

ENTRY/EXIT DATA QUALITY REPORT

The Entry/Exit Data Quality Report flags a number of issues with client records and/or their program entries/exits including*:

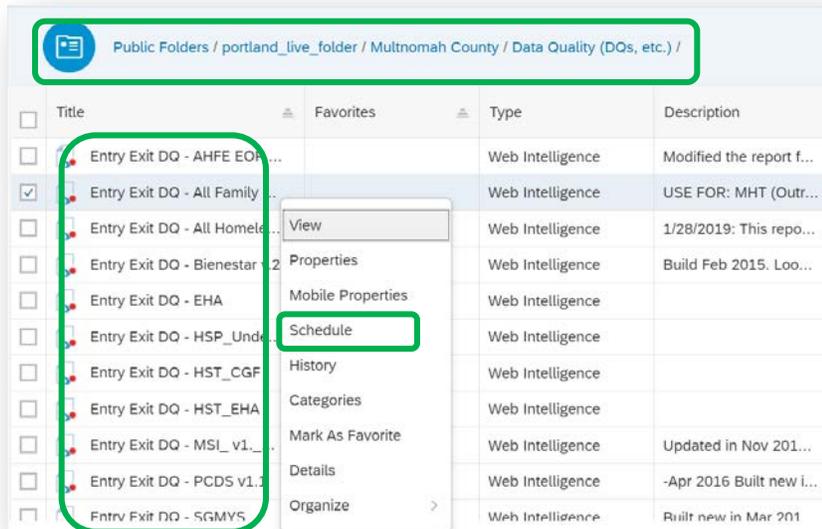
1. Missing Entry/Exit data
2. Clients who have a service entered, but no program entry
3. Households that have multiple members, but only one person was entered into a program
4. Clients who don't have a Household set up in their profiles
5. Clients who are outside the age range for a particular program
6. Too many or too few Household members identified as the Head of Household
7. Clients who have overlapping entries, or entries within 90 days of each other
8. Clients who have program entry dates that happened before they were born

* **The issues flagged in each report are specific to that program. You may not see the entire list above when you run a report.**

This report can be used to support the validity and reliability of your program's data. **Review this report every other month as part of your ongoing data quality efforts.**

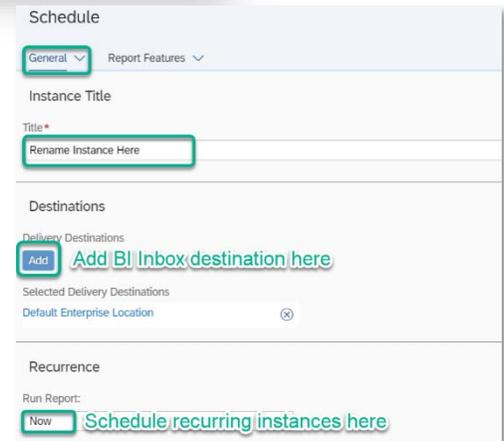
❶ **Folder Path in SAP BO:** Public Folder > Portland Live > Multnomah County > Data Quality (DQPs, etc.) > Entry Exit DQ – Your Program Name

Click the 3-dots icon to the right of the report title or right-click on title and choose Schedule to get started



In the General tab

- Rename report instance
- Add 'BI Inbox' to Delivery Destinations
- Recurrence (run report now or recurring) – **for recurring reports, the end date should be set far into the future.**



2 'Schedule' the Report with the Following Prompts (prompts may differ depending on program type):

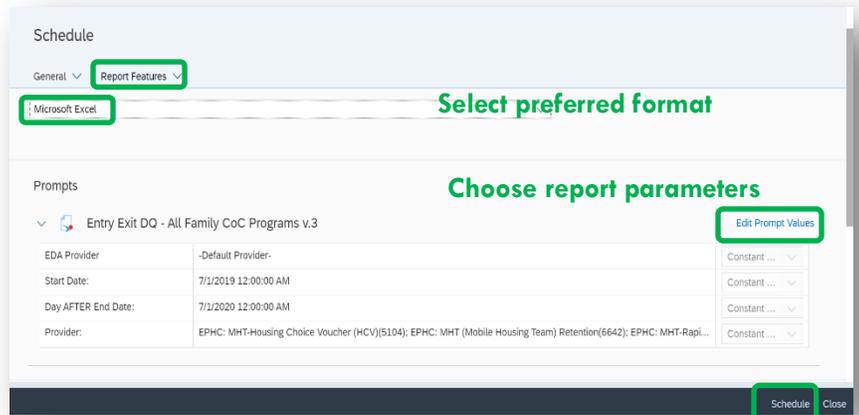
EDA Provider: Leave blank unless instructed otherwise

Provider(s): Your program's Provider Name in ServicePoint

Start Date: First date of the reporting period

Day AFTER End Date: Last date of the reporting period + 1 day

Enter Effective Date: Change to tomorrow's date

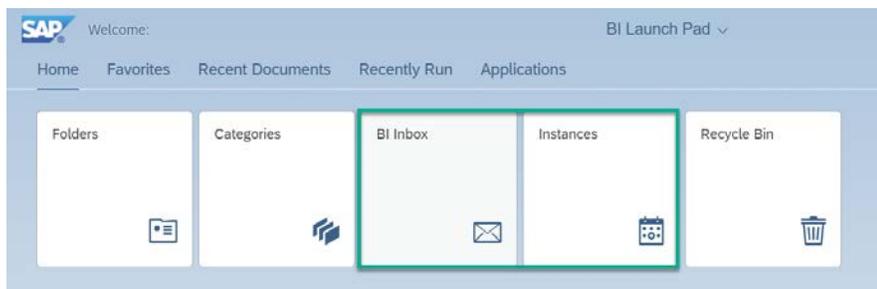


3 Click 'Apply' on 'Edit Prompt Values' dialogue

Click Schedule when ready to run

4 Click Schedule

Download completed report from 'BI Inbox' or 'Instances' section of SAP Business Objects Home Page



All Entry/Exit Data Quality Reports will have a Summary tab. The MISSING Data and other tabs will provide you with more details about what data is missing and for whom.

- 1 Total # of active households, active clients, and clients by subgroup (HoH, Adults, School-Age)
- 2 For each required Entry question:
 - Population for whom that question is required
 - Total # missing that question
 - % of clients missing that question
- 3 The same for all required Exit questions

Ideally the MISSING Count and MISSING % columns will be empty, indicating that all required questions have been answered. Less than 5% missing data is acceptable.

		TOTAL Active Clients	141	
		Clients Enrolled On or After 7/1/2013	215	
		Active Entry Exits	MISSING Count	MISSING %
Entry Questions	Population			
DOB	TOTAL Active Clients	19	13.48%	
DOB Type	TOTAL Active Clients	19	13.48%	
Gender	TOTAL Active Clients	18	12.77%	
Race	TOTAL Active Clients	4	2.84%	
Ethnicity	TOTAL Active Clients	5	3.55%	
Inclusive Identity	Clients Enrolled On or After 7/1/2013			
Primary Language	TOTAL Active Clients	19	13.48%	
Highest Grade Completed	TOTAL Active Clients	18	12.77%	
Health Insurance	TOTAL Active Clients	18	12.77%	
Entry Residence Prior to Program Entry	TOTAL Active Clients	19	13.48%	
Housing Status	TOTAL Active Clients	20	14.18%	
Zip Code	TOTAL Active Clients	19	13.48%	
Zip Code Data Quality	TOTAL Active Clients	19	13.48%	
Household Size	TOTAL Active Clients	23	16.31%	
Disabling condition	TOTAL Active Clients	20	14.18%	
Length of Stay in Previous Place	TOTAL Active Clients	19	13.48%	
Is Client Homeless?	TOTAL Active Clients	20	14.18%	
Is Client Chronically Homeless?	TOTAL Active Clients	18	12.77%	
U.S. Military Veteran?	TOTAL Active Clients	19	13.48%	
Domestic violence victim/survivor	TOTAL Active Clients	19	13.48%	
Is client pregnant?	TOTAL Active Clients	22	15.60%	
Suicidal ideation?	TOTAL Active Clients	22	15.60%	
Client has Attention Deficit Disorder	TOTAL Active Clients	21	14.89%	
Client has been sexually abused	TOTAL Active Clients	21	14.83%	
Exited Clients		141		
Post-Dated Exits				
Exit Questions	Population	MISSING Count	MISSING %	
Exit Reason	TOTAL Exited Clients			
Housing Status (Exit)*	TOTAL Exited Clients	17	12.06%	
Did youth complete a family counseling	TOTAL Exited Clients	106	75.18%	

SCENARIO #2 – Client is missing a program entry

SOLUTION: ADD A PROGRAM ENTRY

Click 'Add Entry/Exit' button to create a new entry into your program. Set the Entry Date back to at least the same date as the EARLIEST date client received services from your program.

Entry/Exits			
Program	Type	Entry Date	Exit Date
No matches.			
<input type="button" value="Add Entry / Exit"/>			

NOTE: If someone else in the client's household already has an entry into your program, add your client to *that* entry instead of creating a completely new entry. In a family member's profile, click the pencil next to the appropriate program entry. Then click 'Include Additional Household Members' and search for the client you'd like to add. Or, follow the steps in Scenario #3 below.

SCENARIO #3 – Household has multiple members, but only one was entered into a program

SOLUTION: ADD ADDITIONAL HOUSEHOLD MEMBERS TO THE ORIGINAL ENTRY.

In the Head of Household's profile, click the pencil next to the appropriate program entry. Then click 'Include Additional Household Members' and search for the client you'd like to add.

Entry/Exits			
Program	Type	Entry Date	Exit Date
Impact Northwest: Parent Child Development Services (PCDS) - SP	Basic	 10/01/2017 	
<input type="button" value="Add Entry / Exit"/>			

Showing 1-1 of 1

Household Members

i To update Household members for this Entry Data, click the box beside each name.

(1) Female Single Parent

(1) Example, HoH (Entry Date: 10/01/2017 4:46 PM)

(2) Example, 1Child (Entry Date: 10/01/2017 4:46 PM)

Include Additional Household Members

Household Members

i To include additional Household Members, click the box beside each name. Only Members from ONE Household may be selected at a time.

(1) Female Single Parent

(1) Example, HoH

(2) Example, 1Child

(3) Example, 2Child

NOTE: Any additional Household members added to an existing Program Entry using the steps above will be enrolled with the same Entry Date as the existing Program Entry. If you have an additional Household member you'd like to add to an existing Program Entry but with a different Entry Date than the existing Program Entry, please contact the ServicePoint Helpline for assistance: 503-970-4408 or servicepoint@multco.us

SCENARIO #4 - Clients who don't have a Household set up on their profiles

SOLUTION: BUILD A HOUSEHOLD, STARTING FROM THE HEAD OF HOUSEHOLD'S PROFILE.

Once the Household is set up, review case file and make sure that all family members who are receiving services have been included in all Program Entries and Services.

Households

ID	Type	Head of Household	Relationship
<input type="button" value="Search Existing Households"/>		<input type="button" value="Start New Household"/>	

SCENARIO #5 - Clients who are outside the age range for a particular program

SOLUTION: DOUBLE CHECK THE DATE OF BIRTH OF THE CLIENT.

If the DOB/age is correct and the client is actually outside of the age range for your program, delete their entry into your program by using the garbage can icon in the Entry/Exit Tab. **Make sure you do this step from the Client Profile of the client whose Program Entry you want to delete.**

Client Information | Service Transactions

Summary | Client Profile | Households | ROI | **Entry / Exit** | Case Managers | Case Plans | Activities | Assessments

i Reminder: Household members must be established on Households tab before creating Entry / Exits

Entry / Exit

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
<input checked="" type="checkbox"/> Latino Network: Parent Child Development Services (PCDS) - SP (5491)	Basic	10/01/2017				

Showing 1-1 of 1

SCENARIO #6 - Too many or too few Household members identified as the Head of Household

SOLUTION: REVIEW YOUR PROGRAM ENTRY AND CHANGE ANSWERS TO “RELATIONSHIP TO HEAD OF HOUSEHOLD” QUESTION.

- Relationship to Head of Household is a question in many program entries. This error is NOT related to the Household you built in a client’s profile; this error is looking at how you answered the Relationship to Head of Household question in the Program Entries of one or more clients in a Household.



A screenshot of a software interface showing a dropdown menu. The label 'Relationship to Head of Household' is on the left. The dropdown menu is open, showing '-Select-' as the selected option. There is a small 'G' icon to the right of the dropdown arrow.

- Each household **must have and should only have ONE person designated as the Head of Household** (Self – head of household)
- Other Household members should be designated as one of the other options: Head of household’s child, Head of household’s spouse or partner, Head of household’s other relation, Other: non-relation member, Data not collected.

SCENARIO #7 – Clients who have overlapping entries, or are within 90 days of each other

SOLUTION: CONSOLIDATE INTO ONE ENTRY

- Review earlier program entry and confirm that all required data is there
- Check the Client Count icon to make sure the same HH members were included on each entry
- Keep one program entry using the EARLIEST ENTRY DATE and the LATEST EXIT DATE (if exited) and DELETE any other program entries by using the Garbage Can icon
- Check that all service dates fall within the program Entry and Exit dates
- DELETE the extra program entry by using the Garbage Can icon next to the exit date in the Entry/Exit tab.

NOTE: Deleting a Program Entry from a Head of Household’s profile will not remove it from the profiles of the other members of the Household. You must enter each Household members’ profile individually and delete the Program Entry from their record’s Entry/Exit tab.

SCENARIO #8 - Clients who have program entry dates that happened before they were born

NOTE: Typically this scenario occurs with babies born *during* program enrollment. If it’s actually the DOB that is incorrect, leave the Entry Date unchanged and simply update the client’s DOB.

SOLUTION: CHANGE THE ENTRY DATE FOR ONE CLIENT ONLY TO MATCH THEIR DOB

If the DOB is incorrect, simply change it in the client’s program entry. If the DOB is correct and it’s a child who was born during a family’s enrollment, follow these steps:

- Click the pencil next to the client’s program entry date
- At the first screen, **uncheck** every HH member’s name except for the client in question
- Type in the correct entry date (their DOB) and Save and Continue
- Inside the program entry, confirm that you only changed the entry date for the correct client

Edit Entry Data - (58100) Test, Just A, Jr

Household Members

To update Household members for this Entry Data, click the box beside each name.

- (237907) Male Single Parent
 - (1) Test, Justin A, Sr (Entry Date: 02/06/2015 3:29 PM)
 - (58100) Test, Just A, Jr (Entry Date: 02/06/2015 3:29 PM)
 - (124079) Test, Shelter (Entry Date: 02/06/2015 3:29 PM)

Edit Entry Data - (58100) Test, Just A, Jr

Provider: Multnomah County - SP (2206)
 Type: HUD

Entry Date* 02 / 06 / 2015 3 : 29 : 00 PM

Household Members Associated with this Entry / Exit

	Name	Head of Household	Entry Date	Exit Date	Interims	Follow Ups
	(1) Test, Justin A, Sr	Yes	02/06/2015			
	(58100) Test, Just A, Jr	No	03/11/2015			
	(124079) Test, Shelter	No	02/06/2015			

Showing 1-3 of 3