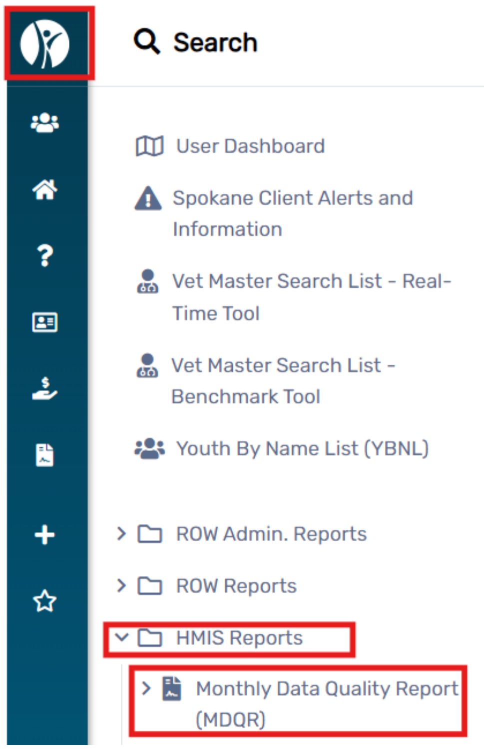
- The MDQR must be submitted via email to chhsreports@spokanecity.org and cmis@spokanecity.org.
- Please ensure you include the PDF of the MDQR. If you have multiple projects, you can submit one PDF for all the corresponding projects.

- The email must contain the names of the projects for which the data was reviewed and must include a statement for each project verifying that the data is both complete and accurate.
- Any reports submitted more than 7 calendar days past the due date without an extension will not be counted.
- Should any of these required elements be missing with your submission it will be considered incomplete for the month.

MDQR in CMIS

Location of MDQR

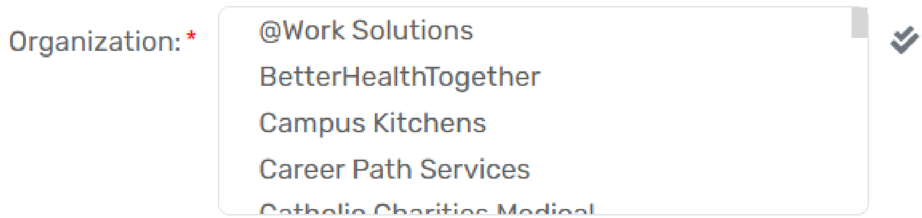
The MDQR can be found in the **Spokane Workgroup**, under the **Home Workspace**, by selecting **HMIS Reports** from the menu, and then selecting **Monthly Data Quality Report (MDQR)**.



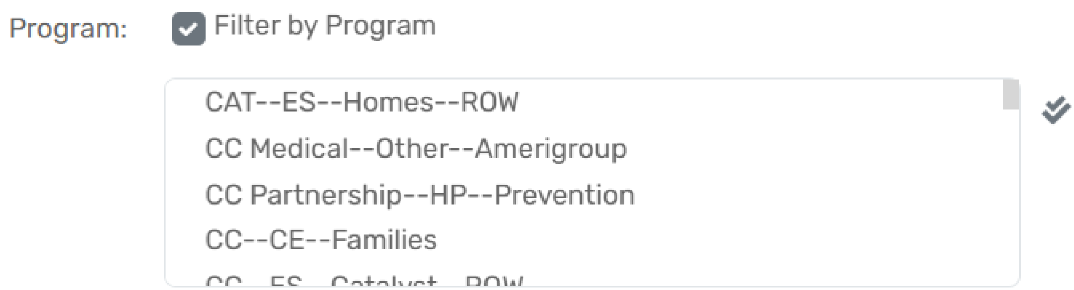
Running the MDQR

1. Enter the dates that you wish to run the MDQR for in the date fields located next to **Begin Date**.

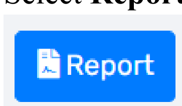
2. Specify the organizations that should be included in the report by selecting each organization in the **Organization** list.



3. Select **Filter by Program**. Then, indicate which programs should be included in the report by selecting each program from the **Program** list.



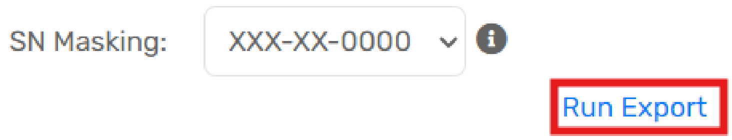
4. Select **Report**.



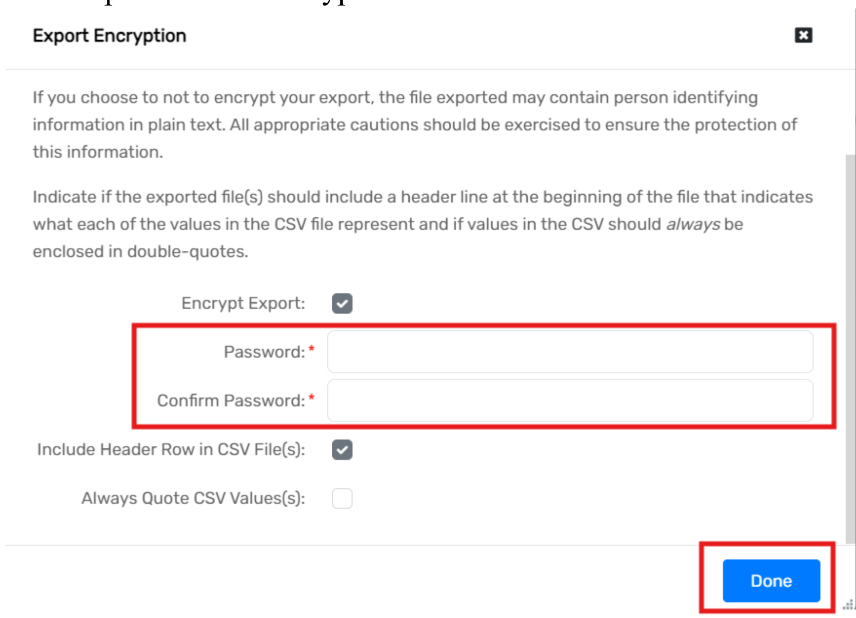
5. The report that appears will show you under which categories you have errors, it will not show for which clients the error applies to. To determine to which clients the error applies, you need to run an export.

Running an MDQR Export

1. Follow the **Steps 1-3** in the "Running the MDQR" section.
2. Select **Run Export** located at the bottom of the screen.



3. Enter a password to encrypt the file and select **Done**.



4. You will be redirected to the Files on Server page, once your report is ready it will appear as a zip file called "HUD Data Quality 2024_#########_TaskID_####.zip". To download the zip file, you must click on the file name. Note: Depending on the restrictions set on your browser by your Information Technology department, you may be unable to download the file.
5. Once you download the zip file and open it, there will be about 19 separate Excel files. The files that will detail which for which client there is an error are labeled "DQ_#_Detail (Validation Only)".

Report Explanation

Included below is an explanation of each of the sections of the MDQR.

Note: “Client doesn’t know”, “Client prefers not to answer”, and “Data not collected” cause data quality errors. However, they are not considered “fixable” errors.

Further details regarding how the errors are determined can be found in the HMIS Data Quality Report section of the FY 2024 HMIS Standard Reporting Terminology Glossary - Version 1.2. (https://files.hudexchange.info/resources/documents/HMIS-Standard-Reporting-Terminology-Glossary-2024.pdf)

The FY 2024 HMIS Data Standards Manual - Version 1.6 contains detailed information regarding each of the data elements mentioned in this guide. (https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual-2024.pdf)

For an example of an MDQR, please reference Attachment D.

Q1. Report Validation Table

Q1 contains all the clients that are considered active for the report. It places the clients in the categories listed below. Q1 should be used to review that the clients who are enrolled belong to the populations that your serves.

- Total number of persons served
- Number of adults (age 18 or over)
- Number of children (under age 18)
- Number of persons with unknown age
- Number of leavers
- Number of adult leavers
- Number of adult and head of household leavers
- Number of stayers
- Number of adult stayers
- Number of veterans
- Number of chronically homeless persons
- Number of youth under age 25
- Number of parenting youth under age 25 with children
- Number of adult heads of household
- Number of child and unknown-age heads of household
- Heads of households and adult stayers in the project 365 days or more

Q2. Personally Identifiable Information (PII)

Q2 looks to see if there are any errors related to Name, Social Security Number, Date of Birth, Race and Ethnicity, and Gender.

Data Element	Location in Workflow
Name (3.01)	Basic Client Information
Social Security Number (3.02)	Basic Client Information
Date of Birth (3.03)	Basic Client Information
Race and Ethnicity (3.04)	Basic Client Information
Gender (3.06)	Basic Client Information

Q3. Universal Data Elements

Q3 looks to see if there are any errors related to Veteran Status, Relationship to Head of Household, Enrollment CoC, and Disabling Condition.

Data Element	Location in Workflow
Veteran Status (3.07)	Basic Client Information
Relationship to Head of Household (3.15)	Program Enrollment
Enrollment CoC (3.16)	Universal Data Assessment
Race and Ethnicity (3.04)	Basic Client Information
Disabling Condition (3.08)	Universal Data Assessment

Q4. Income and Housing Data Quality

Q4 reviews the information related to Destination and the Income of a household.

Data Element	Location in Workflow
Destination (3.12)	Enrollment Exit
Income and Sources (4.02) at Start	Income (Entry Workflow)
Income and Sources (4.02) at Annual Assessment	Income (Annual Assessment Workflow)
Income and Sources (4.02) at Exit	Income (Exit Workflow)

Q5. Chronic Homelessness

Q5 reviews the information entered for the Prior Living Situation which is used to determine if a client is considered chronically homeless.

Data Element	Location in Workflow
Prior Living Situation (3.917 A and B)	Universal Data Assessment

Q6. Timeliness

Q6 identifies the difference between the date of project exit and project start date and the date the project exit and project start date where entered. It is looking to determine how quickly project start and project exit dates were entered after into CMIS after they occurred.

In this section of the report, the goal is that the "Time for Record Entry" is between the 0-5 days range, ideally between the 0-3 days range.

Data Element	Location in Workflow
Project Start Date (3.10)	Program Enrollment
Project Exit Date (3.11)	Enrollment Exit

Q7. Inactive Records: Street Outreach & Emergency Shelter

Q7 applies only to street outreach projects and night-by-night emergency shelters. It is looking to see if a client's record should be considered active or inactive. If the record is considered inactive, then the client should have been exited from the program and was not.

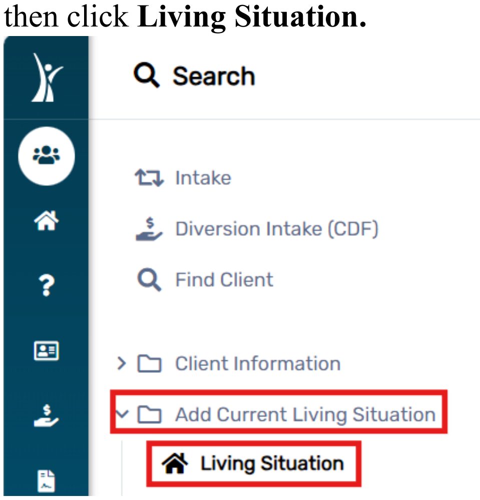
Exit dates for street outreach project should be the last day a service was provided. The exit dated for night-by-night emergency shelters should be the day after the last recorded bed night.

Street Outreach

For street outreach projects, it will look to see if the client has a Contact recorded in the 90 days following the last Contact. If it does find a Contact in the last 90 days, then it will count the clients record as inactive. Contacts are recorded by the addition of a Current Living Situation for the client.

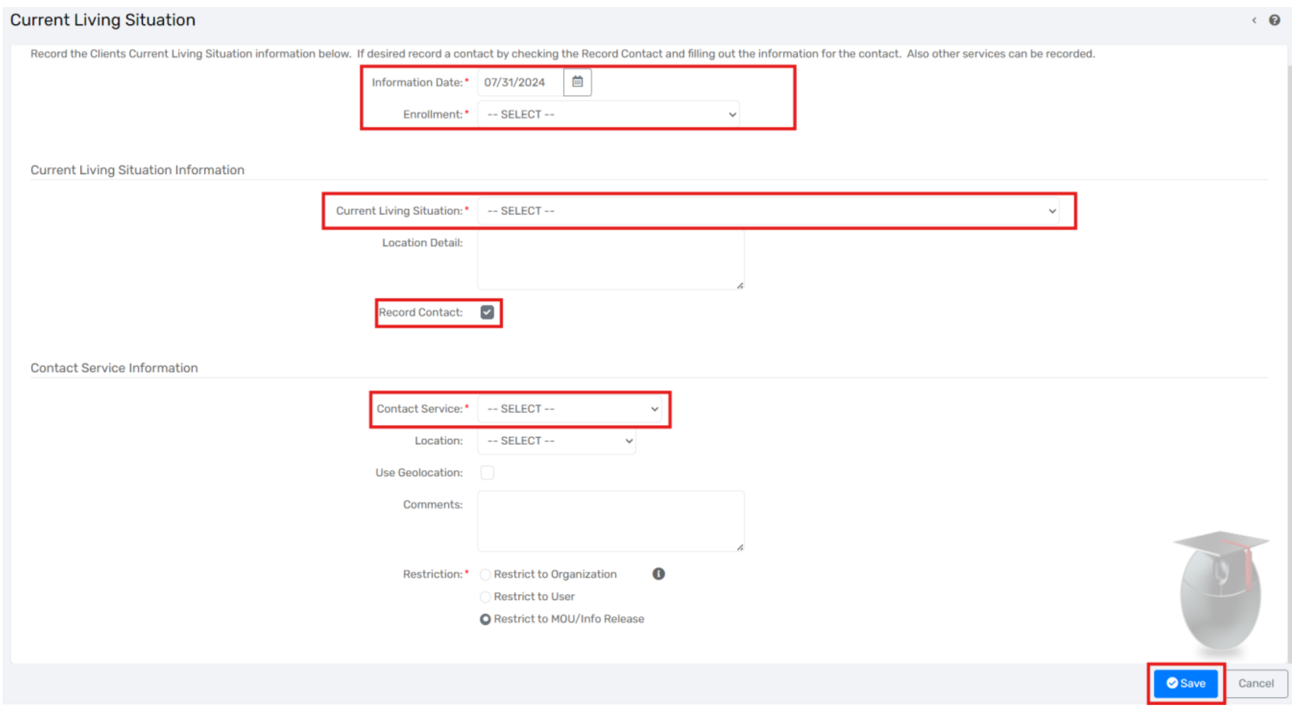
Adding a Current Living Situation

1. Navigate to the client's profile by selecting the **Client** workspace, and using the **Find Client** menu option to select a client.
2. Once you are on the client's profile, select the **Add Current Living Situation** folder, then click **Living Situation.**



3. Select **Add New Current Living Situation**.

4. Enter the date the contact occurred in the **Information Date** field.
5. Select the corresponding street outreach enrollment from the **Enrollment** drop-down.
6. Choose the clients current living situation for the options available in the **Current Living Situation** drop-down. Depending on which option you select, there may be additional questions that are asked based on the client's living situation.
7. Click **Record Contact**. If you do not select **Record Contact**, then the current living situation will not be marked as a contact with the client and will therefore not count as Contact for DQ7.
8. Select a service from the **Contact Service** drop-down.
9. Select **Save**.



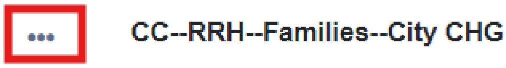
Night-by-Night Emergency Shelter

For night-by-night emergency shelters, the report is looking to see if the client has a recorded Bed Night in the 90 days following their last Bed Night. If there is not a Bed Night in the last 90 days, then the client's recorded will be counted as inactive. Bed Nights should be recorded using the Housing workspace.

Attachment A

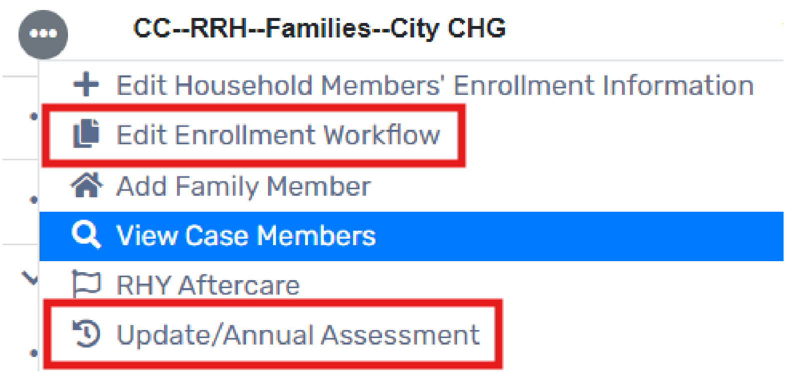
Action Items for Enrollments

The action items listed below should be used if there are updates or corrections that need to be made to a client's enrollment, including possible updates or corrections as part of the MDQR process. The action items can be found by clicking the three dots next to the enrollment.

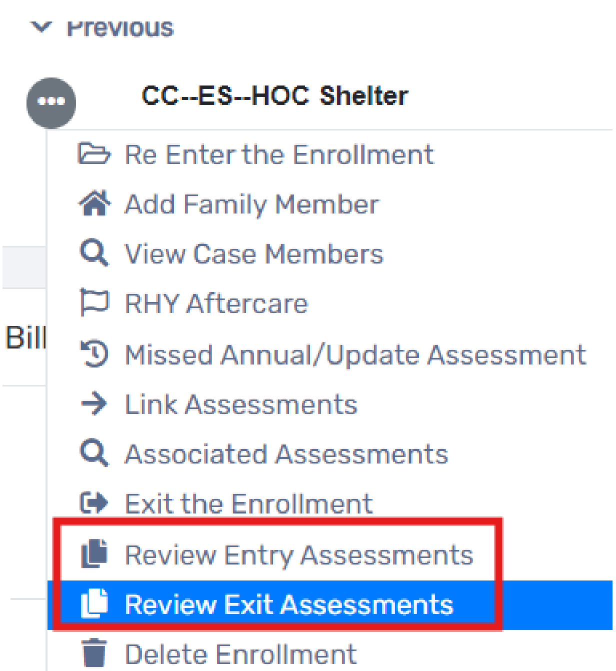


If you need to make updated to a client's entry workflow, including the Basic Client Information page, then you should select **Edit Enrollment Workflow.**

If you need to complete the annual assessment for a client, then you should select **Update/Annual Assessment**.



If you would like to view/update the entry or exit assessments that are associated with a client's enrollment you should select **Review Entry Assessments** or **Review Exit Assessments**.



Attachment B

Initial Communication

Example of the email received by points of contact for the MDQR on the first of the month.

Hello Amanda,

We hope this message finds you well. We are reaching out to you in regards to the Monthly Data Quality Reports (MDQR). We will be preparing and distributing reports that cover the data quality errors of the previous month on the 5th of this month. For example, the report we generate in August will detail the data quality errors from July. Attached is a guide for the MDQR process, it includes information on how to run the report in CMIS and an explanation of the contents in each table.

The deadline for submission this month is **August 10th, 2024**.

As part of your final submission, please include the following:

- Please make sure all reports are submitted using the "REPLY-ALL" function to this email.
- Please ensure you include the PDF of the MDQR. If you have multiple projects, you can submit one PDF for all the corresponding projects.
- The email must contain the **names** of the projects for which the data was reviewed and must include a statement for each project verifying that the data is both **complete and accurate.**

Additional Information

- Any reports submitted more than 7 calendar days past the due date without an extension will not be counted.
- Any reports missing "Client Location" or other fixable errors will be returned for resolution.
- The alternate contacts need to be updated as well if you delegate parts of the MDQR process to someone else OR you want someone to be included on all emails. Please ensure these are correct and reach out if someone needs to be added or removed. You may have multiple alternate contacts.
- Should any of these required elements be missing with your submission it will be considered incomplete for the month.
- Please also use this email thread when responding to any inquiries, as we will be using it to help keep all communication easily accessible.

Projects Included: COS—ES—Example Project

Organization: City of Spokane
Primary Contact: Amanda Martinez
Secondary Contact:

Attachment C

Error Communication

Example of the email received by points of contact for the MDQR on the fifth of the month.

Hello Amanda,

Attached is the spreadsheet detailing the data quality errors that remain for each project in the MDQR. Attached is a guide for the MDQR process, it includes information on how to run the report in CMIS and an explanation of the contents in each table.

The deadline for submission this month is **August 10th, 2024**.

As part of your final submission, please include the following:

- Please make sure all reports are submitted using the "REPLY-ALL" function to this email.
- Please ensure you include the PDF of the MDQR. If you have multiple projects, you can submit one PDF for all the corresponding projects.
- The email must contain the **names** of the projects for which the data was reviewed and must include a statement for each project verifying that the data is both **complete and accurate.**

Additional Information

- Any reports submitted more than 7 calendar days past the due date without an extension will not be counted.
- Any reports missing “Client Location” or other fixable errors will be returned for resolution.
- The alternate contacts need to be updated as well if you delegate parts of the MDQR process to someone else OR you want someone to be included on all emails. Please ensure these are correct and reach out if someone needs to be added or removed. You may have multiple alternate contacts.
- Should any of these required elements be missing with your submission it will be considered incomplete for the month.
- Please also use this email thread when responding to any inquiries, as we will be using it to help keep all communication easily accessible.

Projects Included: COS—ES—Example Project

Organization: City of Spokane
Primary Contact: Amanda Martinez
Secondary Contact:

Attachment D

Example of Monthly Data Quality Report

HUD Data Quality Report FY2024

7/30/2023 to 7/30/2024

Report Criteria

Organizations: City of Spokane

Q1. Report Validation Table

Category	Count of Clients For DQ	Count of Clients
Total Number of Persons Served	80	83
Number of Adults (age 18 or over)	59	60
Number of Children(under age 18)	12	14
Number of Persons with Unknown Age	9	9
Number of leavers	20	21
Number of adult leavers	16	17
Number of adult and head of household leavers	20	21
Total Number of Stayers	60	62
Number of Adult Stayers	43	43
Number of Veterans	6	6
Number of Chronically Homeless Persons	2	2
Number of youth under age 25	28	28
Number of parenting youth under age 25 with children	0	0
Number of Adult Heads of Household	55	56
Number of child and unknown-age heads of household	17	19
Heads of households and adult stayers in the project 365 days or more	24	26

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know / Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.1)	2	0	3	5	6.25%
Social Security Number (3.2)	22	10	26	58	72.50%
Date of Birth (3.3)	5	4	5	14	17.50%
Race and Ethnicity(3.4)	5	3		8	10.00%
Gender (3.6)	2	2		4	5.00%
Overall Score				60	75.00%

Q3. Universal Data Elements

Data Element	Client Doesn't Know / Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	1	2	0	3	5.08%
Project Entry Date (3.10)			0	0	0.00%
Relationship to Head of Household (3.15)		0	3	3	3.75%
Enrollment CoC (3.16)		11	0	11	15.28%
Disabling Condition (3.8)	4	14	0	18	22.50%

Q4. 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	17		17	85.00%
Income and Sources (4.2) at Start	0	43	0	43	56.58%
Income and Sources (4.2) at Annual Assessment	0	24	0	24	100.00%
Income and Sources (4.2) at Exit	0	19	0	19	95.00%

Q5. Chronic Homelessness

Starting into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date 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	34			8	12	11	35.29%
TH	9	0	0	0	0	0	0.00%
PH (all)	12	0	1	0	0	0	8.33%
CE	10	0	3	0	0	0	30.00%
SSO, Day Shelter, HP	10	0	0	0	0	0	0.00%
Total	75						21.33%

Q6. Timeliness

Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
< 0 days	0	1
0 days	45	2
1-3 Days	1	0
4-6 days	0	0
7-10 days	1	0
11+ days	3	17

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)	10	9	90.00%
Bed Night (All clients in ES - NBN)	10	10	100.00%

Amanda Martinez

ClientTrack™ Reports Page 14 of 14 7/30/2024 3:10 PM