

SOCIAL SECURITY NUMBERS

- Verify SSN with **ALL** clients
- HUD guidance: “When enrolling a client who already has a record in the HMIS, verify that the SSN in the system is accurate and correct it if it is not.”
- What is SSN DQ?
- Client Refused


Profile

Client - (467139) training, CE

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Release of Information: **None**

Client Information

Summary **Client Profile** Households ROI Entry

 **Client Record**

Name	training, CE
Name Data Quality	
Alias	FAKE CLIENT
Social Security	***-**-9999
SSN Data Quality	Approximate or partial SSN reported (HUD)
U.S. Military Veteran?	Client doesn't know (HUD)
Age	41

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- **Process for Updating SSNs:**

- If staff need to update a SSN, they will input the info into an encrypted spreadsheet which they will send via email (weekly, monthly) to Delia (weekly, monthly, as needed) who will update the SSNs in HMIS. Secure Delivery is not required for the email as the spreadsheet is encrypted.
- CE will likely be doing the bulk of the updates

- **Collecting all 9 digits vs. last 4:**

- Collecting only the last 4 impacts individual agency and overall data quality as we get dinged for partial SSNs.
- As more funders request reporting out of HMIS, we are going to have agencies with data quality issues that we may be creating for them by making the standard to not input the full 9.

CLEANING UP DATA

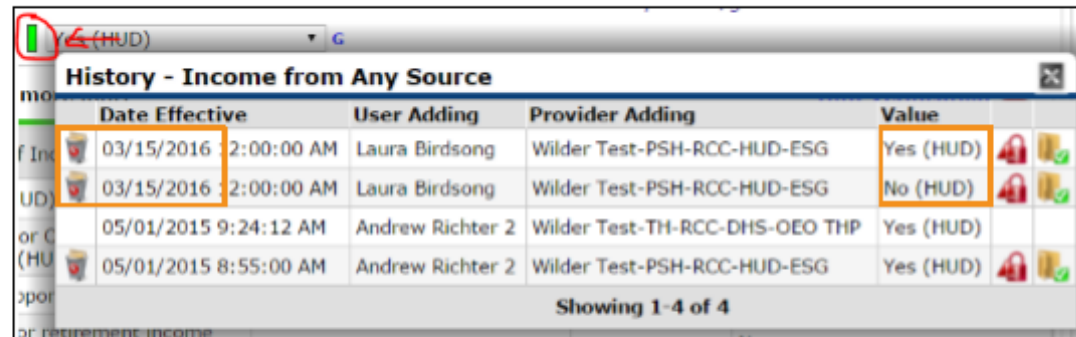
- Data should always be cleaned up on the Project Start
- Backdating is not necessary
- Why you still have errors:
 - Historic Incorrect Answers
 - Data Incongruity

HISTORIC INCORRECT DATA

How to Delete Incorrect Responses on the History Bar

As you review the instructions for fixing your errors, deleting previous incorrect answers is a common step and referenced throughout the instructions.

ServicePoint allows you to track changes to a data element over time by stamping your data with an effective date. This can become a problem if there are two values that contradict each other with the same effective date. You can access the History Bar by clicking on the vertical colored line to the left of a data element.



Date Effective	User Adding	Provider Adding	Value
03/15/2016 2:00:00 AM	Laura Birdsong	Wilder Test-PSH-RCC-HUD-ESG	Yes (HUD)
03/15/2016 2:00:00 AM	Laura Birdsong	Wilder Test-PSH-RCC-HUD-ESG	No (HUD)
05/01/2015 9:24:12 AM	Andrew Richter 2	Wilder Test-TH-RCC-DHS-OEO THP	Yes (HUD)
05/01/2015 8:55:00 AM	Andrew Richter 2	Wilder Test-PSH-RCC-HUD-ESG	Yes (HUD)

- From the image above, a client cannot be receiving income and not receiving income on the same day (3/15/2016). This would show as a missing error on the report as it unclear which is the correct answer. In the image above, you would want to click on the trash can next to the incorrect answer.
- You need to be in EDA mode to the provider that added the data (see Provider Adding column) in order to delete a response. In the image above, the user is in EDA mode to ICA Test-PSH-RCC-HUD-ESG and cannot, therefore, delete the third history item.
- Do not delete any previously correct answers for which the client's answer is now different. ServicePoint records a client's history of responses over time and you should not delete any previously correct answers.

DATA INCONGRUITY

- Client data which is missing, is incorrect, or which is inconsistent with other recorded data for the same client.
- Key areas with issues:
 - DOB, Households, Gender
 - HUD Verification Assessments
- Examples:
 - Client has a birthdate resulting in the client being over the age of 100
 - Client's relationship to head of household is mother but their gender is male.