

Longitudinal Systems Analysis (LSA) Commonly Asked Questions



Version 1.1

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TABLE OF CONTENTS

Purpose of this Document	1
Submission Timeline and Key Dates	1
1. I missed the 11/9 deadline. Am I going to be penalized for this?.....	1
2. Does our test upload need to be marked as Local Use Only or Official HUD Submission? What if it's rejected? Do we need to click the submit button for our test upload to count?.....	1
3. Has HUD considered giving an extension beyond 11/30 to submit an official LSA file? We don't have the reports from vendors yet, so the timeframe seems too short to make sure we can submit on time. Will there be an opportunity to re-submit if we identify an issue with our vendor's coding?	2
4. How are vendors getting the information needed to help us identify errors?	2
5. If we submit early, will we get early feedback and be able to re-submit early, as well?	3
6. My HMIS software product is preventing me from generating an LSA because some projects are missing data entries in required fields (e.g., Geography, Geocode, Housing Type). Should my vendor prevent me from exporting an LSA for these reasons?	3
Scope of the LSA: What's Included?	3
7. Which projects are expected to submit an LSA?	3
8. Which projects and project types should be included in the LSA report?.....	3
9. Are all projects in HMIS included in the LSA, or only CoC- or ESG-funded projects? What about the SSVF projects for other CoCs in our HMIS?.....	3
10. What is the period of time covered by the LSA?	4
11. How do projects that do not participate in HMIS affect the LSA report?.....	5
12. How do we handle projects that participate in HMIS, but are not dedicated to serving people experiencing homelessness?	5
13. Do we upload one file for all project types?.....	5
14. Do we need to have our faith-based emergency shelter providers setup in HMIS, even though they do not use HMIS or receive CoC funding? What about DV providers, which are not allowed by VAWA to participate in HMIS?	5
15. Do I need to set up project records for Supportive Services Only (SSO), Homelessness Prevention, Coordinated Entry, or Other Permanent Housing (OPH) projects that do not use HMIS?.....	6
16. The specs say that clients exiting from Street Outreach (SO) projects in the past 3 years are included in the returns measure. What are the data elements that will be required for those clients? 6	
17. Does the LSA include night-by-night shelters that don't have Entry/Exit responses?	6
18. Should the LSA include shelters that are only open at certain times during the year (seasonal shelters)?.....	7

19. Have the HMIS software vendors been asked to take the Client Location into account to help ensure that only clients served in our CoC are included in the report? Or, is it appropriate to include those served outside the CoC?	7
Project Information and Bed Inventory in the LSA.....	7
20. Are the number of available beds and units expected to be pulled from HMIS with the LSA, or will it be pulled from the HIC as it was in the past? How does the LSA know which projects in HMIS are correlating with a single HIC program if there are multiple projects for a single program?.....	7
21. What’s the relationship between the inventory bed/housing counts and the LSA? Will inventory counts will work the same way they did on AHAR (i.e., # of persons per bed)?	8
22. Does the bed utilization information get reported somewhere in HDX 2.0?	8
23. For the LSA, should we report only on projects in the HIC? One of our agencies changed exit dates after we submitted the HIC. How do we explain this in our LSA?	9
24. Will the bed availability for RRH and other voucher projects be based upon the number of clients served or the bed inventories in HMIS?	9
25. Is there any guidance on what is considered high or low bed utilization for the LSA? I found past guidance for the AHAR that mentioned 105% utilization is considered high, and 65% utilization is considered low. Is it the same for the LSA?	9
26. Based on project set-up functionality within our HMIS, we had to assign projects with a Federal Funding Source, even though they are not receiving funding from one. Will this cause an issue with the LSA?	9
27. How do we count the bed inventory for ES projects that cover motel payments, and do not have a specific number of beds or vouchers?	9
28. I heard that for the LSA there are four points in time that bed inventory must be correct: January 31, April 30, July 31, and October 31. However, I also understood that for projects that don’t have set bed/unit numbers (e.g. RRH, voucher programs, etc.), we didn’t have to calculate those numbers on each PIT night because the LSA report would be able to calculate those. Did I understand that correctly?	10
29. Are addresses required to be entered in HMIS for Providers?.....	11
Accessing and Using HDX 2.0.....	11
30. Will there be any step-by-step instructions on how to submit an LSA?.....	11
31. What does “waiting for CoC administrator approval” mean in my HDX 2.0 account?	11
32. I appear to have access to a CoC in my account settings, but it doesn’t appear in the dropdown list of CoCs when I go to upload a file for the LSA. Why not?	11
33. In HDX 2.0, I will be doing the upload for two different CoCs. Will there be a way to distinguish between which CoC I am in, like in the old HDX? How can I upload multiple official files if I am only allowed to upload one?	11

34. I have been trying to access the HDX 2.0, but when I request a password reset, I am not getting any response. Why?	12
35. Our point person that usually does the LSA no longer works for our agency; a new person is doing it. How can we get help with this process?	12
36. I left notes for all of my warnings, but it's still showing that they're not resolved, so I can't hit the submit button. What do I do?.....	12
37. All of my warnings show as being resolved, but no "Submit for Review" button is appearing for me. What do I do?.....	13
Viewing Data in HDX 2.0	13
38. Where do I download and export the LSA files from HMIS in order to upload them to the HDX 2.0?	13
39. Is there a way to view the data for the LSA that will be submitted to fix things prior to submission?	13
40. Who can see Local Use Only files? What about Official HUD Submission files?	14
41. Will there be guidance in the future for vendors to create a tool for CoCs to be able to review data prior to upload?	14
42. Do you recommend that we mark all initial uploads as Local Use Only?	14
43. Should we delete rejected submission attempts?.....	14
44. Right now, all I seem to be able to see is the summary of warnings and data quality. Where do we see the report table shells?.....	14
45. I downloaded a Full Analysis File, and found it to be much less user-friendly than I was hoping. Is there somewhere to learn more about this file and its purpose?	15
Errors, Warnings, and Data Quality in the HDX 2.0	16
46. Will poor data quality invalidate a CoC submission?	16
47. What are the expected bed coverage thresholds for a CoC to be able to submit LSA data for use in the AHAR?	16
48. In AHAR, we were able to exclude certain programs from our submission if they had bad data quality that could not be resolved on time (i.e., move their beds to non-participating). Is that still possible with the LSA?	16
49. Where can we find a table layout with the data quality portion of the LSA?	17
50. Will "Client Doesn't Know/Client Refused" still get counted as missing in HDX 2.0 like it did in HDX 1.0?.....	17
51. What is the difference between errors and warnings?	17
52. How do you to correct "warnings" received from HDX 2.0?	17

53. When we get a warning, will the warning identify the client ID associated with the warning since we can't see anything until we submit? 17

54. Will HDX 2.0 allow us to drill down to specific projects? Otherwise, getting them to correct errors or missing info will be very difficult. 18

55. One warning in the HDX 2.0 is: "all of the [adults/children] fall into one gender category." Is this within one household, or across the entire universe? 18

56. The Domestic Violence question is a program specific data element; therefore, non-HUD-funded projects do not collect/enter DV status for our CoC, resulting in a high missing rate. Will that be an issue? 18

57. Are data fields that were not active 2 to 3 years ago, such as Date Homelessness Started (3.917 field 3) or Move-in Date (3.20), going to impact results of report? 18

58. If none of the warnings suggest that usability is impacted, should we just submit? 19

59. What does it mean when the warning has a status "Not Reporting?" Are these warnings not taken into account in determining the usability? 19

60. What is the acceptable amount of missing data? At what point (%) is a warning given? 19

61. In the data quality summary output, does the total number of clients (10/1/2015 – 9/30/2018) include everyone served regardless of project type, or is it limited to LSA projects only (i.e. ES, SH, TH, RRH, and PSH)? 19

62. The questions "# of times homeless" and "# of months homeless" have high error rates for our CoC due to all clients being considered, even though not all clients are asked this question. Is this expected? 19

VERSION HISTORY

Version	Date	Revisions
1.0	11/20/2018	Initial Release
1.1	12/18/2018	<p>Updated:</p> <ul style="list-style-type: none"> – Has HUD considered giving an extension beyond 11/30 to submit an official LSA file? We don't have the reports from vendors yet, so the timeframe seems too short to make sure we can submit on time. Will there be an opportunity to re-submit if we identify an issue with our vendor's coding? <p>Added:</p> <ul style="list-style-type: none"> – My HMIS software product is preventing me from generating an LSA because some projects are missing data entries in required fields (e.g., Geography, Geocode, Housing Type). Should my vendor prevent me from exporting an LSA for these reasons? – Does the LSA include night-by-night shelters that don't have Entry/Exit responses? – Should the LSA include shelters that are only open at certain times during the year (seasonal shelters)? – Have the HMIS software vendors been asked to take the Client Location into account to help ensure that only clients served in our CoC are included in the report? Or, is it appropriate to include those served outside the CoC?

	<ul style="list-style-type: none"> - Based on project set-up functionality within our HMIS, we had to assign projects with a Federal Funding Source, even though they are not receiving funding from one. Will this cause an issue with the LSA? - How do we count the bed inventory for ES projects that cover motel payments, and do not have a specific number of beds or vouchers? - I heard that for the Longitudinal Systems Analysis (LSA) there are four points in time that bed inventory must be correct: January 31, April 30, July 31, and October 31. However, I also understood that for projects that don't have set bed/unit numbers (e.g. RRH, voucher programs, etc.), we didn't have to calculate those numbers on each PIT night because the LSA report would be able to calculate those. Did I understand that correctly? - Are addresses required to be entered in HMIS for Providers? - Our point person that usually does the LSA no longer works for our agency; a new person is doing it. How can we get help with this process? - I left notes for all of my warnings, but it's still showing that they're not resolved, so I can't hit the submit button. What do I do? - All of my warnings show as being resolved, but no "Submit for Review" button is appearing for me. What do I do? - Should we delete rejected submission attempts? - Right now, all I seem to be able to see is the summary of warnings and data quality. Where do we see the report table shells? - I downloaded a Full Analysis File, and found it to be much less user-friendly than I was hoping. Is there somewhere to learn more about this file and its purpose? - Are data fields that were not active 2 to 3 years ago, such as Date Homelessness Started (3.917 field 3) or Move-in Date (3.20), going to impact results of report? - If none of the warnings suggest that usability is impacted, should we just submit? - What does it mean when the warning has a status "Not Reporting?" Are these warnings not taken into account in determining the usability? - What is the acceptable amount of missing data? At what point (%) is a warning given? - In the data quality summary output, does the total number of clients (10/1/2015 – 9/30/2018) include everyone served regardless of project type, or is it limited to LSA projects only (i.e. ES, SH, TH, RRH, and PSH)? - The questions "# of times homeless" and "# of months homeless" have high error rates for our CoC due to all clients being considered, even though not all clients are asked this question. Is this expected?
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PURPOSE OF THIS DOCUMENT

To support Continuums of Care (CoCs) in preparing to submit the 2018 Longitudinal Systems Analysis (LSA) report via the HDX 2.0, HUD has compiled the most commonly asked questions HUD has received through the Ask A Question (AAQ) desk on the HUD Exchange and through Office Hours. The questions that follow are organized by topic area.

The document will be updated as new responses become available. Users of this document can see the version history listed under the table of contents.

You may also find answers to your questions on the [LSA Tools & Guidance](#) landing page on the HUD Exchange, including these notable resources:

- [LSA User Guide](#) (PDF)
- [Overview of the LSA Submission Process](#) (PDF)
- [From AHAR to LSA - Understanding the FY18 Changes](#) (PDF)
- [Project Descriptor Data Elements - Building Projects the Correct Way for LSA, HIC, and PIT](#) (Webinar)

If you are not able to find your answer in this or other documents, please submit your question via HUD's [AAQ portal](#). Select "HDX: Homelessness Data Exchange" from the "My question is related to" drop down list on Step 2.

SUBMISSION TIMELINE AND KEY DATES

1. I missed the 11/9 deadline. Am I going to be penalized for this?

The primary purpose of the November 9th deadline was to make sure communities had logged into the HDX 2.0 and tested the system to see if there was anything they needed to work with their vendor to resolve prior to the November 30th official submission deadline. Not officially testing an upload by the November 9th deadline will not count against you. You will, however, want to make sure you test an upload as quickly as you can so that you still have ample time to correct any issues before the official submission deadline on November 30th.

You can find detailed information on the full LSA submission process in Sections 2 and 4 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

[Return to Table of Contents](#)

2. Does our test upload need to be marked as Local Use Only or Official HUD Submission? What if it's rejected? Do we need to click the submit button for our test upload to count?

A test upload can be Local Use Only or Official HUD Submission. It is good practice to stick with Local Use Only files until you are ready to submit. You can switch the status from Local Use Only to Official HUD Submission in the Summary Data View.

It is ok if the status of your test upload was "rejected" when uploading for the November 9th test upload deadline. If this happened, you will want to begin working with your vendor after receiving that status in order to resolve any errors preventing your upload from being accepted before the official submission deadline on November 30th.

Your test upload does not have to be submitted to the LSA review team; it just needs to be loaded into the HDX 2.0. In fact, you should *not* submit your LSA upload for review (by clicking the blue "submit" button) until you have resolved all warnings and believe that the upload is as complete and cleaned of data quality issues as it can be. If you anticipate continuing to work on your submission prior to the November 30th deadline, you will want to keep your upload marked as "in progress." The LSA team will be able to see that you have an upload in the system, regardless of whether it is still marked as "in progress" or "submitted," so will be aware that you are working on the submission and this will count as having completed a test upload.

You can find further guidance on the LSA submission process in HUD's new resource, [An Introductory Guide to Submitting Longitudinal Systems Analysis \(LSA\) Data for the AHAR](#).

[Return to Table of Contents](#)

3. Has HUD considered giving an extension beyond 11/30 to submit an official LSA file? We don't have the reports from vendors yet, so the timeframe seems too short to make sure we can submit on time. Will there be an opportunity to re-submit if we identify an issue with our vendor's coding?

HUD extended the LSA submission deadline from November 30, 2018 to December 14, 2018. If you still have concerns, please submit an AAQ to let us know who your vendor is and what date they've indicated you will be able to access the LSA.

Please note that the submission deadline of 12/14/18 is only the **beginning** of a conversation with your LSA Data Liaison. There will be time and opportunity to re-upload revised reports after this date if you and your Data Liaison determine it to be necessary or desirable to improve your overall data quality. In addition, the Abt AHAR team will be reaching out to CoCs that did not meet the submission deadline to offer additional assistance.

You can find detailed information on the full LSA submission process in Sections 2 and 4 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

[Return to Table of Contents](#)

4. How are vendors getting the information needed to help us identify errors?

Vendors were provided with detailed programming specifications, sample SQL code, a set of approximately 500 test client records, and the expected LSA Report output for the test clients. The LSA team is also hosting weekly programming calls with vendors to support their implementation. These calls include information on identifying and resolving issues.

[Return to Table of Contents](#)

5. If we submit early, will we get early feedback and be able to re-submit early, as well?

Our analysis team will begin its data quality review as soon as possible after CoCs have submitted their official LSA uploads via the HDX 2.0. Given this is the first year of this new data quality review process, we cannot provide a firm date for your Data Liaison’s first outreach, but it is possible that if you submit early, you will receive feedback early, as well.

[Return to Table of Contents](#)

6. My HMIS software product is preventing me from generating an LSA because some projects are missing data entries in required fields (e.g., Geography, Geocode, Housing Type). Should my vendor prevent me from exporting an LSA for these reasons?

To the extent these data fields are, in fact, required, then it is appropriate for your vendor to use the process of exporting an LSA to verify and enforce required entry of project descriptor data elements. Please correct the records for these projects so the report can be generated. If the data field is not required, or only required in certain circumstances, please communicate with your vendor so they do not prevent you from producing a report on accurate data.

[Return to Table of Contents](#)

SCOPE OF THE LSA: WHAT’S INCLUDED?

7. Which projects are expected to submit an LSA?

The LSA is the replacement for the AHAR submitted annually by a CoC. Like with the AHAR or the System Performance Report, only the HMIS Lead or CoC Lead agency is responsible for submitting the LSA Report. HUD does not expect any individual project to run or upload an LSA report.

[Return to Table of Contents](#)

8. Which projects and project types should be included in the LSA report?

The [LSA Report programming specifications](#) define which projects should be included in the LSA. All Emergency Shelter (ES), Safe Haven (SH), Transitional Housing (TH), Rapid Re-housing (RRH), and Permanent Supportive Housing (PSH) projects should be included, regardless of funding source. However, only projects that are affiliated with the CoC in data element 2.3 *Continuum of Care Code* and are marked as “continuum projects” in data element 2.4 *Project Type* will be included in a CoC’s LSA export, per the programming specifications.

[Return to Table of Contents](#)

9. Are all projects in HMIS included in the LSA, or only CoC- or ESG-funded projects? What about the SSVF projects for other CoCs in our HMIS?

All ES, SH, TH, RRH, and PSH projects are included in the LSA, **regardless of funding type.**

In situations where SSVF grantees serve clients in multiple CoCs, VA requires that grantees either: a) directly enter their client data into each HMIS system; b) provide data exports of other CoCs HMIS clients to those HMIS implementations; or c) use another VA SSVF Regional Coordinator approved participation method. The SSVF Regional Coordinator considers the percentage of clients in each CoC, HMIS participation fees, HMIS software functionality, the CoC data needs, etc. in determining data participation requirements for SSVF grantees. Guidance and considerations on SSVF grantees serving multiple CoCs are provided by VA in the [VA Data Guide for FY 2018](#) (pages 5-8).

HUD encourages a dialogue among all parties to arrive at a satisfactory solution and encourages SSVF Grantees, SSVF Regional Coordinators, CoC leads and HMIS leads to reach out to the jurisdiction's VA Regional Coordinator for assistance. The **VA Data Guide** offers several suggestions for SSVF grantees, CoC leads, and HMIS leads to work together to decide how to move forward with meeting VA reporting requirements and local data collection strategies.

For purposes of the LSA, HUD expects that provisions were put in place during the arrangement of client data entry to identify the CoC being served within a given HMIS implementation (perhaps by creating a separate project), using 2.3 CoC Code at the project level and/or 3.16 Client Location at the client level that could be used to import/export client data from one CoC to provide/report on it in another as needed by the CoC, on a frequency agreed to by all parties.

Background: The [CoC Program Interim Rule](#) gives CoCs authority over and responsibility for HMIS. These responsibilities include:

1. Designate a single Homeless Management Information System (HMIS) for the geographic area;
2. Designate an eligible applicant to manage the Continuum's HMIS, which will be known as the HMIS Lead;
3. Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS;
4. Ensure consistent participation of recipients and subrecipients in the HMIS; and
5. Ensure the HMIS is administered in compliance with [requirements prescribed](#) by HUD.

[Return to Table of Contents](#)

10. What is the period of time covered by the LSA?

Detailed client demographics and system use information will be included for:

- Active clients, meaning any client who used one of the included project types during the reporting period (10/1/2017 - 9/30/2018 for the FY2018 report); and
- Two-year, one-year, and six-month exit cohorts, meaning any client who exited during the two years prior to the reporting period (10/1/2015 - 9/30/2018 for the FY2018 report).

This information should be automatically included by your HMIS vendor per the programming specifications.

Project descriptor data element information for any project active during the reporting period (10/1/2017-9/30/2018 for the FY2018 report) will be included in the LSA report. Using this information, the HDX 2.0 will automatically calculate the inventory results, as on average per night and adjusted average per night, for four points in time (Jan 31, Apr 30, July 31, and Oct 31).

[Return to Table of Contents](#)

11. How do projects that do not participate in HMIS affect the LSA report?

CoCs are expected to have all project descriptor data element information included in the LSA for non-HMIS projects (e.g. project name, type, geography, funding sources, bed/unit inventory). However, they are not expected to include client-level data in the upload for those projects. Understanding how many projects and beds/units are not participating in HMIS is critical to understanding the degree to which your CoC's client data are representative of the CoC as a whole.

[Return to Table of Contents](#)

12. How do we handle projects that participate in HMIS, but are not dedicated to serving people experiencing homelessness?

Projects that participate in your HMIS, but are not dedicated to serving people experiencing homelessness (e.g. a soup kitchen), should be marked as non-continuum projects in data element 2.4 *Project Type*. Projects with that field marked as "no" will be excluded from the LSA per the programming specifications. For reference, the definition of a continuum project is: *"A project within the geographic boundaries of the Continuum(s) of Care served by the HMIS whose primary purpose is to meet the specific needs of people who are homeless by providing lodging and/or services. A continuum project is not limited to those projects funded by HUD and should include all of the federal partner projects and all other federally or non-federally funded projects functioning within the continuum."*

[Return to Table of Contents](#)

13. Do we upload one file for all project types?

The LSA output from your HMIS should be a single zip file with 10 csv files. Five of these files include information about clients, households, return cohort clients, and hard-coded calculated values across all project types. The remaining five files provide the inventory information for all of the included project types: organization, project, funder, inventory, and geography information for all project types.

You will only upload and submit one of these zip files as your official LSA submission. You do not need to run it multiple times for different project types.

[Return to Table of Contents](#)

14. Do we need to have our faith-based emergency shelter providers setup in HMIS, even though they do not use HMIS or receive CoC funding? What about DV providers, which are not allowed by VAWA to participate in HMIS?

Every residential project is required to be set up as a project in HMIS, regardless of whether the project participates in HMIS by collecting and contributing client-level data. If the project is dedicated to serving homeless people and would theoretically be included in a HIC (i.e. dedicated to serving people experiencing homelessness, operating or opening within the next year, fully funded, etc.), it must be set up as a project in HMIS. This includes DV projects, which are prohibited from entering client-level information in HMIS, but are required to enter project descriptor data elements.

Creating these project records is a task that can be handled by the HMIS Lead agency, even if project staff are not available to support the data entry.

For more information about project setup, please review the video [Project Descriptor Data Elements: Building Projects the Correct Way for LSA, HIC, and PIT](#).

[Return to Table of Contents](#)

15. Do I need to set up project records for Supportive Services Only (SSO), Homelessness Prevention, Coordinated Entry, or Other Permanent Housing (OPH) projects that do not use HMIS?

The universe of projects that are required to be set up in your HMIS is broader than the subset of those projects from which the LSA draws its data. HUD requires that you set up project records in your HMIS database for all continuum projects participating in HMIS and all residential continuum projects, regardless of their HMIS participation.

The [LSA Report programming specifications](#) define the subset of these projects that are used in the LSA: all ES, SH, TH, RRH, and PSH projects that are affiliated with your CoC and which are classified as continuum projects.

[Return to Table of Contents](#)

16. The specs say that clients exiting from Street Outreach (SO) projects in the past 3 years are included in the returns measure. What are the data elements that will be required for those clients?

The LSA upload excludes all data associated with SO projects except exit dates and destinations in exit cohort periods (i.e. from 2 years prior to the report start date to 6 months after the report start date).

Also see the following question for more information: [What is the period of time covered by the LSA?](#)

[Return to Table of Contents](#)

17. Does the LSA include night-by-night shelters that don't have Entry/Exit responses?

Yes, clients in night-by-night shelters are included in the LSA according to the programming specifications. In short, only the nights for which a bed night is recorded would count toward the client's

time in that project. These projects are also expected to be included in the CSV files that get included in the upload.

[Return to Table of Contents](#)

18. Should the LSA include shelters that are only open at certain times during the year (seasonal shelters)?

Seasonal or winter shelter beds are accommodated in the specifications. Any nights a client spends in them will count toward time spent in a shelter for that client. These projects should also be included in the inventory CSV files that are included in the zip file. Each project includes inventory records with a start date and an end date that will allow us to understand when that set of beds/units was available during the reporting period.

[Return to Table of Contents](#)

19. Have the HMIS software vendors been asked to take the Client Location into account to help ensure that only clients served in our CoC are included in the report? Or, is it appropriate to include those served outside the CoC?

Yes, clients in night-by-night shelters are included in the LSA according to the programming specifications. In short, only the nights for which a bed night is recorded would count toward the client's time in that project. These projects are also expected to be included in the CSV files that get included in the upload.

[Return to Table of Contents](#)

PROJECT INFORMATION AND BED INVENTORY IN THE LSA

20. Are the number of available beds and units expected to be pulled from HMIS with the LSA, or will it be pulled from the HIC as it was in the past? How does the LSA know which projects in HMIS are correlating with a single HIC program if there are multiple projects for a single program?

The inventory data for the LSA will be generated from the five inventory-related csv files that are included in the LSA Report zip file. The HIC data submitted in January will likely be reviewed and compared to those data by the Data Liaisons during the data quality review period.

As far as project setup in your HMIS, you should set up projects according to the HMIS Data Standards requirements and consistent with the specifics of your HMIS software product. In some cases, HMIS products allow CoCs to setup projects that have multiple funding sources, while in others, each project must have a separate funding source. Both are acceptable as long as they comply with the HMIS Data Standards requirements.

We encourage you to review the Project Descriptor Data Elements section of the [HMIS Data Standards Manual](#) and the new video [Project Descriptor Data Elements: Building Projects the Correct Way for LSA, HIC, and PIT](#) to ensure your project setup is correct.

[Return to Table of Contents](#)

21. What’s the relationship between the inventory bed/housing counts and the LSA? Will inventory counts will work the same way they did on AHAR (i.e., # of persons per bed)?

Based on the project descriptor data elements included in the LSA Report zip file, the HDX 2.0 will calculate summary data for each of the 9 reporting categories:

- | | |
|-------------------------------|--------------------------|
| 1. ES/SH/TH – Adult Only | 6. PSH – Adult and Child |
| 2. RRH – Adult Only | 7. ES/SH/TH – Child Only |
| 3. PSH – Adult Only | 8. RRH – Child Only |
| 4. ES/SH/TH – Adult and Child | 9. PSH – Child Only |
| 5. RRH – Adult and Child | |

You will also be able to get these same data points at the project level so you can pinpoint problems.

Overall						Dedicated Beds (HMIS + non-HMIS)			Counts of People in Pop Groups		
Measurement Type	People	HMIS Beds	Utiliz.	Non-HMIS	HMIS Coverage	Vets	Youth	CH	Vets	CH	Youth
Unduplicated People		n/a	n/a	n/a	n/a	n/a	n/a	n/a			
Avg. Per Night											
Adjusted Avg. Per Night						n/a	n/a	n/a			
Oct. 31											
Jan. 31											
Apr. 30											
Jul. 31											
Avg. Nights/ Person		n/a	n/a	n/a	n/a	n/a	n/a	n/a			

[Return to Table of Contents](#)

22. Does the bed utilization information get reported somewhere in HDX 2.0?

Yes, a version of the table above will be available for download in the HDX 2.0. For more detailed information about how to download and review the bed data, review Section 4.3 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

[Return to Table of Contents](#)

23. For the LSA, should we report only on projects in the HIC? One of our agencies changed exit dates after we submitted the HIC. How do we explain this in our LSA?

Your HMIS database must be set up to include project descriptor data element information for all continuum projects participating in HMIS, and all residential continuum projects regardless of their HMIS participation. You should be sure that you have accurate HMIS records for any project that was active during the reporting period (10/1/2017-9/30/2018 for the FY2018 report). If you find that the data you reported for the HIC were not accurate, you should update to have accurate data reported in the LSA. Once the HIC re-opens, you can update your data to ensure accuracy.

[Return to Table of Contents](#)

24. Will the bed availability for RRH and other voucher projects be based upon the number of clients served or the bed inventories in HMIS?

Both will be captured in the LSA. For more information, [see the table](#) for the question: *Could you go over the relationship between the inventory bed/housing counts and the LSA? I'm assuming inventory counts will work the same way they did on the AHAR, (i.e., # of persons per bed)?*

[Return to Table of Contents](#)

25. Is there any guidance on what is considered high or low bed utilization for the LSA? I found past guidance for the AHAR that mentioned 105% utilization is considered high, and 65% utilization is considered low. Is it the same for the LSA?

Historically, the LSA team has found that utilization typically falls within the range of 65% to 105%. That does not mean that all utilization rates outside of that range are necessarily incorrect. They may genuinely reflect the circumstances of your community, which you should confirm with the projects in your community. On the other hand, there may be inaccuracies in your data that caused utilization rates to fall outside the typical range. These inaccuracies may be caused by (among other reasons) projects that did not enter all of their clients into HMIS, projects that did not properly exit clients from HMIS, and under- or over-estimates of the available bed inventory.

[Return to Table of Contents](#)

26. Based on project set-up functionality within our HMIS, we had to assign projects with a Federal Funding Source, even though they are not receiving funding from one. Will this cause an issue with the LSA?

Yes. These projects will be identified as receiving the federal funding source you have selected in the system. Your vendor should permit the collection of a value of 34, which is "N/A" or "not applicable," if none of the listed funders support the project.

[Return to Table of Contents](#)

27. How do we count the bed inventory for ES projects that cover motel payments, and do not have a specific number of beds or vouchers?

Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-hotel/motel project, Rapid Re-Housing, some scattered site PH-Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

[Return to Table of Contents](#)

28. I heard that for the LSA there are four points in time that bed inventory must be correct: January 31, April 30, July 31, and October 31. However, I also understood that for projects that don't have set bed/unit numbers (e.g. RRH, voucher programs, etc.), we didn't have to calculate those numbers on each PIT night because the LSA report would be able to calculate those. Did I understand that correctly?

You should track inventory on an ongoing basis according to the instructions in the HMIS Data Standards—not merely for four points in time. See section 2.7 of the [2017 HMIS Data Standards Manual](#), which includes the following instructions:

- “Changes over time should be documented such that a historical record of inventory is retained. Minor day-to-day fluctuations need not be recorded, but differences due to significant changes in project operations should be entered as they occur” (pg. 22).
 - To clarify, a significant change would be something like ***your project increases or decreases funding, changes the household type eligible for the project, or changes the target population of the project.*** It does ***not*** refer to ongoing changes in the number of clients you are serving from day to day.
- “Projects that provide housing rental assistance and have a fixed number of vouchers should determine the number of beds and units based on the number of vouchers currently funded and available for use” (pg. 24).
- “Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-hotel/motel project, Rapid Re-Housing, some scattered site PH-Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night” (pg. 24).
 - To clarify, once you set this number, you can simply leave it as this project’s inventory until/if a significant change occurs.

In short, if you have a project where the inventory fluctuates from day to day, your inventory record can simply reflect a reasonable number of expected available inventory starting on the date those resources became available to your continuum. There is not a need to change it on the four points in time or any other date, unless there was a significant change in project operations.

If you found the number you reported on the HIC to be a reasonable reflection of available inventory and your HMIS record captures that inventory number and there have been no significant changes since the date of the HIC, you may simply leave that inventory record intact and open.

[Return to Table of Contents](#)

29. Are addresses required to be entered in HMIS for Providers?

Address is a required field for all providers other than DV providers. It is most important for LSA purposes to enter the project's ZIP code.

[Return to Table of Contents](#)

ACCESSING AND USING HDX 2.0

30. Will there be any step-by-step instructions on how to submit an LSA?

Yes. There is a detailed user guide available here: <https://www.hudexchange.info/resource/5775/an-introductory-guide-to-submitting-lsa-data-for-the-ahar/>

[Return to Table of Contents](#)

31. What does “waiting for CoC administrator approval” mean in my HDX 2.0 account?

This means that your CoC Primary Contact has not granted you “read” or “write” access to the CoC. Please work with your CoC Primary Contact to have them grant you access. If you do not know who your CoC Primary Contact is, please submit an AAQ to the HDX desk. More information about managing HDX 2.0 accounts is available in Section 3.3 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

[Return to Table of Contents](#)

32. I appear to have access to a CoC in my account settings, but it doesn't appear in the dropdown list of CoCs when I go to upload a file for the LSA. Why not?

First, you should confirm that you have “write” access to the CoC. If you do not, you will need to request that your CoC Primary Contact change your access to give you “write” access.

If you do have “write” access for a CoC and it is still not showing up in your dropdown menu on the “Upload New LSA” page, you are likely trying to upload an “Official HUD Submission” file for a CoC that already has one. Select “Local Use Only” on the dropdown menu and you should be able to proceed with the upload. Please review Section 4.2 of [An Introductory Guide to Submitting LSA Data for the AHAR](#) for more information on this process.

[Return to Table of Contents](#)

33. In HDX 2.0, I will be doing the upload for two different CoCs. Will there be a way to distinguish between which CoC I am in, like in the old HDX? How can I upload multiple official files if I am only allowed to upload one?

Any CoCs with which you are affiliated will appear on your dashboard. You can toggle between the summary upload statuses for Official HUD Submissions there.

When you upload a new LSA file, you will be asked to indicate with which CoC it is affiliated. The HDX 2.0 will validate that the CoC in the LSA upload file matches the selected CoC. Once you have uploaded an Official HUD submission for that CoC, it will no longer appear as an option for Official HUD Submissions on your LSA Upload page.

When you wish to review your data, you can navigate to your My Datasets page to see all of your accepted LSA uploads, organized by timeframe and CoC. You may search, sort, and filter on this page to limit the list to one CoC, year, or status, or you may simply view them all.

When you select a dataset, the CoC and other key information about the dataset will be displayed at the top of the screen. More information about navigating from one CoC to another is available in Section 4 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

[Return to Table of Contents](#)

34. I have been trying to access the HDX 2.0, but when I request a password reset, I am not getting any response. Why?

It sounds like you have already tried clicking on "forgot your password?" on the login screen and that your organization's spam filter may be blocking the reset email. If this is the case, you will need to check your spam folder and work with your IT department to troubleshoot the issue. Your IT department may need to tell your system to allow emails from the HDX email address. The email address your IT department may need to "white list" is: automail@hudhdx2.info. We would also encourage you to check with other users within your organization to see if they have been able to login to the system.

If you continue to experience problems logging in after following the steps above, please submit an [AAQ via the HUD Exchange](#).

[Return to Table of Contents](#)

35. Our point person that usually does the LSA no longer works for our agency; a new person is doing it. How can we get help with this process?

Please submit an AAQ so we can reach out to you to get you set up in the HDX 2.0 and granted the appropriate access.

[Return to Table of Contents](#)

36. I left notes for all of my warnings, but it's still showing that they're not resolved, so I can't hit the submit button. What do I do?

In order for the grayed out "Submit for Review" button to become active on the "Summary Data View" tab, you must resolve all of the warnings in your upload by leaving a note **and** changing the warning status. It sounds like you have left notes for all of your warnings, but have not changed the warning status on each of them from "Pending," which is why the system is not registering them as being resolved, and, hence, not activating the "Submit for Review" button.

The "Warning Status" defaults to "Pending." In order to resolve the warning, you will need to change the "Warning Status" in the dropdown menu to one of the following:

- Reflects Our Community – if the data is accurate and your note explains why that is the case; or
- Unable to Correct – if you've found that the data is indeed inaccurate or problematic as described, but are unable to fix it for this year's submission

More details on this process are described in the "Master Warnings List View" subsection in Section 4.3 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

[Return to Table of Contents](#)

37. All of my warnings show as being resolved, but no "Submit for Review" button is appearing for me. What do I do?

A potential reason you are unable to submit the LSA for review is because you do not have submit privileges in the HDX 2.0 for the LSA. Only one contact per CoC can have submit privileges. Oftentimes, this is the CoC Primary Contact for the CoC unless that contact has gone into the HDX 2.0 and reassigned those privileges to another individual.

Please see the "Manage My Users" tab in the "Administration" menu in the HDX 2.0 to identify who in your CoC has submit privileges for the LSA. If you need that changed, please contact your CoC Primary Contact. More details on this process are described in the Section 3.3 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

[Return to Table of Contents](#)

VIEWING DATA IN HDX 2.0

38. Where do I download and export the LSA files from HMIS in order to upload them to the HDX 2.0?

All vendors are different, but most vendors are providing push-button reports. When your vendor alerts you that this is available, you should be able to see it in your usual reporting interface. When you run the report, you'll get a zip file with 10 csv files in it. You don't need to open that file; just upload it to the HDX 2.0 to see the results on the screen.

[Return to Table of Contents](#)

39. Is there a way to view the data for the LSA that will be submitted to fix things prior to submission?

Uploading and submitting are separate actions. You can upload and view as many LSA files as you want until you feel comfortable with your results and are ready to hit submit. The LSA team does not review the data (other than for troubleshooting purposes) until you hit submit.

The HDX 2.0 will remain open outside of the official submission periods, so that you can use it as a sandbox, or upload more frequent LSA reports, if you wish.

[Return to Table of Contents](#)

40. Who can see Local Use Only files? What about Official HUD Submission files?

Any file uploaded for a particular CoC can be seen by anyone with “read” or higher access to that CoC, as well as a small team of HUD Technical Assistance (TA) providers who administer the HDX 2.0. These TA providers would only view a Local Use Only file for troubleshooting purposes.

Official HUD Submission files that are in the system with a status of submitted, completed, or confirmed can be seen by the Abt Associates and University of Pennsylvania Data Liaisons and data analysis team.

[Return to Table of Contents](#)

41. Will there be guidance in the future for vendors to create a tool for CoCs to be able to review data prior to upload?

No. The HDX 2.0 recombines LSA data into tens of thousands of values through calculations and cross-tabulations. It has been designed as a centralized resource to ensure consistency. We would not expect vendors to replicate this work. It would be extremely difficult and inefficient to try to recreate these calculations.

[Return to Table of Contents](#)

42. Do you recommend that we mark all initial uploads as Local Use Only?

You can upload as many Local Use Only files as you want, but you can only have one Official HUD Submission file per year per CoC.

You can switch which one is the official use file, but it would likely be easiest to mark all of your uploads as Local Use Only at the point of upload. Then, when you’re ready to submit, switch your chosen file over to the Official HUD Submission designation on the Summary Data View page.

[Return to Table of Contents](#)

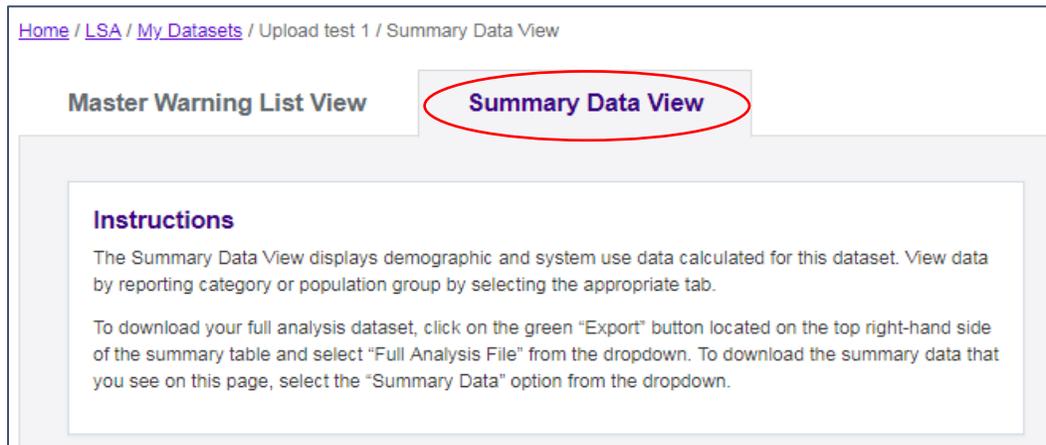
43. Should we delete rejected submission attempts?

It is not necessary to delete any uploads or upload attempts if you don't want to. Although you are only allowed one Official HUD Submission per CoC per year, you may have as many Local Use Only uploads as you wish. You are welcome to delete them, however, if you'd prefer to keep your display tidy.

[Return to Table of Contents](#)

44. Right now, all I seem to be able to see is the summary of warnings and data quality. Where do we see the report table shells?

Please click on the tab labeled “Summary Data View” next to the “Master Warning List View,” as shown in the screenshot that follows.



[Return to Table of Contents](#)

45. I downloaded a Full Analysis File, and found it to be much less user-friendly than I was hoping. Is there somewhere to learn more about this file and its purpose?

We strongly discourage CoCs from getting caught up in reviewing or analyzing this file right now; it is not critical to your submission. You should focus on your summary data and submission.

However, for those that are interested, the export is intended to provide every single possible output from the upload that you can readily sort and filter based on specific characteristics. The file contains a reference number and name for each variable. Following that, in columns C-G, there are various characteristics you can use to filter on: Project Type, Household Type, Household Subtype, Cohort, and Population group. The total value for the measure described in column H for that combination of characteristics is provided in column I.

For example, if you want to see the age breakouts for Adult Only veteran households who were served in ES, SH, TH, you would filter:

- Project Type: ES, SH, TH
- Household Type: AO
- Household Subtype: Veterans
- Cohort: Active in the Current Report Period
- And look at the Age (in yrs of all members in HH) results

Or if you want to see the average Length of Time Homeless or in the Homeless System for Parenting Youth households with a disabled household member, you would filter:

- Project Type: System Use (all project types)
- Household Type: AC
- Household Subtype: Parenting Youth

- Cohort: Active in the Current Report Period
- Population Groups: Households that have a disabled HH member
- And look at the Total days homeless in ES,SH,TH or RRH/PSH prior to move-in, Avg days results

In column J, we indicate the name of the table where that calculation appears in the [Full Analysis Table Shells document](#). In column K, we indicate whether or not the value appears in the Summary Display on the HDX 2.0. In column L, we indicate the source file for the value from the LSA Report Upload zip file. And in columns M, N, and O, we indicate the conditions applied to the source file to determine the result.

[Return to Table of Contents](#)

ERRORS, WARNINGS, AND DATA QUALITY IN THE HDX 2.0

46. Will poor data quality invalidate a CoC submission?

Usability will be judged principally on data quality and completeness. If data don't meet a particular threshold on quality or completeness, the CoC's submission may be deemed unusable by the LSA review team.

[Return to Table of Contents](#)

47. What are the expected bed coverage thresholds for a CoC to be able to submit LSA data for use in the AHAR?

All CoCs may participate (and are encouraged to participate) in the LSA regardless of their HMIS bed coverage. The 50% bed coverage threshold used for AHAR data collection in the past **does not apply to the LSA**. Usability determinations will be primarily judged based on data quality and completeness, which may, to some extent, consider bed coverage as one factor.

[Return to Table of Contents](#)

48. In AHAR, we were able to exclude certain programs from our submission if they had bad data quality that could not be resolved on time (i.e., move their beds to non-participating). Is that still possible with the LSA?

You may not "exclude" a project that belongs in the LSA from your official submission. However, if a project which you had classified as participating in HMIS is not truly following the requirements for HMIS data collection, it may be appropriate to reclassify the project as not participating in HMIS. If you have reclassified a project as not participating in HMIS, you should make sure that (a) the project is still included in the project descriptor data elements you upload for the LSA; and (b) the project's client data are not used to create the LSA upload files.

[Return to Table of Contents](#)

49. Where can we find a table layout with the data quality portion of the LSA?

They are now available in Appendix B of [An Introductory Guide to Submitting LSA Data for the AHAR](#) and are viewable on the HDX 2.0 following an upload.

[Return to Table of Contents](#)

50. Will “Client Doesn't Know/Client Refused” still get counted as missing in HDX 2.0 like it did in HDX 1.0?

Yes.

[Return to Table of Contents](#)

51. What is the difference between errors and warnings?

Errors prevent you from uploading the file at all. The HDX 2.0 is looking for specific values that are determined as allowable by the programming specifications. All the HDX 2.0 system is looking for is that the value in any given column in your upload file is an allowable value. If not, you will be able to see the source of the error in the “Error Report” and work with your vendor to pinpoint the issue.

Warnings are flags that represent potential issues with the upload file or HMIS data quality. They may be triggered due to either inaccuracies in your data, or the unique circumstances of your community. The warnings for FY18 are in Appendix A of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

You cannot click “submit” until you address each warning triggered by your dataset in the HDX 2.0.

[Return to Table of Contents](#)

52. How do you to correct "warnings" received from HDX 2.0?

Detailed instructions can be found in Section 4.3 of [An Introductory Guide to Submitting LSA Data for the AHAR](#).

If you find that a warning was the result of poor data quality, you should correct the issue in your source HMIS data. On the other hand, if the data that triggered the warning are correct and simply reflect the unique circumstances of your community, you must write a note for the warning in the HDX 2.0 and mark the status as “this is unusual, but it is accurate.” If the data that triggered the warning are incorrect, and if you are unable to correct the issue, you must enter a note and mark the status of the warning as “this is wrong, but we can’t fix it,” although this may compromise the usability of your data.

[Return to Table of Contents](#)

53. When we get a warning, will the warning identify the client ID associated with the warning since we can't see anything until we submit?

To clarify, you cannot see your data until you *upload* it and the HDX 2.0 processes your summary data for display. Once you do so, you can see the data and review it thoroughly before you “submit” it.

The data you upload for the LSA are not reported at the client level. No individual clients are identified in any of the LSA files. Therefore, any warnings triggered for the LSA will not (and cannot) identify specific clients. For instance, you may see a warning if the average number of people per household in adult-only households served in PSH is unusually large. The warning will show you what that large average is, but it will not identify any specific clients. To investigate the data, you may query your HMIS records for clients served in the report period in unusually large households.

You should also be working on data quality for universal data elements on an ongoing basis throughout the year as part of your CoC's data quality plan. There are pre-existing data quality reports in most HMIS products, as well as in the APR reports, that will allow you to pinpoint specific projects with poor data quality and/or specific clients that are missing identifiers or universal data elements.

[Return to Table of Contents](#)

54. Will HDX 2.0 allow us to drill down to specific projects? Otherwise, getting them to correct errors or missing info will be very difficult.

Some data will be available at the project level: The bed inventory details table will display information on project inventories and the people served in those inventories. You are also free to create as many Local Use Only files as you wish, and you may restrict the universe for a Local Use Only file to a specific project or projects.

[Return to Table of Contents](#)

55. One warning in the HDX 2.0 is: "all of the [adults/children] fall into one gender category." Is this within one household, or across the entire universe?

This warning is for across your entire reporting universe. The LSA upload does not contain client- or household-level information in this way, so no warnings are generated at that level.

[Return to Table of Contents](#)

56. The Domestic Violence question is a program specific data element; therefore, non-HUD-funded projects do not collect/enter DV status for our CoC, resulting in a high missing rate. Will that be an issue?

This is correct, and the LSA review team anticipates that this will have a high missing rate.

[Return to Table of Contents](#)

57. Are data fields that were not active 2 to 3 years ago, such as Date Homelessness Started (3.917 field 3) or Move-in Date (3.20), going to impact results of report?

Clients that are active during the current reporting period are expected to have up-to-date versions of all current data elements, regardless of how long ago they entered the project. To the extent it is not possible to add this information for active clients, these missing data fields will have an impact on the data quality of your report. HUD is aware that some data fields will be missing in every CoC.

[Return to Table of Contents](#)

58. If none of the warnings suggest that usability is impacted, should we just submit?

No. You will still need to go into each warning, assign it a status, and provide a note. Once you complete this for all warnings, the “submit” button will activate and you can submit.

[Return to Table of Contents](#)

59. What does it mean when the warning has a status “Not Reporting?” Are these warnings not taken into account in determining the usability?

These warnings are being triggered by a bug in the HDX 2.0 and do not reflect actual problems with your data. Any warning that is real will have a status of “Pending” and will allow you to select the warning and enter a note. The LSA team is working on pushing out a fix to this bug.

[Return to Table of Contents](#)

60. What is the acceptable amount of missing data? At what point (%) is a warning given?

Warnings about missing or invalid data are triggered at 17%. At this point, we will require that you include a note about the data quality in order to submit. In some cases—for example, date of birth (DOB)—high missing data is going to heavily impact the LSA team’s ability to use your data. Without good DOB data, your system cannot de-duplicate clients reliably, and the data cannot be considered to be representative. In other cases—for example, domestic violence status—this might be a perfectly expected level of missing data, since that data element is not required for all project funding sources. In these cases, simply provide the explanation for any high missing data rates that are flagged, and the LSA team will work with you after submission to assess the full impacts. You will be able to re-upload after submission if you and your assigned Data Liaison determine it is necessary or desirable to do so.

[Return to Table of Contents](#)

61. In the data quality summary output, does the total number of clients (10/1/2015 – 9/30/2018) include everyone served regardless of project type, or is it limited to LSA projects only (i.e. ES, SH, TH, RRH, and PSH)?

It is limited to the clients that are included in the LSA project types, but note that data quality is assessed at a much broader level than actual LSA reporting. For example, the data quality columns look at race, ethnicity, etc. for children who are not heads of household, even though those data are not reported in the LSA results. This is done to get a broader sense of data quality.

[Return to Table of Contents](#)

62. The questions “# of times homeless” and “# of months homeless” have high error rates for our CoC due to all clients being considered, even though not all clients are asked this question. Is this expected?

This is an error in the programming specifications. Data quality for these fields will be disregarded this year.

[Return to Table of Contents](#)