CAPER Submission Guide

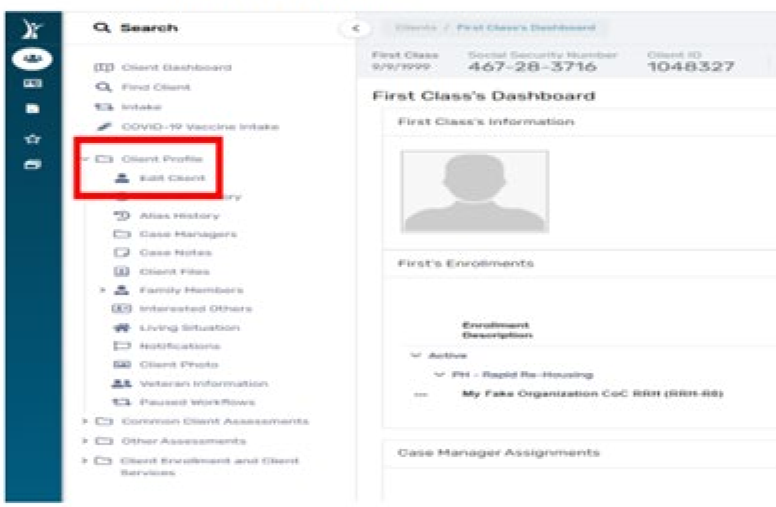
"Correcting Common Errors"

- **Q6a: Data Quality: Personally Identifiable Information**

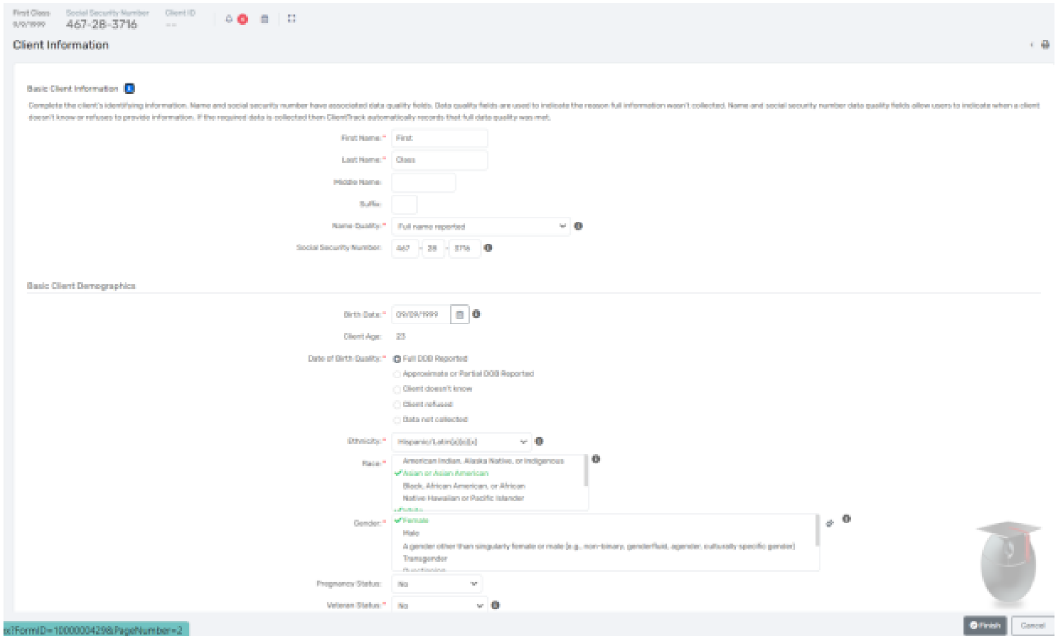
Q6a - Data Quality: Personally Identifiable Information

Data Element	Client Doesn't Know Refused	Information Missing	Data Issues	Total	Percent of Error Rate
Name (3.01)	0	0	0	0	0.00%
Social Security Number (3.02)	0	1	5	6	37.50%
Date of Birth (3.03)	0	0	0	0	0.00%
Race (3.04)	1	0		1	6.25%
Ethnicity (3.05)	0	1		1	6.25%
Sex (4.21)	0	1		1	6.25%
Overall Score				7	43.75%

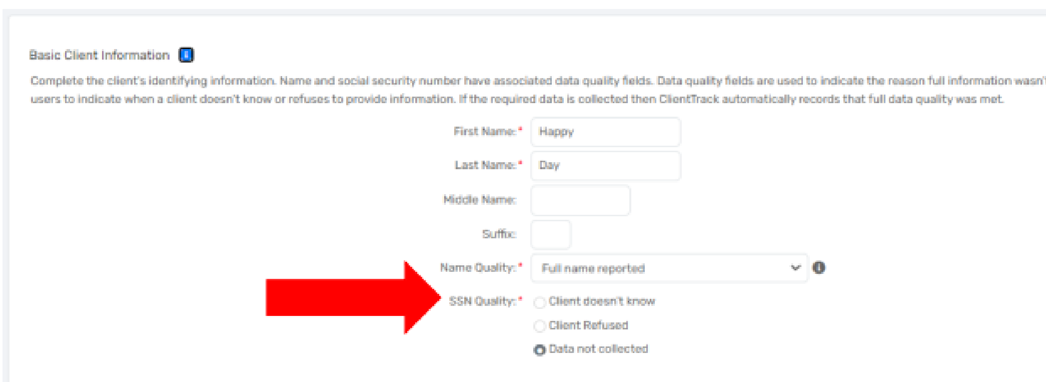
- **Personally Identifiable Information may be updated from the Client's Dashboard screen.**
  - Click on the **"Client Profile"** tab located in the left-hand menu on your screen.
  - Next, click **"Edit Client."**

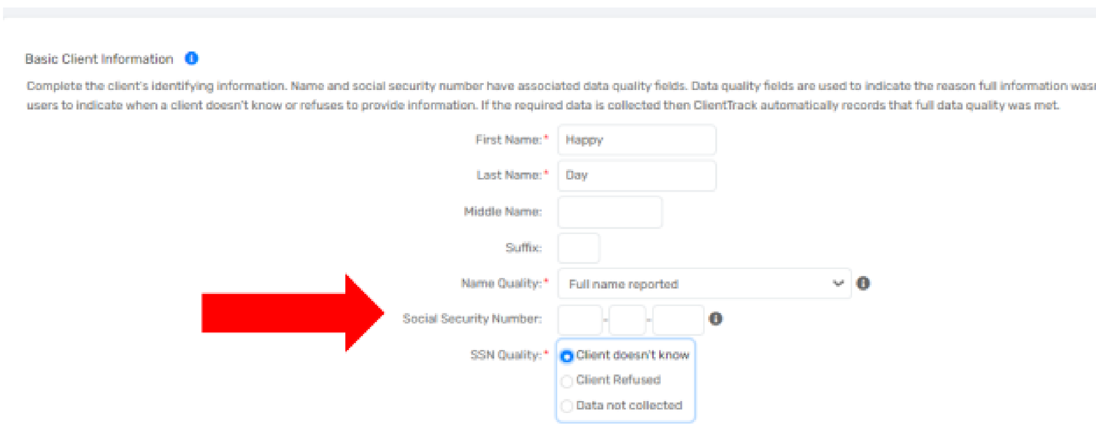


  - **Make the necessary edits/updates on the "Client Information" screen then select "Save."**



- **If the client's DOB or SSN is missing due to "Data Not Collected" being entered as the SSN option – you will click on "Client Doesn't Know" in the SSN field on the Client's Basic Information screen. Once you click on "Client Doesn't Know" the data boxes will appear, and you can now enter the Client's SSN then click Finish. *If entering a partial SSN leave the first two SSN fields blank.***





- **Q6c: Data Quality: Income and Housing Data Quality:**
    - **Income and Sources at Annual Assessment**

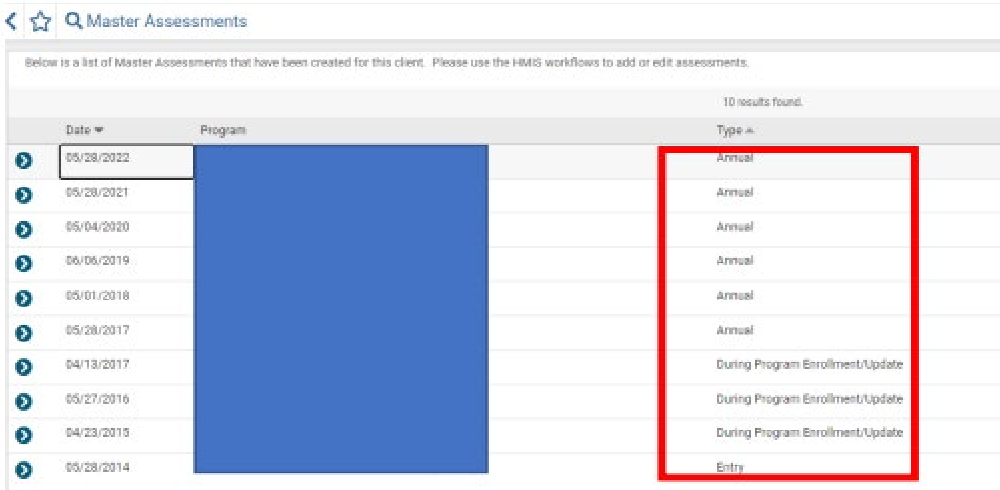
An *Income and Sources* record must be created as part of an annual assessment for clients participating in a project one year or more, even if there is no change in either the income or sources. 'Information Date' for those records must reflect the date of the data collection, which must be no more than 30 days before or after the anniversary of the head of household's *Project Start Date*. Annual assessments are based solely on the head of household's anniversary date. The annual assessment must include updating both the head of household's record and any other family members at the same time.

The 60-day window is calculated as 12 months from the **Project Start Date** and begins 30 days prior to the **Project Start Date** and ends 30 days following the **Project Start Date**.

If you attempt to complete an **Annual Assessment** outside of the required 60-day window, you will receive an error in HMIS or DV ClientTrack. Once the 60-day window has passed you are unable to enter the Annual Assessment.

- Review the **Master Assessments** to make sure the **Annual Assessment** was entered as an **Annual Assessment** and ***NOT*** a **During Program Enrollment/Update Assessment**.
    - If the **Assessment *TYPE*** is incorrect on your client's record, please include a narrative with your **CAPER** submission explaining the error and include the corrective measures now in place at your agency to ensure that **Annual Assessments** are completed by selecting the correct Assessment type going forward.

- Please review the screenshots below which display the two types of assessments in the ***TYPE*** column of the **Master Assessments** screen.

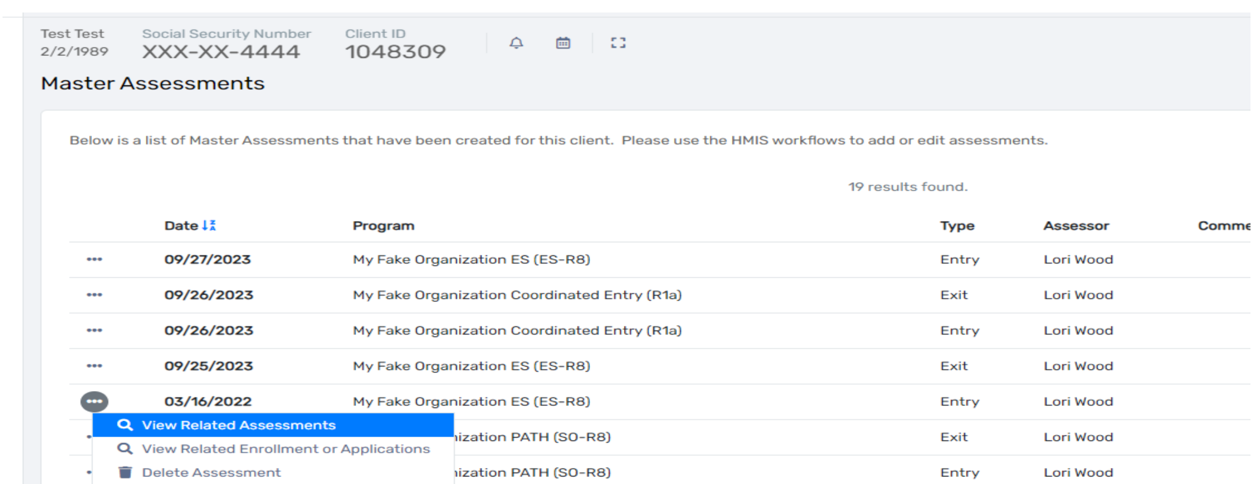


- **Q6c: Data Quality: Income and Housing Data Quality:**
  - **Income and Sources at Entry**
    - Review the **Master Assessment for Entry** to ***verify the Project Start Date of the client's enrollment for your project MATCHES the Date of the Entry Assessment on the Master Assessments screen.*** If the dates do not match you will receive an error.
  - **Income and Sources at Exit**
    - Review **the Master Assessment for EXIT** ***to verify the EXIT date of the client's enrollment for your project MATCHES the Date of the EXIT Assessment on the Master Assessments screen.*** If the dates do not match you will receive an error.

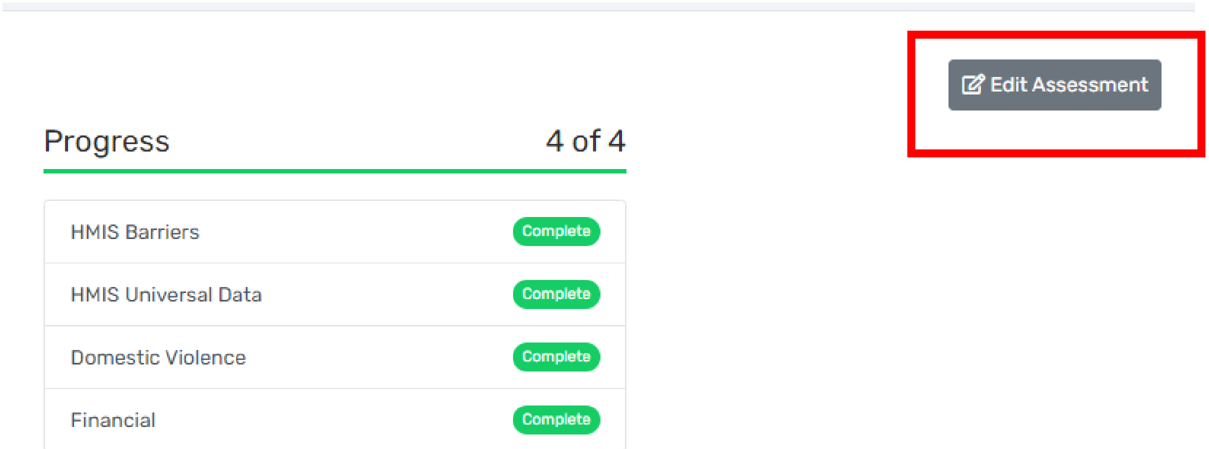
To correct the Entry or Exit Master Assessment date so that it matches the Project Start Date or Exit date on the client's enrollment:

▪ **Go the Master Assessments** and click on the three dots to the left of the Entry or Exit Assessment (whichever needs corrected)

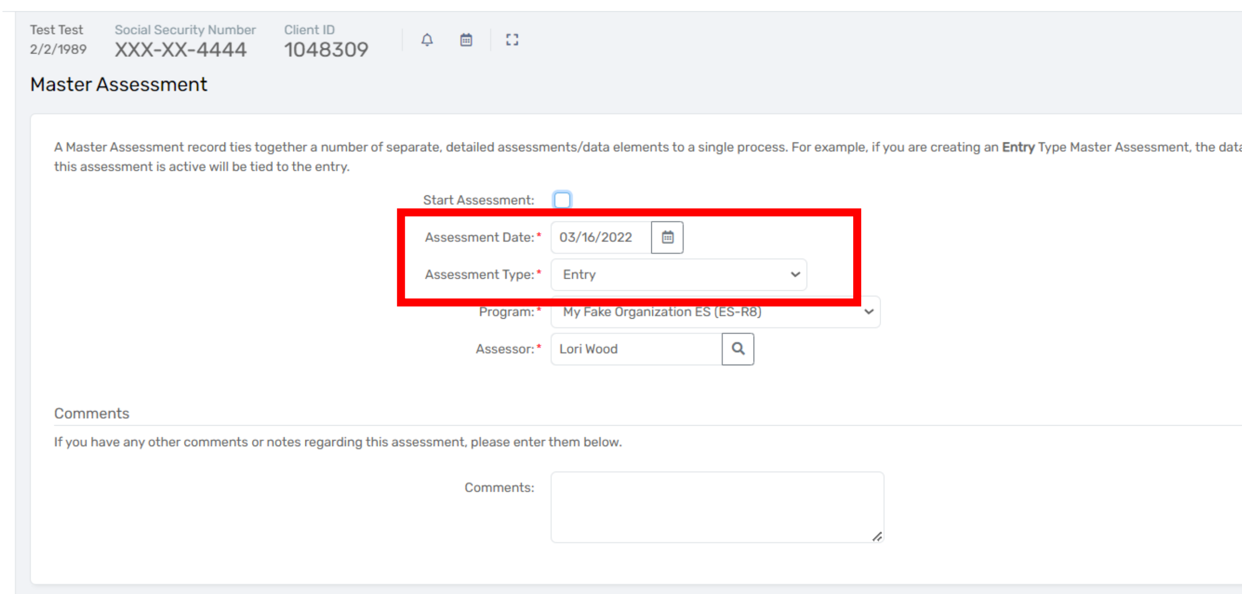
▪ **Select View Related Assessments**



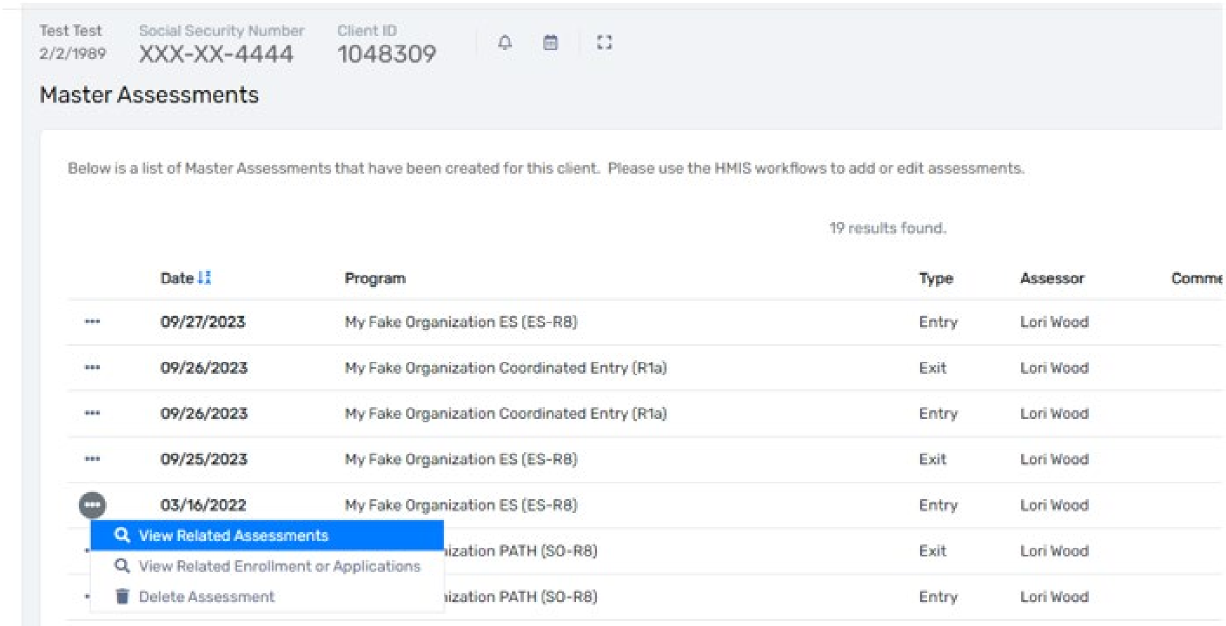
Next, click on the **“Edit Assessment”** button in the upper right corner of the screen:



Change the **“Assessment Date”** to the correct Project Start or Exit Date so the Master assessment matches the dates on the client’s dashboard screen for the **“Entry” or “Exit”** for the client.



Next, go back to the client’s Master Assessments and select each assessment with a **“Green” “Complete”** button and make sure each of the completed assessments has the correct Project Start or Exit Date. If it does not, make the change on each of these individual assessments.



Number of Child and Unknown-age heads of household

Sometimes the CAPER will throw errors when there is more than one head of household designated in a household. **When you run a caper and look at the caper viewer tool, there is a section under Q5A validation table, that reads "number of child and unknown age heads of household".** You could avoid issues related to multiple heads of household, duplicates, and missing date of birth by reviewing the list of clients under this section and making the necessary corrections.

- **If there are more than one head of household OR the head of household is a child a. Go to the client's profile and click on the blue play button next to the enrollment.**

b. Select **"View Case Members"** from the drop-down menu.

c. If a case member is showing as **"Self"** when they should not

i. Go to the client's dashboard.

ii. Click on the blue play button next to the enrollment.

iii. Select **"Edit Project Entry Workflow"** from the drop-down menu.

iv. Under the **"Family Members"** section of the intake, select the appropriate relationship to the head of household for all clients enrolled.

- **If there is a missing Date of Birth**

a. Go to the client's dashboard.

b. Click on the **"Edit Client"** tab on the left-side menu.

c. Enter a complete and accurate date of birth.

- **If the head of household is a minor (17 years old or under)**

a. If the minor should have been exited along with a parent or guardian, exit the minor as of the date when the parent or guardian exited the project.

b. If the minor should have never been enrolled in the project, reach out to the helpdesk so we can delete the enrollment for the client.

- **If this a duplicate client**

a. Reach out to the helpdesk and provide the client IDs so we can merge the records and keep the most accurate and complete record

Q5a - Report Validations Table

Label	Total
Total Number of Persons Served	1511
Number of adults (age 18 or over)	1460
Number of children (under age 18)	0
Number of persons with Unknown Age	51
Number of leavers	590
Number of adult leavers	552
Number of adult and head of household leavers	590
Total Number of Stayers	921
Number of Adult Stayers	908
Number of Veterans	73
Number of Chronically Homeless Persons	328
Number of youth under age 25	76
Number of parenting youth under age 25 with children	0
Number of child and unknown-age heads of household	51
Heads of households and adult stayers in the project 365 days or more	36

- **Missing Geocode**

If you get an error saying there is a missing Geocode, please reach out to the helpdesk with the name of the project you ran the CAPER for, and we will address this error on our end.

Once we address the error in the system, we will let you know, so you can re-run the CAPER and confirm this issue has been fixed.

Please submit a ticket to the HMISHelpDesk@ihcda.IN.gov or DVHelpDesk@ihcda.IN.gov for further assistance.