How to read Service Point Reports

Service Point Reports are located in two locations: 1) ART reports for which an ART license is required and, 2) Canned reports.

1) Reports generally used – From ART

   0252 Data Completeness Report Card (E/E)

   0260 HUD CoC APR Data Quality/Completeness Report

   0625 HUD CoC APR

   0631 HUD CoC APR Detail

   0640 HUD Data Quality Report Framework (Used in cleaning up SPM)

      0700 Length of time persons Homeless – Metric 1

      0700.1b Length of time persons Homeless – Metric 1

      0701 Exits to Permanent Housing with Return to Homelessness – Metric 2

      0702 Number of Homeless Persons – Metric 3.2

      0703 Employment and Earned Income Growth (CoC Funded Projects) – Metric 4

      0704 Number of Persons First Time Homeless – Metric 5

      0706 Permanent Housing Placement Retention – Metric 7

2) Reports generally used – Canned Reports

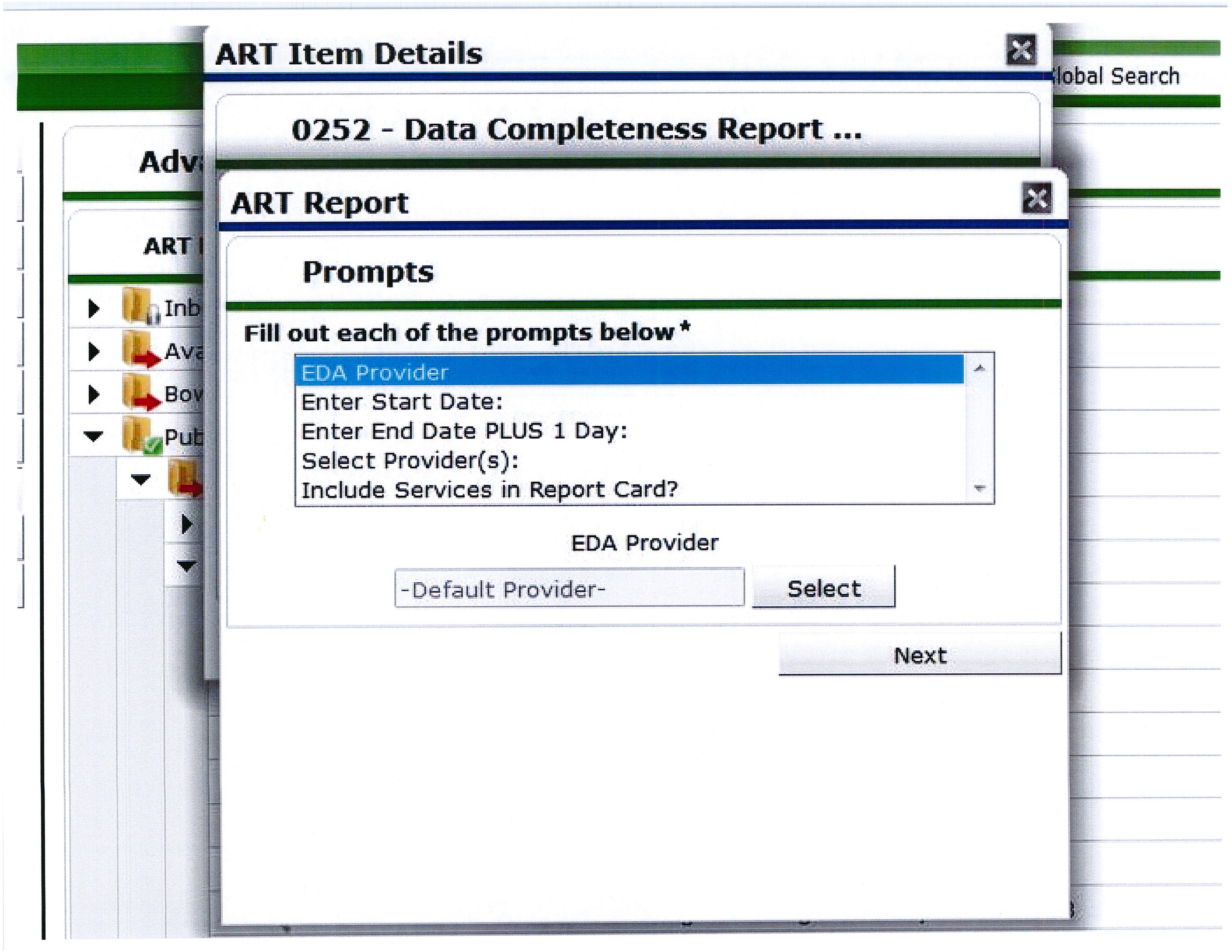
   Annual Homeless Assessment Report – AHAR

   CoC APR

   Entry/Exit Report

   ESG Caper (HDS V5)

ART Browser
Inbox
Available Reports and Templates
Bowman Systems Resources
Public Folder
ART Gallery Reports and Resources
ART Gallery Report Manuals
ART Gallery Reports
0121 - User Contact Information - v11.06.28 2017-05-22 09:01
0122 - ART License Management Report - v3 2016-07-21 16:50
0123 - ServicePoint User Last Login Report - v11.06.28 2017-06-14 16:04
0127 - ServicePoint Visibility and Deny Settings Report - v2 2016-06-02 09:20
0128 - Provider Assessment Display Settings - v01 2016-10-01 10:51
0212 - Duplicate Clients In ServicePoint - v2 2017-01-13 08:08
0213 - Data Elements-Quality at Record Creation-Entry-Exit - v6 2017-03-29 09:27
0216 - Unexited Clients Exceeding Max Length of Stay - v11.04.13 2017-05-09 09:07
0220 - Data Incongruity Locator - Age, Gender, Household Relationship Issues - v5 2015-06-13 08:10
0222 - Workflow Elements by Client - v2 2015-06-13 08:12
0227 - Project Descriptor Elements Data Quality - v3 2017-05-25 11:21
0243 - Data Completeness Report Card (Svs) - v11 2017-06-16 11:02
0252 - Data Completeness Report Card (EE) - v17 2017-06-20 14:16
0254 - Shelter - History, Overlap, and Return - v1 2015-06-20 10:51
0260 - HUD CoC APR Data Quality/Completeness - v7 2017-06-09 10:32
0263 - RHY Data Completeness-Quality Report - v2 2017-05-22 10:59
0315 - Program Daily Census - v4 2017-04-03 11:45
0323 - Project Demographics - v14 2017-06-06 13:56
0324 - Permanent Housing Placements and Retention - v6 2017-06-12 09:39


ART Item Details
0252 - Data Completeness Report ...
ART Report
Prompts
Fill out each of the prompts below *
EDA Provider
Enter Start Date:
Enter End Date PLUS 1 Day:
Select Provider(s):
Include Services in Report Card?
EDA Provider
-Default Provider-
Select
Next

ART Item Details

0260 - HUD CoC APR Data Quality/...

ART Report

Prompts

Fill out each of the prompts below *

EDA Provider
Enter Start Date:
Enter End Date PLUS 1 Day:
Select Provider(s):

EDA Provider

-Default Provider- Select

Next

0631 - HUD CoC APR Detail - v24

ART Report

Prompts

Fill out each of the prompts below *

1. Select Provider Group(s):
1. Select Provider(s):
2. Enter Start Date:
3. Enter End Date PLUS 1 Day:
4. Select Entry Type:
5. Enter Adult Age:
EDA Provider
Enter effective date
Is using the Disability Determination field part of your wo
Is using the Receiving Income Source field part of your w
Is using the Receiving Benefit field part of your workflow
Is using Interim Reviews part of your workflow for HUD re

1. Select Provider Group(s):

-None Selected- Select

Next

ART Gallery Reports and Resources

ART Gallery Report Manuals

ART Gallery Reports

ART Item Details

0640 - HUD Data Quality Report F...

ART Report

Prompts

Fill out each of the prompts below *

Select Provider CoC Code(s):
Select Reporting Group Name:
Select Provider(s):
EDA Provider
Enter effective date
Enter Start Date:
Enter End Date PLUS 1 Day:

Select Provider CoC Code(s):

Optional

Select

Next

Report Dashboard

Audit Reports

Audit Report	User Information	User Login	

Provider Reports

Annual Homeless Assessment Report (AHAR)	Call Record Report	Client Served Report	CoC-APR	Daily Unit Report
Entry/Exit Report	ESG CAPER (HDS V5)	Fund Availability Report	Fund Usage Report	My Managed Funds Report
Needs Report	PATH	Referrals	Service Transaction	

Custom Reports

ART	ReportWriter	SSVF 2016 Export	Rhymis Export

Report Dashboard

Audit Reports

Audit Report	User Information	User Login

Provider Reports

Annual Homeless Assessment Report (AHAR)

Entry/Exit Report

Needs Report

Report Options

Reporting Group	
Provider	United Community Action Network - (ROCC) (3470)
	○ This provider AND its subordinates ◉ This provider ONLY
Type of Data to Use in Report	
Report Veterans Only	☐
Table Shell	
Operating Year Date Range	
Point In Time Date 1	
Point In Time Date 2	
Point In Time Date 3	
Point In Time Date 4	
Entry/Exit Types	☑ Basic ☐ Basic Center Program Entry/Exit ☑ HUD ☐ PATH ☐ Quick Call ☐ RHY ☑ Standard ☐ Transitional Living Program Entry/Exit ☑ VA

Custom Reports

ART	ReportWriter	SSVF 2016 Export	Rhymis Export

CoC-APR - ServicePoint https://portland.servicept.com/com.bowmansystems.sp5.core.Servic

Report Options

Provider Type: Provider / Reporting Group

Provider *: United Community Action Network - (ROCC) (3470)
This provider AND its subordinates / This provider ONLY

Program Date Range *: to

Entry/Exit Types *: Basic, Basic Center Program Entry/Exit, HUD, PATH, Quick Call, RHY, Standard, Transitional Living Program Entry/Exit, VA, HPRP (Retired)

Entry/Exit Report - ServicePoint https://portland.servicept.com/com.bowmansystems.sp5.core.Service

Report Options

Reporting Group

Provider: United Community Action Network - (ROCC) (3470)
This provider AND its subordinates / This provider ONLY
Use client unique id for duplicate checks

Operating Year Date Range

Legal Adult Age: 18 (as defined by foster care law in your state)
Use pre-HPRP logic

Entry/Exit Type

ESG CAPER (HDS V5) - ServicePoint https://portland.servicept.com/com.bowmansystems.sp5.core.Service

Report Options

Provider Type: Provider / Reporting Group

Provider *: United Community Action Network - (ROCC) (3470)
This provider AND its subordinates / This provider ONLY

Program Date Range *: to

Entry/Exit Types *: Basic, Basic Center Program Entry/Exit, HUD, PATH, Quick Call, RHY, Standard, Transitional Living Program Entry/Exit, VA, HPRP (Retired)

0252 - Data Completeness Report Card

GRADE BASED ON COUNT FOR EACH ELEMENT:	HUD UDE ONLY	Additional ONLY	HUD Verification ONLY	OVERALL
	A	A	C	A
	100.00%	99.66%	87.77%	97.48%

Data Element	Required for	Number of Applicable Entry Exits	Numbe r of Non-	Percentage Complete
*HUD Universal Data Elements:				
Name	All	94	94	100.00%
Social Security Number	All	94	94	100.00%
Date of Birth	All	94	94	100.00%
Race	All	94	94	100.00%
Ethnicity	All	94	94	100.00%
Gender	All	94	94	100.00%
Veteran Status	Adults	50	50	100.00%
Disabling Condition (Y/N)	All	94	94	100.00%
Residence Prior to Project Entry	Adults/HoH	50	50	100.00%
Length of Stay in Previous Place	Adults/HoH	50	50	100.00%
Destination (Exit)	Adults/HoH at Exit	33	33	100.00%
Relationship to Head of Household	All	94	94	100.00%
Client Location	HoH ONLY	40	40	100.00%
Additional Data Elements:				
Domestic Violence	Adults/HoH	50	50	100.00%
Service	Adults/HoH	50	49	98.00%
Income Received (Y/N)	Adults/HoH	50	50	100.00%
Non-Cash Benefit Received (Y/N)	Adults/HoH	50	50	100.00%
Covered by Health Insurance (Y/N)	All	94	94	100.00%
HUD Verification: (Elements measure completeness at entry ONLY)				
Disability Type	All	94	93	98.94%
Income Source	Adults/HoH	50	49	98.00%
Income Amount (for all valid sources)	Adults/HoH Recv Inc = Y	31	31	100.00%
Non-Cash Source	Adults/HoH	50	50	100.00%
Health Insurance Type	All	94	57	60.64%

* Refer to 0260 for Chronic Homelessness data quality fields.

0260 - HUD CoC APR Data Quality/Completeness Report

Data Element	Required for	Number of Applicable Entry Exits	Number of Non-Null Values	Percentage Complete
HUD Universal Data Elements (All Clients):				
Name	All	90	90	100.00%
Social Security Number	All	90	90	100.00%
Date of Birth	All	90	90	100.00%
Race	All	90	90	100.00%
Ethnicity	All	90	90	100.00%
Gender	All	90	90	100.00%
Veteran Status	Adults	49	49	100.00%
Disabling Condition (Y/N)	All	90	90	100.00%
Residence Prior to Project Entry	Adults/HoH	49	49	100.00%
Length of Stay in Previous Place	Adults/HoH	49	49	100.00%
Destination (Exit)	Adults/HoH at Exit	31	31	100.00%
Relationship to Head of Household	All	90	90	100.00%
Client Location	HoH ONLY	40	40	100.00%
Additional Data Elements:				
Domestic Violence	Adults/HoH	49	49	100.00%
Domestic Violence Extent	Adults/HoH DV=Y	16	14	87.50%
Income Received (Y/N)	Adults/HoH	49	49	100.00%
Non-Cash Benefit Received (Y/N)	Adults/HoH	49	49	100.00%
Covered by Health Insurance (Y/N)	All	90	90	100.00%

Data Element	Required for	Number of Applicable Entry Exits	Number of Non-Null Values	Percentage Complete
ES / SO / SH PROJECT TYPES				
Residence Prior to Project Entry	Adults/HoH	0	0	N/A
Length of Stay in Previous Place	Adults/HoH	0	0	N/A
Approximate Date Started	Adults/HoH	0	0	N/A
Number of Times on Streets/ES/SH in Past 3 Years	Adults/HoH	0	0	N/A
Total Number of Months Homeless in Past 3 Years	Adults/HoH	0	0	N/A

HOMELESS SITUATIONS				
Length of Stay in Previous Place	Adults/HoH	40	40	100.00%
Approximate Date Started	Adults/HoH	40	37	92.50%
Number of Times on Streets/ES/SH in Past 3 Years	Adults/HoH	40	37	92.50%
Total Number of Months Homeless in Past 3 Years	Adults/HoH	40	37	92.50%

INSTITUTIONAL SITUATIONS				
On the Night Before Did Client Stay on the Streets/ES/SH?	Adults/HoH	0	0	N/A
Approximate Date Started	Adults/HoH +OtN=Y	0	0	N/A
Number of Times on Streets/ES/SH in Past 3 Years	Adults/HoH +OtN=Y	0	0	N/A
Total Number of Months Homeless in Past 3 Years	Adults/HoH +OtN=Y	0	0	N/A

TRANSITIONAL / PERMANENT SITUATIONS				
On the Night Before Did Client Stay on the Streets/ES/SH?	Adults/HoH	3	3	100.00%

Client Casif04132004a420s162

EE ID / Provider / Entry				
1226716	UCAN-JC - Rent and Support - RRH SH	6/8/2016	No Exit	388

Client I[redacted]	Review Date / Valid Date R		
	6/27/2016	5/9 - 7/8	Review In Range

Potential Data Quality Errors:

Income

Receiving Income from any source? No (HUD)

Income Sources (None Required)	Rec Inc	Amount	Start Date	End Date
Alimony or Other Spousal Support (HUD)	N		6/8/2016	
Child Support (HUD)	N		6/8/2016	
Earned Income (HUD)	N		6/8/2016	
General Assistance (HUD)	N		6/8/2016	
Other (HUD)	N		6/8/2016	
Pension or retirement income from another	N		6/8/2016	
Private Disability Insurance (HUD)	N		6/8/2016	
Retirement Income From Social Security	N		6/8/2016	
SSDI (HUD)	N		6/8/2016	
SSI (HUD)	N		6/8/2016	
TANF (HUD)	N		6/8/2016	
Unemployment Insurance (HUD)	N		6/8/2016	
VA Non-Service Connected Disability	N		6/8/2016	
VA Service Connected Disability	N		6/8/2016	
Worker's Compensation (HUD)	N		6/8/2016	

Client Casif06052009a100s162

EE ID / Provider / Entry				
1226718	UCAN-JC - Rent and Support - RRH SH	6/8/2016	No Exit	388

Client I[redacted]	Review Date / Valid Date R		
	6/27/2016	5/9 - 7/8	Review In Range

Potential Data Quality Errors:

Income

Receiving Income from any source? No (HUD)

Income Sources (None Required)	Rec Inc	Amount	Start Date	End Date
Alimony or Other Spousal Support (HUD)	N		6/8/2016	
Child Support (HUD)	N		6/8/2016	
Earned Income (HUD)	N		6/8/2016	
General Assistance (HUD)	N		6/8/2016	
Other (HUD)	N		6/8/2016	
Pension or retirement income from another	N		6/8/2016	
Private Disability Insurance (HUD)	N		6/8/2016	
Retirement Income From Social Security	N		6/8/2016	
SSDI (HUD)	N		6/8/2016	
SSI (HUD)	N		6/8/2016	
TANF (HUD)	N		6/8/2016	
Unemployment Insurance (HUD)	N		6/8/2016	
VA Non-Service Connected Disability	N		6/8/2016	
VA Service Connected Disability	N		6/8/2016	
Worker's Compensation (HUD)	N		6/8/2016	

Client (byuf06301979b620y520

EE ID / Provider / Entry	1138034	UCAN-JC - Rent and Support - RRH SH	1/1/2016	No Exit	547

Client I [redacted]	Review Date / Valid Date R	6/30/2016	12/2 - 1/31	Not In Range

Potential Data Quality Errors:

Income Duplicate Records (italic font)

Receiving Income from any source? Yes (HUD)

Income Sources (All Recorded)	Rec Inc	Amount	Start Date	End Date
Alimony or Other Spousal Support (HUD)	*N*		*1/1/2016*	
Alimony or Other Spousal Support (HUD)	*N*		*12/15/2011*	
Child Support (HUD)	*N*		*1/1/2016*	
Child Support (HUD)	*N*		*12/15/2011*	
Earned Income (HUD)	N		1/1/2016	
General Assistance (HUD)	*N*		*1/1/2016*	
General Assistance (HUD)	*N*		*12/15/2011*	
Other (HUD)	N		1/1/2016	
Pension or retirement income from another	*N*		*1/1/2016*	
Pension or retirement income from another	*N*		*12/15/2011*	
Private Disability Insurance (HUD)	*N*		*1/1/2016*	
Private Disability Insurance (HUD)	*N*		*12/15/2011*	
Retirement Income From Social Security	*N*		*1/1/2016*	
Retirement Income From Social Security	*N*		*12/15/2011*	
SSDI (HUD)	*N*		*1/1/2016*	
SSDI (HUD)	*N*		*12/15/2011*	
SSI (HUD)	*N*		*1/1/2016*	
SSI (HUD)	*N*		*12/15/2011*	
TANF (HUD)	***Y***	*$506.00*	***1/1/2016***	
TANF (HUD)	***N***		***12/15/2011***	
Unemployment Insurance (HUD)	N		1/1/2016	
VA Non-Service Connected Disability	*N*		*1/1/2016*	
VA Non-Service Connected Disability	*N*		*12/15/2011*	
VA Service Connected Disability	*N*		*1/1/2016*	
VA Service Connected Disability	*N*		*12/15/2011*	
Worker's Compensation (HUD)	*N*		*1/1/2016*	
Worker's Compensation (HUD)	*N*		*12/15/2011*	

0640 - HUD Data Quality Report Framework

Q1. Report Validation Table

Elements	Client Count
Total Number of Persons Served	87
Number of Adults (age 18 or over)	47
Number of Children (under age 18)	40
Number of Persons with Unknown Age	0
Number of Leavers	56
Number of Adult Leavers	34
Number of Adult and Head of Household Leavers	34
Number of Stayers	31
Number of Adult Stayers	13
Number of Veterans	2
Number of Chronically Homeless Persons	4
Number of Youth Under Age 25	7
Number of Parenting Youth Under Age 25 with Children	2
Number of Adult Heads of Household	47
Number of Child and Unknown-Age Heads of Household	0
Heads of Household and Adult Stayers in the Project More Than 365 Days	6

Q2. Personally Identifiable Information (PII)

Data Element	Client Doesn't Know / Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0.00%
Social Security Number (3.2)	0	0	0	0.00%
Date of Birth (3.3)	0	0	0	0.00%
Race (3.4)	0	0		0.00%
Ethnicity (3.5)	0	0		0.00%
Gender (3.6)	0	0		0.00%
Overal Score				0.00%

Q3. Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	1	2.13%
Project Entry Date (3.10)		
Relationship to Head of Household (3.15)	4	4.60%
Client Location (3.16)	0	0.00%
Disabling Condition (3.8)	0	0.00%
Destination (3.12)	0	0.00%

Q4. Income and Housing Data Quality

Data Element	Error Count	% of Error Rate
Income and Sources (4.2) at Entry	1	2.13%
Income and Sources (4.2) at Annual Assessment	3	50.00%
Income and Sources (4.2) at Exit	3	8.82%

Q5. Chronic Homelessness							
Entering Into Project Type	Count of Total Records	Missing Time in Instituti	Missing Time in Housing (3.917.2)	Approx Date (3.917.3) DKR/Missing	Num Times (3.917.4) DKR/Missing	Num Months (3.917.5) DKR/Missing	% of Records Unable to Calculate
ES, SH, Street Outreach	0			0	0	0	#DIV/0
TH	0	0	0	0	0	0	#DIV/0
PH (all)	4	0	0	0	0	0	0.00%
Total	4						0.00%

Q6. Timeliness		
Time for Record Entry	Count of Entry Records	Count Exit Records
0 days	**32**	**9**
1-3 days	**13**	**3**
4-6 days	**10**	**2**
7-10 days	**4**	**0**
11+ days	**16**	**32**

Q7. Inactive Records: Street Outreach & Emergency Shelter			
Data Element	Record Count	Inactive Record Count	% Inactive Records
Contact (Adults and Heads of Household in Street Outreach or Emergency Shelter -NbN)			
Bed Nights (All Clients in Emergency Shelter-NbN)			

ART Browser

- Inbox
- Available Reports and Templates
  - ART Gallery Report Manuals

0121 - User Contact Information v11.06.28 USER MANUAL	2012-07-06 11:43
0122 - ART License Management Report - v3 USER MANUAL	2014-05-29 11:45
0123 - ServicePoint User Last Login Report - v11.06.28 USER MANUAL	2012-07-06 11:43
0127 - ServicePoint Visibility and Deny Settings Report - v2 USER MANUAL	2012-07-27 13:55
0128 - Provider Assessment Display Settings - v1 User Manual	2016-10-17 10:44
0212 - Duplicate Clients In ServicePoint - v2 USER MANUAL	2015-06-26 12:34
0213 - Data Elements-Quality at Record Creation-Entry-Exit - v6 USER MANUAL	2016-11-28 11:38
0216 - Unexited Clients Exceeding Max Length of Stay - v11.04.13 USER MANUAL	2012-07-06 11:43
0220 - Data Incongruity Locator - v5 USER MANUAL	2013-02-22 13:03
0222 - Workflow Elements by Client - v2 USER MANUAL	2015-01-23 13:48
0227 Project Descriptor Data Elements Data Quality - v3 USER MANUAL	2015-09-25 13:52
0243 - Data Completeness Report Card (SVS) - v11 USER MANUAL	2016-01-14 09:07
0252 - Data Completeness Report Card (EE) - v17 USER MANUAL	2017-02-27 08:34
0254 - Shelter History Overlap and Return - v1 - USER MANUAL	2013-08-29 14:29
0260 - HUD CoC APR Data Quality_Completeness - v7 USER MANUAL	2017-04-27 13:20
0263 - RHY Data Completeness - Data_Quality - v2 USER MANUAL	2016-10-28 14:27
0315 - Program Daily Census - v4 USER MANUAL	2012-07-06 11:43
0323 - Project Demographics Report - v14 USER MANUAL	2016-04-27 15:44
0324 - Permanent Housing Placements and Retention - v6 USER MANUAL	2017-01-10 11:44
0325 - Zero to 2016 Housing Placements - v8 USER MANUAL	2016-11-22 11:31