

You know your data!



Tiffany Jarvis
Research Director

Sarah Yang
Senior Research Analyst

About NASCSP



Membership association for Community Services Block Grant (CSBG) and Weatherization state administrators.

Mission to increase capacity in grantees to achieve economic security and energy efficiency in low-income communities.

PMATTA grantee with the Office of Community Services (OCS), with a major focus on supporting completion and submission of the CSBG Annual Report.

Disclaimer

This material is supported by Grant Number 90ET0506 from the ACF Office of Community Services, Community Services Block Grant within the Administration for Children and Families, a division of the U.S. Department of Health and Human Services. Neither the Administration for Children and Families nor any of its components operate, control, are responsible for, or necessarily endorse this presentation (including, without limitation, its content, technical infrastructure, and policies, and any services or tools provided). The opinions, findings, conclusions, and recommendations expressed are those of the author(s) and do not necessarily reflect the views of the Administration for Children and Families and the ACF Office of Community Services, Community Services Block Grant.

Objectives



- Increase understanding of what data quality is and why it starts at the local level.
- Increase understanding of national-level “irregularity between related datapoints” warnings and how to respond to them.
- Learn about using data crosswalks and mapping program to CSBG data.

What is data quality?

Data quality is the **usefulness and credibility** of data and data products. Data is high quality when it captures desired information using scientifically appropriate methods to represent reality in a manner that sustains public trust.

High quality data is...



Complete



Reliable



Timely



Accurate

Why is data quality important?

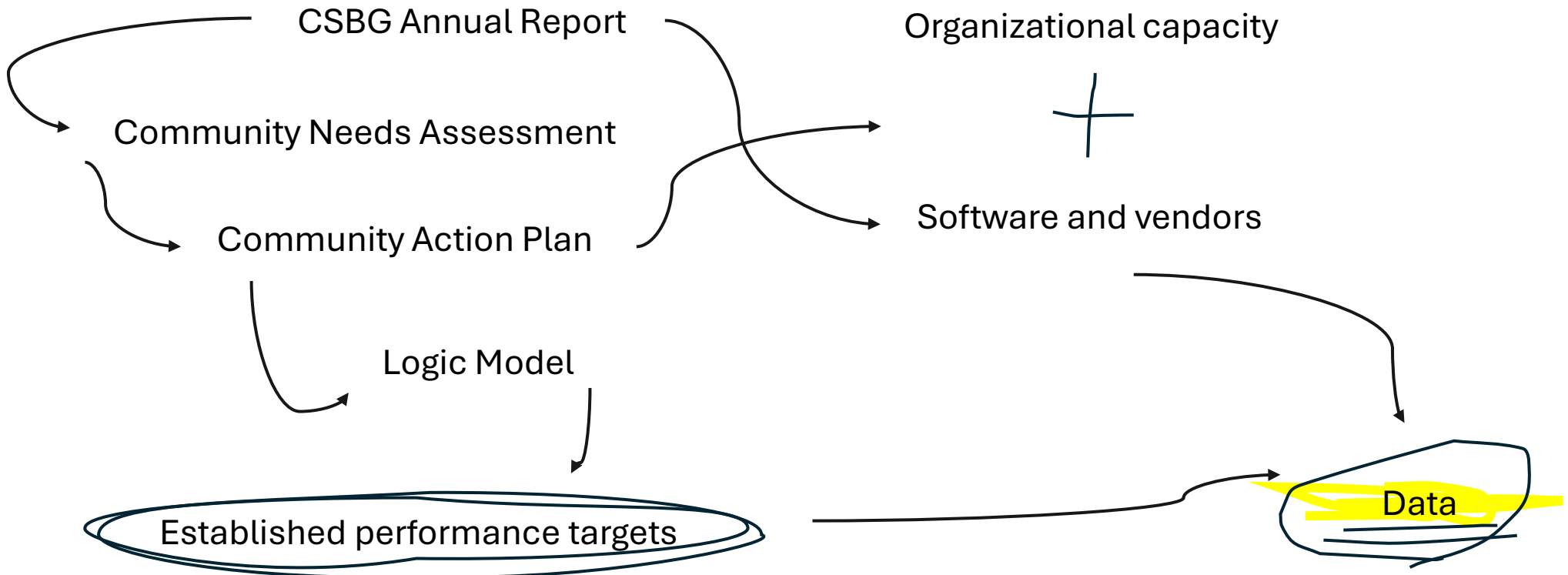


Low quality data can be misleading – high quality data is data that can be trusted.



Accurate and robust data reporting demonstrates funding accountability and showcases achievements.

Data collection is complex.



* Not comprehensive!

Agencies collect a lot of data.

Annual Report data

Needs Assessment data

Customer Satisfaction data

Financial data

HR data

Program data (HUD, Head Start, TANF, LIHEAP)

Organizational Standards Assessment

Annual Report reporting requirements only capture a small part of the full context.

Program timelines, capacity, and constraints

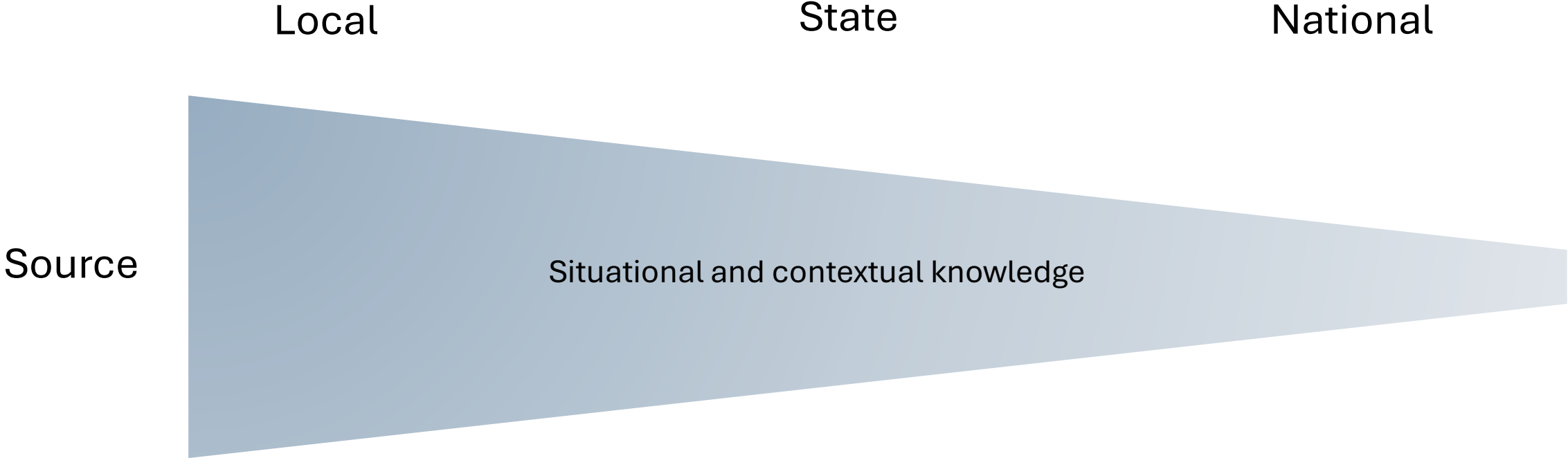
Historical data and records

Local and state policies and priorities

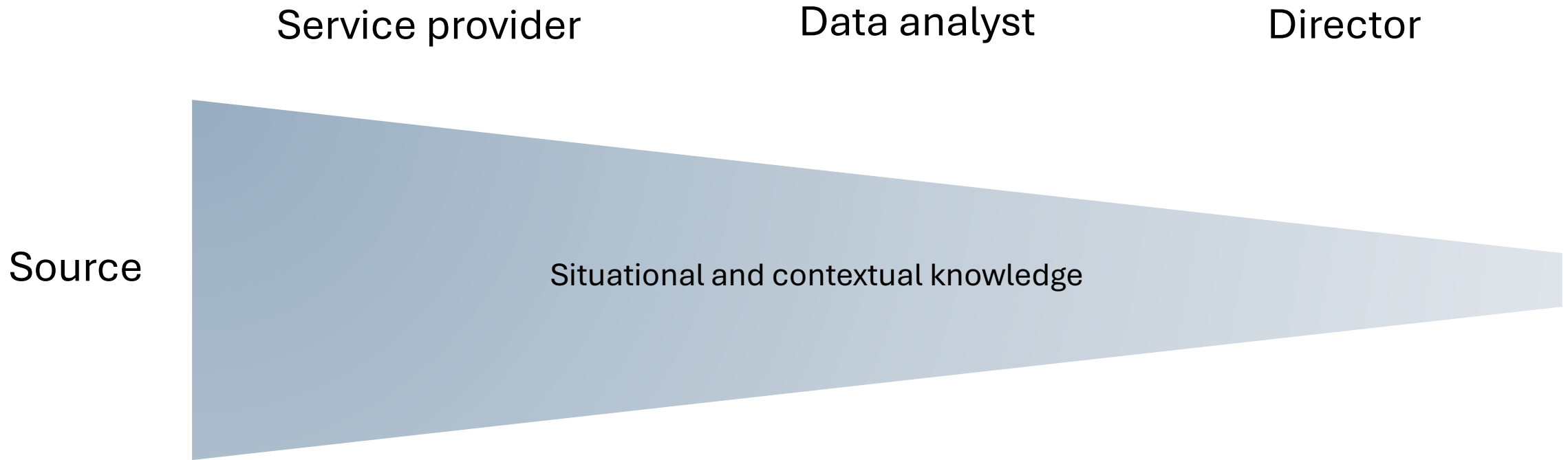
Staff turnover and organizational changes



You know your data.



This is also true on a smaller scale.



Data quality starts at the local level.

Local

State

National

Federal review can only identify errors and inconsistencies in submitted data – it can't fix inaccuracies or verify outliers.

OCS relies on states and agencies to report high-quality data.



National-level data validation helps ensure data quality.

Third-party vendor / state data collection system

May incorporate and apply national-level validations to flag data quality issues during data collection and/or reporting.

SmartForms

Applies national-level validations to flag data quality issues during state CSBG Annual Report data submission.

Federal Quality Assurance Review (Review Memos)

Flags data quality issues after OCS performs data quality review.

National-level data validation helps ensure data quality.

Third-party vendor / state data collection system

May incorporate and apply national-level validations to flag data quality issues during data collection and/or reporting.

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Applies national-level validations to flag data quality issues during state CSBG Annual Report data submission.

Federal Quality Assurance Review (Review Memos)

Flags data quality issues after OC performs data quality review.



FY25 Updates:
All validations will be added!

Understanding validation types.

ERROR

Data is incorrect and needs to be fixed.

EX: 1,000 people were served; of those, 2,000 achieved outcomes.

WARNING

Data is flagged for a second look and requires confirmation or adjustment.

EX: 1,000 people were served; of those, 1,000 achieved outcomes.

What do I do with a warning?

Confirm the data submitted. Who collected and reported this? When and where did it happen?



Validations flag unusual datapoints outside of the norm. If correct, these datapoints might identify great potential stories.

Data is correct.

Write a response on the Review Memo confirming with supporting detail.

Data is incorrect.

Correct data.

Addressing warnings requires local-level knowledge.

Review Memo Warning

Significant decrease reported from previous year.



What are some reasons expenditures might decrease?

Addressing warnings requires local-level knowledge.

Review Memo Warning

Significant decrease reported from previous year.

Possible Considerations

Was previous year's data a temporary increase? Expenditure numbers can fluctuate as agencies receive one-time donations, short-term grants, and other temporary sources.

Did recording practices change? Expenditures may have been recorded differently in the past due to changes in personnel, policies, and practices, or recorded incorrectly.

Addressing warnings requires local-level knowledge.

Review Memo Warning

No targets were provided.



What are some reasons targets might not be provided?

Addressing warnings requires local-level knowledge.

Review Memo Warning

No targets were provided.

Possible Considerations

Is the program new? A program that's new might not have performance targets and the information is correct. But an older program should have established targets, which might have mistakenly not been provided.

Does the service address a very specific need?

Services are sometimes provided on an ad-hoc basis to fulfill a specific need, so no performance targets are established for one-off, rare cases.

Addressing warnings requires local-level knowledge.

Review Memo Warning

Irregularity between related datapoints. You have Health domain outcomes but no services.



Why might this agency have Health outcomes but no Health services?

Addressing warnings requires local-level knowledge.

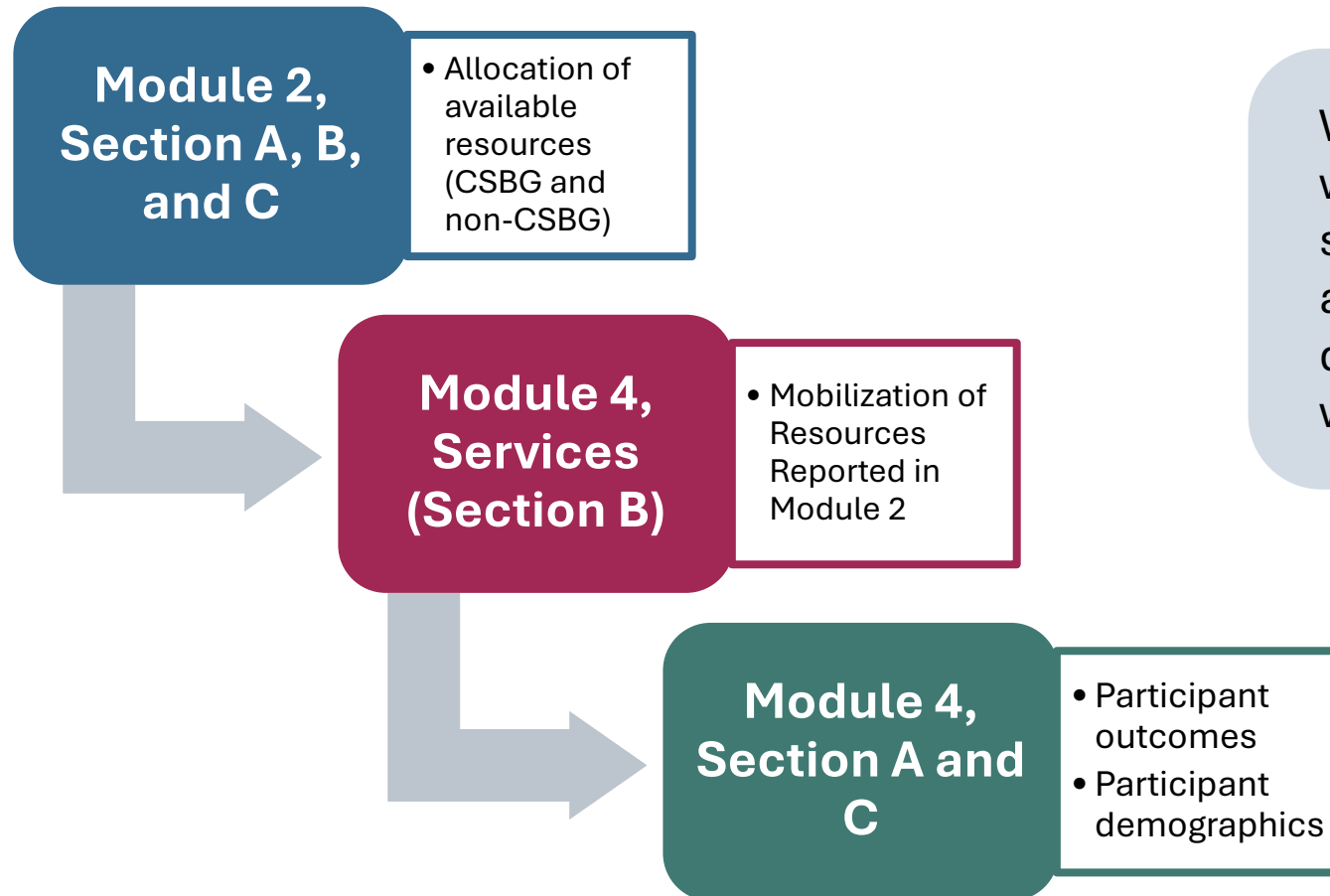
Review Memo Warning

Irregularity between related datapoints. You have Health domain outcomes but no services.

Possible Considerations

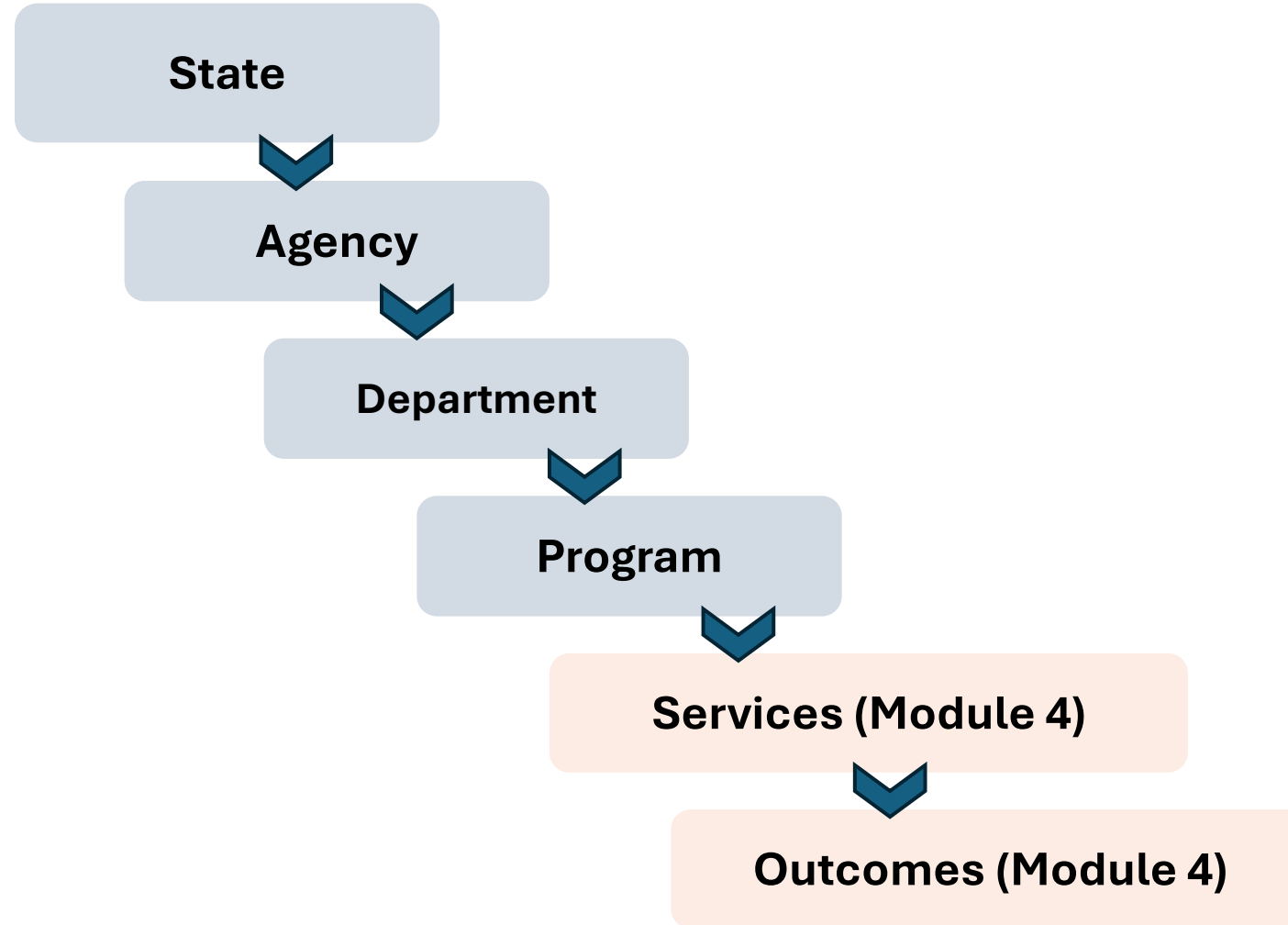
Are the services recorded in a different domain? Depending on how agencies choose to report their programs, services and outcomes may be recorded in different domains for the same program.

What does the “irregularity between related datapoints” warning mean?

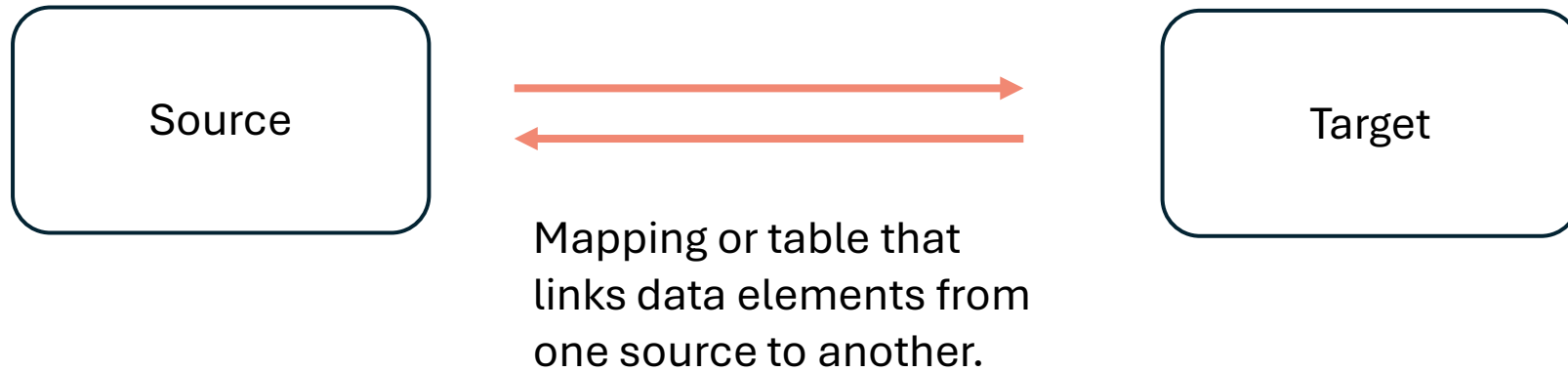


When resources are reported, we expect to see delivery of services using those resources, and then outcomes and demographics of participants who used those services.

CSBG Data Mapping



What is a data crosswalk?



Data crosswalks enable **data interoperability** by allowing systems to exchange data and **improve data quality** by ensuring data is consistent when transferred to a different schema.

Program to CSBG Annual Report Mapping



How is the data collected for agency programs mapped onto the data reporting requirements of the CSBG Annual Report?

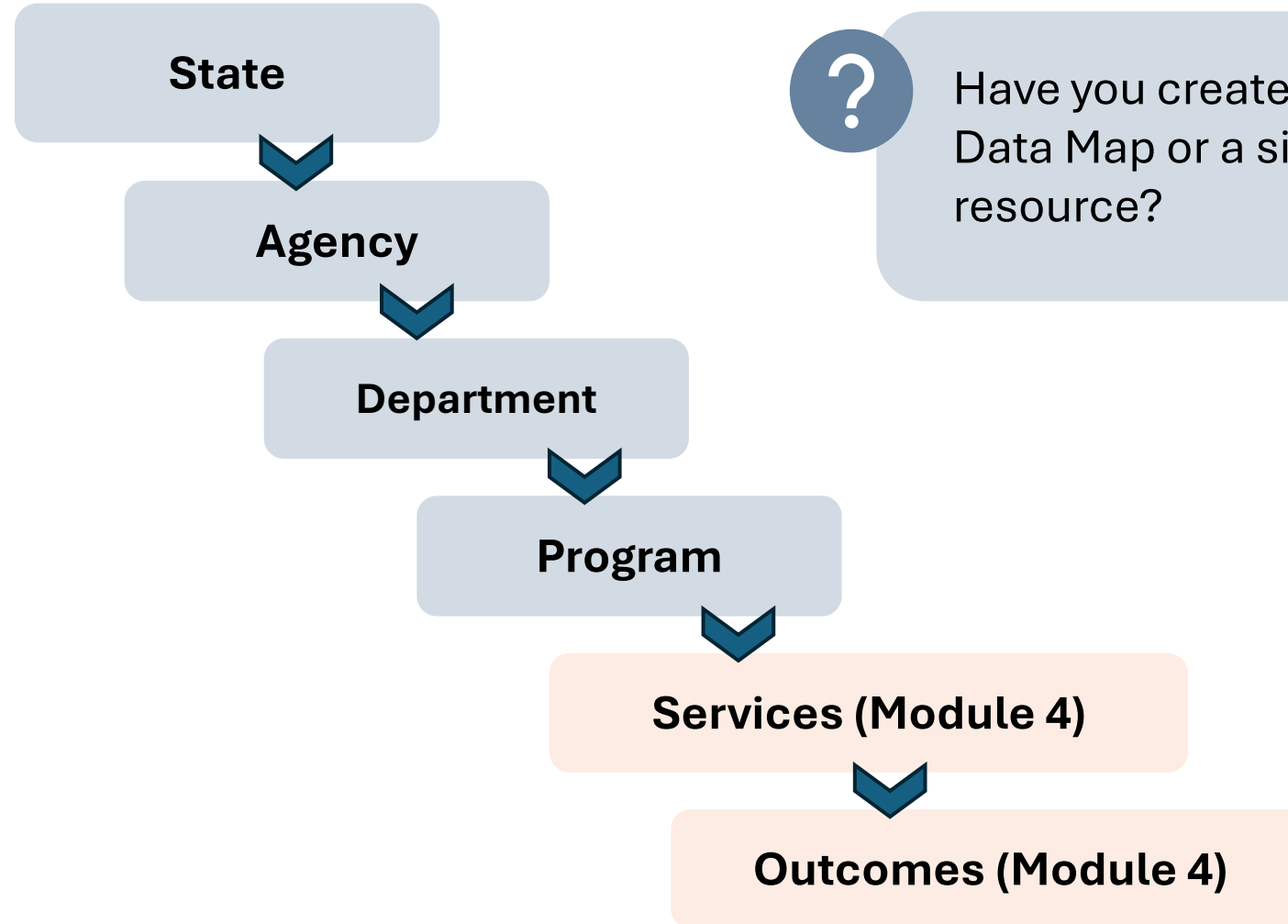
Which CSBG Annual Report indicators and services are applicable to your programs? How do you record or track this information?

Program to CSBG Annual Report Mapping



When the data crosswalk from CAR v2.1 to CAR v3.0 is published, you can “stack” the crosswalk to easily map your data to CAR v3.0.

CSBG Data Mapping



CSBG Data Mapping – Example

Department

Elderly support

Program Name

Family Caregiver Support

Providing caregiver support to caregivers of the elderly or disabled

Services (Module 4)

SRV 5 – Health and Social/Behavioral Development

SRV 5i – In-home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)

Outcomes (Module 4)

FNPI 5 – Health and Social/Behavioral Development

FNPI 5f – Number of seniors (65+) who maintained an independent living situation.
FNPI 5g – Number of individuals with disabilities who maintained an independent living situation.
FNPI 5h – Number of individuals with a chronic illness who maintained an independent living situation.



SRV 7 - Services Supporting Multiple Domains is **not correlated** to FNPI 7 – Outcomes Across Multiple Domains

CSBG Data Mapping – Example

Department

Elderly support

Program Name

Family Caregiver Support

Providing caregiver support to caregivers or the elderly or disabled

Services (Module 4)

SRV 5 – Health and Social/Behavioral Development

SRV 5i – In-home Affordable Seniors/Disabled Care Sessions (Nursing, Chores, Personal Care Services)



These are just possibilities – if your program only targets seniors, you would not map to FNPI 5g or FNPI 5h.

Outcomes (Module 4)

FNPI 5 – Health and Social/Behavioral Development

FNPI 5f – Number of seniors (65+) who maintained an independent living situation.

FNPI 5g – Number of individuals with disabilities who maintained an independent living situation.

FNPI 5h – Number of individuals with a chronic illness who maintained an independent living situation.

CSBG Data Mapping – Example

Department

Meals & Medicine

Program Name

Food
Distribution

Distributing food for
low-income or
disabled individuals.

Services (Module 4)

**SRV 5 – Health and
Social/Behavioral Development**
SRV 5jj – Food Distribution (Food
Bags/Boxes, Food Share Program, Bags
of Groceries)

Outcomes (Module 4)

CSBG Data Mapping – Example

Department

Meals & Medicine

Program Name

Food
Distribution

Distributing food for
low-income or
disabled individuals.

Services (Module 4)

**SRV 5 – Health and
Social/Behavioral Development**
SRV 5jj – Food Distribution (Food
Bags/Boxes, Food Share Program, Bags
of Groceries)

Outcomes (Module 4)

! CAR v3.0 defines **concrete support** as “services that meet the basic needs of individuals and families related to food, water, shelter, safety, and/or health care.

CSBG Data Mapping – Example

Department

Youth Programs

Program Name

Youth placement and case management services

Services (Module 4)

SRV 4 – Housing Services

SRV 4m – Temporary Housing Placements

SRV 4n – Transitional Housing Placements

SRV 4o – Permanent Housing Placements

Outcomes (Module 4)

FNPI 5 – Health and Social/Behavioral Development

FNPI 5c – Number of individuals who demonstrated improved mental health and behavioral health and well-being.

FNPI 5i – Number of individuals with no recidivating incident.

FNPI 5i1 – Youth (ages 14 – 17)

CSBG Data Mapping – Example

Department

Youth Programs

Program Name

Youth placement and case management services

Services (Module 4)

SRV 4 – Housing Services

SRV 4m – Temporary Housing Placements
SRV 4n – Transitional Housing Placements
SRV 4o – Permanent Housing Placements

Outcomes (Module 4)

FNPI 5 – Health and Social/Behavioral Development

FNPI 5c – Number of individuals who demonstrated improved mental health and behavioral health and well-being.
FNPI 5i – Number of individuals with no recidivating incident.



Warning: Irregularity between related datapoints. There is at least one FNPI reported for this domain but there are no services reported for it. Please review. If correct as initially submitted, please confirm and provide an explanation. If incorrect, please report on all applicable services that led to the outcomes being reported in this domain.

CSBG Data Mapping – Example

Department

Youth Programs

Program Name

Youth placement and case management services

Services (Module 4)

SRV 4 – Housing Services

SRV 4m – Temporary Housing Placements
SRV 4n – Transitional Housing Placements
SRV 4o – Permanent Housing Placements

Outcomes (Module 4)

FNPI 5 – Health and Social/Behavioral Development

FNPI 5c – Number of individuals who demonstrated improved mental health and behavioral health and well-being.
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Warning: Irregularity between related datapoints. There is at least one FNPI reported for this domain but there are no services reported for it. Please review. If correct as initially submitted, please confirm and provide an explanation. If incorrect, please report on all applicable services that led to the

Example Response: “Our youth housing placement services reported in SRV 4 led to these health outcomes.”

	PROGRAM NAME	SRVS	FNPIs
CHILD & FAMILY PROGRAMS	Head Start	<u>EDUCATION, COGNITIVE DEVELOPMENT SERVICES (SRV 2)</u>	<u>EMPLOYMENT OUTCOMES (NPI 1)</u>
		SRV 2b Head Start	FNPI 1b Number of unemployed adults who obtained employment (up to a living wage).
		SRV 2c Other Early Childhood (0-5 yr. old) Education	
		SRV 2k School Supplies	FNPI 1c Number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).
		SRV 2l Before and After School Activities	
		SRV 2n Summer Education Programs	FNPI 1h Number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.
		SRV 2o Behavior Improvement Programs (attitude, self-esteem, Dress-for-Success, etc.)	
		SRV 2q Leadership Training	
		SRV 2s English Language Classes	<u>EDUCATION, COGNITIVE DEVELOPMENT OUTCOMES (NPI 2)</u>
		SRV 2v Leadership Training	FNPI 2a Number of children (0 to 5) who demonstrated improved emergent literacy skills.
		SRV 2w Parenting Supports (may be a part of the early childhood programs identified above)	FNPI 2b Number of children (0 to 5) who demonstrated skills for school readiness.
		SRV 2z Financial Literacy Education	FNPI 2c Number of children (Ages 0-5) who demonstrated improved positive approaches toward learning, including improved attention skills
		SRV 2cc Home Visits	FNPI 2c1 Early Childhood Education
		SRV 3g Child Support Payments	FNPI 2d Number of children (Ages 0-5) who are achieving at basic grade level (academic, social, and other school success skills)
		SRV 3h Health Insurance	FNPI 2d1 Early Childhood Education
		SRV 3i Social Security/SSI Payments	FNPI 2e Number of parents/caregivers who improved their home environments
		SRV 3j Veteran's Benefits	FNPI 2f Number of adults who demonstrated improved basic education.
		SRV 3k TANF Benefits	FNPI 2g Number of individuals who obtained a high school diploma and/or an equivalency certificate or diploma.
		SRV 3l SNAP Benefits	FNPI 2h Number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.
		SRV 3o VITA, EITC or Other Tax Preparation programs	FNPI 2i Number of individuals who obtained a <u>Associate's</u> degree.
SRV 5a Immunizations	FNPI 2j Number of individuals who obtained a <u>Bachelor's</u> degree.		
SRV 5b Physicals	<u>HOUSING OUTCOMES (NPI 4)</u>		
SRV 3o VITA, EITC or Other Tax Preparation programs	FNPI 4a Number of individuals experiencing homelessness who obtained safe temporary shelter.		
SRV 5a Immunizations	FNPI 4b <u>The</u> number of households who obtained safe and affordable housing.		
SRV 5b Physicals	<u>HEALTH AND SOCIAL/BEHAVIORAL DEV OUTCOMES (NPI 5)</u>		
SRV 5a Immunizations	FNPI 5b Number of individuals who demonstrated improved physical health and well-being.		
SRV 5b Physicals			

PROGRAM NAME	SRVS	FNPIS
	SRV 5c Developmental Delay Screening	FNPI 5c Number of individuals who demonstrated improved mental and behavioral health and well-being.
	SRV 5d Vision Screening	FNPI 5d Number of individuals who improved skills related to the adult role of parents/ caregivers.
	SRV 5g Maternal/Child Health	FNPI 5e Number of individuals who demonstrated increased sensitivity and responsiveness in their interactions with their children.
	SRV 5s Substance Abuse Screening	
	SRV 5t Substance Abuse Counseling	
	SRV 5u Mental Health Assessments	<u>CIVIC ENGAGEMENT AND COMMUNITY SER OUTCOMES (NPI 6)</u>
	SRV 5v Mental Health Counseling	FNPI 6a Number of individuals who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.
	SRV 5bb Adult Dental Screenings/Exams	FNPI 6a.1 Of NPI 6a, the number of Community Action program participants who improved their leadership skills.
	SRV 5cc Adult Dental Services	FNPI 6a.2 Of NPI 6a, the number of Community Action program participants who improved their social networks.
	SRV 5dd Child Dental Screenings/Exams	FNPI 6a.3 Of NPI 6a, the number of Community Action program participants who gained other skills, knowledge, and abilities to enhance their ability to engage.
	SRV 5ee Child Dental Services	
	SRV 5ff Skills Classes (Gardening, Cooking, Nutrition)	<u>OUTCOMES ACROSS MULTIPLE DOMAINS (NPI 7)</u>
	SRV 5ii Prepared Meal	FNPI 7a Number of individuals who achieved one or more outcomes in the NPIs in one or more domains
	SRV5kk Family Mentoring Sessions	
	SRV 5mm Parenting Classes	
	SRV 5nn Kits/Boxes (Hygiene)	
	<u>CIVIC ENGAGEMENT AND COMMUNITY SERVICES (NPI 6)</u>	
	SRV 6b Leadership Training	
	SRV 6c Tri-partite Board Membership	
	SRV 6f Volunteer Training	
	<u>SERVICES SUPPORTING MULTIPLE SERVICES (SRV 7)</u>	
	SRV 7a Case Management	
	SRV 7b Eligibility Determination	
	SRV 7c Referrals	

This is a **menu of standardized options that may be applicable**, not necessarily mandated; only FNPIs and SRVs that are tracked are reported.

Creating a CSBG Data Map



Ensure proper understanding of the Annual Report



Review data and ask questions – how can the impact of programs be captured?



Standardize definitions and mapping of reporting of FNPIs and services across programs



Develop individualized agency data maps



Compile the individual data maps and streamline to move towards network-wide consistency in reporting


Consider providing comments as part of Annual Report data submission.

Addressing errors and warnings helps the Federal Quality Annual Review (FQAR) reviewer understand your report.

If the validation is addressed sufficiently, you may have less validations on the review memo.

Addressing errors and warnings through the comment template process may help you understand your own data and could make the review memo process easier.

Using the comment template with manual input

 Please provide comments on any errors, warnings, or outliers that exist in the data that the CSBG eligible entities within your state are submitting to OCS. Thank you for your efforts on this submission of the CSBG Annual Report!

State	Agency	Module	Section	Data Point	Message Description	Justification

Selecting a Module from the drop-down menu will populate Section and Data Point drop-down menu options.

Using the Comments Template with SmartForms

XML Export Return to previous tab *Double click in any row to go to the cell that generated the error or warning.* Table of Content

Module 4 Errors and Warnings			
Tab	Data Field	Severity	Message Description
Employment NPIs	FNPI 1b The number of unemployed adults who obtained employment (up to a living wage).	Warning	Please verify that the target number is zero.
Employment NPIs	FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	ERROR	Participants served cannot be less than the actual results.
Employment NPIs	FNPI 1c The number of unemployed adults who obtained and maintained employment for at least 90 days (up to a living wage).	Warning	Please verify that the target number is zero.

Please provide comments on any errors, warnings, or outliers that exist in the data that the CSBG eligible entities within your state are submitting to OCS. Thank you for your efforts on this submission of the CSBG Annual Report!

State	Agency	Module	Section	Data Point	Message Description	Justification

Using the Comments Template with SmartForms

SmartForm Outstanding Errors and Warnings tab will be formatted for direct copy and paste to the Comments Template




FROM

Tab	Data Field	Severity	Message Description
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TO

Tab	Datapoint Description	Module	Section	Datapoint	Message Description	Action Required
These three columns are intended to help with SmartForm completion. The color difference will help the person know that these are not moved over to the Comments Template.		These five columns will also help with SmartForm completion but can also be copy and pasted into the Comments Template. The color difference will help the person know that these are not moved over to the Comments Template. Allowing copying the validations for pasting into another document is needed since this functionality is currently unavailable.				

Comments Template Justification

 Please provide comments on any errors, warnings, or outliers that exist in the data that the CSBG eligible entities within your state are submitting to OCS. Thank you for your efforts on this submission of the CSBG Annual Report!

State	Agency	Module	Section	Data Point	Message Description	Justification

Does the comment address the error or warning?

If the message description indicates a significant increase but the justification addresses a decrease, the original warning will remain.

Provide enough detail that a reviewer unfamiliar with your agency and state will understand, e.g. “Agency received an additional grant in FY25,” instead of “Confirmed.”

NASCSP is a resource!

Published Annual Report resources

- Instruction Manuals for each Annual Report module – *Module 3 and 4 are not available and will be available very soon*
- Annual Report Lexicon
- SmartForms
- Vendor documents (XML & XSD schema, Data Dictionary)

Training and Technical Assistance

Contact NASCSP with any questions or training requests.

Questions?

Evaluation



Your feedback is important – please take a moment to evaluate this session in the NCAP Annual Convention Event App or eNews.