

HMIS Data Quality Training - Critical Dates and Overlapping Enrollments

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UNITED WAY

Q&A



To better organize questions the HMIS Help Desk receives during the training, our Team recommends that you submit your questions through the Q&A option.

We request that you keep your questions general and related to the topics discussed in the training.

Agency specific questions is best supported through a HMIS Help Desk ticket submission, so our Team is able to further investigate and provide assistance for your request.

Agenda

1. Collecting Universal Data Elements
2. HMIS Data Elements 3.10 - Project Start
3. HMIS Data Elements 3.11 - Project Exit
4. HMIS Data Elements 3.20 - Housing Move-In Date (HMID)
5. Overlapping Enrollments and Corrections
6. Reports and Resources

Collecting Data Elements: Data Collection Terms

Data Collection Instruction	
Header	Instructions
Data Collected About	All Clients
Funder: Component - Program	All Programs - All Components
Project Type Applicability	All HMIS Project Types
Collection Point	Project Start

Who

Data Collected About: Client Universe - who is the group of clients the data about?

EX: All clients, Head of Household, Veterans etc.

What

Funder: Component - Program: what funder program is requiring the data to be collected?

EX: All Programs - All Components, HUD: CoC, HUD: ESG.

Which

Project Type Applicability: which HMIS project type(s) are required to collect and report the data element.

EX: All HMIS Project Types, Emergency Shelter – Night-by-Night, Street Outreach etc.

When

Collection Point: when should be collected?

EX: Record Creation, Enrollment Screen, Exit Screen, Occurrence Point.

Collecting Universal Data Elements

Universal Data Elements are

- required for **all** projects about **all** clients participating in HMIS, regardless of funding source.
- help produce unduplicated estimates of the number of people experiencing homelessness and accessing services.
- provide context about the basic demographic characteristics of people experiencing homelessness.

Universal Identifier Elements (One and Only One per Client Record)	Universal Project Stay Elements (One or More Value(s) Per Client, One Value Per Project Stay)
3.01 Name	3.08 Disabling Condition
3.02 Social Security Number	★ 3.10 Project Start Date
3.03 Date of Birth	★ 3.11 Project Exit Date
3.04 Race and Ethnicity	3.12 Destination
3.06 Gender	3.15 Relationship to Head of Household
3.07 Veteran Status	3.16 Enrollment CoC
	★ 3.20 Housing Move-In Date
	3.917 Prior Living Situation

Universal data elements are found on the client profile, project enrollment and exit screens.

HUD Data Element: 3.10 Project Start



Graphic by: <https://storyset.com/online>

3.10 Project Start Data Collection

Definition: The Project Start Date should be the start of each client's period of participation with a project.

Who

Data Collected About: All clients

What

Funder: Component - Program: All Programs - All Components

Which

Project Type Applicability: All HMIS Project Types

When

Collection Point: Enrollment Screen





Notes:

- One 'Project Start Date' for every enrollment.
- Correct data entry errors as soon as they are noticed.
- This indicates a client is now being assisted by the project as defined by the project type. If a new client is added to the household after the original household members' start dates, the new client's start date should reflect the actual day that the client started the project.

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3.10 Project Start

Project Type	When to collect the Data
 Street Outreach	Date of first contact with the client.
 Emergency Shelter	Entry Exit: The night the client first stayed in the shelter. Night by Night: After recording a 'Project Start Date' clients are allowed to re-enter as necessary without "exiting" and "restarting" for each stay for a specified period.
Safe Haven & Transitional Housing	Date the client moves into the residential project (i.e., first night in residence).
 Permanent Housing, including Rapid Re-Housing	Date the client was admitted into the project. To be admitted indicates the following factors have been met: <ol style="list-style-type: none"> 1. They meet the criteria for admission 2. The client has indicated they want to be housed in this project 3. The client is able to access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, or scattered-site subsidy) or expects to have one in a reasonably short amount of time.
 Other Service Projects (including Services Only, Day Shelter, Homelessness Prevention, Coordinated Entry)	The date the client first began working with the project and generally received the first provision of service.

3.10 Project Start



Data Quality Check

Default Enrollment Date is the **Current Date.**




Make sure to update to the correct date.

PROFILE HISTORY **PROGRAMS** ASSESSMENTS FILES SERVICES CONTACT LOCATION


PROGRAM: COC FUNDED PERMANENT SUPPORTIVE HOUSING TRAINING PROJECT

Enrollment **History** Assessments Goals Notes Files Forms


Enroll Program for client Pete Dane


Project Start Date 06/22/2026 


COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date 

PRIOR LIVING SITUATION

Type of Residence Place not meant for habitation (e.g., a vehicle, an abandoned building, bu 

Length of Stay in Prior Living Situation Two to six nights 

Approximate date this episode of homelessness started 06/01/2024 

HUD Data Element: 3.11 Project Exit



Graphic by: <https://storyset.com/online>

3.11 Project Exit Data Collection

Who

Data Collected About: All clients

What

Funder: Component - Program: All Programs - All Components

Which

Project Type Applicability: All HMIS Project Types

When

Collection Point: Exit Screen






Notes:

- Each client's project exit must have one 'Project Exit Date'.
- Errors in entering the date should be corrected as soon as they are noticed.
- If a member of a household leaves the project before the rest of the household, the leaver's exit date should reflect the actual day that the client left the project.

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3.10 Project Exit

Project Type	When to collect the Data
 Street Outreach	<p>..... ➤ Date of last contact with the client.</p>
 Emergency Shelter	<p>..... ➤ Entry Exit: The last day of a continuous stay in the project before the client transfers to another residential project or otherwise stops residing in the project. Night-by-Night: For Night-by-Night emergency shelters, the exit date should be the day after the last recorded bed night.</p>
 Safe Haven & Transitional Housing	<p>..... ➤ Date the client moves out of the residential project (i.e., last night in residence).</p>
 Permanent Housing, including Rapid Re-Housing	<p>..... ➤ The last day the client lived in the unit or received rental assistance.</p> <ol style="list-style-type: none"> 1. If the client is moving directly into a new apartment through the same project, and there are no days without housing, do not record an exit. 2. Clients in RRH projects are to be exited after the last RRH service is provided. If eligible RRH case management services are provided past the final date of receiving rental assistance, for example, the client must not be exited until those services end.
 Other Service Projects (including Services Only, Day Shelter, Homelessness Prevention, Coordinated Entry)	<p>..... ➤ The last day a contact was made, or a service was provided.</p>

3.10 Project Exit



Data Quality Check

Default Exit Date is the Current Date.




Make sure to update to the correct date.

PROFILE HISTORY **PROGRAMS** ASSESSMENTS FILES SERVICES CONTACT LOCATION

PROGRAM: COC FUNDED PERMANENT SUPPORTIVE HOUSING TRAINING PROJECT

Enrollment History Assessments Notes Files X Exit

End Program for client Pete Dane

Project Exit Date 06/22/2026 

Destination Select

DISABLING CONDITIONS AND BARRIERS

Physical Disability	No	▼
Developmental Disability	No	▼
Chronic Health Condition	No	▼
HIV - AIDS	No	▼
Mental Health Disorder	No	▼

HUD Data Element: 3.20 Housing Move-In Date



Graphic by: <https://storyset.com/online>

3.20 Housing Move-In Date

Definition: The date a client or household moves into a permanent living situation. “Move-in” means:

- a lease arrangement has been made,
- the client has a key or entry ability to the unit
- the client has physically slept in the unit.

Notes:

- This date may or may not align with the lease date. If communities need to collect lease dates for local reasons, they should use a custom data element.

Who

Client Universe: Head of Household

What

Funder: Component - Program: All Programs – All Permanent Housing Components PFS – All component types

Which

Project Type Applicability:

- PH - Permanent Supportive Housing
- PH - Housing Only
- PH - Housing with Services (no disability required for entry)
- PH - Rapid Re-Housing
- Other - (PFS ONLY)
- Services Only (VA: GPD CM/HR only)

When

Collection Point: Occurrence Point: At move-in

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3.10 Project Start



Data Quality Check

There is no default date. Complete the Housing Move-In Date upon move-in.



Ensure that the date is on or after the Project Start Date.

PROFILE HISTORY **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS SERVICES DASHBOARD

PROGRAM: COC FUNDED PERMANENT SUPPORTIVE HOUSING TRAINING PROJECT

Enrollment History Assessments Goals Notes Files Forms Exit

Enroll Program for client Pete Dane

Project Start Date 06/18/2026

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date → *on or after the Project Start Date*

PRIOR LIVING SITUATION

Type of Residence Place not meant for habitation (e.g., a vehicle, an abandoned building, bu

Overlapping Enrollments and Corrections



Graphic by: <https://storyset.com/online>

Overlapping Enrollments

Definition: Overlapping enrollment errors are created when data shows that a client is occupying two beds at the same time.

Causes: Data entry errors, such as incorrect Project Start Dates, Housing Move-In Dates, missing exit dates or duplicate enrollments.

Impact:

- For Emergency Shelters, this affects Length of Stay
- For Residential projects, this affects unit utilization scores for your project and the CoC. Higher or lower than expected unit utilization percentages, should prompt agencies to review their data.

HUD has classified Overlapping Enrollment Errors into levels:

Level 1: Entry-to-Exit Dates

Level 2: Bed Night Dates

Level 3: Housing Move-in Dates

Level 4: Housing Vouchers & Housing Supports



Source: <https://files.hudexchange.info/resources/documents/>

Overlapping Enrollments - Level 1

Residential Projects that Use Project Start Date and Project Exit Date to indicate the household is occupying that unit on that date.

Applicable projects:

- Emergency Shelters using an entry/exit method
- Transitional Housing,
- Safe Havens

Error Logic: **Physically Impossible**

Easy to Fix:  **Yes!**



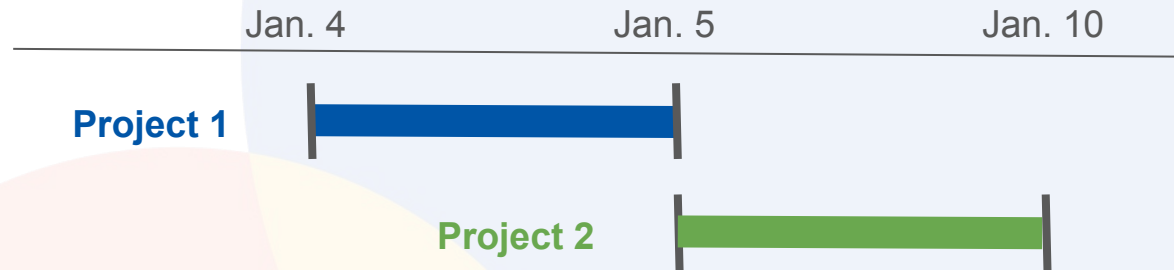
Source: <https://files.hudexchange.info/resources/documents/>

Overlapping Enrollments - Level 1

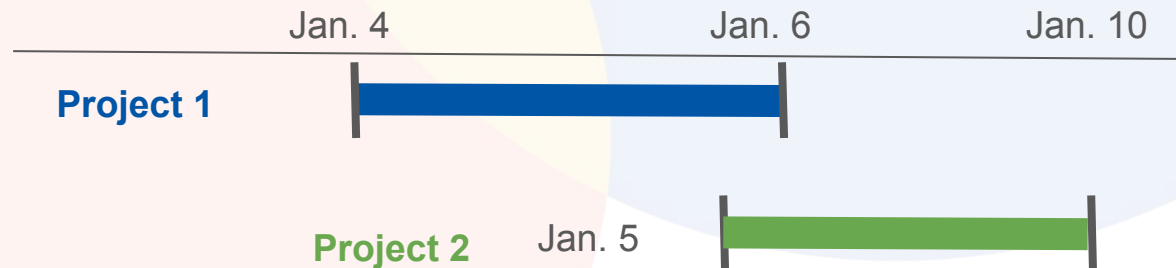
Scenario #1 - Client enters an **Emergency Shelter** on Jan. 4, spends the night, and leaves the morning of Jan. 5. Client then contacts a different agency to stay in their **Emergency Shelter** the night of Jan. 5.



Correct Data Entry:



Incorrect Data Entry:



Overlapping Enrollments - Level 2

Residential Projects That Use Project Start Date and Project Exit Date to indicate the household is occupying that unit on that date AND Projects that Use Bed Night Date to indicate the household is occupying that unit on that date.



Source: <https://files.hudexchange.info/resources/documents/>

Applicable projects:

- Emergency Shelters using an entry/exit method
- Emergency Shelters using a Night by Night method

Error Logic: **Most Scenarios are Physically Impossible**

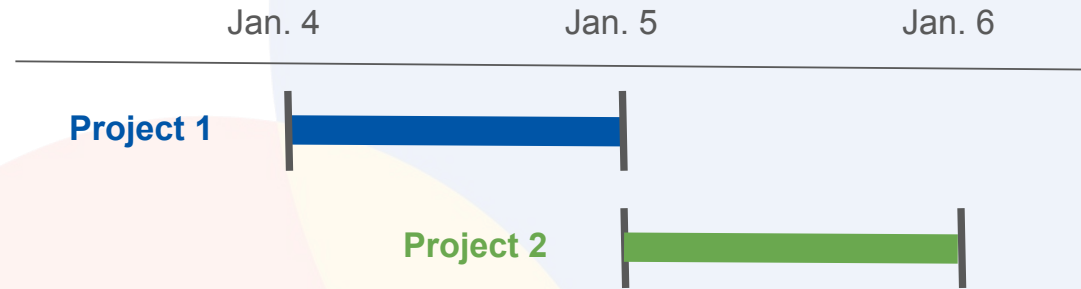
Easy to Fix:  Yes!

Overlapping Enrollments - Level 2

Scenario #1 - Client enters an **Emergency Shelter** on Jan. 4, spends the night and leaves the morning of Jan. 5. Client then contacts a different agency to stay in their **Night by Night** the night of Jan. 5.



Correct Data Entry:



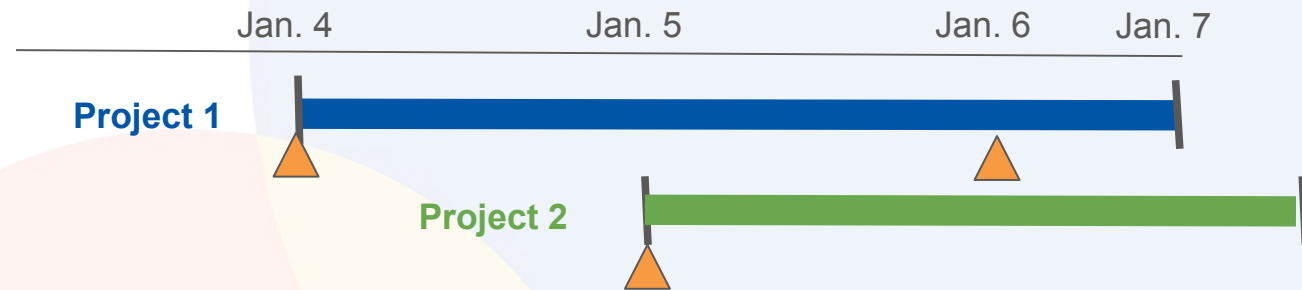
Any overlap of more than two consecutive days should be fixed; one or two days should be explained.

Overlapping Enrollments - Level 2

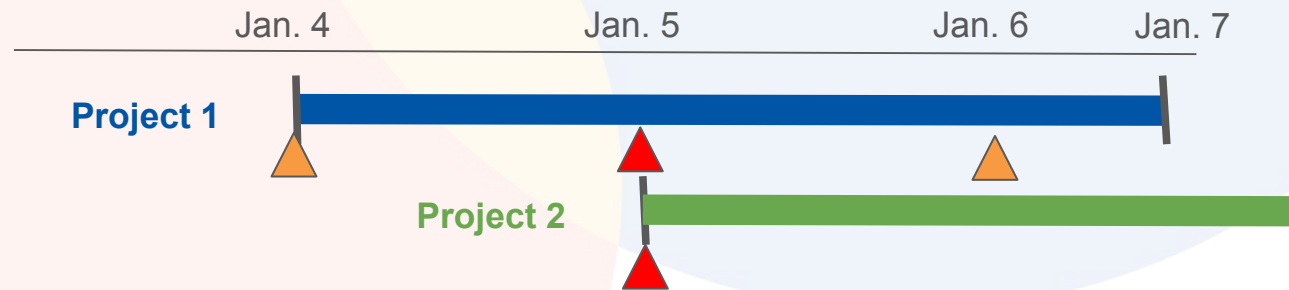
Scenario #2 - Client enters a **Night by Night** on Jan. 4 and leaves the morning of Jan. 5 but returns on the 6th. In the interim, Client then contacts a different agency to stay in their **Night by Night** the night of Jan. 5.



Correct Data Entry:



Incorrect Data Entry:



 **Bed Service**

A bed night recorded in two different Night by Night projects on the same date for the same household is physically impossible and should be resolved 100% of the time.

Overlapping Enrollments - Level 3

Residential Projects That Use Project Start Date and Project Exit Date OR Bed Night Date to indicate the household is occupying that unit on that date AND Residential Projects That Use Housing Move-In Date and Project Exit Date to indicate the household is occupying that unit on that date.



Source: <https://files.hudexchange.info/resources/documents/>

Applicable projects:

- Emergency Shelters using an entry/exit method
- Emergency Shelters using a Night by Night method
- PSH/OPHs

Error Logic: **Most Scenarios are Physically Impossible**

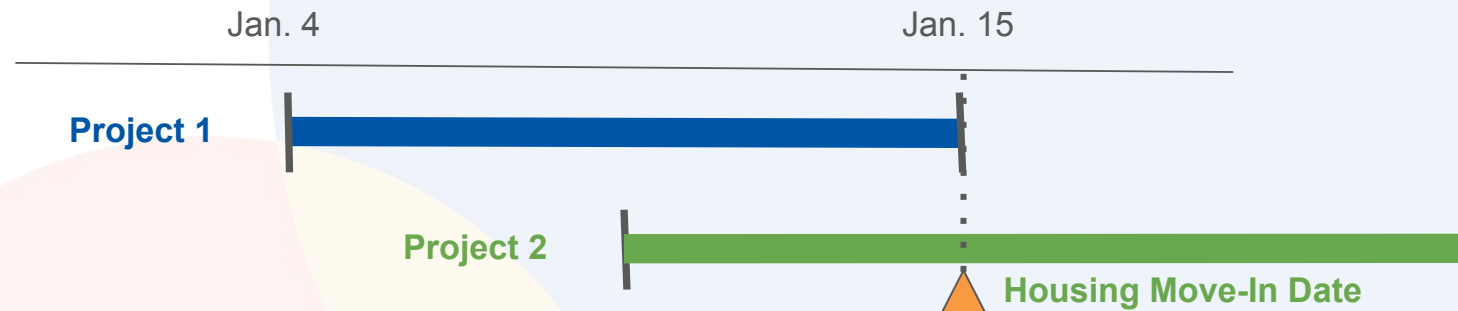
Easy to Fix:  Yes!

Overlapping Enrollments - Level 3

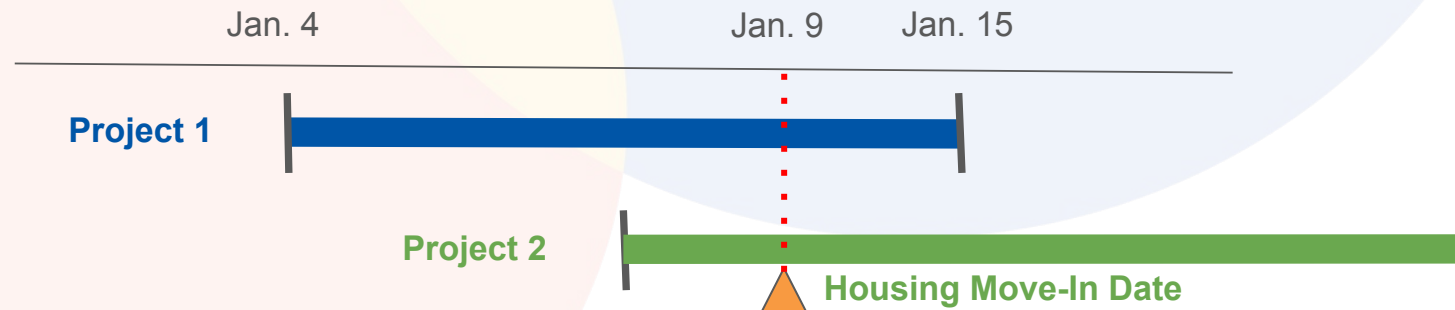
Scenario #1 - Client has an enrollment in an **Emergency Shelter** on Jan. 4 and has a project exit on Jan. 15. Client is being placed in a **Permanent Housing** project and was enrolled and has a Housing Move-In Date.



Correct Data Entry:



Incorrect Data Entry:



Overlapping Enrollments - Level 4

When Residential Projects that use Housing Move-In Date and Project Exit Date to indicate the household is occupying that unit on that date are using Supportive Services to support housing supplied by other Residential Projects that use Housing Move-In Date and Project Exit Date to indicate the household is occupying that unit on that date.



Source: <https://files.hudexchange.info/resources/documents/>

Applicable projects:

- Emergency Shelters using an entry/exit method
- Emergency Shelters using a Night by Night method
- PSH/OPHs (including RRH)

Error Logic: Many can be fixed but some overlaps are possible. Unresolved overlaps should be noted with a reason for any overlaps not resolved by local data quality controls or HMIS Project Set-up changes.

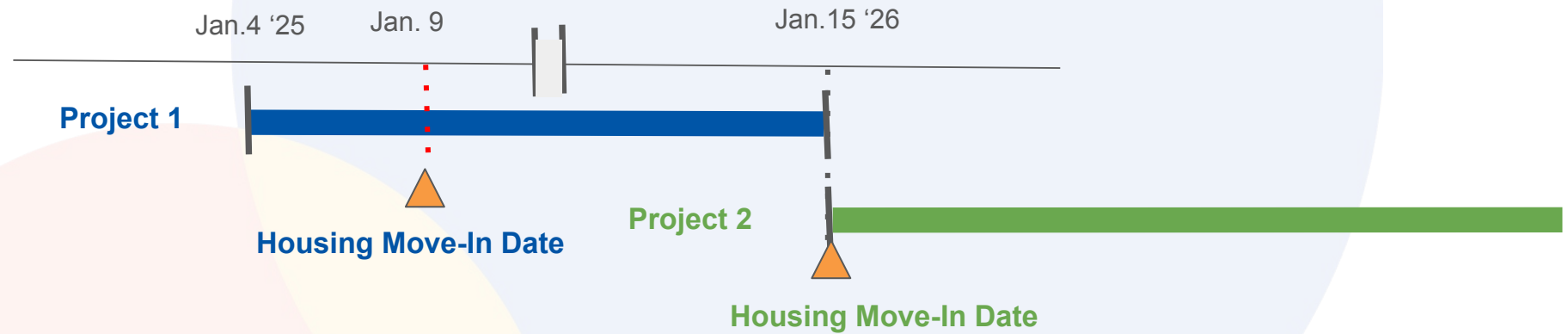
Easy to Fix:  Mostly

Overlapping Enrollments - Level 4

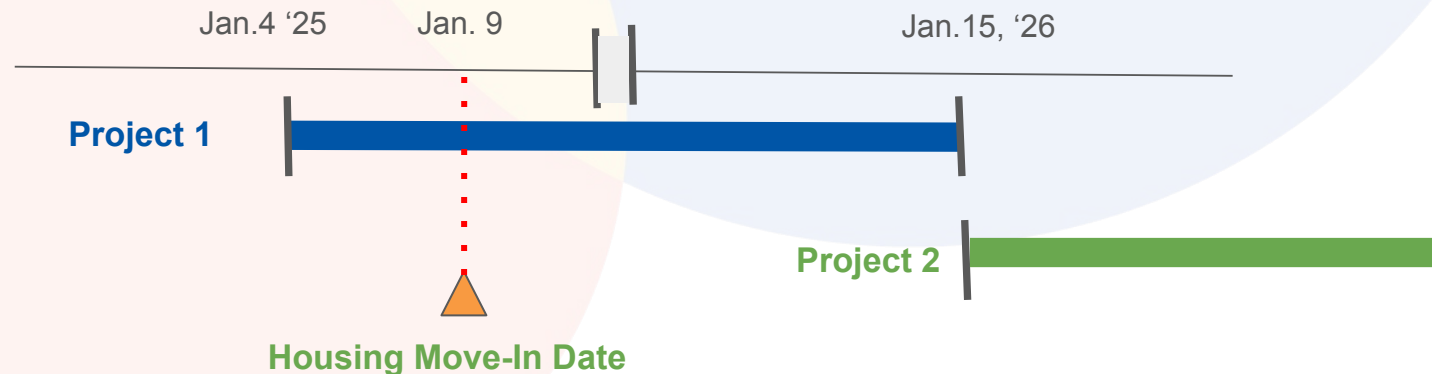
Scenario #1 - Client has an enrollment in an **Permanent Housing project** on Jan. 4, 2025, a move-in date on Jan. 9 2025, and has a project exit on Jan. 15, 2026 due to an end of project funding. Client is being administratively placed (did not change units) in a **Permanent Housing** project and was enrolled and has a Housing Move-In Date.



Correct Data Entry:



Incorrect Data Entry:



Data Quality: Why does it Matter?



- Missing Data (no Housing Move-In Data or Project Exit)
- Data Entry Errors (incorrect dates)
- Overlapping Enrollments



- Inaccurate data does not give us an accurate snapshot of our system and performance outcomes
- Lower Project Performance Scores
- Lower System Performance Scores

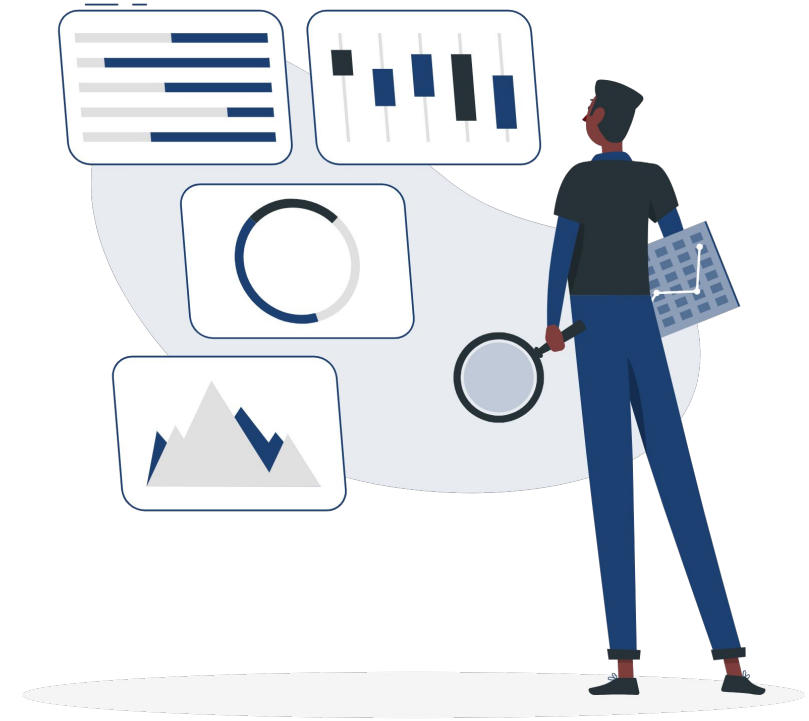


- Funding redistribution consideration for consistently low performing projects
- Points lost on the CoC Application
- The CoC's ability to obtain critical funding during the NOFO and other funding for projects.



Graphic by: <https://storyset.com/online>

Reports and Resources - Where to go for help



Reports and Resources - Reports

Reports

Data Analysis Tab

Built In Reports

- LSA Data Cleanup: Length of Stay and Utilization Overview
- LSA Data Cleanup: Overlapping Enrollments

Tip:

- Create your own monthly schedule of reports to run and review to catch data quality errors quickly.

The screenshot shows a web interface for a report library. At the top, there are navigation tabs: 'REPORT LIBRARY', 'EXPLORE', and 'DATA ANALYSIS'. The 'DATA ANALYSIS' tab is selected and highlighted with an orange box. Below the navigation, the page title 'DATA ANALYSIS' is displayed. A sub-section titled 'Built In Reports' is highlighted with an orange box. To the right of this section, it says '13 report(s)' with an upward arrow. Below this, there is a list of reports:

Report Name	Action
Home	
LSA Data Cleanup: Household and Enrollment Data	<input type="radio"/> RUN
★ LSA Data Cleanup: Length of Stay and Utilization Overview	<input type="radio"/> RUN
★ LSA Data Cleanup: Overlapping Enrollments	<input type="radio"/> RUN
LSA Data Cleanup: Project Descriptor Data Issues	<input type="radio"/> RUN

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Reports and Resources - Reports

Reports

Data Analysis Tab

Orange County Clarity
System Reports

- Data Accuracy Dashboard
- Data Accuracy Dashboard Details

Tip:

- Use the Dashboard to get an overall view.
- Use the Details report to quickly identify errors and make changes directly in Clarity.

REPORT LIBRARY EXPLORE **DATA ANALYSIS**

DATA ANALYSIS

Orange County Clarity System Reports 13 report(s) ^

Data Quality	
Aggregate City Prior to Project Entry	▶ RUN
Client City Prior to Project Entry	▶ RUN
★ Data Accuracy Dashboard	▶ RUN
★ Data Accuracy Dashboard Details	▶ RUN

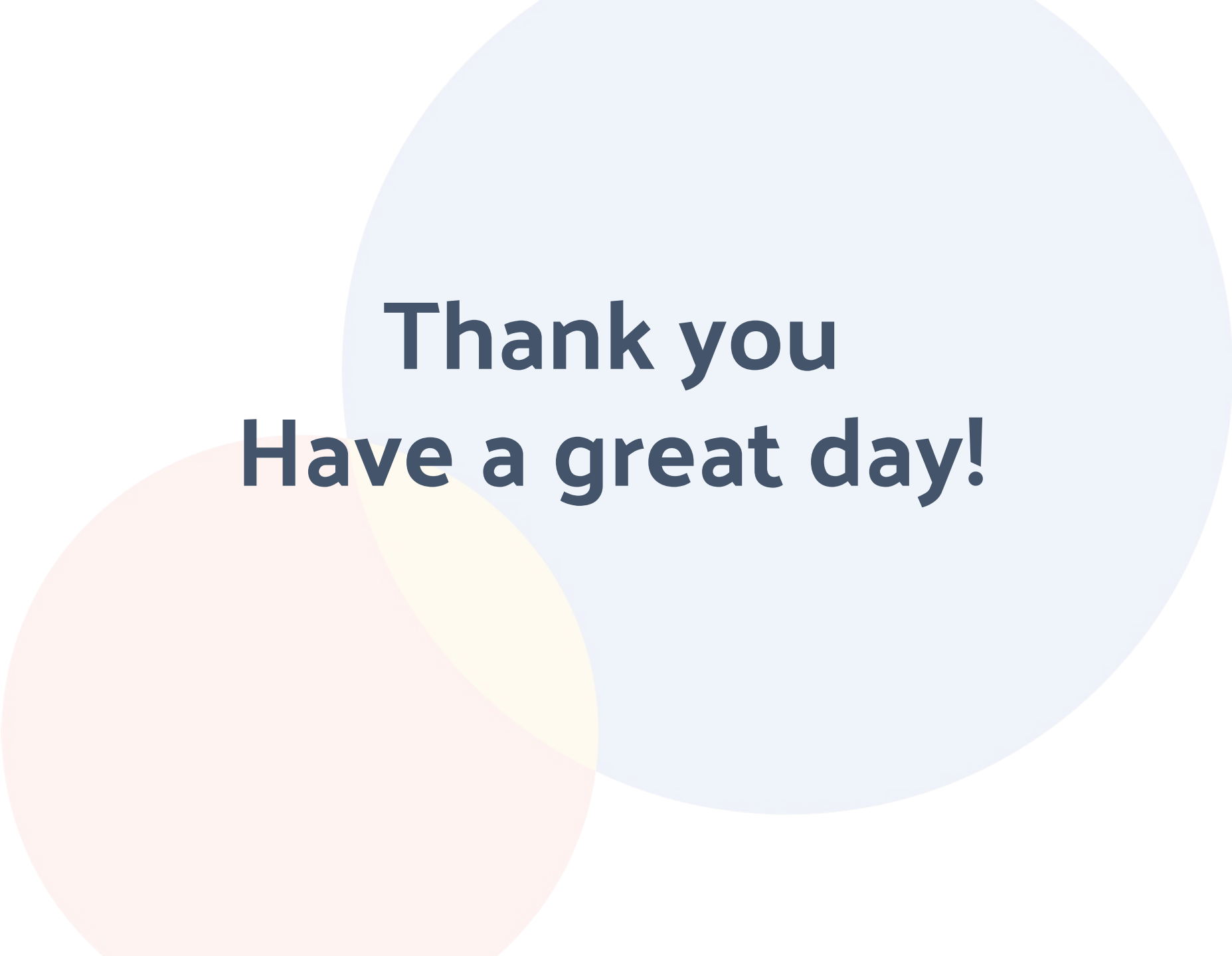
Reports and Resources - Knowledge Base Articles

- [Project Start Date](#)
- [Project Exit Date](#)
- [Housing Move-In Date](#)
- [Street Outreach Exiting Protocol](#)
- [HMIS Dual Enrollments and HIC Duplicate Inventory Training Resource](#)
- [PREPARING FOR THE LSA: Guidance on Common Data Quality Issues](#)
- [Project Performance Overview](#)

Q&A

Reminder: Please enter your agency name in the chat box for attendance

Training materials and recording will be available on the [OC HMIS website](#)



**Thank you
Have a great day!**







Orange County
UNITED WAY

3.10 Project Start

Data Collection Instructions:

- **Data Collected About:** All Clients
- **Funder: Component - Program:** All Programs – All Components
- **Project Type Applicability:** All HMIS Project Types
- **Collection Point:** Project Start

Project Type	When to collect the Data
 Street Outreach ➔ Date of first contact with the client.
 Emergency Shelter ➔ The night the client first stayed in the shelter. NbN shelters will have a 'Project Start Date' and will allow clients to re-enter as necessary without "exiting" and "restarting" for each stay for a specified period.
 Safe Haven & Transitional Housing ➔ Date the client moves into the residential project (i.e., first night in residence).
 Permanent Housing, including Rapid Re-Housing ➔ Date the client was admitted into the project. To be admitted indicates the following factors have been met: <ol style="list-style-type: none"> 1. They meet the criteria for admission 2. The client has indicated they want to be housed in this project 3. The client is able to access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, or scattered-site subsidy) or expects to have one in a reasonably short amount of time.
Other Service Projects (including Services Only, Day Shelter, Homelessness Prevention, Coordinated Entry) ➔ The date the client first began working with the project and generally received the first provision of service.