

## LSA Office Hours #5 – Q&A

Questions from 1/3/23 Office Hours

For any questions that were not addressed on the webinar, or if there are specific questions to your CoC, please reach out to your liaison through your regional inbox (e.g., [AHAR\\_Region1@abtassoc.com](mailto:AHAR_Region1@abtassoc.com); be sure to replace the “1” with your CoC’s HUD region number).

### Flag-related questions:

**Q:** We have 1 error (758-5) that is "All households in ES/SH/TH: The sum of the project-level counts of bed nights among all ES/SH/TH projects (724168) is greater than the unduplicated CoC-wide ES/SH/TH count (716804)." Question: is there an acceptable threshold for this error to be resolved? We have several overlaps due to the COVID pandemic and wanted to know if there is a number or percentage that makes this acceptable (and removes the error)? The difference between these two numbers is 7,364 which is 1.1%.

**A:** The threshold for the flag is actually 1% so it seems like you are right on the line here. If you haven’t already, you may want to try using the new web-based Data Quality Tool, Eva, (or the Excel version) to find the non-COVID related overlapping enrollments that \*can\* be updated. The new Data Quality Tool, Eva, can be found here: <https://hmis.abtsites.com/eva/>. The (old) CSV Data Quality Tool can be found here: <https://www.hudexchange.info/resource/6555/hmis-csv-data-quality-tool/>.

**Q:** How do I resolve warnings flags 1139 -1195?

**A:** These flags are looking at a single point in time—the night of your CoC’s HIC/PIT. You will want to review both inventory in HMIS and your 2022 HIC, identify in your note which of the numbers is correct, and please describe any potential reasons for the discrepancy. Note that RRH inventory is collected differently on the HIC than it is in HMIS and it is not unusual to have discrepancies for this project type. For all other project types (ES, TH, PSH), if the HIC number is identified as the correct number, HMIS inventory records should be updated to match for that single point in time.

**Q:** We have a 1313 error (not one HoH). We ran different reports in our system and also the HMIS CSV data quality tool to figure out the households with the issues, but all reports regarding this 1313 error issue is clear - no HoH issues are found. We are in communication with our software provider but haven't heard of a solution yet. Any advice?

**A:** Ensure that the HMIS CSV that you are using includes all the same projects that your LSA contains. It could also be an issue with HouseholdID. There needs to be a unique household ID for each enrollment—even if family members are basically the same. How a HouseholdID gets created is different from vendor to vendor. You will need to work with your vendor on this as the HUD Data Quality Tools do not currently check for HouseholdID specifically.

**Q:** I ended the AO and AC bed lists for a project the day before the HIC for 2022. The inventory files are bringing in 4 bed lists for this project. Is that accurate? So, the new bed lists for this shelter have a start date of the HIC and the previous bed lists have the prior day.

**A:** This sounds like it may be correct. Because the LSA covers the period from 10/01/2021-09/30/2022, the bed inventory being pulled into the LSA will include the pre-HIC records and the post-HIC updated records for this project. If you have concerns about what inventory is being pulled in or think the records are being duplicated, please reach out to your liaison.

**Q:** I have a warning 1217.1 that says there is a 2-night discrepancy between the sum of the total ES/SH/TH bed nights for all households and the unduplicated combined CoC wide ES/SH/TH count of bed nights – is that a number that I need to worry about?

**A:** You might try using Eva, the new web-based Data Quality Tool, or the original CSV-based tool to find those two nights. However, if you have bigger issues to address, it might make sense to work on other issues first. If you have questions about how to prioritize working on your flags before the deadline, reach out to your liaison.

**HDX 2.0-related questions:**

**Q:** If we uploaded an official dataset on 12/22/2022 were the HUD HDX 2.0 warning flags reflected by then?

**A:** Yes, if you had an Official LSA upload in HDX 2.0 on 12/22/22, then it should have produced all the relevant errors and warnings at that time.

**Q:** If a note is classified as needing further information should we be able to edit the original note?

**A:** No, right now you are not able to edit previous notes you left in the HDX 2.0. The HDX note feature is currently designed to be like a chat. However, it is very useful for you to leave a comprehensive note as your latest note that has all the relevant information (i.e., a note that includes all relevant information from prior notes and any additional information you would like to provide). Your latest note is also the only note that will be visible in the export of your notes and warnings.

**Q:** Are we supposed to be able to see the original note? Because right now we can't.

**A:** Yes, you should be able to see all notes left by you and your review team. If you cannot, contact your liaison through your regional inbox and they will work with the HDX 2.0 development team to troubleshoot this issue.

**Q:** Are we not allowed to submit warning notes for review until data errors are resolved?

**A:** You can submit warning notes for review even if you still have data errors. In fact, if you are working with your vendor to correct outstanding data errors, but have worked through your warnings, please provide notes and submit! We'll review your notes, leave comments/questions for you, or resolve the warnings, and send it back for your review.

**Q:** What if we are submitting warning notes in patches and not all at once? How do we notify you to review notes since you mentioned you will not start reviewing them until we notify you?

**A:** Your liaison will only know to review your notes once you hit the “submit for review” button in the HDX 2.0. Only the assigned submitter for your CoC will be able to see this button and submit for review. Your liaison will review the notes and either mark them as resolved or ask for more information and then return the LSA back to you to continue working on or to replace your upload.

**Q:** I put some notes on warnings and saved them in HDX. When I replaced my upload, my notes were not there and warnings were still there. Any guide on that?

**A:** This is likely due to the “blue issue,” identified on the Weebly page: <https://hudhdx2infoissues.weebly.com/>. Check to see if the flags that now do not have notes are in the list on Weebly and then get in touch with your liaison to have them help you troubleshoot accordingly.

**Q:** I need my permissions level elevated so I can submit our responses for review. The previous admin staff no longer works here.

**A:** Please work with your CoC Primary Contact to update your permission level. You should be able to see who that is in HDX 2.0. If you need additional assistance knowing who that is, please reach out to your liaison who can help you.

**Q:** When a note is accepted, is it marked as note sufficient? Or does it disappear from the list?

**A:** No, it will remain there (unless any changes you made to the underlying HMIS data removed the issue from your list), but it will be clearly marked as “note sufficient.” If any of the data related to flags with accepted notes change, the flag will either disappear (if resolved) or the note status will be set back to “Needs CoC Review – Data Have Changed.”

**Q:** If flag IDs are changing from one upload to another, how we will be able to track our notes that were inputted previously since we use Flag ID as a unique field to track notes?

**A:** The root of the flag id (everything before the dash) should remain the same. You can also review the flag descriptions in the note exports to try to match up the notes to the flags in the HDX 2.0.

**Q:** I've found that the timestamps on my notes are getting overwritten with the last upload time so then the back and forth is in a weird order. Is that a known issue that I missed?

**A:** This has been identified as a known issue. We are working with the HDX 2.0 developers to troubleshoot the issue, but this may not be resolved before the final deadline. If you are concerned about the timestamp of your notes, you may want to consider dating the notes as you provide them (e.g., 1/4/2023: Lorem ipsum dolor sit amet...).

**Q:** For flag statuses that say "Additional information requested from CoC - data have changed" even if it already has a note, do I have to provide a new note? Or wait until the HDX team provides a new response?

**A:** If the underlying data for a flag has changed, then the note changes by default from whatever it was to “Additional information requested – data have changed.” This is so that you are aware that you have made changes to the data and need to review it. Even if the flag was “Note Sufficient – data accurately reflects community,” the note will change to “Additional information requested – data have changed.” You will have to leave another note to change the status back to “Review required by liaison – note has changed,” which is the signal to your review team that you are aware that the data changed and your previous note is still relevant and appropriate. At that time, your review team will review again and mark it as “Note sufficient – data accurately reflects community” if they agree that the note still applies.

**Q:** We entered warning notes this morning. Will the data liaisons be reviewing notes this week?

**A:** If you have clicked the “submit for review” button in HDX 2.0, your liaison will review it this week and get back to you with any questions. If you have not submitted the LSA, please do that so your liaison knows to review it.

**Q:** Can we submit notes over weekend?

**A:** Yes! You can upload as many times as you want and submit notes whenever you want.

**Q:** How will the liaisons help us to get the older notes that didn't carry forward if we did not think to export before doing a new upload?

**A:** Do a quick cost benefit analysis: if there are only a few notes that seem to be missing, we recommend you just re-enter them manually. If there are a lot of notes missing, then get in touch with your liaison and they can help you dig them up – but it will take some time.

**Q:** Notes disappeared when we resubmitted and where there are notes, it still indicates that a note is needed. Who can I reach out to as we try to rework these?

**A:** You can check the Weebly site (<https://hudhdx2infoissues.weebly.com/>) for context. Please also reach out to your liaison to explain the problem so they can help you and/or escalate the issue.

**Q:** Can you provide a sample of the HDX 2.0 warning category statuses and what action is needed on our end?

**A:** The warning note status will indicate whether we need more information about the issue flagged or not. There are a few flag statuses related to “additional information needed” either because the data underneath has changed, the prior note prompted or left new questions, or there was no note. If the flag status is “note sufficient” there is nothing you need to do. Please see the following LSA submission guidance for more information on the warning flag statuses:

<https://www.hudexchange.info/resource/5775/an-introductory-guide-to-submitting-lsa-data-for-the-ahar/>

**Q:** If we added an explanation to a warning flag and the flag status was changed to note sufficient, does that mean our submission is completed?

**A:** A warning flag status of “Note Sufficient” means that one warning is addressed and there’s nothing else you need to do for that warning flag. To have a dataset marked “Complete” before the deadline, you need to resolve all of your errors and have “Note Sufficient” statuses on all your warnings. At that point, your review team will mark your dataset complete and your CoC Primary Contact will get an automail from HDX 2.0 indicating the dataset has been marked complete. After the deadline, your review team will perform one final review of your outstanding warning notes and mark your dataset complete regardless of whether you have resolved all your errors and warning flags.

#### **General questions:**

**Q:** Where are the previous training videos located?

**A:** Previous LSA Office Hours recordings and materials are located here:

<https://www.hudexchange.info/news/fy-2022-lsa-data-submission/>. Previous HMIS Lead and System Administrator Webinars are located here: <https://www.hudexchange.info/programs/hmis/hmis-lead-sys-admin-webinars/>.

**Q:** Was Eva released to vendors first or everyone all at once? We won't be able to use the full potential of Eva until next year because our HMIS csv file is not hashed and the RHYMIS report doesn't line up with the LSA.

**A:** Eva was released to everyone all at once. You may have luck using the older, Excel-based version of this tool which uses the same data quality checks as Eva.

**Q:** We are having issues with our vendor correcting errors. Is there a certain number of errors that will make our LSA unusable?

**A:** Please reach out to your liaison and we will help outside of the webinar.