SANTA MARIA/SANTA BARBARA CONTINUUM OF CARE

COUNTY of SANTA BARBARA

Homeless Management Information System

October 2023

252 – Data Completeness Report How to Make Corrections

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The **252 Report** details potential data quality errors at Project Entry and Project Exit.

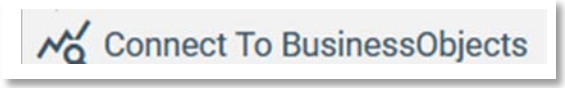
The **CoC APR** also details potential data quality errors at Entry & Exit, **PLUS** it details potential errors at **Interims**.

Correcting data quality errors at Interims is the same as correcting errors at Entry or Exit. You can use this manual to assist correcting errors at Interims (both Update and Annual Assessment)

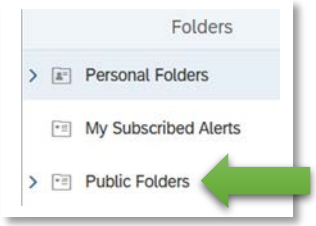
252 – Data Completeness Report: Access the 252 Report

The **252 – Data Completeness Report** provides you with the details needed to identify potential data quality issues. You need to have a **Business Objects** license in order to generate this report. If you do not have a Business Objects license, it is likely someone in your agency does. That person can generate the report for you.

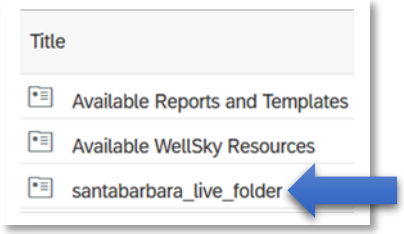
How do I know if I have a Business Objects license?
Access HMIS, then look to the top right of your screen. You have the license if you see this:



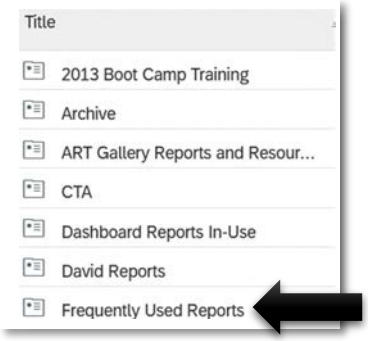
- Click **Connect to Business Objects**.
- The page will refresh to display the **BI Launchpad**.
- Click **Folders.**
- Click **Public Folders** (green arrow).



- Click **santabarbara_live_folder** (blue arrow).



- Click **Frequently Used Reports** (black arrow).
- Click **252 – Data Completeness Report**.



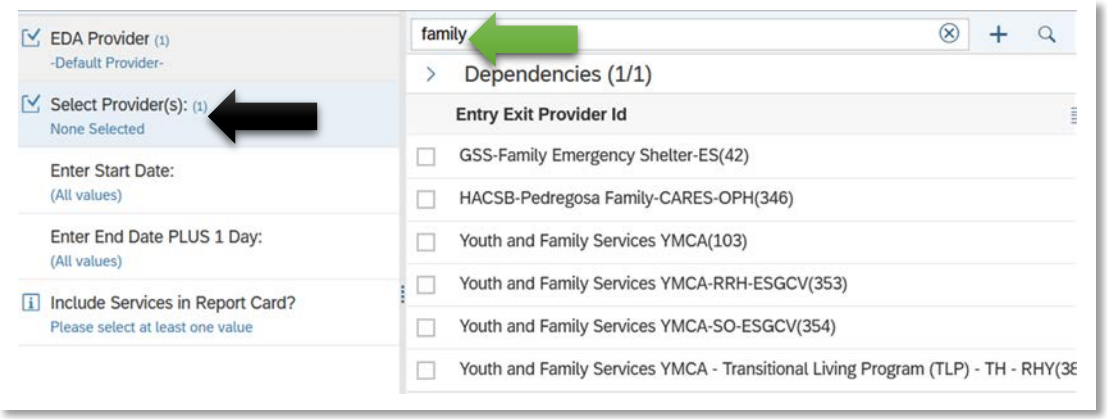
252 – Data Completeness Report: 252 Prompts

After clicking **252 – Data Completeness Report** a series of prompts will display.

EDA Provider: leave blank.

Click **Select Providers** (black arrow).

In the **Search** bar, enter the Provider's name **OR** enter one or two words in the Provider's name (green arrow).



In this example, **"family"** was entered in the **Search** bar. Click **Enter** on your keyboard.

The Provider's name will display under **Select Provider(s)**. In this example, **Youth and Family Services YMCA** was selected (blue arrow).

252 – Data Completeness Report: 252 Prompts

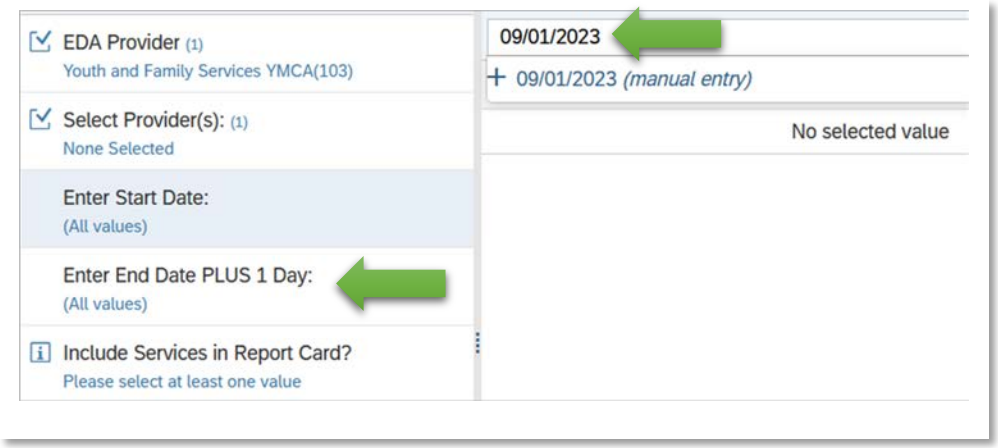
Click **Enter Start Date**, then enter start date in Search bar (green arrow).

<u>Use mm/dd/yyyy for date format</u>.

Click **Enter** on your keyboard. Date will display under **Enter Start Date**.

Repeat this process for **Enter End Date PLUS 1 Day**.

<u>Note: If you want to look at data entered as of 9/30/2023, enter 10/1/2023 as the end date</u>.



Include Services in Report Card? Unless you need to look at the services provided to every client, select **No**.

<u>How do I select No for Services</u>?

- Click **Include Services in Report Card?**
- Yes and No will display.
- Click **No**.

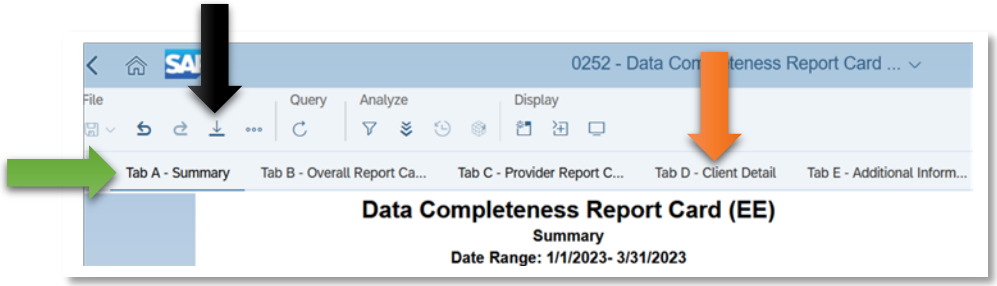
After all the prompts have been entered, click **Run** (bottom right of screen).

252 – Data Completeness Report: 252 Tabs

It may take several minutes for the report to populate with your client data.

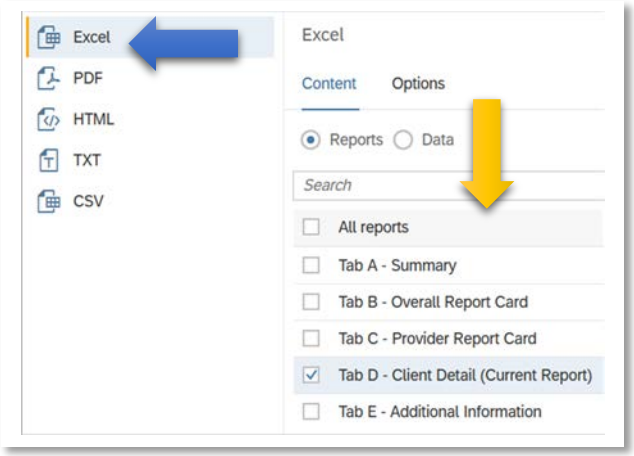
When the report is populated, the **Data Completeness Report Card** will display, including the 5 tabs of the report (green arrow).

The heart of the report is **Tab D: Client Detail** (orange arrow).

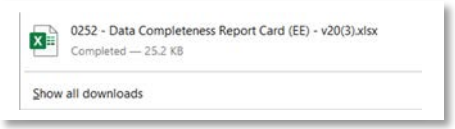


<u>To download the report, click on the downward facing arrow</u> (black arrow).

- Select format (blue arrow). In this example, **Excel** was selected.
- Select how much of the report to export (yellow arrow). In this example, **Tab D – Client Detail** was selected.
- Click **Export** (bottom right of screen).



The report will download and display in your computer's Download folder. Click on the report to access.



252 – Data Completeness Report: Tab D

Tab D – Client Detail
Each row of Tab D details a client enrolled in the Provider during the selected date range.

3	Entry Exit Information			HUD Universal Data Elements													Additional Data Elements					HUD Verification				
4	Client ID	Entry Date	Exit Date	Name	SSN	DOB	Race	Eth	Gen	Vet	YN Disab	PLS	LOS Prior	Dest Exit	HoH	Loc	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=6	Ins Ok=10
5	[redacted]	3/20/2023	5/9/2023	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	N/A	Ok	Ok	Ok	Ok	Ok	-	Ok	9
6	[redacted]	2/3/2023	8/23/2023	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Ok	Ok	Ok	N/A	Ok	Ok	Ok	Ok	14	-	Ok	[redacted]

Tab D is divided into 4 sections:

1. **Entry Exit Information** (green arrow)
2. **HUD Universal Data Elements** (blue arrow)
3. **Additional Data Elements** (orange arrow)
4. **HUD Verification** (black arrow)

Entry Exit Information
Details **Client ID**, **Entry Date** (date of enrollment in your project), and **Exit Date**.

- **Client ID**: The client's HMIS number (these numbers have been blocked for security purposes).
- **Entry Date**: Date client was enrolled in the project.
- **Exit Date**: Date client graduated from the provider. If there is no **Exit Date**, then the client is still enrolled.

HUD Universal Data Elements, Additional Data Elements, HUD Verification
Each column details a specific data element and whether or not there is a possible data quality issue.

- **What does a green OK mean?** There is no data quality issue for that data element.
- **What does a red Null mean?** There is a possible data quality issue for that data element.
- **What does a red number in the HUD Verification section mean?** There is missing data for that section.
    - For example**:** In the above screenshot, the **number 9** appears under **Health Insurance** (yellow arrow). There are 10 different types of Health Insurance. A red 9 means data for one of the Health Insurance types is missing.

252 – Data Completeness Report: How to Correct Data Quality Issues

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	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=10
617	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Null	-	Ok	N/A	Ok	Ok	Ok	1	Null	-	Null	1
3327	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null
3327	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null

How do I make the necessary corrections?

- Locate the Client ID number (orange arrow).
- Use that ID to search for the client.
- Locate the **Entry/Exits** box on the **Summary** page.
- Locate the entry date that corresponds to the entry date in this report.
- Click the pencil to the left of the **Project Start Date**.
- Locate the data element with the possible data quality issue.
- Make the necessary changes to the data in that element, then click **Save** or **Save & Exit**.

Go to the next page for details on correcting data quality issues for each of the data elements listed:

- **HUD Universal Data Elements**
- **Additional Data Elements**
- **HUD Verification**

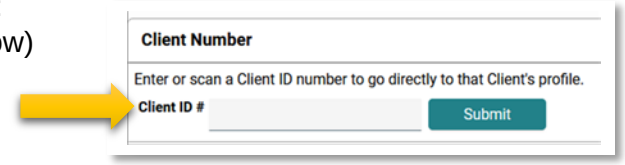
252 – Data Completeness Report: Correct Name, SSN, Veteran

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	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=10
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Null	-	Ok	N/A	Ok	Ok	Ok	1	Null	-	Null	1
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null

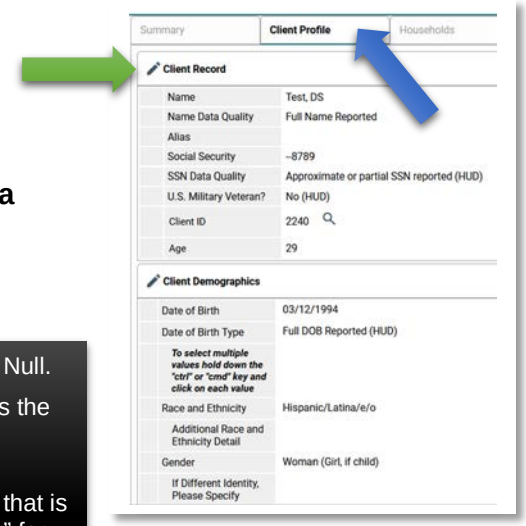
HUD Universal Data Elements

If there is a **Null** for **Name**, **SSN**, **DOB**, **Race/Ethnicity**, **Gender** or **Veteran**:

- Go to **Client Search** page. Scroll down to Client Number (yellow arrow)
- **Client ID #**: enter the client's ID.
- The client's **Summary** page will display.



- Click the **Client Profile** tab (blue arrow).
- Click pencil for **Client Record** (green arrow) to correct **Name**, **Social Security**, or **US Military Veteran**?



- **Name** & **Name Data Quality**: Does the data in **Name** match the data in **Name Data Quality**?
  - Example: If the client's first and last name entered, is "Full Name Reported" selected for Name Data Quality?
- **SSN:** If SSN was entered, ensure the data entered in **Social Security Number Data Quality** matches what was entered in SSN. If no SSN, refer to the information contained in the black box to the right.
- **Veteran**: Select one of the options
- Click **Save** when done.

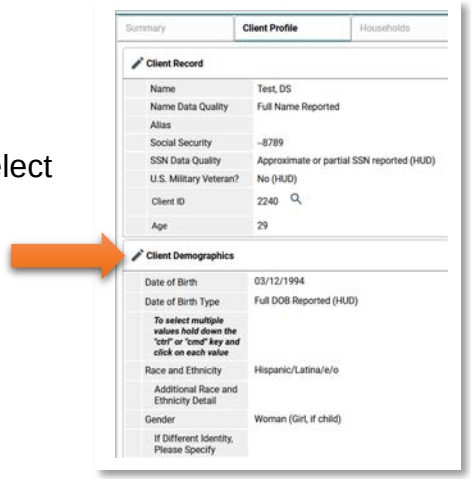
> If no SSN is entered, HUD considers that as Null.
>
> Some Agencies do not collect SSNs. If that is the case, enter "Data not collected" for "Social Security Number Data Quality".
>
> Some clients decline to provide their SSN. If that is the case, select "Client prefers not to answer" for "Social Security Number Data Quality".
>
> If either of the above is true, the 252 Report may show SSN as Null. If either is true, there is no data quality issue to correct.

252 – Data Completeness Report: Correct DOB, Race/Ethnicity, Gender

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	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=10
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Null	-	Ok	N/A	Ok	Ok	Ok	1	Null	-	Null	1
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null

If there is a **Null** for **Name**, **SSN**, **DOB**, **Race/Ethnicity**, **Gender** or **Veteran**:

- Click pencil to left of **Client Demographics** (orange arrow).



DOB: Enter a full, approximate or partial date of birth if the data field is empty, and select the best match for **Date of Birth Type**. If the client did not provide a DOB, select the best match for **Date of Birth Type**.

Race/Ethnicity: Select one or more options.

Gender: Select one or more options.

Click **Save** when done.

252 – Data Completeness Report: Disablity, Res Prior, LOS, and Head of Household

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	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=10
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Null	-	Ok	N/A	Ok	Ok	Ok	1	Null	-	Null	1
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null

Click Save or Save & Exit (bottom of screen), after entering data.

If there is a **Null** for **Disab**, **Res Prior**, **LOS**, **Dest Exit**, **HoH**, or **Loc**:

- Look to the left to determine the client's ID.
- Access the client's **Summary** page.
- Locate the **Entry/Exits** box. Find the **Project Start Date** that matches the entry date listed in the 252 Report.
- Click the pencil to the left of the **Project Start Date**. A pop-up will appear. Click **Save & Continue**.

Disab: Locate **Does the client have a disabling condition?**

- If the data field is empty, select best match.
- If there is an answer in the data field, scroll down until the **Disabilities** box displays. Does the data match? If no, then make the necessary corrections. Example: if **No** was selected for **Does the client have a disabling condition?** but there is at least one disability listed in the Disabilities box, then **change the No to Yes**.

Res Prior: Locate **Prior Living Situation**. Select best match.

LOS Prior: Locate **Length of Stay in Previous Place**. Select best match.

HoH: Locate **Relationship to Head of Household**.

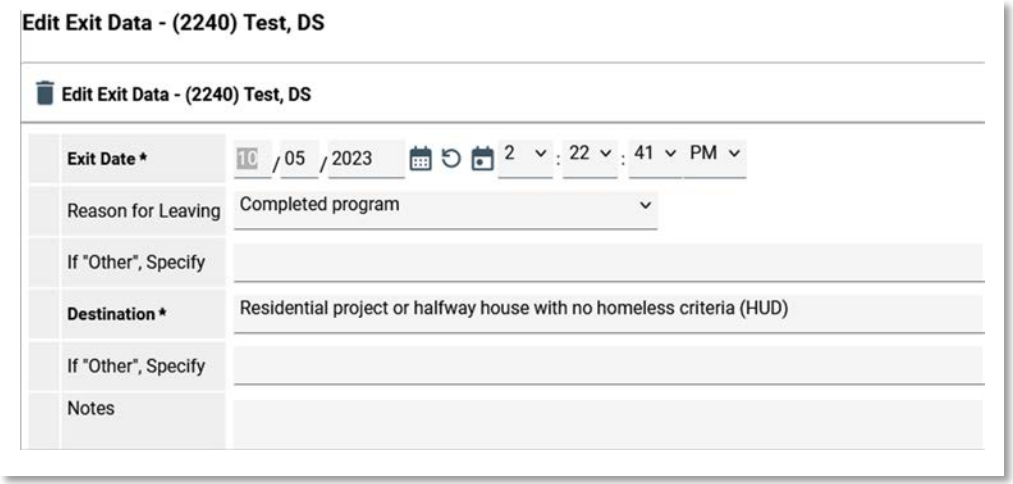
- If the data field is empty, select best match.
- If data has been entered, scroll up until the **Household Members Associated with the Entry/Exit** displays.
  - If there are no other members, then Self must be entered in the **Relationship to Head of Household** field
  - If there are other members, make sure the relationship listed is the same as the one in the **Relationship to Head of Household** field

252 – Data Completeness Report: Correct Dest Exit

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	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=10
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Null	-	Ok	N/A	Ok	Ok	Ok	1	Null	-	Null	1
	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null
	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null

If there is a **Null** for **Dest Exit:** **<u>This means the client has an exit date but no Destination was entered</u>.**

- Look to the left to determine the client's ID.
- Access the client's **Summary** page.
- Locate the **Entry/Exits** box. Find the **<u>Exit Date</u>** that matches the exit date listed in the 252 Report.
- Click the pencil to the left of the **Exit Date**.
- **Destination**: select best match based on the **Reason for Leaving**.
- Click **Save & Continue**.



252 – Data Completeness Report: Correct Additional Data Elements

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	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=10
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Null	-	Ok	N/A	Ok	Ok	Ok	1	Null	-	Null	1
	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null
	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null

If there is a **Null** for **DV**, **Inc YN**, **NC YN**, **Ins YN**:

- Look to the left to determine the client's ID.
- Access the client's **Summary** page.
- Locate the **Entry/Exits** box. Find the **Project Start Date** that matches the entry date listed in the 252 Report.
- Click the pencil to the left of the **Project Start Date**. A pop-up will appear. Click **Save & Continue**.

DV: Locate **Survivor of Domestic Violence**.

- If the data field is empty, select best match.
- If the answer is Yes, select the best match for the next 2 data fields: **If Yes for Survivor of Domestic Violence, When experience occurred**, and **If Yes for Survivor of Domestic Violence, Are you currently fleeing?**

Inc YN: Locate **Income from Any Source?**

- If the data field is empty, select best match.
- If the answer is Yes, then the data in the **Monthly Income** box must match (that is, there must be at least one income source with each source having a dollar amount).
- If there is a dollar amount, enter the dollar amount of all income sources in **Total Monthly Income**.

NC YN: Locate **Non-Cash benefit from any source?**

- If the data field is empty, select best match.
- If the answer is Yes, then the data in the **Non-Cash Benefits** box must have at least one benefit selected.

Ins YN: Locate **Covered by Health Insurance?**

- If the data field is empty, select best match.
- If the answer is Yes, then the data in the **Health Insurance** box must have at least one benefit selected.

252 – Data Completeness Report: Correct HUD Verification: Disability

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	DV	SVS	YN Inc	YN NC	YN Ins	Disab Ok=8	Inc Ok=15	Inc Amt	NC Ok=8	Ins Ok=10
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	-	Null	-	Ok	N/A	Ok	Ok	Ok	1	Null	-	Null	1
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null
[redacted]	11/8/2012		Ok	Ok	Ok	Ok	Ok	Ok	Ok	Ok	Null	Null	-	Null	-	Null	N/A	Null	Ok	Null	Null	Null	-	Null	Null

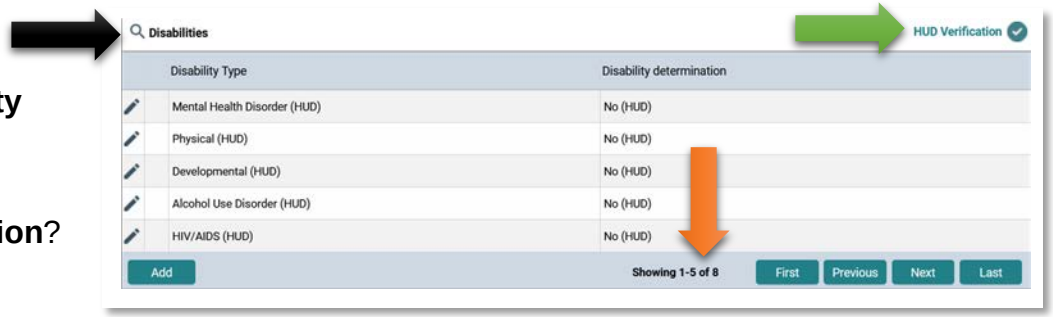
What does Dis OK=8, Inc OK=15, NC OK=8, and Insurance OK =10 mean?

- **Dis = Disability**. There are **8** types of disabilities. Each type must have a Yes or No answer.
- **Inc = Income**. There are 15 sources of income. Each source must have a Yes or No answer.
- **NC = Non-Cash Benefit**. There are 8 types of benefits. Each benefit must have a Yes or No answer.
- **Ins = Health Insurance**. There are 10 types of insurance. Each type must have a Yes or No answer.

If there is a Null (or a red number) for Dis OK=8, Inc OK=15, NC OK=8, Ins OK=10:
Access the Project Entry with the date listed in the **Entry Date** column. If there is an exit date in the **Exit Date** column, you will need to check that as well.

Disability

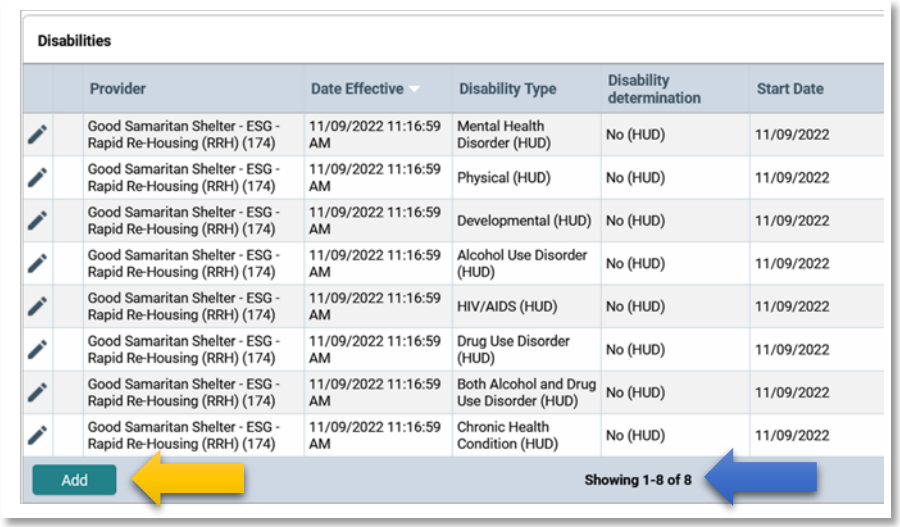
- Locate **Does the client have a disability condition?** Note the answer.
- Scroll down to the **Disabilities** box.
- Is there a red triangle for **HUD Verification**? Click HUD Verification and com
- If there is a green checkmark for **HUD Verification** (green arrow)? And does the number 8 display as in **Showing 1-5 of 8** (orange arrow)?
- Click the magnifying glass (black arrow).



252 – Data Completeness Report: How to Correct HUD Verification: Disability

Disability

- All 8 disability types display, along with their **Disability determination** (Yes or No answer).
- If **Yes** was selected for **Does the client have a disability condition?** but all the answers are No, then click the pencil for the disability type that should be a Yes **OR**
- If **No** was selected for **Does the client have a disability condition?** but one or more answers are **Yes**, then click the pencil for each Disability Type with a Yes answer.
- Change the **Disability determination** to the correct answer. Click **Save**.



Disabilities

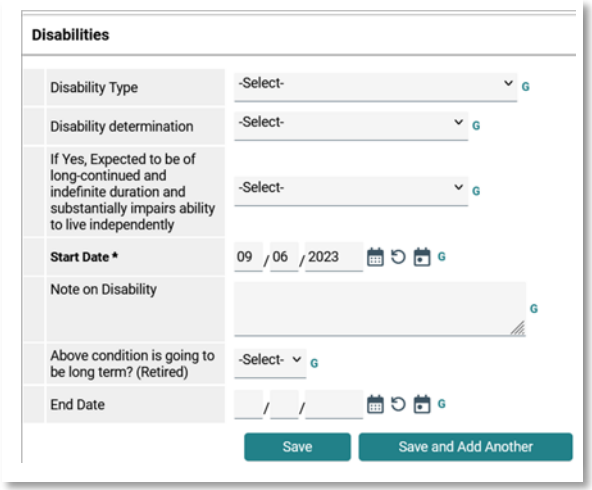
	Provider	Date Effective	Disability Type	Disability determination	Start Date
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	Mental Health Disorder (HUD)	No (HUD)	11/09/2022
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	Physical (HUD)	No (HUD)	11/09/2022
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	Developmental (HUD)	No (HUD)	11/09/2022
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	Alcohol Use Disorder (HUD)	No (HUD)	11/09/2022
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	HIV/AIDS (HUD)	No (HUD)	11/09/2022
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	Drug Use Disorder (HUD)	No (HUD)	11/09/2022
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	Both Alcohol and Drug Use Disorder (HUD)	No (HUD)	11/09/2022
	Good Samaritan Shelter - ESG - Rapid Re-Housing (RRH) (174)	11/09/2022 11:16:59 AM	Chronic Health Condition (HUD)	No (HUD)	11/09/2022

Add

Showing 1-8 of 8

<u>What if not all 8 Disability Types were selected</u>?

- That means one or more **Disability Types** do not have a Yes or No answer.
- To add the missing **Disability Type(s)** click **Add** (yellow arrow).
- **Disability Type**: select missing type.
- **Disability determination**: select best match.
- **If Yes, Expected to be**: …: select best match.
- **Start Date**: change if necessary.
- Click **Save and Add Another** if you need to add another disability.
- Click **Save** when done.



Disabilities

Disability Type	-Select-
Disability determination	-Select-
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	-Select-
Start Date *	09 / 06 / 2023
Note on Disability	
Above condition is going to be long term? (Retired)	-Select-
End Date	/ /

Save | Save and Add Another

252 – Data Completeness Report: How to Correct HUD Verification: Income

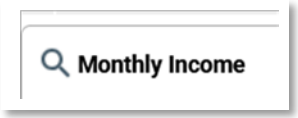
Income

There are 3 data fields associated with Income. All 3 data fields must be in agreement.

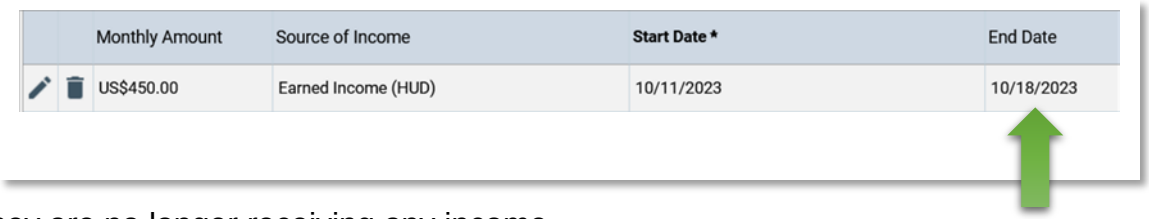
1. **Income from any source?**
   - **a.** If **Yes**, then there must be at least one income source (with a dollar amount) selected in the Income box
   - **b.** If **No**, then No must be selected for all income sources in the Income box.
2. **Income** box (**HUD Verification**)
   - a. There must be a Yes or No answer for all 15 income sources.
3. **Total monthly income**
   - **a.** All income sources with a dollar amount in the Income box must equal the amount listed in **Total Monthly Income**. For example, if **Earned Income** is $500.00, and **TANF** is $300.00, then the **Total Monthly Income** is $800.00

The **most common error** is the client's Income has changed since enrollment, but the change in income was not entered correctly. To make sure changes in income have been entered correctly, do the following:

- Take note of the data displaying for **Income from any source?** and **Total Monthly Income**.
- Click on the magnifying glass in the **Monthly Income box**.
- All income sources data will display.



- In this example, the client was earning $450, but that ended on 10/18/2023 (green arrow).
- However, no data was entered to state whether or not the client is now earning more, or if they are no longer receiving any income.

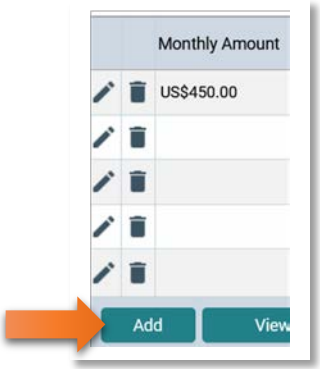


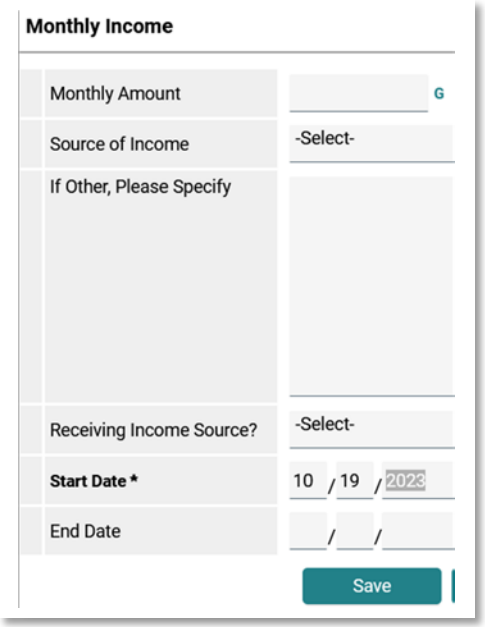
		Monthly Amount	Source of Income	Start Date *	End Date
		US$450.00	Earned Income (HUD)	10/11/2023	10/18/2023

252 – Data Completeness Report: How to Correct HUD Verification: Income

What needs to be done?
Enter data that details their income after their $450 monthly amount was ended on 10/18/2023.

- Click **Add** (orange arrow).





Monthly Amount: enter new amount. In this example, $750 will be entered.

Source of Income: in this example, selected **Earned Income**.

Receiving Income Source?: select **Yes**.
Note: <u>If you entered “0” in Monthly Income because the client is no longer receiving an earned income, then select **No**</u>.

Start Date: A date may display. If necessary, change the date to be one day later than 10/18/2023 (the date their $450 earned income was ended.

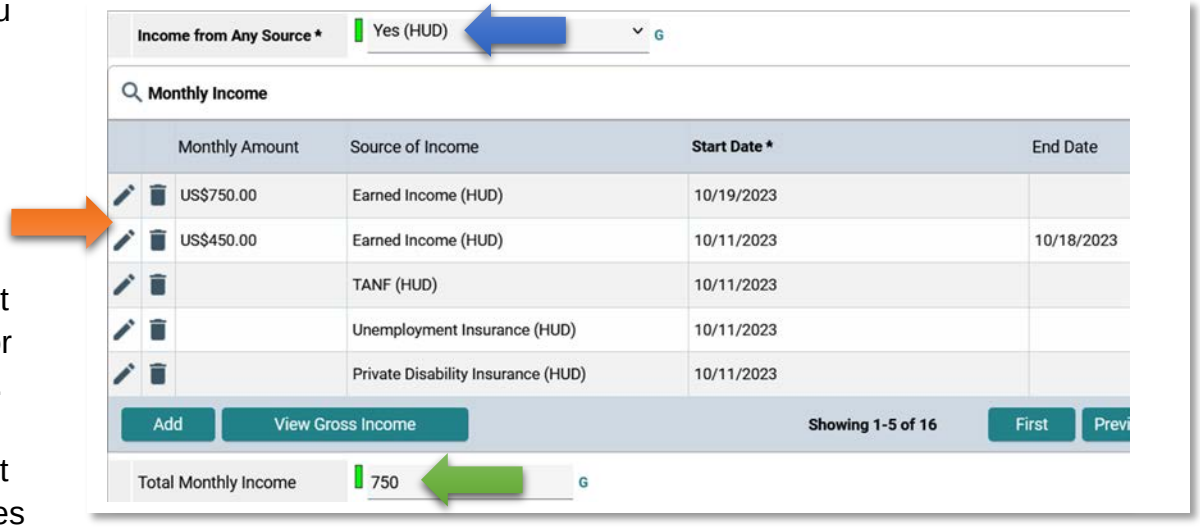
End Date: Leave blank.

Click **Save**.

252 – Data Completeness Report: How to Correct HUD Verification: Income

Data has been entered correctly when you see the following:

- **Income from Any Source**: If the correct answer is **Yes** (blue arrow), then there is at least one income source in **Monthly Income**.
- **Monthly Income**: If an income source has an end date, there must be an entry, dated one day later, for that income source (orange arrow).
- **Total Monthly Income**: The dollar amount entered (green arrow) must match the total of all income sources in **Monthly Income**.

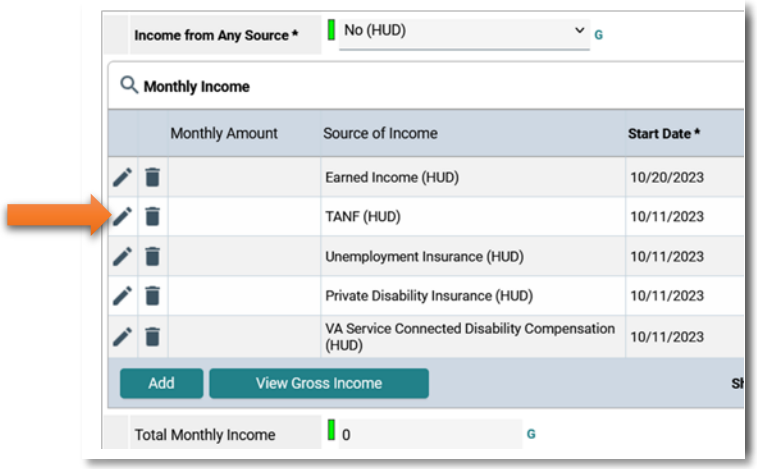


252 – Data Completeness Report: How to Correct HUD Verification: Income

<u>What if the client had no monthly income at enrollment, but now is receiving an income</u>?

In this scenario, you will click on the **Project Entry** date, then select **Interims**, then **Update**. Scroll down to Income:

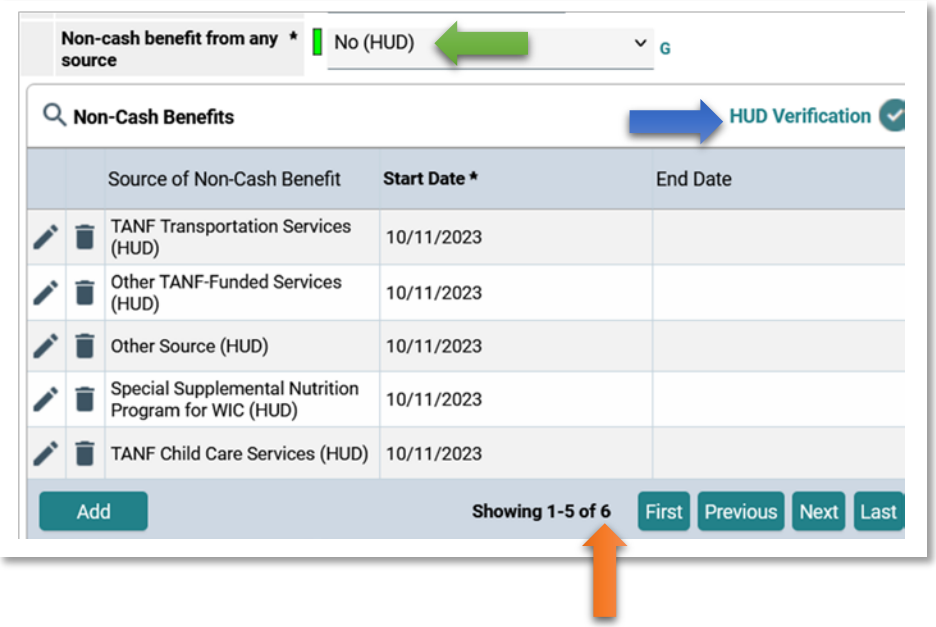
- **Income from Any Source?:** change the **No** to **Yes**.
- Click the pencil icon to the income source the client is now receiving. In this example, the client is now receiving **TANF** (orange arrow).
- **End Date**: enter a date.
- Click **Save and Add Another**.
- **Monthly Amount**: enter an amount.
- **Source of Income**: select **TANF**.
- **Receiving Income Source?:** select Yes.
- **Start Date:** defaults to a day later. Change if necessary.
- **End Date**: leave blank.
- Click **Save**.



252 – Data Completeness Report: How to Correct HUD Verification: Non-Cash Benefits

There are 6 **Non-Cash Benefits** sources (orange arrow).

The most common mistake is the answer in **Non-cash benefit from any source** (green arrow) does not match the data in the **Non-Cash Benefits** box.



Non-cash benefit from any source:

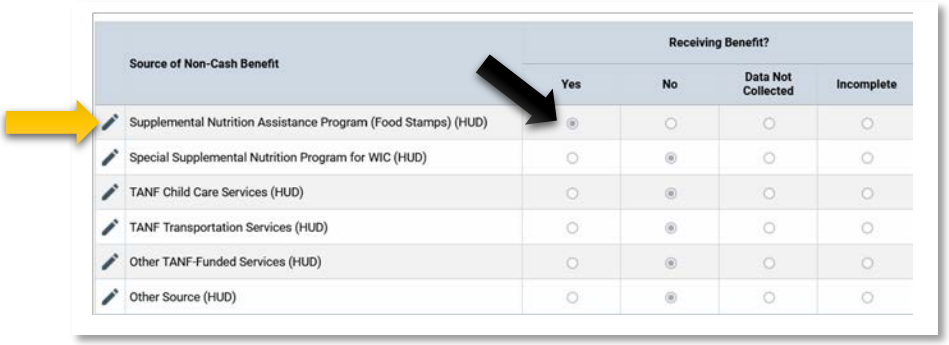
- If the answer is **Yes**, then at least one source in the **Non-Cash Benefits** box must be labelled Yes.
- If the answer is **No**, then all sources must be labelled as **No**.

<u>How to make sure the answer for Non-cash benefit from any source matches the data in the Non-Cash Benefits box</u>.

- Click **HUD Verification** (blue arrow).
- A list of Non-Cash Benefits sources displays.

If **No** was entered for **Non-cash benefit from any source**, then all sources should state No. In this example, **Supplemental Nutrition Assistance Program** has been marked Yes (black arrow). To change to No:

- Click the pencil icon (yellow arrow).
- **Receiving Benefit?** Change the **Yes** to **No**.
- Click **Save.**

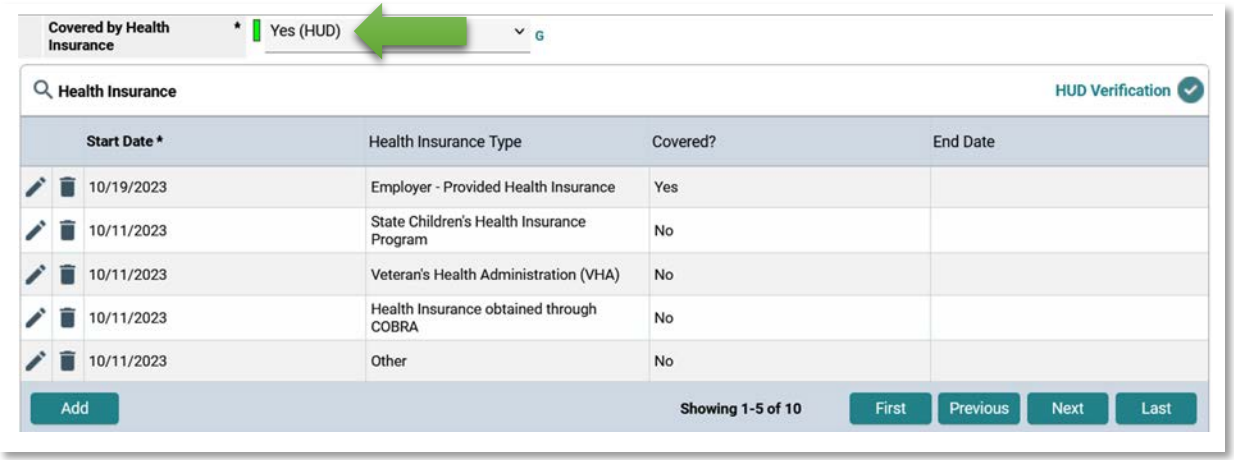


If Yes was entered for **Non-cash benefit from any source**: follow the instructions listed above, except click on the pencil icon of the source to change the answer from **No** to **Yes**, then click **Exit**.

252 – Data Completeness Report: How to Correct HUD Verification: Health Insurance

There are 10 types of Health Insurance.

The most common mistake is the answer in **Covered by Health Insurance** (green arrow) does not match the data in the **Health Insurance** box.



<u>Follow the same instructions for correcting Health Insurance data quality issues as for Non-Cash benefits</u>:

- Go to previous page (page 19) for instructions on how to ensure the answer to **Covered by Health Insurance** matches the data in the **Health Insurance** box.