

HMIS@NCCEH System Updates

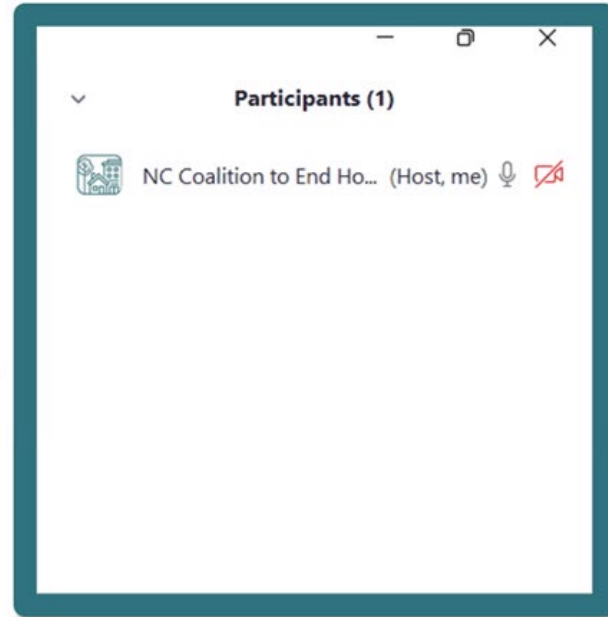
May 2025



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

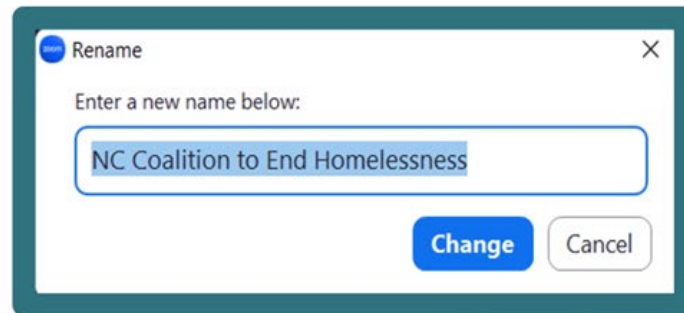
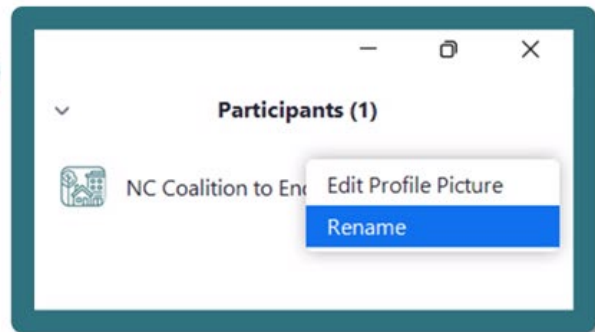
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

2



What kind of Bee can't make up its mind?



A May-Bee

Agenda

May 2025

System Updates

- Monthly Data Quality Review
- Data Quality Plan New Schedule Approved
- Data Standard Changes

Training and Resources

- Prepare your Data for Data Quality Report Submissions
- HMIS Clean-Up
- Spanish Translation Collection Forms
- HMIS Improvement Poll
- April Training Recap: Counts Report
- ZenGuide Knowledge Base Highlight

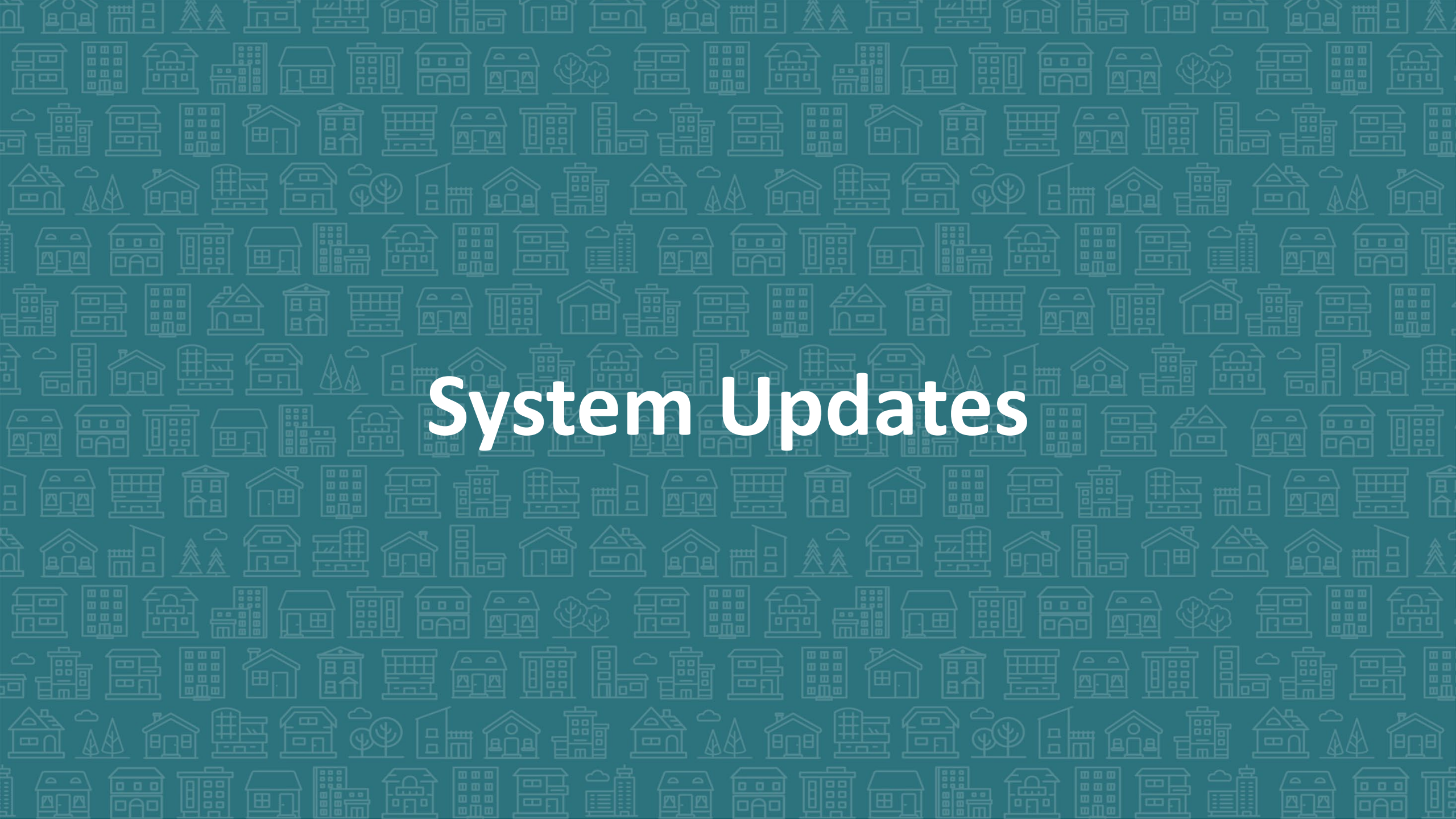
What's Next?

- Helpdesk Delay: Bringing it Home Conference
- May Monthly Training: Agency Admin Roles and Responsibilities
- Future of HMIS

Questions/Concerns?

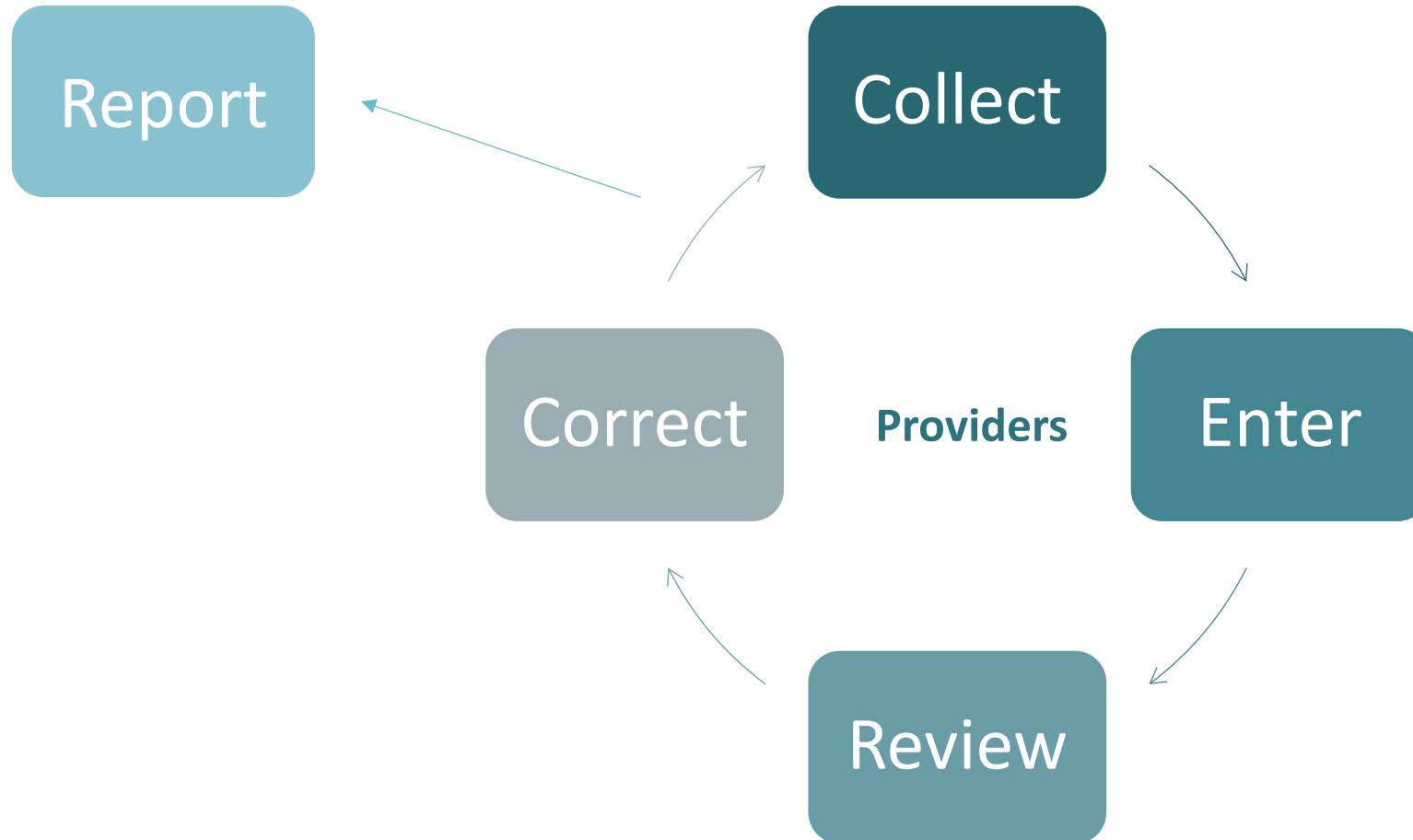


NCCEH



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 – March - April

Positives:

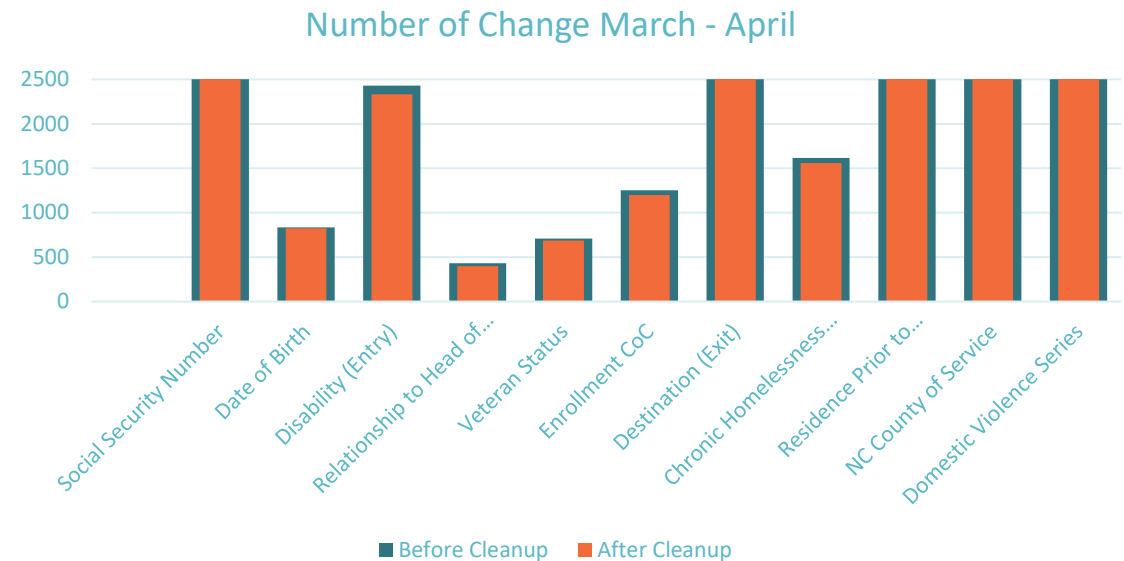
- NC County of Service improved by 0.11%, representing 207 clients
- DOB decreased slightly by 0.15%
- Relationship to HOH Improved by 0.01%, representing 32 clients!

Elements that still need work:

- Enrollment CoC increased by 0.15%
- SSN increased by 0.14%
- Destination(exit) increased by 0.25%
- Unexited Clients

View the [HMIS@NCCEH Data Quality Benchmarks](#) page for benchmarks by project type

Keep running your reports to identify client errors!



Data Quality Plan Schedule Approved

Good News!

Coc leads have reviewed and unanimously passed the new [Data Quality Plan](#) Schedule!

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

Frequent review of your data will result in easier federal reporting periods!



Prepare your Data for Data Quality Report Submissions

Next A020 Data Quality Report Submission due July 31st

All participating projects from October 2024 – June 2025

What you can do to prepare your data:

- Run APR & CAPER
- Connect with your clients
- Contact Helpdesk for support on data errors

Data Standard Changes

- HUD has indicated a change to Data Standards will occur October 2025
 - HUD will no longer report on Gender Identity or Sexual Orientation (PSH only)
 - HUD will require Sex Assigned At Birth to be collected
- The Data Center and CoC Leads propose to continue to require Gender Identity (at least) to respect client identities and stay client centered
 - Training will be required for all users in September to prepare for Data Standards changes

Data Standards Reminder for Demographics

- Demographics should be self-reported by clients
 - You may reference the listed options for Gender, Race and Ethnicity, Sexual Orientation to allow clients to identify based on available options
- Discrimination based on demographics is prohibited
 - Our ROI states Client Rights on page 2:

Your Rights:

- Your refusal to share information in this system will not prevent services such as emergency assistance, outreach, shelter, or housing assistance. Confirmation of your eligibility may be delayed which could slow down referrals.
- We will not use any information you provide related to race, color, religion, sex, national origin, disability, familial status, and actual or perceived sexual orientation, gender identity, or marital status in any way that would discriminate against you or prevent you from receiving services or housing assistance. You have the right to file a complaint if you feel discriminated against.

Legislation Update

- NC General Assembly

- House Bill 437 – Increases punishment for drug offenses within 100 feet of homeless service provider; makes it a felony for any operator “who intentionally allows a person to commit” a drug crime.
 - Passed out of Rules Committee.
 - No companion bill in Senate, however, could be included in other legislation.
- House Bill 781 – Bans sleeping and camping on public property and personal property subject to removal. Local government would be subject to litigation if no action taken within 5 days.
 - Passed out of State and Local Government Committee.

- Federal Budget and Appropriations

- Skinny budget proposal from the President includes \$26.72 billion cut to HUD rental assistance (43%) and include 2 year limits on vouchers, \$532 million from Homeless Assistance Grants for CoC, ESG, and HOPWA, and \$479 million from CDBG and HOME programs. (forecast analysis from [NLIHC](#))



Your Data Matters

- HMIS is the most comprehensive set of information we have on who is experiencing homelessness, who is receiving your services, and how your services return folks home
- Education of policy-makers will require your data, your expertise, and your client's experience – and all of us working together!

2 out of every 3 North Carolinians experiencing homelessness last year were homeless for the first time.¹

There is increasing public awareness of the economic drivers for homelessness – including housing costs, inflation, and low wages. At least 1 in 4 of all NC households paid more than 30% of their income on housing and utilities in 2022.² These 1.2 million households comprised half of the state's renters and 1 in 5 of its homeowners.

HOUSING FIRST WORKS

Even after prioritizing the most chronic cases, the Housing First model implemented across the state documented returns-to-homelessness of just 13%.

Community agencies secure housing and offer supportive services – like mental health



We can't do this work
without you!

Please continue to let us know how to make
HMIS work better for all of us.

THANK YOU
SO MUCH

YOU ARE VERY MUCH APPRECIATED!



NC COALITION to end
HOMELESSNESS



NCCEH



Training and Resources

HMIS Clean-Up

License Requests

Onboarding a new staff member who needs HMIS access. This helps us assign licenses efficiently and ensure new users are set up correctly from the start.

User Inactivation

If someone leaves your agency or no longer needs HMIS access, please submit the inactivation form. This allows us to free up licenses for others and keep our user list accurate.

Merge Requests

If you come across duplicate client profiles, use the merge form to let us know. Cleaning up duplicates ensures better data quality and more accurate reporting.



Spanish Translation Data Collection Forms

Spanish Translated documents are a resource to use when working with Spanish-speaking clients

Both English & Spanish Translated documents are available for:

- Privacy Documents
- Emergency Shelter
- Transitional Housing
- Rapid Re-housing
- Permanent Supportive Housing
- Street Outreach

Translated forms can be found on the [HMIS@NCCEH](#) page under the [Current HMIS Agencies](#) tile.

HMIS Improvement Poll

We want to ensure HMIS is working for you and your needs!

1. What do you wish you could track in HMIS?
2. In what ways do you find yourself working around HMIS rather than in it?
3. What third-party tools do you use on a daily basis to track information in other than HMIS?
4. Where does HMIS slow your work? Are there any aspects of the process that you would like simplified?

April Monthly Training Recap: Counts Report

Topics Discussed:

- How to add the Dashlet to your Home Page
- Report Name Selections
- Available Filters
- How to best utilize this report for your needs
- Additional Resources

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:

- [HMIS Point-In-Time & Housing Inventory Count Process](#)
- [D007 - 0630 Sheltered PIT \(Point in Time\) Report Correction Guide](#)
- [D006 - 0628 Housing Inventory Count \(HIC\) Report Correction Guide](#)
- [A020 - Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)
- [Recording Referrals in HMIS](#) - NEW

Bookmark it!

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

HMIS@NCCEH ZENGUIDE

Search



What's Next?

Helpdesk Delay: Bringing it Home Conference

The Data Center will be attending the May Bringing it Home conference

For any non-urgent questions, utilize resources such as:

- [ZenGuide Articles](#)
- [ZenGuide - News Archive](#) - for past training materials
- [Learning Management System](#)
- HMIS Dashboard & Business Objects Reports



We look forward to seeing you there!



May Monthly Training: Agency Admin Roles & Responsibilities

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

Agenda:

- What it means to be the Point of Contact
- License Requests/Inactivation's
- Privacy & Security within your Agency
- Data Quality Responsibilities

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

What's Next Calendar

Due	Event Name
May 15-16 th	Bringing It Home Conference
May 21 st	Monthly Training: Agency Admin Roles & Responsibilities 10-11am
June 4 th	HMIS Systems Updates Meeting 10-11am
June 18 th	Monthly Training: Prepping your Data for A020 Submission 10-11am
July 2 nd	HMIS Systems Updates Meeting 10-11am
July 16 th	Monthly Training: TBD 10-11am
August 6 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

