Cheat sheet : How to fix your data quality errors on the CoC APR and ESG CAPER

**Table 6a: Personally Identifying information**

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| **Data Element** | **Type of error** | **What is wrong** | **Where to find the data element** | **How to fix it** |
| Name | Client Doesn’t Know/Refused OR Information Missing | There is no name for this client or the name is incomplete | Client Profile in Client Point | Enter a name |
| Name | Data Issues | The client’s record for **Name Data Quality** says that we don’t have the complete name | Client Profile in Client Point | Change **Name Data Quality** to Full DOB Reported |
| Social Security Number | Client Doesn’t Know/Refused OR Information Missing | There is no **Social Security Number** for this client, or the **Social Security Number Data Quality field** says that the SSN is incomplete or missing | Client Profile in Client Point | Enter a Social Security Number |
| Social Security Number | Data Issues | The SSN violates one of these rules:  -First three digits cannot be “000”, “666”, or in the 900 series  -The second group / 5th and 6th digits cannot be “00”  -The third group /last four digits cannot be “0000”  -There cannot be repetitive (e.g.”333-33-3333”) or sequential (e.g.”345678901” or “987654321”) numbers for all 9 digits. | Client Profile in Client Point | Change the Social Security number to a complete or valid number |
| Date of Birth | Client Doesn’t Know/Refused OR Information Missing | There is no Date of Birth for this client, or the **Date of Birth Data Quality** Field says that the date of birth is incomplete or missing. | Entry Assessment on Project Entry | Enter a Date of Birth |
| Date of Birth | Data Issues | -Date of Birth is prior to 1/1/1915  -Date of Birth is equal to or after the project start Date (for adults/ Head of Household) | Entry Assessment on Project Entry | -Change the Date of Birth  -Delete the incorrect date of birth if it was newly entered on the program entry date |
| Race | Client Doesn’t Know/Refused OR Information Missing | -There is no Primary Race entered for this client  -Primary Race is noted as Client Doesn’t Know or Refused | Entry Assessment on Project entry | Enter a Primary Race for this client |
| Ethnicity | Client Doesn’t Know/Refused OR Information Missing | -There is no Ethnicity entered for this client  -Ethnicity is noted as Client Doesn’t Know or Refused | Entry Assessment on Project entry | Enter an Ethnicity for this client |
| Gender | Client Doesn’t Know/Refused OR Information Missing | -There is no Gender entered for this client.  -Gender is noted as Client Doesn’t Know or Refused | Entry Assessment on Project entry | Enter a Gender for this client |

**Table 6b: Universal Data elements**

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| **Data Element** | **What is wrong** | **Where to find the data element** | **How to fix it** |
| Veteran Status | Veteran Status is missing, Don’t Know, or Refused  This client is age < 18 and marked as a Veteran | Client Profile in Client Point. | Enter the correct veteran status |
| Relationship to Head of Household | -Relationship to head of household is missing, don’t know, or refused for this client.  -There is no household member for the group of clients in the project entry with a “Relationship to head of household” of “Self (Head of Household)”. Every household member in the group is flagged as an error  -More than one client for the group of clients in the project entry has “Relationship to head of household” of “Self (Head of Household)” | Entry assessment of project entry | -If Relationship to HoH is missing, enter one.  -Change responses so that one and only one person in each group is marked as “Self (head of household)” |
| Client Location | Client location is missing, or the location isn’t a valid CoC code. | Entry assessment of Project Entry | Enter a CoC Code in Client Location. The Location should be “NY-505”. |
| Disabling Condition | Client’s Disabling condition is missing, Client Doesn’t Know, or Refused.  Or  Client’s Disabling Condition Is “No” and at least one special need where “Disability is long term and substantially impairs ability to live independently” | Entry Assessment of Project entry. Disability question and specific disabling condition questions. | Enter the correct Disability information. Delete any incorrect disability information. |

**Table 6.4 Income and Housing Data Quality**

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| **Data Element** | **What is wrong** | **Where to find the data element** | **How to fix it** |
| **Destination** | Destination of people who left the program was missing, “Data Not Collected”, “Client Doesn’t Know”, “Refused”, “No Exit Interview Completed”, or “Other” and no description is given. | Exit Assessment of project exit | Add the destination if that information is available. |
| **Income and Sources at Start** | Income question response it missing, “Client Doesn’t Know”, or “Data Not Collected”  “Does client have any income?” says “Yes”, and all individual income sources are marked as not receiving income **on client’s program start date.**  “Does client have any income?” says “No”, and there is at least one individual income source marked as receiving income **on client’s program start date** | Entry assessment of project entry. Income question and specific income sources | Complete any missing information  Check that all income source responses are consistent with the “Does client have any income?” question on the program start date.  Make sure all old income records are ended at least 1 day before the program start date |
| **Income and Sources at Annual Assessment** | Income question response it missing, “Client Doesn’t Know”, or “Data Not Collected”  “Does client have any income?” says “Yes”, and all individual income sources are marked as not receiving income **on client’s annual assessment for the current program year**  “Does client have any income?” says “No”, and there is at least one individual income source marked as receiving income **on client’s annual assessment for the current program year** | Most recent interim assessment within reporting year. Income question and specific income sources. | Complete any missing information  Check that all income source responses are consistent with the “Does client have any income?” question on the annual assessment date  Make sure all old income records are ended at least 1 day before the annual assessment date |
| **Income and Sources at Exit** | Income question response it missing, “Client Doesn’t Know”, or “Data Not Collected”  “Does client have any income?” says “Yes”, and all individual income sources are marked as not receiving income **on client’s program exit date.**  “Does client have any income?” says “No”, and there is at least one individual income source marked as receiving income **on client’s program exit date** | Exit assessment Income question and specific income sources | Complete any missing information  Check that all income source responses are consistent with the “Does client have any income?” question on the project exit date  Make sure all old income records are ended at least 1 day before the project exit date |

**Table 6.5 Chronic Homelessness – Note: These questions only apply to clients who have an entry after 10/1/2016**

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| **Data Element** | **What is wrong** | **Where to find the data element** | **How to fix it** |
| Missing Time in institution -TH | Client’s prior living situation was an Institutional setting, and their Length of stay in that situation is missing, “Data Not Collected”, or “Client Doesn’t Know”. | Entry Assessment after the Prior Living Situation question | Enter a response for “Length of stay in institution” |
| Missing Time in Institution – PH (all) | Client’s prior living situation was an Institutional setting, and their Length of stay in that situation is missing, “Data Not Collected”, or “Client Doesn’t Know”. | Entry Assessment after the Prior Living Situation question | Enter a response for “Length of stay in institution” |
| Approximate Date Started DK/R/Missing | Project type is street outreach, or prior living situation is a homeless situation, and “Approximate Date Homelessness Started” was not entered | Entry Assessment after the Prior Living Situation question | Enter a response for “Approximate Date Homelessness Started” |
| Number of times DK/R/missing | Project type is street outreach, or prior living situation is a homeless situation, and “Number of times homeless in the past three years” was not entered | Entry Assessment after the Prior Living Situation question | Enter a response for “Regardless of where they stayed last night,  Number of times the client has been on the streets, in ES, or SH in the past three years. ” |
| Number of months DK/R/missing | Project type is street outreach, or prior living situation is a homeless situation, and “Number of months homeless in the past three years” was not entered | Entry Assessment after the Prior Living Situation question | Enter a response for “Total number of months homeless on the street, in ES, or SH in the past three years “ |

**Table 6.6 Timeliness**

Note: This table shows the time between the date the client entered the program and the date that the client’s project record was last edited. This information is taken directly from the editing activity information in Servicepoint and is not able to be manually changed.

**Table 7 Inactive Records: Street Outreach & Emergency Shelter**

This table only applies to Street Outreach projects. Emergency shelters in NY-505 do not use the workflow that would show up in this table.

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| **Data Element** | **What is wrong** | **Where to find the data element** | **How to fix it** |
| Contact | This cell flags open clients who have a date of engagement, have not had a contact for 45 days, and are not exited at the end of the report period. | Interim Assessments -> Current Living Situation | -Close a client if you have not had contact with them in 30 days or more.  -Add a record in the **Current Living Situation** subassessment for the most recent time you contacted that client. |
| Bed Night | Not applicable | Not applicable | Not applicable |