



# Supportive Services for Veteran Families (SSVF) Data

## Reporting Data through the VA Repository

*Updated 9/15*

# Learning Goals

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- Sequence Repository upload process
- Understand data quality policy & threshold limits
- Practice reading Repository validation results
- Learn SSVF custom data elements
- Understand procedure for uploading data from multiple CoCs

# The VA Repository

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The Repository is a secure Web-based application. It's primary functions are to:

- Process uploads of HMIS data from SSVF grantees
- Verify that uploaded data meet VA data upload and integration specifications
- Integrate all SSVF client-level data into a single database
- Provide national-level reporting on the SSVF project

# HMIS Data Exchange Format

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- There are new XML and CSV export formats for the new data standards
- For FY16, the Repository *will only be able to process CSV uploads*
- We do not know yet if this is temporary or permanent

# Repository Timeline

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- The Repository is open for uploads on the first five business days of every month
- All Repository users will receive an email notification when the Repository opens
- All Repository users for projects that haven't completed the upload will receive a reminder on the last day of the upload cycle.
- The Repository will reopen for 1-2 days after the on-time upload period to accept late uploads and uploads containing corrected data. All outstanding uploads will be noncompliant.

# Setting Up Repository Accounts

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- Check with your HMIS administrator – s/he may be able to export and upload data for you
- You should have at least two people – a primary and a backup – who can export and upload data for your project
- Contact VA HMIS technical assistance team should you need assistance in setting up Repository accounts, and to answer questions regarding the upload process ([ssvfhmis@abtassoc.com](mailto:ssvfhmis@abtassoc.com))

# Repository Upload Process

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1. SSVF data is exported from HMIS in CSV format
2. The exported files are packaged in a zip file
3. The person doing the upload logs into the Repository and uploads the zip file *(see “Repository User Notes” section of SSVF Data Guide for guidance on zipping the file)*
4. The Repository provides feedback (validation screen) on success of upload immediately after submitting

# Repository Upload Steps

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- 1) Create Repository account(s)
- 2) Export data from HMIS into CSV format
- 3) Zip the exported file
- 4) Login to Repository
- 5) Upload zipped file
- 6) Receive validation result and notification of success of upload

# All SSVF Data Every Time

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## Export Data

*Every time you export your data for upload, you must export ALL of your data -- from the first day of your grant to the date you do the export.*

Program name

Export period start

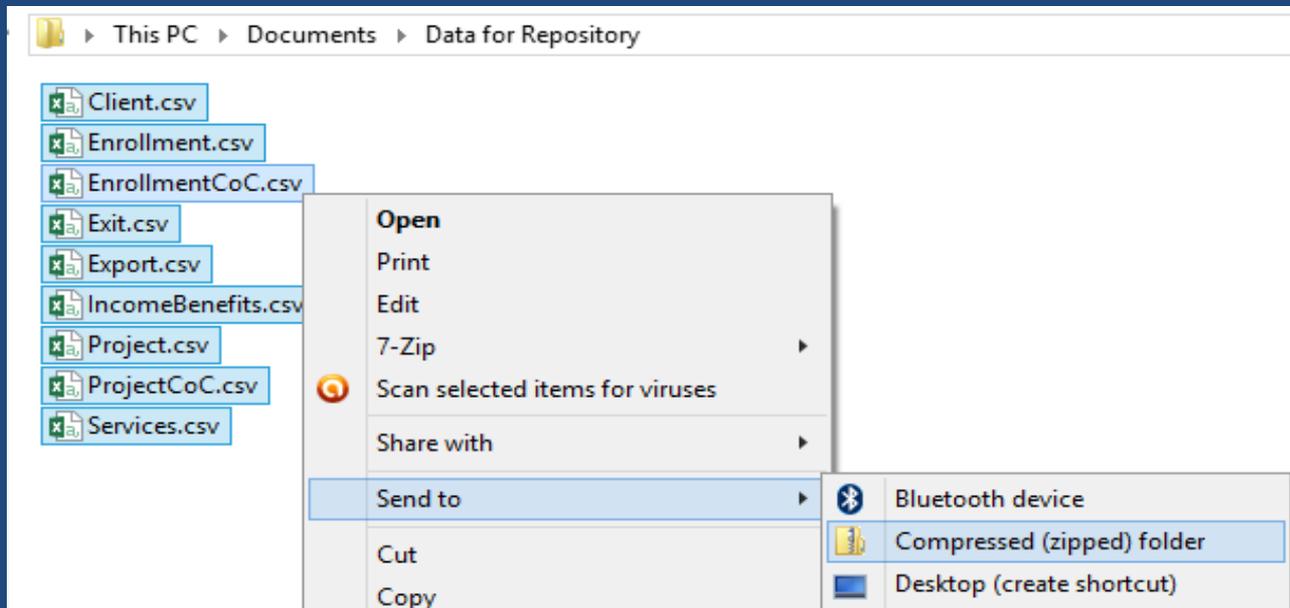
This must be the start date of your SSVF grant

Export period end

This must be the date that you generate the export.

# Zipping Your Files

- Zip **only** the nine CSV files
- **Don't** zip the folder the files are in or the processor will not be able to find your files



# Logging In to the Repository

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<http://www.hmisrepository.va.gov>

**Please enter your username and password to login**

Username

Password

[Register a new account](#) [I forgot my password](#)

# Uploading Your Data

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Select 'Upload FY15 Data'

## User Options

- [Upload FY15 Data](#)
- [SQUARES](#)
- [My Account](#)
- [Activity History](#)
- [Support](#)

# File Validation

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- Data collection and HMIS data entry is mandatory for SSVF grantees
  - If too many client records are missing critical data elements, the data set will be rejected by the Repository
- In order for the Repository to process the data set, the export must be compliant with HUD's CSV 4.1 standards
- If the export is not compliant, the data set will be rejected by the Repository

# File Validation Report

## Contains three main sections:

1. Successful Upload: After uploading successfully, will receive a brief data summary review of all records in your upload. Check for accuracy.

### Step 5. Data Integration

Success! Uploaded data has been transferred to the Repository database.

### [ Data Summary ]

Grant year start date	: 2014-10-01
Grant year end date	: 2015-09-30
Participants served	: 112
RRH participants served	: 112
HP participants served	: 0
Veterans served	: 66

2. Failed Validation: File does not meet acceptable data quality levels and the upload is rejected. Must be corrected in HMIS, then exported from HMIS and uploaded again. Validation message will contain list of records missing data in critical fields and/or specific file structure errors.

Validation Errors

File Errors

# Rejected Data Sets

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- Most SSVF projects successfully upload data without receiving any data quality alerts
- If a data set is rejected because of missing data or incorrect file structure, the SSVF project staff will have to update client records in HMIS – not in the exported files
- Once corrections / updates are made, try the export and upload again
  - Suggest uploading before the last day of the upload cycle so that you have time to correct errors!

# Data Quality Reports

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- Generated and e-mailed to all Repository users associated with every Repository program within 1-2 days of upload during reporting period.
- Resemble report cards. 1<sup>st</sup> page contains an overview of the error rate for all SSVF required fields.
- For any field that contains a less than 90% error rate, a list of all Personal ID's containing errors are listed out.
- Report cards are sent out weekly to all late uploads after reporting window has passed.

# Useful Data Quality Reports

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- 1) Null/Missing and Unknown/Don't Know/Refused Reports on Universal Data Elements
- 2) Universal Data Elements by Project Type – Benchmark for % Null/Missing and Unknown/Don't Know/Refused
- 3) Project Data Elements by Project Type – Benchmark for % Null/Missing and Unknown/Don't Know/Refused
- 4) Universal Data Elements by Client ID Report
- 5) Length of Stay Report by Client ID
- 6) Intake and Exit Data Entry Date Timeliness Report
- 7) Bed Utilization Tool

# Finding & Correcting HMIS Errors

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- Most HMIS applications have data quality reports that can help identify records with missing data.
- If your data is rejected, update the records in HMIS to correct missing data
  - If you do not have the resources to identify which records are missing data, technical assistance is available
- Exported CSV files open in Excel and every record has a Personal Identification Number that uniquely identifies a client.
- Data Quality Reports will list out Personal ID containing errors. *Ask for help if you need it!*

# “Client Doesn’t Know” and “Client Refused” Responses

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- “Client Doesn’t Know” means that you asked and the client does not know the answer.
- “Client Refused” means that you asked for information and the client would not provide it.
- If your data has too many of these responses, it will be rejected.

# Common Errors

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- **Name**

First and Last name not same; Suffix properly formatted; No numerals in name fields; Suffixes not in last name field, First name is not “Husband,” “Wife,” “Man,” “Woman,” “Boy,” “Girl,” “Child”, “Baby,” , etc.

- **Social Security Number**

SSN has all numbers and no dashes; 9 digits when quality code indicates complete; Less than 9 digits when code indicates partial; All digits not same (333333333); all numbers not sequential (123456789)

- **Date of Birth**

Earlier than current date; Earlier than project entry date; Later than 90 years from present; Not minor in adult shelter

- **Ethnicity/Race**

Primary and secondary race not the same

- **Gender**

Men not pregnant; No Male referred from woman’s shelter/Woman referred from men’s shelter

# Common Errors

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- **Veteran Status**  
Client under 18 not veteran; All veterans in veteran shelter; Those receiving veteran's pension marked as veteran
- **Disabling Condition**  
Those receiving SSDI for themselves are marked as having a disability; Those indicating substance abuse, mental health, physical disability, developmental disability, HIV/AIDS marked as having disability
- **Residence Prior to Project Entry**  
Self-report not contradicted by other HMIS data; minimal 'Other' responses
- **Project Entry Date/ Project Exit Date**  
All clients have a project entry date.; Project Entry Date later than Birth Date; Project Entry Date prior to Exit Date; Length of project enrollment outliers are reasonable considering project type
- **Household ID**  
Single person not in family shelter; Family not in individual shelter
- **CoC Code**  
Code formatted properly; should be XX-### (eg., IN-502)
- **Destination**  
Minimal 'Other' responses, only used when no more accurate response

# Revised HMIS Data Standards

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- On May 1<sup>st</sup>, 2014, federal partners (HUD, VA and HHS) jointly released the updated 2014 HMIS Data Standards, with the following guidance:
  - 2014 HMIS Data Manual (intended as reference for CoCs, HMIS Lead Agencies, HMIS System Administrators, and users)
  - 2014 HMIS Data Dictionary (intended for HMIS Vendors and System Administrators)
- Effective date of 2014 HMIS Data Standards is 10/1/14, however several updates have been released since. HUD Exchange will always have the most recent version.

# Repository Technical Support

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- Passwords can be reset using the 'I Forgot My Password' link on the login page
- TA staff are available during normal business hours (EST) to help resolve other issues
  - \*\*Please note that TA staff time is in high demand on the last day of the upload cycle. Please upload as early as possible so that your questions can most promptly be addressed.
  - Contact [ssvfhmis@abtassoc.com](mailto:ssvfhmis@abtassoc.com) with questions about SSVF
- SSVF Data Guide  
[http://www.va.gov/homeless/ssvf/index.asp?page=/program\\_requirements/hmis\\_and\\_data](http://www.va.gov/homeless/ssvf/index.asp?page=/program_requirements/hmis_and_data)