## Description of the problem

This problem, which occurs at least in PIMS 8.0.13 through 8.0.17, manifests itself in several different ways.

1. When trying to open some reports including **PIMS16E: Monthly Case Management: Adjusted Expected Home Visits**, you get an error stating that “This expression is typed incorrectly, or it is too complex to be evaluated.”



1. Reports such as **PIMS16E: Monthly Case Management: Adjusted Expected Home Visits** and **PIMS35A: Home Visit Completion by Individual** show a home visit completion rate of 0% even when you know home visits have been completed.



## Cause of the Problem

This problem can be triggered in the following ways:

1. One or more **Service History Form** records were created, with no **Level of Service** specified.
2. A record was deleted from the **Service Level Definitions Form** corresponding to a service level that had actively been used.



## Fixing this Problem

To fix this problem, you can try the following:

1. If the problem occurs in more recent months, create a **Custom Query** to identify the missing service level assignment.



1. If the problem occurs for older months, try to run the problematic reports for a few different months, to determine exactly when the problem occurs. Based on who had switched service levels during these time periods, check the **Service History Form** records for those participants and correct any missing entries.
2. Go to the **PIMS Start Menu**, then **DB Administration**.
3. Click on **Refresh Svc Level Stats**.
4. Re-run the problematic reports.

## Technical Solution

The following troubleshooting tips are intended for tech specialists who are comfortable working with PIMS data in Microsoft Access.

1. Open the table **tservice\_level\_history**.
2. Sort the table ascending by **service\_level\_code** and look for a blank service\_level\_code. If you find one or more blanks, this designates a record with a missing service level assignment. Make a note of the **person\_id**, look up the person’s name in **tparticipant\_data**, and then fix the problem for this person in the PIMS front end app.
3. If #2 does not solve the problem, create a query joining **tservice\_level\_his**tory with **tservice\_level\_data** to find instances where there’s a service\_level\_code that’s NOT in **tservice\_level\_data**. This would suggest a service level that had been deleted. You will need to update service level history records to delete or reassign any assignment to deleted service levels.

## Proposed Updates to PIMS

* The **Service Level History Form** should require that a service level is entered
* Service Level Definitions can’t be deleted if a given service level is used
* Refresh mechanism related to service levels needs to be automatically triggered