



MONTHLY OFFICE HOURS

August 2026

Solving Homelessness Together • Dallas & Collin Counties

MEET YOUR HMIS TEAM



Freda M. Nelms

Director
Data Mgmt & Reporting



Eryca Peters

HMIS Manager



Phil Force

HMIS Administrator



Lisa Heise

HMIS Administrator



Emmett Altzman

HMIS Administrator of
Data Quality

TODAY'S AGENDA

August 27, 2026 1:00pm

01

Announcements & Reminders

02

ClientTrack Feature Highlight

Timeliness Report

03

HMIS Deep Dive

Overlapping Enrollments

04

Provider Spotlight

01

ANNOUNCEMENTS

ANNOUNCEMENTS

Announcements

- Change to State CHIP in ClientTrack
 - Was appearing in Insurance AND Non-cash Benefits
 - Has been removed from Non-cash Benefits and a script will be run to fix records where it was recorded incorrectly
 - Double check clients who receive this benefit to be sure their information is correct
- Multi-Factor Authentication is coming!
 - Log in will require a phone number or authenticator app
 - We will provide more information as it becomes available

ANNOUNCEMENTS

Announcements

- New HUD CSV options

Project Type:
Emergency Shelter - Night-by-Night
Transitional Housing
PH - Permanent Supportive Housing (disability required for entry)
Street Outreach

HMIS Projects Only: ☒

Continuum of Care projects Only: ☐

HMIS Participating Project Only: ☐

Program(s): ☐ Filter by Program(s)

REMINDERS

PPI (Personal Protected Information) should never be included in any recorded training or TA content. This applies to formal training recordings as well as any other type of recording, including a recorded Teams call or an AI meeting bot/tool that records, transcribes, or captures the meeting.

For clarification, **screen sharing within HMIS during a live TA session is appropriate when all participants have signed the required HMIS agreements and are authorized to view the information.** However, if PPI or live client data will be visible at any point, **the session cannot be recorded.**

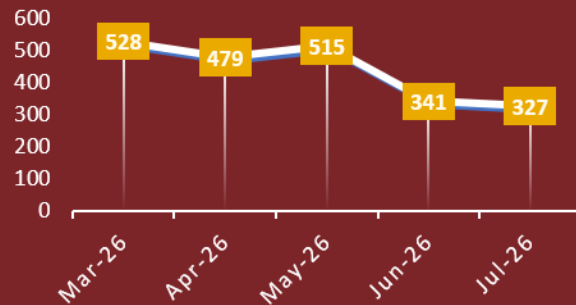
If you are in a recorded meeting or participating in a recorded training and PPI is visible, please notify the HMIS team **immediately** by submitting a help desk ticket.

REMINDERS

Reminders

- Continue to check your paused operations page daily for accidental paused workflows.
- As of July 31, we have 3260 missing annual assessments for 2026 in our system. We recommend checking the [Annual Assessment Tool](#) on at least a weekly basis in order to ensure those assessments are completed on time.

PAUSED OPERATIONS



02

CLIENTTRACK FEATURE HIGHLIGHT

Timeliness Report

CLIENTTRACK FEATURE: Timeliness Report

1

What is it?

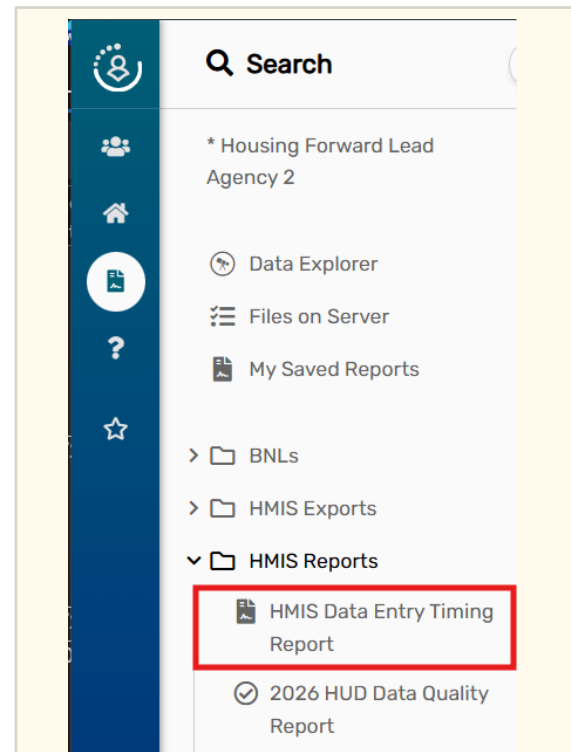
This report shows the average entry and exit timeliness for the programs selected, with the ability to drill down within each program.

2

How do you get there?

From the Reports Workspace, go to HMIS Reports, then select "HMIS Data Entry Training Report"

There are various filters that you can select to get the exact information you are looking for



03

DEEP DIVE

Overlapping Enrollments

OVERLAPPING ENROLLMENTS

WHAT ARE THEY?

- Overlapping enrollments occur when a client is enrolled in two or more HMIS projects at the same time
- Not all overlapping enrollments cause data quality issues; it depends on project type

WHY DO THEY MATTER?

Overlapping enrollments can lead to inaccurate utilization rates

If a client is enrolled in two housing programs at once, utilization rates for those programs may not be correct

HUD'S HIERARCHY FOR ADDRESSING OVERLAPS



LEVEL ONE

- Overlaps between residential projects that use Entry Date (Project Start Date) and Exit Date (Project Exit Date) to indicate the household is occupying that unit on that date
 - These are physically impossible dual enrollments that should be found and fixed immediately

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter (1) start-to-end date range (w/in report dates)	Emergency Shelter (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter start-to-end date range (w/in report dates)	Safe Haven start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Safe Haven (1) start-to-end date range (w/in report dates)	Safe Haven (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Safe Haven start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing (1) start-to-end date range (w/in report dates)	Transitional Housing (2) start-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible

LEVEL TWO

- Overlaps between residential projects that use Entry Date (Project Start Date) and Exit Date (Project Exit Date) to indicate the household is occupying that unit on that date AND projects that use Bed Night Date to indicate the household is occupying that unit on that date

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter start-to-end date range (w/in report dates)	Emergency Shelter Bed Night (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter (1) Bed Night (w/in report dates)	Emergency Shelter (2) Bed Night (w/in report dates)	A bed night recorded in two different Emergency Shelter nbn projects on the same date for the same household is physically impossible and should be resolved 100% of the time
Emergency Shelter Bed Night (w/in report dates)	Safe Haven start-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.
Emergency Shelter Bed Night (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.

LEVEL THREE

- Overlaps between residential projects that use Entry Date (Project Start Date) and Exit Date (Project Exit Date) to indicate the household is occupying that unit on that date AND residential projects that use Housing Move-In Date and Exit Date to indicate the household is occupying that unit on that date

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
Emergency Shelter start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter Bed Night (w/ in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.

LEVEL THREE

- Overlaps between residential projects that use Entry Date (Project Start Date) and Exit Date (Project Exit Date) to indicate the household is occupying that unit on that date AND residential projects that use Housing Move-In Date and Exit Date to indicate the household is occupying that unit on that date

Emergency Shelter start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two days should be fixed; one or two days should be explained.
Safe Haven start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Transitional Housing start-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
Emergency Shelter Bed Night (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	Any overlap of more than two consecutive days should be fixed; one or two days should be explained.

LEVEL FOUR

- When residential projects that use Housing Move-In Date and Exit Date to indicate the household is occupying that unit on that date are using supportive services to support housing supplied by other residential projects that use Housing Move-In Date and Exit Date

Inventory/Enrollment #1	Inventory/Enrollment #2	DQ Analysis Issue
*PSH (1) Housing Move-In Date-to-end date range (w/in report dates)	PSH (2) Housing Move-In Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
*PSH (1) Entry date-to-end date range (w/in report dates)	PSH (1) Entry date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
*RRH (1) Entry date-to-end date range (w/in report dates)	RRH (1) Entry Date-to-end date range (w/in report dates)	Any overlap by any number of days is physically impossible
RRH, PH-Housing Only, PH-Housing with Services Housing Move-In Date-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)	*See supplemental funding source breakdown below
*RRH, PH-Housing Only, PH-Housing with Services (1) Housing Move-In Date-to-end date range (w/in report dates)	RRH, PH-Housing Only, PH-Housing with Services (2) Housing Move-In Date-to-end date range (w/in report dates)	*See supplemental funding source breakdown below

SO WHAT DO I DO?

- Data Quality Officers will be provided with a spreadsheet detailing existing overlapping enrollments on a quarterly basis
- End Users may be asked to assist in cleaning up those enrollments
- End Users who notice an overlapping enrollment when enrolling a client – create a case note explaining the overlap
- The closer we get to real-time data entry, the less likely we are to have overlapping enrollments

Overlapping enrollments are a community effort – we need everyone's assistance to make sure our data accurately reflects where neighbors were staying each night

04

PROVIDER SPOTLIGHT

Steve Grimes

PROVIDER SPOTLIGHT

Steve Grimes

- Grew up locally and still lives in the same Collin County town
- Studied Substance Abuse Counseling and acquired a job at TTC, Inc., an organization working with those being released from prison
- When that organization closed, transferred to The Salvation Army, where he worked in the Substance Abuse Program and the Men's Shelter Program
- Has been with Salvation Army for 31 years
- Steve loves what he does serving the homeless population, as well as sports, fishing, and spending time with family, including Maverick and Coco, his dogs

Thanks Steve, for all the work you do!



OFFICE HOURS

WEEKLY

All HMIS End-Users

General Technical Assistance

**Every Friday
10:30am – 11:30am**

[Click here to join.](#)

MONTHLY

All HMIS End-Users

Specific HMIS Reinforcement

**4th Thursday
1:00pm – 2:30pm**

[Click here to join.](#)

QUARTERLY

HMIS Data Quality Officers

Technical Assistance for DQO Duties

**2nd Tuesday following
End of Quarter
10:00am – 11:30am**

[Click here to join.](#)

Questions? Feedback?

Thank you for joining Monthly Office Hours!

Submit a help desk ticket: help@housingforward.on.spiceworks.com

Next Office Hours: September 24, 2026 at 1:00pm ([link](#))

Resources: [HMIS Documents](#)

