

Accessing the Data Completeness Report Card (DQR)

1

Mode:

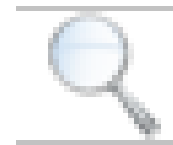
- Shadow
- Enter Data As
- Back Date
- Connect To ART

2

ART Browser

- ▶ Inbox
- ▶ Favorites
- ▶ Available Reports and Templates
- ▶ Bowman Systems Resources
- ▶ Public Folder ←
- ▶ ART Gallery Reports and Resources
- ▼ ART Recommended Reports ←
 - ▶ 00 - AHAR
 - ▼ 01 - Data Quality ←
 - 0252 - Data Completeness Report Card (EE) - v15
 - 0252 - Data Completeness Report Card (EE) - v15 With NAMES
 - 0252-b - Report Card(Universal Data Only) - v15
 - 0252a - CoC Report Card (EE) - v15
 - 0270 - SSOM Data Quality Report
 - Annual Assessment Due Report - Full Version
 - Basic EE Report
 - Chronic Homeless DQR
 - Comprehensive HMIS Data Quality Report - 2014 DS

3



- 0252– All Inclusive
- 0252a– Without Outreach
- 0252b– Outreach Only

ART Item Details

0252a - CoC Report Card (EE) - v15

Name	0252a - CoC Report Card (EE) - v15
Description	Do you want to see your systems overall data completeness of your individual providers? This report is a data
Creation Date	2016-03-15 12:31
Update Date	2016-05-05 16:15
Type	Webi
Owner	cta_live:jcedon

Either Click “View Report” or “Schedule Report”

NOTE: The rest of this document will be based on scheduling the report.

ART Report

Prompts

Fill out each of the prompts below *

EDA Provider

Enter Start Date:

Enter End Date PLUS 1 Day:

Enter COC Code:

Select Provider(s):

EDA Provider

-Default Provider-

Select

Next

1. Leave EDA Provider as is
2. Enter the start date of the time period you are currently working with. (This is usually October 1st to present.)
3. Enter today's date + 1
4. Confirm it is set to CoC Code CA-506
5. Select the providers (You can run this on program, agency and CoC level.)
6. Confirm if you would like to include services on Report Card. (Most likely not.)
7. Click “Next”

Schedule Report

Schedule

Name * 0252a - CoC Report Card (EE) - v15

Report Format * Excel

Destination * User Inbox

Users Inbox * Roxanne Wilson (3951)

Interval * Once

Start Date * 06 / 09 / 2016 10 : 10 AM

End Date * 06 / 09 / 2016 10 : 10 AM

1. Name- You can leave it as is or change it
2. Report Format- Choose either .pdf or Excel
3. Interval- Choose how many times you would like the report to run (Once, Daily, Weekly, Monthly)
4. Start Date- The date you want the report to start running
5. End Date- The date you want the report to stop running

* If you only want to run the report once, leave the start and end date as is.

ART Browser

Inbox

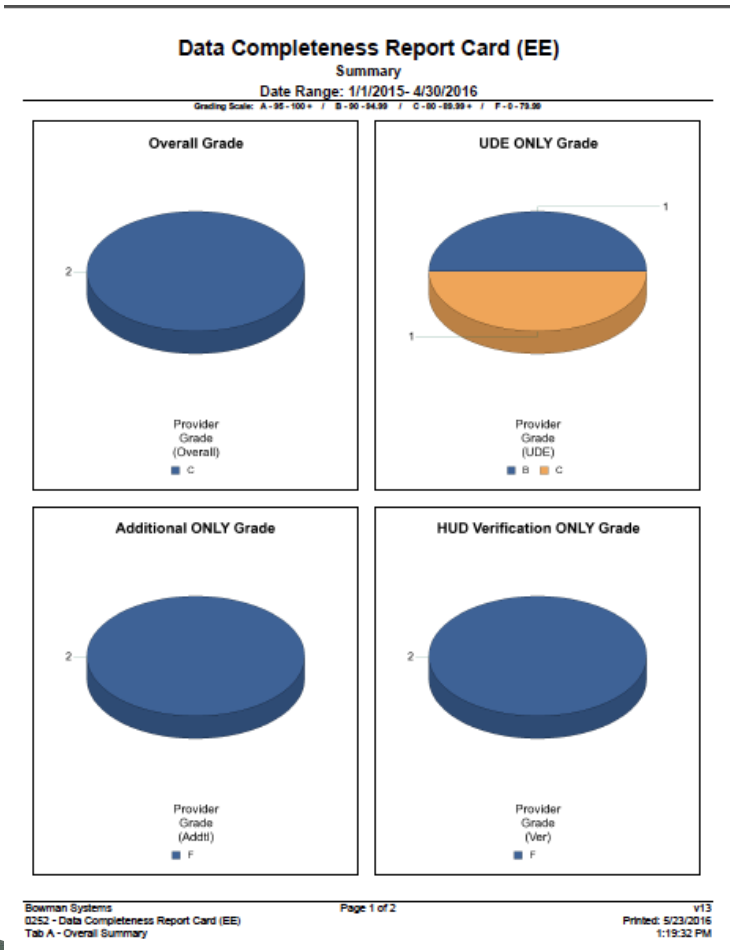
0252 - CoC Report Card- WITHOUT OUTREACH : 45188226	2016-06-08 05:00
0252 - CoC Report Card- WITHOUT OUTREACH : 45149766	2016-06-07 05:09
0252 - CoC Report Card- WITHOUT OUTREACH : 45109239	2016-06-06 05:09
0252 - CoC Report Card- WITHOUT OUTREACH : 45097685	2016-06-05 04:59
0252 - CoC Report Card- WITHOUT OUTREACH : 45093121	2016-06-04 05:00
0252 - CoC Report Card- WITHOUT OUTREACH : 45063146	2016-06-03 05:09

After you click "Send" the report will appear in your inbox when ready.

Reading the DQR

The Tab A- Summary contains four charts that contain summary information for all Providers included in the report (the Grading Scale is displayed at the top of the page):

- **Overall Grade** – this chart shows the overall Data Completeness scores for all providers in the data set
- **UDE ONLY Grade** – this chart shows the UDE (Universal Data Elements) ONLY scores for all the providers in the data set
- **Additional ONLY** – this chart shows the Additional Information ONLY scores for all providers in the data set
- **HUD Verification ONLY Grade** – this chart shows the HUD Verification ONLY scores for all providers in the data set



Report Card Summary Table
(Grouped by OVERALL Grade / Ordered by OVERALL Percentage)

Provider	UDE ONLY		Additional ONLY		Verification ONLY		OVERALL	
	%	Grade	%	Grade	%	Grade	%	Grade
MOSBE CHS - RHY - BCP ES(3417)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE CHS - RHY - BCP - HP(3418)	100.00%	A	100.00%	A	95.78%	A	99.15%	A
MOSBE CHS - Safe Passage(2816)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE CHS - Safe Place Warming Shelter(3466)	100.00%	A	98.44%	A	94.70%	B	98.87%	A
MOSBE Housing Authority - S + C Vouchers(2858)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE HRC - SSVF- P1- CCCIL HP(3388)	100.00%	A	100.00%	A	98.99%	A	99.80%	A
MOSBE HRC - SSVF- P1 - HRC HP(3384)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE HRC - SSVF- P1 - HRC RRH(3385)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE HRC - SSVF- P2 HRC - HP - Monterey/San Benito C	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE HRC - SSVF- P2 - HRC RRH(3381)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE HRC - SSVF- P2 HRC - RRH- Monterey/San Benito C	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE Interim - Sandy Shores(2813)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE Interim - Shelter Cove(2118)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE Interim - Sunflower Gardens - THU(2853)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE SOP - Transitional Housing - Lexington Court(2136)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE SOP - Transitional Housing - Men In Transition(2107)	100.00%	A	100.00%	A	100.00%	A	100.00%	A
MOSBE HRC - SSVF- P1- CCCIL RRH(3383)	99.95%	A	99.79%	A	100.00%	A	99.93%	A
MOSBE CSUMB - Chinatown Project(3441)	99.73%	A	97.73%	A	98.95%	A	99.28%	A
MOSBE SOP - Winter Warming Shelter(3360)	99.41%	A	99.61%	A	97.88%	A	99.17%	A
MOSBE HRC - SSVF- P1 - YTC HP(3386)	99.40%	A	100.00%	A	100.00%	A	99.62%	A
MOSBE HRC - Security Deposit Guarantees(2120)	99.22%	A	100.00%	A	100.00%	A	99.51%	A
MOSBE HRC - SSVF- P1 - YTC RRH(3387)	99.15%	A	100.00%	A	100.00%	A	99.44%	A
MOSBE SOP - MLP - Emergency Men's Program(2112)	98.94%	A	100.00%	A	99.24%	A	99.17%	A
MOSBE SOP - Transitional Housing - Wittenmyer (Homeward E	98.73%	A	97.89%	A	98.60%	A	98.60%	A
MOSBE Veterans Transition Center - GPD Housing(2862)	97.68%	A	98.80%	A	99.00%	A	98.12%	A
MOSBE Interim - Sunflower Gardens - PSH(2855)	96.96%	A	100.00%	A	98.31%	A	97.72%	A
MOSBE The Salvation Army - Fredericksen House(2135)	96.77%	A	100.00%	A	99.09%	A	97.67%	A
MOSBE San Benito County - Helping Hands(3024)	96.69%	A	100.00%	A	100.00%	A	97.86%	A
MOSBE Franciscan Workers - Drop-in Advocacy(2861)	96.67%	A	100.00%	A	100.00%	A	97.86%	A
MOSBE The Salvation Army - Casa de las Palmas(2088)	96.62%	A	100.00%	A	100.00%	A	97.75%	A
MOSBE The Salvation Army - Phase II(3103)	96.62%	A	100.00%	A	96.70%	A	97.12%	A
MOSBE SOP - Natividad Shelter(2101)	96.58%	A	99.18%	A	95.43%	A	96.72%	A
MOSBE - Homeless Winter Shelter for Families(2889)	95.73%	A	100.00%	A	100.00%	A	97.17%	A
MOSBE Interim - MCHOME S+C(2864)	95.69%	A	100.00%	A	100.00%	A	97.21%	A
MOSBE Interim - MCHOP(3020)	95.00%	A	100.00%	A	97.62%	A	96.33%	A
MOSBE Franciscan Workers - Women Alive! Shelter(2840)	94.52%	B	97.31%	A	95.40%	A	95.13%	A
MOSBE San Benito County - Homeless Warming Shelter(3444)	94.07%	B	100.00%	A	100.00%	A	96.08%	A
MOSBE Franciscan Workers - House of Peace(3207)	92.91%	B	100.00%	A	99.11%	A	95.22%	A

Tab A- Summary also includes the Overall Grade of all Providers selected for the report

HUD requires all HMIS participating agencies to have a data quality score of 95% for all non-outreach programs and 85% for outreach programs

GRADE BASED ON COUNT FOR EACH ELEMENT:	HUD UDE ONLY	Additional ONLY	HUD Verification ONLY	OVERALL
	B	A	A	A
	94.37%	97.45%	96.12%	95.19%

Data Element	Required for	Number of Applicable Entry Exits	Number of Non-Null Values	Percentage Complete
HUD Universal Data Elements:				
Name	All	8459	8452	99.92%
Social Security Number	All	8459	8312	98.26%
Date of Birth	All	8459	8417	99.50%
Race	All	8459	8392	99.21%
Ethnicity	All	8459	8413	99.46%
Gender	All	8459	8430	99.66%
Veteran Status	Adults	7826	7693	98.30%
Disabling Condition (Y/N)	Adults	7826	7691	98.27%
Residence Prior to Project Entry	Adults/HoH	7891	7752	98.24%
Length of Stay in Previous Place	Adults/HoH	7891	7747	98.18%
Destination (Exit)	Adults/HoH at Exit	6552	6502	99.24%
Relationship to Head of Household	All	8459	8246	97.48%
Client Location	HoH ONLY	7036	7036	100.00%
Client Entering From Streets, ES, or SH	Adults/HoH	7891	7088	89.82%
Approximate Date Started (if Yes for above)	Adults/HoH & Entering=Y	5568	3838	68.93%
Number of Times on Streets/ES/SH in Past 3 Years	Adults/HoH	7891	6493	82.28%
Total Number of Months Homeless in Past 3 Years	Adults/HoH & 1+ Times	5970	3651	61.16%

Additional Data Elements:				
Domestic Violence	Adults/HoH	7891	7756	98.29%
Services Not Included	NA	NA	NA	NA
Income Received (Y/N)	Adults/HoH	7891	7759	98.33%
Non-Cash Benefit Received (Y/N)	Adults/HoH	7891	7754	98.26%
Covered by Health Insurance (Y/N)	All	8459	8043	95.08%

HUD Verification: (Elements measure completeness at entry ONLY)				
Disability Type	All	8459	8083	95.56%
Income Source	Adults/HoH	7891	7589	96.17%
Income Amount (for all valid sources)	Adults/HoH Recv Inc = Y	3823	3763	98.43%
Non-Cash Source	Adults/HoH	7891	7591	96.20%
Health Insurance Type	All	8459	8080	95.52%

Tab B– Overall Report Card & Tab C– Provider Report Card

- **Required for** – this column has the types of client for which the data element is applicable
- **Number of Applicable Entry Exits** – this column provides the count of entry exits for each specified data element
- **Number of Non-Null Values** – this column provides the count of non-null values. Both “–select–” and “Data Not Collected” are considered null values
- **Percentage Complete** – this column provides the percentage complete for each data element based on the number of applicable Entry/Exits.

Tab D– Client Detail: This table displays a row for each Client served during the reporting period. This information pulls from the ENTRY RECORD (the point of entry into the project), so you correct your records on the Entry/Exit tab.

Entry Exit Information			HUD Universal Data Elements														Additional Data Elements					HUD Verification							
Client ID	Entry Date	Exit Date	Name	SSN	DOB	Race	Eth	Gen	Vet	YN Disab	Res Prior	LOS Prior	Dest Exit	HoH	Loc	Client Enter	Apprx Date	Num Times	Total Mths	DV	SYS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=8
111111	5/9/2016	496334	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Ok	Ok	-	Ok	N/A	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok
111112	10/6/2015	480088	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Ok	Ok	Null	Ok	N/A	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok
111113	11/1/2016	485835	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Null	Ok	Ok	Ok	N/A	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok
111114	4/1/2016	494522	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Ok	Ok	Ok	Ok	N/A	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok
111115	3/27/2016	494247	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	N/A	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok

A row will display for each Entry/Exit record for clients served during the designated reporting period. *Keep in my mind, that if a client has duplicate entries during the reporting period, then a row for each entry will display.*

If there is a recorded value in the client’s entry record for each data element, an green **|Ok|** will display.

If there is no recorded value in the client’s entry record for each data element, a red **| Null |** will display.

If the data element does not apply to a client (e.g. Veteran Status for a minor child), then a small dash will display. | - |

Key to columns on Client Detail

Client ID	Client ID # in HMIS
Entry Date	Client's Project Entry Date
Exit Date	Client's Project Exit Date
Name	Name Field Completed
SSN	SSN Completed
DOB	Client Date of Birth
Race	Client's Race (Primary)
Eth	Client's Ethnicity
Gen	Client's Gender
Vet	Veteran Status
YN Disab	"Does client have a disabling condition?" Y/N
Res Prior	Residence prior to project entry
LOS Prior	Length of stay in previous place
Dest Exit	Destination at project exit
HoH	Relationship to head of household
Loc	Client location- SHOULD ALWAYS BE CA-506
Client Enter	"Client entering from the street, ES or SH" Y/N
Apprx Date	If yes for "Client entering from the street, ES or SH", approximate date started: [Date Field]
Num Times	"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"
Total Mths	"Total number of months homeless on the street, in ES or SH in the past three years"
DV	"Domestic violence victim/survivor" Y/N
SVS	Is there at least one service from this provider during the reporting period?
YN Inc	"Income from Any Source" Y/N
YN NC	"Non-cash benefit from any source" Y/N
YN Ins	"Covered by Health Insurance" Y/N
Disab OK=8	Are all 8 Disability types verified?
Inc OK=15	Are all 15 Income types verified?
Inc Amt	Is Monthly Income amount recorded?
NC OK= 8	Are all 8 Non-cash benefit types verified?
Ins OK=8	Are all 8 Insurance types verified?

Cleaning up NULLS Using the DQR

Entry Exit Information			HUD Universal Data Elements																	Ad	
Client ID	Entry Date	Exit Date	Name	SSN	DOB	Race	Eth	Gen	Vet	YN Disab	Res Prior	LOS Prior	Dest Exit	HoH	Loc	Client Enter	Apprx Date	Num Times	Total Mths	DV	
111111	5/9/2016	4/9/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Ok	Ok	-	Ok
111112	10/6/2015	4/8/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Ok	Ok	Null	Ok
111113	1/1/2016	4/8/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Null	Ok	Ok	Ok
	4/1/2016	4/9/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Ok	Ok	Ok	Ok
	3/27/2016	4/9/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok
	10/31/2015	4/8/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Null	Ok	Null	Ok
	3/23/2016	4/9/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Null	Ok	Null	Ok
	5/16/2016	4/9/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Ok	Ok	Ok	Ok
111119	10/4/2015	4/7/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Null	Ok	-	Ok
111120	2/16/2016	4/8/2016	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	Null	Null	-	Ok

Look for clients with red null values or numbers present

ClientPoint > Client Profile Type here for Glo

Last Viewed Favorites

- Home
- ClientPoint
- ResourcePoint
- ShelterPoint
- ActivityPoint
- SkanPoint
- Reports
- Admin
- Logout

Client - (69212) Test5, Monty

(69212) Test5, Monty
Release of Information: None

Client Information Service Transactions

Summary Client Profile Households ROI Entry / Exit Case Managers

Added to the system 04/27/2016 06:08 PM

Name Test5, Monty Gender Male
Date of Birth 11/17/1953 (Age 62) Primary Race
Social Security 777-77-7777 Secondary Race
U.S. Military Veteran?

Release of Information

Provider	Permission	Start Date	End Date
Add ROI	No matches.		

WV- Monitoring- Training HUD
Level 3- BoS ESG/CoC
Add Entry / Exit

Households Measurements

After logging into HMIS, click Enter Data As for the Provider we want to clean-up. Then go into ClientPoint and search for the Client whose record you are fixing.

ClientPoint > Client Profile

- Last Viewed
- Favorites
- Home
- ClientPoint
- CallPoint
- ResourcePoint
- ShelterPoint
- Reports
- Admin
- Logout

Client - (279395) Test, Test


(279395) Test, Test
Release of Information: None

Client Information

Summary Client Profile

Client Record

Name	Test, Test
Name Data Quality	Full Name Reported
Alias	

Nulls in Name, SSN, DOB, Race, Eth, Gen and Vet can be fixed by clicking the  on the Client Profile tab.

Client Information

Service Transactions

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

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

Entry / Exit

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
MOSBE The Salvation Army - Good Samaritan Center (2086)	HUD	06/11/2015	10/12/2015			

Remaining columns with nulls or numbers will be fixed in the Entry. Find the Client's Entry record for your project. Then, click on the Edit pencil by the Client's Entry Date.

Edit Entry Data - (69212) Test5, Monty

Household Members

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

- (26174) Male Single Parent
- (69212) Test5, Monty (Entry Date: 04/27/2014 12:00 AM)
- (69213) Test5, Monty2 (Entry Date: 04/27/2014 12:00 AM)
- (69214) Test5, Monty3 (Entry Date: 04/27/2014 12:00 AM)

Include Additional Household Members

Edit Entry Data - (69212) Test5, Monty

Provider: WV- Monitoring- Training Level 3- BoS ESG/CoC (1445)

Type: HUD

12 : 00 : 00 AM


Save & Continue

Click "Save & Continue" on the "Edit Entry Data" screen.

Using the **KEY TO COLUMNS IN CLIENT DETAIL** locate the error on the client entry and make necessary corrections.

Remember:

- ❑ If you select “Yes” for “Client entering from the streets, ES or SH” you **MUST** enter an approximate date this living pattern started. *If you select “No” you may skip the following question.*

- ❑ There are four sections where HUD requires you to verify a set number of elements in a sub-assessment. If you failed to collect the correct amount of data, you will get a number as the error, indicating how many you collected vs. how many you need. Once fully verified, the red triangle will turn to a green 
 - ✓ Disability=8
 - ✓ Income=15
 - ✓ Non-cash Benefits=8
 - ✓ Insurance=8

- ❑ Bowman updates their database in the middle of the night, so you will not see the corrections reflected on your DQR until tomorrow.

Other Common Errors

There are other entry errors that can adversely affect your project's data quality. You can use your DCRC to address these issues as well.

Some of these include:

- ▶ **Entries into wrong provider**– Failure to click “Enter Data As” will cause clients to land in the wrong provider and will affect your reports.
- ▶ **Wrong Entry Type**– The only acceptable entry types are : RHY, PATH, VA or HUD. If you are not funded by RHY, PATH or VA, use HUD.
- ▶ **Duplicate Entries**
- ▶ **No Exit Dates**– As data standards change each year, it is imperative that inactive clients be Exited from program within 6 months of last known activity.

Entries into Wrong Provider

On the Client Detail, if you see clients who are not in the correct program they will need to be updated. You can do this at the top of the Entry/Exit Data screen.

Wrong Entry Type

If you have used the incorrect entry type, you will need to update the Client's entry record to the correct entry type. You can do this at the top of the Entry/Exit Data screen.

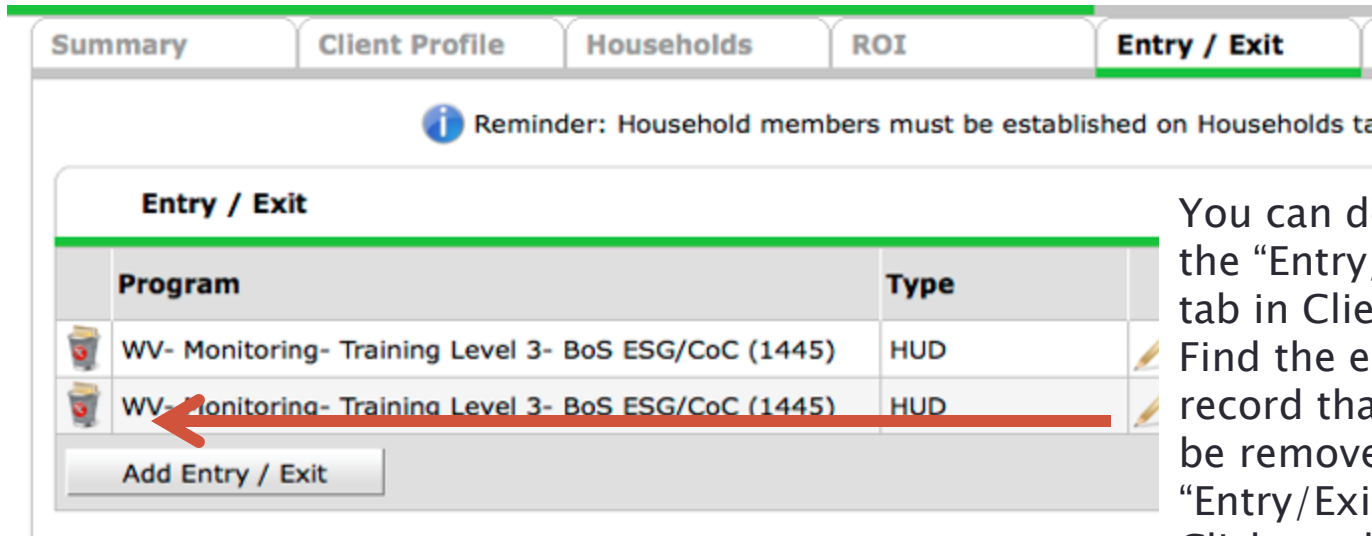
The screenshot shows the 'Entry/Exit Data' interface. At the top, there is a note: 'Note: If you change the provider selected it may cause the Assessments to adjust for the new Provider's Entry/Exit Assessment defaults. Any information saved to the previous Assessment will still be attached to that Assessment record for the Client.' Below the note are two dropdown menus: 'Provider*' and 'Type*'. The 'Provider*' dropdown is currently set to 'WV- Monitoring- BoS Training Level 2 (1444)'. The 'Type*' dropdown is set to 'HUD'. To the right of these dropdowns are buttons for 'Search', 'My Provider', and 'Clear'. Below the dropdowns is an 'Update' button. A red arrow points from the text 'You can do this at the top of the Entry/Exit Data screen.' to the 'Provider*' dropdown. Another red arrow points from the text 'you will need to update the Client's entry record to the correct entry type. You can do this at the top of the Entry/Exit Data screen.' to the 'Type*' dropdown. Below the dropdowns is a section titled 'Household Members Associated with this Entry / Exit'. It contains a table with the following data:

Name	Head of Household	Entry Date	Exit Date	Interims	Follow Ups	Reason for Leaving	Destination Notes
(69199) Test1 Monty		04/27/2016					

Below the table is a button 'Include Additional Household Members' and the text 'Showing 1-1 of 1'. Below this is an 'Entry Assessment' section. It has two sub-sections: 'Household Members' and 'Household Data Sharing'. The 'Household Members' sub-section shows a list of household members with a checkbox next to '(69199) Test1, Monty'. The 'Household Data Sharing' sub-section shows 'Client: (69199) Test1, Monty' and an 'Add Household Data' button. Below these is an 'Entry Assessment' sub-section with the text 'No HUD Entry Assessment has been specified for this Provider'.

Duplicate Entries

On the Client Detail, if you see multiple rows for the same Client, with entry and/or exit dates that cover the same time period, then this Client has duplicate entry records in the system. While a Client can be enrolled in multiple projects at the same time, a Client should not have multiple entries in the same project with overlapping entry/exit dates. Duplicate entry records can lead to inaccurate reporting, and must be removed or updated.



The screenshot shows the 'Entry / Exit' tab in ClientPoint. At the top, there are tabs for 'Summary', 'Client Profile', 'Households', 'ROI', and 'Entry / Exit'. Below the tabs is a reminder: 'Reminder: Household members must be established on Households tab'. The main area displays a table with the following data:

Entry / Exit	
Program	Type
WV- Monitoring- Training Level 3- BoS ESG/CoC (1445)	HUD
WV- Monitoring- Training Level 3- BoS ESG/CoC (1445)	HUD

Below the table is an 'Add Entry / Exit' button. A red arrow points to the second row of the table, which is highlighted in red, indicating it is the duplicate entry to be removed.

You can do this on the “Entry/Exit” tab in ClientPoint. Find the entry record that needs to be removed in the “Entry/Exit” list. Click on the trash can icon next to the Entry/Exit you wish to delete.