

# HMIS Flags Report Pilot

## Improving Data Together

We're excited to share the first pilot of the SSF HMIS Flags Report, a tool to help us strengthen data quality across the HMIS system. This pilot is being launched in partnership with agencies to support better data without adding unnecessary burden.

## What is the SSF Flags Report?

The SSF Flags Report highlights data quality concerns related to client entries and exits, such as:

- Missing or conflicting dates
- Unexpected patterns that may signal reporting issues

Each agency will receive a report tailored to their programs to support internal review, reflection, and improvement.

### Timeline

**Early September**– Pilot reports and flyers sent to agencies

**September-October**– Feedback survey open

**Late Fall** – Routine launch of the SSF Flags Report

## What's the Goal of this Pilot?

This pilot is a **test run** to:

- Make sure the layout and content are clear and useful
- Identify what support or guidance is needed
- Collect your ideas to improve the process before launching it system-wide.

## Helpful Resources

We know HMIS data work can be complex. To support you, we've made guidance and documentation available on our website, including:

- [HMIS Job Aids](#)
- [Relevant HUD data standards and definitions.](#)

These resources can help you interpret the report and address common data issues.

We'd love to hear your thoughts on:

- What worked and what didn't
- How this fits into your workflows
- What additional context or tools might help



## Thank you!

**We truly appreciate your partnership. High-quality data leads to a more informed and responsive system – one that better serves clients, our providers, and our community.**

# HMIS Flags Report – FAQs

## General Tips

- All fields must have a response. Blank/Null fields are considered errors.
- Select “Data not collected” only if the information truly wasn’t collected or is unavailable.
- Verify both the response and the associated quality field when applicable (e.g., Name, SSN, DOB).
  - Please see the following [HMIS job](#) aid for guidance on SSN and DOB fields.

## Need Help?

If you run into issues or have questions about the issues flagged:

- Email the HMIS Support Inbox: [hmis@sacstepsforward.org](mailto:hmis@sacstepsforward.org)
- Join Office Hours: Weekly HMIS Office Hours are open to all users. Bring your questions, get live troubleshooting help, and hear updates.

Don’t hesitate to reach out – we’re here to support you.

## Section 1: Understanding Flagged Issues

### Q: Why is a field flagged as missing when it appears filled in HMIS?



#### Why is this issue flagged?

The report identifies invalid responses, including:

- Retired values no longer accepted by HUD
- Responses not mapped correctly in the system



#### How do I resolve it?

- If the value is labeled “retired”, update it to the current valid option
- If unsure, contact HMIS Support
- If the value seems valid but is still flagged, report it for review.

### Q: Why is an enrollment flagged if all fields appear complete?



#### Why is this issue flagged?

The report flags:

- Non-response values like “Client doesn’t know,” “Refused,” or “Data not collected”
- Logical inconsistencies between related fields (e.g., employed = yes, income = \$0)



#### How do I resolve it?

- Confirm non-response values are appropriate
- Double-check “quality” fields (e.g., DOB + DOB quality)
- Review related fields for consistency
- If it appears incorrect, submit to HMIS support with the enrollment ID

# HMIS Flags Report – FAQs

## Section 1: Understanding Flagged Issues

### Q: What does “Long Stayer” mean?



#### Why is this issue flagged?

The client has no exit and has been enrolled:

- In most cases, 90 day or longer.



#### How do I resolve it?

- If still active, no action needed
- If not, exit the client from the program

### Q: What does “Oldest Household Member Under 12” mean?



#### Why is this issue flagged?

- No household member is age 18 or older
- May be caused by:
  - Incorrect date of birth
  - Improper household grouping



#### How do I resolve it?

- Verify household structure and DOBs
- Update records or contact HMIS Support for help

### Q: What does “Duplicate Entry” mean?



#### Why is this issue flagged?

A client has two or more enrollments in the same project with the same start date



#### How do I resolve it?

- Review the records
- Submit a ticket to HMIS Support if it's a true duplicate

# HMIS Flags Report – FAQs

## Section 1: Understanding Flagged Issues

### Q: Why is “Future Entry/Exit Date” flagged?



#### Why is this issue flagged?

- Entry or exit date is after the date the record was entered into HMIS
- May be due to data entry error or future-dating



#### How do I resolve it?

- If accurate, no action needed
- If not, correct the date

## Section 2: Overlaps, Date & Enrollment Structure

### Q: Enrollment is flagged as “Overlap with...project” when the other project is from a different agency?



#### Why is this issue flagged?

- The report checks for overlapping enrollments across all agencies in HMIS
- Clients should not be active in multiple housing projects at the same time



#### How do I resolve it?

- If the overlap is not from your agency, email HMIS Support with the client ID and flag details
- HMIS will coordinate with the other agency to resolve

# HMIS Flags Report – FAQs

## Section 2: Overlaps, Date & Enrollment Structure

### Q: What should I do if the overlapping project is from my agency?



#### Why is this issue flagged?

- The same client has multiple enrollments in your agency that overlap in time
- Overlaps may be valid in rare cases (e.g., joint TH-RRH), but usually indicate an error



#### How do I resolve it?

- Review both records
- Correct dates or exit one if it's a duplicate
- Contact HMIS Support if clarification is needed

### Q: Why are old or exited enrollments still being flagged?



#### Why is this issue flagged?

- The report includes enrollments that were active at any point between January 1, 2023 and May 31, 2025
- Some may have start dates before the reporting window or incomplete exits



#### How do I resolve it?

- Verify the exit date is entered and accurate
- Ensure no fields are blank or contain invalid responses
- Complete any missing data if possible

### Q: Why does the “Status” field show a negative or incorrect number of days?



#### Why is this issue flagged?

- The number of days is calculated using:
  - The Entry Date or Move-in Date
  - Compared to the report end date
- A negative value usually means a date is incorrect or missing



#### How do I resolve it?

- Double-check Entry Date and Move-in Date
- Confirm the client is exited, if applicable
- Correct any date entry errors

# HMIS Flags Report – FAQs

## Section 3: Data Completeness & Required Responses

### Q: What should I do if we don't have responses for some fields?



#### Why is this issue flagged?

- Fields left blank or null are considered incomplete
- Missing data affects both reporting and system performance



#### How do I resolve it?

- Do not leave fields blank
- If data is unavailable, select the appropriate non-response:
  - "Client doesn't know"
  - "Client prefers not to answer"
  - "Data not collected"

### Q: Why are responses like "Client doesn't know" or "Data not collected" being flagged?



#### Why is this issue flagged?

- These values are technically complete, but still signal low-quality data
- The report highlights them to encourage data accuracy and follow-up



#### How do I resolve it?

- Verify that the non-response was appropriate and intentional
- When possible, update the record with the actual information if later obtained
- Be especially careful with fields tied to performance (e.g., Name, DOB, Income)

## Section 4: Tools, Reports & Support

### Q: Are there HMIS canned reports that show similar data quality issues?



#### Why is this issue flagged?

- Providers may want to cross-check data quality issues using reports already available in Clarity.



#### How do I resolve it?

- Several reports can help identify similar issues. Common examples:
  - [HUDX-225] HMIS Data Quality Report
  - [DQXX-102] Program Data Review
  - [GNRL-106] Program Roster
  - [GNRL-220] Program Details Report

# HMIS Flags Report – FAQs

## Section 4: Tools, Reports & Support

**Q: How can we request help if our agency has too many issues to resolve?**



### Why is this issue flagged?

Some agencies may feel overwhelmed by the volume of flagged items.



### How do I resolve it?

- Reach out to HMIS Support to discuss your situation
- We can help you prioritize, clarify expectations, and determine a reasonable action plan
- In some cases, we may be able to provide 1:1 guidance or technical assistance

**Q: Where can I get support or ask questions about the report?**



### Why is this issue flagged?

Ongoing support is available, but users may not know where to go.



### How do I resolve it?

- Email: Use the HMIS Support inbox
- Office Hours: Join weekly HMIS Office Hours for live help and discussion
- Include details like Client ID, Enrollment ID, and issue type when reaching out