







How to Fix Common HMIS Data Errors

In this Info Sheet

-  [Head of Household \(HoH\) Errors](#)
 -  [Overlapping Enrollments](#)
 -  - [Within the Same Program](#)
 -  - [Across Different Programs](#)
 -  [Disabling Condition Errors](#)
 -  [Income Reporting Issue](#)
-

Head of Household (HoH) Errors

What kind of issues cause this error?

There are several things that can trigger an HoH error, but they all relate to program enrollments that do not have a qualified client listed as the HoH. This can happen when the HoH is exited from the enrollment, but members of their family remain enrolled. If the whole household is being exited from enrollment, this error can occur if any of the household members are accidentally left enrolled. Lastly, this error occurs when a minor (a client 17 years old or younger) is identified as the HoH.

How to Prevent it?

Identifying who will be the Head of the Household (HOH) prior to enrolling the household into the program is a good start. The HoH should be the primary adult responsible for the household. The household should be connected at the global program level to ensure clean enrollment data. Enroll the HoH first and toggle on the additional household members who will be included in the group enrollment.

If the HoH is exiting a program but the other household members are maintaining their enrollment, please identify a new qualified household member and reassign them as the Head of Household. Do not forget to change the HoH relationship settings for the rest of

the household to reflect their relationship to the new HoH assignment.

How to Identify HoH Errors?

Using the [\[GNRL-106\] Program Roster](#) in web page format can help you to identify these errors. In the web page view, the household’s HoH is listed first and their UID is bold. Review the roster to make sure that each household has an HoH and the HoH is an adult.

Additionally, you can identify missing or inconsistent household relationships in the [\[HUDX-225\] HMIS Data Quality Report](#) in web page format. In this Q3. Universal Data Elements table, review the Relationship to Head of Household (3.15) row. Click on the numbers in the Information Missing and/or Data Issues column to identify the clients who have HoH errors.

Q3. Universal Data Elements					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	93	785	0	878	1.84%
Project Start Date (3.10)			156	156	0.33%
Relationship to Head of Household (3.15)		61	319	380	0.80%
Enrollment CoC (3.16)		0	34	34	0.10%
Disabling Condition (3.08)	0	0	34	34	0.10%

How to Fix it?

To fix this error, enter the program enrollment of one of the household members and set the correct HoH. Enter the enrollments for each household to update the client’s relationship to the HoH. Please note: if the program enrollment is closed, you will need to reopen it to make the correction.

15
DAYS
ACTIVE PROGRAM

Program Type: Group (3)

Program Start Date: 03/11/2025

Assigned Staff: Rae Uhde

CHANGE HEAD OF HOUSEHOLD

Mother Test (She/Her/Hers) Self (head of household) ▾

Mr. Mother Test (He/Him/His) Head of household's spouse ▾

Kirk Test (He/Him/His) Head of Household's other ▾

SAVE CHANGES
CANCEL

Overlapping Enrollments

Overlapping enrollment errors are created when data shows that a client is occupying two bed spaces at the same time. These errors can be within the same program – when a client is accidentally enrolled multiple times – or when the client is enrolled in two different programs which are both showing the client is receiving either temporary or permanent shelter/housing.

Overlapping Enrollments Within the Same Program

What kind of issues cause this error?

Overlapping enrollment errors can occur when a client is enrolled multiple times in the same program with overlapping dates. This often happens when a client is re-enrolled instead of reopening an existing auto-exited enrollment or when a new enrollment is started without properly exiting the previous one.

How to Prevent it?

To prevent overlapping enrollments in the same program, carefully review the client's Program History to check for any active or recently closed enrollments before proceeding. If a program was recently closed, determine whether it was auto exited. If so, do not create a new enrollment—reopen the previous one instead. For step-by-step instructions, click [here](#): Reopening an Enrollment (aka "Undo" an Exit). Additionally, always ensure clients are exited promptly when they are no longer receiving services to maintain accurate records and avoid enrollment conflicts.

How to Fix it?

Fixing overlapping enrollments can be complex and often requires assistance from the HMIS team. If you come across these errors, please contact us at HMIS@sacstepsforward.org as soon as possible for support. To help prevent and identify issues early, regularly run the [GNRL-106] Program Roster Report to monitor enrollment statuses and check for auto-exited clients.

Overlapping Enrollments Across Different Programs

What kind of issues cause this error?

This error occurs when a client is enrolled in more than one project type that records Housing Move-In Date or tracks bed nights such as Emergency Shelter, Transitional Housing, Rapid Re-Housing, or Permanent Supportive Housing. It also happens when a

Housing Move-In Date overlaps with another active enrollment. For example, if a client is marked as housed in a Rapid Re-Housing project while still enrolled in an Emergency Shelter project, it creates a conflict because the client appears to be residing in two locations simultaneously.

How to Prevent it?

Prior to project entry or recording a Housing Move-In Date, check for existing enrollments in conflicting project types. Coordinate with other providers to avoid confusion about where the client is staying and ensure clients are exited in a timely manner when their participation in your program ends.

How to Fix it?

Fixing overlapping enrollments can be complex and often requires assistance from the HMIS team. If you come across these errors, please [email us](#) as soon as possible for support.

Disabling Condition Errors

What kind of issues cause this error?

There are several things that can trigger this error, but they all relate to mismatching information in a client record. The error can be triggered when the disabling condition field is marked as no, but there are other fields that indicate a disability, which includes the following.

- Any answers under the Disabling Conditions and Barrier Section of the client's enrollment screen (i.e. physical disability, mental health disorder, etc)
- Any answers in the Cash Income for Individual (Monthly) section of the client's enrollment screen that indicates the client receives disability-related benefits (e.g. SSI, SSDI, VA Disability)

Additionally, this error can be triggered when the Disabling Condition Field is marked as "data not collected".

How to Prevent it?

Verifying disability status at intake and every assessment will help you to avoid this error. If you are marking any of the disability conditions as "yes", make sure that the disability condition field is also marked as "yes".

How to Identify Disabling Condition Errors?

To identify Disabling Condition errors, run the [HUDX-225] HMIS Data Quality Report and select Web Page as the output format to enable drilldown. In the report, check the "Universal Data Elements" section for missing or invalid entries under the Disabling Condition field. Use the clickable client IDs in the report to review each client’s Enrollment screen and ensure the Disabling Condition question is answered appropriately.

How to Fix it?

To fix these errors, open the client’s program enrollment and update the enrollment screen to say “yes”.

DISABLING CONDITIONS AND BARRIERS

Physical Disability	No			
Developmental Disability	No	▼		
Chronic Health Condition	No	▼		
HIV - AIDS	No	▼		
Mental Health Disorder	Yes	▼	Receiving Services	Yes
Is expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	Yes	▼		
Substance Use Disorder	No	▼		
Disabling Condition (This should be answered "Yes" if client has ANY of the conditions above are marked "Yes" OR Receives SSI / SSDI / VA Disability)	No			▼

Select

No

Yes

Client doesn't know

Client prefers not to answer

Data not collected

Income Reporting Issues

What kind of issues cause this error?

Income-related errors are usually caused when income data isn't updated at required assessment points, like annual or exit. Errors also happen if "Income from Any Source" is marked "Yes" but no income sources are listed, or if the income source is missing or recorded incorrectly.

How to Prevent it?

To prevent income errors, verify and document income at intake, annual assessments, and program exit. Make sure all income sources and amounts are recorded accurately, and update income information through status assessments whenever a client's income changes.

How to Identify Income Errors?

To identify income errors, run the [HUDX-225] HMIS Data Quality Report and select Web Page as the output format. This allows you to use the drilldown feature, making it easier to click into specific clients with errors. In the report, review the "Universal Data Elements" and "Income and Benefits" sections. These highlight issues like missing income records or cases where "Income from Any Source" is marked "Yes" but no income sources are listed. Use the clickable client IDs in the drilldown to quickly navigate to the client's Enrollment → Assessments section in HMIS and update or correct the data as needed.

How to Fix it?

Review and update income data in the client's record on the enrollment, annual, status, and exit screens.

CASH INCOME FOR INDIVIDUAL (MONTHLY)	
Income from Any Source	Yes ▼
Earned/Employment Income	<input type="checkbox"/>
Unemployment Insurance	<input type="checkbox"/>
Supplemental Security Income (SSI)	<input type="checkbox"/>
Social Security Disability Insurance (SSDI)	<input type="checkbox"/>
VA Service-Connected Disability Compensation	<input type="checkbox"/>
VA Non-Service Connected Disability Pension	<input type="checkbox"/>
Temporary Assistance for Needy Families (TANF)/CalWorks	<input type="checkbox"/>
General Assistance (GA)	<input type="checkbox"/>
Retirement Income from Social Security	<input type="checkbox"/>
Child Support	<input type="checkbox"/>
Alimony and Other Spousal Support	<input type="checkbox"/>
Other Cash Income	<input type="checkbox"/>
Total Cash Income for Individual	0.00