

## HMIS – All Programs - 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
- Timeliness of Data Entry
- Correct EDA
- Head of Household Errors

**Common Performance Report FAQs**

- Number of Clients Served
- Exits to Permanent Housing
- Exits with Improved Income
- Clients Hardest to Serve
- Racial Equity
- Length of Stay

**ES Program Report FAQs**

- Bed and Unit Inventory
- Bed Utilization

**RRH/PSH Program Report FAQs**

- Valid Move-In Date
- Annual Update to PDE and UDE

**SO Program Report FAQs**

- Date of Engagement
- Client Contacts
- Current Living Situation

### 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	Super DQ Multiple Open Entries Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ "Super DQ Multiple Open Entries"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "Super DQ Multiple Open Entries"
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
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports / "0252 Data Completeness Report Card (EE) – without Names..."

BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "0252 - Data Completeness Report Card (EE) – without Names..."
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. There are 2 versions of this report, one with client names and one without.

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

Report Name	FY2024 CoC APR Report
MAR/BOS 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
MAR/BOS 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.

How can I review **Head of Household Errors**?

Report Name	Head of Household Errors
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Bi-Annual DQ Check/ "Head of Household Errors"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ Bi-Annual DQ Check/ "Head of Household Errors"
Reasoning/Goal	Head of household errors critically affect federal reporting as well as overall data quality. There should only be one designated head of household per enrollment.

**Common Program Performance Report FAQs:**

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

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

Report Name	0550 Exit Destination Outcomes Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/Common Agency Reports / "0550 – Exit Destination Outcomes – v4" (Tab A - Basic Exit Information displays count of each HUD defined exit destination, pos., neg., or indeterminate exit status, as well as aggregate percents. Other tabs display exit destinations broken up by different demographics such as age, vet status, race, etc.)
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ ADOH Reports/ "0550 – Exit Destination Outcomes – v4"

Reasoning/Goal	<p>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.</p> <p><b>**SO programs will exit clients if the client has been out of contact for over 90 days, the client is discovered to be deceased, or the client becomes permanently housed.</b></p>
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How can I see **program exits** with **improved income** (both earned and entitlements)?

Report Name	FY2024 CoC APR Report
MAR/BOS Location	Report Dashboard/ Provider Reports/ "FY2024 CoC APR" (19a2 Client Cash Income Change - Income Source - by Start and Exit)

Report Name	Income Improvement Report
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MAR Location	Business Objects/ Public Folders/ arizona_live_folder/Common Agency Reports/ "0554.01 - Income Improvement - Client Detail" (Tab A - Income Change displays negative and positive dollar increments of income change, table displaying pos. vs neg. income change during stay; Other tabs - income change by gender, family status, race, age, etc.)
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/Common Reports/ "0554.01 – Income Improvement – Modified by RPM w Client Detail"

Report Name	PS_Income Change Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/Common Agency Reports/Performance Standards/ "PS_Income Change" (PPM - Income Change Providers Report: "Exit Income Growth" tab displays count of clients whose income increased at exit as well as percent increasing income)
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/Common Reports/ "PS_Income Change"

Reasoning/Goal	Income improvement provides increased stability and opportunities for housing for households you serve.
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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
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Common Agency Reports/ Demographics Report/ "UDE Demographics Report – General Use" (# Served = Providers tab (count); % Hardest to serve = No percent, but count of clients chronic, veteran status, disabling condition, gender, age, race and ethnicity tabs)
BOS 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
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/Common Agency Reports/Race Equity/ "Racial Equity Toolkit" (Enrollments tab displays client count and percent comparing white vs BIPOC and looks at the variance between the two groups; Other tabs compare

	homelessness primary reason, exit destination, length of time in program, etc. by race)
BOS 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.

Which report shows me the **length of stay (LOS)** of a client in my program?

Report Name	Bed Night Utilization Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Common Agency Reports/ Length of Stay Reports/ "Bed Night Utilization" (includes Tabs for Actual LOS and Adjusted LOS)
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Common Reports/ "Bed Night Utilization"

Report Name	PS Length of Stay Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Common Agency Reports/ Performance Standards/ "PS Length of Stay System"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Common Reports/ "PS Length of Stay System"

Reasoning/Goal	We want to know how long clients are spending in our program compared to the average.
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**Emergency Shelter (ES) Report FAQs:**

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
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Common Agency Reports/ Length of Stay Reports/ "Bed Night Utilization" (Total beds and total units count; total bed and unit nights available; summary of used bed and unit nights)
BOS 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.

Where can I see **bed utilization** for my program?

Report Name	Bed Night Utilization Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Common Agency Reports/ Length of Stay Reports/ "Bed Night Utilization" (Total beds and total units count; total bed and unit nights available; summary of used bed and unit nights)
BOS 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.

**Rapid Rehousing (RRH) & Permanent Supportive Housing (PSH) Report FAQs:**

How do I check the **validity of move-in dates** for my RRH or PSH program?

Report Name	0550 - Exit Destination Outcomes Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Common Agency Reports/ "0550 - Exit Destination Outcomes – v4" (Tab M – Detail)
BOS 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
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Permanent Housing DQ Reports/ "Annual Assessment Audit"
BOS 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.

**Street Outreach (SO) Report FAQs:**

Where can I see a client's **date of engagement**?

Report Name	SO – All Contacts Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Street Outreach DQ Reports/ "SO – All Contacts Report"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "SO – All Contacts Report"

Report Name	SO DQ Report v2
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Street Outreach DQ Reports/ "SO DQ Report v2"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "SO DQ Report v2"

Reasoning/Goal	The date of engagement is the date that a client agrees to take part in an interactive case management relationship with the intent to change their homelessness situation. For this to take place, rapport needs to be built with the client. Only one date of engagement is allowed between project start and project exit.
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What report allows me to see the details of **all contacts** for a client?

Report Name	SO – All Contacts Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Street Outreach DQ Reports/ "SO – All Contacts Report"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "SO – All Contacts Report"

Report Name	SO DQ Report v2
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Street Outreach DQ Reports/ "SO DQ Report v2"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "SO DQ Report v2"

Reasoning/Goal	All street outreach projects must record every contact with each client, by completing a Current Living Situation assessment. Clients who have not had a contact within 90 days will be exited from the program.
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Where can I find information about a client's **current living situation**?

Report Name	SO – All Contacts Report
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Street Outreach DQ Reports/ "SO – All Contacts Report"
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "SO – All Contacts Report"

Report Name	SO DQ Report v2
MAR Location	Business Objects/ Public Folders/ arizona_live_folder/ Data Quality Reports/ Street Outreach DQ Reports/ "SO DQ Report v2" (Interim Audit tab)
BOS Location	Business Objects/ Public Folders/ az_dpt_housing_live_folder/ Data Quality Reports/ "SO DQ Report v2"

Reasoning/Goal	All street outreach projects must record every contact made with each client by recording their Current Living Situation, including when the 'Project Start Date,' or 'Date of Engagement' is recorded on the same day. There may or may not be a contact made at project exit.
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