Correcting Problems

1. Run the report for your project(s)
   a. ART: Public Folder/ Data Completeness Report Card (EE) – v10
   b. Schedule Report
c. Prompts
   • CoC(s): Skip
   • Providers(s): Select projects to include in report
   • EDA Provider: Skip
   • Enter Start Date: Start of Month
   • Enter End Date PLUS 1 Day: End of Month plus one day
   • Include Services in Report Card?: No
d. Schedule Report:
   • Name: Choose special name or use default
   • Report Format: PDF will format better, but Excel works as well
   • Destination: User Inbox
   • Interval: Once
   • Start Date: Use default unless you want to delay running till next day
   • End Date: Same as start date
   • Send

2. Go to Client Details tab to review clients with null values

3. the earliest Project Entry date for your project

4. Make corrections indicated on Client Details
   a. Avoid using "Client Doesn’t Know", "Client Refused" and “Data Not Collected"

5. HUD Verification
   a. Must be completed whether or not receiving income, benefits, insurance or have a disability
   b. For Monthly Income, View Gross Income to check current income calculation. Note if currently correct.
   c. Click on HUD Verification

![HUD Verification Image]
d. Choose “No” as default  
e. Change sources to “Yes” as needed  
f. If “Yes”, a new Source will open  
g. For Monthly Income, when complete, View Gross Income again to ensure income is correct  

Prevention  
- Check all projects are set up correctly  
  - MOSBE Profile – Program UDEs 2014 or is the default when creating project entries  
  - Check users are using the correct project type  
  - Check ShelterPoint is set up to show Basic EE Report on intake screen  
- Contact CTA if changes are needed to your set up  

Clean up old Project Entries  
- Run Basic EE Report, Open Project Entries tab  
  - Found in: ART: Public Folder/ Basic EE Report