



# Monthly ServicePoint Data Quality Review— Outreach & Family Shelters

To: \_\_\_\_\_

CC: \_\_\_\_\_

Provider \_\_\_\_\_

From: \_\_\_\_\_ and \_\_\_\_\_

Subject: **Monthly ServicePoint Data Quality Review**

Date: **(Due by the 15<sup>th</sup> of each month.)**

By the 15<sup>th</sup> of each month, **Outreach & Family Shelters** 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**. 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

<b>Clients Exceeding Maximum LOS</b> (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.) <input type="checkbox"/> I verify that <u>all</u> of these clients are still being served. <input type="checkbox"/> I have exited clients who have not received services in the last 30 days.
<b>Multiple Entries for Same Client</b> (highlighted in yellow on the report)	_____ Number of clients that had multiple entries. <input type="checkbox"/> Duplicate (multiple) Entries have been exited or deleted.*
<b>*Note: You must delete extra entries from the profiles of <u>each</u> member of the household.</b>	

**Client Served (Run in ServicePoint.)**

- **Location:** Reports/Provider Reports

<b>Total Number of Clients Served</b> (line C)	_____ Total Number of Clients: Adults + Children.
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**How to obtain assistance:**

- Contact Dixon Martin, ServicePoint Dedicated Support Specialist, 240-777-4691, or [Dixon.martin@montgomerycountymd.gov](mailto:Dixon.martin@montgomerycountymd.gov).

**Monthly ServicePoint Data Quality Review  
Outreach & Family Shelters**

**HUD CoC APR (Run in ServicePoint.)**

- **Location: Reports/Provider Reports**

<b>Total Number of Records for All Clients (Question 7)</b>	<p>_____ Total number of records for all clients.</p> <p><input type="checkbox"/> Total number of records for all clients, above, is equal to total number of Adults + Children on the Client Served report.</p>
<b>Unaccompanied Children (Question 7)</b>	<p><input type="checkbox"/> Verified there are no records for unaccompanied children.<sup>1</sup> <i>or</i></p> <p><input type="checkbox"/> Verified that unaccompanied children on my CoC APR are being served by my program.</p>
<b>Unknown Household Type (Question 8)</b>	<p><input type="checkbox"/> Verified there are no households with "Unknown Household Type."<sup>2</sup></p>
<p><sup>1</sup> 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.</p> <p><sup>2</sup> "Unknown Household Type" can result when someone in the household is missing a date of birth.</p>	

<b>Known Physical and Mental Health Condition at Exit— Leavers (Question 22a2)</b>	<p>_____ Number of persons indicated with no known conditions at Exit.<sup>3</sup></p> <p><input type="checkbox"/> I verify that all clients listed as "none" have no known disabling conditions.</p>
<p><sup>3</sup> 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."</p>	

<b>Client Monthly Cash Income Amount— (Question 23)</b>	<p>_____ Total number of clients that exited program.</p> <p><input type="checkbox"/> If no exits, stop here.</p> <p>_____ Number of clients with no income at Entry.</p> <p>_____ Number of clients with no income at Exit.</p> <p>_____ Total number of clients with same income at Entry and Exit.</p>
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<b>Client Exit (While in the Exit, verifying income for Leavers, please also verify the items to the right.)</b>	<p>Verify that the following required items have been completed.</p> <p><input type="checkbox"/> Reason for Leaving</p> <p><input type="checkbox"/> Destination</p> <p><input type="checkbox"/> Housing Status</p> <p><input type="checkbox"/> Income</p> <p><input type="checkbox"/> Non-Cash Benefits</p>
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**How to obtain assistance ServicePoint, ART or report assistance:**

- Contact Dixon Martin, ServicePoint Dedicated Support Specialist, 240-777-4691, or [Dixon.martin@montgomerycountymd.gov](mailto:Dixon.martin@montgomerycountymd.gov).