



Updated August 2023

# Osnium User Guide to Data Entry for Health and Human Services Commission Family Violence Program (HHSC FVP) Reporting

This document is intended as an introductory guide for Osnium users who are reporting to HHSC through Osnium. This guide will help you to properly enter data so that your data will pull correctly and your reporting to HHSC will be accurate. *This is not exhaustive to all data you may need to enter into the Osnium system. It is specifically reviewing data needed for the HHSC export and HHSC FVNet reporting.* To review HHSC data elements and valid responses accepted by FVNet, please review the [FVNET Data Element Guide](#). Should there be a discrepancy between this guide and the HHSC Data Element Guide at any time, please refer to the most recent version that HHSC has sent. Do not hesitate to contact us at [datatx@tcfv.org](mailto:datatx@tcfv.org) with any questions.

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## CLIENT RECORD

For new clients, create a new client in Osnum and enter the demographic information on the main client screen. The following highlighted sections will be the most important to thoroughly complete as it can affect your reporting capabilities if they are not entered.

- Client ID is automatically created by Osnum.
- First Name
- Last Name
- Date of Birth
- Age Status check boxes, if client does not disclose their age.
- County
- Race
- Ethnicity
- Gender
- Veteran Status
- Primary Language Spoken
- Needing Language Services
- TANF/SSBG Eligible
- TANF/SSBG Date

### Quick Tips

- Make sure that all clients that are being reported to HHSC have the County field and Primary Language Spoken field entered.
- If age is unknown or refused, the Age Status check box is required to fill out.
- Client Language and County pull into the HHSC export as an aggregate number, and only when they are a *new* client in that reporting period.
- TANF is required for any adult client receiving HHSC services. TANF form fields should not be left blank for any funding type except for SNRP or EIF and should be updated every fiscal year.

The screenshot displays the Osnum client record form with several fields highlighted in blue. The form is organized into three main sections: Primary Details, Demographics, and Identifiers. In the Primary Details section, Client ID, Intake Date, First Name, Middle Name, Last Name, Date of Birth, and Age are highlighted. The Demographics section highlights Gender, Race, Ethnicity, Primary Language Spoken, Highest Education Completed, Current Victimization, Veteran Status, TANF/SSBG Eligible, and TANF/SSBG Date. The Identifiers section highlights County of Residence. Additionally, checkboxes for 'Limited English Proficiency (LEP)', 'Discuss Asylee, Immigration, Refugee Information', 'Needing Language Services', and 'Self-Identified as LGBTQ' are visible at the bottom of the Demographics section.

## CLIENTS VS. HOUSEHOLD MEMBERS

As we all know, *No funder requires one client to be labeled a "primary" client.* Any person that receives services at your agency is a client, no matter if they are directly or indirectly impacted by the violence that brought the family in to receive services. However, due to limitations of the database, one person must be labeled the "Client" and the other family members to be labeled as "Household Members" to connect the client files in the system. Both record types can collect the same type of information. We suggest programs put the parent or head of household as the "client" record to simplify data collection. If you have questions, please reach out to [datatx@tcfv.org](mailto:datatx@tcfv.org).

## HOUSEHOLD MEMBER RECORD

Enter the same information for the Household Members as needed for HHSC reporting.

- Client ID is automatically created by Osnum.
- First Name
- Last Name
- Date of Birth
- Age Status check boxes, if client does not disclose their age.
- County
- Race
- Ethnicity
- Gender
- Veteran Status
- Primary Language Spoken
- Needing Language Services
- TANF/SSBG Eligible
- TANF/SSBG Date

State	Broken Rules
Warning	"TANF/SSBG Date" is empty, but not required. "TANF/SSBG Eligible" is empty, but not required. Please confirm that TANF information is correct or not needed for clients over 18 before saving

The screenshot shows two sections of a form: 'Primary Details' and 'Demographics'. In the 'Primary Details' section, the 'Main Client' field is populated with 'Smith, Benny' and the 'Relationship To Main Client' field is empty. In the 'Demographics' section, the 'TANF/SSBG Eligible' and 'TANF/SSBG Date' fields are empty. A warning message is displayed above the form, indicating that these fields are empty but not required, and asking for confirmation before saving.

### Quick Tips

- To connect the Household Member to the Client, make sure to fill out the extra fields included in the primary details section (highlighted above).
- If a Household Member (HM) is a child, TANF fields can be left blank, and their TANF status will be reported as the same as the associated adult client record. If the HM is over the age of 18, you will get a warning asking if the blank TANF fields are correct. If they do not require their own TANF because they are still within the household of the Client record, you can leave it blank and it will continue to associate that HM with the adult's TANF status. If they need their own TANF form, fill in the blank fields before moving on.
- Only enter a victimization record for a Household Member if they are the primary victim of the abuse. If they are not the direct victim of abuse, their victimization record can be left blank.

## VICTIMIZATIONS

Enter at least one victimization record for each client under the Victimization tab. A victimization record will only pull into the report if it has been entered during the grant year or six (6) months prior to the grant year. The following highlighted sections will be the most important to thoroughly complete.

- Victimization Date
- Offender's Relationship to Survivor
- County of Incident
- Victimization Type
- Domestic Violence Abuse Type: These are specific check boxes created to pull needed information into the HHSC export.
- Youth IPV Status

### Quick Tips

- HHSC only requires you to report victimization for clients who directly experienced the victimization, sometimes called the primary victim.
- Report the most recent incident of victimization only. If multiple victimization types occurred recently, multiple can be reported.
- HHSC eligible clients must have Domestic Violence or Dual Domestic Violence/Sexual Assault chosen as victimization type.
- Youth IPV status is defined as a youth under the age of 18 who is a victim of intimate partner violence.

The screenshot displays a web-based data entry interface for victimization records. It is organized into several panels:

- Victimization Information:** Contains fields for Date Reported, Date Of Victimization (with an estimated date checkbox), Age At The Time Of Victimization, County of Incident, Victimization Type, Youth IPV Status, and Assault Location.
- HHSC Abuse Types:** A list of checkboxes for Physical, Emotional/Psychological/Verbal, Stalking, Sexual, and Refused.
- Offender Information:** Includes Primary Offender (with a dropdown), Offender Unknown checkbox, and Offenders Relationship to Survivor (with a dropdown).
- Other Victimization Types:** A table with columns for Funding and Name, and buttons for Add, Remove, and other actions.
- Victimization Notes:** A large text area for entering notes.
- VOCA Secondary Victims:** A section with Add, Remove, and Filter buttons, and a dropdown menu set to 'All Items'.

At the bottom right, there are buttons for 'Export to' and 'Print Preview...'.

## SERVICES

Enter each of the client's HHSC services on the Services tab within the Client page. The following highlighted sections will be the most important to thoroughly complete.

- Core Service
- HHSC Type: This is your HHSC Contract type. If you have multiple HHSC contracts (i.e. SNRP, EIF, ARP) make sure to select the appropriate contract when necessary.
- Count: If a client receives the same service more than once in a day, use this field to increase the count. Do not enter two separate services.
- Date
- County
- How Provided: this is called "Service Channel" within your HHSC Data Element Guide.

### Quick Tips

- Make sure that you only enter HHSC core services for HHSC eligible clients. Review victimization types allowable in the FVNet Data Element Guide.
- Not all HHSC services are allowable by telephone or in written format. Review HHSC Telephone Policy Guidance and Written Policy Guidance for more info. Additionally, Written has only become allowable for FY24. **No service provided in writing before 9/1/2023 will pull into the HHSC Export.** For access to guidance documents, please email HHSC or TCFV.
- HHSC wants to know about all eligible services provided to eligible clients, regardless of funding source. If you have questions about this, please reach out to your HHSC contract manager, or email [familyviolence2@hhsc.state.tx.us](mailto:familyviolence2@hhsc.state.tx.us).
- Make sure a client has an HHSC Enter Shelter service the day they enter shelter, and an HHSC Exit Shelter service on the date they exit shelter. The HHSC export will look back for an HHSC Enter Shelter or HHSC Exit Shelter Service through the grant year plus six (6) months. **If a client has been in shelter for an extended period of time, you may need to enter a new HHSC Enter Shelter service for that client to pull into the report.**

- Residential Checkbox: Choose this when the service is provided to a client residing in an HHSC-funded Shelter, Shelter A or Satellite location.

## HOTLINE CALLS

Open your Hotline page on the navigation pane to enter your hotline calls. The highlighted sections will be the most important to thoroughly complete.

Call Type: The following call types are the only types of calls to be reported to HHSC:

- Batterer/Offender Referral
- Hotline Calls From or About Family Violence
- Other Family Violence Related Call
- Hotline Call Seeking Shelter- Denied Due to Lack of Space
- Hotline Call Seeking Shelter- Shelter Obtained
- Hotline Call Seeking Shelter- Referrals to Another Family Violence Shelter
- Hotline Call Seeking Shelter- Referrals to Temporary Shelter Due to Lack of Space
- Hotline Call Seeking Shelter- Denied for Other Reasons

Number of Calls: Use this only if entering calls in bulk. If you leave this blank, the entry will be counted as one call.

The screenshot displays a web-based form for entering hotline call details. It is divided into three main sections:

- Call Details:** Includes fields for Call Start Date (10/19/2021), Call Start Time (6:01 PM), Call Type (highlighted in blue), County, and ZIP Code (78737).
- Individual Calls:** Includes fields for Call End Date (10/19/2021), Call End Time (6:01 PM), Caller Name (if available), Phone Number, Associated Client, Number of Children (0), Referral Source, Initial Contact, and Created By (Breall Baccus). There is also a checkbox for "Accepted to Shelter".
- Bulk Call Entry:** Includes a field for "Number of Calls" (0, highlighted in blue).

On the right side, there is a "Call Reasons" section with "Add" and "Remove" buttons and a list area with a "Name" header.

### Quick Tips

- If you choose any other options in the Call Type list beside the seven listed above, it will not pull into the HHSC export. Call Reasons also do not report to HHSC, but can be used for your internal agency use.
- The hotline screen also has an "Accepted to Shelter" checkbox. This also is *not* pulled into the HHSC export, but may be helpful to use for internal agency use.
- It is up to your program to decide if you'd like to enter hotline calls individually or in bulk at the end of the month. Whatever you choose, make sure all staff are consistent in their data entry method.
- "Denied Due to Lack of Space" calls are defined by HHSC as: Any call from a survivor who is seeking shelter, but you are unable to place them within your shelter, within a neighboring family violence shelter nor a temporary shelter. This includes referrals to alternate shelters if you are not aware that shelter was secured. These survivors are truly denied any shelter service.

## EDUCATION PRESENTATIONS

Open your Trainings/Presentations/Community Education page on the navigation pane and enter your education presentations entries during the reporting timeframe. The following highlighted sections will be the most important to thoroughly complete.

- Education Type: Be sure to add only Education types with that start with “HHSC”.
- HHSC Type: This is your HHSC Contract type. If you have multiple HHSC contracts (i.e. SNRP, EIF, ARP) make sure to select the appropriate contract when necessary.
- Number of Sessions

Trainings/Presentations/Community Education

Education Type: [dropdown]

Type of Informational Product: [dropdown] [input] 0

OVAG/SAPCS General Training Subject: [dropdown]

HHSC Type: [dropdown]

Start On: 1/3/2020

Duration: 30

Start Time: 11:00 AM

End On: 1/3/2020

End Time: 11:30 AM

Number of Sessions: 0

- Topics for Meetings, Presentations, or Trainings: This is labeled “Topics Covered” in your HHSC export. Choose only topics that start with “HHSC”.
- County is Required.

Topics for Meetings, Presentations or Training

Add Remove Filter All Items

Name
HHSC - Cultural Competence
HHSC - Coordinated Community Response

Location Notes

Contact Name: [input]

Agency: [input]

Phone: [input]

Address: [input]

County: Hays

- Audience Types: Add new audience type of Adult- HHSC, Youth- HHSC, or both if needed. Also enter a total unduplicated attendee count for all sessions being counted in this one entry.

Audience Type	Attendee Count
Adult - HHSC	2
Youth - HHSC	5

### Quick Tip

- To learn more about entering presentations and trainings, view our Osnum training webinars on <https://tcfv.org>.

## SURVEYS

Open your Trainings/Presentations/Community Education page on the navigation tab to enter survey information during your reporting timeframe. Create a new Trainings/Presentation and complete the required survey information. The following highlighted sections will be the most important to thoroughly complete.

- Start On
- Survey Type: There are four types of surveys collected for HHSC:
  - Shelter Survey
  - Support Services and Advocacy Survey
  - Counseling Survey
  - Support Group Survey
- Total Number of Completed Surveys: This is the total number of Resource Surveys received within the reporting month.
- Number of Surveys with Completed Resource Outcome
- Number of Yes Responses to Resource Outcome
- Number of Surveys with Completed Safety Outcome
- Number of Yes Responses to Safety Outcome

### Quick Tip

- These surveys collected for HHSC are required for FVPSA-funded programs to measure the extent to which survivors enhance their strategies for safety and knowledge of community resources.
- When entering surveys, leave the Education Type field blank.
- For more information on the survey types, please see the HHSC FVNet Data Element Guide on our website.

The screenshot shows a web form titled "Trainings/Presentations/Community Education". The form is divided into several sections. The "Education Type" field is highlighted in yellow. The "Start On" field is highlighted in yellow and contains the date "2/20/2020". The "Duration" field is highlighted in yellow and contains the value "30". The "Start Time" field is highlighted in yellow and contains "1:30 PM". The "End On" field is highlighted in yellow and contains "2/20/2020". The "End Time" field is highlighted in yellow and contains "2:00 PM". The "Number of Sessions" field is highlighted in yellow and contains "0". The "OVAG/SAPCS State:" section contains "Outcome Type" (highlighted in yellow), "Number of Instruments Given" (highlighted in yellow and set to "0"), "Number Completed" (highlighted in yellow and set to "0"), and "Number Reporting Desired Outcome" (highlighted in yellow and set to "0"). The "Surveys" section contains "Survey Type" (highlighted in yellow), "Number of Surveys with Completed Resource Outcome" (highlighted in yellow and set to "0"), "Number of Yes Responses to Resource Outcome" (highlighted in yellow and set to "0"), "Number of Surveys with Completed Safety Outcome" (highlighted in yellow and set to "0"), and "Number of Yes Responses to Safety Outcome" (highlighted in yellow and set to "0").

## VOLUNTEER ENTRIES

Open your Volunteer Time page from the navigation pane to enter the volunteer entries during the reporting timeframe. The following highlighted sections will be the most important to thoroughly complete.

- If you are entering Volunteer Time in bulk:
  - HHSC Attributable Checkbox: This makes sure this entry is pulled into the HHSC export.
  - Start On: Make sure the date is within the reporting time frame.
  - Total Number of Hours
  - Number of Volunteers

The screenshot shows the 'Volunteer Time' form with the following fields highlighted in yellow: 'HHSC Attributable' checkbox, 'Start On' date field (1/3/2020), 'Total Number of Hours' (0.00), 'Number of Volunteers' (0), and 'Number of Volunteers' (0) in the 'Individual Volunteer' section.

### Quick Tips

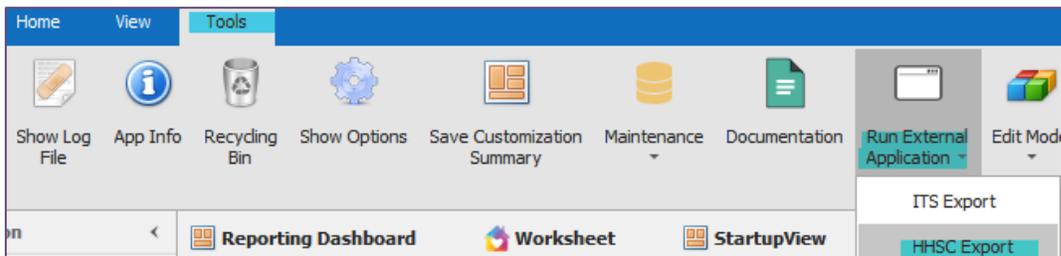
- If counting volunteers in bulk, the volunteer should only be counted once within the month, no matter how many hours they provided within the reporting timeframe.
- Volunteer information pulls into the Aggregate Data tab on the HHSC export.

- If you are entering Volunteer Time individually:
  - HHSC Attributable Checkbox: This makes sure this entry is pulled into the HHSC export.
  - Start On
  - Number of Volunteers: Must enter "1"
  - Individual Volunteer section
  - Number of Volunteers

The screenshot shows the 'Volunteer Time' form with the following fields highlighted in yellow: 'HHSC Attributable' checkbox, 'Start On' date field (1/3/2020), 'Total Number of Hours' (0.00), 'Number of Volunteers' (0) in the 'Bulk Volunteer Entry' section, and 'Start Time' (12:00 PM), 'Duration' (30), 'End On' (1/3/2020), 'End Time' (12:30 PM), and 'Mileage' (0) in the 'Individual Volunteer' section.

## USING THE OSNIUM HHSC EXPORT

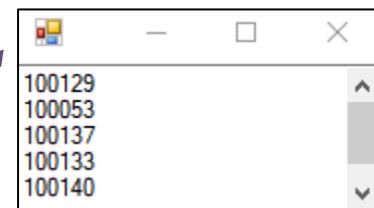
To run the HHSC export, you must have the “administrator” or “almost administrator” role in Osnum. Go to Tools > Run HHSC Export.



This will pull up the most updated HHSC export version. Fill in the parameters for the reporting month, and the start date of the fiscal year. When you click Start Export, you will see all 9 CSV files populate as tabs. Click “Save Results to Files” to save files that can then be uploaded to FVNet.

The screenshot shows the 'HHSC Export' window with a data table and control buttons. The table has columns for Client\_Id, Age, Age\_Status, Ethnicity, Veteran\_Status, Gender, TANF\_Date\_Completed, TANF\_Status, and Total\_Shelter\_Days. Below the table are input fields for Fiscal year, Start, and End, along with a Company Short Name field. Buttons for 'Start Export', 'Save Results to Files', and 'Open Log Folder' are visible.

	A	B	C	D	E	F	G	H	I	J	K
1	Client_Id	Age	Age_Status	Ethnicity	Veteran_Status	Gender	TANF_Date_Completed	TANF_Status	Total_Shelter_Days		
2	100134	16		NHPI	U	F	11/07/2019	R	4		
3	100135	29		R	U	R	12/18/2019	E	29		
4	100137	33		BLK	U	F	01/13/2020	I	0		
5	100120	38		HISP	U	F	04/13/2016	E	29		
6	100053	35		ASN	N	TFTM	02/01/2020	E	29		
7	100129	12		MRAC	U	F	09/26/2019	I	0		
8	100130	30		ASN	U	F	07/26/2019	I	29		
9	100133	2		NHPI	U	M	11/07/2019	R	4		
10	100140	9		BLK	U	M	01/13/2020	I	0		
11	100062	34		WHT	Y	F	04/03/2016	E	29		
12	100138	4		MRAC	U	M	10/15/2019	I	0		
13	100128	34		ASN	U	R	09/26/2019	I	0		
14	100132	34		NHPI	U	F	10/15/2019	I	27		
15	100063	47		HISP	R	F	12/27/2019	E	0		



### Quick Tips

- The Company Short Name is designated by HHSC. If you do not know your short name, please reach out to your HHSC contract manager or email [familyviolence2@hhsc.state.tx.us](mailto:familyviolence2@hhsc.state.tx.us).
- Please review your data for accuracy before downloading the export.

## COMMON FVNET ERRORS AND OSNIUM CORRECTIONS

### GENERAL REVIEW

- HHSC allows services to be provided face to face, by telephone, or virtually (called face to face technology). A few services, such as Enter and Exit Shelter and Overnight Stay for Youth will not be accepted if marked “telephone”. While HHSC has temporarily allowed some services to be provided in written/text format, it is not currently an allowable method for FVNet. Written services must be entered as “Face to Face-Technology” to show up in your export.
- A client cannot exit and re-enter shelter on the same day. Please ensure if this occurred (for example, a client transferred to your second shelter or to a hotel) that they are entered the next day.
- The “Stays” tab does not pull into FVNet. A client in shelter must have an Enter Shelter service.
- Merging and deleting clients can cause errors in your FVNet upload if the client ID has already been reported to HHSC in the fiscal year. Merging and deleting clients should be done sparingly and with great caution.
  - o For example, if a client enters shelter and that gets reported in September, but then you find they already have a record in Osnium, you will need to ensure that the client ID already reported to HHSC for the fiscal year is the client ID that is kept as the main record, or the month of September is reset in FVNet, to ensure that the client is not being reported under two IDs.

More tips and tricks to reviewing your data in the export before uploading can be found [here](#).

### ERRORS

Errors must be fixed before you can concur your FVNet upload. Below are the most common errors and tips to solve them.

**1. CSL3** The Total Clients in the new Clients Served by Language File is 9, but the Total New Clients in the Client File is 18. These totals must be equal. Below is the list of new clients id's.

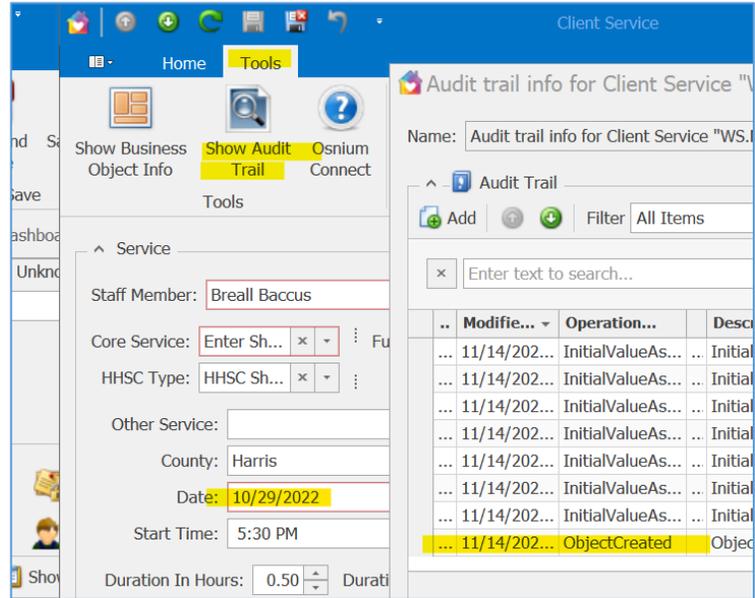
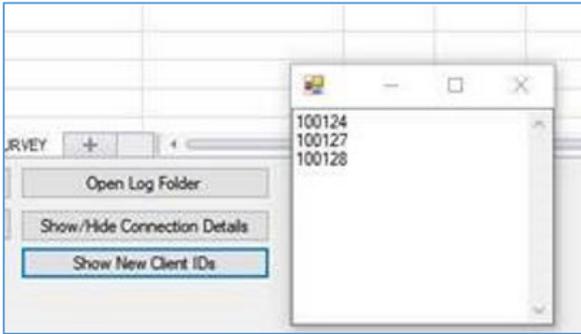
**CSC3** The Total Clients in the new Clients Served by County File is 1, but the Total New Clients in the Client File is 18. These totals must be equal. Below is the list of new clients id's.

These error codes mean the Osnium HHSC Export is not counting one or more of the clients as new for the reporting month, but FVNet shows the client as new for the reporting month. The reason it shows up as a Client Served by Language/County error is because these two aggregate numbers are only reported for new clients - if the system doesn't see them as new, it won't be reported correctly.

This error usually occurs because the first service within the fiscal year for a client was added after the month was uploaded and closed out. For instance, you run your HHSC Export for May on June 5 to meet the reporting deadline. On June 8<sup>th</sup>, a staff member realizes that they did not put in an Enter Shelter service for a client that entered shelter on May 29<sup>th</sup>. They enter the service for the client that occurred on May 29<sup>th</sup> into Osnium on June 8<sup>th</sup>. In that instance, it would be in Osnium but would not have been uploaded to FVNet. When you run your June report, Osnium believes this client is not new for June, but FVNet still recognizes the client as new because that May service was never uploaded.

The quickest way to find that client is when you run the export for June, click on “show new client IDs” in the bottom right corner of the export. The ID not on that list but showing up as new in the FVNet error report, should be the client(s) with this issue.

You can then confirm that the service was entered late by navigating to the client > clicking on the enter shelter service > click tools > show audit trail. In the screenshot below, you can see the service date is 10/29/2022, but the audit trail shows it wasn’t entered until 11/14/2022. To fix the error, you will have to request a reset within FVNet for the past month and re-upload to ensure that service is accurately reported.



If the discrepancy between the two Client ID lists is high, the error may be that you ran the export with the incorrect fiscal year.

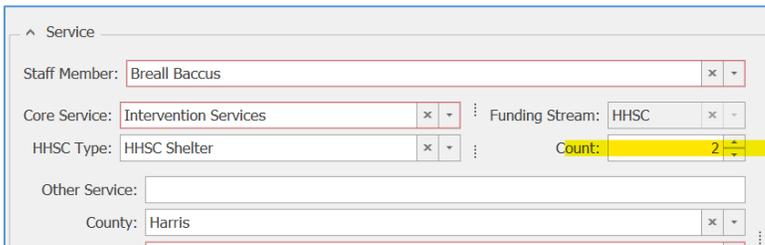
**2. C7:** Client ID 1001 at row 18 has 34 Shelter Days but that is than the maximum 31 calendar days in the month of February.

This error appears when you have entered the wrong dates for the calendar month. For example, you enter 9/31/2022 even though there are only 30 days in the month of September. Additionally, this could appear if the client has more than one Enter Shelter service or Exit Shelter service consecutively. In the example below, there are two Exit Shelter dates - one would need to be removed to fix the error. It may also be an issue with the Osnum export, so if neither of these solutions solve your issue, please reach out to [support@osnum.com](mailto:support@osnum.com).

Start On	County	Funding Stream	Core Service	How Provided	Residential
12/22/2022	Harris	HHSC	Exit Shelter	Face to Face	<input checked="" type="checkbox"/>
12/19/2022	Harris	HHSC	Exit Shelter	Face to Face	<input checked="" type="checkbox"/>
12/10/2022	Harris	HHSC	Enter Shelter	Face to Face	<input checked="" type="checkbox"/>

3. **CS6:** Client ID '1001', Service Type 'XXXX', Funding Source 'XXX', Service Date '12/01/2015', Service County '010', Service Channel 'FTF' appears in both row 3 and row 18. The same Client ID, Service Type, Funding Source, Service Date, Service County, Service Channel cannot appear more than once.

If you provide the same type of service to the same client more than once a day in the same county, it cannot be entered as two separate services. You must use the “Count” field. There is no way to designate that the services have been provided by two different staff members, so it may be helpful to add the staff member information in the Service Case Notes field if needed.



The screenshot shows a service entry form with the following fields and values:

- Staff Member: Breall Baccus
- Core Service: Intervention Services
- Funding Stream: HHSC
- HHSC Type: HHSC Shelter
- Count: 2
- Other Service: (empty)
- County: Harris

4. **CS11:** For Client ID '1001', there is an 'Enter Shelter' Service in a previous month, but there is no 'Exit Shelter' Service in the Reporting Month, and the Client File shows 21 Shelter Days. The Shelter Days in the Client File must equal the number of calendar days in the Reporting Month OR there must be an 'Exit Shelter' Service and the correct corresponding number of Shelter Days in the Client File.

This error appears when you have entered the wrong dates for the calendar month - for example you enter 9/31/2022 even though there are only 30 days in the month of September or using the incorrect blackout date or years. Learn more about Osnium blackout dates [here](#). It may also be an issue with the Osnium export, so please reach out to [support@osnium.com](mailto:support@osnium.com).

5. **CS21** For Client ID 100554, Service Date '06/06/2022', Service Type 'CR' at row 18 column 3, the Residential Flag 'Y' is not valid since the 'Enter/Exit Shelter' Service Types and/or reported Shelter Days do not show that the Client was 'In Shelter' on the Service Date. Either update the Residential Flag to 'N' for the Service or change the 'Enter/Exit Shelter' and Shelter Days to show that the Client was 'In Shelter' on the Service Date.

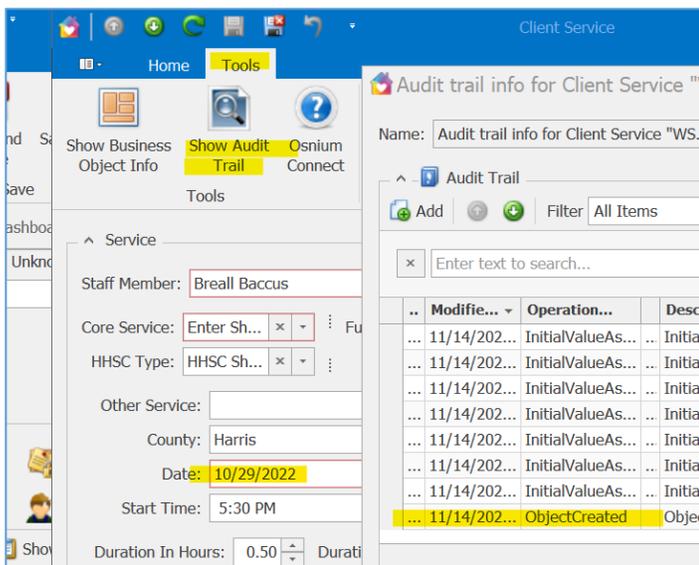
The “Residential” checkbox must be checked for every service while a client is in shelter. Once a client exits, the checkbox must be unchecked.

Note: FVNet requires all services offered in one day to be either labeled as residential or non-residential in that 24-hour period. If a client exits shelter, then receives advocacy that afternoon, that service will need to be checked as residential until the next day.

- CS24** Client ID '1001' must appear in the Current Reporting Month with Shelter Days OR the Previous Reporting Month must be corrected to show an 'Exit Shelter' Service AND/OR a reduced number of Shelter Days.

This often occurs if a client is exited from shelter by an advocate after the HHSC export has been uploaded for the month. For example, you uploaded the HHSC export in FVNet on the 5<sup>th</sup> of the month. On the 6<sup>th</sup>, the advocate realizes that a client that exited shelter on the 30<sup>th</sup> did not have an Exit Shelter. They enter the service into Osnium on the 8<sup>th</sup>.

You can then confirm that the service was entered late by navigating to the client > clicking on the enter shelter service > click tools > show audit trail. In the screenshot below, you can see the service date is 10/29/2022, but the audit trail shows it wasn't entered until 11/14/2022. To fix the error, you will have to request a reset within FVNet for the past month and re-upload to ensure that service is accurately reported.



If it is the first month of the fiscal year and you are getting this error, it is because a client has been in shelter for more than six months. The error only looks back six months to pull in the Enter Shelter service in the first month of the fiscal year. This is rare but can cause issues. If it happens, please reach out to TCFV for help.

## WARNINGS

Warnings are not required to be addressed to concur your monthly report but should be reviewed to ensure that your data is correct.

- CS28** Your organization has an active "HHSC Shelter" and "HHSC SNRP" contract, but there are no clients with services in the Client Services file with "HHSC Shelter" or "HHSC SNRP" funding source indicated in Column 4. Please verify that this is correct before concurring the data.

This could also show up if you have other contracts or funding types with HHSC such as HHSC Shelter ARP or HHSC EIF. It means that no services entered had that HHSC Type chosen. It is important to ensure services are being reported under the appropriate contract/funding type to clearly report what the funds are being used for.

- 2. C11:** The following Client IDs have Shelter Days reported but have no services within the Client Services file. Please verify that these clients are still in shelter before concurring data.

This warning is letting you know a client is still in Shelter but did not receive any other services. This may show up because they were new at the end of a month, or you decided to report all services to another funding source (i.e., OAG). Keep in mind that it's beneficial to accurately report all services provided to eligible clients to HHSC. Please check to make sure the client IDs mentioned in this warning have not exited shelter already and are missing an exit shelter service entry.

*For questions and support, please contact:*

- Osnum Support at [support@osnum.com](mailto:support@osnum.com)
- TCFV at [datatx@tcfv.org](mailto:datatx@tcfv.org)
- HHSC at [familyviolence2@hhsc.state.tx.us](mailto:familyviolence2@hhsc.state.tx.us)