



## HMIS Document

# Detailed Guide to the Automated APR Performance Report

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## HOW TO RUN CoC APR?

\*\*Refer the Guide to Running a CoC APR

## HOW TO RUN THE AUTOMATED APR PERFORMANCE REPORT?

\*\*Refer the Guide to Running the Automated APR Performance Report

## HOW TO ANALYZE AND UNDERSTAND DATA ON THE AUTOMATED APR PERFORMANCE REPORT?

Once the user has completed the following process:

- Running a CoC APR on ServicePoint, and
- Running the Automated tool on the CoC APR

The user can now try to understand the data been presented by the automated tool using this guide.

(Note: It would be helpful if the user keeps a copy of the APR and the populated automation tool side-by-side while referring to the guide)

### Basic Navigation Controls

In this section we see how one could interact with the graphs by just simply hovering the mouse cursor over the graphs. While hovering over a graph, an option bar appears on the right top corner of a graph.

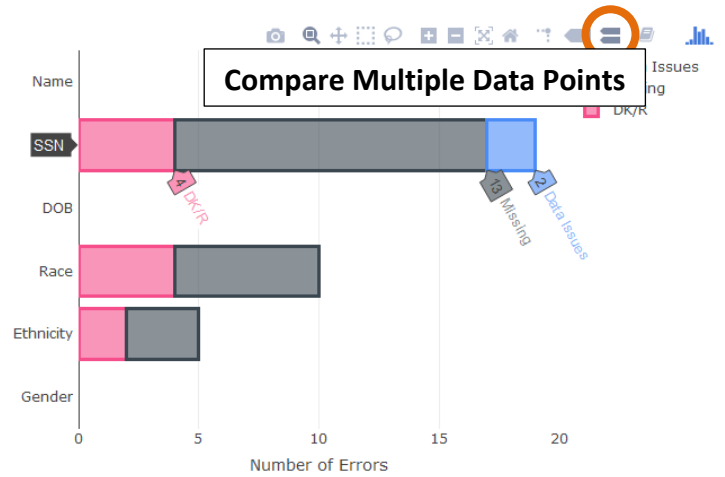
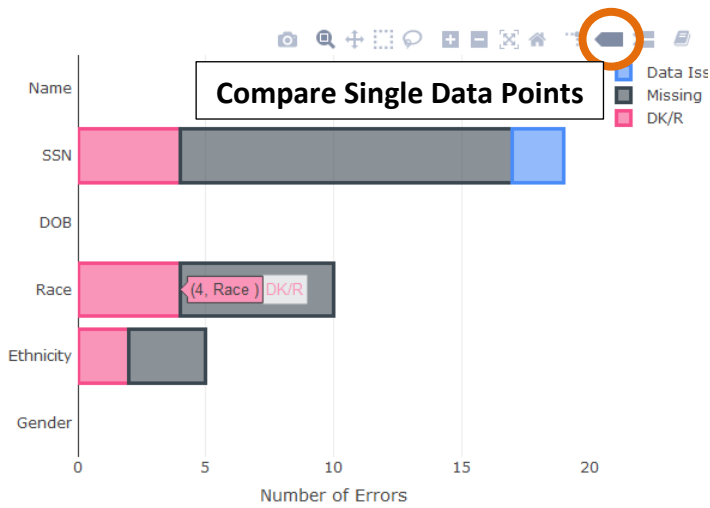
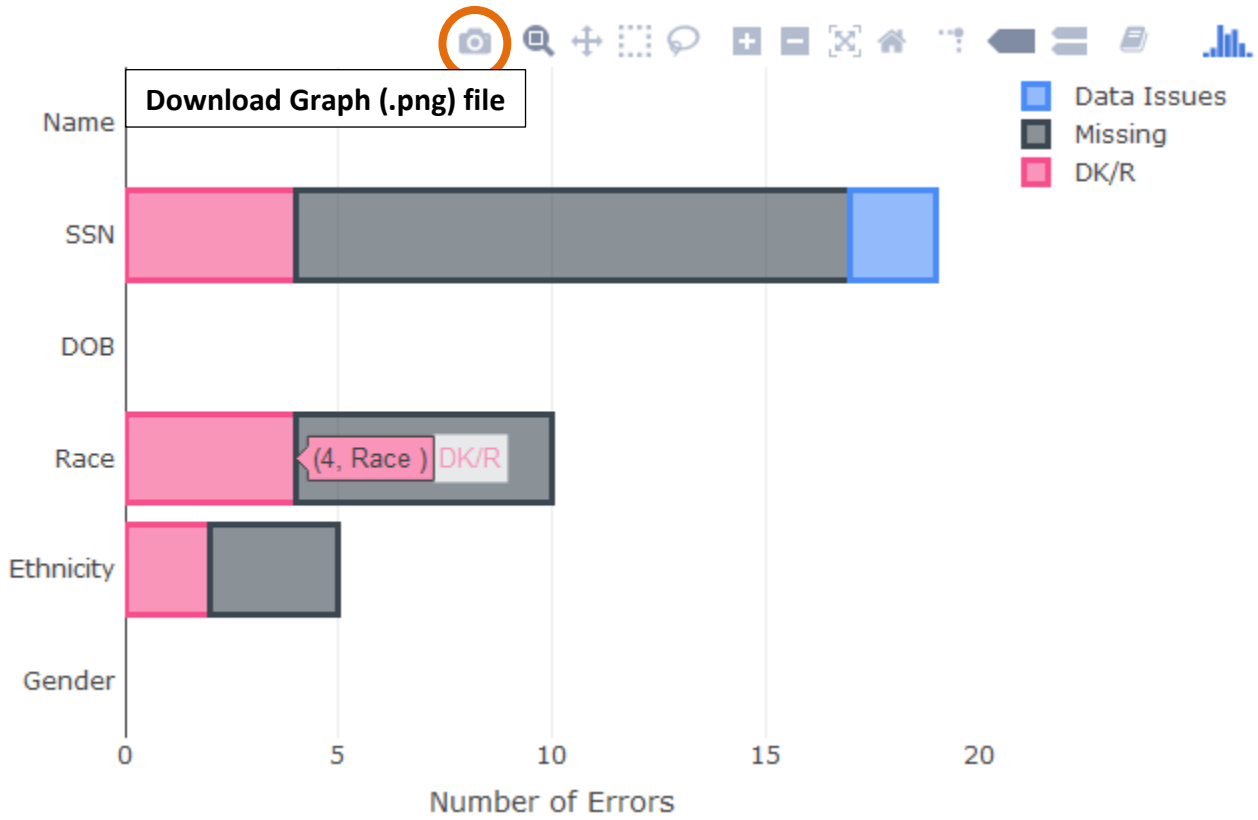
The highlighted items in the option bar are useful to the users. The uses of each of these options are described below:



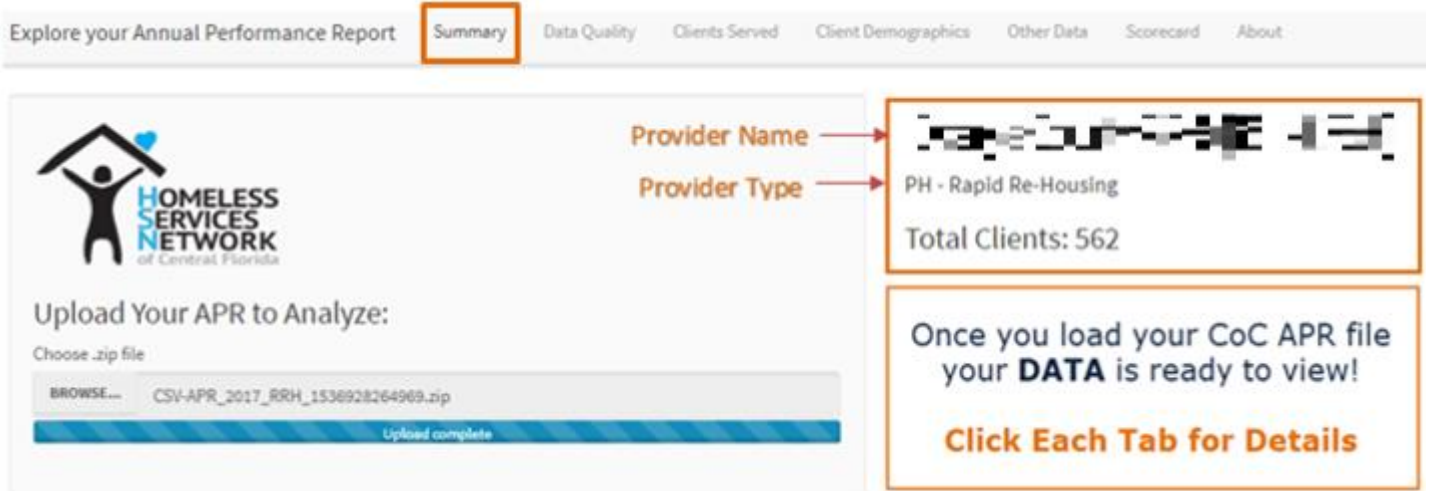
Download Graph (.png) file

Compare Single Data Points

Compare Multiple Data Points



## Summary Page



Explore your Annual Performance Report **Summary** Data Quality Clients Served Client Demographics Other Data Scorecard About

**HOMELESS SERVICES NETWORK**  
of Central Florida

Upload Your APR to Analyze:  
Choose .zip file

BROWSE... CSV-APR\_2017\_RRH\_1536928264969.zip

Upload complete

**Provider Name** → [Blurred]

**Provider Type** → PH - Rapid Re-Housing

Total Clients: 562

Once you load your CoC APR file your **DATA** is ready to view!

**Click Each Tab for Details**

The Summary Page shows provides us with:

- Provider Name.
  - Q4a – Project Name
- Provider's Service Type.
  - Q4a – Organization ID
- Total Clients Served by the Provider for the time period the APR was run on.
  - Q5a – Total Number of Persons Served

The different kinds of Provider Service Type are:

- |                                       |                       |                                |
|---------------------------------------|-----------------------|--------------------------------|
| • "Emergency Shelter"                 | • "RETIRED"           | • "PH - Housing with Services" |
| • "Transitional Housing"              | • "Services Only"     | • "Day Shelter"                |
| • "PH - Permanent Supportive Housing" | • "Other"             | • "Homelessness Prevention"    |
| • "Street Outreach"                   | • "Safe Haven"        | • "PH - Rapid Re-Housing"      |
|                                       | • "PH - Housing Only" | • "Coordinated Assessment"     |

## Data Quality

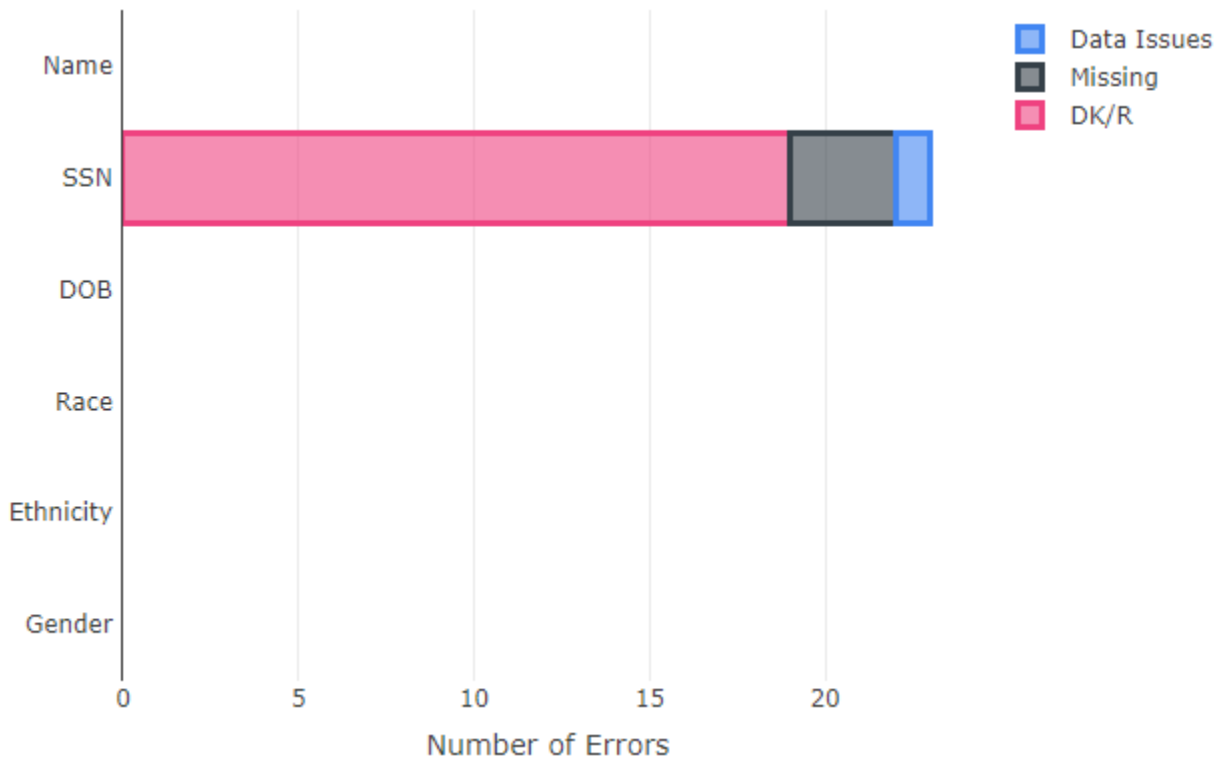
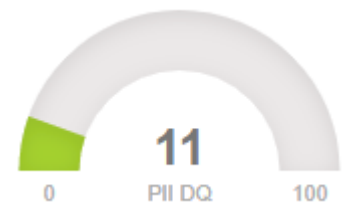
### Personal Identity Information

The data visualized comes from the APR – Q6a – Data Quality: Personally Identifiable Information

This section reflects the agency’s performance in regards to data quality of their client’s personal information such as the clients Name, SSN, Date of Birth, Race, Ethnicity and Gender. Data Quality of a client’s PII mainly reflects whether there are irregularities within the data field (Data Issues), whether client’s information is missing (Missing) or whether the client doesn’t know the answer to a respective data field or outright refused to give and answer to a data field (DK/R).

Since we strive to make our Data Quality better so that we can generate more meaningful reports we visualize the overall data quality PII score on a colored gauge.

Score	Reason
0	Your data is amazing, keep up the good work.
1-30	Data quality isn’t so bad, few checks would correct the situation at hand.
30-50	Data quality needs your attention before things start turning south.
50-100	Serious problems in your data quality. Immediate fixes are recommended.

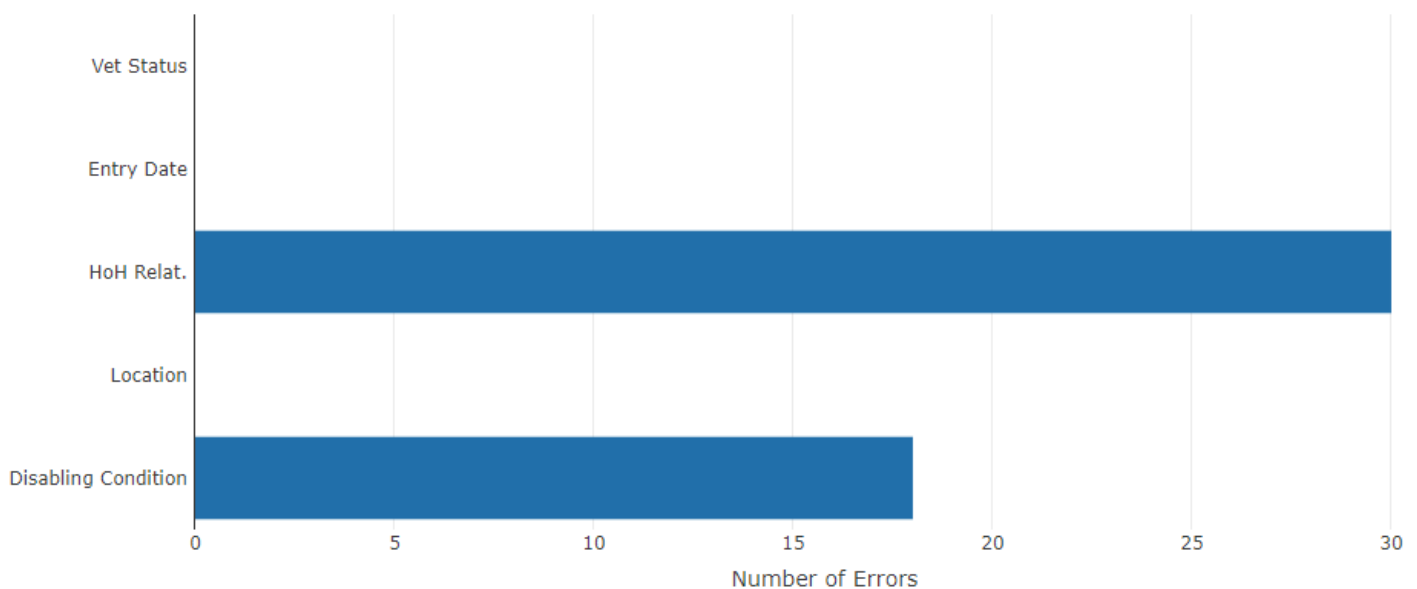


## Universal Data Elements

The data visualized comes from the APR – Q6b – Data Quality: Universal Data Elements

This section reflects the agency's performance in regards to data quality of their client's universal information, i.e. there are errors based on inconsistent or system identified incorrect information entered into the HMIS. Universal data elements are categorized into the following categories: Veteran Status, Entry Date, Head of Household Relation, Client Location and Disabling Condition.

These fields are very important towards reporting and helping clients getting housed. Data issues in these fields calls for immediate fixes to be performed on client's data. If errors still persists after fixes are done, please contact the HMIS team for assistance.



## Income and Housing

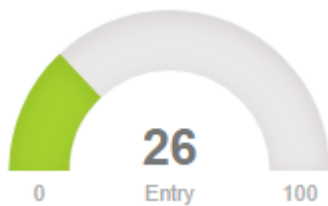
The data visualized comes from the APR – Q6c – Data Quality: Income and Housing Data Quality

This section reflects the agency’s performance in regards to data quality of their client’s income and housing destination. Our main priority of focus in regards to data quality in HMIS is the Clients Income data.

One way to keep the data quality under check is by keeping the clients Income up to date, follow-ups on the annual assessments of a client need to be conducted on time.

**Data Quality for Income and Housing Data Quality: 74.39%**

The above percentage is a score that shows your agency’s data quality in regards to Income and Housing data of clients in the HMIS system.



The Entry gauge represents the percentage of error rate in the client’s income during their entry phase.

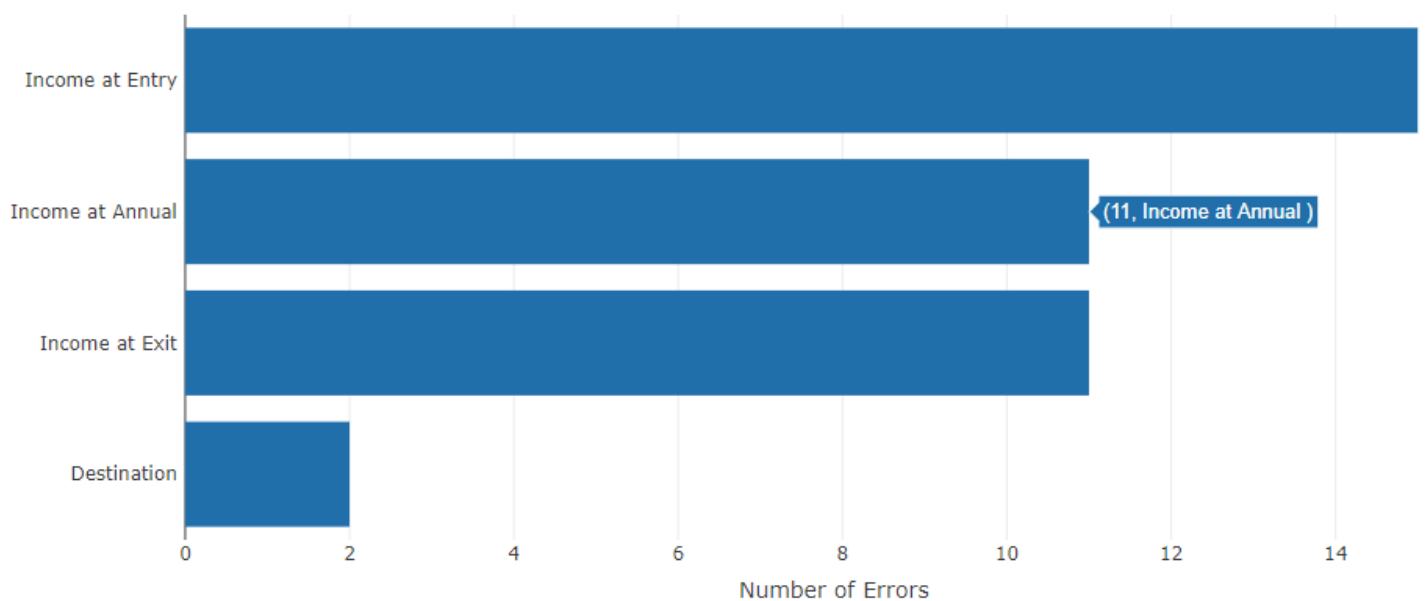


The Annual gauge represents the percentage of error rate in the client’s income during their annual assessments.



The Exit gauge represents the percentage of error rate in the client’s income during their exit phase.

The bar graph below represents the **number of errors in the system** that suffer from Income and Housing DQ errors (i.e. one client could have multiple errors regarding Income and Housing)





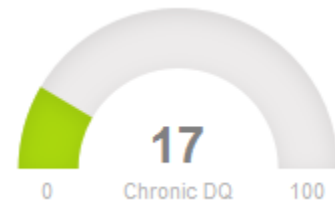
## Chronic Homelessness

The data visualized comes from the APR – Q6d – Data Quality: Chronic Homelessness

This section reflects the agency’s performance in regards to data quality of their client’s chronic status.

(.....)

Score	Reason
0	Your data is amazing, keep up the good work.
1-30	Data quality isn’t so bad, few checks would correct the situation at hand.
30-50	Data quality needs your attention before things start turning south.
50-100	Serious problems in your data quality. Immediate fixes are recommended.



## Timeliness

The data visualized comes from the APR – Q6d – Data Quality: Timeliness

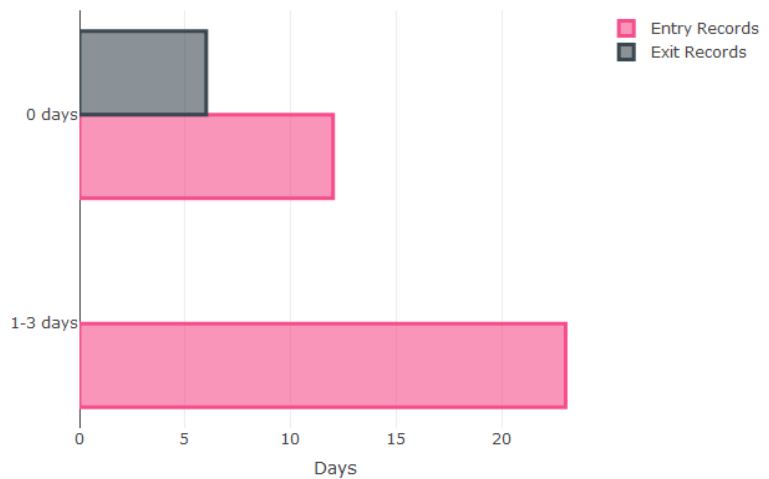
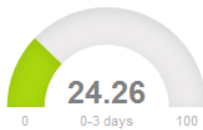
This section reflects the agency’s performance in regards to timeliness of data entry of client’s data into the HMIS system at the time of client’s entry into the program and exit of the program.

Entry Records are clients that have entered into the program within the time period the report was run, while the Exit Records are clients that have exited out of the program within the time period the report was run.

We require timely updates to client’s data and state a 3 day period as an “in-time update” of client’s data, since clients’ entry/exit from the system.

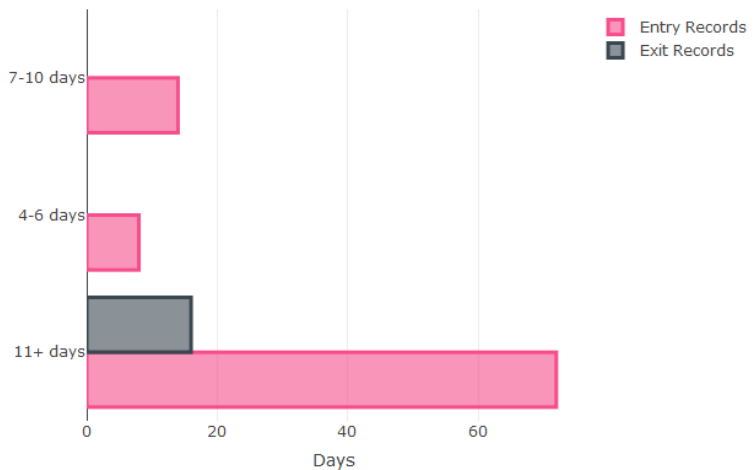
### Timeliness of Data Entry within 3 days :

Percentage of Client Records entered in Time: 24.26 %



### Timeliness of Data Entry after 3 days :

Percentage of Client Records NOT entered in Time: 65.09 %



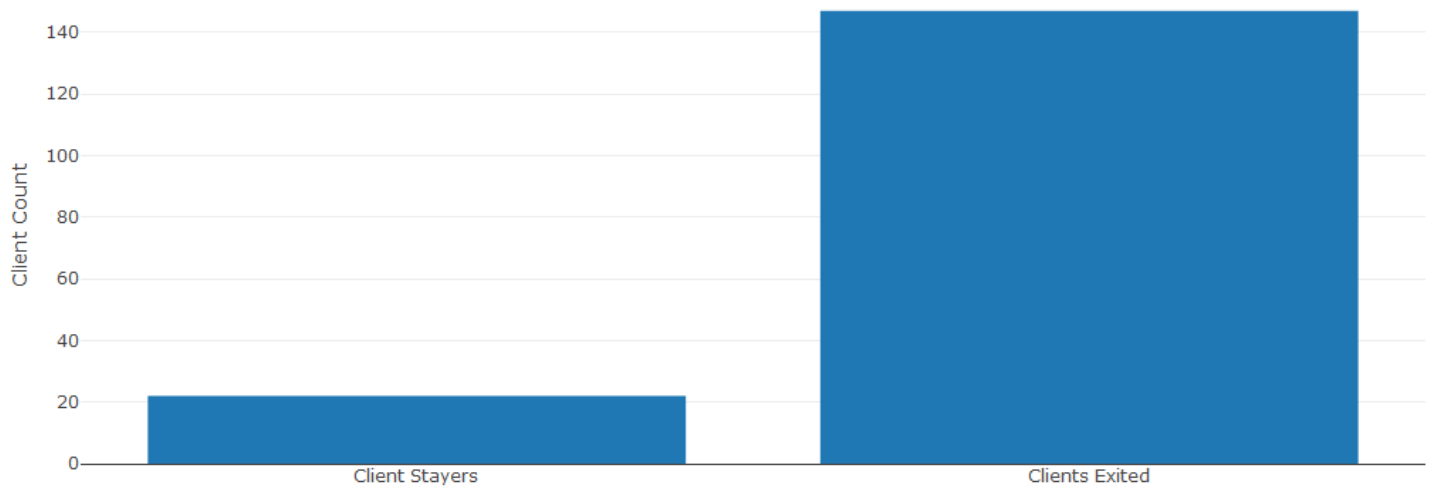
## Clients Served

### Clients Served

The data visualized comes from the APR – Q5a - Clients Served

This shows the total number of clients served for the time period of the report, out of which we visualize the clients that are still being served by the agency versus those clients who exited from the service provided by the agency for the time period of the report.

## Total Clients Served: 169

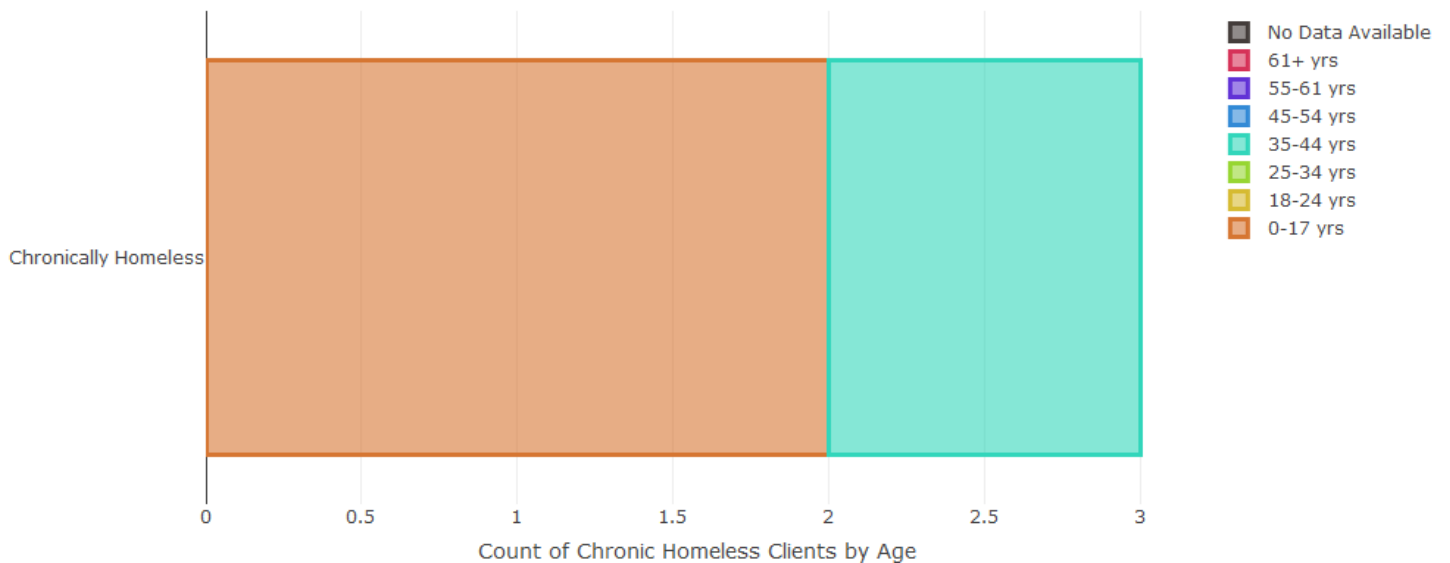
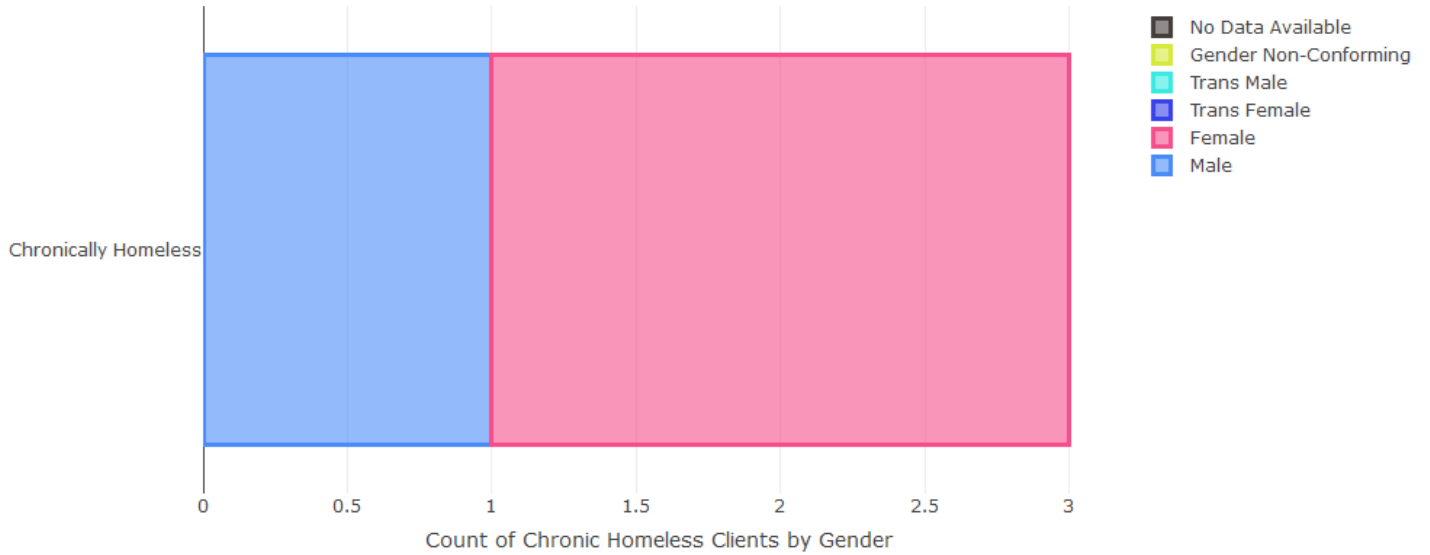


## Chronically Homeless Served

The data visualized comes from the APR – 26b – Number of Chronically Homeless Persons by Household

The numbers are bifurcated by client’s gender and age.

- Q26c - Gender of Chronically Homeless Persons
- Q26d - Age of Chronically Homeless Persons



## Unemployed Served

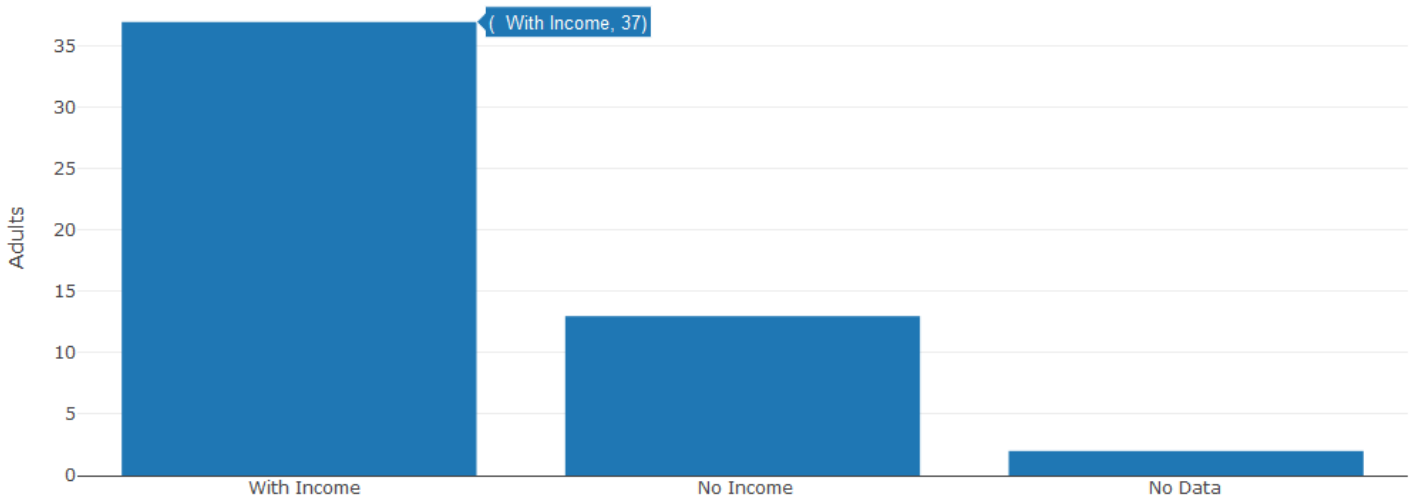
The data visualized comes from the APR – 16 - Cash Income - Ranges

The percentage of unemployed clients are the total adult clients served by the agency who do not have a source of income, while the percentage of employed clients are the total adult clients served by the agency who have a source of income or multiple sources of income.

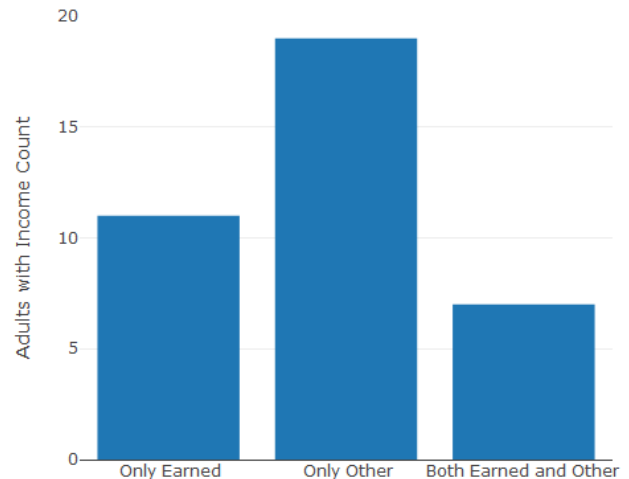
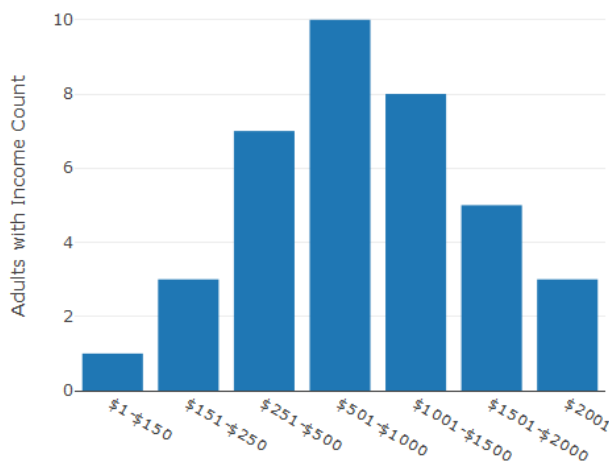
Percentage of Unemployed Clients Served at Entry: 25 %

Percentage of Employed Clients Served at Entry: 71.15 %

If assessments regarding client’s income status are conducted on a regular basis, we would have more consistent data in HMIS.



This section focuses on the adults who have a source of income and are distributed based on their income ranges (Q16) and their sources of income (Q18)



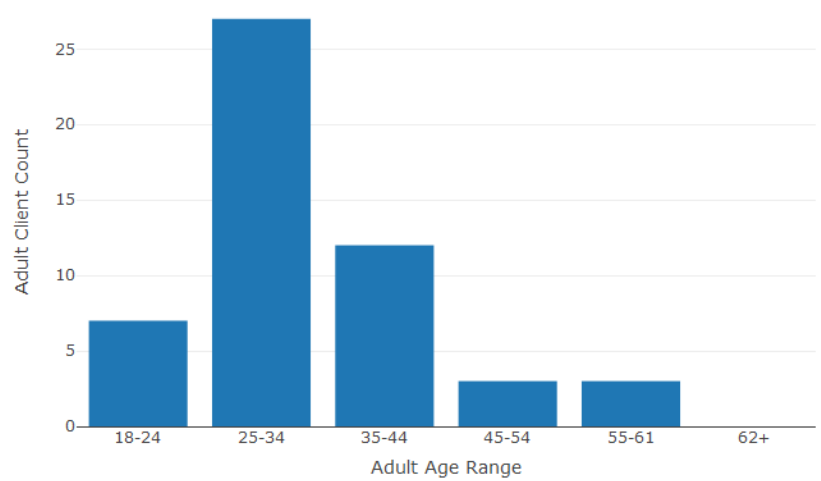
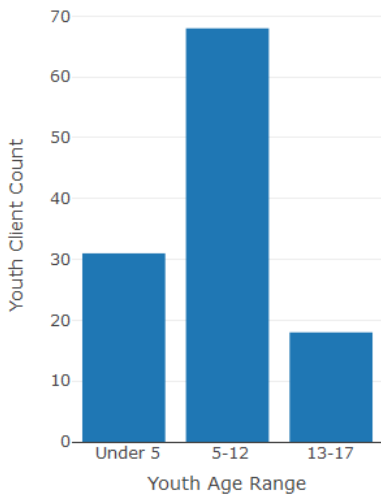
## Client Demographics

This section shows the demographic of clients served by the agency based on generic client information like Age, Gender, Race, and Ethnicity

### Age

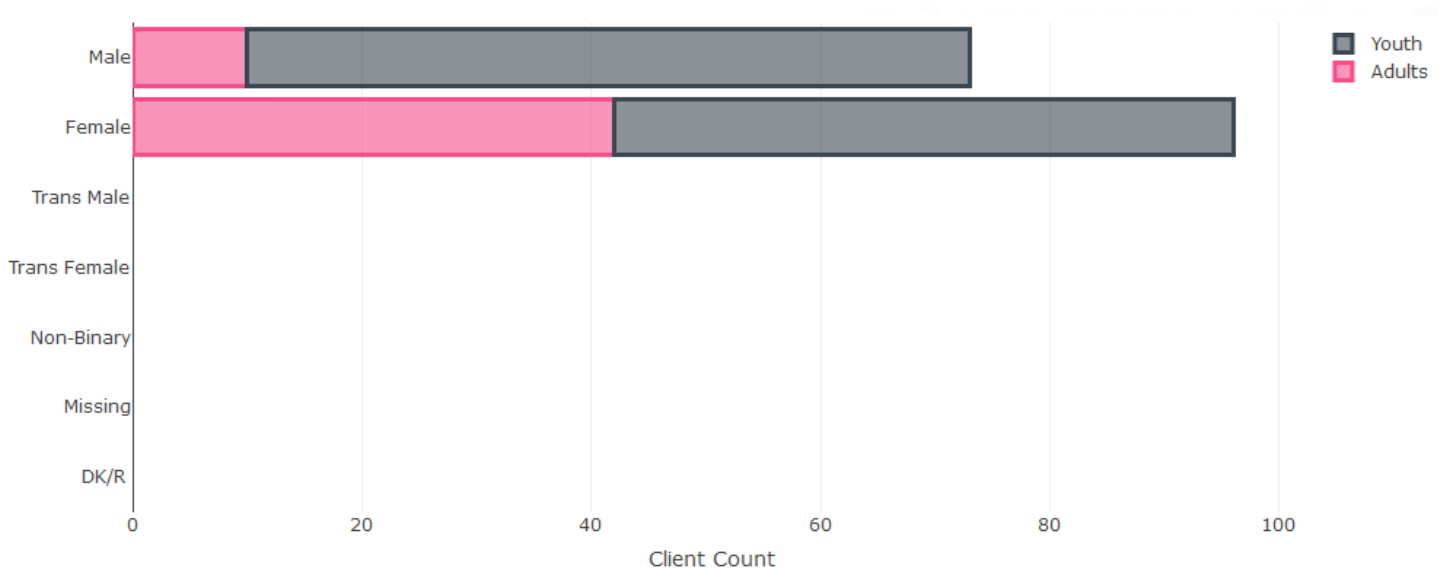
## 52 Adults and 117 Youth served

Clients aged 0-18 are considered as Youth, while clients aged 18-62+ are considered as Adults.

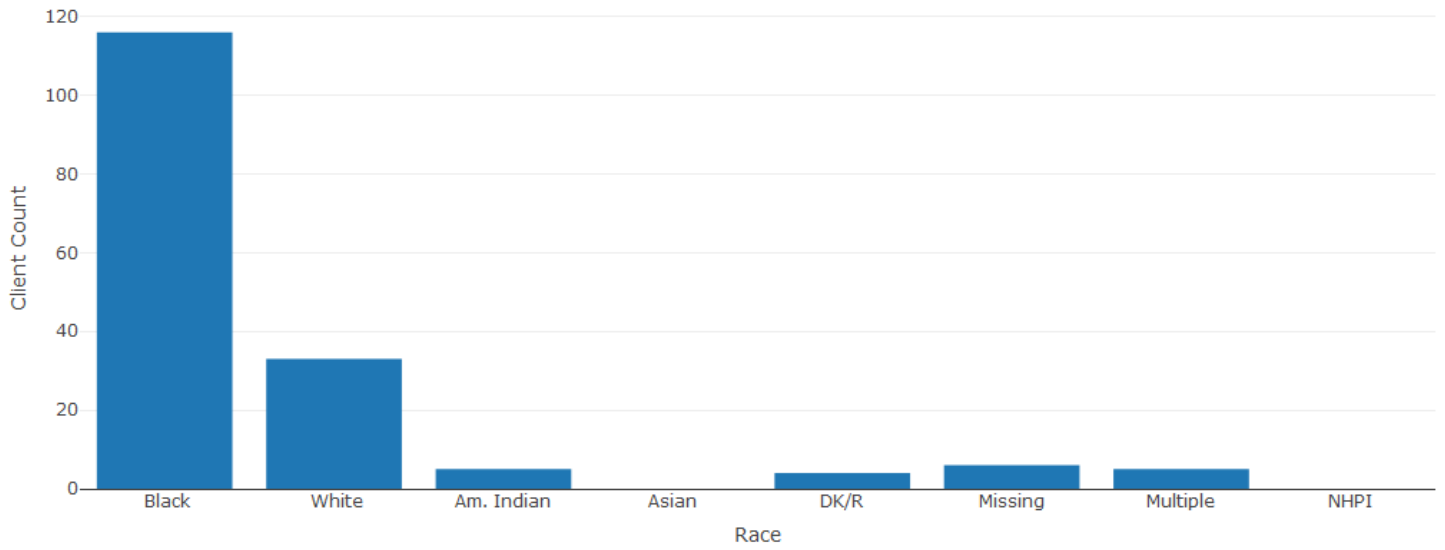


### Gender

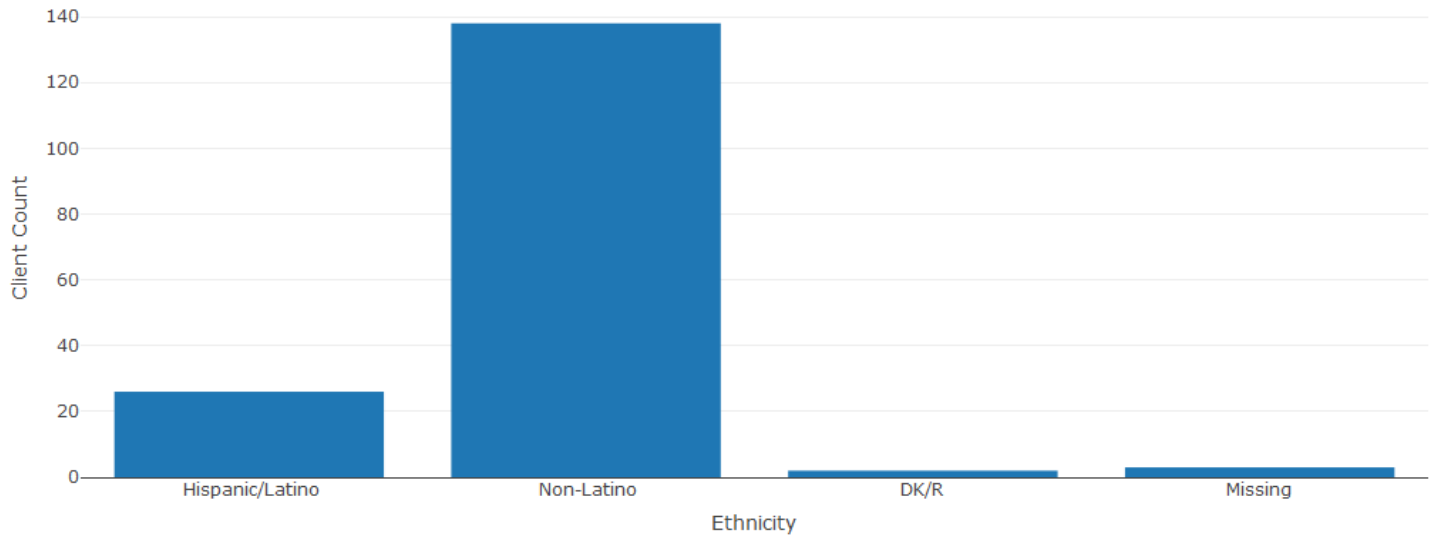
The age group are further sub grouped based on client's gender.



## Race



## Ethnicity



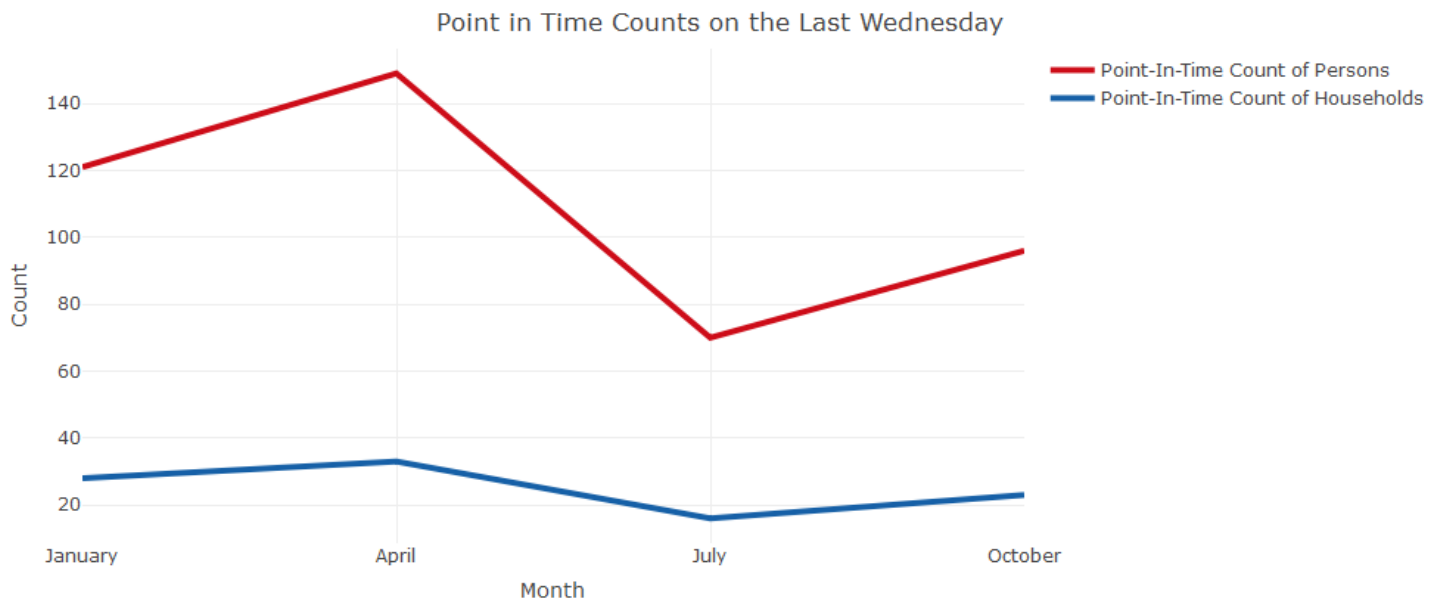
## Other Data

### Client Count

The data visualized comes from two tables of the APR

Red Line – Table 7b looks at persons served at a point in time which is the last Wednesday of January, April, July, and October

Blue Line –Table 8b looks at households served at a point in time which is the last Wednesday of January, April, July, and October

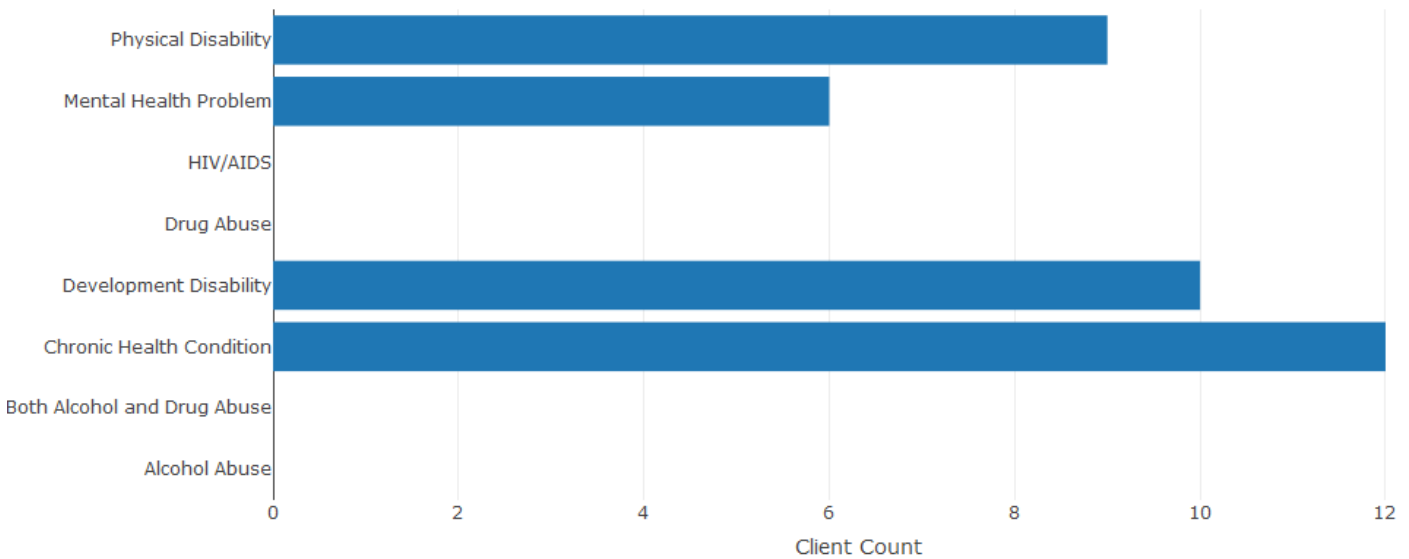




## Disabilities

The data visualized comes from the APR – Q13a1 – Physical and Mental Health Conditions at Start

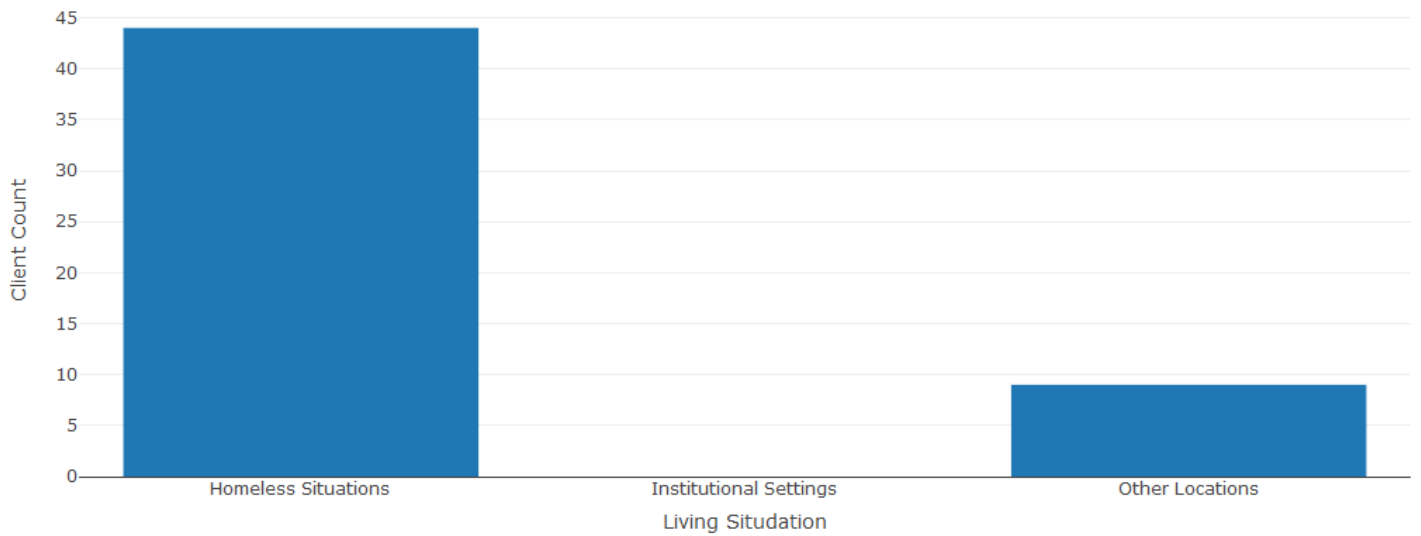
Recipients report on the conditions and disabilities of persons served in these tables during the reporting period. These include: mental illness, alcohol abuse, drug abuse, chronic health condition, HIV/AIDS and related diseases, developmental disability, and physical disability. The information on conditions are to be based on latest project stay. A person may have more than one condition; therefore, the tables are not unduplicated (i.e. a person may be counted as having a disability as well as Alcohol Abuse for instance).



## Living Situations

The data visualized comes from the APR – Q15 – Living Situation

The living situation table reports on the living situation of adults and heads of households immediately prior to entering the project. The table is broken into three categories: homeless situation, institutional settings, and other locations.

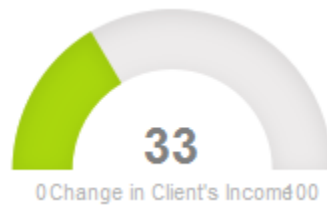


## Income Sources

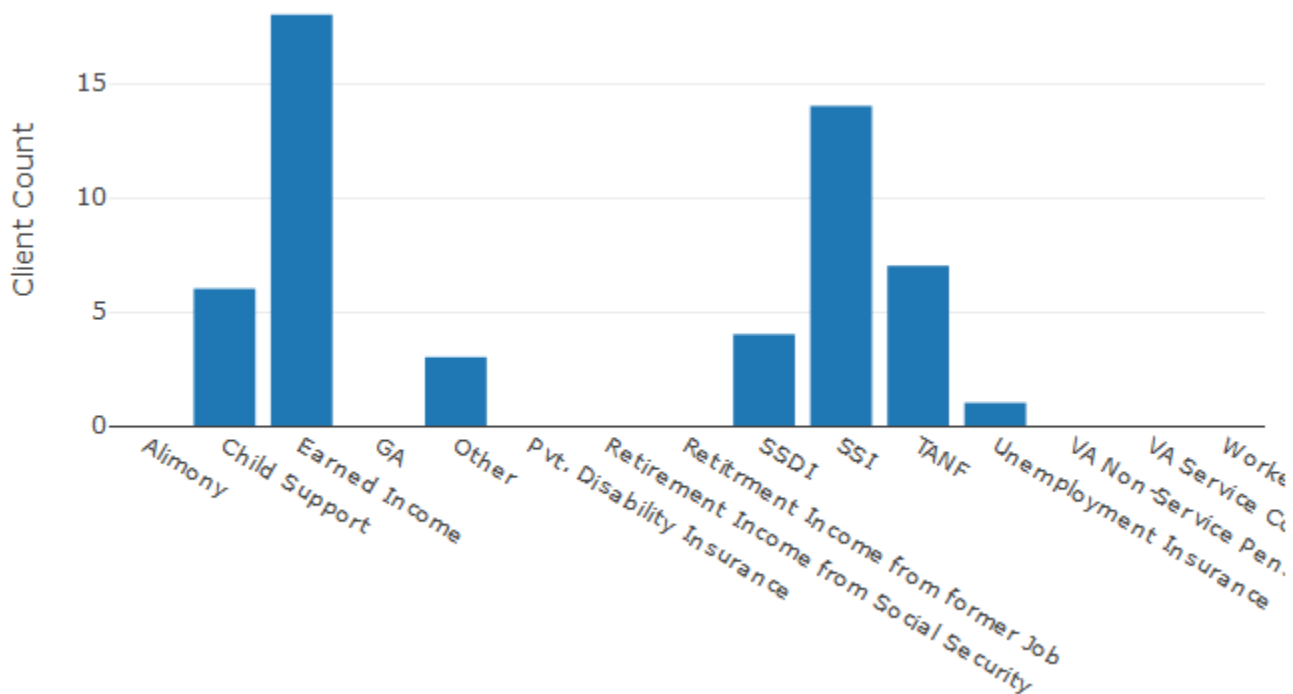
The data visualized comes from two tables:

- APR – Q19a3 – Client Cash Income Change – Income Source – by Start and Latest Status/Exit.
- APR – Q17 –Cash Income – Sources.

The gauge represents the Performance measure of the Percent of adults who have a source of income and have shown an increase in their income.



The bar chart reports on the specific sources of income that each person received (This is also tied with APR Q16 – Income Ranges). A person may have more than one income source—therefore, the tables are not unduplicated. Instead, it reports on the number of adults with income that were included in the entry, annual assessment, and exit groups so as to calculate percentages of persons with a single source as may be needed.

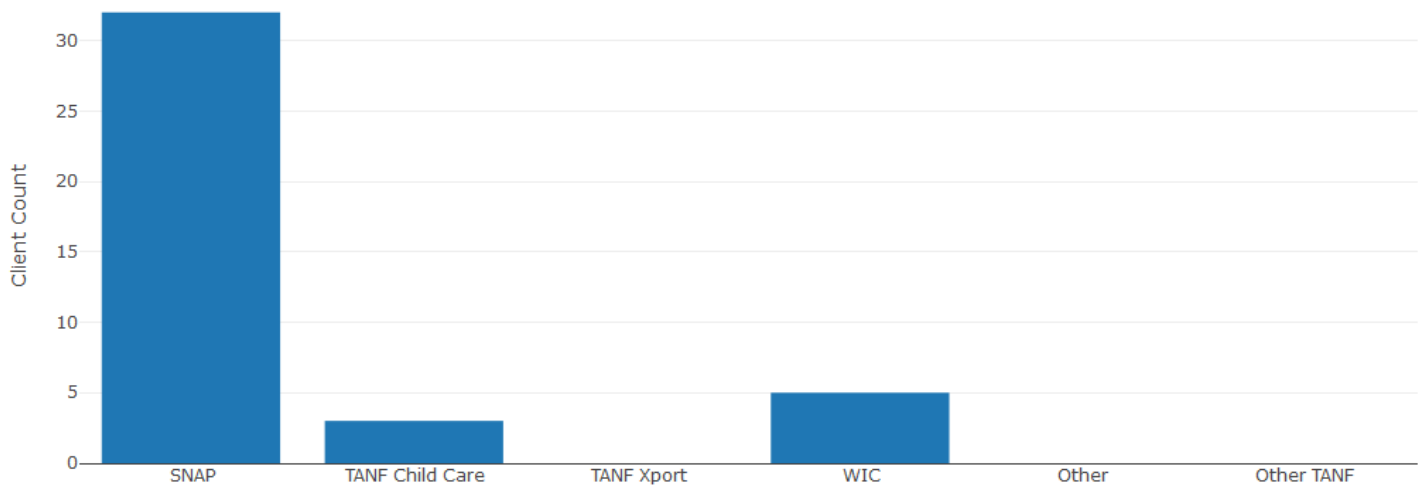


## Non-Cash Benefits

The data visualized comes from the APR – Q20a – Type of Non-Cash Benefit Source

Visualizes the type of non-cash benefits received by a client.

- SNAP – Supplemental Nutrition Assistance Program (Previously known as Food Stamps)
- TANF Child Care Services
- TANF Xport – TANF Transportation Services
- WIC – Special Supplemental Nutrition Program for Women, Infants, and Children
- Other Source
- Other TANF-Funded Services

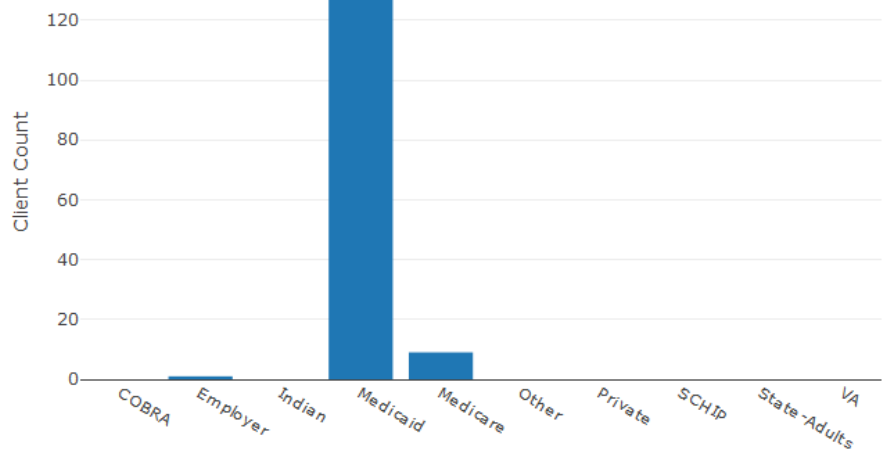
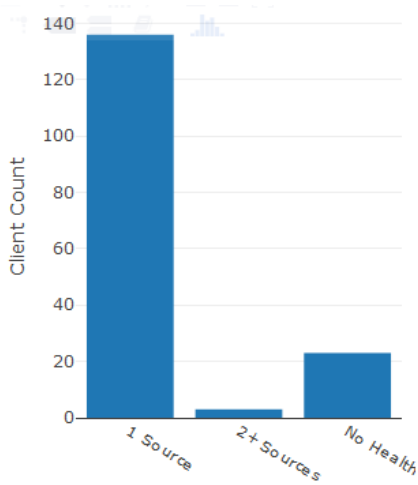


## Health Insurance

The data visualized comes from the APR – Q21 – Health Insurance

The table is split into two parts:

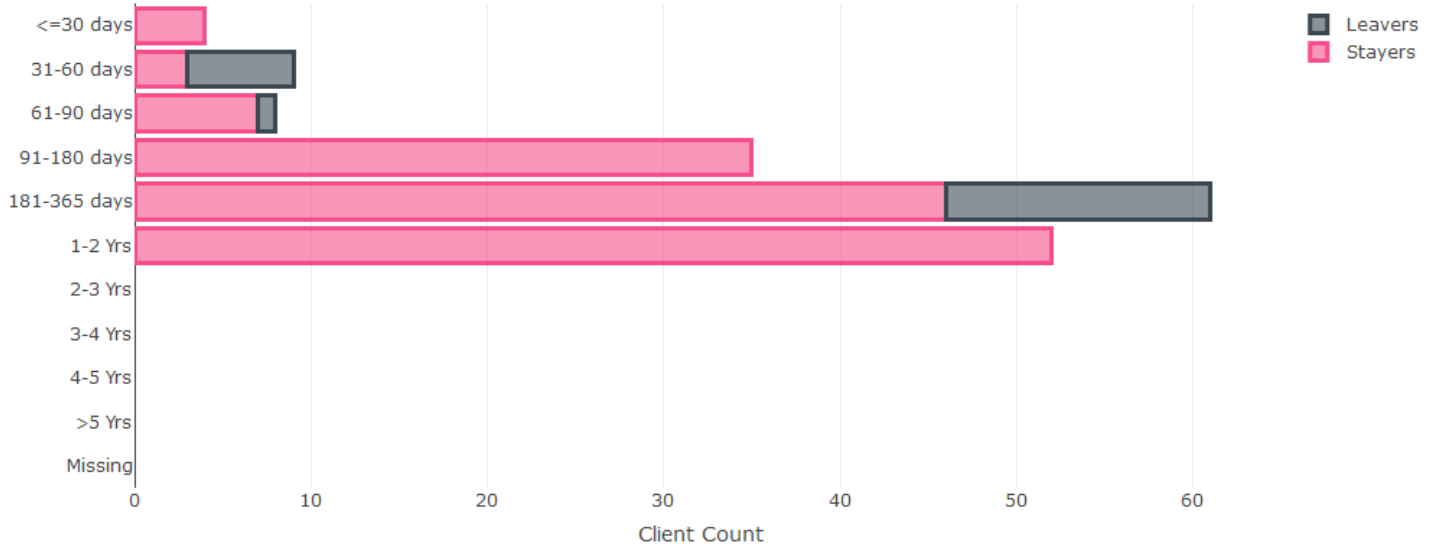
- Number of Sources for Health Insurance – Whether client has health insurance or not, and if they do, the number of sources the client is insured.
- Sources of Health Insurance – Out of the clients that have health insurance, we visualize the sources of income. The data represented here is unduplicated (i.e. a client can have multiple sources for health insurance)



## Length of Participation

The data visualized comes from the APR – Q22a1 – Length of Participation – CoC Projects

This question identifies the length of participation of persons served in the project based on their last episode of service/housing in the project. Participation accounts for all the days a person was in the project—even if some of those days occurred prior to the reporting period. The leavers’ column reports on the days from intake to the date of exit while the stayers’ column reports the days from intake until the last day of the reporting period.



## Exit Destination

The data visualized comes from:

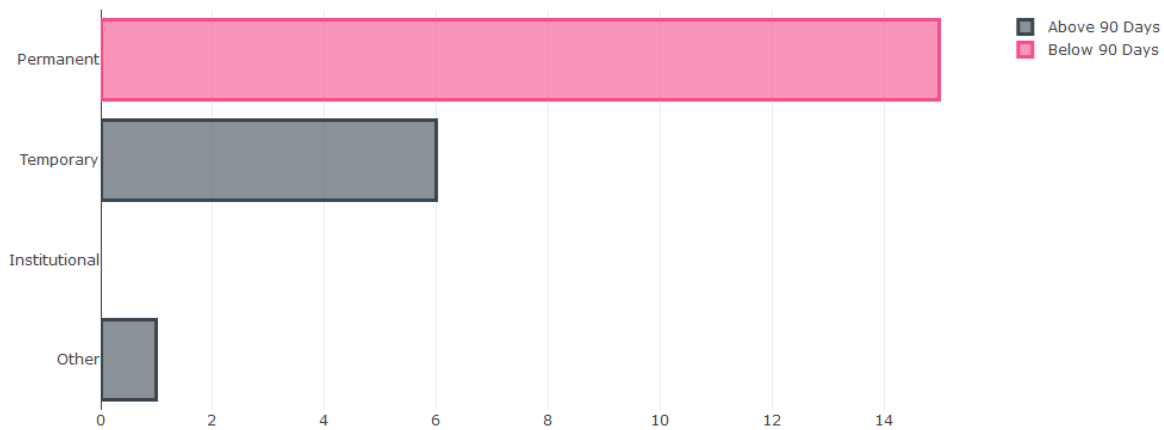
- APR – Q23a – Exit Destination – More than 90 Days
- APR – Q23b – Exit Destination –90 Days or Less

We use the subtotal counts of clients who have exited to certain destinations, which are Permanent Destinations, Temporary Destinations, Institutional Destinations or Other Destinations.

### Clients exiting to permanent destinations: 68.18%

This percentage represents the number of the agency's' clients that have left to a Permanent Destination for the time period of the report.

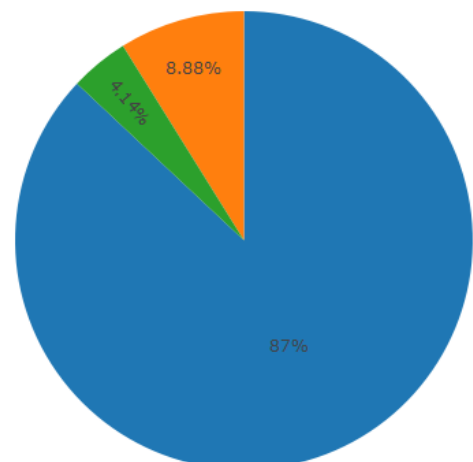
The bar chart is a graphical representation of the Exit Destination the clients have exited to.



The retention score is a percentage of total clients served that have left to a positive destination/permanent destination and excludes clients that have been deceased

### Retention Score: 95.86 %

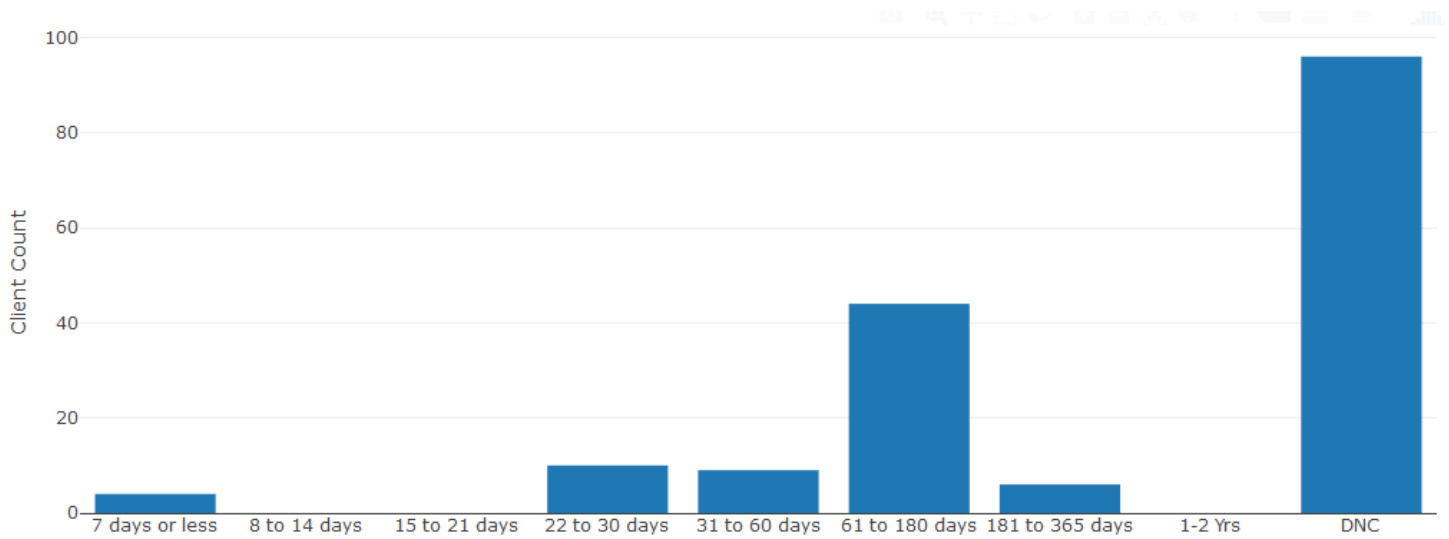
The pie chart represents the Percentage of Retained clients (Blue), Percentage of Clients who have a Positive Exit (Orange) and Percentage of Clients who have a Negative Exit (Green).



## Length of Time

Only shows for RRH Projects

The data visualized comes from the APR – Q22c – Length of Time between Project Start Date and Housing Move-in Date.





## Scorecard

The scorecard is an evaluation of the Agency’s performance scored across a CoC wide benchmark. The benchmarks are set on the Data Quality and Project Performance Measures of the Agency.

Each benchmark is further divided into different rating factors that improve Agency’s Data Quality and Project Performance. Each rating factor is evaluated to a percentage, out of which we evaluate a score to the Agency based of a CoC wide benchmark.

For instance, the table below shows the Agency scored a 5.2 out of 6.5 (CoC wide benchmark) on its Data Completeness in respect to the Agency’s Data Quality.

### Data Quality

Description/ Rating factor	Data Source	Evaluation (%)	Benchmark	Agency's Score*
Timeliness	APR 6e - DQ: Timeliness % of records between 0-3 days	24.26	8	0
Data Completeness	APR 6a - DQ: Personally Identifiable Information Overall Score % of Error Rate	17	6.5	5.2
Data Completeness	APR 6b - DQ: Universal Data Elements Overall Score % of Error Rate	14	6.5	3.9
Income (Entry)	APR 6c - DQ: Income and Housing Data Quality (Entry) % Error Rate	15	0.5	0.3
Income (Annual)	APR 6c - DQ: Income and Housing Data Quality (Annual) % Error Rate	100	1.5	0
Income (Exit)	APR 6c - DQ: Income and Housing Data Quality (Exit) % Error Rate	0	0.5	0.5
Chronics	APR 6d - DQ: Chronic Homelessness % Error Rate	17	6.5	5.2

### Project Performance Measures

Description/ Rating factor	Data Source	Evaluation (%)	Benchmark	Agency's Score*
Exits to Permanent Housing	APR 23a + 23b - Exit Destination (combined) Total persons exiting to positive housing destinations Percentage	68.18	20	8
Increased Income and earned Income	APR 19a3 - Client Cash Income Change - Income Source - by Entry and Latest Status/Exit Number of Adults with Any Income (i.e., Total Income) Percentage	33	5	5



# About