HMIS Job Aid

[HUDX-227] Annual Performance Report

When to run an Annual Performance Report (APR) and what information does it provide?
This HUD based report is required for all recipients of HUD Continuum of Care (CoC) funding. The APR is a series of tables with data about service levels, data quality, and client outcomes. Even for programs who are not mandated to run this report, it provides excellent information about the quality of your demographic data and clear metrics on your program's effectiveness. Some of the helpful tables on the APR include:

- Data Quality Demographics, and Income and Housing Data at different stages of service
- Data Timeliness (how long it took to record enrollments and exits)
- Gender, Age, Race, Ethnicity, and Disability Statistics based on Household Type
- Disability Changes from Enrollment to Exit
- Living Situations at Enrollment
- Ranges and Sources of Income
- Exit Destinations
- Data Breakdowns for Veterans, Chronically Homeless, and Transitional Age Youth (TAY)

Step 1: Navigate to the Reports Tab

To begin pulling an APR, navigate to the launchpad at the top right corner.
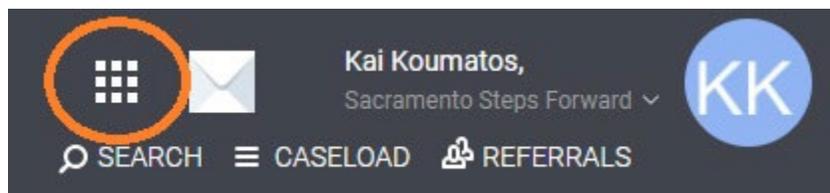
Click the reports icon to view all reports.

HMIS Job Aid

Step 2: Finding the APR in the Reports Library

Once you enter the Reports tab, ensure you are under the Reports Library Category.
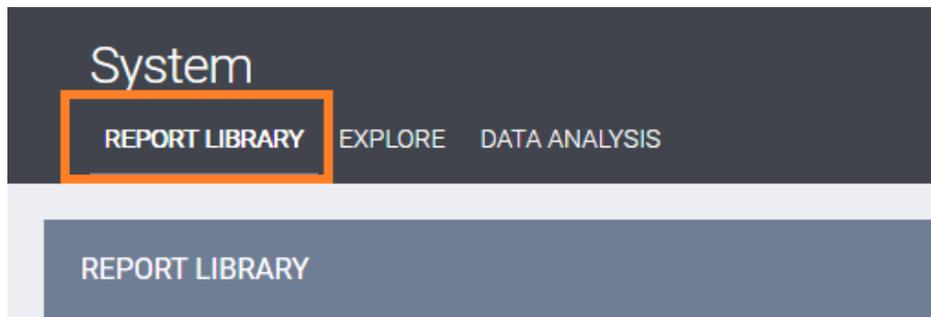
Scroll down the list of reports to the HUD Reports section.
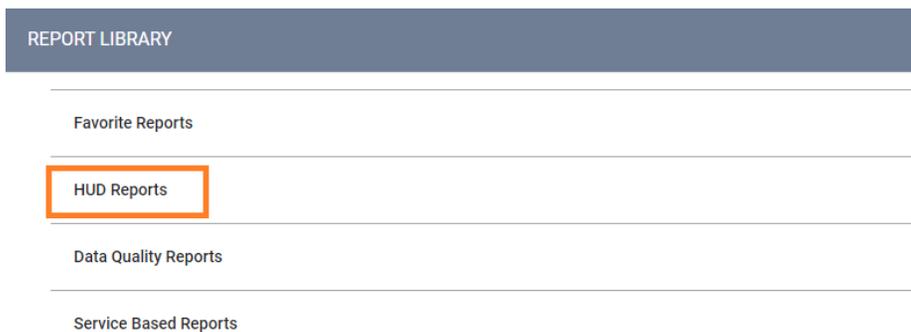
From the HUD Report section, locate [HUDX-227], and click "RUN".

HMIS Job Aid

To choose the report parameters, follow the images and detailed instructions below. You can choose multiple agencies and/or multiple programs and the APR will reflect the total of all of the data.

Switch Access Agency(-ies): This section lists all agencies you have access to. Choose the agency(ies) you are running the APR for.

CoC Filter Category: Keep this option as "Agency CoC".

CoC: Your Continuum of Care is the regional planning body that coordinates homeless services. They are referred to with codes that reflect the state initials and a number. Sacramento CoC is CA-503 and Yolo CoC is CA-521

Project Type: You can limit the project type to make it easier to find the programs you want to pull data form. In this case we are choosing "All".

HMIS Job Aid

Program Status: This filter allows you to limit the programs listed to only the active or inactive programs. In general, we recommend active programs unless you have a specific need to run reports for progams that have been inactivated.

Programs: Now that you have filtered your list, you will be able to choose the programs you want included in the report's calculations. This filter allows you to choose one, more than one, or all of your programs. In this case, we are pulling the APR for the Sacramento CoC Coordinated Entry agency's Coordinated Entry and Move-On Programs.

Apply Client Location Filter: Leave this as "No".

Funding Criteria: This is a legacy feature. We don't create programs based on funding criteria in HMIS, so always leaves this as "Not Based on Funding Source".

HMIS Job Aid

Report Date Range: The dates you will use will either be dictated by your grant requirements or the purpose of your inquiry.

Funding Criteria	Not Based on Funding Source ⌄
Report Date Range	__/__/____ [25] – __/__/____ [25]
Report Output Format	⦿ Web Page ◯ PDF ◯ Excel ◯ CSV-Details ◯ CSV-Upload
Drilldown Output Format	⦿ Web Page ◯ CSV

SUBMIT

Report Output Formats: The reports can be produced in a variety of formats. Here are the best ways to use these different formats:

The Web Page format is useful for a quick review of information that you do not need to save for later. It does not allow you to manipulate the data (the way the downloaded excel version will), however there are drill down options (see below for more information).

The PDF format is great for creating a downloadable document you can then share with others. This format does not allow you to manipulate the data, but they are generally easy to read and provide information clearly.

The Excel format is the most useful for manipulating the data. You can move columns around, sort for whatever stats you need, and add calculations. If you are adept at excel, this is an excellent option for pulling data you want to work with. The downside is that the data isn't attractive or necessarily easy to read.

The CSV-Details format is a regular CSV file, collecting the data into plain text tables separated by commas. They are less prone to corruption than excel files and are far smaller, so they can be transferred much quicker.

The CSV-Upload format is the format used for uploading your final document to Sage. For more information about uploading your documents, you can visit the Sage Upload page on the Bitfocus website.

Drilldown Output Format: The drill down option is a very important part of the APR report. Using the drill down allows you to get details about which specific clients are being counted in the numbers. For the Drilldown Output Format, the Web Page option means that the links will open up new web pages. If you choose the CSV option, the links will automatically download a CSV file.

Note: The "Drilldown Outpot Format" option only appears if you choose the Web Page Report Output format.

The Drilldown Feature

The Web Page format of this form provides you with the Drilldown feature, which allows you to click on the numbers in your table to find out more information about the errors. In the image below, we are looking at Personally Identifiable Information errors from the APR (Q6a). As you can see, we have six errors here:

- Two "Client Doesn't Know/Refused" errors for Name (3.01)
- Two "Client Doesn't Know/Refused" errors for Social Security Number (3.02)
- Two Data Issues for Date of Birth (3.03)

Q6a. Data Quality: Personally Identifiable Information
Program Applicability: All Projects

Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.01)	2	0	0	2	3.03%
Social Security Number (3.02)	2	0	0	2	3.03%
Date of Birth (3.03)	0	0	2	2	3.03%
Race (3.04)	0	0		0	0.00%
Ethnicity (3.05)	0	0		0	0.00%
Gender (3.06)	0	0		0	0.00%
Overall Score				2	3.03%

In the Drilldown Output Format: Web Page, we can click on the number two and it will open up a new browser tab with detailed information about the data. The image below shows that these date of birth data issues are connected to clients ACF72F5027 and 788ACFF4C72[1]. In this situation, the Name and Social Security issues are also related to these two clients.

HUD Annual Performance Report [FY 2023]
Q6a. Data Quality: Personally Identifiable Information
Date of Birth (3.03) - Data Issues

List of Clients

Unique Identifier	Name	Name Quality	SSN	SSN Quality	Date Of Birth	DoB Quality	Race	Ethnicity	Gender
ACF72F5027	Refused, Client	Client refused	xxx-xx-0000	Client refused	01/01/1901	Approximate or partial DOB reported	White	Hispanic/Non-Latin(a)(o)(x)	Female
788ACFF4C72	Refused, Client	Client refused	xxx-xx-0000	Client refused	01/01/1901	Approximate or partial DOB reported	White	Hispanic/Non-Latin(a)(o)(x)	Male

1 All information in this image was created specifically for this document and does not refer to any actual clients in the HMIS system.

# of Persons: 2
# of Households: 2

In this situation, the clients have been anoymized, so their PII has been removed from their records. This is done when providers want to document the work they are doing with clients but cannot share the identity of their clients due to security risks. The HMIS user entered this information correctly; despite the fact that it triggered errors in our APR report, there is nothing to correct. These are not accidental data errors. If the user is running this report to upload for HUD funding, they would provide information in the narrative to explain that the Client Refused answers are due to the clients being anonymized.

However, we do have an error with these client's Date of Birth (3.03) elements. As you can see, the HMIS user who entered this data chose "Approximate or partial DOB reported". This is not the correct choice when anonymizing the client. Instead of showing as a "Client Refused" data error – which can be allowed due as the data is anonymized – these are actual data errors.

If these were actual errors – like a typo that set someone's birthdate to a year in the future – you would need to correct it by doing the following:

1. Open the client's global profile page by clicking on their UID.
2. Make the changes necessary to correct your data.
3. Scroll down and save.
4. Re-run your report to verify that the errors are gone.

You will find many different kinds of data errors. While there are exceptions made for clients whose profiles are anonymized, all clients who have personally identifiable information in HMIS must have the main data elements entered. If you have clients who have not provided social security numbers for their small children or instances where your staff did not get the client's race or ethnicity at the time of intake, you will need to gather that information and input it into the system to remove these errors.

Additionally, you can also use the drilldown feature to view which clients the numbers in a table refer to. In the image below, we are looking at the Q16 Cash Income – Ranges data for a program.

Q16. Cash Income - Ranges
Program Applicability: All Projects

	Income at Start	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
No Income	5	1	1
$1 - $150	0	1	0
$151 - $250	3	0	0
$251 - $500	2	1	1
$501 - $1,000	20	6	1
$1,001 - $1,500	12	14	6
$1,501 - $2,000	1	2	0
$2,001+	0	2	0
Client Doesn't Know/Client Refused	0	0	0
Data Not Collected	0	0	0
Number of adult stayers not yet required to have an annual assessment		7	
Number of adult stayers without required annual assessment		0	
Total Adults	43	34	9

When reviewing this table, you may identify errors related to your program guidelines or internal policies. If your program's enrollment criteria included an income limit of no more than $1300/month, you would want to know which client was listed as coming into your system with over $1500. Or you may be surprised to hear that one of the clients was exited from your program while they still had no income. By using the drilldown feature on these tables, you could identify which client these number refer to, allowing you to discover if the data listed here is accurate or a data entry mistake that can be corrected.

The APR provides an excellent overview of your data's completeness, accuracy, and timeliness. It is an excellent tool for keeping track of your program's success and the quality of your data.