2020 FEDERAL REPORTING DATA QUALITY GUIDE

CONTENTS
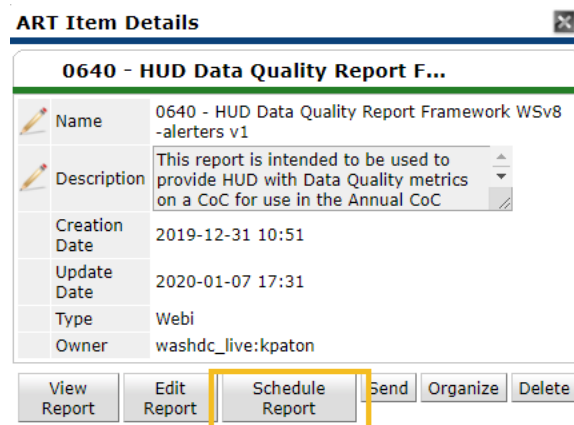
REPORT – LOCATION AND PROMPTS

The report used for this round of data quality is located in ART.
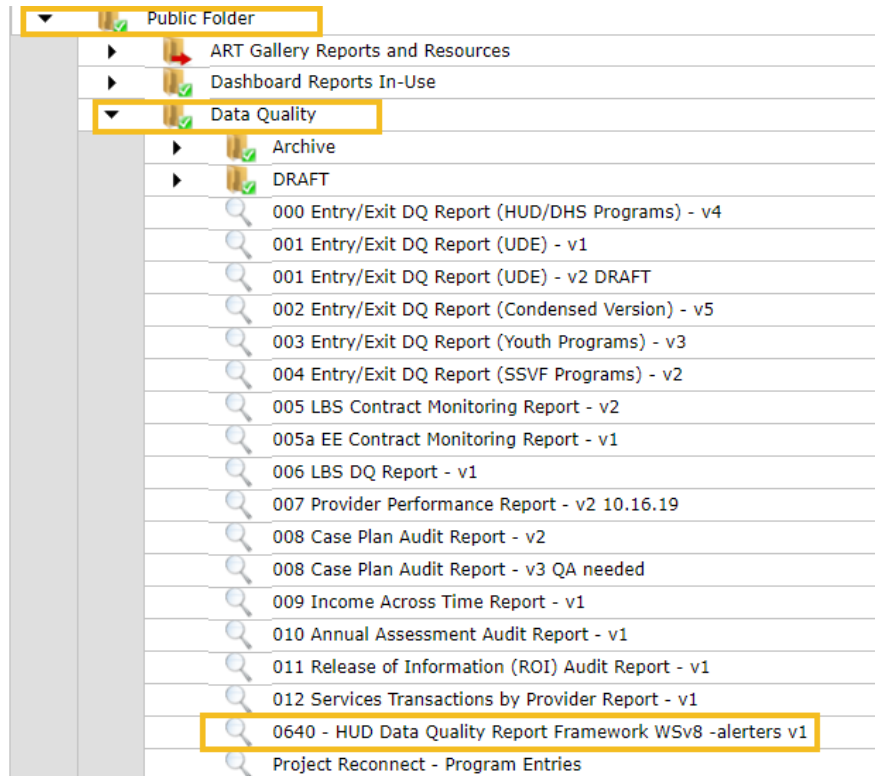
PROMPTS

Select Provider CoC Code(s): Leave Blank

Select Reporting Group Name: If your Agency has a reporting group you can use it here, if not skip

Select Provider(s): choose your providers

EDA Provider: Leave Blank

Enter Effective Date: 01/23/2020 12AM

Enter Start Date: 10/1/2018 12AM

Enter End Date PLUS 1 Day: 01/23/2020 12AM

Select Entry Exit Type(s): HUD, VA, RHY, PATH

BASIC NAVIGATION OF THE REPORT

The report has a number of tabs, each with different data elements and potential errors to correct.

The first tab gives a general overview of your provider(s) data quality. Tabs B through I contain the detailed list of clients and whether there are errors or not for the various data elements.

DATA ENTRY ERRORS

There are a number of errors that could appear in the report. Below are the most common reasons for the errors and how to correct them in ServicePoint.

This is the error key for the report.

Error Key				
	Negative Age at Entry			Overlap of program stays
	Age at Entry over 105			Review Due NOW
	Missing			Review Not in Range
	Client Doesn't Know/Client Refused			Review PAST DUE
	Data Not Collected			
	Child Veteran			
	Error			

TAB DETAILS

Below is a run down of each tab.

TAB B – DETAIL Q1

This is the detail for question 1 which is Report Validation information.

This tab contains:

- Client Id
- Entry Date

- Exit Date
- Age at Entry
- Veteran Status
- Length of Stay
- Chronically Homeless calculation

There are a number of errors that can occur for this tab

AGE AT ENTRY

1. Negative Age at entry
   a. This occurs if the date of birth is mistyped. Check to make sure the date of birth is correctly entered.
   b. This also occurs when the client is added with an entry date before they were born. You will need to change the date of entry to the date of birth of the baby.

Entry/Exit Data

> Note: If you change the provider selected it may cause the Assessments to adjust for the new Provider's Entry/Exit Assessment de
> Assessment will still be attached to that Assessment record for the Client.

Provider *	HMIS Training (Program) (1064)	Search	My Provider
Type *	HUD ▼		
	Update		

Household Members Associated with this Entry / Exit

		Name	Head of Household		Project Start Date		Exit Date	Interims	Follow Ups	Reason for Leaving	Destina
🔒	👤	(392923) Fa, Mulan	Yes	✏️	10/01/2018	✏️		📘	📄		
🔒	👤	(393968) Fa, Ping	No	✏️	11/22/2019	✏️		📘	📄		
🔒	👤	(9) Solo, Han	No	✏️	10/01/2018	✏️	10/30/2019	📘	📄		Rental I (HUD)

Include Additional Household Members	Showing 1-3 of 3

Entry Assessment	Exit Assessment

Household Members	HUD CoC & ESG Entry All Other Projects (2020) TCP
(392923) Fa, Mulan ✓ Age: 34 Veteran: Yes (HUD)	**UNIVERSAL DATA ELEMENTS (UDEs)**
(393968) Fa, Ping ✓ Age: 0 Veteran: Unknown	Date of Birth 11 / 22 / 2019 G
	Date of Birth Type Full DOB Reported (HUD) ▼ G
(9) Solo, Han ✓ Age: 24 Veteran: Yes (HUD)	Gender Male
	Primary Race Asian (HUD) ▼ G

2. Age over 105 at entry
   a. This is highlighted as it is unlikely that a client would enter a program at the age of 105 or greater. Check to make sure the year is entered correctly.

✏️ Client Record

Name	Solo, Chewbacca, Jr
Name Data Quality	Full Name Reported
Alias	
Social Security	
SSN Data Quality	Client doesn't know (HUD)
U.S. Military Veteran?	No (HUD)
Age	110

✏️ Client Demographics

Date of Birth	05/03/1909
Date of Birth Type	Full DOB Reported (HUD)
Gender	Gender Non-Conforming (i.e. not exclusively male or female)
Primary Race	Asian (HUD)
Secondary Race	White (HUD)
Ethnicity	Non-Hispanic/Non-Latino (HUD)

VETERAN STATUS

1. Adult Missing Veteran Status

a. You see here that this 36-year-old does not have an answer to the U.S. Military Veteran question. You will need to navigate to the Client Profile tab and click the edit pencil of the Client Record to answer the question.

      b. Once you have answered the question accurately, select save.

2. Veteran Status = Yes for Child

      a. As you can see here, this 10-year-old has been listed as being a veteran. This is incorrect and the answer needs to be removed. To do so, navigate to the client profile tab, and click the edit pencil of the Client Record.

      b. Once you are in the Client Record, change the U.S. Military Veteran answer to Select and then click save.

TAB C – DETAIL Q2 & Q6

This tab covers Questions 2 and 6 of the summary tab. These are Personally Identifiable information and Timeliness. While PII can have errors and be corrected, Timeliness cannot be corrected for as this is the time between the date the client entered the program and the date the information was entered into HMIS.

The tab contains the following information:

- Client ID
- Entry Date
- Exit Date
- Name Data Quality
- SSN Data Quality
- Date of Birth Data Quality
- Race Data Quality
- Ethnicity Data Quality
- Gender Data Quality
- Days to Entry
- Days to Exit

NAME DATA QUALITY

Possible error codes:

1. Missing/Data Not Collected
   - Name Data Quality = Data Not Collected
   - Name Data Quality is blank
   - Name is missing a first or last name
2. Client Doesn't Know/Client Refused
   - Name Data Quality = Client Doesn't Know
   - Name Data Quality = Client Refused
3. Error

o   Name Data Quality = Partial, street name, or code name reported

Name Data Quality should reflect the type of name that has been provided. Most times that will be "Full Name Reported"

To correct any errors, navigate to the client's ClientPoint file and go to the Client Profile Tab. Then click the **edit pencil** next to Client Record. Make the necessary change to the **Name Data Quality** and then click **Save**.

SOCIAL SECURITY NUMBER ERRORS

Possible error codes:

1. <mark>Missing/Data Not Collected</mark>
   o   SSN Data Quality = Data Not Collected
   o   SSN Data Quality is blank

o SSN is missing

2. Client Doesn't Know/Client Refused

- o SSN Data Quality = Client Doesn't Know
- o SSN Data Quality = Client Refused
- o **This is not something you can fix, as it is the client's choice on whether they give the information.**

3. Error

- o Contains a non-numeric character
- o Is not 9 digits long
- o First three digits are "000," "666," or in the 900 series
- o The second group/ 5th and 6th digits are "00"
- o The third group/ last four digits are "0000"
- o The SSN is repetitive (e.g. "333333333")
- o The SSN is sequential (e.g. "123456789" or "456789012") numbers for all 9 digits
- o SSN Data Quality = Approximate or partial SSN reported
  - ▪ **You might not be able to fix this error. That is okay. Ensure it was not selected in error.**
- a. Here a client has an error where the SSN is repetitive.

b. If the client is still in your program, attempt to obtain the correct information and input it. If the client does not have the information are refuses, remove the incorrect SSN and change the SSN Data Quality to match the client's wishes.

DATE OF BIRTH ERRORS

Possible error codes:

1. Missing/Data Not Collected
   o Date of Birth Data Quality = Data Not Collected
   o Date of Birth Data Quality is blank
   o Date of Birth is missing

Client Information

Summary	**Client Profile**	Households	ROI	Entry /

🖉 Client Record

Name	Fa, Mulan
Name Data Quality	Full Name Reported
Alias	
Social Security	854-54-6321
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	Yes (HUD)
Age	36

🖉 Client Demographics

Date of Birth	11/03/1983
Date of Birth Type	
Gender	Female
Primary Race	Asian (HUD)
Secondary Race	
Ethnicity	Non-Hispanic/Non-Latino (HUD)

Client Demographics ✕

⚠ Editing the Client Demographic Information could affect the Unique ID and the Client Search.

Client Demographics 🔒

Date of Birth	11 / 03 / 1983 🔁 G
Date of Birth Type	Full DOB Reported (HUD) ⌄ G
Gender	Female ⌄ G
Primary Race	Asian (HUD) ⌄ G
Secondary Race	-Select- ⌄ G
Ethnicity	Non-Hispanic/Non-Latino (HUD) ⌄ G

[Save]   [Cancel]

---

a. You will also need to update your entry with this information so it will populate in the report as of entry.

Client Information   Service Transactions

Summary	Client Profile	Households	ROI	**Entry / Exit**	Case Managers	Case F

ℹ Reminder: Household members must be established on Households tab before cr

Entry / Exit

Program	Type	Project Start Date	Exit
🗑 HMIS Training (Program) (1064)	HUD	🖉 10/01/2018	🖉
[Add Entry / Exit]		Showing 1-1 of 1	

Edit Project Start Data - (392923) Fa, Mulan

Household Members

To update Household members for this Entry Data, click the box beside each name.

☐ **(54915) Two Parent Family**

☑ (392923) Fa, Mulan (Entry Date: 10/01/2018 12:59 PM)

☐ (393968) Fa, Ping (Entry Date: 11/22/2019 12:59 PM)

☑ (9) Solo, Han (Entry Date: 10/01/2018 12:59 PM)

[Include Additional Household Members]

Edit Project Start Data - (392923) Fa, Mulan

Provider	HMIS Training (Program) (1064)
Type	HUD
Project Start Date *	10 / 01 / 2018 12 ∨ : 59 ∨ : 58 ∨ PM ∨

[Save & Continue]   [Cancel]

Household Members Associated with this Entry / Exit

	Name	Head of Household	Project Start Date	Exit Date	Interims	Follow Ups	Reason for Leaving	Destination
🔒 🧹	(392923) Fa, Mulan	Yes	10/01/2018					
🔒 🧹	(393968) Fa, Ping	No	11/22/2019					
🔒 🧹	(9) Solo, Han	No	10/01/2018	10/30/2019				Rental by client, no o (HUD)

[Include Additional Household Members]   Showing 1-3 of 3

Entry Assessment | Exit Assessment

Household Members

| (392923) Fa, Mulan Age: 34 Veteran: Yes (HUD) |
| (393968) Fa, Ping Age: 0 Veteran: Unknown |
| (9) Solo, Han Age: 24 Veteran: Yes (HUD) |

HUD CoC & ESG Entry All Other Projects (2020) TCP   Entry Date:

UNIVERSAL DATA ELEMENTS (UDEs)

Date of Birth	11 / 03 / 1983
Date of Birth Type	-Select-
Gender	Female
Primary Race	Asian (HUD)
Secondary Race	-Select-
Ethnicity	Non-Hispanic/Non-Latino (HUD)
Relationship to Head of Household	-Select-
Client Location	-Select-

---

2. **Client Doesn't Know/Client Refused**

- o Date of Birth Data Quality = Client Doesn't Know
- o Date of Birth Data Quality = Client Refused
- o **This is not something you can fix, as it is the client's choice on whether they give the information.**

3. **Error**

- o Date of Birth is prior to 1/1/1915

- This might be accurate, but it might be a data entry error. Please confirm the date of birth.
  - Date of Birth is AFTER the date the client record was created in HMIS
  - Date of Birth is equal to or after the entry date
    - A Date of Birth Equal to the Entry Date is okay if the client was born during the program stay, but a Date of Birth AFTER the Entry Date is an error that needs to be corrected.
  - Date of Birth Data Quality = Approximate or partial DOB reported
    - **You might not be able to fix this error. That is okay. Ensure it was not selected in error.**
  a. Here the client was born after they entered into the program. This results in a negative age at entry. You will need to change the entry date to match the date of birth.

  b. Select the edit pencil next to the Project Start Date. The select Save & Continue.

c. Find the correct client (they will have a negative age in the Household members section) and click the edit pencil next to the Project Start Date

d. Unselect the other clients' check boxes. Change the Project Start Date to the date of birth for the client to denote they were born in the program. Click Save & Continue

e. You can now see the child's age at entry is no longer negative, and only the child's Project Start Date is different.

RACE/ETHNICITY/GENDER DATA QUALITY

Possible error codes:

1.   Missing/Data Not Collected
    o   Primary Race/Ethnicity/Gender = Data Not Collected
    o   Primary Race/Ethnicity/Gender is missing

a.   Here the client has Data not collected in both the Primary Race and Secondary Race. If the client is still in the program, attempt to collect this information and update the answers.

b.   The client here had an answer that was overwritten with Data not collected. Deleting the Data not collected will fix the issue.

Client Demographics

Date of Birth	
Date of Birth Type	Full DOB Reported (HUD)
Gender	Female
Primary Race	White (HUD)
Secondary Race	
Ethnicity	Hispanic/Latino (HUD)

2. Client Doesn't Know/Client Refused

- o Either Primary Race or Secondary Race/Ethnicity/Gender = Client Doesn't Know
- o Either Primary Race or Secondary Race/Ethnicity/Gender = Client Refused
- o **This is not something you can fix, as it is the client's choice on whether they give the information.**

TAB D – DETAIL Q3 & Q4

This tab covers Questions 3 and 4 of the summary tab. These are Universal Data Elements and Income and Housing.

The tab contains the following information:

- Client ID
- Entry Date
- Exit Date
- Project Overlap
- Relationship to Head of Household
- Location
- Disability
- Destination
- Domestic Violence

PROJECT OVERLAP

Possible error codes:

1. Overlap

- o Entry Date of this program stay is before the Exit Date of an earlier program stay. This detects overlapping project stays by the same client in the same program.
- o This highlights duplicate entry records. There should only be one entry/exit for the client for a given period of time in your program. To delete an entry:

Client Information				Service Transactions		

Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Meas

ⓘ Reminder: Household members must be established on Households tab before creating Entry /

Entry / Exit

	Program		Type	Project Start Date		Exit Date		In
🗑		(841)	HUD	✏	03/13/2006	✏		
🗑		(841)	HUD	✏	03/13/2006	✏		
🗑			HUD	✏	07/01/2005	✏	11/18/2005	
🗑			HUD	✏	07/01/2005	✏	07/31/2005	
🗑			HUD	✏	03/20/2003	✏	03/18/2006	
🗑			HUD	✏	11/01/2002	✏	03/21/2003	

Add Entry / Exit	Showing 1-6 of 6

Please Confirm ⊠

⚠ Are you sure you want to delete this Entry / Exit (#137031)?

Yes   No

a. Navigate to the Entry/Exit tab and locate the duplicate entry. Select the trash can
b. Select yes on the popup asking are you sure you want to delete.
c. If this was a member of a household, you will need to delete the duplicate entry in the same manner from each of the household members' client files.

RELATIONSHIP TO HEAD OF HOUSEHOLD

Possible error codes:

1. **Error**
   o Relationship to Head of Household = Data Not Collected
   o Relationship to Head of Household is missing at project start
   o There is no household member in the entry where Relationship to Head of Household = Self
   o More than one client in the entry has Relationship to Head of Household = Yes

To fix, go into the Entry/Exit, and make the corrections to the Relationship to Head of Household question in the entry assessment.

Client Information | **Service Transactions**

Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Measurements

Added to the system 10/29/2019 12:01 PM

Name	Fa, Mulan		Gender	Female
Date of Birth	11/03/1983 (Age 36)		Primary Race	Asian (HUD)
Social Security	854-54-6321		Secondary Race	
			U.S. Military Veteran?	Yes (HUD)

Release of Information

Provider	Permission	Start Date	End Date
Add ROI	No matches.		

Entry/Exits

Program	Type		Project Start Date
HMIS Training (Program)	HUD	✏️	10/01/2018
Add Entry / Exit		Showing 1-1 of 1	

Edit Project Start Data - (392923) Fa, Mulan   ✖

Household Members

ⓘ To update Household members for this Entry Data, click the box beside each name.

☐ **(54915) Two Parent Family**

☑ (392923) Fa, Mulan (Entry Date: 10/01/2018 12:59 PM)

☐ (393968) Fa, Ping (Entry Date: 11/22/2019 12:59 PM)

☑ (9) Solo, Han (Entry Date: 10/01/2018 12:59 PM)

[Include Additional Household Members]

Edit Project Start Data - (392923) Fa, Mulan

Provider	HMIS Training (Program) (1064)
Type	HUD
Project Start Date *	10 / 01 / 2018 📅🔄📅 12 ∨ : 59 ∨ : 58 ∨ PM ∨

[Save & Continue]   [Cancel]

Entry Assessment	Exit Assessment

Household Members

(392923) Fa, Mulan Age: 34 Veteran: Yes (HUD)	
(393968) Fa, Ping Age: 0 Veteran: Unknown	
(9) Solo, Han Age: 24 Veteran: Yes (HUD)	

HUD CoC & ESG Entry All Other Projects (2020) TCP   Entry Date: 10/01/2018

UNIVERSAL DATA ELEMENTS (UDEs)

Date of Birth	▌11 / 03 / 1983 📅🔄📅 G
Date of Birth Type	-Select- ∨ G
Gender	▌Female ∨ G
Primary Race	▌Asian (HUD) ∨ G
Secondary Race	-Select- ∨ G
Ethnicity	▌Non-Hispanic/Non-Latino (HUD) ∨ G
Relationship to Head of Household	-Select- ∨ G
Client Location	-Select- ∨ G

LOCATION

Possible error codes:

1. Error

- o Client Location is missing at project start
- o The CoC Code for the Client Location record does not match a valid HUD – defined Continuum of Care Code (unlikely you will see this error)

To fix, go into the Entry/Exit, and make the corrections to the Relationship to Head of Household question in the entry assessment.

DISABILITY

Possible error codes:

1. Error

- o Disabling Condition = Data Not Collected
- o Disabling Condition = Client Doesn't Know
- o Disabling Condition = Client Refused
- o Disabling Condition is missing at project start

To fix, go into the Entry/Exit, and make the corrections to the Relationship to Head of Household question in the entry assessment.

Client Information

| Summary | Client Profile | Households | ROI | Entry / Exit | Case Managers | Case Plans | Measurements |

Added to the system 10/29/2019 12:01 PM

Name	Fa, Mulan		Gender	Female
Date of Birth	11/03/1983 (Age 36)		Primary Race	Asian (HUD)
Social Security	854-54-6321		Secondary Race	
			U.S. Military Veteran?	Yes (HUD)

Release of Information

Provider	Permission	Start Date	End Date
Add ROI	No matches.		

Entry/Exits

Program	Type		Project Start Date
HMIS Training (Program)	HUD	✏️	10/01/2018
Add Entry / Exit		Showing 1-1 of 1	

Edit Project Start Data - (392923) Fa, Mulan   ⊠

Household Members

ⓘ To update Household members for this Entry Data, click the box beside each name.

☐ **(54915) Two Parent Family**

☑ (392923) Fa, Mulan (Entry Date: 10/01/2018 12:59 PM)

☐ (393968) Fa, Ping (Entry Date: 11/22/2019 12:59 PM)

☑ (9) Solo, Han (Entry Date: 10/01/2018 12:59 PM)

Include Additional Household Members

Edit Project Start Data - (392923) Fa, Mulan

Provider	HMIS Training (Program) (1064)
Type	HUD
Project Start Date *	10 / 01 / 2018 🔁 12 : 59 : 58 PM

Save & Continue   Cancel

	Entry Assessment		Exit Assessment	

Household Members

(392923) Fa, Mulan
Age: 34
Veteran: Yes (HUD)

(393968) Fa, Ping
Age: 0
Veteran: Unknown

(9) Solo, Han
Age: 24
Veteran: Yes (HUD)

HUD CoC & ESG Entry All Other Projects (2020) TCP   Entry Date: 10,

UNIVERSAL DATA ELEMENTS (UDEs)

Date of Birth	11 / 03 / 1983
Date of Birth Type	Full DOB Reported (HUD)
Gender	Female
Primary Race	Asian (HUD)
Secondary Race	-Select-
Ethnicity	Non-Hispanic/Non-Latino (HUD)
Relationship to Head of Household	Self (head of household)
Client Location	DC-500

Chronic Homelessness Determination

Does the client have a disabling condition?	-Select-
Prior Living Situation	-Select-
Length of Stay in Previous Place	-Select-

VETERAN INFORMATION

- o Disabling Condition = No and there is at least one special need where "substantially impairs the ability to live independently" = Yes in the Disabilities (HUD) sub-assessment
- o Disabling Condition = No and HIV/AIDS = Yes in the Disabilities (HUD) sub-assessment
- o Disabling Condition = No and Developmental Disability = Yes in the Disabilities (HUD) sub-assessment

Client Information				Service Transactions			

Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Measurements	Assessments

Added to the system 09/30/2004 12:53 PM

Name		Gender	Female
Date of Birth		Primary Race	Black or African American (HUD)
Social Security		Secondary Race	Black or African American (HUD)
		U.S. Military Veteran?	No (HUD)

Release of Information

	Provider	Permission	Start Date	End Date
	United Planning Organization (UPO) (Agency)	Yes	03/29/2018	03/29/2019

Add ROI   Showing 1-1 of 1

Entry/Exits

Program	Type		Project Start Date		Exit Date
	HUD		02/01/2019		09/30/2019
	HUD		06/18/2010		
	HUD		06/18/2010		01/31/2019
	HUD		11/30/2000		06/18/2010

Add Entry / Exit   Showing 1-4 of 4

Edit Project Start Data - ⬚

Household Members

ℹ To update Household members for this Entry Data, click the box beside each name.

☐ **(5080) Single Parent**
  ☑ (70316)
  ☑ (29717)
  ☑ (59242)

[Include Additional Household Members]

Edit Project Start Data - (59242)

Provider	
Type	HUD
Project Start Date *	02 / 01 / 2019 📅 🔄 📅 4 ▼ : 16 ▼ : 24 ▼ PM ▼

[Save & Continue] [Cancel]

Entry Assessment | **Exit Assessment**

Household Members

| (70316) Age: 54 Veteran: |
| (29717) Age: 27 Veteran: |
| (59242) Age: 35 Veteran: |

HUD CoC & ESG Entry All Other Projects (2020) TCP   Entry Date: 02/01/2019 04:16:24 PM

UNIVERSAL DATA ELEMENTS (UDEs)

Date of Birth	
Date of Birth Type	Full DOB Reported (HUD) ▼ G
Gender	Female ▼ G
Primary Race	Black or African American (HUD) ▼ G
Secondary Race	Black or African American (HUD) ▼ G
Ethnicity	Non-Hispanic/Non-Latino (HUD) ▼ G
Relationship to Head of Household	Head of household's child ▼ G
Client Location	DC-500 ▼ G

Chronic Homelessness Determination

Does the client have a disabling condition?	No (HUD) ▼ G
Prior Living Situation	Staying or living in a friend's room, apartment or house (HUD)
Length of Stay in Previous Place	One year or longer (HUD) ▼ G
Did you stay less than 7 nights?	No G

VETERAN INFORMATION

Show All Disabilities Records

Disabilities

		Provider	Date Effective ▾	Disability Type	Disability Determination	Above condition is going to be long term? (Retired)	Start Date	End Date
✎	🗑		06/18/2010 12:01:00 AM	Physical (HUD)	No (HUD)		06/18/2010	
✎	🗑		06/18/2010 12:01:00 AM	Mental Health Problem (HUD)	No (HUD)		06/18/2010	
✎	🗑		06/18/2010 12:01:00 AM	Drug Abuse (HUD)	No (HUD)		06/18/2010	
✎	🗑		06/18/2010 12:01:00 AM	HIV/AIDS (HUD)	No (HUD)		06/18/2010	
✎	🗑		06/18/2010 12:01:00 AM	Developmental (HUD)	No (HUD)		06/18/2010	
✎	🗑		06/18/2010 12:01:00 AM	Chronic Health Condition (HUD)	No (HUD)		06/18/2010	
✎	🗑		06/18/2010 12:01:00 AM	Alcohol Abuse (HUD)	No (HUD)		06/18/2010	
✎	🗑		06/18/2010 12:01:00 AM	Both Alcohol and Drug Abuse (HUD)	Yes (HUD)	Yes	06/18/2010	

Add   Showing 1-8 of 8

Exit

Household Members

(70316) Age: 54 Veteran

(29717) Age: 27 Veteran

(59242) Age: 35 Veteran

HUD CoC & ESG Entry All Other Projects (2020) TCP   Entry Date: 02/01/2019

UNIVERSAL DATA ELEMENTS (UDEs)

Date of Birth	
Date of Birth Type	Full DOB Reported (HUD) ⌄ G
Gender	Female ⌄ G
Primary Race	Black or African American (HUD) ⌄ G
Secondary Race	Black or African American (HUD) ⌄ G
Ethnicity	Non-Hispanic/Non-Latino (HUD) ⌄ G
Relationship to Head of Household	Head of household's child ⌄ G
Client Location	DC-500 ⌄ G

Chronic Homelessness Determination

Does the client have a disabling condition?	No (HUD) ⌄ G
Prior Living Situation	-Select- ...room, apartment or house (HUD)
	Yes (HUD)
Length of Stay in Previous Place	No (HUD) ⌄ G
Did you stay less than 7 nights?	Client doesn't know (HUD)
	Client refused (HUD)
VETERAN INFORMATION	Data not collected (HUD)

DESTINATION

Possible error codes:

1.   Error

- o   Destination = Data Not Collected
- o   Destination = Client Doesn't Know
- o   Destination = Client Refused
- o   Destination = No Exit Interview Completed
- o   Destination = Virginia Williams Only – Prevention Site: Capitol Hill Group Ministry
- o   Destination = Virginia Williams Only – Prevention Site: Community of Hope
- o   Destination = Virginia Williams Only – Prevention Site: MBI
- o   Destination = Virginia Williams Only – Prevention Site: Not Confirmed
- o   Destination = Virginia Williams Only – Prevention Site: Wheeler Creek

These are often difficult to correct as the client has exited the program already. If your program has a lot of these errors, discuss how to better collect this information for the future.

DOMESTIC VIOLENCE

Possible error codes:

1. Missing
   a.   The information is required for this client and the question is not answered
2. Client Doesn't Know/Client Refused
   a.   The Client does not know or the Client refuses to answer.
   b.   **This is not something you can fix, as it is the client's choice on whether they give the information.**
3. N/A
   a.   The client is not required to answer this question, it is not an error for the answer to be missing.

To fix, go into the Entry/Exit, and make the corrections to the Relationship to Head of Household question in the entry assessment.

The second and third column of DV questions are set up to flag as an error ONLY if the client has a yes in the first question and is missing in the other questions.

TAB E – DETAIL Q4 ENTRY INCOME

This tab covers Question 4 of the summary tab; Income at Entry. This tab only includes adults with errors in Income at Entry.

The tab contains the following information:

- Client ID

- Income Y/N
- Income Source
- Start Date
- End Date
- Amount

Clients will only appear in this tab if there is an error. If there is information Columns D-H, there is incongruency between the Yes/No answer and the Income sub-assessment at entry. If the row is blank, the information is missing.

Potential Errors:

- Income Y/N says No, but there is a yes in the Income Sub-assessment
- Income Y/N says Yes, but there is no corresponding yes in the Income Sub-assessment
- Income Y/N = R (Client Refused)
- Income Y/N = DK (Client Doesn't Know)
- Income Y/N is missing but there is information in the Income Sub-assessment
- Income Y/N = DNC (Data Not Collected)

MISSING

If the income information is missing, answer the yes/no question, then click HUD Verification. Select No for all incomplete options, then select any yeses that might be true as of entry.

HUD Verification: Monthly Income for 10/01/2019

Per Source of Income, the current records for Monthly Income as of 10/01/2019 are displayed below. Any previous records for Monthly Income not overlapping as of this date are not displayed. In the event that multiple records exist per Source of Income as of 10/01/2019, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Select the Receiving Income Source? value for all incomplete Source of Income records

- ○ No
- ○ Data Not Collected
- ◉ Incomplete

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
Alimony or Other Spousal Support (HUD)	○	○	○	◉
Child Support (HUD)	○	○	○	◉
Earned Income (HUD)	○	○	○	◉
General Assistance (HUD)	○	○	○	◉
Other (HUD)	○	○	○	◉
Pension or retirement income from another job (HUD)	○	○	○	◉
Private Disability Insurance (HUD)	○	○	○	◉
Retirement Income From Social Security (HUD)	○	○	○	◉
SSDI (HUD)	○	○	○	◉
SSI (HUD)	○	○	○	◉
TANF (HUD)	○	○	○	◉
Unemployment Insurance (HUD)	○	○	○	◉
VA Non-Service Connected Disability Pension (HUD)	○	○	○	◉
VA Service Connected Disability Compensation (HUD)	○	○	○	◉
Worker's Compensation (HUD)	○	○	○	◉

Save   Save & Exit   Exit

HUD Verification: Add Recordset

Monthly Income

Receiving Income Source?	Yes
Source of Income	Earned Income (HUD)
If Other, Please Specify	
Monthly Amount	1250
Start Date*	10 / 01 / 2019
End Date	/ /

Save   Cancel

Source of Income				
Alimony or Other				○
Child Support (H				○
Earned Income (				○
General Assistan				○
Other (HUD)				○
Pension or retirement income from another job (HUD)	○	◉	○	○
Private Disability Insurance (HUD)	○	◉	○	○
Retirement Income From Social Security (HUD)	○	◉	○	○
SSDI (HUD)	○	◉	○	○
SSI (HUD)	○	◉	○	○
TANF (HUD)	○	◉	○	○
Unemployment Insurance (HUD)	○	◉	○	○
VA Non-Service Connected Disability Pension (HUD)	○	◉	○	○
VA Service Connected Disability Compensation (HUD)	○	◉	○	○
Worker's Compensation (HUD)	○	◉	○	○

Save   Save & Exit   Exit

Add the monthly amount and click save.

INCONGRUENT

Here the income y/n says no income, but the sub-assessment says the client is receiving TANF.

Either change the yes/no if the client was still receiving TANF at the time of the annual assessment, or end the TANF record.

1. How to end the TANF record and add a NO in its place.

    a. Click the magnifying glass in order to ensure you know how many open TANF records you have.

Show All Monthly Income Records

Monthly Income

		Provider	Date Effective	Receiving Income Source?	Source of Income ▾	Monthly Amount	Start Date	End Date
✎ 🗑			05/25/2017 3:35:26 PM	No	Worker's Compensation (HUD)		05/25/2017	
✎ 🗑			05/25/2017 3:35:26 PM	No	VA Service Connected Disability Compensation (HUD)		05/25/2017	
✎ 🗑			05/25/2017 3:35:26 PM	No	VA Non-Service Connected Disability Pension (HUD)		05/25/2017	
✎ 🗑			05/25/2017 3:35:26 PM	No	Unemployment Insurance (HUD)		05/25/2017	
✎ 🗑			01/31/2019 5:26:50 PM	Yes	TANF (HUD)	US$377.00	01/31/2019	
✎ 🗑			10/01/2018 10:43:25 PM	Yes	TANF (HUD)	US$503.00	10/01/2018	12/31/2018
✎ 🗑			08/07/2018 12:01:00 AM	Yes	TANF (HUD)	US$450.00	08/07/2018	09/30/2018
✎ 🗑			05/25/2017 3:35:26 PM	Yes	TANF (HUD)	US$390.00	05/25/2017	08/06/2018
✎ 🗑			05/25/2017 3:35:26 PM	No	SSI (HUD)		05/25/2017	
✎ 🗑			05/25/2017 3:35:26 PM	No	SSDI (HUD)		05/25/2017	

b. Sort by Source of income so TANF are all together.

c. You see there is only one that is open, and it needs to be ended so we can add a new TANF record of No

d. Click the edit pencil for the open record.

Edit Recordset - (350039) Ceasar, Andraya

Monthly Income

Receiving Income Source?	Yes ⌄ G
Source of Income	TANF (HUD) ⌄ G
If Other, Please Specify	G
Monthly Amount	377 G
Start Date*	01 / 31 / 2019 G
End Date	08 / 30 / 2019 G

Print Recordset   Save   Cancel

e. Add the end date and click save.

		03/31/2019 5:31:36 PM	Yes	Earned Income (HUD)	US$1,400.72	03/31/2019	09/30/2019
		02/28/2019 5:29:58 PM	Yes	Earned Income (HUD)	US$1,307.39	02/01/2019	02/28/2019
		12/31/2018 10:48:11 PM	Yes	Earned Income (HUD)	US$1,182.71	12/01/2018	01/31/2019

Add		Showing 1-20 of 25	First	Previous	Next	Last

Exit

Add Recordset ☒

Monthly Income

Receiving Income Source?	No ⌄ G
Source of Income	TANF (HUD) ⌄ G
If Other, Please Specify	G
Monthly Amount	G
Start Date*	08 / 31 / 2019 🔧🔄📅 G
End Date	/ / 🔧🔄📅 G

Save   Cancel

TAB F – DETAIL Q4 AA INCOME

This tab covers Question 4 of the summary tab; Income at Annual Assessment. This tab only shows adults that have stayed 365+ days in the program with errors in their Annual Assessment Income.

This tab contains the following information:

- Client ID
- Merge Review
- Review Date
- Income Y/N at Review
- Income Source
- Start Date
- End Date
- Amount
- Reporting Range

Only clients with errors are in this tab. The errors are most easily coded by column P. Again, if columns are blank, the information is missing,

Potential Errors based on answer in Column P:

REPORTING RANGE (COLUMN P)

- **Review PAST DUE**
    - Annual Review is past due for the entry.
    - Annual reviews are required annually +/- 30 days from the anniversary of the entry date of the Head of Household.
    - Annual Reviews have been required since 10/1/14. All anniversaries after 10/1/14 need to have an Annual Review completed.
    - This could also be that the type of Interim is incorrect and needs to be changed to "Annual Assessment"
- **Review Due NOW**
    - The entry's anniversary date is in the +/- 30-day window and an Annual Review is due to be completed.
- Not In Range
    - There is an Annual Review documented in the Entry, but it is not in the correct +/- 30-day range of the anniversary date. The date must be corrected.
- Review in Range
    - Income Y/N says No, but there is a yes in the Income Sub-assessment
    - Income Y/N says Yes, but there is no corresponding yes in the Income Sub-assessment
    - Income Y/N = R (Client Refused)
    - Income Y/N = DK (Client Doesn't Know)
    - Income Y/N is missing but there is information in the Income Sub-assessment
    - Income Y/N = DNC (Data Not Collected)

MISSING INFORMATION

If you need to add an annual assessment, go to the Entry/Exit tab, then click on the interims icon. In the popup, click "Add Interim Review"

Select the clients that were in the program at the time of the Annual Assessment, select the Annual Assessment Type, and the correct date. Then click save and continue. Update the information in the assessment as of the Annual Assessment date.

If the income information is missing, answer the yes/no question, then click HUD Verification. Select No for all incomplete options, then select any yeses that might be true as of annual assessment.

HUD Verification: Monthly Income for 10/01/2019

Per Source of Income, the current records for Monthly Income as of 10/01/2019 are displayed below. Any previous records for Monthly Income not overlapping as of this date are not displayed. In the event that multiple records exist per Source of Income as of 10/01/2019, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Select the Receiving Income Source? value for all incomplete Source of Income records

○ No
○ Data Not Collected
◉ Incomplete

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
Alimony or Other Spousal Support (HUD)	○	○	○	◉
Child Support (HUD)	○	○	○	◉
Earned Income (HUD)	○	○	○	◉
General Assistance (HUD)	○	○	○	◉
Other (HUD)	○	○	○	◉
Pension or retirement income from another job (HUD)	○	○	○	◉
Private Disability Insurance (HUD)	○	○	○	◉
Retirement Income From Social Security (HUD)	○	○	○	◉
SSDI (HUD)	○	○	○	◉
SSI (HUD)	○	○	○	◉
TANF (HUD)	○	○	○	◉
Unemployment Insurance (HUD)	○	○	○	◉
VA Non-Service Connected Disability Pension (HUD)	○	○	○	◉
VA Service Connected Disability Compensation (HUD)	○	○	○	◉
Worker's Compensation (HUD)	○	○	○	◉

[Save] [Save & Exit] [Exit]

Add the monthly amount and click save.

HUD Verification: Add Recordset

Monthly Income

Receiving Income Source?	Yes
Source of Income	Earned Income (HUD)
If Other, Please Specify	
Monthly Amount	1250
Start Date*	10 / 01 / 2019
End Date	/ /

[Save] [Cancel]

Source of Inco		Not cted	Incomplete
Alimony or Other			○
Child Support (H			○
Earned Income (			○
General Assistan			○
Other (HUD)			○
Pension or retirement income from another job (HUD)	○	◉	○	○
Private Disability Insurance (HUD)	○	◉	○	○
Retirement Income From Social Security (HUD)	○	◉	○	○
SSDI (HUD)	○	◉	○	○
SSI (HUD)	○	◉	○	○
TANF (HUD)	○	◉	○	○
Unemployment Insurance (HUD)	○	◉	○	○
VA Non-Service Connected Disability Pension (HUD)	○	◉	○	○
VA Service Connected Disability Compensation (HUD)	○	◉	○	○
Worker's Compensation (HUD)	○	◉	○	○

[Save] [Save & Exit] [Exit]

INCONGRUENT INFORMATION

Here the income y/n says no income, but the sub-assessment says the client is receiving TANF.

Either change the yes/no if the client was still receiving TANF at the time of the annual assessment, or end the TANF record.

1. How to end the TANF record and add a NO in its place.

   a. Click the magnifying glass in order to ensure you know how many open TANF records you have.

Show All Monthly Income Records

Monthly Income

		Provider	Date Effective	Receiving Income Source?	Source of Income	Monthly Amount	Start Date	End Date
✏	🗑		05/25/2017 3:35:26 PM	No	Worker's Compensation (HUD)		05/25/2017	
✏	🗑		05/25/2017 3:35:26 PM	No	VA Service Connected Disability Compensation (HUD)		05/25/2017	
✏	🗑		05/25/2017 3:35:26 PM	No	VA Non-Service Connected Disability Pension (HUD)		05/25/2017	
✏	🗑		05/25/2017 3:35:26 PM	No	Unemployment Insurance (HUD)		05/25/2017	
✏	🗑		01/31/2019 5:26:50 PM	Yes	TANF (HUD)	US$377.00	01/31/2019	
✏	🗑		10/01/2018 10:43:25 PM	Yes	TANF (HUD)	US$503.00	10/01/2018	12/31/2018
✏	🗑		08/07/2018 12:01:00 AM	Yes	TANF (HUD)	US$450.00	08/07/2018	09/30/2018
✏	🗑		05/25/2017 3:35:26 PM	Yes	TANF (HUD)	US$390.00	05/25/2017	08/06/2018
✏	🗑		05/25/2017 3:35:26 PM	No	SSI (HUD)		05/25/2017	
✏	🗑		05/25/2017 3:35:26 PM	No	SSDI (HUD)		05/25/2017	

b. Sort by Source of income so TANF are all together.

c. You see there is only one that is open, and it needs to be ended so we can add a new TANF record of No

d. Click the edit pencil for the open record.

Edit Recordset - (350039) Ceasar, Andraya

Monthly Income

Receiving Income Source?	Yes
Source of Income	TANF (HUD)
If Other, Please Specify	
Monthly Amount	377
Start Date*	01 / 31 / 2019
End Date	08 / 30 / 2019

Print Recordset | Save | Cancel

e. Add the end date and click save.

✏️ 🗑️		03/31/2019 5:31:36 PM	Yes	Earned Income (HUD)	US$1,400.72	03/31/2019	09/30/2019
✏️ 🗑️		02/28/2019 5:29:58 PM	Yes	Earned Income (HUD)	US$1,307.39	02/01/2019	02/28/2019
✏️ 🗑️		12/31/2018 10:48:11 PM	Yes	Earned Income (HUD)	US$1,182.71	12/01/2018	01/31/2019

Add   Showing 1-20 of 25   First   Previous   Next   Last

Exit

Add Recordset   ✖

Monthly Income

Receiving Income Source?	No ⌄ G
Source of Income	TANF (HUD) ⌄ G
If Other, Please Specify	G
Monthly Amount	G
Start Date*	08 / 31 / 2019 🔄 G
End Date	__ / __ / ____ 🔄 G

Save   Cancel

TAB G – DETAIL Q4 EXIT INCOME

This tab covers Question 4 of the summary tab; Income at Exit. This tab only shows adults that have left the program during the reporting period with errors in their income at exit.

This tab contains the following information:

- Client ID
- Income Y/N
- Income Source
- Start Date
- End Date
- Amount

Clients will only appear if there are errors. If there is information Columns D-H, there is incongruency between the Yes/No answer and the Income sub-assessment at entry. If the columns are blank, the information is missing.

Potential Errors:

- Income Y/N says No, but there is a yes in the Income Sub-assessment
- Income Y/N says Yes, but there is no corresponding yes in the Income Sub-assessment

- Income Y/N = R (Client Refused)
- Income Y/N = DK (Client Doesn't Know)
- Income Y/N is missing but there is information in the Income Sub-assessment
- Income Y/N = DNC (Data Not Collected)

MISSING

If the income information is missing, answer the yes/no question, then click HUD Verification. Select No for all incomplete options, then select any yeses that might be true as of entry.

Add the monthly amount and click save.

INCONGRUENT INFORMATION

Here the income y/n says no income, but the sub-assessment says the client is receiving TANF.

Either change the yes/no if the client was still receiving TANF at the time of the annual assessment, or end the TANF record.

1. How to end the TANF record and add a NO in its place.

a. Click the magnifying glass in order to ensure you know how many open TANF records you have.

b. Sort by Source of income so TANF are all together.
c. You see there is only one that is open, and it needs to be ended so we can add a new TANF record of No

d. Click the edit pencil for the open record.

e. Add the end date and click save.

This tab covers Question 5 of the summary tab; Chronic Homelessness. This tab only shows adults and Heads of Household.

This tab contains the following information:

- Client ID
- Project Type
- Entry Date
- Exit Date
- Institution Data Quality
- Housing Data Quality
- Approximate Date
- Times Homeless
- Months Homeless

INSTITUTION DATA QUALITY

Possible error codes:

1. **Error**
   - Prior Living Situation = Foster care home or foster care group home (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
   - Prior Living Situation = Hospital or other residential non-psychiatric medical facility (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
   - Prior Living Situation = Jail, prison or juvenile detention facility (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
   - Prior Living Situation = Long-term care facility or nursing home (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
   - Prior Living Situation = Psychiatric hospital or other psychiatric facility (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
   - Prior Living Situation = Substance abuse treatment facility or detox center (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.

HOUSING DATA QUALITY

Possible error codes:

1. Error

- o   Prior Living Situation = Residential project or halfway house with no homeless criteria (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.

- Prior Living Situation = Hotel or motel paid for without emergency shelter voucher (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Transitional housing for homeless persons (including homeless youth) (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Host Home (non-crisis) (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Staying or living in a friend's room, apartment or house (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Staying or living in a family member's room, apartment or house (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Rental by client, with GPD TIP housing subsidy (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Rental by client, with VASH housing subsidy (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Permanent housing (other than RRH) for formerly homeless persons (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Rental by client, with RRH or equivalent subsidy (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Rental by client, with HCV voucher (tenant or project based) (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Rental by client in a public housing unit (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Rental by client, no ongoing housing subsidy (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Rental by client, other ongoing housing subsidy (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Staying or living in a family member's room, apartment or house (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Owned by client, with ongoing housing subsidy (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.
- Prior Living Situation = Owned by client, no ongoing housing subsidy (HUD) and Length of Stay in Previous Place is missing, client doesn't know, client refused, or data not collected.

APPROXIMATE DATE

Possible error codes:

1. **Error**
   - o Approximate date homelessness started is missing and should be completed

TIMES HOMELESS

Possible error codes:

1. Error

- o Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today is missing
- o Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today = Data not collected
- o Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today = Client Doesn't Know
- o Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today = Client Refused

MONTHS HOMELESS

Possible error codes:

1. Error

- o Total number of months homeless on the street, in ES or SH in the past three years is missing
- o Total number of months homeless on the street, in ES or SH in the past three years = Data not collected
- o Total number of months homeless on the street, in ES or SH in the past three years = Client Doesn't Know
- o Total number of months homeless on the street, in ES or SH in the past three years = Client Refused

TAB I – DETAIL Q7

This tab is for Low Barrier Shelters and Street Outreach programs. It shows clients that are inactive in Street Outreach and LBS programs so they can be exited as of last contact.

If you are a street outreach or LBS program, you will receive a separate list of clients in order to confirm only clients being actively served have open entries. You can disregard this tab at this time.

STILL HAVE QUESTIONS?

Contact the Helpdesk at hmis@community-partnership.org