

Wake Prevent Missing information issues

Example 1: Cassandra sent me a screenshot of a “Data not collected” error they received in a report. The screenshot shows a data element into the Access site page with the answer “Data Not collected (HUD)”- this answer is an error. I instructed Cassandra to correct this error by entering in the correct information.

HMIS# [REDACTED] Data issues



Cassandra Dabbs

To: Chloe J Pearson

Cc: Vanessa Kopp

Reply Reply All Forward

Tue 12/7/2021 4:04 PM

You replied to this message on 12/7/2021 4:30 PM.
This message was sent with High importance.

Hi Chloe,

This is an example of some data issues for NEW referrals. This is what causes our error rate to increase before we can start working with the client. I can assume to say if CE was on the phone with the client and information was collected why not complete the questionnaire? I can fix this, but Michelle said she couldn't fix it. I will show her how to correct, but can this be communicated with the CE because it's time consuming to correct these errors while trying to provide a service.

Thank you both for your time today!

The screenshot shows a web application interface for client data entry. It includes a search bar, a table of disabilities, and a history of health insurance coverage. The table of disabilities has columns for Disability Type, Disability determination, Start Date, and End Date. The history of health insurance coverage has columns for Date Effective, User Adding, Provider Adding, and Value.

Disability Type*	Disability determination*	Start Date*	End Date
HIV/AIDS (HUD)	Data not collected (HUD)	11/01/2021	
Chronic Health Condition (HUD)	Data not collected (HUD)	11/01/2021	
Physical (HUD)	Data not collected (HUD)	11/01/2021	

Date Effective	User Adding	Provider Adding	Value
12/03/2021 2:28:46 PM	Michelle Graham	Wake County Housing Affordability & Community Revitalization - Wake County	Yes (HUD)
11/01/2021 1:40:26 PM	Anna Duggins	Wake Partnership to End Homelessness - Wake County - Coordinated Entry Access Site	Data not collected (HUD)

RE: HMIS# [REDACTED] Data issues



Cassandra Dabbs

To: Chloe J Pearson

Cc: Vanessa Kopp

Reply Reply All Forward

Tue 12/7/2021 6:35 PM

You replied to this message on 12/8/2021 11:15 AM.

Chloe,

Corrections have been made Chloe.

Thank You,

Cassandra Dabbs

Housing Resources Team Supervisor

Wake County Government

Housing Affordability & Community Revitalization

Cassandra.Dabbs@wakegov.com

919.397.7978 mobile | 919.743.4801 fax

wakegov.com

Wake follows
THE 3Ws



From: Chloe J Pearson <Chloe.Pearson@wakegov.com>

Sent: Tuesday, December 7, 2021 4:30 PM

To: Cassandra Dabbs <Cassandra.Dabbs@wakegov.com>

Cc: Vanessa Kopp <Vanessa.Kopp@wakegov.com>

Subject: RE: HMIS# [REDACTED] Data issues

Thank you for following up Cassandra! If you could, when you correct the issue, let me know and I will run the reports to make sure it no longer shows up.

Thank you!

Chloe Pearson

Example 2-4: Cassandra sent 3 screenshots with missing information in the client profile. Initially we assumed it was a visibility issue on the back end of the Provider Pages. I took a look at all three profiles and discovered the an ROI was missing for 568444, causing the information to not to push over so that Wake Prevent could not see the information. Client demographic information was missing for client 568108 because it was not entered in at all, when the profile was made. Client 568438 had missing SSN, race, SSN data quality and gender, was not entered when client profile was created.

Missing Data

**Cassandra Dabbs**
To  Chloe J Pearson
Cc  Vanessa Kopp

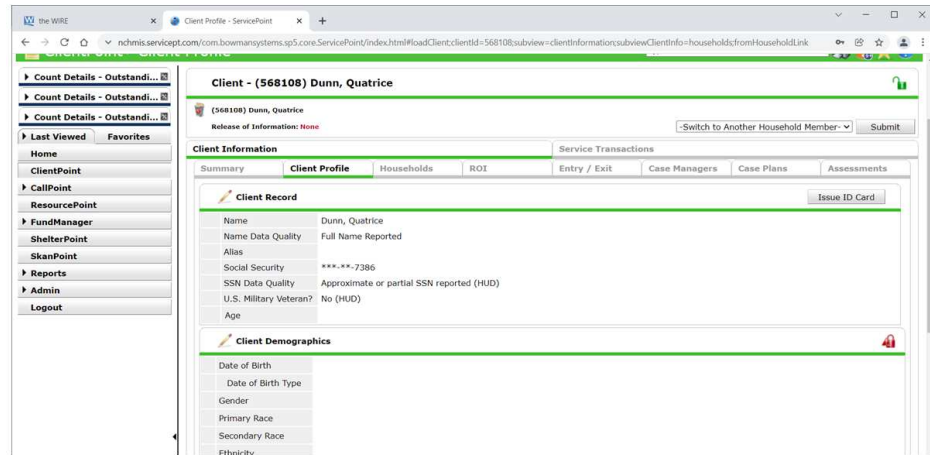
[Reply](#) [Reply All](#) [Forward](#) [More](#)

This message was sent with High importance.

Tue 12/14/2021 11:34 PM

Hi Chloe,

Can you please assist with visibility issues for this client. Thanks



Client - (568108) Dunn, Quatrice

Release of Information: None

Client Information


Client Record

Name	Dunn, Quatrice
Name Data Quality	Full Name Reported
Alias	
Social Security	***-**-7386
SSN Data Quality	Approximate or partial SSN reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

Client Demographics

Date of Birth	
Date of Birth Type	
Gender	
Primary Race	
Secondary Race	
Ethnicity	

HMIS# 568438

**Cassandra Dabbs**
To  Chloe J Pearson
Cc  Vanessa Kopp

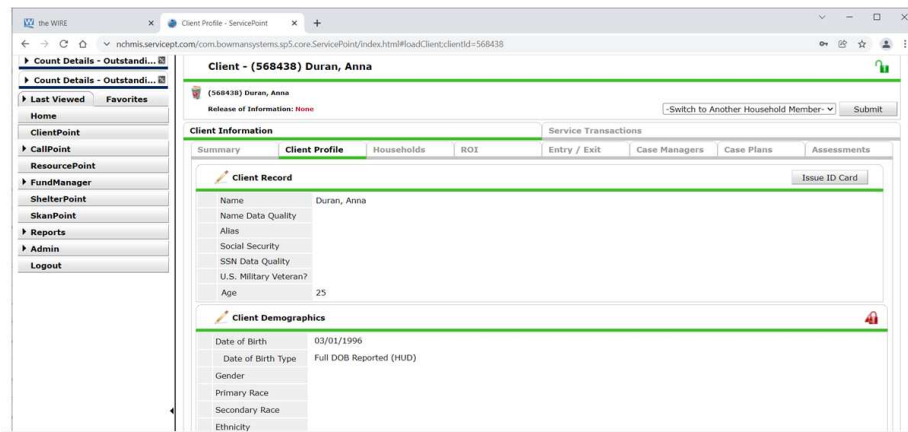
[Reply](#) [Reply All](#) [Forward](#) [More](#)

This message was sent with High importance.

Fri 12/17/2021 10:01 AM

Good morning Chloe,

Can you please assist with visibility for this referral. Thanks



Client - (568438) Duran, Anna

Release of Information: None

Client Information

Client Record

Name	Duran, Anna
Name Data Quality	
Alias	
Social Security	
SSN Data Quality	
U.S. Military Veteran?	
Age	25

Client Demographics

Date of Birth	03/01/1996
Date of Birth Type	Full DOB Reported (HUD)
Gender	
Primary Race	
Secondary Race	
Ethnicity	

HMIS# 568444



Cassandra Dabbs

To: Chloe J Pearson

This message was sent with High importance.

Reply Reply All Forward

Fri 12/17/2021 10:45 AM

Hi Chloe,

Here's another one with visibility issues. Thank You

Client - (568444) Bonilla, Evelyn

(568444) Bonilla, Evelyn

Release of Information: None

Client Information

Summary Client Profile Household ROI Service Transactions Entry / Exit Case Managers Case Plans Assessments

Client Record

Name: Bonilla, Evelyn

Name Data Quality: Full Name Reported

Alias:

Social Security: ***-**-3433

SSN Data Quality: Full SSN Reported (H&D)

U.S. Military Veteran?: No (H&D)

Age:

Client Demographics

Date of Birth:

Date of Birth Type:

Gender:

Primary Race:

Secondary Race:

Ethnicity:

RE: Missing Client data



Chloe J Pearson

To: Cassandra Dabbs

Reply Reply All Forward

Fri 12/17/2021 11:49 AM

Hello **Cassandra**,

Clients:

568444-> No ROI Client info was not visible. Ive created a 30day ROI and information is visible

568438-> The information regarding Gender, race, SSN, SSN data quality are all missing because info is not entered

568108-> Information regarding client demographics is missing because it info is not entered. Income and contact info are visible

Thank you,

Chloe

Chloe Pearson

Data Analyst

Wake County Government

Housing Affordability & Community Revitalization

Chloe.Pearson@wakegov.com

919-856-6322

wakegov.com

Example 5: Client 568504 is missing Client demographic information. Wake Prevent received this referral with missing demographics.

Missing data for HMIS# 568504



Cassandra Dabbs
To: Chloe J Pearson

Reply Reply All Forward

Mon 12/20/2021 5:45

Follow up. Start by Tuesday, December 21, 2021. Due by Tuesday, December 21, 2021.

Hi Chloe,

Here's another one with missing data. Thanks

Client - (568504) Lawton, Debbie

Release of Information: None

Client Information

Client Record

Name	Lawton, Debbie
Name Data Quality	Full Name Reported
Alias	
Social Security	****-**-3682
SSN Data Quality	Approximate or partial SSN reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

Client Demographics

Date of Birth	
Date of Birth Type	
Gender	
Primary Race	
Secondary Race	
Ethnicity	

Client Profile Assessment

No Client Profile Assessment is specified for this provider

Example 6: Client 568614 was missing SSN and SSN data quality. If the client does not provide the SSN when speaking with the AH then the data quality should be recorded as “Client refused” “Data not collected” “Client does not know”.

Missing Data HMIS# 568614



Cassandra Dabbs
To: Chloe J Pearson

Reply Reply All Forward

Mon 12/20/2021 6:35 P

Hi Chloe,

Another one

Client - (568614) Christmas, Tiffany

Release of Information: None

Client Information

Client Record

Name	Christmas, Tiffany
Name Data Quality	
Alias	
Social Security	
SSN Data Quality	
U.S. Military Veteran?	No (HUD)
Age	47

Client Demographics

Date of Birth	11/17/1974
Date of Birth Type	Full DOB Reported (HUD)
Gender	Female
Primary Race	Black, African American, or African (HUD)
Secondary Race	
Ethnicity	Non-Hispanic/LatinX(C)(X)(X) (HUD)

Client Profile Assessment

No Client Profile Assessment is specified for this provider

Example 7: Client 568882 was missing client record information. Initially I saw the entry for the AH and assumed it was a backend visibility issue. I saw that this client was missing an ROI for their corresponding entry, which is the key to pushing information from one project to the next. The client did not have an existing ROI and the Client Record information was never entered (Military status, SSN, SSN data quality, or Name data quality).

Missing Data



Cassandra Dabbs
To: Chloe J Pearson

Follow up. Completed on Monday, January 3, 2022.
You replied to this message on 1/3/2022 2:40 PM.
This message was sent with High importance.

Reply Reply All Forward ...
Sat 1/1/2022 10:37 AM

Hi Chloe,

Here's another one with missing data. Thanks

NC HMIS
Wake Co Housing Affordability & Community Revitalization - Wake County - Prevention - County
January 01, 2022

ClientPoint > Client Profile

Client - (568882) Shelley, Stacey

Release of Information: None

Client Information

Summary	Client Profile	Households	ROI	Service Transactions	Entry / Exit	Case Managers	Case Plans	Assessments
Client Record								
Name	Shelley, Stacey							
Name Data Quality								
Alias								
Social Security								
SSN Data Quality								
U.S. Military Veteran?								
Age	47							
Client Demographics								
Date of Birth	10/06/1974							
Date of Birth Type	Full DOB Reported (HUD)							
Gender	Female							
Primary Race	White (HUD)							
Secondary Race								

From: Chloe J Pearson <Chloe.Pearson@wakegov.com>
Sent: Monday, January 3, 2022 2:40 PM
To: Cassandra Dabbs <Cassandra.Dabbs@wakegov.com>
Subject: RE: Missing Data

Hello **Cassandra**,

What project is client 568882 entered into?

I took a look and there is no ROI and the missing information is actually missing. I do see an entry for the partnership but missing a corresponding ROI.

Thank you,
Chloe

Chloe Pearson
Data Analyst
Wake County Government
Housing Affordability & Community Revitalization
Chloe.Pearson@wakegov.com
919-856-6322

wakegov.com

RE: Missing Data- Correction



Chloe J Pearson
To: Cassandra Dabbs

Reply Reply All Forward ...
Mon 1/3/2022 3:10 PM

*Client is missing client record information

Chloe Pearson

Data Analyst
Wake County Government
Housing Affordability & Community Revitalization
Chloe.Pearson@wakegov.com
919-856-6322

wakegov.com

From: Chloe J Pearson
Sent: Monday, January 3, 2022 3:08 PM
To: Cassandra Dabbs <Cassandra.Dabbs@wakegov.com>
Subject: RE: Missing Data

I just wanted to make sure what I was seeing was correct, so client 568882 is not working with any case manager or entered into a project.

That sounds great!!

So this client is missing the demographic info and ROI(s).

Example 8: Client demographic information was not entered for this client, only DOB. The missing information creates errors for Wake Prevent when creating entries and having to identify the information that was not entered when profile was created.

HMIS# 570771 Missing Data



Cassandra Dabbs
To: Chloe J Pearson

Reply Reply All Forward ...

Wed 1/26/2022 9:23 AM

You replied to this message on 1/26/2022 12:09 PM.
This message was sent with High importance.

Hi Chloe,

I've attached a new referral with missing data.

the WIRE Client Profile - ServicePoint AdvantageIR

January 26, 2022

ClientPoint > Client Profile

Client - (570771) Wyche, Sarah

(570771) Wyche, Sarah
Release of Information: None

Client Information

Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Assessments
Client Record							
Name	Wyche, Sarah						
Name Data Quality							
Alias							
Social Security	***-**-4782						
SSN Data Quality	Approximate or partial SSN reported (HUD)						
U.S. Military Veteran?	No (HUD)						
Age	73						
Client Demographics							
Date of Birth	09/03/1948						
Date of Birth Type							
Gender							
Primary Race							
Secondary Race							
Ethnicity							
Client Profile Assessment							
No Client Profile Assessment is specified for this Provider							

RE: HMIS# 570771 Missing Data



Chloe J Pearson
To: Cassandra Dabbs

Reply Reply All Forward ...

Wed 1/26/2022 12:10 PM

Thank you for sending this over!

I took a look under your view and mine, unfortunately the information is not recorded for the client.

You have the visibility to see all the information that was entered.

Thank you,
Chloe

Chloe Pearson

Data Analyst
Wake County Government
Housing Affordability & Community Revitalization
Chloe.Pearson@wakegov.com
919-856-6322

wakegov.com

Example 9: Client 571225 Client Record information was missing. This profile was a new profile and did not contain the SSN, SSN DQ, Name DQ, or military status. No visibility issues, the information was not entered.

HMIS# 571225



Cassandra Dabbs
To: Chloe J Pearson

Reply Reply All Forward ...

Wed 2/2/2022 3:58 PM

You replied to this message on 2/2/2022 4:01 PM.

Hi Chloe,

Here's another one with missing data.

ClientPoint > Client Profile

Client - (571225) Morton, Brooke

(571225) Morton, Brooke
Release of Information: None

Client Information

Summary	Client Profile	Households	ROI	Service Transactions	Entry / Exit	Case Managers	Case Plans	Assessments
Client Record								
Name: Morton, Brooke								
Name Data Quality:								
Alias:								
Social Security:								
SSN Data Quality:								
U.S. Military Veteran?								
Age: 23								
Client Demographics								
Date of Birth: 05/07/1998								
Date of Birth Type: Full DOB Reported (HUD)								
Gender: Female								
Primary Race: Black, African American, or African (HUD)								
Secondary Race: Black, African American, or African (HUD)								
Ethnicity: Non-Hispanic/Non-Latin(a)(o)(x) (HUD)								
Client Profile Assessment								
No Client Profile Assessment is specified for this Provider								

RE: HMIS# 571225



Chloe J Pearson

To Cassandra Dabbs

Reply Reply All Forward

Thu 2/3/2022 9:52 AM

I took a look. No visibility issues, the information is missing. This looks like a newly recreated profile.

Thank you,
Chloe

Chloe Pearson

Data Analyst

Wake County Government

Housing Affordability & Community Revitalization

Chloe.Pearson@wakegov.com

919-856-6322

wakegov.com

Summary: Wake prevent has received over 15 of these “missing information” referrals. Cassandra and her team have done a great job of sending over SSN corrections, income data quality issues, and more. I have talked with Cassandra and since the information they collect for eligibility to the program is the same as the information we need in HMIS for Client record and Demographic, that they can enter it in. This is not only time consuming but creates confusion when they have entered in the correct information in the entry and correct the existing errors. They continue to receive referrals that have incomplete client information.

I took a dive into their Provider Page set ups. Visibility has been a concern of mine for the Wake Prevent project because the existing visibility groups were established after the creation of the pages in HMIS. This could cause issues when seeing client information; however, these examples shown above and emails that Cassandra sends me are NOT visibility issues but missing information.

Redaction Log

Reason	Page (# of occurrences)	Description
no reason	1 (5)	---