BOS - Emergency Shelter and Rapid Rehousing Reporting Guide

What you can find in this guide:

Common Data Quality Report FAQs
Open Entries/Duplicate Client Enrollment
Accuracy of UDE, PDE, and Exit Destination
ES: Bed and Unit Inventory
RRH & PSH: Valid Move-In Date
RRH & PSH: Annual Update to PDE and UDE
Timeliness of Data Entry
Correct EDA

Common Performance Report FAQs
Number of Clients Served
Exits to Permanent Housing
Exits with Improved Income
Clients Hardest to Serve
Racial Equity
ES: Bed Utilization
Length of Stay

Common Data Quality Report FAQs:

What report lets me see **open entries** that should have been closed, as well as **duplicate client enrollments**?
> Report Name: Entry Exit Household Counts Report
> Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "Entry Exit Household Counts"
> Reasoning/Goal: The goal is to have complete exit information for every client that has exited a program. This allows us to better understand how clients are moving through the homelessness system. We want to limit the number of duplicate clients in the database so that client count and data quality of client information can be more accurate.

How can I review the **completeness of PDE and UDE** elements, as well as **Exit Destination**?
> Report Name: 0252 Data Completeness Report
> Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "0252 - Data Completeness Report Card (EE) – v20"
> Reasoning/Goal: Complete and accurate data is better representative of the client's situation and can provide them with more opportunities for obtaining help. CoC policy requires programs to have 95% completeness.

How can I see the **bed and unit inventory** to compare provider admin units to the number of clients entered on a night?
> Report Name: Bed Night Utilization Report
> Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Common Reports/ "Bed Night Utilization"
> Reasoning/Goal: It is important to know how much bed capacity is available at your shelter and to be able to assess if the inventory is being filled regularly or if there are open beds and units that can be filled.

How do I check the **validity of move-in dates** for my RRH or PSH program?
> Report Name: 0550 - Exit Destination Outcomes Report

Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ ADOH Reports/ "0550 – Exit Destination Outcomes – v4"

Reasoning/Goal: We want to be sure that the move-in date accurately reflects the day that the client entered permanent housing.

Where can I check on **annual updates** to PDEs and UDEs?

Report Name: Annual Assessment Audit

Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "Annual Assessment Audit"

Reasoning/Goal: Rapid Rehousing (RRH) programs must update their PDE and UDE assessments annually.

What can help me review the **timeliness of data entry**?

Report Name: FY2024 CoC APR Report

Location: Report Dashboard/ Provider Reports/ "FY2024 CoC APR" (6e)

Reasoning/Goal: Timeliness is the period between when a client's information is collected/known and when that information is entered into HMIS. Data not entered into HMIS shortly after it is known increases the potential for inaccuracies or errors once recorded, as well as delays communication with other providers for accuracy of BNL and care coordination around the client. CoC policy is that data should be entered in under 6 days for housing programs and under 3 days for street outreach, shelter, and CE Entry Points.

How can I see if the **correct EDA** is being used?

Report Name: Audit Report

Location: Report Dashboard/ Audit Reports/ "Audit Report"

Reasoning/Goal: EDA mode is used to change the visibility of data entry, to change the view of ServicePoint or when operating in a different provider tree. Data entered under the incorrect EDA may not be visible to certain users or for reporting.

Common Program Performance Report FAQs:

Where can I see the **number of clients my program has served**?

Report Name: FY2024 CoC APR Report

Location: Report Dashboard/ Provider Reports/ "FY2024 CoC APR" (5a Report validations Table - Line1)

Reasoning/Goal: This is an important metric not only for funding purposes, but for understanding the individual capacity of your program. This information can help programs assess growth and decay in the number of clients entering their program.

Where can I find information about those who have **exited** my program **to permanent housing**?

Report Name: FY2024 CoC APR Report

Location: Report Dashboard/ Provider Reports/ "FY2024 CoC APR" (23c - Exit Destination - All persons)

Report Name: 0550 Exit Destination Outcomes Report
Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ ADOH Reports/ "0550 – Exit Destination Outcomes – v4"

Reasoning/Goal: It is important to keep track of successful and unsuccessful exits. Furthermore, we can review demographics about these populations in case there are any trends.

How can I see **program exits** with **improved income** (both earned and entitlements)?
Report Name: FY2024 CoC APR Report
Location: Report Dashboard/ Provider Reports/ "FY2024 CoC APR" (19a2 Client Cash Income Change - Income Source - by Start and Exit)
Reasoning/Goal: Income improvement provides increased stability and opportunities for housing for households you serve.

How can I see the percentage of clients that are **hardest to serve** and/or the **number of clients served** by my program?
Report Name: UDE Demographics Report – General Use
Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "UDE Demographics Report – General Use"
Reasoning/Goal: It is critical that we know potential barriers for someone successfully getting out of homelessness. It is helpful to be aware of which individuals are hardest to serve so that we can better cater our programs to them or help them find more appropriate resources.

How can I assess **racial equity** in my program?
Report Name: Racial Equity Toolkit Report
Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Common Reports/ Race Equity/ "Race Equity Toolkit v2"
Reasoning/Goal: Racial disparities are often present due to historical and economic factors, and it is critical that programs are serving clients with diverse backgrounds equitably.

Where can I see **bed utilization** for my program?
Report Name: Bed Night Utilization Report
Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Common Reports/ "Bed Night Utilization"
Reasoning/Goal: We want to know if our program is serving clients at full capacity or if we have availability to serve more clients.

Which report shows me the **length of stay (LOS)** of a client in my program?
Report Name: Bed Night Utilization Report
Location: Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Common Reports/ "Bed Night Utilization"
Reasoning/Goal: We want to know how long clients are spending in our program compared to the average.