Webinar HDX System Performance Measures & Data Submission
March 30, 2017

JULIA: Hello everyone and welcome to the HUD webinar, submitting your CoC's System Performance Measures report in HDX. My name is Julia Brown and I am with Abt Associates. I am joined today by our presenters William Snow from the SNAPS office and Tracy D'Alanno, my colleague at Abt Associates. There are lots of participants on this call today so we're going to go ahead and automatically mute everyone's phone lines. But if you have questions throughout the webinar, please feel free to type them in the Q&A box in the webex interface. This webinar will run for about an hour but we will make sure that there is plenty of time at the end of our presentation for questions. We'll answer some of those in writing throughout the presentation, but we will also read aloud as many questions as we can at the end of the presentation to make sure that we take time to answer those verbally as well.

Today what we hope to accomplish is to make sure that folks understand the submission deadline for the System performance measures in the HDX. We also want to make sure that people understand how to resubmit last year's data if it is desired. Many CoCs had challenges with their submissions last year and submitted inaccurate or incomplete data in order to meet the deadline. HUD is allowing those CoC's to resubmit that report if you wish to. If you're comfortable with what you submitted, there is no need to do that, but it is an option available to you, if you wish. We'll also walk through the process of entering data from your HMIS System performance measures into the HDX, either manually or via a CSV upload. We'll also talk about how to complete the new Data Quality tab that will be available for the FY 2016 data submission. Just a note that you won't be able to see this tab right away – it will only become visible when you start your FY 2016 submission, after you decide whether or not to resubmit your FY 2015 data. We'll also review your data once you've entered it – how to review your validation warnings and errors. And then finalize and submit your data.

Before we dive in, I want to make sure folks are aware of a few acronyms we'll use throughout the presentation. Sys PM is how we refer to the System Performance Measures module in the HDX. HMIS, of course, is the homeless management information system specific to your CoC. The HDX is where you submit your HIC, PIT, AHAR, and System Performance Measures – and that stands for the homelessness data exchange. And we'll also refer to the PIT count in this conversation and that of course refers to your point in time count.

So now I am going to turn this over to William Snow from the HUD SNAPS office. He is going to talk to us about the background of the system performance measures and the HUD requirements. William?

WILLIAM: I want to thank everyone for being on the call today as well. This performance is clearly a really important topic and we know that you're in the thick of it. We are excited to see all of the very, like diverse, things you guys are working on. Lately, I have been looking at community dashboards that have been made publicly available and I am really excited about that. Great to see communities posting their data, holding people accountable for their data, and letting everyone see what is going on and we encourage continued innovation in that regard.

We want you to help use the data in a way that ends homelessness and for all of the things we do, we never want to lose sight of that core goal. The reason why we're doing it is not to fulfill a reporting requirement or to do what HUD says, even though at the heart of it, you may feel that way. It's about serving homeless people and system performance is a fantastic way of accomplishing that when we dig down into the weeds and look at how long people are remaining homeless or whether or not they are returning to homeless situations. Who is coming into the system? Who is going out? Where are they going?

These things will tell you how your system is working now and what things you need to do to continue to improve so you can continue to expect that we will emphasize it, not just in the competition, but in just about everything we do so I would strongly encourage communities to continue to invest time and resources in understanding system performance and doing what they can to apply it. That means not only the layers that HUD has given but also the layers that are required at the project level or at the subpopulation level or various types of analogy that you need to do locally that HUD has not given tools to do per say, but you have the ability to drill down as far as you need to go and I think that actually is the heart of system performance. It is taking that snapshot and then drilling further to find out how you can improve.

We will continue to have this part of our continuum of care, program competitions. It is in there now. It will be in there in the future and it will have continuing strength and focus in the future so you can continue to expect to see greater competition associated with performance. Last year, we looked primarily at what continuum submitted in terms of, did they get something into HDX? That's going to slowly shift away to us expecting you to have more on the data side itself. That being said, we know that we are still in a period of transition. We know that it is going to take a little bit of time for communities to have the type of data quality they need to really assess what's going on and we will try to reflect that in our notice of funding availabilities or our NOFAs. You will have to look each year to see how much emphasis is placed on performance but, again, it should come as no surprise that in the future years, it will only gain more importance in terms of funding and competition.

So, a few things, let's go to the next slide please. We definitely have a timeline here and this is one of the things we do look at in the competition. Do you submit your data? Have you submitted it on time? We, this year, are opening it next week and it will be open until May 31st at 7:59 p.m. Eastern time. We look forward to seeing the data. We look forward to analyzing what information you have there. Something that we are happy about that many people have asked to be able to do is the ability to submit FY 2015 data. We will talk more about that during the presentation. That's something we know a lot of folks have been interested in updating the data they submitted in the past and we absolutely will leave room to do that. Next slide please. So, again, a few changes this year.

We are going to open the option to resubmit FY 2015. You don't have to if you are confident in your 2015 data. You do not have to make changes, but if you are going to make a change, you got to change it all. So, again, we'll talk a little bit more about that. We did open up Measure 1B this year and that looks at a length of time homeless and it includes the data collected in what was 3.17; that data element about length of time people were on the streets or in safe havens or an emergency shelter.

This is going to be shifting a little bit over time because it was 3.17 for one year and then last year, we switched it to 3.917. These are the data elements in the data standards, but the date of the underlying date of the principle is the same. Right? It is the length of time homeless that clients report to us so we want to try to reflect what they're sharing with us. It gives us a better reflection of their unsheltered information and we are moving forward on improving the way we look at data quality, expanding our vision beyond null and missing values. This will continue to improve over time and we're including the new and improved look at data quality this year in our submissions. So, again, you can expect that will probably expand a little bit in the future and we just want to make sure that continuums recognize the significance of the data quality aspect. With that, I'm going to turn the time back over to Tracy and Julia, but thank you again for joining us.

JULIA: Thanks so much William. This is Julia Brown with Abt. Okay, so we can go ahead to the next slide and we'll talk a little bit about getting ready for the submission process in the HDX. So, before you even log into the HDX, you'll want to download and review the System Performance Measures Data Entry Guidance Manual that will be posted on the HDX shortly. That guidance document is very detailed and walks you through each of the screens in the HDX. The content of this Webinar was drawn from that manual but, obviously, because it's written, it has a lot more detail, a lot more information and there is really very, very detailed step by step guidance in there for how to move through that HDX.

So, you will want to have that on hand as you get ready for your data submission process. You'll also want to make sure that your collaborative applicant, the HDX primary contact visits the HDX page and confirms that those folks who will actually be responsible for entering and submitting the System Performance Measure Data into the Sys PM Module and HDX have appropriate access privileges so don't wait until the day of the deadline to, you know, make sure that you can actually submit these data into HDX. You want to have Write Access and Submit Access before you even get started so that's something you can take action on today and be ready to go. You do not want to be caught off guard on that last day by the realization that you can't even submit the data.

The detailed instructions for creating an HDX account, adding users, removing users and getting that HDX primary contact to provide read, write and submit privileges in each year. All of that information can be found in the Data Entry Guidance document that will be posted on the HUD Exchange shortly. This is also the same information that they process as is used for the HIC and for the PIT and for AHAR so there is lots of guidance out there about how to go ahead and add a user to HDX and give them submit access. The next step you will need to take before you actually log into the HDX is to generate the report from your HMIS. So, you will want to make sure that your data are clean, that you've done all of your monthly or regular data cleaning processes and you run your System Performance Report.

You know, this, we acknowledge that this is a challenge because what you are going to be doing is, you know, doing some cleaning, running the report, checking the report and going back and forth. You need to check in with your vendor to confirm that if you had any programming issues last year that they have been resolved by now, but once you get to the point where you really run a final report, you will want to make sure that you've got that in hand and that's the one you are going to go ahead and enter into the HDX. If you have decided or if you do decide after the Webinar that you want to resubmit your data, as William mentioned, HUD has have gave that an opportunity that you can have this year to resubmit your data. You will want to also run a report for that time period. So, the 2016, fiscal year 2016 data are from October 1, 2015 to September 30, 2016, and then if you want to resubmit your 2015 data, that would cover the fiscal year October 1, 2014 to September 30, 2015.

And then, last but not least, also new this year, as William said, HUD has requested some additional Data Quality information. So, new this year, you will need to generate a standard Data Quality Report. The specifications for this new report have been provided to your vendor and it's been available for the HMIS vendors since January and they are expected to make the report available to CoCs on April 1, so the day after tomorrow they are supposed to be ready in your system. These are also the same building blocks for Data Quality that will be relevant for APRs. So, for the system-level data, it's not the entire report that you will be uploading. It's just a few data points from the report and we will talk more about that toward the end of the presentation. So, once you have your HMIS report and, oh, we can go onto the next screen. So you have those reports in hand. You got your log in. You are all ready to go. There are basically two ways that you can access the System Performance Measures Module or the Sys PM Module in HDX to enter the data. You can either access it from your dashboard by clicking on the view Sys PM link in the bottom right corner of the Sys PM box so if you look at that dashboard, the box has a way to access it. Or, you can just go across the top there also circled in red and click on the Sys PM tab and that will bring you over to the Sys PM main page. So, once we do that…Aubrey, you can go onto the next slide.

Once we do that, the first step in the actual submission process if to choose whether or not to resubmit the fiscal year 2015 Performance Measures Data. As William said, you kind of basically have to overwrite your whole 2015 data that you submitted last year if you choose to submit this data and you have to do this before you submit your 2016 data. So, this is definitely step 1, you are going to need to make a decision. So the way you do this, you'll click on the blue new report button, kind of in the top left corner of the screen. You can see it there highlighted in red. This is on the reports tab of the Sys PM Module. This is what you should automatically be defaulted to when you choose to navigate the System Performance Measures tab, but if it's on any of the other tabs there across the top of the screen, like Measure 1 or 2, navigate back to the report and that's where you will click the new report button. Once you click on that new report button…Aubrey, you can go onto the next slide, you'll be faced with a new screen this year and this is where you're going to make this choice. So, you can either choose no, in which case it will just take you to the Measure 1 tab of the fiscal 2016 report and you'll just go on submitting that data. Or, if you choose yes, the system will default to the Measure 1 tab for the 2015 report and you'll go ahead and proceed in entering your 2015 data.

If you do choose to submit, to replace the old 2015 data, you have to completely replace it. So, when you type data into the revised 2015 columns in each of the tabs as you go through, the data that you submitted last time won't carry over. It will be overridden by a blank, so you need to make sure to fill in every single cell for the 2015 data or you can upload a new data set if that feature is available to use through your system's HMIS. The instructions for entering the data, the actual data entry in each of the fields are basically the same for fiscal year 2015 and 2016. The only real difference is that the fiscal year 2015 resubmission tabs will generally show you the calculated differences between what you submitted this year versus what you submitted last year. If there is no prior year data from last year as our source year, it will just show you the difference between your new submission and your old submission just as a point of reference. So, we are not going to walk you through every screen in the fiscal year 2015 submissions since it is so similar to the 2016 submission.

We will go ahead and look through the 2016 submission. In the cells, you will notice some slight differences between the 2015 submission and the 2016 submission if you do them both, but they should be fairly self-evident and all the columns are labeled appropriately to help you understand what it is that you are looking at. Okay, so once you complete your fiscal year 2015 data entry or your upload, depending on how you enter it, enter notes if you got any warning messages, you can then go ahead and submit the fiscal year 2015 data, which is on the report status tab which will talk through when we get to the full submission process. After you submit the report, then you would return to that reports tab, the first tab, and click the new report again and then you'll be taken to the Measure 1 submission for the 2016, the current year report. So, basically, you go through the whole process for 2015 and then start over again and the system will allow you to enter the 2016 report. So, once you click new report and you open it, after that fiscal year 2015 submission, once you click new report again and it takes you to Measure 1 for the fiscal year 2016 report, you will be taken to a screen that will allow you to actually enter those data. Okay, so Tracy is going to walk-through the process of importing the data through the HDX and then we will go ahead and talk more about the individual Measures and the actual manual data entry process of those Measures. Tracy?

TRACY: Thanks Julia. I saw a bunch of questions come through about the APR and System Performance Measures and so for those of you who are sort of sitting there going I'm not sure I understand, please note that the APR or the Annual Progress Report is a completely separate report than the System Performance Measures Report and we can talk more about that later, but wanted to just get that out on the table. So here we go. There are two ways to enter data and if your vendor offers that functionality, you can actually upload your System Performance Measure data in the CSV format. The CSV System Performance Measure schema can be found under the HMIS XML CSV schema link which is located on the homepage of the HDX. So, to import your CSV data, just navigate to the import tab on the gray toolbar, collect the CSV file option, then select the CSV file from the folder that contains your data and just upload the file. And, next slide Aubrey. So, when the data is actually successfully imported, the screen will display a green box indicating that the data has been validated and that you can save the data into the HDX, then click on the save to HDX button. I'm going to move through these quickly because I want to give Julia time to go over the new Data Quality screen.

The next one is about unsuccessful imports. So, data that can't be imported due to errors will be indicated on the screen with a red box showing that there has been an error and you will not be able to submit the data into the module. The data validation box will show you the fields that contain the errors and the description of what the error is. Next slide please. So, now we are going to quickly go through how do I navigate through the module and note that if you prefer to manually enter your data, that's okay, but we are quickly going to go through each tab of the module to show you where to do the manual entry. If you have uploaded your data, you also will want to look at each of the screens to check that you imported correctly. So, the System Performance Measurement Module includes, obviously, seven measure links and the secondary navigation bar which will direct to distinct data submission tabs. We are going to go through these very, very briefly since they are identical to the submission screens from last year and if you want some more detail and in-depth information, you could look at last year's Webinar or navigate to the HUD Exchange and we will be posting a very detailed Data Entry Guidance document that will help walk through each of those steps.

So, let's go ahead and click to the next screen and we'll look directly at Measure 1 and as you look briefly through these, one thing you'll note is that when you prepare your fiscal 2016 data, you will see the new data you're entering is compared to what was submitted in fiscal year 2015. Note if you resubmitted your 2015 data, it will be compared to the resubmission. So, in this example, you can see that last year's average length of time for persons who were homeless in emergency shelters and safe havens was 137 nights and we did a better job this year. So, this year it is down to 127 nights which is 10 nights down. Alright, next slide. Table 1b is new this year and will ask for the results of the average and median length of time people are spending in the sheltered homeless portion of your system. The calculations for this Metric are based on data element 3.17, so that's important because that is how you collected the data throughout 2016. Next slide. We are moving right to Measure 2 and Measure 2 is the extent to which person to exit homelessness to permanent housing destinations return to homelessness and simply enter the results from your HMIS report.

I know I am going quickly but I do want to spend a little bit more time on the things that are new and Julia is going to go through some of the new items and on the Data Quality Report so that's why I am going so quickly through here. Measure 3 is divided into two tables, Metric 3.1 is automatically populated with PIT count data that you've already submitted into HDX. So, yeah, you don't have to do much with 3.1. Metric 3.2 which is on the next slide, you got it. Okay, this table captures the unduplicated counts of active clients for each of the project types to rate out the reporting. Note that the sheltered count should be fairly close to the count of persons in emergency shelter, safe havens and transitional housing from Measure 1. Measure 1 will likely be a little less because it excludes persons who exited on the first day of the reporting year and Measure 3 does not. Alright, next slide, moving on to employment and income growth. Note that Measure 4 is divided into six tables. As you did last year, simply enter the results from your HMIS report if you haven't imported the data and if we look at the next slide, you will see the last three tables and note that this Measure is calculated slightly differently from the APR measure and it is done at the system-level rather than at the project-level. But, if you have concerns about the numbers you are seeing, looking at the APRs of the relevant projects may help to point you in the right direction.

Okay, moving on to Measure 5. Measure 5 is a number of persons who become homeless for the first time, including in Measure 5.2 and excluding in Measure 5.1, those who were entering permanent housing during the reporting period. But you can see that Measure 5.1 includes persons in ES SH and TH, whereas persons of 5.2 looks at the change in number of persons entering emergency shelters, safe havens, transitional housing and permanent housing projects. Okay, Measure 6; this is everybody's favorite because this Measure is, again, not applicable to CoCs in 2016, so you won't have to enter any information into it, but it's here as a placeholder and when we do get to the point where we can measure this. And, we are going to move on to Measure 7 and, again, note that this measure is calculated slightly differently from the APR measure and is calculated at the system rather than at the project level, but if you have concerns about the numbers you are seeing, looking at the APRs of the relevant projects that submit APRs, you may be able to figure out where you concerns are and it will help point you in the right direction. And, so next, Julia is going to provide an overview of the errors and warnings and all the new stuff and so that's why I wanted to save a bunch of time so that Julia would be able to spend some time on some of those things that are new so, Julia?

JULIA: Great. Thanks so much Tracy. Yeah, so once you use all of the actual individual measure tabs to enter your data or, if you uploaded your data, you'll still look at those to actually check through the import. You'll need to address any validation errors or warnings that pop up. So, let's…Aubrey, can you go to the next slide? The module contains validation errors and warnings for the purpose of helping you identify and address inconsistencies in your System Performance Measures Data so the warnings will appear once you enter the data and then click the save button at the top of the screen. You will see them pop up. They will be displayed on each tab that you have a warning or an error, then they'll pop up as a little window like what's shown here on the screen and the font will turn red for any field in which you have an error.

The warning or the error will pop up in the window and explain to you what the problem is and you can close them or hide them using any of the functionalities that are shown on the screen, but if they are errors, you will not be able to submit your data until you resolve those. So, last year, we only had warnings in the system and that meant that you could submit data even if you had logical inconsistencies and part of the reason for this is that a lot of folks kind of considered last year to be a test year and vendors were still having some challenges with the programming so there were still things that could potentially appear in your report that might be logical impossibilities. For example, if you reported that more people achieved the measure than were even in the universe for that measure. So, last year, folks were allowed to submit even with these impossibilities but this year, most of those have been changed over to errors, which means that you cannot submit the data until those errors are resolved. By and large, these are really common sense error checks that you've probably already done after you've printed the System Performance Measures from your HMIS.

You would probably just look at them and note, "hey we can't possibly have more people achieve a measure than are even in the measure." That is something you are going to need to go back to your vendor and talk about what the programming issue might be that is causing more people to appear in the numerator than in the denominator. Okay, so if you receive one of those errors, you are going to need to correct those data before you can submit. You can correct the data at any time. You can go back to any of the tabs at any time during the process of entering it, until you click submit on the whole report, it's all just available to you to go back and forth. You can type test data in if you want to see what the warnings and errors look like. You can change that out with your accurate information. You can do pretty much whatever you want in the system until you click submit and then that's the actual official submission. So, if you receive an error, you will want to go talk to your vendor and then you can log back in and correct the data before you submit.

If you get a validation warning, then you can still submit, it just might be a flag of something that might be a sort of a possible problem, but isn't necessarily an impossibility. So, if you receive a warning, you will want to leave a note of explanation for each validation warning received in the field that you receive it. So, you just click on the field with the warning and you can type a note in the notes field. You'll just want to make sure to click that "save note" button down at the bottom so it actually saves to the system. If you want to see all of your warnings in one place, there are a number of ways to do that. On each page, you can print all of the warnings and errors from that page or you can go to the reporting status tab, which is the last tab, and you can see that you are not able to submit the current status that's in progress, please fix errors to submit and that submit button is grayed out which means you can't submit anything. But, if you have errors on this validation errors and validation warnings rows; here in this little table, and it will sort of explode to show you all of the validation errors and all of the warnings in your system and you can click this print button and a PDF will pop up and print for you. Also, new this year – I know there was a challenge last year where it would show you the warnings, but didn't show you what it was related to in that principle feature – This year it tells you which field each of those errors is associated with in that PDF, so that is something you can print off and, like if you want to have a conversation with your vendor about the particular issues, you can show them, you can point specifically to where the problems are and have them all in one place. Another thing you can do with this screen is click "fix this" for each of these errors and it will pop you right back to the screen where the problem is. Okay, also, new this year as we talked about, is this Data Quality tab. This is Step Four, and as Tracy said, we are going to spend quite a bit of time talking about this because it is new and is one of the more complex things that we have on our agenda today.

So, in your FY 2016 submission, you will see a new tab after Measures 1 through 7, will be a new tab that says Data Quality. So, you will need to click on that tab and fill in the data that are requested there. One of the pieces of data that are requested is the bed coverage rate for each of the relevant project types. So, there are going to be five clusters of project types that are relevant to the System Performance Measures. Those are ES and SH combined together, transitional housing, permanent sort of housing and other permanent housing combined together, rapid re-housing and then street average. Each of those five buckets represents a group of projects about which the System Performance Measures pull data and the reason that you want to understand bed coverage rates for each of these is that they give context to the actual submissions that you've made.

So, if you, for example, showed declining performance from last year to this year in your emergency shelter length of stay, let's say, but you also show a dramatically increased bed coverage rate in HMIS because you were able to successfully bring on a bunch of rescue missions into your HMIS, which are logically more likely to have different standards for how they keep folks in emergency shelter, you can sort of like… it's a way of showing how, even though the performance might have declined, it's because you were able to achieve something in terms of your bed coverage rate, the rate in your bed coverage rate. This is really is a way of providing context to the performance in each of the measures. Similar to bed coverage is the actual data quality for projects that do participate in HMIS. So, there are three data points that you will be required to manually enter for each of the relevant project type groupings.

You'll need to enter them for fiscal year 2013, 2014, 2015, and 2016 this year. In future years, you will only need to enter it for that particular fiscal year that we're in because you'll have already entered it for these previous years. And, the reason for entering them back that far is because many of the measures look back at data over the last two years and so HUD wants to understand whether data quality is improving or maybe declining which will, again, give context to the actual performance itself. So, the three data points that you'll want to enter is total number served, total waivers and the total number of long on same don't know or refuse destination or, you know, like, for those who don't know, it means client doesn't know or that person left without an exit interview.

So, any of those response categories get rolled up into sort of an error rate for destination. And so, understanding whether, you know, a particular, for example, if your emergency shelter and safe haven are showing a very low number of people who are existing permanent housing situations and Measure 7. It might be because that's actually happening, but it might also be because you don't know where people are going because you are missing a lot of data. And both of those are problematic, but they are both different challenges for you to address. So you want to understand that context for each of these project types for each of these fiscal years. So you can go one to the next slide.

So I am trying to give you that context before we actually look at these data entry tabs. It's a little bit overwhelming, so again these first three rows are going to be automatically pulled over from your HIC so you won't have to do any data entry there, but you will have to enter those three data points for the each of the reports that you will need to pull from your system so vendors have been told to program these data quality reports, so you will need to run a report for all emergency shelter and safe haven projects… The report is established to allow you to run it at the individual project level or from multiple projects, depending -- you could run it for all the projects or just some of the projects or for just one project. You will need to run the report in these five different ways so that you are running it for all the emergency shelter and safe haven combined, then you are running it again for all transitional housing and again for all permanent supportive housing and other permanent housing combined etc, etc. So you will need to run those reports and pull just the three data points and manually enter them into this tab. And it is a little overwhelming that first year but in subsequent years, again, you only have to enter one fiscal year pull per submission for each of these projects type groupings.

So this is something where, when you do the preparation step, you are going to want to kind of pace yourself for running these reports. You'll want to start sooner rather than later and you may just want to do, you know, like one set of reports a week or something, just to make sure you are kind of pacing yourself with the number of reports you got to run, especially for those larger systems where running these reports across multiple projects is going to be a lot of data to process.

So the source for each those data quality elements that you're going to need to enter into that data quality tab is – they are shown here on data quality report templates – so this is something, again that vendors were provided as part of the specifications for the standardized type HMIS data quality reports that they are supposed to able to produce starting April 1st. And this is what your output should look like and based on this output, then, you can just pick these three fields that are highlighted in red and that's what you'll manually type into the system.

Okay we can go on… Once you complete that data quality tab you are basically ready to submit and you go back to that reporting status tab. You can go onto the next slide. The reporting status tab is here at end and as long as your “submit data” button is blue, which would means that you’ve resolved all your validation errors and you have the appropriate submission rights, you can go ahead and click submit and that will officially provide the data to HUD.

Once you do that you can then go and print out here in this reports row on the same screen, you can print out a PDF version of the system performance report submission and retain that for your files and for your CoC application.

So don’t forget that you have to go ahead and submit that by May 31. Here is what that output report looks like.

Okay, so in summary, if you move on to the next couple of slides Aubrey, there are these six steps of how to do the submission and again we walk through great detail in the guidance document that’s provided… that will be posted to the HUD Exchange… not posted there yet. I’ve seen a few questions come through saying they couldn’t link to it or you’re asking for links. The document is not available yet. You will get a list serv when it’s posted and when we post this webinar. We will make sure to post links to the guidance manual at that point.

And I think that’s probably all of the content we’ve got. I know there are a whole of bunch of questions that have been coming in so I will go ahead and read through a few that I flagged as seeming they are worth mentioning to the group as a whole.

Did HUD give vendors a deadline to have a report for Measure 1b?

Measure 1b has always been in vendor’s specification, it was in the vendor’s specifications last year. It was just suppressed last year. So they are aware that they will need to be available this year.

My vendor isn’t making a new data quality reports available until 4/1, which does not give us much time to troubleshoot them. Will the data quality reports be used in scoring in any way?

So yeah, the deadline actually is – for vendors was 4/1 which is probably when pretty much all of them will be making it available or the following Monday for those folks who don’t maintain weekend hours.

William, did you want to talk a little bit about the scoring piece at all?

WILLIAM: Sure. So obviously, I am limited in what I can say. We can’t give anybody specific direction about where – what we will do – absent the publication of a NOFA. What I can say is similar to last year, we are aware that it’s taking time and it will continue to take time to implement the system performance measures. We will take that into account as we look at various things in the scoring aspect.

However, it will again be really important. It will continue to have a greater weight overtime. So the data quality aspect is part of that. We see both data quality and HMIS bed coverage as part of the larger system performance package. If you have fantastic data but it turns out your data quality is terrible, then you do not have fantastic data and we will score you accordingly.

So again, we see bed coverage, data quality and the actual numbers as a package deal. We know like last year the data quality is something brand new, we will take that into account when we are determining what type of scoring criteria to apply but you will need to wait until the NOFA is released to determine how exactly that's implemented.

JULIA: And just on the technical note again like last year since it's new, there is nothing in the data quality tab that will prevent you from submitting your data. So if you are running into trouble with your vendor; of course, let HUD know via the AAQ but know that you can still submit and at least meet the deadline.

Okay, someone else asked what is the benefit of re-submitting the Fiscal Year 2015 data?

That's a great question, because if you have that question, you probably had a wonderful experience last year of submitting your FY 2015 data and everything is fine, you probably don't need to resubmit it. For those folks who had way more challenges for example, their vendor wasn't able to complete the programming in time, or they discovered errors that their vendor wasn't able to solve in time, those folks had quite a few challenges and some folks were forced to submit their data in order to meet the deadline without having fully resolved some of those programming issues.

So assuming that progress have been made between last submission and this year, that's what the benefit would be; if you were forced to submit data that you felt was not an accurate reflection of your community and it's since been resolved, then you would want to go ahead and resubmit those data, but that's a great questions.

Someone asked if you can resubmit using the CSV upload. Yes, both the resubmission and the current year submission can be uploaded in a CSV format; there will be an additional question that gets asked during the upload process to indicate that it's a resubmission and would overwrite your existing 2015 data.

William, here's another question for you, so I guess, probably -- I think a couple of different people asked this in a couple of different ways, but since fiscal year 2015 data has been a problem for some communities, will HUD be comparing fiscal year 2016 to fiscal year 2015, again as part of the scoring for the NOFA, which I know can't talk about that piece, but is the comparative something that's relevant, given challenges that folks faced last year?

WILLIAM: Yeah so it is a statutory requirement that we we make comparisons, so again, I don't know what the final determination on that NOFA will be, but we do anticipate there will likely be some sort of comparison. Again, we are going to take all of this into account and recognizing this is really the second year of running the data. Of course, it's going to have data quality issues if we do the comparison, and you resubmit 2015 data, we are going to totally ignore your previously submitted data. We will only look at what's submitted at the time of this new submission if you wanted new 2015 data submitted. But yes, you can anticipate if not this year, at least in future years, we will compare, but I believe it is the current intent to start the comparisons from year to year.

And again those comparisons are not across CoCs they are within CoCs. So HUD will not be comparing one CoC to another, rather HUD will be comparing the progress of one year of data to the next. So, obviously, if it's a comparative measure like most of them are, there is not a whole lot to compare to. This essentially is creating the baseline, if you are supposed to see if you had 15% returns to the homelessness compared to what, right? There is no, there's limited comparison information, so we know that that scoring will need to reflect the reality that there is very little to compare to.

JULIA: Folks have several different questions about the CSV uploads. If you have the ability -- if your vendor provides you with the ability to produce a CSV file for the system performance measures according to the specifications that are provided on the HDX, then yes, you can just upload the data, and there is explanation and steps for how to do that, both earlier in this webinar but also in that guidance document, and it walks you through the process of doing that upload. You will still, however, need to go through each of the tabs for each of the measures to confirm that data that you upload looks correct and then see if there are any warnings or errors associated with the data that you uploaded, in which case you might need to enter some comments or notes or re-upload the file depending on the severity of the problem.

What kind of details are you looking for in an explanation for a warning?

So, the warnings are fairly technical in nature. There are very few situations -- there are no situations where you are asked to provide a warning -- you are asked to provide an explanation for a warning because for example, your performance decreased. The warnings and errors are all based on logical problems. So, for example, if one number is larger than another number that it shouldn't be, I mean just technically it's an impossibility, that's where you're going to see those errors and warnings. However, you may also, and folks do this and did this last year quite a bit, you may also use the notes feature to enter whatever information you want. Just be aware that those notes aren't something that's included in the official submission of the report when you print it out and attach it to your application. So I don't know what's going to be in the application, but if there are questions about your performance, you would want to answer them in the appropriate place in the application. Don't consider any notes that you have submitted in this HDX module as being in any way an official explanation for changes in performance.

TRACY: Julia, A couple questions came in that are a little different so I thought maybe I would read them to you.

JULIA: That would be great.

TRACY: So the first question is, which fiscal years are required for the data quality tab and a very close second to that is do vendors have instructions to present only one year at a time, or will it go back for all the required years?

JULIA: Yeah. That's a great question. So, my understanding from the specification is that vendor were provided with the instructions that it has to be available for any groupings of projects that you want to be able to select and for any time period that you want to be able to select.

So, that's obviously going to be set up in different ways for different vendors, but you should be able to select reporting periods or define reporting periods in your system. That is part of the technical specification for the project.

And the fiscal year that are required to be submitted are the last four fiscal years, because the measures go back two fiscal years. So, in order to kind of like scoop up the information we missed last year we need to collect four fiscal years. This fiscal year, last fiscal year and then two fiscal years that were being looked back to in last year's submission.

And the actual fiscal year, the labeling for those are all shown in the Data Quality tab, which again once the HDX module opens, they will be able to go and look at any time. It's also shown in the screenshot in the guidance document and earlier in this webinar. I know it's small on the webinar so it's hard to see, but each of those column headers tells you which fiscal year you're submitting.

TRACY: Okay. We did have one question about folks who have gone into HDX and looked at the System Performance module and said, yeah, but I don't see the new Data Quality tab and that is because we haven't uploaded the new updates and enhancement to the live system yet. It's still on the testing system, so it will be there when this system goes live on April 1st.

JULIA: That's right. Although Tracy, I will point out that until you make the choice about whether you want to resubmit your 2015 data or move forward to your 2016 data, you won't see the Data Quality tab until you are in that fiscal year 2016 report.

So just make sure, like don't panic, if you go there and don't see it, because it wasn't relevant for that 2015 year, so you need to make that choice and submit that whole year and then go forward to 2016 in order to see the new tab this year.

TRACY: That's right. I forgot about that.

JULIA: Okay. I am just scanning through the questions that were submitted. Are there any other ones Tracy that you saw?

TRACY: I am trying to pick out the good, the ones that are kind of new.

JULIA: I see the question about the data quality report that I think there is actually a little broader, so someone asked for the data quality report: are the projects that are to be looked at only those that are funded by the CoC or are they supposed to include any projects for that particular type? The questioner asked specifically about rapid rehousing, but in all cases, the system performance measures -- well, not in all cases, because measure 4 is different, but in most cases, the system performance measures look at the entire system. So, all projects of that project type, regardless of the funding source, need to be included in the measure both for the actual measure of performance and for the data quality related to that measure. The only exception is measure four, which looks at CoC program funded projects only and in that case, the data quality will kind of get rolled up in other -- the data quality will be slightly different, but HUD decided that for simplicity's sake for this year, just to collect data quality for all projects of that project type.

TRACY: OK, and there are some questions about printing and saving the report from HDX, and certainly if I were you, I would want to export the reports and save them in a folder so that you can easily get to them. But of course you can go back as far as you need to, to print reports, if you've lost the report or something happened to your computer. But it's probably always a good practice to save and print and time stamp your submitted report just so that you have that on file.

JULIA: Great. Someone else asked how is data from a comparable database, so not from the HMIS, to be integrated? William is that something you want to address?

WILLIAM: It's a good question. So, right now, the comparable databases or data from comparable databases are not included in this system performance measures. This is just because it's largely generated from HMIS at this point. That's something we certainly will be considering going forward, but as of right now, they are not included there.

JULIA: Thanks William, Tracy, I noticed again just as you mentioned earlier in the presentation, a few folks are asking about APRs and the relationship between APR and this particular report, and I know that probably is coming up because there have also been a lot of presentation is going on from HUD about the new platform for submitting the APRs. Again, the APRs are a project level report and it's the new submission platform called Sage, that project will need to actually you use to upload their APR data. However, this is an entirely different report; this is a system level report that looks across project, so it's looking at the system's performance as a whole rather than any individual project performance. So, this is a different report and something that's required to be submitted by the CoC as a whole, so generally speaking like HMIS leads who are really working on this particular report and the submission is via the HDX. So, I just wanted to make that clarification. I think, I hope that addresses most of the confusion about the APR questions and where the APRs are to be submitted.

TRACY: Okay. Now, I know that we haven't gotten to everybody's questions, so we are getting down to the end of the other timeline here. Please go ahead and submit your questions to the HUD exchange, AAQ, select the HDX option, so it will come to the right people and get answered right away. So, I am sorry if we didn't get to everybody's questions, but make sure you go ahead and do that, And Aubrey, if you go to the next slide, this shows the link of where the webinar will be posted and where the detailed guidance will be available, and it's just going to the new 508 compliance review and doing all the stuff that we have to do before it gets posted, but it will be posted there and it's very detail oriented. It will walk you through these steps.

So, again, thank you very, very much for your attendance. Sorry about the confusion on how to be able to hear the audio. I hope we were able to figure that out, and have a great day everybody.