

# CoC Annual Performance Report (APR) Guide

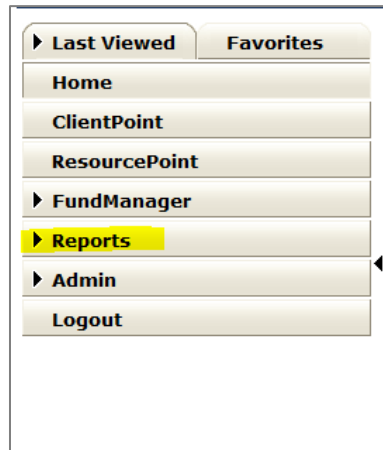
## TABLE OF CONTENTS

Running the CoC APR in ServicePoint.....	2
Note* Issues Running the APR for <1 year OR >1year.....	5
Data Quality & The apr .....	5
Report Features .....	5
Data Quality Tables.....	7
APR and the Sage HMIS Repository.....	13
Access to Sage .....	13
Testing the APR in Sage .....	14
Understanding your APR .....	16
How are my Clients Being Counted? .....	16
Visualizing your APR .....	16

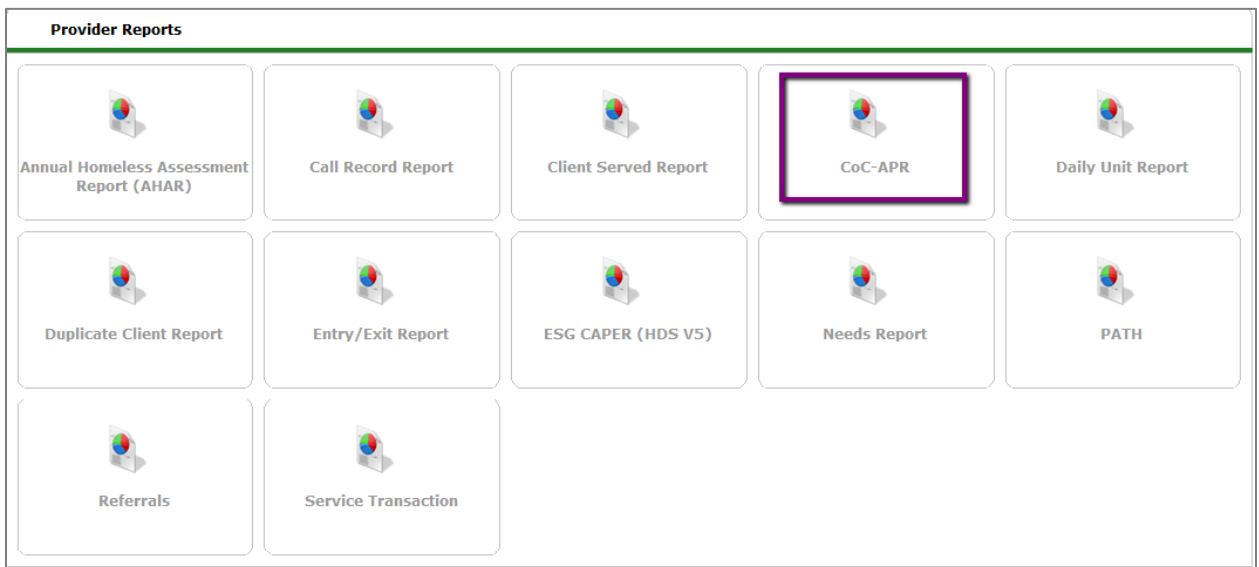
## RUNNING THE COC APR IN SERVICEPOINT

While only HUD CoC grant recipients need to run the APR to submit in Sage, all providers in the system have access to run the APR.

1. Click Reports on the left side of the screen.



2. Click the CoC-APR.



3. Under Provider Type, select "Provider" – If you've already EDA'd to your project's correct provider, it will show up. Otherwise, you could also hit the "Search" button, and search for the provider at your agency for which you're wanting to run the report.

- Once you choose your Provider, the radio button should default to “This provider ONLY.”

\*If you need to run your APR for multiple providers, please email the MN HMIS Helpdesk at [mnhmis@icalliances.org](mailto:mnhmis@icalliances.org), as we will need to create a Reporting Group for you. To assist in troubleshooting issues, we recommend first running the APR on each individual provider and reviewing the data before reviewing the data for a “combined” APR that is run by a reporting group.

- Enter the start and end date of the grant period in the Program Date Range. Use the actual end date, NOT “plus one day” like in ART.

- Select the Entry/Exit type that is used when entering clients into the project provider at your agency. **For HUD CoC providers, the Entry/Exit Type should be HUD.** If your project historically used another Entry/Exit Type, then check that Entry/Exit Type as well.

Note: Often, an Entry/Exit Type other than HUD for a HUD project is an error and may result in incorrect data entry and reporting. To confirm that all clients in the project have the correct Entry/Exit Type, we recommend running the report with all Entry Exit Types selected and running the report with only the HUD type selected. If the totals match on both reports, then all Entry/Exit Types are correctly noted as HUD. If totals do not match, one source of error might be that users at your agency are entering data into your HUD CoC provider and selecting an Entry Type other than HUD.

- Click Build Report.

- Review your data and make any necessary corrections. See section “Using the APR for Data Quality” to understand how to identify errors.
- Once you have made all corrections, rerun your report. You can use the Use Previous Parameters button on the upper right of the prompts to pull in the prompts you most recently used.

- Click the “Download” button. This will download a CSV file and that is the file you will upload into Sage.

- This will generate a zip file that includes CSV files needed to upload into Sage. Click “Save File.” **REMEMBER!** If you are planning to use this CSV file to upload into Sage, you should not open the CSV file as that can cause HUD to believe it was tampered with and therefore reject the submission!

---

NOTE\* ISSUES RUNNING THE APR FOR <1 YEAR OR >1YEAR

**Annual Assessments:**

The CoC APR is designed to be run for a 1 year period. If the report is run for period of time that is shorter or longer than this will negatively impact the sections that calculate Annual Assessments for Income. This is related to the calculation of required Annual Assessment that occurs either + or – 30 days of the client’s anniversary (Project Entry) date.

**Point in Time Count:**

If the report is run for a shorter period of time and that period of time doesn't cover a specific PIT date then that PIT date should reflect a 0 count since the report isn't pulling in all clients served for that point in time.

If the report is run for longer period of time, i.e. greater than one year then we do not recommend using the PIT counts in the report since they will not accurately represent the information for the clients as HUD has not provided in the report specifications how to cover periods of time longer than one year.

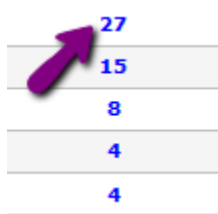
**DATA QUALITY & THE APR**

---

REPORT FEATURES

**The APR is a canned report in ServicePoint (not ART). If you make a change and immediately re-run the report, the change will show up in the report. You do not have to wait for an “ART Refresh.”**

- As you review your data, you will notice several tables and fields that notify you of data quality issues and data entry errors. Numbers that are blue are hyperlinks that will open a pop-up to give you the specific clients IDs making up that number. Go to their client files and make any necessary corrections.



27
15
8
4
4

- Several tables also report on clients that are missing their required Annual Assessment (due annually within 30 days of the client’s anniversary date – month and day - into your project).

16 - Cash Income - Ranges			
	Income at Entry	Income at Latest Annual Assessment for Stayers	Income at Exit for Leavers
No Income	2	0	0
\$1 - 150	0	0	0
\$151 - \$250	1	0	1
\$251 - \$500	1	0	0
\$501 - \$1000	0	0	0
\$1001 - \$1500	0	0	0
\$1501 - \$2000	1	0	0
\$2001 +	0	0	0
Client Doesn't Know/Client Refused	0	0	0
Data not collected	10	0	1
Number of adult stayers not yet required to have an annual assessment		1	
Number of adult stayers without required annual assessment		12	
<b>Total Adults</b>	<b>15</b>	<b>13</b>	<b>2</b>

- This report also allows you to search for specific clients to see how they are reporting. In the Client Filter section, type in a client's ID and click "Highlight Clients." You can search for multiple client by separating their ID numbers by commas.

**Client Filter**

Enter Client IDs separated by commas to highlight cells containing those Clients.

Client IDs:  Client Search

The client(s) you searched for can be found in the cells that are then highlighted yellow.

6d - Data Quality Chronic Homelessness							
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.917.3) DK/R/missing	Number of times (3.917.4) DK/R/missing	Number of months (3.917.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	0			0	0	0	0%
TH	17*	0	0	0	3	2	18%
PH(all)	0	0	0	0	0	0	0%
<b>Total</b>	<b>17*</b>						<b>18%</b>

6e - Data Quality: Timeliness			
Time For Record Entry	Number of Project Entry Records	Number of Project Exit Records	
0 days	0	0	
1 - 3 days	0	1	
4 - 6 days	3	0	
7 - 10 days	1	0	
11+ days	16*	8	

6f - Data Quality: Inactive Records: Street Outreach and Emergency Shelter			
	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	0	0	0%
Bed Night (All clients in ES - NBN)	0	0	0%

7a - Number of Persons Served					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Adults	16*	13*	3		0
Children	4		3	1	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data not collected	0	0	0	0	0
<b>Total</b>	<b>20*</b>	<b>13*</b>	<b>6</b>	<b>1</b>	<b>0</b>

7b - Point-in-Time Count of Persons on the Last Wednesday					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
January	14*	9*	4	1	0
April	11*	8*	2	1	0
July	6	4	2	0	0

## DATA QUALITY TABLES

The new CoC APR incorporates HUD’s new Data Quality Framework. Tables 6a to 6f adhere to the framework. Total number of errors are highlighted in blue in each column. We outline potential causes of errors below for each table.

For more details, please reference at [HMIS Standard Reporting Terminology Glossary](#).

### 6a. Data Quality: Personally Identifiable Information

The table critical to a system’s ability to unduplicate and merge client records. Errors look at any record where information is not present because the client didn’t know the response, refused to provide a response or the information was missing (including the data not collected response code), or where the response is not consistent with protocols established for the data quality of the element.

6a - Data Quality: Personally Identifiable Information				
Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	2	0	7%
SSN (3.2)	7	9	0	59%
Date of Birth (3.3)	1	0	2	11%
Race (3.4)	0	4		15%
Ethnicity (3.5)	0	5		19%
Gender (3.6)	0	3		11%
<b>Overall Score</b>				<b>67%</b>

Table 6a. Data Quality: Personally Identifiable Information

<b>Row: Name (3.1)</b>	<b>Column B: Client Doesn't Know/Client Refused</b>
	[Name Data Quality] = Client doesn't know or Client refused
	<b>Column C: Information Missing</b>
	[First Name] OR [Last Name] OR [Name Data Quality] is missing. A client may appear here if they are anonymous in the system, or were anonymous at one point and have since become named.
	<b>Column D: Data Issues</b>
	[Name Data Quality] = Partial, street name, or code name reported
	<b>Column E: % Error Rate</b>
	Unique count of clients reported in columns B, C or D/ Total number of people indicated in the 5a validation table

<b>Row: Social Security Number (3.2)</b>	<b>Column B: Client Doesn't Know/Client Refused</b>
	[SSN Data Quality] = Client doesn't know or Client refused
	<b>Column C: Information Missing</b>
	[SSN] OR [SSN Data Quality] is missing.
	<b>Column D: Data Issues</b>
	[SSN Data Quality] = Approximate or partial SSN reported or [SSN] does not conform to Social Security Administration rules for a valid SSN shown below: <ul style="list-style-type: none"> <li>o Cannot contain a non-numeric character.</li> <li>o Must be 9 digits long.</li> <li>o First three digits cannot be "000," "666," or in the 900 series.</li> <li>o The second group / 5th and 6th digits cannot be "00".</li> <li>o The third group / last four digits cannot be "0000".</li> <li>o There cannot be repetitive (e.g. "333333333") or sequential (e.g. "345678901" "987654321") numbers for all 9 digits.</li> </ul>
<b>Column E: % Error Rate</b>	
Unique count of clients reported in columns B, C or D/ Total number of people indicated in the 5a validation table	
<b>Row: Date of Birth (3.3)</b>	<b>Column B: Client Doesn't Know/Client Refused</b>
	[DOB Data Quality] = Client doesn't know or Client refused
	<b>Column C: Information Missing</b>
	[DOB] is missing
	<b>Column D: Data Issues</b>
	[DOB Data Quality] = Approximate or partial DOB reported OR where [DOB] is any one of the values listed below <ul style="list-style-type: none"> <li>o Prior to 1/1/1915.</li> <li>o After the [date created] for the record.</li> <li>o For heads of household and adults only: Equal to or after the [project start date]. This test purposely excludes child household members including those who may be newborns.</li> </ul>



	<b>Column E: % Error Rate</b> Unique count of clients reported in columns B, C or D/ Total number of people indicated in the 5a validation table
<b>Row: Race (3.4)</b> <b>Row: Ethnicity (3.5)</b> <b>Row: Gender (3.6)</b>	<b>Column B: Client Doesn't Know/Client Refused</b> [Race] [Ethnicity] [Gender] respectively = Client doesn't know or Client refused *For [Race], includes records with an Client doesn't know or Client refused and any of the additional values (American Indian or Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White)
	<b>Column C: Information Missing</b> [Race] [Ethnicity] [Gender] respectively = missing
	<b>Column E: % Error Rate</b> Unique count of clients reported in columns B, C or D in respective rows/ Total number of people indicated in the 5a validation table
<b>Overall Score</b>	Unique count of clients reported in columns B, C or D / rows 2 through 7/ Total number of people indicated in the 5a validation table

## 6b. Data Quality: Universal Data Elements

These are elements common to all client records and used for HMIS reporting. Errors look at any record where information is not present because the client didn't know the response, refused to provide a response or the information was missing (including the data not collected response code), or where the response is not consistent with protocols established for the data quality of the element.

6b - Data Quality: Universal Data Elements		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	10	67%
Project Entry Date (3.10)	0	0%
Relationship to Head of Household (3.15)	24	89%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	14	52%

6b. Data Quality: Universal Data Elements	
Data Element	Potential Reasons for Errors
<b>Veteran Status (3.7)</b>	[veteran status] = Client doesn't know, Client refused, missing

	<p>OR</p> <p>[veteran status] = Yes and client is less than 18 years old</p>
<b>Project Entry Date (3.10)</b>	Entry/Exit Start Date < Entry/Exit Exit Date for an earlier project start. This detects overlapping project stays by the same client in the same project.
<b>Relationship to Head of Household (3.15)</b>	<p>[Relationship to Head of Household] is missing</p> <p>OR</p> <p>o There is no household member where [Relationship to Head of Household] = Self. Every household member without an identified head of household will be counted in the total.</p> <p>OR</p> <p>o More than one client with the same Entry/Exit Household ID has a [Relationship to Head of Household] = Self. Every household member in households where multiple heads of household exist will be counted in the total.</p>
<b>Client Location (3.16)</b>	<p>There is no record of [client location] at the project start.</p> <p>OR</p> <p>o The CoC Code for the client location record does not match a valid HUD-defined Continuum of Care Code</p>
<b>Disabling Condition (3.8)</b>	<p>[disabling condition] = = Client doesn't know, Client refused, missing</p> <p>OR</p> <p>[disabling condition] = No AND there is at least one special need where "substantially impairs ability to live independently" = Yes in the Disabilities (HUD) subassessment</p>

## 6c. Data Quality: Income and Housing Data Quality

These elements are critical for measuring housing and income performance at the project and continuum level.

The Destination errors look at leavers' records where destination information is not present because the client didn't know the response, refused to provide a response or the information was missing (null, data not collected, or no exit interview completed).

For Income, errors look at records where or where the response of client has income “yes” or “no” at a data collection stage is inconsistent with the income source information in the Income (HUD) subassessment.

6c - Data Quality: Income and Housing Data Quality		
Data Element	Error Count	% of Error Rate
Destination (3.12)	1	25%
Income and Sources (4.2) at Entry	11	550%
Income and Sources (4.2) at Annual Assessment	12	100%
Income and Sources (4.2) at Exit	1	50%

## 6d. Data Quality: Chronic Homelessness

The fields in elements 3.917 A and 3.917 B Living Situation are the building blocks of determining if someone has been homeless enough time to be reported as chronically homeless. If data is missing in any field in this set of questions, the HMIS is not able to accurately report chronic homelessness.

6d - Data Quality Chronic Homelessness							
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.917.3) DK/R/ missing	Number of times (3.917.4) DK/R/missing	Number of months (3.917.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	0			0	0	0	0%
TH	0	0	0	0	0	0	0%
PH(all)	0	0	0	0	0	0	0%
<b>Total</b>	<b>0</b>						<b>0%</b>

**Length of Stay in Previous Place**

Residence Prior to Project Entry	<input type="text" value="-Select-"/>
Length of Stay in Previous Place	<input type="text" value="-Select-"/>
Approximate Date of Most Recent Episode of Homelessness (HUD):	<input type="text" value=""/> /
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	<input type="text" value="-Select-"/>
Total number of months homeless on the street, in ES or SH in the past three years	<input type="text" value="-Select-"/>

## 6e. Data Quality: Timeliness

Timely data entry is critical to ensuring data accuracy and completeness. This section identifies how quickly project starts and project exits are entered into the HMIS after they occur. Note, backdate is not factored into this calculation. For example, if you are creating a client’s Entry/Exit 10 days after they entered the program, even if you backdate to the client’s program start date, the system will use the date the Entry Exit was created to determine timelines.

6e - Data Quality: Timeliness		
Time For Record Entry	Number of Project Entry Records	Number of Project Exit Records
0 days	16	3
1 - 3 days	3	0
4 - 6 days	0	0
7 - 10 days	0	0
11+ days	8	1

## 6e. Data Quality: Inactive Records: Street Outreach and Emergency Shelter

Data quality includes maintaining accuracy in the number of active records in a system. For projects where clients often leave or disappear without an exit (street outreach and night-by-night shelters), the records often remain open and hamper the project and community's ability to generate accurate performance measurement. This section sets a 90-day limit on inactive records and reports how many records within the report range are inactive (i.e. should have been exited but were not) based on contact with the client for outreach or bed nights for shelter.

6f - Data Quality: Inactive Records: Street Outreach and Emergency Shelter			
	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES - NBN)	0	0	0%
Bed Night (All clients in ES - NBN)	0	0	0%

## APR AND THE SAGE HMIS REPOSITORY

As of April 1st 2017, HUD CoC homeless assistance grant recipients are required to submit their Annual Performance Report (APR) data through a new online database called Sage ([www.sagehmis.info](http://www.sagehmis.info)), a reporting repository released in early 2017. Communities will no longer submit APRs in e-snaps. This change in systems applied to all CoC homeless assistance grants administered by the Office of Special Needs Assistance Programs, regardless of when they were initially funded.

---

### ACCESS TO SAGE

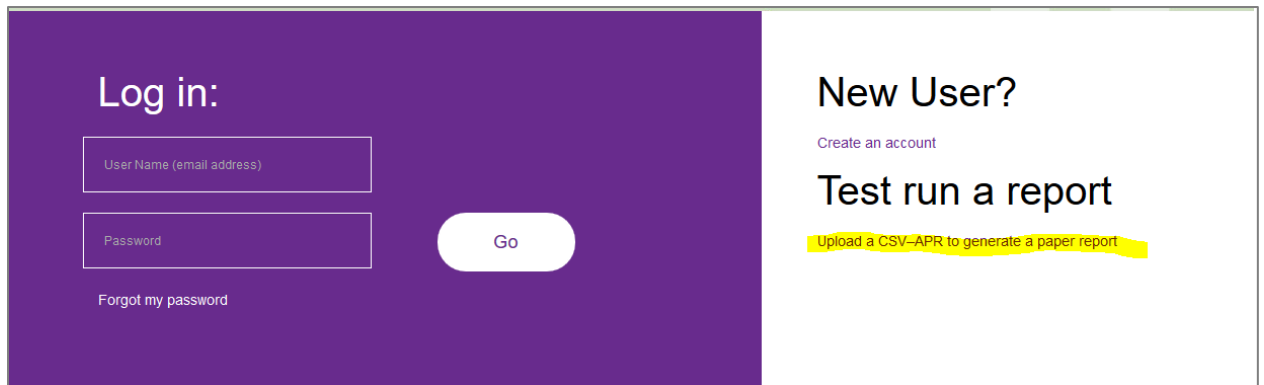
To receive access to Sage, recipient staff need to access the Sage Portal ([www.sagehmis.info](http://www.sagehmis.info)) and enter the contact information and the recipient affiliation. The CoC Primary Contact, often the CoC Coordinator, will then need to approve all users. The CoC Primary Contact will be notified when a user requests access and the user will be notified when the CoC authorizes that user's access. The CoC Primary Contact should regularly access SAGE and approve user access. HUD recommends that recipients provide CoC Primary Contacts a list of users they want approved for Sage access.

A key feature of Sage is that recipients will upload the CSV-APR report file downloaded from HMIS, which contains aggregate data on persons served by their project.

## TESTING THE APR IN SAGE

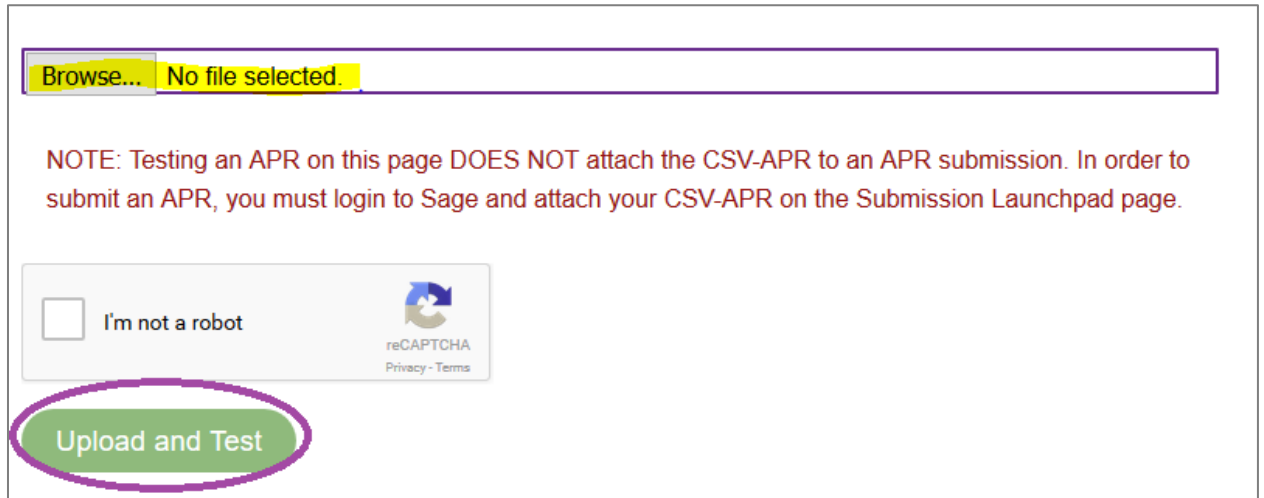
Sage has a built-in testing system for the CSV-APR Report. It will test the CSV-APR Report and allow the user to run a report and print the results of the APR. It will not save the APR in the Sage system. Once the report is saved to your computer, you can test the file for upload errors on the Sage website. Anyone may test a file with or without having logon access to Sage.

1. Login to <https://www.sagehmis.info/>.
2. Under “Test run a report,” click “Upload a CSV-APR to generate a paper report.”



The screenshot shows the Sage website interface. On the left, there is a purple background with the text "Log in:" and two input fields for "User Name (email address)" and "Password". A "Go" button is positioned to the right of these fields. Below the password field is a link for "Forgot my password". On the right, there is a white background with the text "New User?" and a link for "Create an account". Below this, there is a section titled "Test run a report" with a highlighted link: "Upload a CSV-APR to generate a paper report".

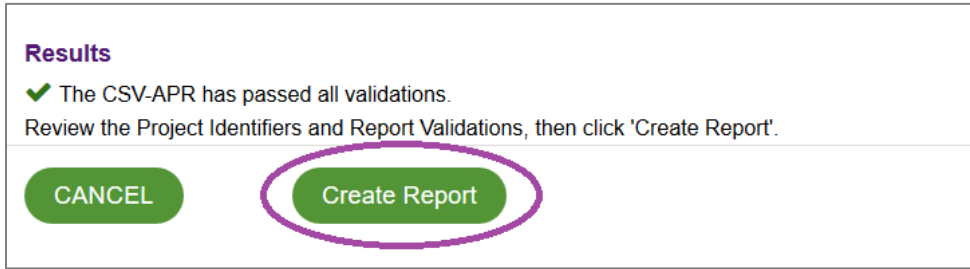
3. Click Browse to find the zip file on your computer. Click Upload and Test.



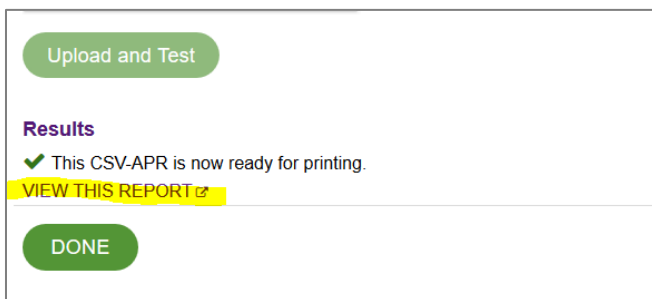
The screenshot shows the Sage report testing interface. At the top, there is a file selection area with a "Browse..." button and the text "No file selected." Below this, there is a red note: "NOTE: Testing an APR on this page DOES NOT attach the CSV-APR to an APR submission. In order to submit an APR, you must login to Sage and attach your CSV-APR on the Submission Launchpad page." Below the note, there is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom, there is a green button labeled "Upload and Test" which is circled in red.

If you get an error message at this point, you will want to go back to HMIS again to correct the data. But if everything is correct, you will then see a green check mark with the message that “The CSV-APR has passed all validations.”

4. Click on "Create a Report."



5. Once the report has been created, you should see another green check-mark, and at the bottom of the screen there will be a link that says "View This Report." Click this link.



6. A new window will pop open and it may take a few minutes to load. This will show you the data that will be uploaded into Sage, including error rates. If there are errors that need to be fixed, troubleshooting the APR is done back in HMIS. Remember - you should not manually change any data in the CoC-APR once it is exported from HMIS.
7. Once the report loads in your browser window, you can then right-click on the screen and select "Print" to either print off a hard copy or to save as a PDF to your computer.

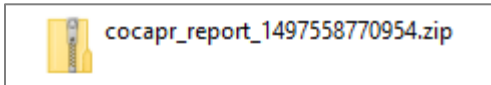
## UNDERSTANDING YOUR APR

### HOW ARE MY CLIENTS BEING COUNTED?

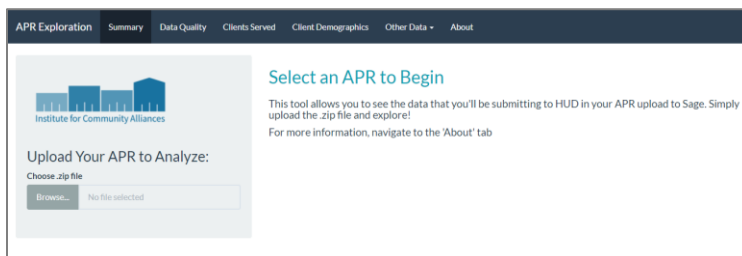
For an in-depth understanding of your APR, please reference the [HUD CoC APR HMIS Programming Specifications](#). This documents outlines how clients are being counted in each of the tables in the APR.

### VISUALIZING YOUR APR

If you have downloaded this report, you know that it looks a bit different than the PDF or Excel file you used to manually enter data for previous submissions in e-snaps. This report downloads as a .zip file. If you take a look inside (Remember! If you open your .zip file Sage will consider this file as tampered with and will not allow you to submit), you'll find 65 CSV files. A comma-separated values file stores a table of data, and each of the 65 files corresponds to one table in the new APR. You might think of it like an Excel file with only one sheet and none of the fancy stuff like fonts, formulas, or conditional formatting.



**Tip!** Try the new ICA [APR Visualization Tool](https://icalliances.shinyapps.io/interactive-apr/) (<https://icalliances.shinyapps.io/interactive-apr/>) to upload your APR .zip file and check out the data that you are sending to HUD! There is no client-level data in the file, but you will find information like total adults served, clients exiting to permanent destinations, income sources at entry, demographics, and more. Note, this is **NOT required** and is only intended to be a resource to help you better understand your data.



### Visualization tool example:

