

HMIS@NCCEH System Updates

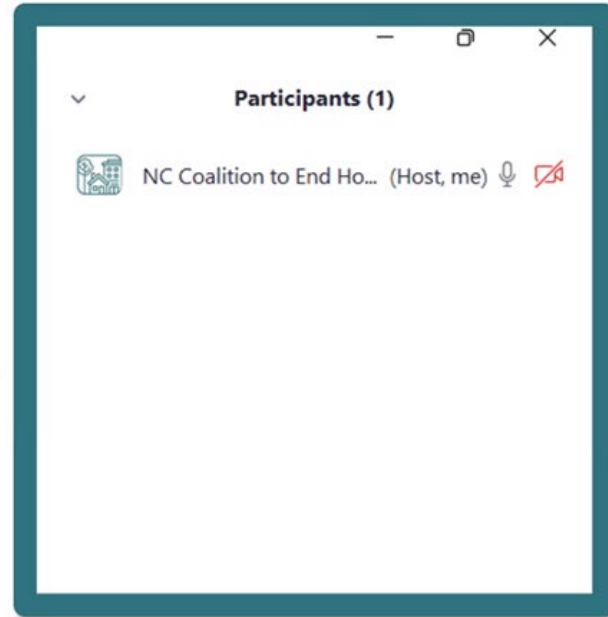
March 2025



**NC COALITION^{to}
end
HOMELESSNESS**

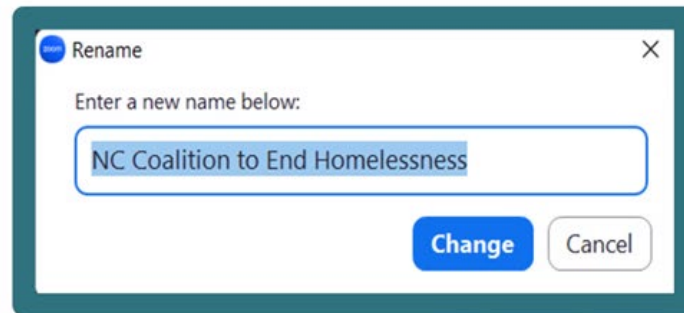
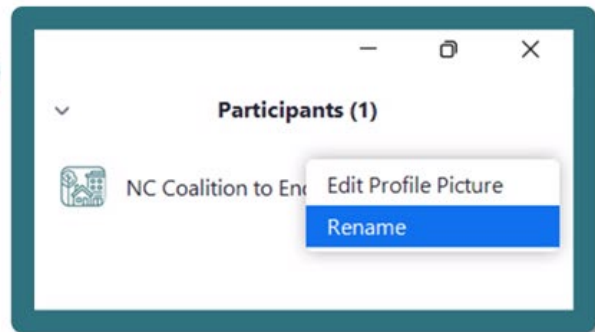
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

2



Why are waterbeds so bouncy?

They're filled with spring water



Agenda

March 2025

System Updates

- Monthly Data Quality Review
- Post A020 Data Clean-up – Orange, Durham, BOS
- Overdue PIT/HIC Project Details
- Past Due Data Quality Monitoring Report Deadline
- Data Quality Plan Schedule Update Proposal

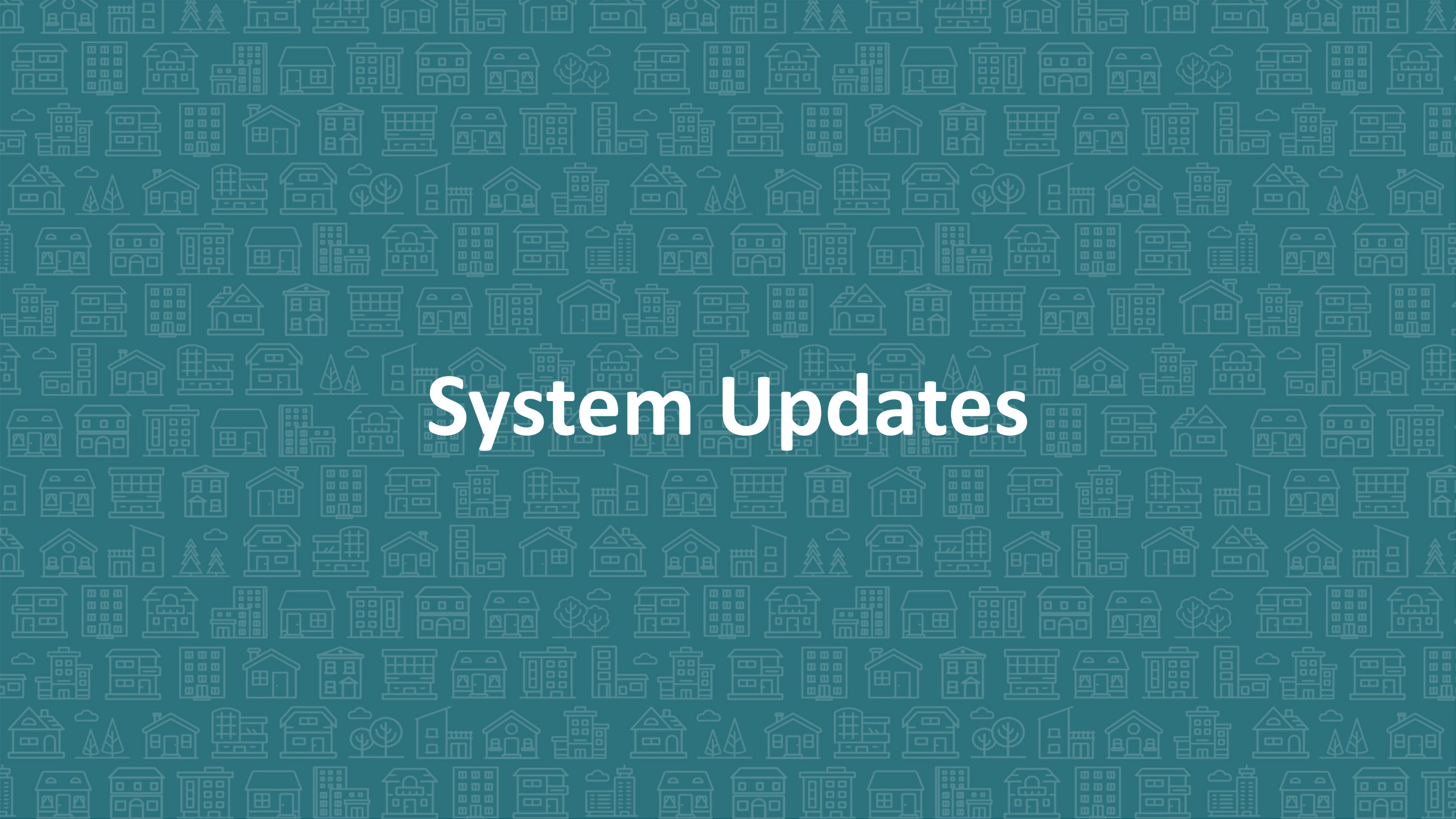
Training and Resources

- Housing Move-In Date Special Circumstances
- February Training Recap: A020 Data Quality Monitoring report
- ZenGuide Knowledge Base Highlight

What's Next?

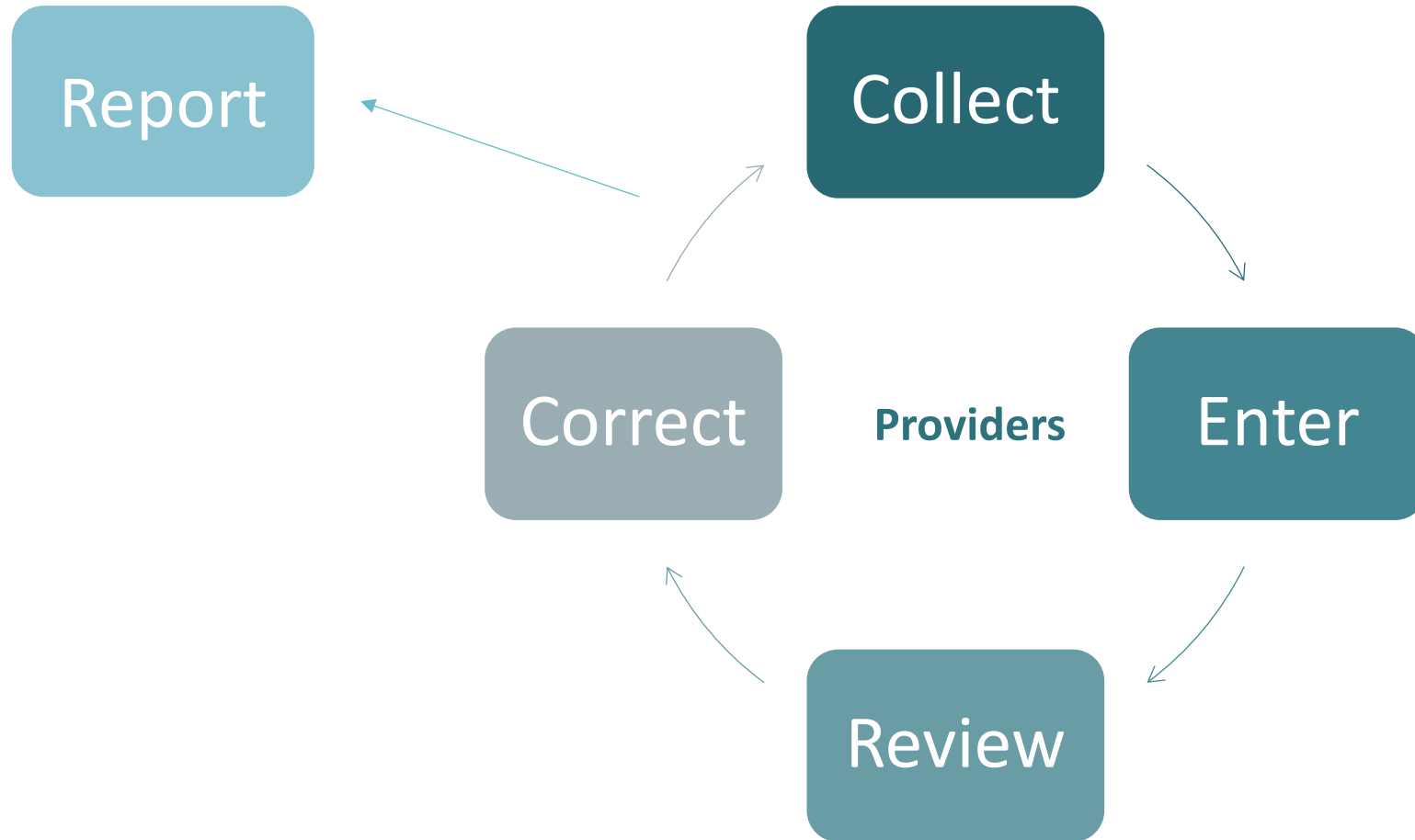
- March Monthly Training: SPM Dashboard Report

Questions/Concerns?

The background of the image is a solid teal color, overlaid with a repeating pattern of white line-art icons. These icons represent various types of buildings, including houses, multi-story apartment blocks, and industrial structures, as well as some trees. The pattern is dense and covers the entire background.

System Updates

Data Life-Cycle



Data Quality Review

We will start reporting on Data Quality month by month so you all can visualize your progress in the HMIS system

We are hoping that this will:

- Reassure yourself in your work
- Empower you to keep improving your data
- Stimulate discussion among team members

Data Quality Review – Jan - Feb 2025

Positives:

- NC County of Service improved by 0.23%
- SSN improved by 0.01%, 183 clients corrected
- Disability at Entry 0.25%, 103 clients corrected

Elements that still need work:

- Enrollment CoC increased by 0.04%
- Destination at Exit still has 1111 client errors
- Unexited Clients

View the [Data Quality Benchmarks by Project Type](#) ZenGuide article for benchmarks by project type

Keep running your reports to identify client errors!



What does “Required to Collect” mean?

All agencies participating in HMIS must ask clients for the appropriate data elements

- This is your responsibility for collecting data

- Clients are not obligated to answer in order to receive services

Options available for every data element

Client Doesn't Know	only if the client does not know a response
Client Prefers Not to Answer	only if the client prefers not to provide a response
Data Not Collected	only if staff forgot or were unable to ask

Data Quality Review – Post A020 Clean-up: Orange

Positives:

- Veteran Status improved by 0.11%
- Date of Birth is at 3.35% representing only 35 clients

Elements that still need work:

- SSN Decreased by 0.20%, 12 clients
- Disability at entry Decreased by 0.11%, 8 clients
- NC County of service is currently at 5.29%, 60 clients with errors



Data Quality Review – Post A020 Clean-up: Durham

Positives:

- DV series is at 1.69%
- Veteran status question is at 0.34%

Elements that still need work:

- SSN increased by 0.62%, representing 85 clients
- NC county of service is at 23.81%, representing 1265 clients

Data Quality Review – Post A020 Clean-up: Balance Of State

Positives:

- Relationship to HOH decreased by 0.02%, 25 clients
- NC County of Service improved by 0.14%, 27 clients

Elements that still need work:

- SSN is decreaded by 0.18%, 86 clients
- DV series decreased by 0.35%, 49 clients

Overdue PIT/HIC Reporting

Reports are Overdue!

- Please complete any lingering data clean-up to your PIT reports
- Confirm with your Data Center contact person once clean-up has been completed



Overdue PIT/HIC Project Detail Confirmations

Responding to the Data Center

- Any updates to your zip code?
 - If there is a zip code change, any address changes?
- Do we have the correct bed unit inventory?
 - You know your bed and unit layout!
- Funding source change?
 - If Local or Private Funding, please specify if possible!

We need you to confirm Clients and Available Beds for your PIT night As Soon As Possible!

Past Due Data Quality Monitoring Report



Allied Churches of
Alamance
UCCS
Brick Capital
Brick Capital CDC
Community Crossroads
Center
Dulatown Outreach
Center
ECHO Ministry
Families Moving
Forward
Salvation Army
Greensboro
Johnston Lee Harnett
Community Action
Central Pines Regional
Council
Western Piedmont
Council of
Governments
Randolph Library
Durham Co DSS

Family Care Center of Catawba
Family Promise of Davie
Family Promise of Lee County
Greene Lamp
Harbour House
HERE in Jackson County
Blue Ridge Community Health Services
Homes of Hope
Hope Station
Housing for New Hope
Inter-Faith Council for Social Service
SHAHC
CHOEDC (Region 9)
Mission Ministries Alliance
Onslow Community Outreach
Open Door Community Center
Open Table Ministry
House of Refuge
Partners Health (Region 5)
NCCEH (Region 6)

Pitt County
Community
Development
Project Access of
Durham
Rockingham County
Help for Homeless
Thrive
Trillium Health
Resources
Urban Ministries of
Durham
Vaya Health
Volunteers of America
Carolinas
Salvation Army
Chatham
The Haven of
Transylvania County
The REACH Center
Haywood Pathways
Center

Thank you to agencies who have already submitted!

Utilize resources:

- [Monthly Training A020 Data Quality Monitoring Report - February 2025](#)
- [Running the A020 Data Quality Monitoring Report](#)
- [A020 - Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)

Submit your reports to [Data Quality Report Submission \[March 2025\]](#)



Past Due Data Quality Monitoring Report

Was due March 1st

- Required for all HMIS projects operating between October 2024 – January 2025 reporting period

Use your Resources!

- [Training on the A020 Data Quality Monitoring Report Video](#)
- [Running the A020 Data Quality Monitoring Report](#)
- [A020 - Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)

Submit your reports using the [Data Quality Report Submission \[March 2025\]](#)

Data Quality Plan Schedule Update Proposal

NCCEH and the CoC governance committees conducts a yearly review of the Data Quality Plan.

Proposed new A020 Submission Schedule:

Month Quarter Ends	Submission Deadline
June	July 31, 2025
September	October 31, 2025
December	January 31, 2026
March	April 30, 2026

Approved by NC Balance of State CoC Steering Committee March 4th
Pending approval by the Coc's



Data Quality Plan Other Proposed Updates

- Consistent language for Data Quality Benchmarks
- Identifying compliance as submission of *accurate and corrected* reports
- Update submission schedule to 1 month after period end (instead of 30 days)
- Adding link to Data Center email and ZenGuide summary of benchmarks within plan



Training and Resources

Housing Move-In Date Special Circumstances

When a client has more than one Housing Move-In Date

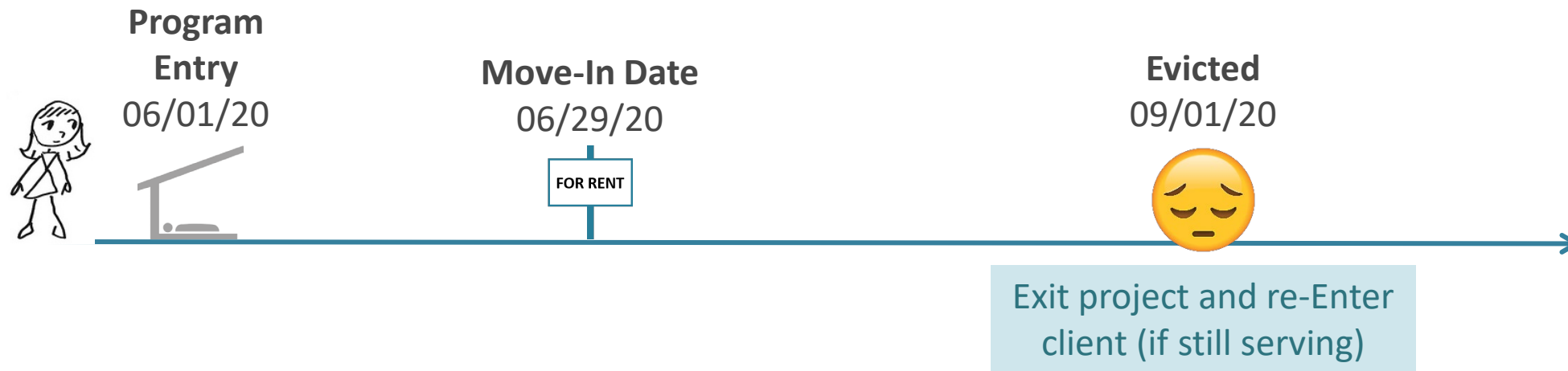
HUD only allows one Housing Move-In Date per Project Start/Exit

- But we know that some clients need multiple re-housing efforts
- If a client experiences homelessness in between move-ins, HUD wants to acknowledge your work to re-house
- And our system needs to acknowledge additional time homeless

When a client leaves housing

Don't remove the move-in date - The original Housing Move-In Date was still a lot of work!

- HUD says: Exit the client and start a new Entry if the Housing search resumes. Use separate Entries for separate Housing efforts.



Are there other complicated Move-In situations that you've seen?

When a client leaves a housing unit

Separate Entries for separate Housing efforts

1. Exit clients from the HMIS Project to illustrate they left their housing
2. Exit Destination should be set to where they stay the night after leaving
3. Add a new HMIS Project Entry to illustrate the housing search process
4. If new housing found, enter an Interim Update for next Housing Move-In Date

Summary									
Client Profile									
Households									
ROI									
Entry / Exit									
Case Managers									
Case Plans									
Assessments									
 Reminder: Household members must be established on Households tab before creating Entry / Exits									
Entry / Exit									
	Program	Type		Project Start Date		Exit Date	Interims	Follow Ups	Client Count
	Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD		05/09/2018					
	Triangle Family Services - Wake County - Rapid Re-Housing - County (7074)	HUD		05/01/2018		05/09/2018			

February Monthly Training Recap: A020 Data Quality Monitoring Report

Topics Discussed:

- Participating projects
- How to Run the A020 Report
- How to run the D001 Report for Street Outreach Projects
- Understanding Report Errors

The [Slides](#) & [Recordings](#) of the training are available on [ZenGuide - News Archive](#)

ZenGuide Knowledge Base

Your first stop for answers

99 Articles and counting!

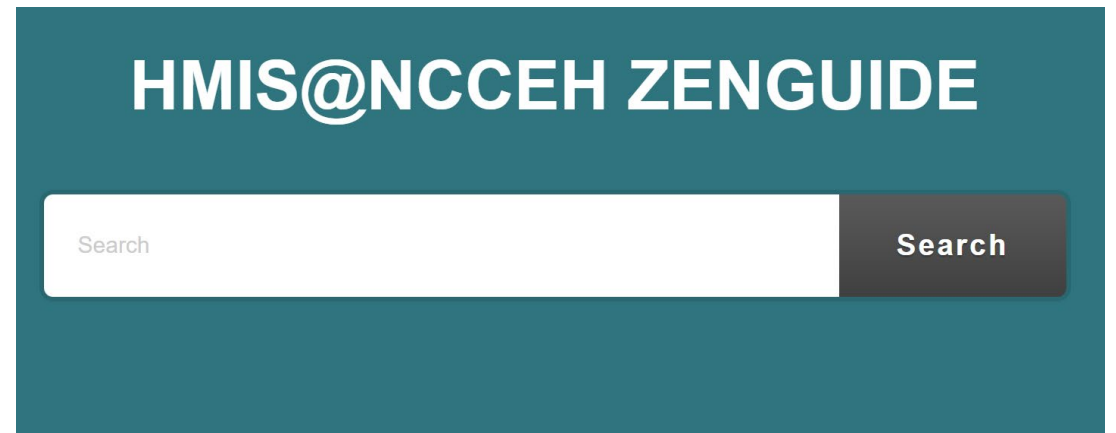
- We use your search results to develop new articles

Highlight:

- [A020 - Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)
- [Recording Referrals in HMIS](#)
- [Data Quality Plan Benchmarks by Project Type - NEW](#)

Bookmark it!

<https://ncceh.zendesk.com/hc/en-us>



HMIS@NCCEH ZENGUIDE

Search

Search



What's Next?

March Monthly Training: SPM Dashboard Report

Join us for the [March Monthly Training](#)

Agenda:

- Report available to Agency Admins
- Report Options
- System Performance Measure Review
- Live Report run



What's Next Calendar

Due	Event Name
March 19 th	Monthly Training: SPM Dashboard Report 10-11am
April 2 nd	HMIS Systems Updates Meeting 10-11am
April 16 th	Monthly Training: Client Counts Report 10-11am
April 28-30 th	Spring NHSDC: Data Center Out of Office
May 7 th	HMIS Systems Updates Meeting 10-11am
May 15-16 th	Bringing It Home Conference
May 21 st	Monthly Training: TBD 10-11am
June 4 th	HMIS Systems Updates Meeting 10-11am

Go to ncceh.org/events for all event details!





Questions?

Let's Troubleshoot!

Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

