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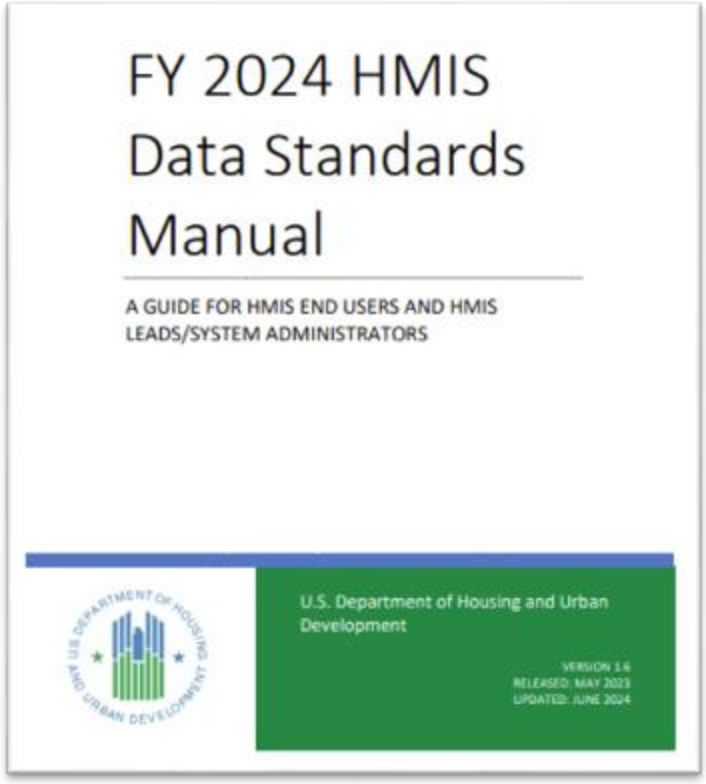
Name, DOB, and SSN Data Quality & Updating Sub- Assessments

MARCH 2025 REFRESHER TRAINING

Name, DOB, and SSN Data Quality & Updating Sub- Assessments



Data Quality: Completeness, Consistency, and Accuracy

Data Completeness

- All data entered into HMIS must be as complete as possible.
- Completeness refers to fully answering each field.
- Ensuring completeness helps create accurate client profiles and provides a clear picture of needs within the CoC

Data Quality: Completeness, Consistency, and Accuracy

Data Consistency

- All agencies in the MD BoS CoC should work consistently to reduce duplication of Client Records in HMIS. *Data Standards includes answering each element the same way.
- HMIS End Users are trained to search for existing client's records, using various client identifier data, before creating a new client record in HMIS.

Data Quality: Completeness, Consistency, and Accuracy

Data Accuracy

- Data accuracy refers to how well the data reflects a client's real-world situation and the programs providing housing and services.
- Achieving accuracy can be challenging, as it relies on both the client providing correct information and the case worker's expertise in documenting and entering data **into HMIS**.
- All client data entered into HMIS must reflect what the client self-reports.
- The most effective way to assess accuracy is by comparing HMIS records with paper documentation or trusted records from other providers**.**

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Universal Date Elements (UDES)

HMIS REQUIREMENTS

- HMIS Data Standards mandate that all participating projects collect and enter Universal Data Elements (UDEs) from clients, regardless of funding

HMIS Universal Data Elements are used to:

- Produce unduplicated estimates of homelessness
- Identify basic demographic characteristics
- Analyze patterns of service use
- Collect personal information to ensure accurate counts of unique individuals

Three Unique UDES used to identify clients

- There are Three Unique UDE's used to identify clients, and allow the system to create unduplicated client records.

- Each of the Universal Data Elements below include an additional data quality question to ensure the completeness, consistency, and accuracy of this critical information.

1. **3.01 Name**
2. **3.02 Social Security Number**
3. **3.03 Date of Birth**

Name, DOB, and SSN Data Quality

3.01 Name

Rationale: To support the unique identification of each person served.

Who? All Clients

What Funders? All Programs

What Projects? All HMIS Project Types

Collection Point? Record Creation

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3.01 Name

HMIS Client Record Naming Best Practices

Use Full & Accurate Name
Always use the client's full and accurate name in HMIS whenever possible.

Respect Client Identity
If the client doesn't identify with their legal name, use the name they prefer, unless a legal name is required (e.g., by VA funders).

Verification & Documentation
Projects are not required to verify that information matches legal documents, but always follow funder record-keeping requirements.

Benefits of Best Practices
Using full and accurate names and following these best practices makes it easier to find records in HMIS and helps avoid creating duplicate entries.

3.01 Name

Street Outreach & Coordinated Entry Data Quality

Initial Data Entry
Limited information may be recorded at first (e.g., Project Start Date, code name like "Redhat Tenthstreetbridge").

Improving Data Accuracy
As the client is engaged, data in HMIS should be updated for accuracy (e.g., replacing "Redhat" with the client's real name, "Robert").

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3.01 Name Data Quality

Name Data Quality Response	When to use?
Full name reported	If the client's complete First and Last names are recorded.
Partial, street name, or code name reported	A Name other than the full, accurate name is recorded, including placeholder or modified names for security reasons.
Client doesn't know	The client is unable to provide their name, instead of using "Partial, street name, or code name reported," when a false or made-up name is entered.
Client prefers not to answer	The client chooses not to provide their name, instead of using "Partial, street name, or code name reported" for a made-up name.
Data not Collected	The worker did not attempt to collect the client's name.

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Data Quality Questions

3.02 Social Security Number

Rationale: To support the unique identification of each person served.

Who? All Clients

What Funders? All Programs – All Components

What Projects? All HMIS Project Types

Collection Point? Record Creation

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3.02 Social Security Number

Why use Clients SSN's in HMIS?

- **Unique Client Identification**
  SSNs help uniquely identify clients, reducing the risk of duplicate records at Project Start.
- **Facilitates Data Sharing**
  SSNs enable seamless data sharing across projects, ensuring accurate client identification.
- **CoC Unduplicated Count**
  When data isn't shared, unique identifiers like SSNs help avoid duplication in HMIS, especially when name and date of birth may be the same.
- **Access to Mainstream Programs**
  SSNs are required for many mainstream programs, aiding clients in accessing vital services to address homelessness.

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3.02 Social Security Number

Data Collection Requirements

- **SSN & Data Quality**
  Record the nine-digit SSN and the appropriate "SSN Data Quality" in separate fields.
- **PATH, CoC, ESG Programs**
  Only required to collect the last four digits of the SSN, but collecting all nine digits is allowed.
- **Verify SSNs for Existing Clients**
  When enrolling a client, verify and correct SSNs if necessary. Do not replace a 9-digit SSN with a 4-digit SSN unless requested by the client.
- **Clients Without an SSN**
  If a client does not have an SSN, select “Client doesn't know.” Federal law prohibits denying services to clients who refuse or do not know their SSN, unless SSN is a statutory requirement for service eligibility.*

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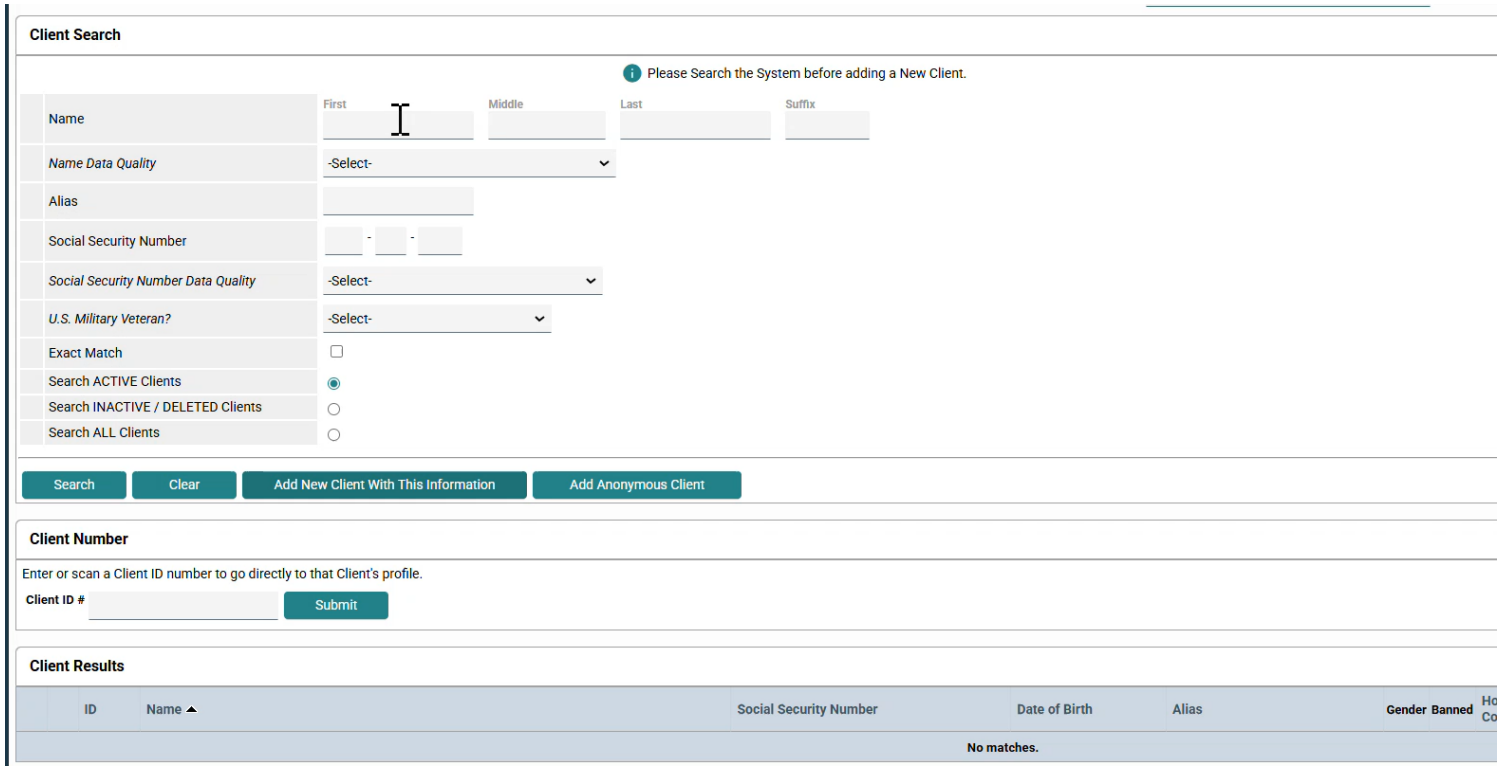
SSN Data Quality

Name Data Quality Response	When to use?
Full SSN reported	A complete and valid SSN is provided.
Approximate or partial SSN reported	Any SSN other than a complete and valid 9-digit SSN, regardless of the reason, is provided.
Client doesn't know	A Client does not know or does not have an SSN.
Client prefers not to answer	A client prefers not to provide any part of their SSN, regardless of the reason.
Data not Collected	No attempt was made to collect an SSN for the client.

Updating an SSN in HMIS



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Data Quality Questions

3.03 Date of Birth

Why? To calculate the age of persons served at time of project start or at any point during project enrollment and to support the unique identification of each person served.

Who? All Clients

What Funders? All Programs – All Components

What Projects? All HMIS Project Types

Collection Point? Record Creation

3.03 Date of Birth

Data Collection Requirements

Record Full DOB if Possible
Record the month, day, and year of birth for every person served.

Verify DOB Accuracy and Completeness
Verify and correct the DOB when enrolling a client with an existing record in HMIS.

Estimating DOB
- If the client can't remember their birth year, estimate it based on their age.
- If the client can't recall the month or day, use "01" for both.

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Date of Birth Data Quality

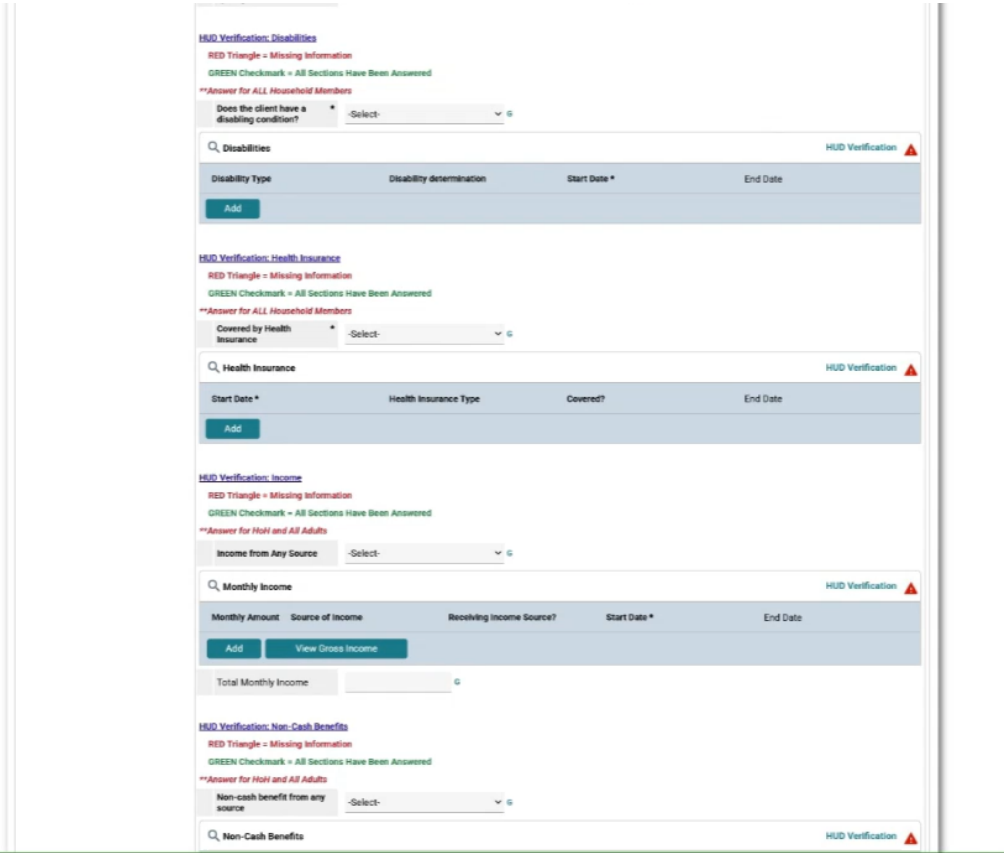
Name Data Quality Response	When to use?
Full DOB reported	The complete Date of Birth is provided by the client.
Approximate or partial DOB reported	The client cannot or chooses not to provide their full or exact date of birth but provides their year of birth.
Client doesn't know	If client is not able to estimate their age within one year. Used as an explanation for missing DOB data.
Client prefers not to answer	A client prefers not to provide any part of their DOB, regardless of the reason.
Data not Collected	No attempt was made to collect a DOB for the client.

Updating Sub-Assessments in HMIS

Sub-Assessments consists of the four 'Common' Program Specific Data Elements.

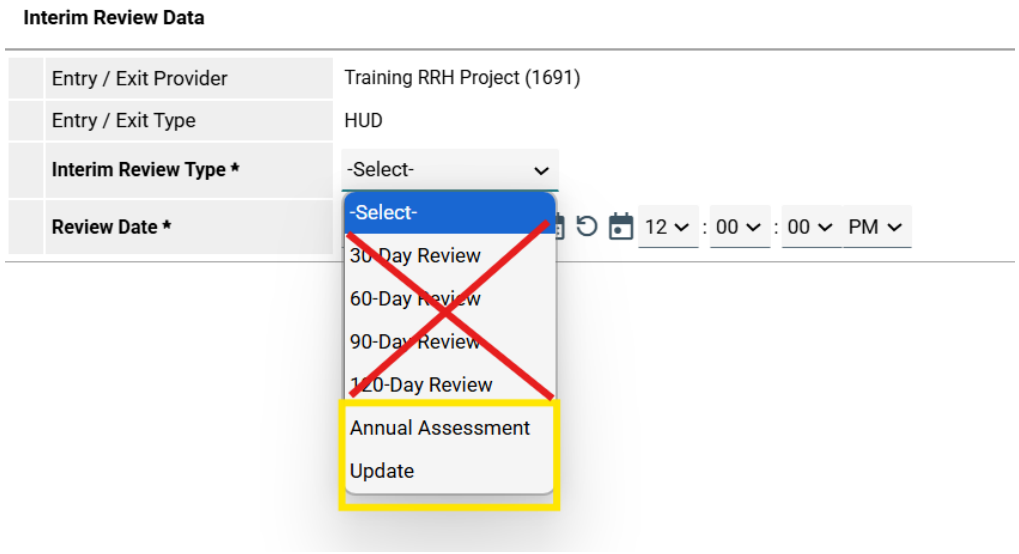
Monthly Income	Non-Cash Benefits	Health Insurance	Disabilites
Head of Household & Adults	Head of Household & Adults	**All Household Members**	**All Household Members**

Sub-Assessments in HMIS



Updating Sub-Assessments in HMIS

A Sub-Assessment can be updated when completing an Annual Assessment, or when documenting an update in a Client's Monthly Income, Non-Cash Benefits, Health Insurance, or Disabilities at any point during their project enrollment.



Updating Sub-Assessments in HMIS

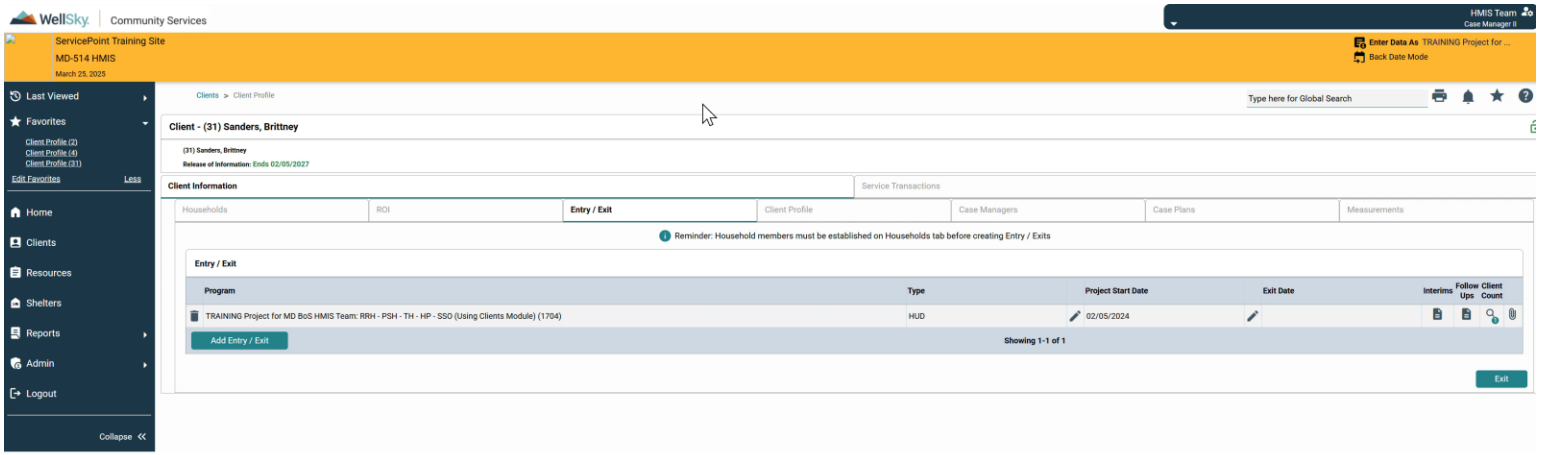
Important Reminders when updating a Sub-Assessment

1. **DO NOT** change or delete previous responses
2. A recorded response that is no longer true, must be end dated and a new response must be added.
3. *Once someone has entered into a project updated sub assessment info is updated in an update assessment or Annual Assessment**

Updating Sub-Assessments in HMIS

Scenario: A client who is currently enrolled in your RRH project, meets with you on 04/23/24 and shares that she recently became employed full time at a hospital and was now receiving a Monthly Income.

Updating Sub-Assessments in HMIS



Supporting Resources

1. **HMIS Knowledgebase Article: Completing Sub-Assessments**
https://mdboscoc.zendesk.com/hc/en-us/article_attachments/29052318889748

2. **HMIS Training: Name, SSN, and DOB & Data Quality Questions.**
https://mdboscoc.zendesk.com/hc/en-us/articles/360312437387 72-March-Refresher-Training-Name-DOB-SSN-Updating-Sub-Assessments

3. Client Doesn't Know/Prefers Not to Answer Vs. Data Not Collected Knowledgebase Article
https://mdboscoc.zendesk.com/hc/en-us/articles/23538672373140-Client-Doesn-t-Know-Prefers-Not-to-Answer-vs-Data-Not-Collected