

HMIS@NCCEH System Updates

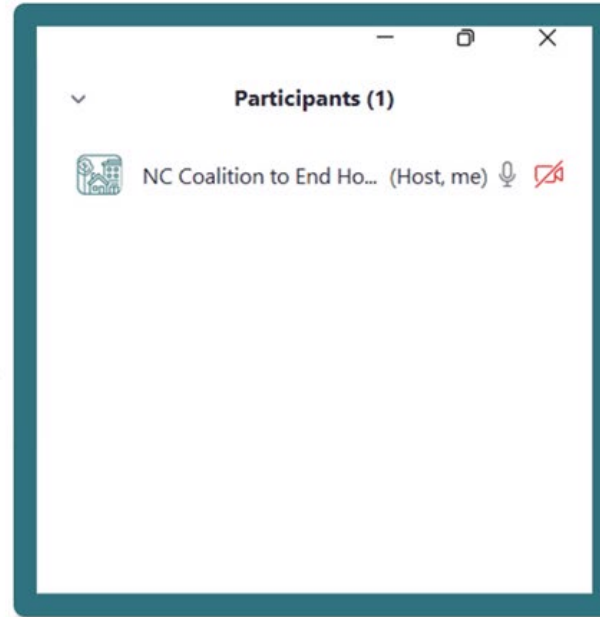
April 2025



NC COALITION to end
HOMELESSNESS

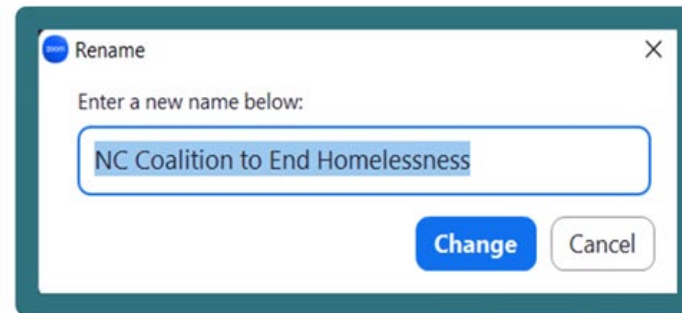
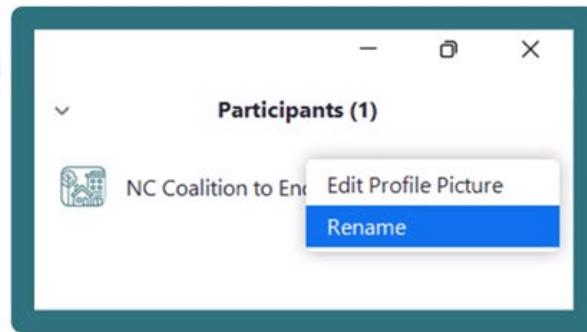
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

2



Why is it easy to prank someone born on 31 March on April's Fool's Day?



Because they were literally born yesterday

Agenda

April 2025

System Updates

- Monthly Data Quality Review
- Data Quality Monitoring Report has Concluded
- Data Quality Plan New Schedule Proposal - Update
- HMIS Offline for Scheduled Maintenance

Training and Resources

- Tips for a Complete Assessment
- March Training Recap: SPM Dashboard Report
- ZenGuide Knowledge Base Highlight

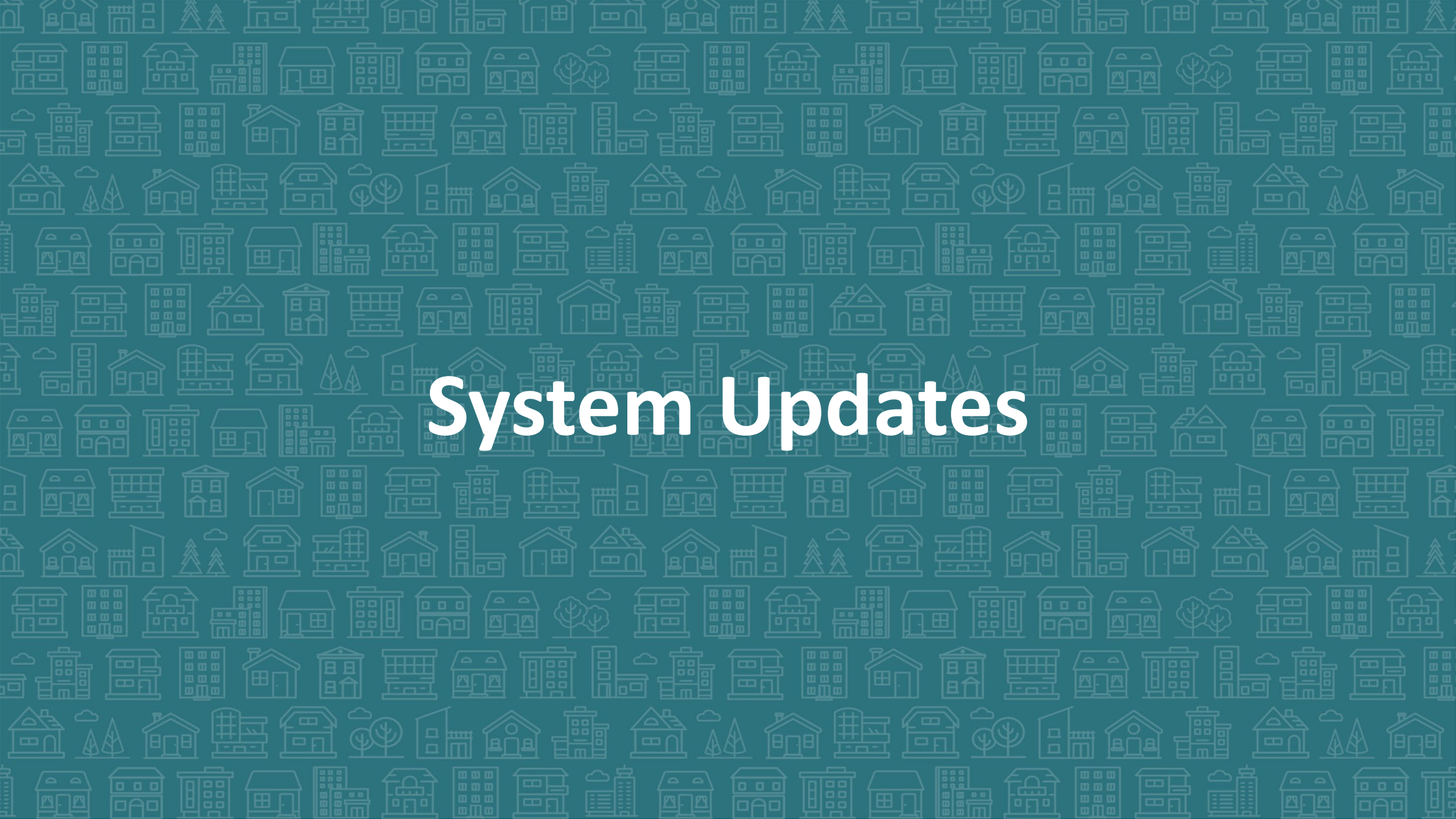
What's Next?

- April Monthly Training: Client Counts Report
- Helpdesk Delay: Spring NHSDC Conference
- Helpdesk Delay: Bringing It Home Conference
- Future of HMIS

Questions/Concerns?

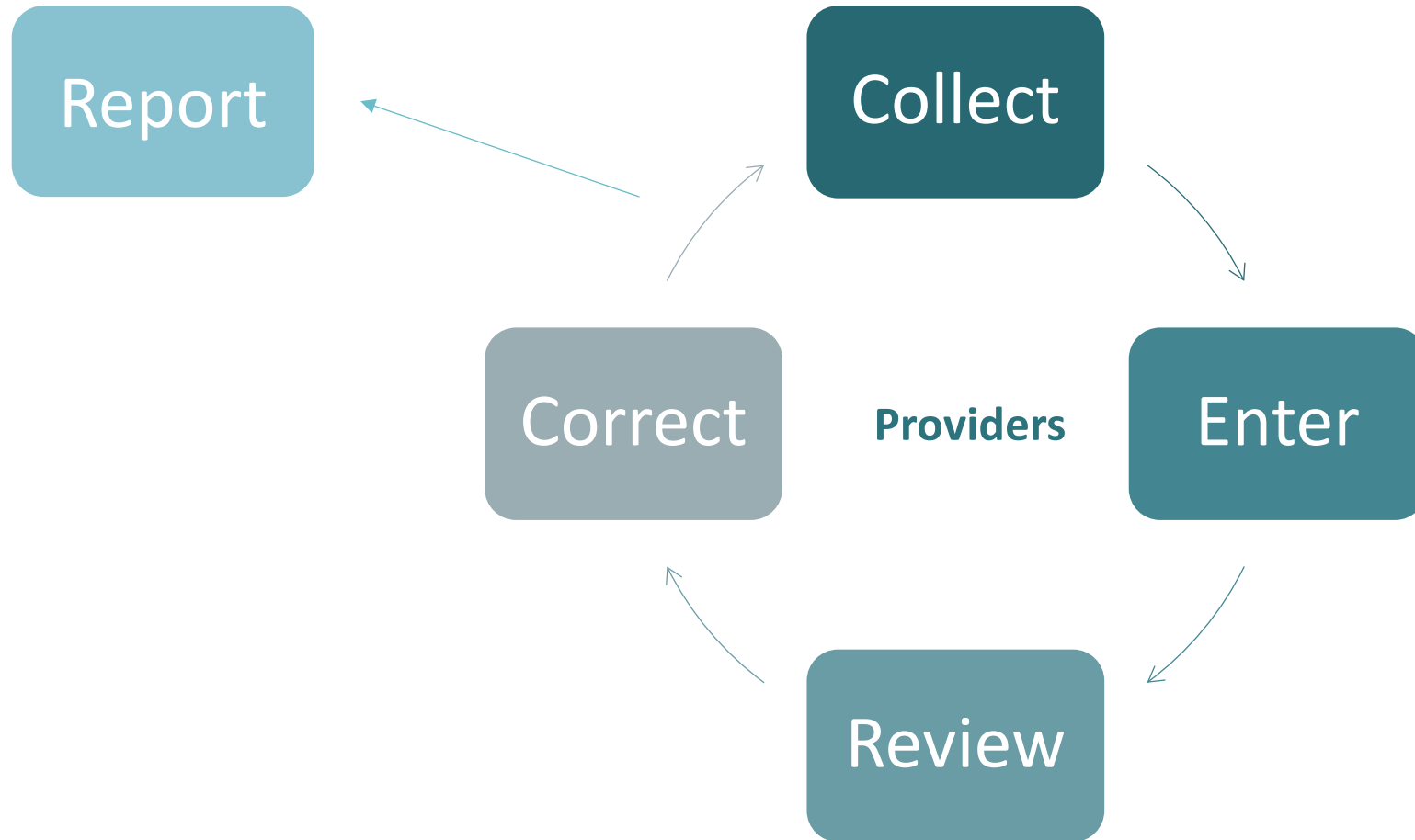


NCCEH



System Updates

Data Life-Cycle



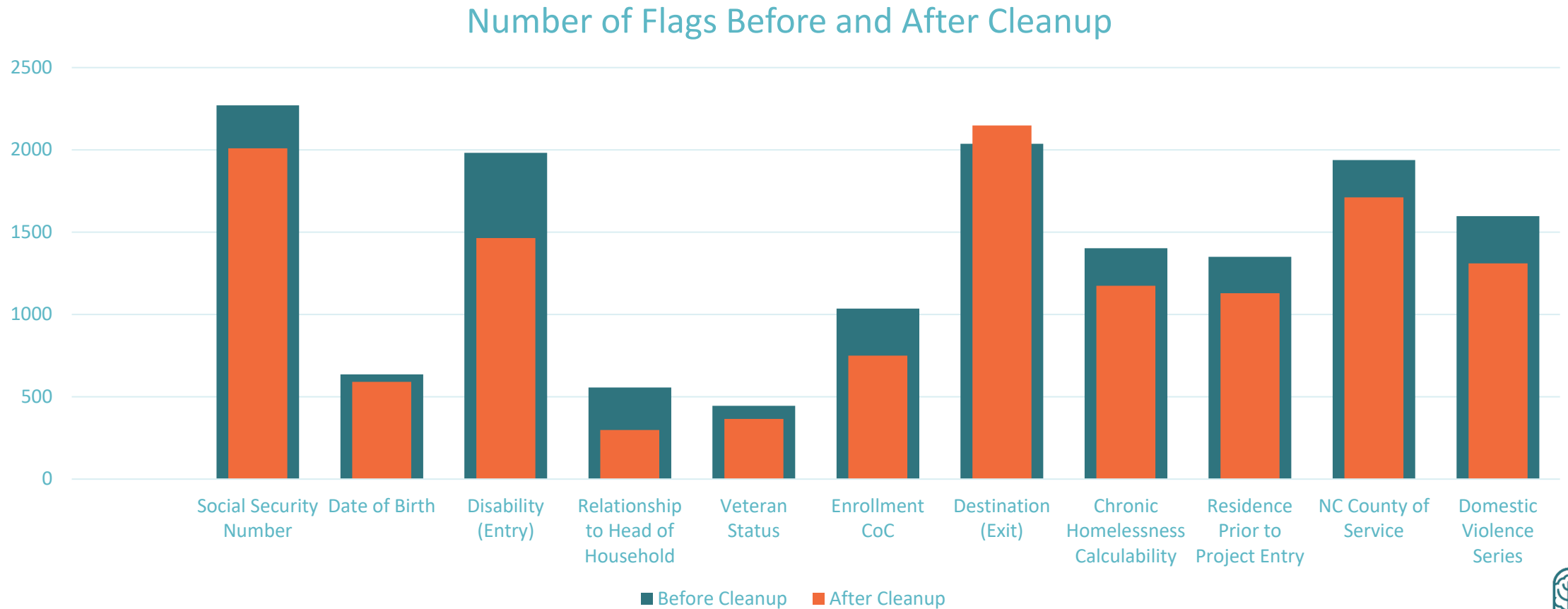
Data Quality Review

We report on Data Quality month by month so users can visualize progress in the HMIS system

We hope that the consistent review of this data will:

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

Data Quality Review – A020 Clean-up



Data Quality Review – A020 Clean-up

Positives:

- SSN decreased by 1.03%, representing 262
- Residence Prior to Project entry decreased by 1.18%, representing 221 clients
- DV Series decreased by 1.56%, representing 287 clients
- Relationship to HOH decreased by 1.12%, representing 257 clients

Elements that still need work:

- Enrollment CoC decreased by 1.78%, representing 286 clients
- NC County of Service improved by 1.56%, representing 287 clients
- Destination(exit) increased by 2.54%, 111 clients
- Unexited Clients

View the [Data Quality Plan Benchmarks by Project Type ZenGuide Article](#).

Keep running your reports to identify client errors!

Data Quality Monitoring Report has Concluded

Thank you to users for participating in their agencies data clean up efforts



Continue to run your APR, CAPER or A020 reports monthly to maintain your HMIS data!

Tips for a Complete Assessment

- Don't forget multi-part Logic questions! (Disability & DV series questions)
- Client Doesn't know and Client Prefers Not to Answer may be valid but still flag as *Missing*
- Reference group-specific assessment headers
- Don't forget the Translation Assistance question
- Exit inactive clients

General help ZenGuide articles:

- [Data Entry Workflows](#)
- [Updating HUD Verification Sub-Assessments](#)
- [Annual Assessments](#)
- [Exit Destination Guide](#)
- [Reason for Leaving Options](#)

HMIS Scheduled Maintenance

Friday April 4th, 4-5pm

HMIS system will undergo maintenance causing the system to be down

Utilize the [HMIS Data Collection Forms](#) per project type.

Daily operations may resume upon maintenance completion

Thank you for your patience during this time.

Data Quality Plan New Schedule Proposal - Update

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 BoS, Orange and Durham's Policy & Planning Subcommittee. Pending approval by Durham HSAC



Training and Resources

March Monthly Training Recap: SPM Dashboard Report

Topics Discussed:

- System Performance Measures Review
- Understanding the purpose of the SPM Report
- Only Agency Admins have access to this report
- Locate the report in HMIS
- Understand Report Options
- How this report can help you

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

ZenGuide Knowledge Base

Your first stop for answers

105 Articles and counting!

- We use your search results to develop new articles

Highlight:

- [Translation Assistance Needed](#)
- [Sexual Orientation for Permanent Supportive Housing](#)
- [Relationship to Head of Household Field Guide: Household Tab vs. Entry/Exit Tab](#)
- [Enrollment Location: CoC and NC County of Service](#)
- [Housing Move In Date Guide](#)

Bookmark it!

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

HMIS@NCCEH ZENGUIDE

Search



What's Next?

April Monthly Training: Client Counts Report

Join us for the [April Monthly Training](#)!

Agenda:

- Report Name Selections
- Available Filters
- How to best utilize this report for your needs

What would you like to see training on? Submit your suggestions in the [Feedback Survey](#)



NCCEH

Helpdesk Delay: Spring NHSDC Conference

The Spring NHSDC Conference will take place April 28th-30th

There will be a decrease in responses to Helpdesk.

For any urgent matters please put “Important” in the subject line.

Utilize available resources:

[ZenGuide Articles](#)

[ZenGuide - News Archive](#) - for past training materials

[Learning Management System](#)

HMIS Dashboard & Business Objects Reports



NCCEH

Helpdesk Delay: Bringing It Home Conference

The Bringing it Home Conference will take place May 15th - 16th

For any urgent matters please put “Important” in the subject line.

Tickets go quickly so [register](#) on the [North Carolina Housing Coalition Bringing it Home 2025](#) now!

We look forward to seeing you there!



What's Next Calendar

Due	Event Name
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

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919.410.6997

