KYHMIS

Data Quality

&

Error Resolution

Purpose: The purpose of this document is to highlight the importance of Data Quality for the Kentucky Homeless Management Information System (KYHMIS), as well as provide HMIS users with instruction on how to correct errors that pertain to the data quality thresholds.

This document will highlight how the user can navigate in and out of a client record to search and identify where the error may be coming from. It is important to note, that where there may be several different types of scenarios and reasons an error may flag, this document will highlight the most common.

If a user is still unable to correct an error after following the guidance provided in this document, then please submit an HCA Help Desk Ticket.

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CLIENT DOESN'T KNOW/CLIENT REFUSED AND DATA NOT COLLECTED

Q: Why is the Client Doesn't Know/ Client Refused or Data Not Collected choice important to avoid?

A: If Data Not Collected is selected, that is an option that tells us and HUD that you are not collecting the data. As a HUD funded project, all data points need to be collected as part of the agency's grant agreement and participation in HMIS. Client Doesn't Know/Client Refused options are there for when a client flat out doesn't know or refuses to answer.

Tip: Attempt to collect as much data as possible upon the client's admission to further prevent data gaps during or upon exit. Other outlets can also assist through pathways such as attaining identifying through the social security or Medicaid office.

Report location of this error: This error can be found in numerous locations throughout the Canned Data Quality Report, APR and CAPER.

12a - Race	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
White	0	0	0	0	0
Black or African American	0	0	0	0	0
Asian	0	0	0	0	0
American Indian or Alaska Native	0	0	0	0	0
Native Hawaiian or Other Pacific Islander	0	0	0	0	0
Multiple races	0	0	0	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data not collected	1	1	0	0	0
Total	**1**	**1**	**0**	**0**	**0**

Correcting this error: You can correct these errors by selecting the blue hyper-link number within the report, this will open up the list of clients who have this error. Search the client's profile/entry-exit tab and find the area where either a question was **not** answered or answered with *"Client doesn't know/Refused"*. These can be anywhere from *Client Demographics* to questions on the *entry-exit assessment*.

PERSONAL IDENTIFYING INFORMATION

(CLIENT PROFILE TAB)

Data included here:
- Name
- SSN
- Date of Birth
- Race
- Ethnicity
- Gender

6a - Data Quality: Personally Identifiable Information					
Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	0	1	0	1	0%
SSN (3.2)	23	46	37	106	4%
Date of Birth (3.3)	0	27	0	27	1%
Race (3.4)	1	28		29	1%
Ethnicity (3.5)	7	31		38	1%
Gender (3.6)	1	8		9	0%
Overall Score				123	5%

These errors can be found within the client's record on the **'Client Profile** tab (see below). Typically, the error is caused due to missing or partially missing information as shown below.

Client Information

| Summary | Client Profile | Households | ROI | Entry / Exit |

Client Record

Name	
Name Data Quality	Full Name Reported
Alias	
Social Security	
SSN Data Quality	Data not collected (HUD)
U.S. Military Veteran?	Data not collected (HUD)
Age	

Client Demographics

Date of Birth	
Date of Birth Type	Data not collected (HUD)
Gender	Data not collected
Primary Race	Data not collected (HUD)
Secondary Race	
Ethnicity	Data not collected (HUD)

These errors can be corrected by keying in the client's data and/or selecting an appropriate value on the drop down menu as shown in the example below, however if not able to collect this information, you may have to provide a brief explanation to justify the error(s).

Client Demographics

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

Client Demographics

Date of Birth	__ / __ / ____
Date of Birth Type	Data not collected (HUD)
	-Select-
Gender	Full DOB Reported (HUD)
Primary Race	Approximate or Partial DOB Reported (HUD)
	Client doesn't know (HUD)
Secondary Race	Client refused (HUD)
Ethnicity	Data not collected (HUD)

Save   Cancel

SOCIAL SECURITY NUMBER

Q: Why should a client openly give their social security number?

A: The primary rationale behind attaining an individual's social security number is to prevent de-duplication of client records which further allows for higher rates of data accuracy. Should a social security number not be provided, it is difficult to determine the client's previous homeless history should they have another admission. This element is also important should they need to apply for resources or additional government benefits. Infants may not have a social security number upon shelter admission; therefore, it is imperative this information be attained prior to exiting the program.

Tip: Instill with the client their information is kept private and confidential.

Report location of this error: This error can be located on the Canned data quality report (Q2), APR (Q6a) and CAPER (Q6a).

Correcting this error:

Examples of SSN data errors/issues:

An incomplete or missing social security number will cause an error to flag, to fix this a full and complete SSN must be keyed, otherwise the error will remain on your report.

Social Security	000-00-6895
SSN Data Quality	Full SSN Reported (HUD)

Social Security Numbers that begins with a 9, are usually the cause of a 'Data Issue'. If you have confirmed a social that starts with a 9, is correct then you may just need to provide a brief note that you confirmed the social is indeed correct. ***Note****: HUD will be updating the data standards to correct this issue in the future.*

DATE OF BIRTH

Q: Why is the date of birth so important to document?

A: The date of birth is an essential element in data collection as it allows states to identify populations according to age brackets to further allow for resources focused on that specific population. Homelessness does not affect just one age group, therefore, in order to best serve the homeless population, capturing the DOB/age is necessary. This also assist with de-duplication of client records.

Tip: If a client does not want to provide their exact date of birth, make attempts to gather information around events occurring during that time to open communication.

Report location of this error: This error can be located on the Canned data quality report (Q2), APR (Q6a) and CAPER (Q6a).

Correcting this error:

Scenario 1: A date of birth that is keyed <u>after</u> the Project Start Date (as shown below) and <u>two conflicting DOB</u>.

In this scenario the initial <u>Project Start Date</u> is 2/19/2020 (keyed by a specific agency/project), however the initial DOB was keyed as 11/26/2020 (future dated), which is the reason for this error. Further, you will also see that there is another DOB that was keyed on 3/2/2020. This entry is a separate entry/exit by the same provider.

To fix this error delete the offending value, by clicking on the trash can next to the value that needs deleted, as shown in the example above. It will need to be re-keyed by the

initial agency/provider while in EDA and backdated for that 2/19/2020. This is because the 2/19 date is the initial entry/exit and if you don't back date, this will still show as an error for that specific project.

Note: *If you see that any PII has been entered incorrectly by another agency or project, please reach out to the* HCA Help Desk *to notify KHC staff, so that corrections can be made at the System Admin level and at the proper point in time for that specific provider. This will not only help your agency, but also the agency that keyed the data initially.*

Scenario 2: DOB showing <u>after</u> the Project Start Date.

The DOB is 'after' the <u>Project Start Date</u> for this client. This typically happens when a new baby or new person is added to the household, and the error occurs because the user did not change the <u>Project Start Date</u> for that new member/baby.

To fix this error, click on the pencil for that client and make sure that there is a check mark next to the client that is joining the program (and that client only).

Change the Entry Date from the day the family entered the program to the date the new family member/baby joined the program. Then click on the "*Save & Continue*" button.

This will only change that new member's date and leave the rest of the household's dates the original entry date.

<u>*Note:*</u> *The example used below is a fake client used to depict a real-life scenario.*

Edit Entry Data - (278) Kardashian, Khloe   ☒

Household Members

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

☐ **(32) Two Parent Family**

- ☐ (112) Kardashian, Kim (Entry Date: 07/01/2013 8:00 AM)
- ☑ (278) Kardashian, Khloe (Entry Date: 07/01/2013 8:00 AM)
- ☐ (116) Kardashian, Kourtney (Entry Date: 08/15/2013 8:00 AM)
- ☐ (114) West, Kanye (Entry Date: 07/01/2013 8:00 AM)
- ☐ (113) West, North (Entry Date: 07/01/2013 8:00 AM)

[Include Additional Household Members]

Edit Entry Data - (278) Kardashian, Khloe

Provider	Family Promise - Bowman Training TH (2223)
Type	HUD
Entry Date *	10 / 15 / 2013 🗓🔄🗓 8 ▾ : 00 ▾ : 00 ▾ AM ▾

[Save & Continue] [Cancel]

RACE

Report location of this error: This error can be located on the Canned data quality report (Q2), APR (Q6a) and CAPER (Q6a),

Correcting this error:

These errors can be corrected by selecting the client's race from the **Primary Race** drop-down menu as shown below, if needed there is a **Secondary Race** drop-down menu option, should the client identify as having a dual race. If not able to collect this information, you may have to provide a brief explanation to justify the error(s), when your reports are due.

ETHNICITY

Tip: Ask a client if they identify with being Hispanic or Latino. Another route could be asking the client if there are specific practices, they would like represented during their shelter stay. An agency should maintain education on cultural competency.

Report location of this error: This error can be located on the Canned data quality report (Q2), APR (Q6a) and CAPER (Q6a).

Correcting this error:

These errors can be corrected by selecting the client's ethnicity from the **Ethnicity** drop-down menu as shown below. If not able to collect this information, you may have to provide a brief explanation to justify the error(s), when your reports are due.

GENDER

Q: Why is the gender question so important?

A: Identification of self-gender is the distinguishable factor a client should be housed upon regarding autonomy. Gender statistics assist agencies with funding for specific underserved and under-identified populations in efforts to provide the appropriate needs surrounding them. As gender awareness increases, the collaboration between clients and agencies assists with breaking previous housing barriers. Staff-observations should be avoided if possible, regarding gender identification, please ask the client how they wish to be identified.

Tip: Ask a client if they associate with a specific gender or what gender they choose to most identify with. Further inform them that the shelter is a no barrier and non-discriminatory facility. If the client is already established in HMIS and has a gender listed but it does not match the current gender the client identifies with, update the record in HMIS.

Report location of this error: This error can be located on the Canned data quality report (Q2), APR (Q6a) and CAPER (Q6a).

Correcting this error:
These errors can be corrected by selecting the client's gender from the **Gender** drop-down menu as shown below. If not able to collect this information, you may have to provide a brief explanation to justify the error(s), when your reports are due.

VETERAN STATUS

Q: Why would a client provide their status as a veteran?

A: Veterans are eligible for additional resources and governmental benefits the normal population would not be entitled to receive. It is also important to recognize their service and how that might have affected their mental state including post traumatic events. There is importance in tracking the presence of mental disabilities and its correlation to military service.

Tip: Ask the client if they have served within any branch of the military as this does not simply apply to the army. There may be special accommodations the client will need during their shelter stay and resources utilized after exit.

Report location of this error: This error can be located on the Canned data quality report (Q3), APR (Q6b) and CAPER (Q6b).

Correcting this error:
These errors can be corrected by selecting the client's U.S. Military Veteran status from the **Veteran** drop-down menu as shown below. If the client is under 18 and is not eligible

to be a veteran, you would select "No". If not able to collect this information, you may have to provide a brief explanation to justify the error(s), when your reports are due.

RELATIONSHIP TO HEAD OF HOUSEHOLD

Q: Why is the Head of Household question so important?

A: The HMIS system will undoubtedly provide an error if a head of household is not identified or if a client is not attached correctly to the household, such as a child.

Tip: Always ensure you have only **one** head of household upon entering the household members. In addition, place importance in determining if all additional clients within the household have been attached to the primary head of household member. You can always view previous project admissions, if any, to research what placement the individual(s) had previously.

Report location of this error: This error can be located on the Canned data quality report (Q3), APR (Q6b) and CAPER (Q6b).

Correcting this error:

Make sure that the client who is flagging as the error is supposed to be the HoH – check the Household tab, and the Relationship to HOH question on the entry/exit assessment. If the client is supposed to be the HOH, make sure both sections reflect the same information. If the client is not supposed to be the HOH, change the relationship to the appropriate response, and ensure there is only one HOH for that household.

Open the Entry/Exit tab and locate the entry/exit that is within your report range

Make sure only one person in the household is listed as Self (Head of Household).

Note: Sometimes there is a conflicting **Value**, as shown below, in which you will see two separate responses for the **same day.** Open the History screen for that entry, by clicking on the colored bar (as shown) to view and determine if there are conflicting values. If so, this can be corrected by deleting whichever is incorrect, by clicking on the trash can next to it.

CHILD AND/OR UNKNOWN AGE HEADS OF HOUSEHOLD

Q: Why should a child not be listed as the head of household for a family?

A: The child should never be listed as the head of household unless the project is under a **Runaway Youth Homeless (RHY)** program. The primary caretaker whom the child

entered the shelter with should be listed as the HOH. A child is anyone under the age of 18 and therefore a minor.

Tip: Always ensure you have the correct head of household or household member type before proceeding to the next step in the HMIS workflow. Also, ensure you have attached a child to the household to ensure they are not in a household alone. This will need to be done on the Household tab, they will also need included on the ROI tab (by making sure they are 'check marked', as well as making sure they show on entry/exit tab, within the assessment.

Report location of this error: This error can be found on the Canned Data Quality, APR and CAPER reports under Q1 (as shown below).

Q1 - Report Validations Table	
Report Validations Table	
1. Total Number of Persons Served	40
2. Number of Adults (age 18 or over)	0
3. Number of Children (under age 18)	40
4. Number of Persons with Unknown Age	0
5. Number of Leavers	34
6. Number of Adult Leavers	0
7. Number of Adult and Head of Household Leavers	33
8. Number of Stayers	6
9. Number of Adult Stayers	0
10. Number of Veterans	0
11. Number of Chronically Homeless Persons	0
12. Number of Youth Under Age 25	39
13. Number of Parenting Youth Under Age 25 with Children	0
14. Number of Adult Heads of Household	0
15. Number of Child and Unknown-Age Heads of Household	39
16. Heads of Households and Adult Stayers in the Project 365 Days or More	0

Correcting this error:

Step 1: Confirm the **Date of Birth** (DOB) is accurate on the Client Profile tab – sometimes, if there is no DOB **or** the DOB has the wrong birth year, the client may appear and flag as a child or a person with no age and who is listed as a HoH. If DOB is correct, move to step 2.

Step 2: Go to the **Entry/Exit** tab, click the pencil on the project start date to open the assessment. Ensure that the child and any other household members are linked on the entry/exit *together*. The child should **not** be the only person listed in this section. If you see the child only, this is the reason the error is flagging.

Below is where this can be located and how you can tell if the child/parent are in the same entry/exit or not.

If you see that a child is showing by themselves, you will need to select the **"include additional household members"** button and ensure that the parent and child are in the

same entry/exit record (by making sure each appropriate household member is 'check-marked'). If this is correct, go to step 3.

Note: _If you notice the child was not added to the household correctly (after viewing Step 2), and you correct this by adding them using the instructions listed above, keep in mind that you may need to go back into the child's entry/exit tab and delete the old record or this error will still show on your reports, because of the duplicate entry._

Step 3: If after you've exhausted the previous steps, and the error is still not resolved, you can go into the entry/exit by selecting the pencil to open it up (see step 2), and look at the **Relationship to Head of Household** question, and make sure the child is not listed as a head of household. (see below for reference).

DISABLING CONDITION

Q: What is a disabling condition and why is it so important to document?

A: It's extremely important to understand if a client you are serving has a disabling condition. It's a priority to engage them in a manner which is accommodating. A client experiencing a disabling condition may not acclimate to homelessness the same as one who does not have this condition. In addition, this question raises awareness for the state as well as on federal level to ensure the CoC properly accounts for funding and services to assist this minority population.

Tip: Upon the entry assessment, attempt to attain an idea if the client has experienced situations or diagnoses which would classify them as having a disabling condition. This is also a HUD verified question, which is discussed later.

Report location of this error: This error can be located on the Canned data quality report (Q3), APR (Q6b) and CAPER (Q6c).

6b - Data Quality: Universal Data Elements		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	0	0%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	2	1%

Correcting this error:

Scenario 1: When 'no' is selected, however the client has a disability listed.

In this scenario, Drug Abuse is selected as 'yes'. The user must review and confirm data and figure out which is the correct response.

If the client does **not** have a disability, then you must end date the Disability Type that is marked 'yes' by clicking on the **pencil** *(while in EDA and Back Date)* for your project and **end dating** for the day *before* client entered your project. (see below)

However, if the client does indeed have a Disability, then simply change the 'no' to a 'yes' (to the question listed as shown below) or vice versa if the scenario were reversed.

DESTINATION

Q: Why is the destination question so important?

A: The destination allows the CoC to identify where a client is headed after leaving the shelter. This information can be utilized in multiple ways as the client may need additional resources to keep them off the street through PSH funding or other resources and opportunities. Clients may transfer to another shelter after their current stay which allows for coordination between state agencies.

Tip: Upon the initial entry assessment, attempt to attain an idea where a client may be headed. Start a conversation with the client to build a rapport, so that a relationship can be built. This will allow the agency to prepare resources upon their exit, as well as assist the CoC in having a higher level of accurate data.

Report location of this error: This error can be located on the Canned data quality report (Q4), APR (Q6a) and CAPER (Q6c).

Correcting this error: These errors can be a little harder to correct. The **Destination** error will occur if a destination was not selected at exit or if an "Other" reason was selected. By selecting any of the following will result in an error:

You want to stay away from any of these selections as much as possible. *However, we recognize that sometimes a Destination is just not attainable.*

To make corrections within the system, select the pencil next to the exit date of the project in question and from here change the destination on the drop-down menu.

Please select the exit from the drop-down menu that represents the most accurate response, (*to the best of your knowledge,*) at time of exit from the project.

INCOME AND SOURCES AT START

Q: Why is the income at the start of a client's entry so important?

A: By entering an initial income upon entry, this allows agencies as well as the CoC to determine the platform the client is currently at prior to services. This offers an idea of the populations served as well as their financial background. If an income is not entered or entered incorrectly, an error will be present on the report.

Tip: Always remember to obtain any source of income including employment, if none, select no income within the entry assessment. Without the proper income information, it can be difficult to truly help the client with resources available. It is also a good way to make monetary goals for the client.

Report location of this error: This error can be located on the Canned data quality report (Q4), APR (Q6c) and CAPER (Q6c).

6c - Data Quality: Income and Housing Data Quality		
Data Element	Error Count	% of Error Rate
Destination (3.12)	0	0%
Income and Sources (4.2) at Start	5	3%
Income and Sources (4.2) at Annual Assessment	0	0%
Income and Sources (4.2) at Exit	1	1%

Correcting this error:

Example of Income and Sources at Start errors: (Note: for these errors you will want to go into the client's initial entry by clicking the pencil next to the **Project Start date.**

SCENARIO 1: The Income and Sources Record screen, which you can access by clicking on the *'magnifying glass'* (as shown below), can be used to find errors, this screen will show data from previous agencies as well.

Complete the following questions for ALL HOUSEHOLD MEMBERS AGE 18 AND OVER:

Income from Any Source? No (HUD) G

	Start Date*	End Date	Source of Income	Monthly Amount
	02/01/2021		Worker's Compensation (HUD)	
	02/01/2021		VA Service Connected Disability Compensation (HUD)	
	02/01/2021		VA Non-Service Connected Disability Pension (HUD)	
	02/01/2021		Unemployment Insurance (HUD)	
	02/01/2021		SSI (HUD)	

Monthly Income — HUD Verification ✅

Add | View Gross Income — Showing 1-5 of 16 — First Previous Next Last

In this scenario the error is from a much older and inactive project, which has an older and 'retired' field of **'No Financial Resources'**. If the visibility allows you to see this, but you cannot delete, then submit an HCA Help Desk Ticket because KHC will need to delete for you.

SCENARIO 2: Client answered no, but there is income listed.

You'll see on the screenshot that **Earned Income** is marked 'yes' these conflicts with the 'no' on the drop-down menu response for the question.

HUD Verification: Monthly Income for 11/23/2020

Per Source of Income, the current records for Monthly Income as of 11/23/2020 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 11/23/2020, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Source of Income	Do you receive ANY income?			
	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)	○	◉	○	○

To fix this error, check your data and see which response is correct. If client does indeed have income, then mark a yes on the drop-down menu (while you are in EDA and back date for your project).

****

If the client **does not** have income, then you will need to **end date** the current income that is showing by clicking on the <u>pencil</u> next to that source of income *(while in EDA and back date)* and add the **end date** (see below) <u>**for the day before**</u> your client enters your project. This should open the record back up so that you can select 'no'.

You would use this same scenario if the client did receive income, but you needed to change the amount, you would end date the old amount (the day before) and then go back in and select 'yes' for the appropriate income source and add your new income amount.

SCENARIO 3: Multiple Incomes for same source, with conflicting information.

If you see below, showing on the colored 'history' bar there have been several yes/no entries for this client. The project start date for this project is 1/13/2021.

In this scenario the errors are coming from the same agency but with two separate projects a RRH project and an ES project.

It is also important to point out, that this client had an Interim update on 1/20/2021, for the RRH project, however an interim was never done for the ES project, which is another reason you see odd dates and why errors are occurring.

If you look at the **Earned Income** shown below, this client had income on 1/24/2018 in the amount of $1,820, which ended on 7/15/2019.

Then new income amount was listed on 7/31/2019 of $1848. So, you will see there is a gap between 7/15 and 7/31 where there is no income listed. To fix this, you would need to either change the end date of the first record from 7/15 to 7/30 OR start the new income on 7/16. However, this is not the only error present. If you look further you will see that there is an open record on 11/05/2020 for income in the amount of $1825, however beginning on 1/13/2021 there is an income record of 'no' income, which is conflicting information. To fix this error, the agency will need to determine when the client stopped receiving income and adjust the dates accordingly.

SCENARIO 4: Income amount is missing.

To fix-click on the pencil next to the source of income and add in the amount.

INCOME AND SOURCES AT ANNUAL ASSESSMENT

Q: Why is the annual assessment so important?

A: The annual assessment allows agencies to visualize a change in income for a client from entry to a one-year anniversary mark. This is vital to depict the support of resources or lack thereof, which have made an impact financially, further allowing the opportunity to identify gaps in the system for income growth. If the annual assessment is not completed within the acceptable time frame (within 30 days **prior** to the Project Entry Date, or within 30 days **after** the Project Entry Date).

Tip: Income should be documented despite the source. Clients may not want to report informal income of cash payments etc., Any increase of income via additional jobs or promotions received should be entered as an interim update in between Annual Assessments. Income growth shows the CoC and HUD that you are working with your clients, and is important for System Performance Measures reporting.

Report location of this error: This error can be located on the Canned data quality report (Q4), APR (Q6c) and CAPER (Q6c).

Correcting this error:

Important Note*: It is important to note, that many of the errors that occur on the Income and Sources at Entry, can also show up on the Annual Assessment and Exit if not addressed. So, refer to the scenarios discussed in the Income and Sources at Entry if you see the same client flagging in any of the sections of the report.*

SCENARIO 1: Annual Assessment is past due or out of range.

This means that either an Annual Assessment was not completed for a client, or if it was completed it was not completed within the appropriate time frame. To avoid this error from flagging, Annual Assessments must be completed within 30 days **before** or 30 days **after** the anniversary date (in the example below the anniversary date is 12/19)

In this example the client's Project Start Date is 12/19/2019

The review date listed is 1/19/2020, which is **31 days** <u>after</u> the anniversary date of 12/19. To avoid getting this error, the Annual Assessment would have needed to be completed prior to the 30-day cut off.

Using this same scenario/example, the following year, the Annual Assessment was completed within the acceptable time frame (as shown above) and would not flag as a <u>past due</u> or <u>out of range</u> error.

SCENARIO 2: A client has no income at Entry, but now has income as of the Annual Assessment date.

In this scenario, the error is flagging because at Entry (3/22/2019) the client did not have any income, however at Annual Assessment the client now has income, and the user changed the 'no' to a 'yes' within the record, instead of end dating the current record and starting a new record.

To fix this error the user needs to go back into the record by clicking on the magnifying glass within the Annual Assessment Interim…

Then clicking on the pencil next to the record you want to fix…

From here, another screen will pop up and you can change the record back to the original 'entry' date by erasing the amount and changing the 'yes' back to the original 'no', then click Save.

After you click save, put an 'end date' for the day **'before'** the Annual Assessment date. (As shown below)

This will close that initial income record and open a new one for you to update. When it is opens back up, you should see the HUD Verification turn red (as shown below). Select the 'yes' for income and enter the amount and click save.

Don't forget to make sure you have answered the Income from any Source question appropriately/ to match the most recent information at Annual Assessment. (see below).

INCOME AND SOURCES AT EXIT

Q: Why is the income at exit component so important?

A: The income at exit truly allows the agency to determine a program accomplishment which is important for their end of grant term reporting. This value also represents the client's ability to make it without additional funding as well as the financial growth throughout their stay in the program.

Tip: Ask the client what employment is lined up for them upon exit or additional opportunities for financial growth. The goal is to have as large of an income increase as possible whether through monetary value or by route of assistance programs.

Report location of this error: This error can be located on the Canned data quality report (Q4), APR (Q6c) and CAPER (Q6c).

Correcting this error:

Important Note*: It is important to note, that many of the errors that occur on the Income and Sources at Entry, can also show up on the Annual Assessment and Exit if not addressed. So, refer to the scenarios discussed in the Income and Sources at Entry if you see the same client flagging in any of these sections of the report.*

It is important for exit income to be updated appropriately when a client is exited. Many times, a user will simply skip over adding an updated income amount to the exit, because the client is no longer on their program.

However, it is important to note, that even though the client is being exited from your project, the data will still show up on system-wide reporting to HUD, such as System Performance Measures reporting, which allows HUD to assess a CoC and determines funding for that CoC.

If not updated, it could also negatively affect other agencies/projects should the client re-enter a homeless situation in the future.

HUD VERIFIED QUESTIONS (CLIENT ENTRY/EXIT TAB)

Data included here:
- Health Insurance
- Disabilities
- Income
- Non-cash benefits

The HUD verification questions are very important pieces of data that allow not only the agency, but the CoC and HUD to analyze the data to determine if there are barriers that might be preventing a client from obtaining. These questions are a good way for the agency understand how the clients are progressing throughout their stay in the project. This will also help the System Performance Measures reporting to HUD.

KYHMIS has a way for the agency to track when a client starts or stops receiving Health Insurance, a Disability, Income or Non-cash benefit, using **Interim Updates** or **Annual Assessments**.

Interim Updates should be conducted when any of the HUD Verified questions listed above have changed, including changes in amounts or types of income. These can be done at any time, as the client progresses in your program. Interim Updates are encouraged for all projects to take advantage of using, so that the CoC has the most up to date information as possible on clients.

Interim Updates as well as Annual Assessments are a good way for not only the agency but the CoC and HUD to gage a client's progress in the project.

HEALTH INSURANCE

Good health is a very important component to assisting a client with attaining and retaining housing. Therefore, connecting an eligible client to Health Insurance whether that be Medicaid or Medicare is very important to their over-all wellbeing.

Tip: If a client presents with no Health Insurance, the agency should assist client in obtaining, and once client is approved the agency should complete an Interim Update to change the "no' to a 'yes' and following the proper workflow adding that new source of Health Insurance to the client's record.

Report location of this error: This error can be located on the APR (Q21) and CAPER (Q21).

Correcting this error:

To correct this error there would be two places to see it; either of the sections **Client doesn't know/Client refused,** or **Data not collected**. Any of these selections will bring an error. As in other selections you want to stay away from these responses. You would need to go into the client's entry assessment to correct these.

In this example Data not collected was selected by using the HUD Verification:

To correct this error, you will want to click on the magnifying glass and delete the Data Not Collected responses, and re-enter using the HUD Verification function (make sure you are in back date mode when you make these corrections).

DISABILITIES

Tip: If a client self-reports not having a disability but then later get connected to a provider and provides the client with a disabling condition, the agency should complete an Interim Update to change the "no' to a 'yes' and following the proper workflow adding that new Disabling Condition to the client's record.

The Disabilities includes a HUD verification as well, and you can refer to the Disabling Condition error on **page 19** for more detailed information on the importance of, and how to identify errors.

INCOME

The Income section also includes a HUD verification and you can refer to the Income and Sources at Entry, Annual Assessment and Exit sections **beginning on page 23** for the importance and identification of errors.

Obtaining or increasing a client's income is an important part of successful housing stability.

NON-CASH BENEFITS

Non-cash benefits includes a HUD verified question and is important for the CoC to determine what type of non-financial support and resources are being attained, and also allows the agency a means to identify which benefits clients are not receiving but may be entitled to, such as SNAP (food stamps) and WIC.

Tip: If a client presents with no non-cash benefits, the agency should assist client in obtaining the benefits that they qualify for. Once client(s) are approved the agency should complete an Interim Update to change the "no' to a 'yes' and following the proper workflow adding that new source of Non-cash Benefits to the client's record.

Report location of this error: CoC APR- Q20b

20b - Number of Non-Cash Benefit Sources	Benefit at Start	Benefit at Latest Annual Assessment for Stayers	Benefit at Exit for Leavers
No Sources	1	0	1
1 + Source(s)	0	0	0
Client Doesn't Know/Client Refused	0	0	0
Data Not Collected/Not stayed long enough for Annual Assessment	1	0	1
Total	2	0	2

Correcting this error:
Click on the blue hyperlink as shown and a client list will appear to identify the client with the error. From here, go into the client's profile and scroll down to the non-cash benefits HUD Verified question and if 'Data Not Collected' was not selected, then you will need to click on the magnifying glass and delete the Data Not Collected responses, and re-enter using the HUD Verification function (make sure you are in back date mode when you make these corrections).