

# ART Gallery Report 216

## Un-exited Clients Exceeding Max Length of Stay Data Quality Report

### EXECUTIVE SUMMARY:

This ART report is designed to monitor data quality by insuring that all clients in selected program/providers have an accurate program exit recorded in a timely manner. The report allows the User the ability to examine the length of stay (los) for all un-exited clients in up to five selected programs/providers at a time. The User is also prompted to specify the maximum length of stay for each program enabling the report to flag clients whose los has exceeded the limit. In addition to listing all un-exited clients along with their entry date and los, the report also calculates the number of un-exited clients, the average los for un-exited clients, and the number of clients exceeding their maximum los, for each of the selected programs. Un-exited clients mistakenly entered into the program more than once are also flagged.

### AUDIENCE:

This report is intended for use by System Administrators, Agency Administrators, or by other HMIS staff responsible for data quality. The report can be run at any provider level at or above the selected programs.

### FREQUENCY:

It is recommended that this report should be run at least monthly for each program.

### PURPOSE:

The failure to record client program exits in a timely manner is one of the most frequent and most problematic data quality issues, and the ongoing monitoring of un-exited clients is an essential procedure in any effective data quality process. Since many HMIS reports utilize client entry and exit dates to identify active clients, the failure to record client exits will result in erroneous data reporting.

### INSTRUCTIONS:

Instructions on how to retrieve, copy, run, and read this report is outlined below. Requests for additional information concerning the report function/design should be directed to Bowman Systems' staff via email ([ART\\_Reports@BowmanSystems.com](mailto:ART_Reports@BowmanSystems.com)).

**How to retrieve and copy:** Detailed step-by-step instructions concerning how to retrieve and save a copy of this ART Report to your personal system can be found on the Bowman ART website at (<http://www.BowmanSystems.com/ARTreports.html>)

**How to install:** This original version of the report is a template and is must be copied from the ART Gallery Templates folder into another folder on your site and mapped to your data before it can be used. Detailed instructions for installing report templates are provided in the Bowman Documentation folder on your ART site.

**Before running the report:** Prior to running the report the user must determine the providers to be included in the report (up to 5) and know the maximum length of stay for each.

**How to run:**

Upon opening the report, the user will be prompted (see Diagram 1) to supply the parameters which control the data returned by the report. Once the user has provided these by responding to the user prompts, a green check-mark will appear next to each field to indicate that a valid selection has been made. The user should then single-click the “Run Query” button to generate the report.

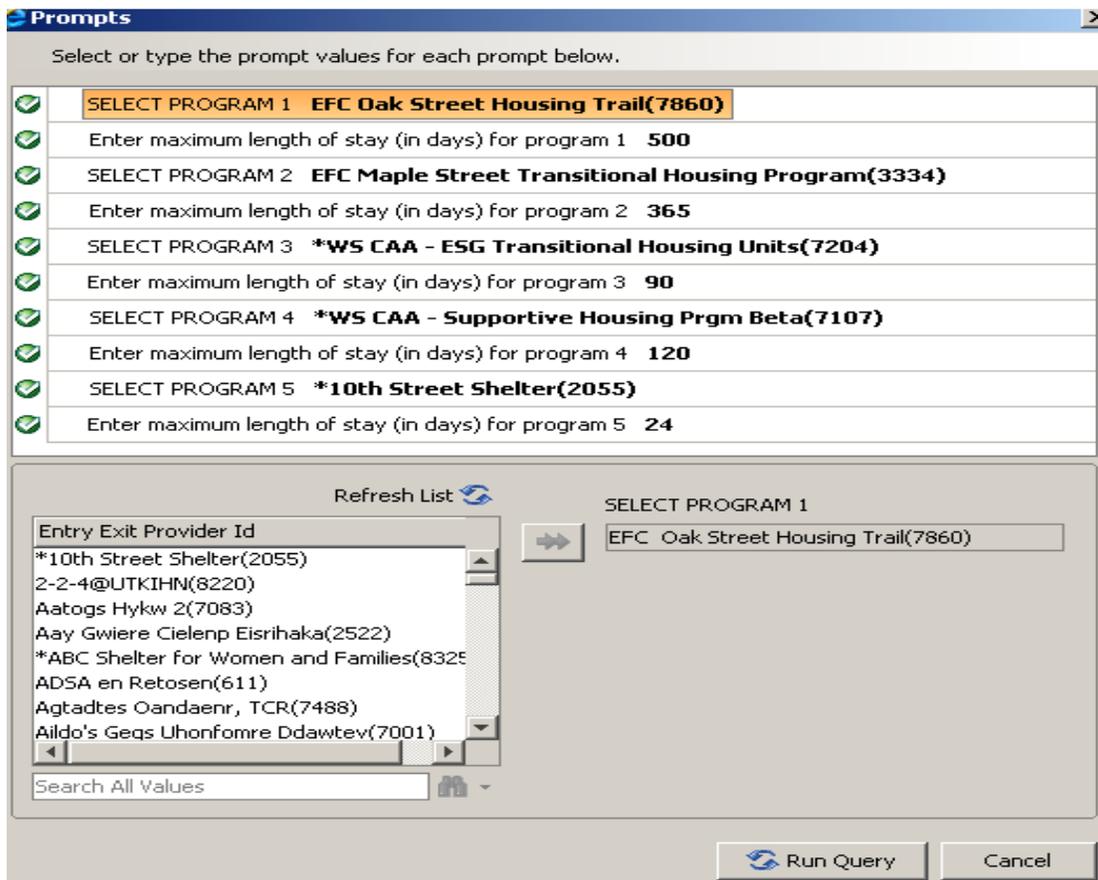


Diagram 1

The ten user prompts contained in this report are self-explanatory. The user can select up to 5 programs/providers and specify a maximum length of stay for each.

**How to read:** The report results consist of six tabs. The first five (tabs A thru E) correspond to each of the five programs/providers. The sixth tab includes the selected parameters and additional information provided for the user’s reference. Each Tab contains three sections:

- **Report Header:** The header contains the title of the report, and specifies the date parameters. When running the report in modify view, the report header is only visible in print/page layout mode
- **Report Body:** The main portion of the report. The report body for the tabs contained in this report are described in greater detail below
- **Report Footer** The report footer contains the title of the report, the name of the sub-report, the page number, the version number, and the date/time the report was run /printed. Like the header, the footer is only visible in print mode when the report is run in modify view

**Unexited Clients  
Exceeding Maximum Length of Stay  
PROGRAM 1: 1 OTS - Emergency Shelter(5134)**

PROGRAM 1		
maximum length of stay = 30 days		
number of unexited clients:		107
client stays exceeding max LOS:		109
multiple entries for same client		4
average unexited LOS		650 days
Client Uid	Entry Date	LOS (days)
182255	8/31/06	916
79134	9/22/06	894
148803	11/19/06	836
167354	1/5/07	789
67982	2/5/07	758
209841	2/8/07	755
79569	2/12/07	751
191479	3/1/07	734
212579	3/6/07	729
212580	3/6/07	729
213722	3/10/07	725
119328	3/16/07	719
215596	3/23/07	712
214676	3/26/07	709
215600	3/27/07	708
114237	3/30/07	705
141158	3/31/07	704
61145	4/2/07	702
123048	4/2/07	702
57727	4/10/07	694
88310	4/10/07	694

**Diagram 2**

**Tab A, B, C, D, & E (Diagram 2):** The report body for these five tabs corresponds to the five selected programs and each is made up of two sections:

- **Summary for Provider:** The first seven rows of the table summarize the un-exited client data for the provider and include the maximum length of stay (los), number of un-exited clients, number of clients exceeding the maximum los, the number of un-exited clients with multiple program entries, and the average los for all the un-exited clients.
- **Detail by Client:** Rows eight and following contain los detail information for all individual un-exited clients, including client number, entry date and los to date. The client numbers of any clients with multiple program entries are highlighted in red, los numbers highlighted in red indicate that the client has exceeded the maximum los for the program. This detail section is sorted by los in descending order.

**Tab F -Additional Information:** This tab is provided as a reference to the User running the report and lists the parameters specified in the user prompts (Diagram 4) as well as the total duplicated and unduplicated client counts for the specified programs (Diagram 5).

User Prompt Field	Value(s) Selected
SELECT PROGRAM 1	EFC Oak Street Housing Trail(7860)
Enter maximum length of stay (in days) for program 1	500
SELECT PROGRAM 2	EFC Maple Street Transitional Housing Program(3334)
Enter maximum length of stay (in days) for program 2	365
SELECT PROGRAM 3	*WS CAA - ESG Transitional Housing Units(7204)
Enter maximum length of stay (in days) for program 3	90
SELECT PROGRAM 4	*WS CAA - Supportive Housing Prgm Beta(7107)
Enter maximum length of stay (in days) for program 4	120
SELECT PROGRAM 5	*10th Street Shelter(2055)
Enter maximum length of stay (in days) for program 5	24

Diagram 4

Providers Reporting Information (alphabetically listed)	Client Count	Unduplicated Client Count
*10th Street Shelter(2055)	18	18
EFC Maple Street Transitional Housing Program(3334)	47	47
EFC Oak Street Housing Trail(7860)	15	15
*WS CAA - ESG Transitional Housing Units(7204)	3	3
*WS CAA - Supportive Housing Prgm Beta(7107)	54	54

Diagram 5

## TECHNICAL NOTES:

1. Un-exited clients are defined as any active client having one or more active programs entries without corresponding program exit(s).
2. It should be noted that the five maximum los user prompts are attached to the Client Uid field, but that in this situation this field is being used as a dummy field to collect the user prompts and that the results of the query are not impacted since the five filters are cancelled out by the “and” statement which links them together.
3. It should also be noted that the query pulls client # 1 into the cube and then filters him/her back out again via report filters in all six tabs. The purpose of this is to prevent an error message in the event that the selected parameters return no results.
4. Users should note that recording a future program entry without a corresponding exit will result in the appearance of a negative LoS in this report, since the LoS is calculated by subtracting the entry date from the current date. This negative number will also impact the average LoS calculation. Additional note: The current version of ServicePoint no longer allows the user to create a future program entry, but since it was possible to do this in earlier versions, this could still be an issue with this report. When a future entry date is encountered, it should be examined and corrected if found to be erroneous.

## REPORT MODIFICATION

Users with ad hoc ART licenses may wish to modify/customize this report to better suit their needs and purposes. When modifying an Art Gallery report such as this one, the user will need to make a copy of the original report into a different folder. This copy can be created either by using the “save as” feature or by clicking on the “organize” icon in folder view.

NOTE: The original un-modified version of this report must be retained in the “ART Standard Report” folder. This folder is read-only so that changes cannot be inadvertently made to the original version. Since the “ART Standard Report” folder is a read-only folder, any/all copies of the report for modification purposes must be made into some other folder.

## MODIFICATION OPTIONS

**To automate/eliminate user prompts:** Ad hoc users who must use this report to run periodic checks on a set group of providers may choose to customize this report to eliminate the need to answer all ten prompts each time the report is run. This can easily be done by modifying the user prompt default value, by setting the prompt option to “keep last value(s) selected” or by changing the query parameter from a “prompt” type to a “constant” type and specifying the desired constant.

**To accommodate more than 5 programs/providers:** If this report must be frequently run on a group of more than five providers, duplicate copies of the report can be made and the names of the providers and los limits pre-programmed into the reports as described above.

Experienced ad hoc users who wish to check un-exited data on more than five providers without the need for multiple copies of the report can modify the report to accommodate the needed number of

providers, by adding additional sub-queries, additional variables, and additional tabs according to the basic logic on which this report is based.

**MAPPING OBJECTS**

UNIVERSE: template\_u

This report is mapped to the client universe (template\_u) and should be copied to your Public or Favorite folder then mapped to the equivalent client universe for your site (ex. *yoursite\_u*). Mapping can be done from the first query (Data).

QUERY NAME	FIELD NAME	LOCATION/TYPY/USE
Data	Client Uid	Location: Clients Type: System Field Use: Result Object/Query Filters
	Entry Exit Uid	Location: Clients/Entry Exit (Outer) Type: System Field Use: Result Object
	Entry Exit Entry Date	Location: Clients/Entry Exit (Outer) Type: System Field Use: Result Object
	Entry Exit Exit Date	Location: Clients/Entry Exit (Outer) Type: System Field Use: Result Object/Query filter
	Entry Exit Provider Id	Location: Clients/Entry Exit (Outer) Type: System Field Use: Result Object/Query Filters
	Client Unique Id	Location: Clients Type: System Field Use: Result Object
	Client Inactive	Location: Clients Type: System Field Use: Query Filters
	Entry Exit Inactive	Location: Clients/Entry Exit (Outer) Type: System Field Use: Query Filters