

HPRP/HMIS Tip of the Week 6

Understanding Your Quarterly Progress Report (QPR)

Many of you already know we are fast coming into our third HPRP reporting period. For those of you in the Balance of State only, you may or may not have seen your QPR before, and if you did, it was maybe in passing. Since this is the data that goes from your agency to HUD and ultimately to Congress, it is good to be familiar with this report and understand what is coming out of the HMIS database about your agency.

HOW YOUR BALANCE-OF-STATE DATA IS REPORTED ON:

All Balance of State (BoS) agencies' data is aggregated (combined) into one total report that is submitted by the Ohio Department of Development to HUD every quarter. This report combines all numbers from all BoS agencies. Entitlement communities and any agencies receiving city money will have their own separate QPRs. These QPRs will be submitted by the agency responsible for the money. The reporting period for this coming QPR is April 2010 through June 2010. The report will be submitted between July 6 and July 8, so you may have noticed a push toward getting your data cleaned up by then.

TWO IMPORTANT WAYS TO BE PREPARED FOR QPR TIME:

1. Work consistently throughout the quarter toward having no clients showing on your Data Quality report throughout the quarter.
2. Check your Entry/Exit report regularly to check that the numbers you see there match what you know about your services to your clients. You know your data better than anyone else could. Ask questions if you don't understand something.

WHAT THE DATA QUALITY REPORT HAS TO DO WITH YOUR QPR:

Basically, the aim of the Data Quality report is to list all the clients in your HMIS that do not show on your QPR because of data entry errors. So if you served 15 HPRP clients, but 10 of these clients have errors, you will see the 10 on the Data Quality report and you will only see 5 clients on your QPR. Once you have made your corrections, your QPR will show all 15 clients.

A note about the "perfect" Data Quality report: Please be aware the Data Quality report does not catch all data entry errors. There are a few ways a client could be entered incorrectly and not show on your Data Quality report as a problem. The client might show on your QPR, but s/he will show incorrectly in some way, which is why it is important to check your Entry/Exit report as well.

HOW DO I GET MY QPR?

The Quarterly Progress Report is run in ART (Advanced Reporting Tool), not in ServicePoint. Most agencies do not have access to ART, but can receive any ART report from Genelle Denzin at COHHIO via email. Those of you with ART licenses can call for assistance in running this report.

HOW TO READ YOUR QPR (see Figure 1 on the next page):

The first page of your QPR is a basic summary. The second and third pages are all about exit data. Please see my [Tip of the Week](#) on that topic for more detail on these pages of the QPR. The last page lists the criteria used to run the report. (The dates, the agency/agencies.)

Reporting Quarter (Q): 4/1/10 - 6/30/10
 Grant to Date (GTD): 9/15/09 - 6/30/10

Homelessness Prevention Clients

Homeless Assistance Clients

Program Performance: Number of Persons and Households Served

1. Total Persons and Households Served												
	Homelessness Prevention				Homeless Assistance				TOTAL			
	Persons		Households		Persons		Households		Persons		Households	
	Q	GTD	Q	GTD	Q	GTD	Q	GTD	Q	GTD	Q	GTD
Total Served	2,575	6,009	1,074	2,474	444	1,016	270	571	3,019	7,017	1,330	3,005

2. Total Persons and Households Served by Service Provided												
	Homelessness Prevention				Homeless Assistance				TOTAL			
	Persons		Households		Persons		Households		Persons		Households	
	Q	GTD	Q	GTD	Q	GTD	Q	GTD	Q	GTD	Q	GTD
Financial Assistance												
Rental assistance	1,869	4,565	734	1,762	277	646	161	359	2,146	5,210	885	2,095
Security and utility deposits	378	945	161	391	223	640	125	334	601	1,585	281	713
Utility payments	414	943	146	346	15	65	11	33	429	1,008	156	375
Moving cost assistance	8	24	5	11	7	24	7	22	15	48	11	32
Motel and hotel vouchers	5	8	2	3	20	56	9	25	25	64	10	27
Total Financial Assistance	2,255	5,568	887	2,161	358	865	209	483	2,613	6,427	1,085	2,611
Housing Relocation and Stabilization Services												
Case management	2,158	4,970	882	1,984	344	778	200	451	2,502	5,746	1,072	2,404
Outreach and engagement	71	219	25	83	6	27	5	21	77	246	30	104
Housing search and placement	46	161	20	66	49	203	27	100	95	364	45	161
Legal services	6	15	1	5	0	0	0	0	6	15	1	5
Credit repair	3	15	1	6	0	0	0	0	3	15	1	6
Total Housing Relocation and Stabilization Services	2,165	4,997	884	1,991	352	832	206	480	2,517	5,825	1,080	2,438

Figure 1: Balance of State QPR 2nd Quarter 2010 Summary page

It is easy to come up with questions about this report. I can give general answers, but there is so much data represented here, they will likely be over-simplified. Still, let's look at a couple of questions one might ask about these numbers.

Q1. (See the red circles in Figure 1.) If the top row is an unduplicated client count, and every HPRP client that goes into HMIS is supposed to receive financial assistance, then why don't the numbers in these rows match?

A1. They should come very close to matching. There are instances in which a client can go into HMIS without receiving financial assistance, like if they received legal services, credit repair, or housing search and placement. These situations are not common, though, so if you notice on your own QPR that these numbers are off and you know all your HPRP clients received financial assistance, you should make sure that when you are entering service transactions, you are ticking the checkbox by all the members of the household before saving.

Q2. (See the blue circles in Figure 1.) Shouldn't the unduplicated client count (top row) match exactly with the Case Management row since every HPRP client receives at least one case management?

A2. Yes. These two numbers should match, as both numbers are unduplicated counts, meaning it tells us how many clients (or households) received any amount of case management.

There are many more questions that could arise from looking at these numbers, and you are encouraged to ask these questions to get your data to a more accurate picture of your program.

Comments, questions, and feedback are welcome. If you would like to not receive "HPRP HMIS Topic of the Week" anymore, or would like to be included, please email genelledenzin@cohhio.org.