2020 FEDERAL REPORTING DATA QUALITY GUIDE
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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.

<table>
<thead>
<tr>
<th>Error Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative Age at Entry</td>
<td></td>
</tr>
<tr>
<td>Age at Entry over 105</td>
<td></td>
</tr>
<tr>
<td>Missing</td>
<td></td>
</tr>
<tr>
<td>Client Doesn't Know/Client Refused</td>
<td></td>
</tr>
<tr>
<td>Data Not Collected</td>
<td></td>
</tr>
<tr>
<td>Child Veteran</td>
<td></td>
</tr>
<tr>
<td>Error</td>
<td></td>
</tr>
<tr>
<td>Overlap of program stays</td>
<td></td>
</tr>
<tr>
<td>Review Due NOW</td>
<td></td>
</tr>
<tr>
<td>Review Not in Range</td>
<td></td>
</tr>
<tr>
<td>Review PAST DUE</td>
<td></td>
</tr>
</tbody>
</table>

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.
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.
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.
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**
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. **Missing/Data Not Collected**
   - SSN Data Quality = Data Not Collected
   - SSN Data Quality is blank
2. **Client Doesn’t Know/Client Refused**
   - SSN Data Quality = Client Doesn’t Know
   - SSN Data Quality = Client Refused
   - This is not something you can fix, as it is the client’s choice on whether they give the information.

3. **Error**
   - Contains a non-numeric character
   - Is not 9 digits long
   - First three digits are “000,” “666,” or in the 900 series
   - The second group/ 5th and 6th digits are “00”
   - The third group/ last four digits are “0000”
   - The SSN is repetitive (e.g. “333333333”)
   - The SSN is sequential (e.g. “123456789” or “456789012”) numbers for all 9 digits
   - 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 or 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
a. You will also need to update your entry with this information so it will populate in the report as of entry.
2. Client Doesn’t Know/Client Refused
   - Date of Birth Data Quality = Client Doesn’t Know
   - Date of Birth Data Quality = Client Refused
   - This is not something you can fix, as it is the client’s choice on whether they give the information.

3. Error
   - 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
   - Primary Race/Ethnicity/Gender = Data Not Collected
   - 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.
2. Client Doesn’t Know/Client Refused
   - Either Primary Race or Secondary Race/Ethnicity/Gender = Client Doesn’t Know
   - Either Primary Race or Secondary Race/Ethnicity/Gender = Client Refused
   - 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**
   - 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.
   - 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:
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
   - Relationship to Head of Household = Data Not Collected
   - Relationship to Head of Household is missing at project start
   - There is no household member in the entry where Relationship to Head of Household = Self
   - 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.
LOCATION

Possible error codes:

1. Error
   - Client Location is missing at project start
   - 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.
Possible error codes:

1. Error
   - Disabling Condition = Data Not Collected
   - Disabling Condition = Client Doesn’t Know
   - Disabling Condition = Client Refused
   - 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**

- **Name:** Fa, Mulan
- **Date of Birth:** 11/03/1983 (Age 30)
- **Social Security:** 854-54-6321

**Service Transactions**

- **Gender:** Female
- **Primary Race:** Asian (HUD)
- **Secondary Race:**
- **U.S. Military Veteran?** Yes (HUD)

**Release of Information**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Permission Start Date</th>
<th>Permission End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No matches</td>
<td></td>
</tr>
</tbody>
</table>

**Entry/Exits**

- **Project Start Date:** 10/01/2018

---

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

**Household Members**

- **(54915) Two Parent Family**
  - (392923) Fa, Mulan [Entry Date: 10/01/2018 12:59 PM]
  - (399968) Fa, Ping [Entry Date: 11/22/2019 12:59 PM]
  - (9) Song Han [Entry Date: 10/01/2018 12:59 PM]

**Edit Project Start Data**

- **Type:** HMIS Training (Program) (1064)
- **Provider:** HUD

**Project Start Date:** 10/01/2018
- 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
- Disabling Condition = No and HIV/AIDS = Yes in the Disabilities (HUD) sub-assessment
- Disabling Condition = No and Developmental Disability = Yes in the Disabilities (HUD) sub-assessment
DESTINATION

Possible error codes:

1. Error
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.
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.
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 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.
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 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
   - 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 = 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 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 = 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**
   - Approximate date homelessness started is missing and should be completed
TIMES HOMELESS

Possible error codes:

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

### Chronic Homelessness Determination

| Does the client have a disabling condition? | [ ] No (HUD) |
| Prior Living Situation | [ ] Staying or living in a family member’s room, apartment or house (HUD) |
| Length of Stay in Previous Place | [ ] One year or longer (HUD) |
| Approximate date homelessness started: | [-] - Select- |
| 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 | [-] - Select- |
| Total number of months homeless on the street, in ES or SH in the past three years | [-] - Select- |

### 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](mailto:hmis@community-partnership.org)