Data Quality Overlapping Enrollments and EVA

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Overlapping Enrollments and EVA

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What Are Overlapping Enrollments?

According to HUD HMIS Data Standards and guidance, overlapping enrollments occur when a client is recorded as actively enrolled in two or more projects during the same time period in a way that implies they were occupying multiple units or receiving housing services simultaneously. This is considered a data quality issue because it suggests a physically impossible situation unless specifically allowed by funding rules.

- Both enrollments overlap in dates (Entry and Exit Date or Housing Move-In Date).
- Can occur across **similar project types** (e.g., two shelters) or **different types** (e.g., shelter and permanent housing).

Example Scenario:
- A client is enrolled in a PSH project from 10/01/2024 to 10/18/2025.
- The same client is also enrolled in a RRH project from 04/14/2025 to current.

This overlap suggests the client was staying in two PH projects at the same time

	Program	Type	Project Start Date		Exit Date
🗑	All Chicago - (Project Template) - Rapid Re-housing (1155)	HUD	✏ 04/14/2025	✏	
🗑	All Chicago - (Project Template) - Permanent Supportive Housing (1415)	HUD	✏ 10/01/2024	✏	10/18/2025
Add Entry / Exit			**Showing 1-2 of 2**		

Why Overlapping Enrollments Matter

The Chicago CoC relies on accurate HMIS data to measure progress, allocate resources effectively, and comply with HUD requirements. Overlapping enrollments create data that is logically and physically impossible, which impacts both local planning and federal reporting.

- Distorts utilization rates and inventory counts.

- Causes errors in Point-in-Time (PIT) Count, Housing Inventory Count (HIC), Longitudinal System Analysis (LSA), and System Performance Measures (SPMs).

- Puts the CoC at risk of HUD compliance issues.

- Misrepresents housing needs and service gaps.

HUD Guidance on Overlaps

HUD views overlapping enrollments as a critical data quality issue because they indicate situations that are not possible in real life. Providers are expected to ensure that enrollment dates accurately reflect client stays and do not overlap in a way that implies multiple housing placements. HUD uses a hierarchy of overlap levels to prioritize corrections, starting with the most severe cases.

- Level 1: Overlaps between residential projects that use Entry Date and Exit Date to indicate occupancy.

- Level 2: Overlaps between Entry/Exit-based projects and projects that use Bed Night Date (Night-by-Night shelters).

- Level 3: Overlaps between residential projects (Entry/Exit or Bed Night) and Permanent Housing projects that use Housing Move-In Date.

- Level 4: Overlaps between Permanent Housing projects

Level 1: Overlaps Between Entry/Exit-Based Residential Projects

Level 1 overlaps occur when a client is enrolled in two or more residential projects that use Entry Date and Exit Date to indicate occupancy at the same time. These projects include Emergency Shelter (Entry/Exit), Transitional Housing, and Safe Haven. Because these projects represent physical units where a client resides, any overlap means the client is recorded as occupying two units simultaneously, which is logically and physically impossible. HUD considers these the most severe overlaps and expects them to be corrected immediately.

Inventory/Enrollment #1	Inventory/Enrollment #2
Emergency Shelter (1) start-to-end date range (w/in report dates)	Emergency Shelter (2) start-to-end date range (w/in report dates)
Emergency Shelter start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)
Emergency Shelter start-to-end date range (w/in report dates)	Safe Haven start-to-end date range (w/in report dates)
Safe Haven (1) start-to-end date range (w/in report dates)	Safe Haven (2) start-to-end date range (w/in report dates)
Safe Haven start-to-end date range (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)
Transitional Housing (1) start-to-end date range (w/in report dates)	Transitional Housing (2) start-to-end date range (w/in report dates)

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Level 1: Overlaps Between Entry/Exit-Based Residential Projects

Example Scenario: A client is enrolled in Emergency Shelter A from 01/01/2025 to 01/10/2025 and Transitional Housing B from 01/05/2025 to 01/15/2025. This overlap suggests the client was living in two different units during the same period.

Provider Steps:

- Review the client's enrollment history in HMIS and check internal documentation collected at the time of enrollment.

- Correct Entry Date or Exit Date in HMIS so they reflect actual stay dates

- If you know the client was at your location during the overlap, reach out to the other agency to correct their Exit Date/ Enrollment

- Remove any duplicate enrollments that were entered in error

- After corrections, confirm that the updated dates do not create new overlaps with other projects

Level 2: Overlaps Between Entry/Exit-Based Projects and Night-by-Night Shelters

Level 2 overlaps occur when a client is enrolled in a residential project using Entry/Exit dates and also recorded for bed nights in a Night-by-Night shelter during the same period. These overlaps are physically impossible because they imply the client was counted in two shelters on the same nights. HUD expects these to be corrected nearly 100% of the time.

Inventory/Enrollment #1	Inventory/Enrollment #2
Emergency Shelter start-to-end date range (w/in report dates)	Emergency Shelter Bed Night (w/in report dates)
Emergency Shelter (1) Bed Night (w/in report dates)	Emergency Shelter (2) Bed Night (w/in report dates)
Emergency Shelter Bed Night (w/in report dates)	Safe Haven start-to-end date range (w/in report dates)
Emergency Shelter Bed Night (w/in report dates)	Transitional Housing start-to-end date range (w/in report dates)

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Level 2: Overlaps Between Entry/Exit-Based Projects and Night-by-Night Shelters

Example Scenario: A client is enrolled in Emergency Shelter A (Entry/Exit method) from 01/01/2025 to 01/10/2025 while also recorded for bed nights in Emergency Shelter B (Night-by-Night) on 01/05/2025, 01/06/2025, and 01/07/2025. This overlap suggests the client was counted in two shelters during the same nights.

Provider Steps:

- Review the client's enrollment history in HMIS and check internal documentation collected at the time of enrollment.

- If you know the client was at your location during the overlap, reach out to the other agency to correct their Exit Date/ Enrollment

- If the client was staying at the Night-by-Night shelter during the overlap, adjust the Entry/Exit enrollment by updating the Exit Date before the bed night dates.

- If the client returned later, re-enroll with the correct dates.

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Level 3: Overlaps Between Residential Projects and Permanent Housing Projects

Level 3 overlaps happen when a client is enrolled in a residential project (Emergency Shelter, Transitional Housing, or Safe Haven) and is also recorded as occupying a Permanent Housing unit based on Housing Move-In Date. This is the most common overlap in our community because clients often remain enrolled in shelter after moving into housing. These overlaps create serious data issues.

HUD expects nearly all Level 3 overlaps to be corrected. A client can be enrolled in a Permanent Housing project before move-in, but once a Housing Move-In Date is entered, the client should no longer appear in any shelter or transitional housing enrollment.

Inventory/Enrollment #1	Inventory/Enrollment #2
Emergency Shelter start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)
Safe Haven start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)
Transitional Housing start-to-end date range (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)

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Level 3: Overlaps Between Residential Projects and Permanent Housing Projects

Inventory/Enrollment #1	Inventory/Enrollment #2
Emergency Shelter Bed Night (w/in report dates)	PSH Housing Move-In Date-to-end date range (w/in report dates)
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)
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)
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)
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)

Level 3: Overlaps Between Residential Projects and Permanent Housing Projects

Example Scenario: Client enrolled in Emergency Shelter from 02/01–02/10 and has a Housing Move-In Date in Rapid Re-Housing on 02/05. This means the client was recorded as homeless and housed at the same time.

Provider Steps:
- Review the client's enrollment history in HMIS and check internal documentation (intake forms, lease start date) for the actual move-in date.

- If client moved into housing, update Exit Date for the shelter before the Housing Move-In Date.
- If client returned to shelter after housing, they should be exit from RRH and re-enroll with correct dates in shelter.

- After corrections, confirm that the updated dates do not create new overlaps with other projects

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Level 4: Overlaps Between Permanent Housing Projects

Inventory/Enrollment #1	Inventory/Enrollment #2
*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)
*PSH (1) Entry date-to-end date range (w/in report dates)	PSH (1) Entry date-to-end date range (w/in report dates)
*RRH (1) Entry date-to-end date range (w/in report dates)	RRH (1) Entry Date-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)	PSH Housing Move-In Date-to-end date range (w/in report dates)
*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)

Level 4 overlaps occur when a client is enrolled in two Permanent Housing projects at the same time. These often happen during transfers between RRH and PSH or between two PSH units. While less common, these overlaps can make inventory appear duplicated and misrepresent housing utilization. HUD expects these overlaps to be corrected 99% of the time. In very rare cases where dual enrollment is unavoidable, HUD requires full documentation explaining the situation.

Level 4: Overlaps Between Permanent Housing Projects

Example Scenario: Client was housed in Rapid Re-Housing (RRH) on 03/05/2025 and later transferred to Permanent Supportive Housing (PSH) and housed on 04/05/2025. The RRH project never entered an Exit Date, or the PSH enrollment started before the RRH exit was recorded. This creates an overlap where the client appears to occupy two permanent housing units at the same time.

Provider Steps:

- Review the client's enrollment history in HMIS and check internal documentation (intake forms, lease start date) for the actual move-in date.

- If the client moved from RRH to PSH, update RRH Exit Date so it is before the PSH Housing Move-In Date.

or

- If the client moved to a new PSH/RRH unit, update the Exit Date for the first PSH/RRH enrollment before the second Housing Move-In Date.

- After corrections, confirm that the updated dates do not create new overlaps with other projects

EVA Reports

EVA Reporting

EVA (Enhanced Validation Application) is a HUD-developed tool that helps agencies review and correct data quality issues in HMIS. It uses a hashed CSV export from HMIS to generate reports that highlight common errors. EVA is optional for this Data Quality cycle but strongly recommended because it gives agencies a clear way to identify problems before they affect HUD reporting.

What EVA Does
- Identifies overlapping or duplicate enrollments within your agency's projects.
- Flags incorrect or missing Housing Move-In Dates.
- Highlights Head of Household errors and Enrollment CoC mismatches.
- Provides dashboards and downloadable reports for easy review.

For details about how to use EVA please see our dedicated EVA article:
https://hmis.allchicago.org/hc/en-us/articles/23278345944212

Steps To Use EVA

❑ **Generate Hashed CSV from HMIS**
- In HMIS, run the Hashed HMIS CSV Export for the Data Quality period.
- Include all relevant projects from your agency.
- Save/Download the export it will come as a zipped file. (Do Not Open or Modify any Files in the Zip Folder)

❑ **Upload to EVA**
- Go to the EVA platform and upload the zipped CSV file.
- EVA accepts files and processes them securely.

❑ **Review Reports**
- Use the dashboard to review key issues: Overlapping enrollments, Housing Move-In Date errors, Head of Household problems, and Enrollment CoC mismatches.
- Focus on overlaps within your agency, as EVA will not show cross-agency overlaps.

❑ **Correct in HMIS**
- Update Enrollment dates, Housing Move-In Dates, and Household Relationships based on actual documentation or client situation.

❑ **Re-run EVA**

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Best Practices

Exit Clients Promptly in HMIS
Enter Exit Dates as soon as a client leaves your project. Delays create overlaps and distort utilization.

Verify Housing Move-In Dates Before Entry
 Use lease or placement documentation to confirm the correct date before entering it in Permanent Housing projects.

Communicate Transfers Immediately
When a client moves between agencies, confirm dates with the other provider to avoid dual enrollments.

Use EVA for Internal Review
Run EVA during each Data Quality process to catch overlaps within your agency and other common errors.

Check HMIS Data Quality Reports Regularly
Combine EVA results with BusinessObjects reports for a complete picture of your agency's data.

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Accessing / Reviewing
EVA Report

Resources

Overlapping Helpdesk Article
https://hmis.allchicago.org/hc/en-us/articles/43221174439572

HUD HMIS Data Standards
https://www.hudexchange.info/resource/3824/hmis-data-dictionary/

EVA Helpdesk Article
https://hmis.allchicago.org/hc/en-us/articles/23278345944212

ATA Resource List
https://hmis.allchicago.org/hc/en-us/articles/35835517782548-ATA-Resource-List

All Chicago HMIS Helpdesk
Please reach out to Helpdesk@allchicago.org for support with HMIS corrections and EVA
questions

Q & A

Thank you!