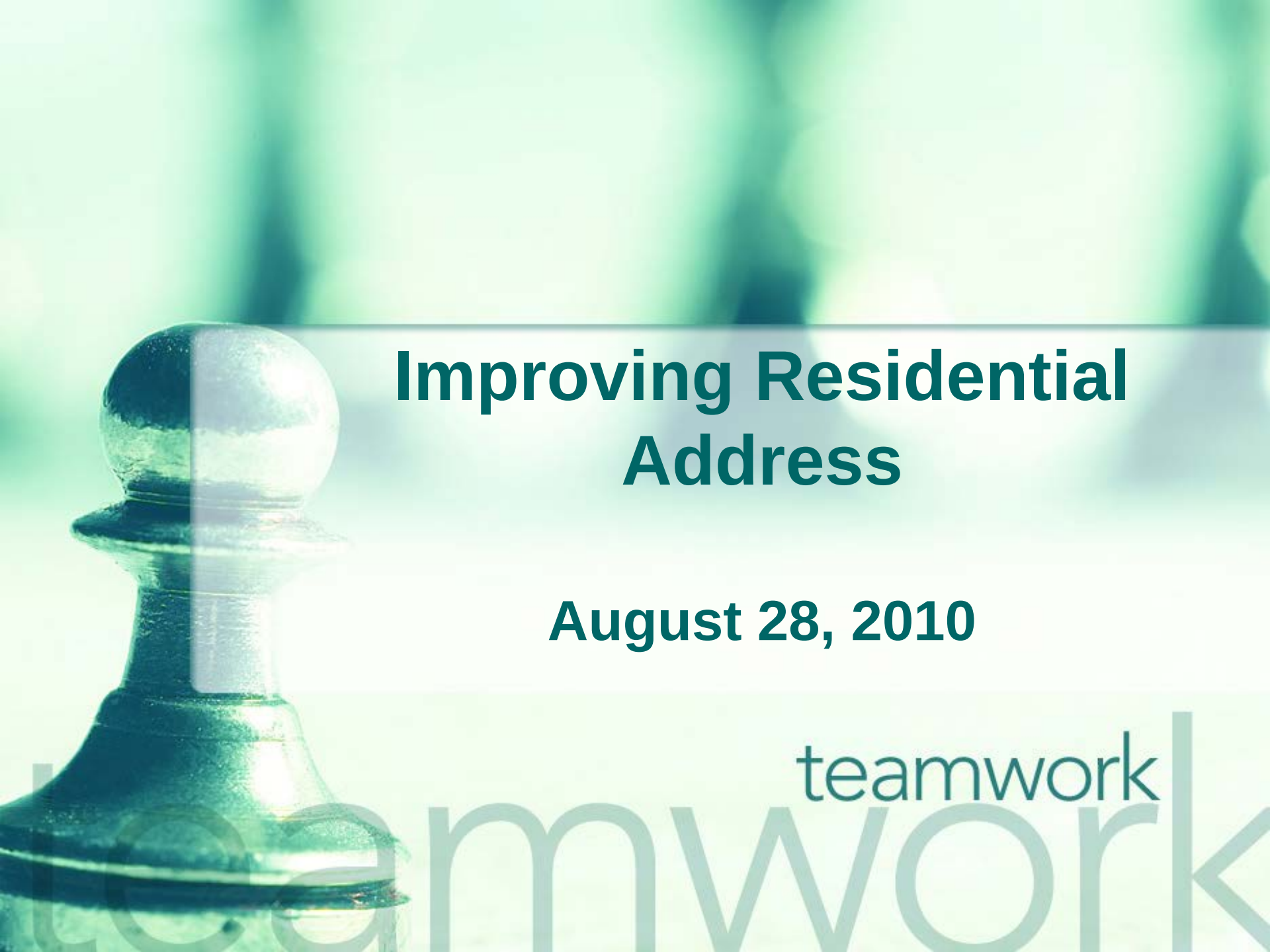


Improving Residential Address

August 28, 2010

Improving Data Collection

- The State Office of AIDS is now working with providers to improve the quality of data that is collected and entered into ARIES.
- Today we're going to discuss Residential Address.

Why is this important?

- First and foremost, funders require different parts of the Residential Address to be collected.

Residential Address Data Elements	Required For				
	ARIES System Required Field	Ryan White Service Report	HIV Care Program	Medi-Cal Waiver Program	Housing Opportunities for People with AIDS
Street Address			X		
City			X		
State			X		
Zip Code		X	X	X	
County	X		X	X	X

Why is this important?

- But there are other reasons for providers to collect and enter accurate address information into ARIES.

Why is this important?

- This information may be used by:
  - Your **agency** to locate a client for a home visit, demonstrate need in a grant proposal, or generate a newsletter mailing list (using the mailing address info).
  - **Health Departments** to **identify** where services are needed most or to **report** how many clients are served by Supervisorial district.

Why is this important?

- This information may be used by:
  - **Researchers** to **study** trends in the epidemic or conduct geospatial analysis to **map** service utilization patterns.
  - The **Office of AIDS** to **allocate** funds to counties.

Why is this important?

- ***Can you think of other uses of address information?***

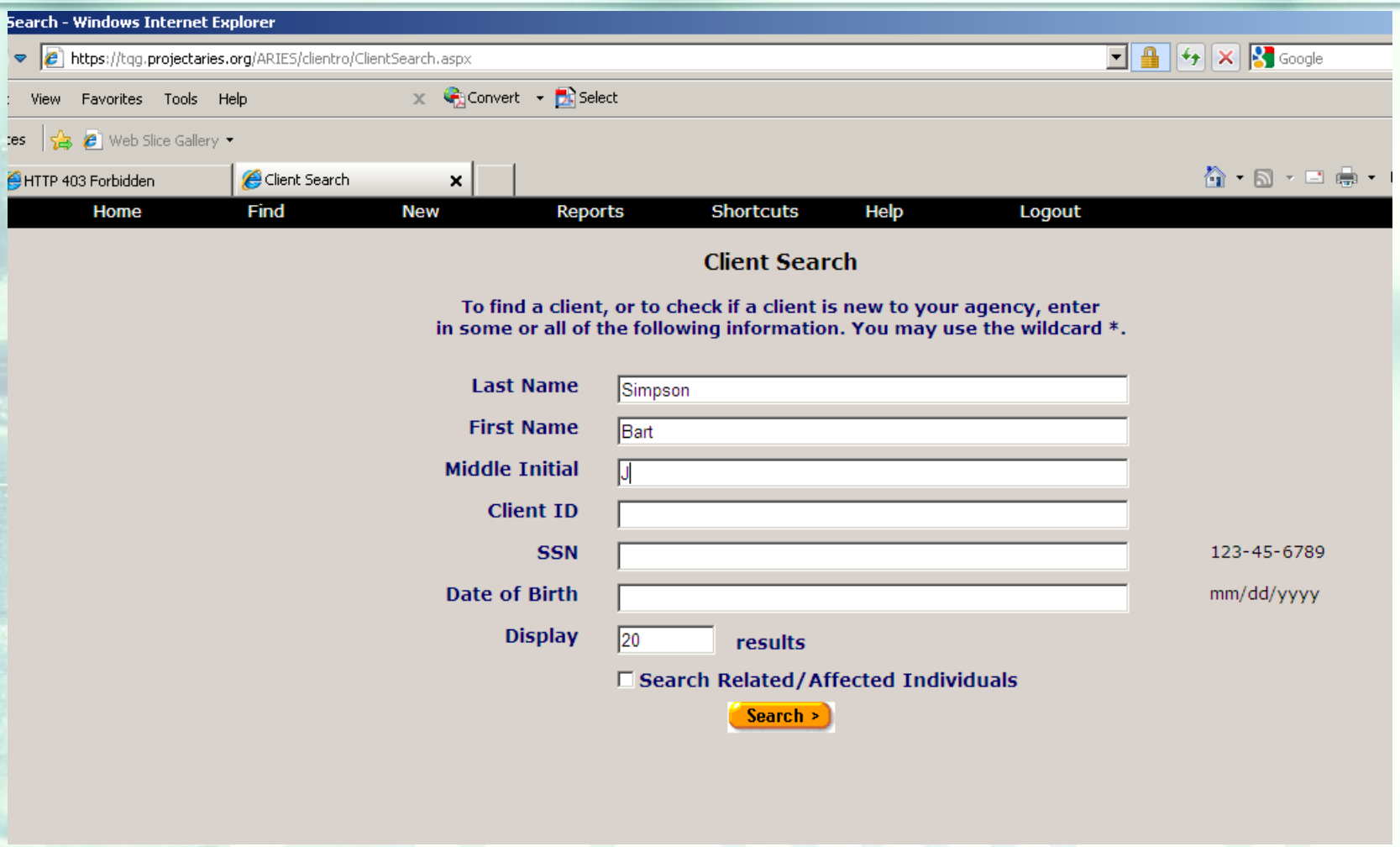
* * *

- Your efforts will ensure that quality data are used in these and other endeavors.

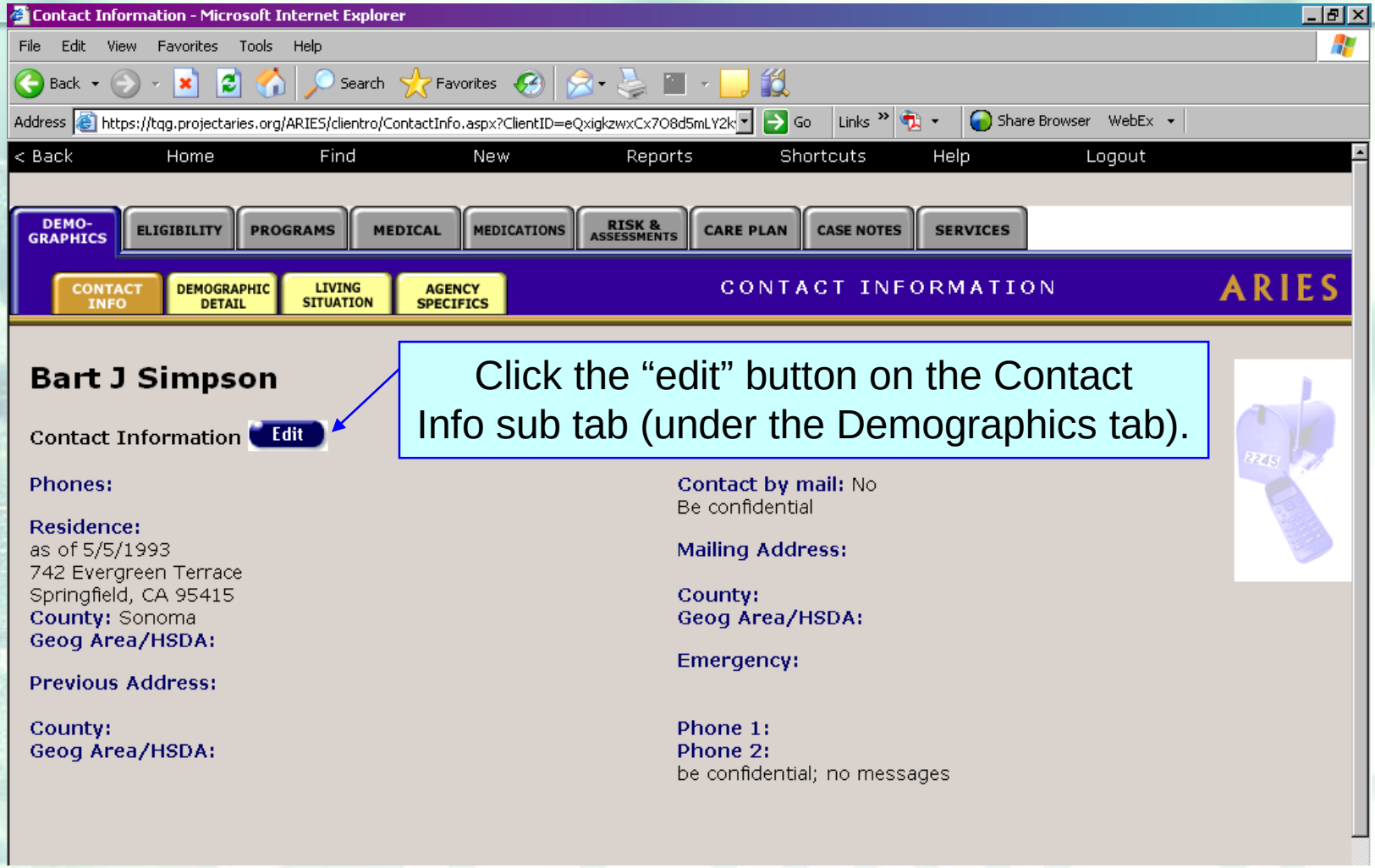
Entering/Editing Address Information

- We’re going to review the steps for entering or editing address information for an existing client.
- We’ll also give tips for collecting accurate information.

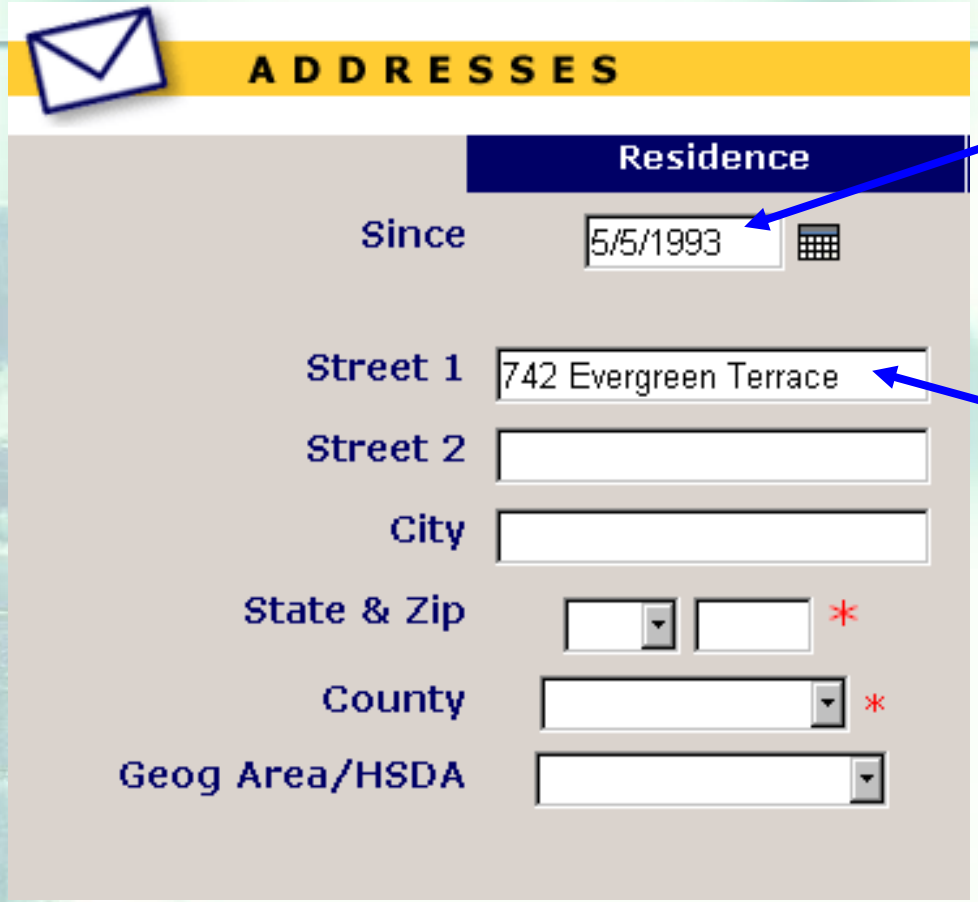
Begin by searching for the client record.



If the client record is found, ARIES brings you to the Demographics tab.



Street Address



Enter the date the client began living at his current residence.

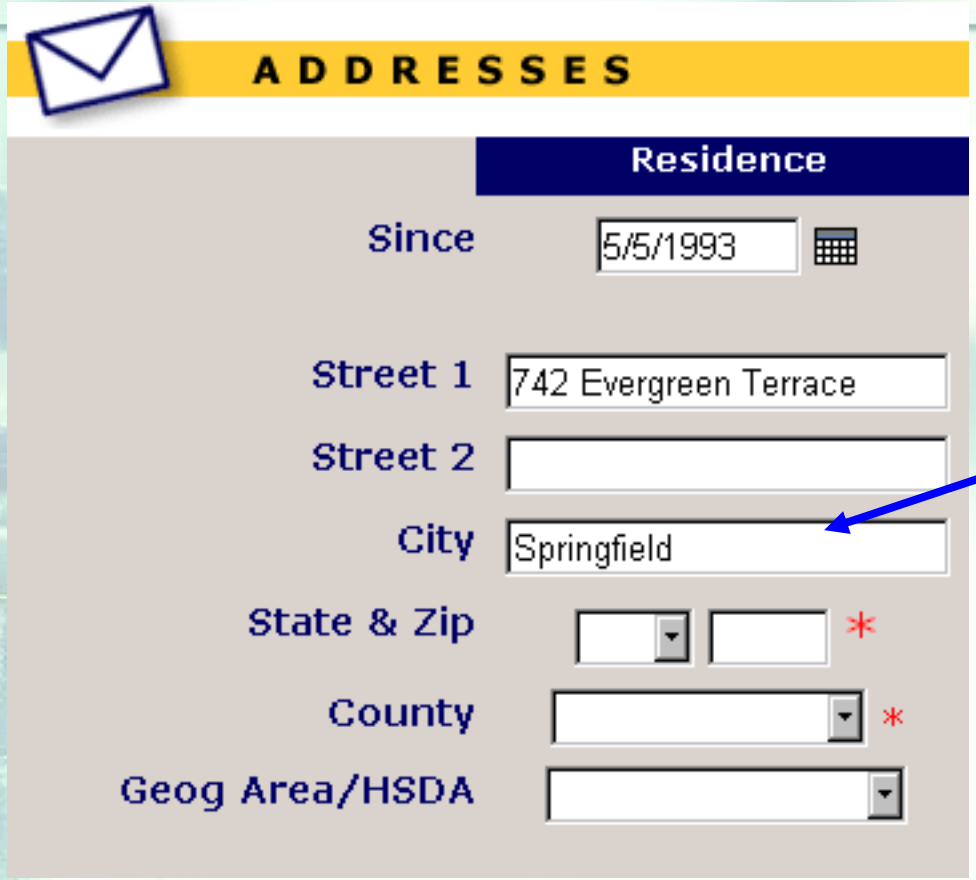
Then enter the client's residential address.

If you do not know the address, leave this field blank. Do not type in UNKNOWN.

If the client is homeless, leave this field blank. Record homeless under the Living Situation Tab.

If you want to document where a homeless client lives, use the 'Note' field on the Contact Information screen.

City



Enter the city.

If you do not know the city, leave this field blank. Do not type in UNKNOWN.

If the client is homeless, just enter the city name. Do not type in HOMELESS.

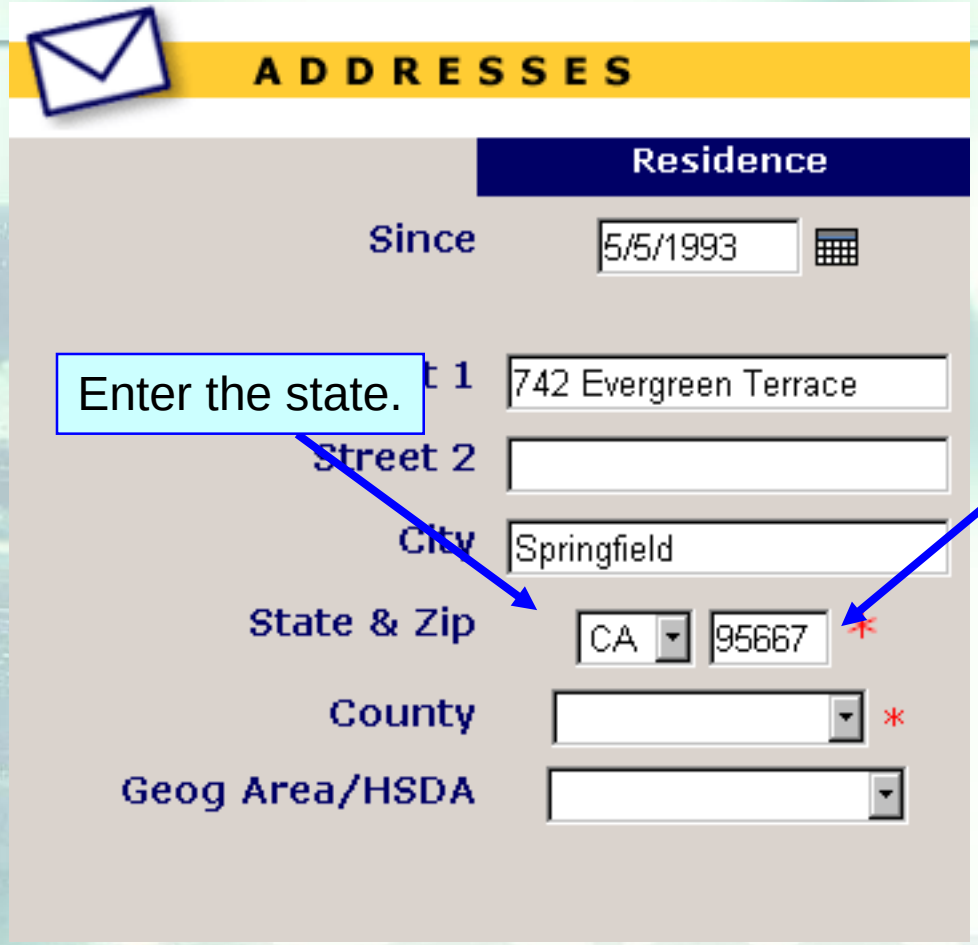
When entering the city, do not

- Include the zip code or other numbers in the city field (such as "Beverly Hills 90210" or “29 Palms”).
- Include the state in the city field (such as “Sacramento CA”).
- Use commas (,), pound signs (#), slashes (/), or at signs (@).
- Use abbreviations (such as SFO, SB, SD, LA, TO).
- Put notes in this field (“met with Ct at hosp” or “no current address”).

But do…

- Spell the city name correctly. There are 68 different representations of San Francisco in ARIES!
- Type in the full name of the city (Does "SB" stand for San Bernardino, San Bruno, Santa Barbara, Seal Beach, Solana Beach, or something else?)”
- Do leave the city blank if it is unknown.

State and Zip Code



Enter the state.

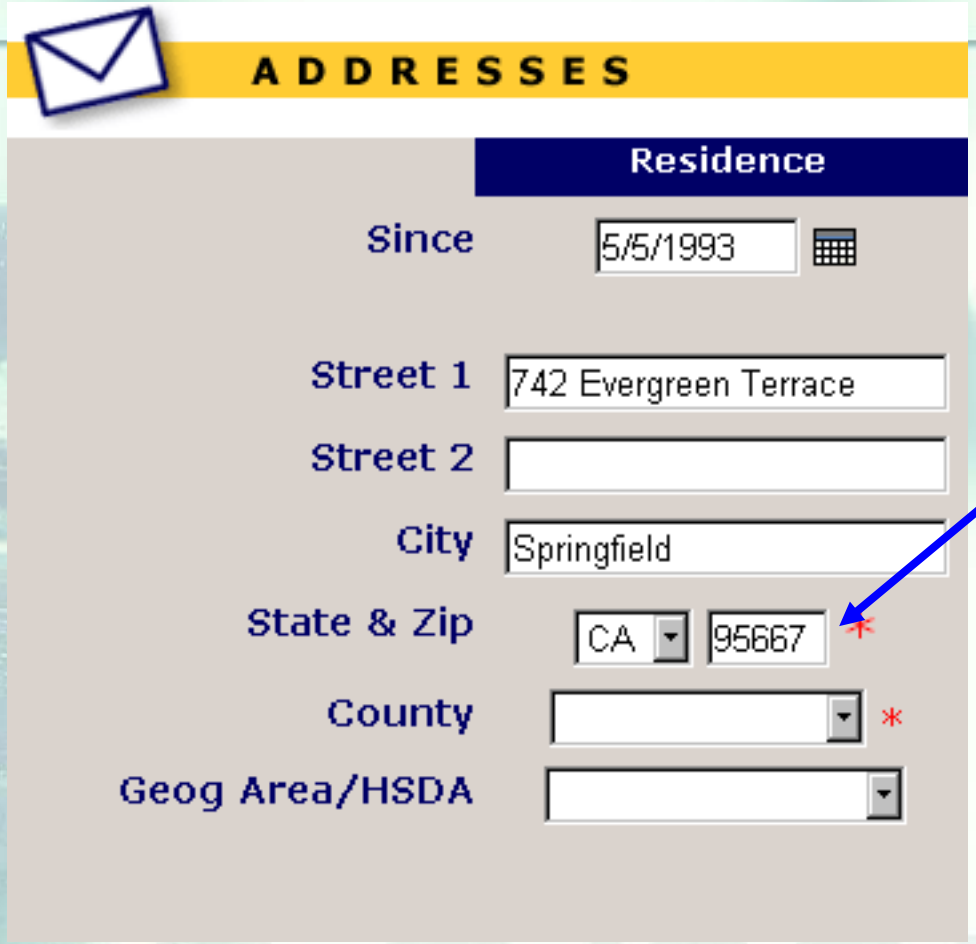
Enter the zip code.

For California residents, please use a valid California zip code (90001-96158).

If you are unable to get the zip code from the client, you can either (1) look it up at http://zip4.usps.com/, or (2) leave the zip code field blank.

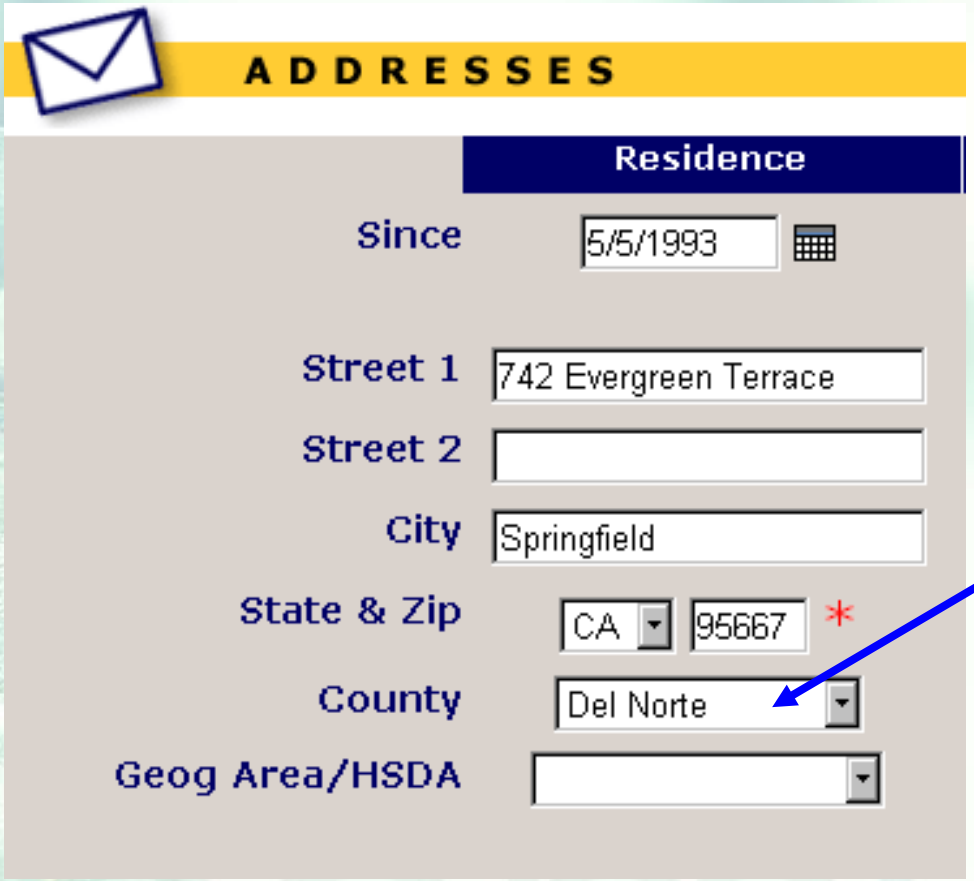
Do not enter 00000 or 99999.

State and Zip Code



If the client is homeless or has an unstable living situation, enter the zip code of the place he or she considers his or her residence or 'home base'. This would be the place where that person returns to regularly such as an emergency shelter or even an abandoned building.

County



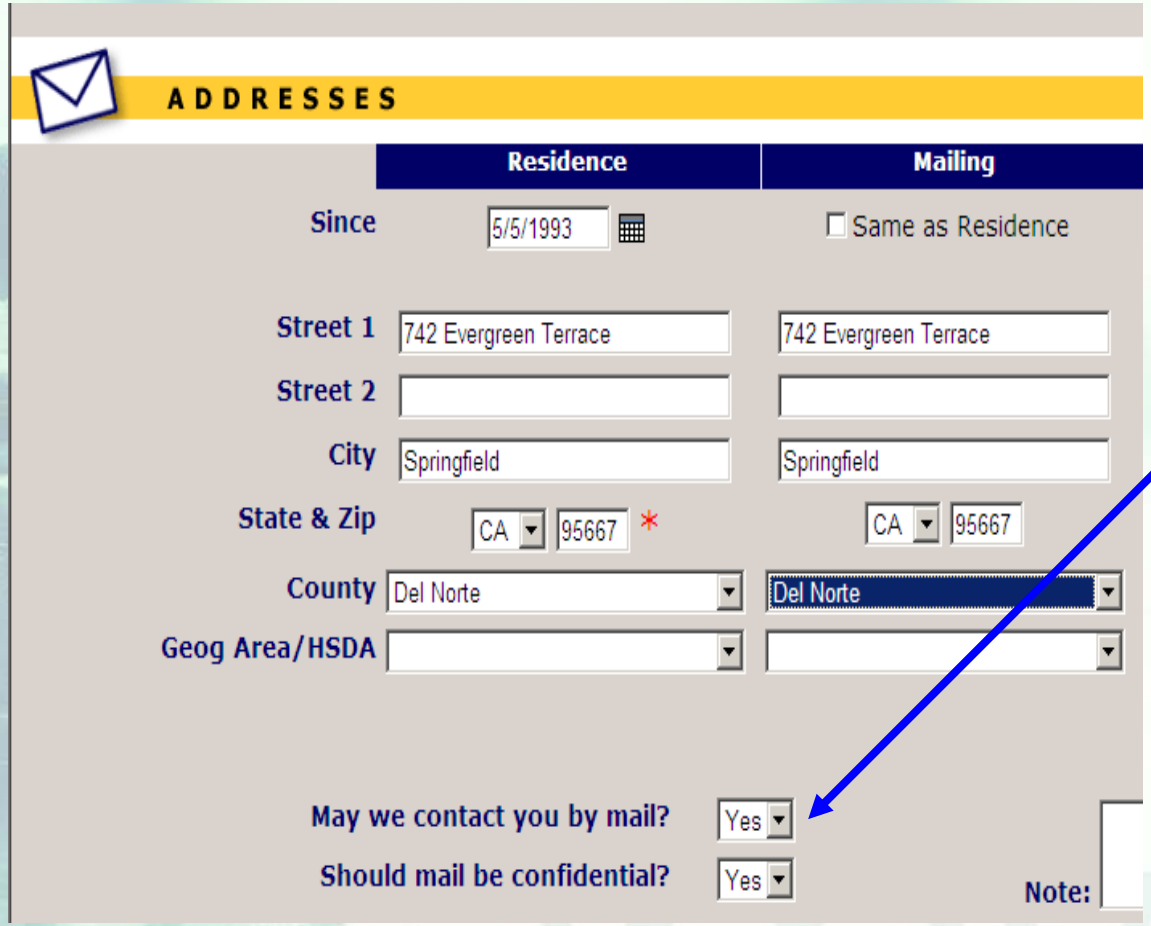
Enter the county in which the city is located.

If you do not know the county, please go to getzips.com to find the county.

If the client is homeless, just enter the county.

Only enter UNKNOWN if you truly do not know the county.

Note on Mailing Address



If the client has indicated that they may be contacted by mail, please select ‘yes’ in the drop down menu.

Also, please make sure that the mailing address is complete if they have indicated that they may be contacted by mail.

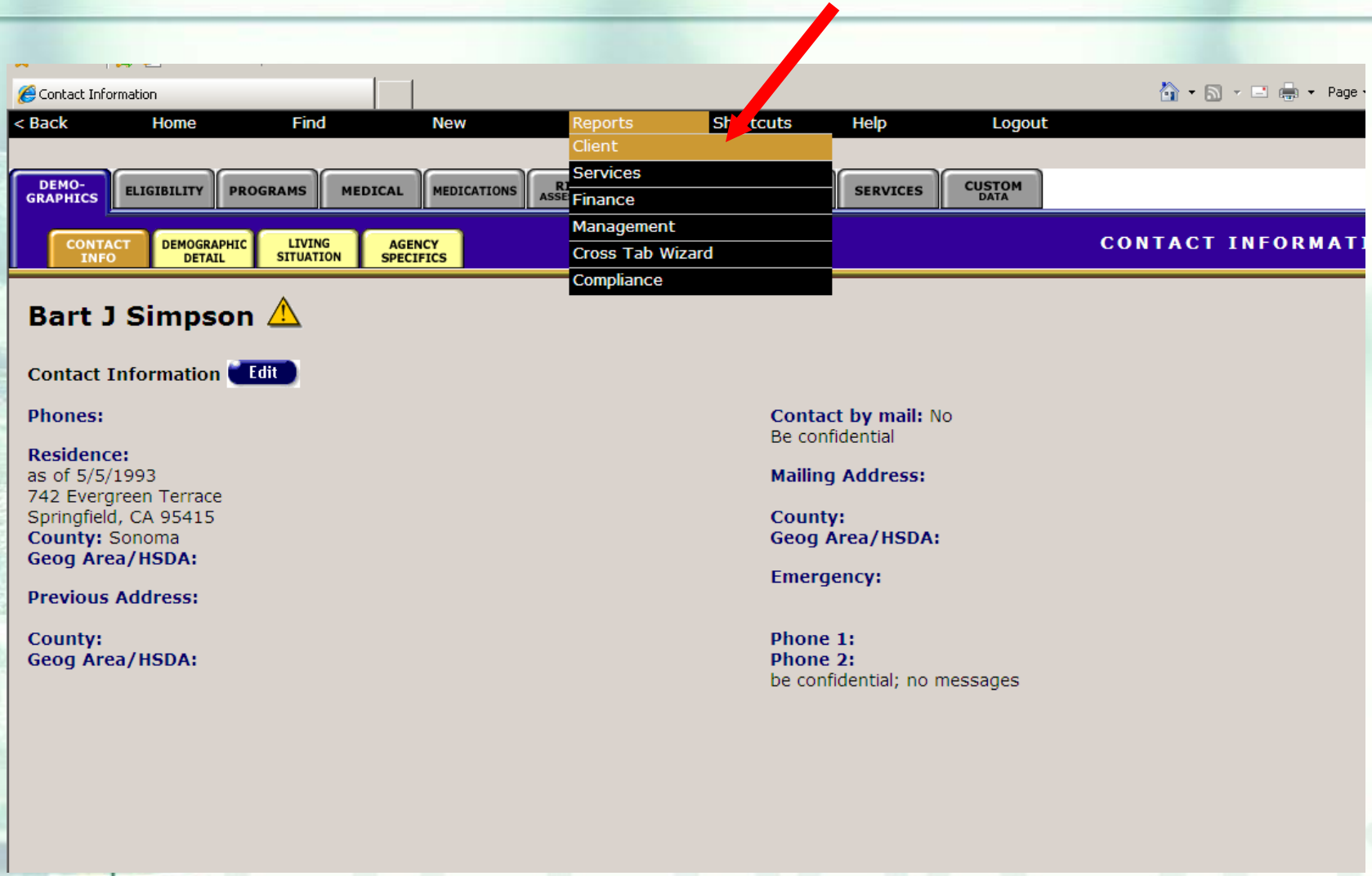
Cleaning up incorrect addresses

- We hope these guidelines help improve data quality moving forward.
- However, some of your records may need some attention. We have designed a fix-it report that will help you find records in your agency that need corrected and/or updated addresses.

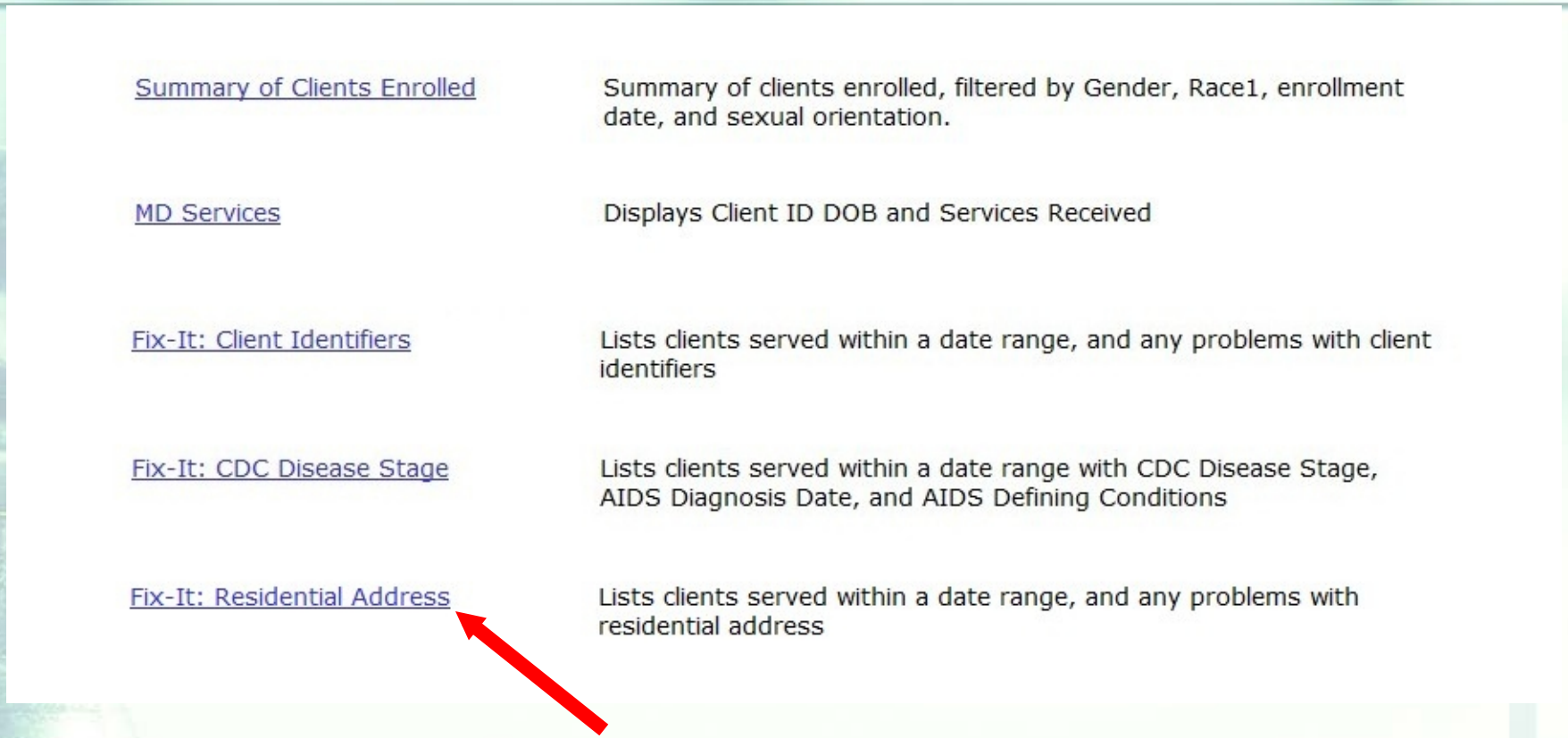
The Fix-It Residential Address Report

- This report will list your clients served within a specified date range as well as their:
  - ***Street Address;***
  - ***City;***
  - ***Zip Code; and***
  - ***County.***

To locate the **Fix-It: Residential Address** report, go to Reports and select the **Client** menu.

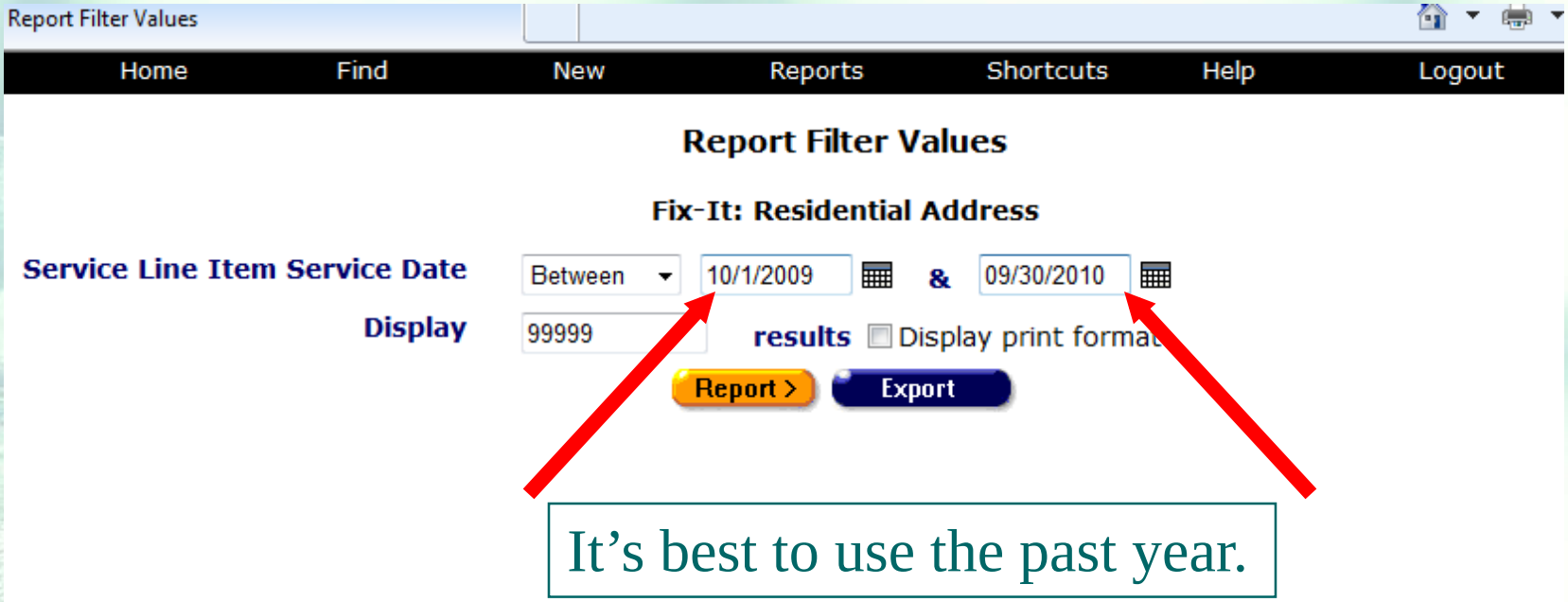


The **Fix-It: Residential Address** report is located at the bottom of the report page.



Summary of Clients Enrolled	Summary of clients enrolled, filtered by Gender, Race1, enrollment date, and sexual orientation.
MD Services	Displays Client ID DOB and Services Received
Fix-It: Client Identifiers	Lists clients served within a date range, and any problems with client identifiers
Fix-It: CDC Disease Stage	Lists clients served within a date range with CDC Disease Stage, AIDS Diagnosis Date, and AIDS Defining Conditions
Fix-It: Residential Address	Lists clients served within a date range, and any problems with residential address

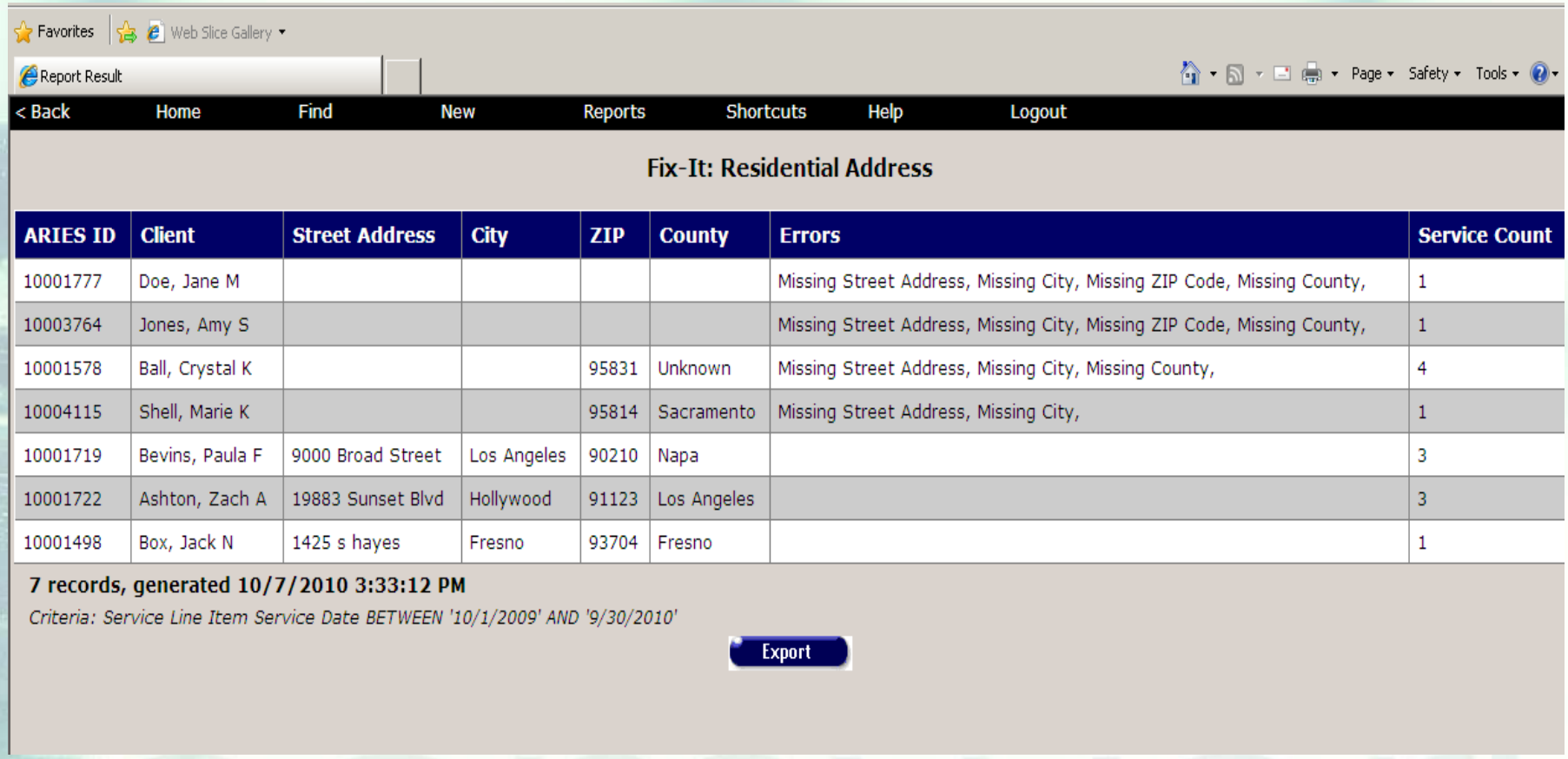
Click on the report to run. Input your specified dates on the Report Filter Value page.



The Fix-It: Residential Address Report

- Once generated, a report will be displayed that shows all the records for the clients served by your agency during the specified date range.
- Error messages will indicate which records need attention and why.
- The report will look something like this…

Sample Fix-It **Residential Address** Report



Fix-It: Residential Address

ARIES ID	Client	Street Address	City	ZIP	County	Errors	Service Count
10001777	Doe, Jane M					Missing Street Address, Missing City, Missing ZIP Code, Missing County,	1
10003764	Jones, Amy S					Missing Street Address, Missing City, Missing ZIP Code, Missing County,	1
10001578	Ball, Crystal K			95831	Unknown	Missing Street Address, Missing City, Missing County,	4
10004115	Shell, Marie K			95814	Sacramento	Missing Street Address, Missing City,	1
10001719	Bevins, Paula F	9000 Broad Street	Los Angeles	90210	Napa		3
10001722	Ashton, Zach A	19883 Sunset Blvd	Hollywood	91123	Los Angeles		3
10001498	Box, Jack N	1425 s hayes	Fresno	93704	Fresno		1

7 records, generated 10/7/2010 3:33:12 PM

Criteria: Service Line Item Service Date BETWEEN '10/1/2009' AND '9/30/2010'

Export

Running the Fix-It Report

Error Message	Error Message Definition
Missing Street Address	The client's record does not have the street address field completed; it is blank.
Missing City	The client's record does not have the city field completed; it is blank or has "unknown" in the field.
Invalid City Characters	The city field has a digit or an invalid character such as a comma (,), pound sign (#), slash (/), or an at sign (@).

Running the Fix-It Report

Error Message	Error Message Definition
Invalid City Abbreviations	City field is completed with “BH”, “CC”, “CP”, “HB”, “LA”, “LB”, “NH”, “PS”, “RC”, “SB”, “SC”, “SD”, “SF”, “TO”, “WH” or ends with “_CA”.
Missing Zip Code	The client’s record does not have the zip code field completed or has “99999” in the field.
Missing County	The client’s record does not have the county field completed or has “unknown” in the field.

Running the Fix-It Report

- Please look up the clients with error messages using their ARIES ID.
- Resolve the error by looking in client's charts for the missing or inaccurate information.
- Then update ARIES accordingly.

Questions & Answers

- Do you have any questions?

- **Additional Resources:**
  - This presentation will be posted in the Training section of www.projectaries.org.
  - The **ARIES User Manual** can be accessed by pressing the F1 button while in ARIES.
  - The ARIES Help Desk can be reached at **866-411-ARIES**.

Thank you!

- Thank you for participating! We hope that this has been a productive use of your time.
- Together we can improve ARIES data quality!