

## **Running Reports FAQ**

- *When I run a report in the Advanced Reporting Tool (ART), I get “Error #####” at the top of the report or information is missing. What went wrong?*
  - Likely, one or more of the report prompts were completed incorrectly. Exit out of the report and complete the prompts again using.
  - Dates should always be completed: DD/MM/YYYY
  - Report end date should always be one day after the last day of the reporting period
  - Effective date should always be today’s date
- *My counting reports in the Advanced Reporting Tool (ART) are wrong or have “missing” data. How do I fix this?*
  - You will first need to find out what which client’s data is incorrect or missing. To do this, run the data checking report that matches the counting report you are reviewing.
- *Clients who entered the program later than their household members are appearing as singles. Why is this?*
  - These clients have not been connected to the rest of the household’s Entry/Exit or Services. See the Entry/Exit or Services section of this document.
- *When I run my APR, households with only adults or only youth (under 18) always appear as singles. How can I fix this?*
  - The APR only reports clients as a “family” if there is at least one adult (18+) and at least one child (under 18), otherwise, they will always appear as singles.