
Correcting Head of Household Errors in HMIS



**Summit County, Ohio
Homeless Management Information System**



CORRECTING HoH ERRORS IN HMIS

This manual describes the procedure for correcting **Head of Household (HoH)** errors, specifically when members of a household have been excluded or not all members of a household are reflected within a Client's file.

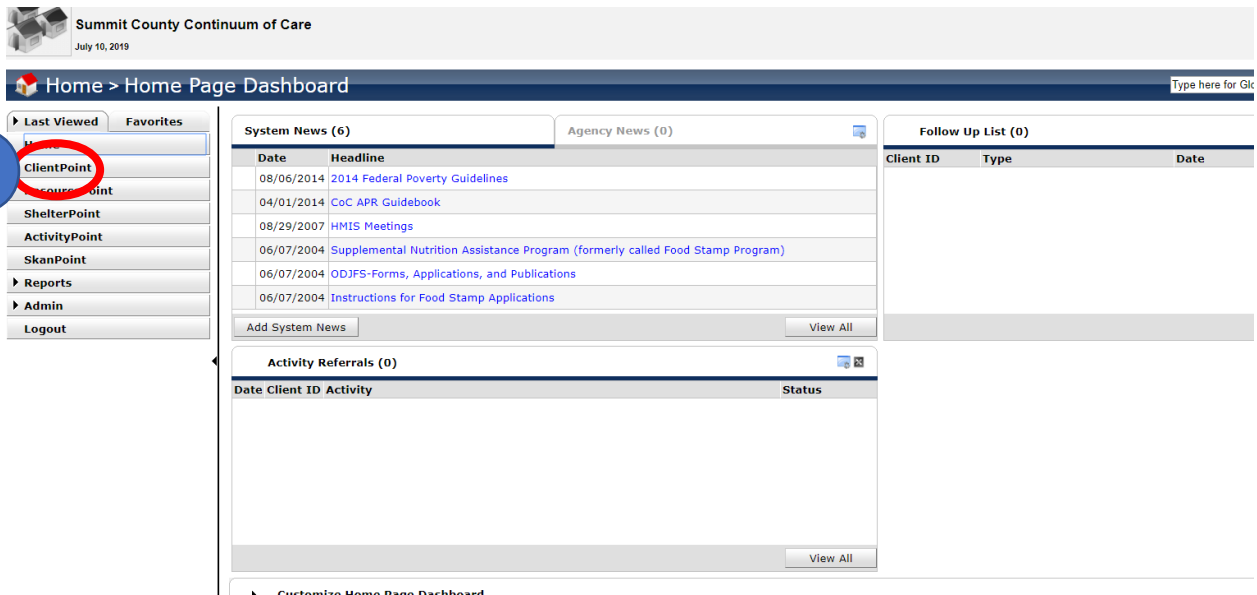
In this example, **Client #133715** is a 1-year old child who appears to be the only member of a household. After running the **Data Quality Framework Report**, we see that this situation has created a **Relationship to HoH error** in HMIS:

Data Element	Error Count
Ethnicity (3.5)	0
Gender (3.6)	0
Overall Score	16
Q3 - Data Quality: Universal Data Elements	
Data Element	Error Count
Veteran Status (3.7)	0
Project Start Date (3.10)	0
Relationship to Head of Household (3.15)	6
Client Location (3.16)	0
Disabling Condition (3.8)	0
Q4 - Data Quality: Income and Housing Data Quality	
Data Element	Error Count
Destination (3.12)	0
Income and Source (4.2) at Start	0

Clients in answer cell	
ID	Client
179191	
178969	
179546	
133715	
178980	
181363	

To correct this situation, we will do the following:

1. Open **ServicePoint** and click on the **ClientPoint** tab on the left-hand side of the **Home Page Dashboard**:



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2. On the **Client Search** page, enter the **Client's ID#**:

ClientPoint > Client Search

Client Search

Please Search the System before adding a New Client.

Name: First, Middle, Last, Suffix

Name Data Quality: -Select-

Alias: [Text Field]

Social Security Number: [Text Field]

Social Security Number Data Quality: -Select-

U.S. Military Veteran?: -Select-

Exact Match:

Search ACTIVE Clients:

Search INACTIVE / DELETED Clients:

Search ALL Clients:

Search, Clear, Add New Client With This Information

Client Number

Enter or scan a Client ID number directly to that Client's profile

Client ID #: 133715 Submit

3. Click **[Submit]**

4. Once the Client has been found in the database, click on the **Entry/Exit** tab:

Client - (133715)

Release of Information: None

Client Information

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

Added to the system 09/18/2018 03:01 PM

Name, Date of Birth, Gender: Female, Primary Race: Black or African American (HUD)

5. Locate the **Provider Entry or Exit** to be edited:

Client - (133715) Howell, Leilani

Release of Information: None

Client Information

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

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

Program	Type	Project Start Date	Exit Date	Interims	Follow Client Ups Count
Highlands (Shelter Care) (133)	RHY	10/28/2019	01/12/2021		
Highlands (Shelter Care) (133)	RHY	09/05/2018	11/20/2018		

Add Entry / Exit

Showing 1-2 of 2

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6. Click the appropriate **[Pencil]** (i.e., the **Edit icon**) to begin editing the Client's Entry and/or Exit
 - a. If the error is indicated at the **start** of a Client's project, click the pencil next to the **Project Start Date (6a)**.
 - b. If the error is indicated at the **exit** of a Client's project, click the pencil next to the **Exit Date (6b)**.
 - c. For this example, since the error occurred at the Client's project entry, we will click the pencil next to the **Project Start Date (6a)**.

Client - (133715) [Redacted] Mass Visibility Update

(133715) [Redacted] -Switch to Another Household Member- Submit

Release of Information: None

Client Information Service Transactions

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

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

Program	Type	Project Start Date	Exit	Interims	Follow Client Count
Highlands (Shelter Care) (133)	RHY	07/28/2019	11/2		
Highlands (Shelter Care) (133)	RHY	09/05/2018			

Add Entry / Exit Exit

Showing 1-2 of 2

7. This screen will appear and we will click **[Save and Continue]**:

Edit Project Start Data - (133715) [Redacted]

Household Members

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

(100361) Female Single Parent

(133715) [Redacted] Include Additional Household Members

Edit Project Start Data - (133715) [Redacted]

Provider: Highlands (Shelter Care) (133)

Type: RHY

Project Start Date*: 10 / 28 / 2019 [Time Picker]

Save & Continue 7

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8. Here is where we will see the problem. Please note that this Client has been entered into HMIS as “Head of household’s child” but this household has only one member and no head, thus creating an error in HMIS:

Household Members

(133715) [Redacted]
Age: 1
Veteran: No (HUD)

Household Data Sharing

Client: (133715) [Redacted] Add Household Data

HHS RHY Entry for TH and HP (2020) OH-506 Entry Date: 10/28/2019 02:57:20 PM

Date of Birth: 09 / 01 / 2018

Date of Birth Type: Full DOB Reported (HUD)

Primary Race: Black or African American (HUD)

Secondary Race: White (HUD)

Ethnicity: Non-Hispanic/Non-Latino (HUD)

Gender: Female

Does the client have a disabling condition?: No (HUD)

Relationship to Head of Household: Head of household's child

9. To correct this, we cancel out of this window, return to the **Client Profile** page, and select the proper entry needing correction by clicking the **edit pencil**:

Client - (133715) [Redacted] Mass Visibility Update

(133715) [Redacted]
Release of Information: None Switch to Another Household Member Submit

Client Information Service Transactions

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

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

Program	Type	Project Start Date	Exit Date	Interims	Follow Client Ups	Count
Highlands (Shelter Care) (133)	RHY	10/28/2019	01/12/2021			
Highlands (Shelter Care) (133)	RHY	09/05/2018	11/20/2018			

Add Entry / Exit Showing 1-2 of 2 Exit

10. In the pop-up box, please click on **[Include Additional Household Members]**:

Edit Project Start Data - (133715) Howell, Leilani

Household Members

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

(100361) Female Single Parent

(133715) Howell, Leilani (Entry Date: 10/28/2019 2:57 PM)

Include Additional Household Members

Edit Project Start Data - (133715) Howell, Leilani

Provider: Highlands (Shelter Care) (133)

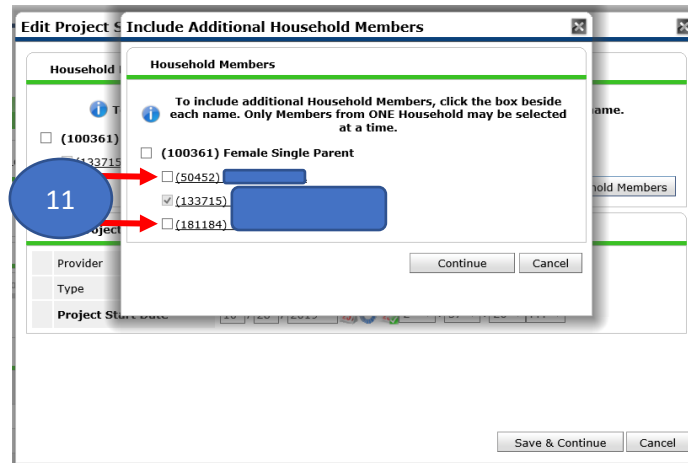
Type: RHY

Project Start Date*: 10 / 28 / 2019 2 : 57 : 20 PM

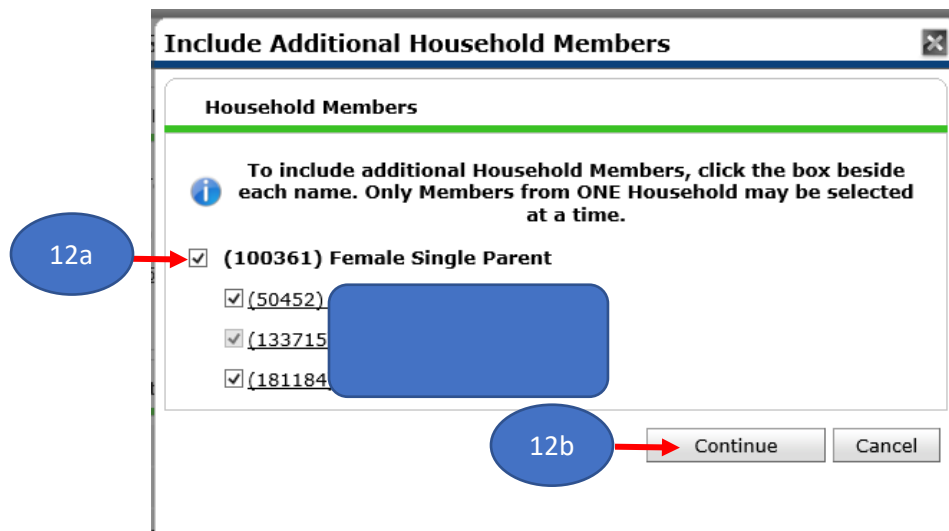
Save & Continue Cancel

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11. In the pop-up window, please notice that there are family members not included in this household, as indicated by no check in the check box next to their name:



12. Select the missing members of the household by clicking the check box next to their name.
- If everyone is to be included in the household, simply click the check box next to **Female Single Parent** and this will select everyone
 - Next, click [**Continue**]:



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13. Next, click [Save & Continue]:

Edit Project Start Data - (133715)

Household Members

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

- (100361) Female Single Parent
- (50452)
- (133715)
- (181184)

Include Additional Household Members

Edit Project Start Data - (133715) Howell, Leilani

Provider: Highlands (Shelter Care) (133)

Type: RHY

Project Start Date*: 10/28/2019 2:57:20 PM

13 Save & Continue Cancel

14. We will see that the entire family is now included in this household and the “Head of household’s child” label can now be accurately applied to this Client because there is now a HoH:

Household Members

- (50452) Age: [redacted] Veteran: No (HUD)
- (133715) Age: [redacted] Veteran: No (HUD)
- (181184) Age: [redacted] Veteran: No (HUD)

Household Data Sharing

Client: (133715) Ac

HHS RHY Entry for TH and HP (2020) OH-506 Entry Date: 10/28/2019

Date of Birth: 09/01/2018 G

Date of Birth Type: Full DOB Reported (HUD) G

Primary Race: Black or African American (HUD) G

Secondary Race: White (HUD) G

Ethnicity: Non-Hispanic/Non-Latino (HUD) G

Gender: Female G

Does the client have a disabling condition?: No (HUD) G

Relationship to Head of Household: Head of household's child 14

15. After we scroll down and [Save & Exit], we are returned to the Client Profile page and we confirm that the changes took place because we now notice that the **Client Count** has changed from 1 (see image #5 above) to 3:

Client - (133715) Howell, Leilani Mass Visibility Update

(133715) Howell, Leilani Release of Information: None -Switch to Another Household Member- Submit

Client Information Service Transactions

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

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

Program	Type	Project Start Date	Exit Date	Follow Client Ups Count
Highlands (Shelter Care) (133)	RHY	10/28/2019	01/12/2020	3
Highlands (Shelter Care) (133)	RHY	09/05/2018	11/20/2018	0

Add Entry / Exit Showing 1 - 2 of 2

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I hope you found this manual helpful. 😊 Please feel free to reach out to me with any questions:

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