Montgomery County Department of Health and Human Services

Monthly ServicePoint Data Quality Review—

Housing Stabilization Services

To:	
CC:	
Provider	
From:	and
Subject:	**Monthly ServicePoint Data Quality Review**
Date:	*(Due by the 15th of each month.)*

By the 15th of each month, **Homeless Services Providers** are required to submit each of the following data quality reports to their contract monitor and the ServicePoint Dedicated Support Specialist. For help, refer to the *How-To Worksheet for Homeless Services Providers*. In order to submit the completed form, you will need to "Save As" locally, and then attach a copy to your email.

☐ **213 - UDE Completeness - Entry Exit Workflow (*Run in ART.*)**
- **Location:** Public Folders/Montgomery Live Folder/Data Quality (Agency Admin) Reports

	Last Month		This Month	
	% Errors	Grade	% Errors	Grade
Adults and Unaccompanied Youth	%		%	
Children	%		%	

☐ **216 – Unexited Clients Exceeding Maximum Length of Stay** *(Run in ART.)*
- **Location:** Public Folders/Montgomery Live Folder/Data Quality (Agency Admin) Reports

Clients Exceeding Maximum LOS **(If a client who has exited the program is on the report, check to verify that there are no extra entries.)**	_____ Number of clients exceeding 90 days. ☐ I verify that <u>all</u> of these clients are still being served. ☐ I have exited clients who have not received services in the last 30 days.
Multiple Entries for Same Client **(highlighted in yellow on the report)**	_____ Number of clients that had multiple entries. ☐ Duplicate (multiple) Entries have been exited or deleted.*
*Note: You must delete extra entries from the profiles of <u>each</u> member of the household.	

☐ **Case Worker Records - Data Quality Part 1** *(Run in ART.)*
- **Location: Public Folders/Montgomery Live Folder/Data Quality (Agency Admin) Reports**

Entry/Exit Closed, **Case Worker Record Open**	☐ Case Worker Records have been closed for clients no longer being served.
Case Worker Records **Starting Before Entry**	☐ Inaccurate start dates have been corrected for all Case Worker Records.

How to obtain assistance:
- Contact Dixon Martin, ServicePoint Dedicated Support Specialist, 240-777-4691, *or* Dixon.martin@montgomerycountymd.gov.

☐ **HUD CoC APR** *(Run in ServicePoint.)*
  • **Location: Reports/Provider Reports**

Total Number of Records for All Clients (Question 7)	_____ Total number of records for all clients.
	☐ Total number of records for all clients, above, is equal to total number of Adults + Children on the Client Served report.
Unaccompanied Children (Question 7)	☐ Verified there are no records for unaccompanied children.[1] *or*
	☐ Verified that unaccompanied children on my CoC APR are being served by my program.
Unknown Household Type (Question 8)	☐ Verified there are no households with "Unknown Household Type."[2]

[1] Unaccompanied children may be reported because an inaccurate birth date has been entered, or because a child has not been attached to a household. Click on the hyperlinked number in the report to look at the profile of any unaccompanied children.

[2] "Unknown Household Type" can result when someone in the household is missing a date of birth.

| **Known Physical and Mental Health Condition at Exit— Leavers (Question 22a2)** | _____ Number of persons indicated with no known conditions at Exit.[3] |
| | ☐ I verify that all clients listed as "none" have no known disabling conditions. |

[3] Disabling Conditions are reported on the <u>Entry</u>. Click on the hyperlinked number in the "none" box to see the clients who are reporting as "none."

Client Monthly Cash Income Amount— (Question 23)	_____ Total number of clients that exited program.
	☐ If no exits, stop here.
	_____ Number of clients with no income at Entry.
	_____ Number of clients with no income at Exit.
	_____ Total number of clients with same income at Entry and Exit.

Client Exit (While in the Exit, verifying income for Leavers, please also verify the items to the right.)	Verify that the following required items have been completed.
	☐ Reason for Leaving
	☐ Destination
	☐ Housing Status
	☐ Income
	☐ Non-Cash Benefits

☐ **Client Served** *(Run in ServicePoint.)*
  • **Location: Reports/Provider Reports**

| **Total Number of Clients Served (line C)** | _____ Total Number of Clients: Adults + Children. |
| | ☐ Total number of clients: Adults + Children, above, is equal to Total Number of Records for All Clients on Question 7 of the CoC APR. |

How to obtain assistance ServicePoint, ART or report assistance:
  • Contact Dixon Martin, ServicePoint Dedicated Support Specialist, 240-777-4691, *or*
    Dixon.martin@montgomerycountymd.gov.