

HMIS@NCCEH System Updates

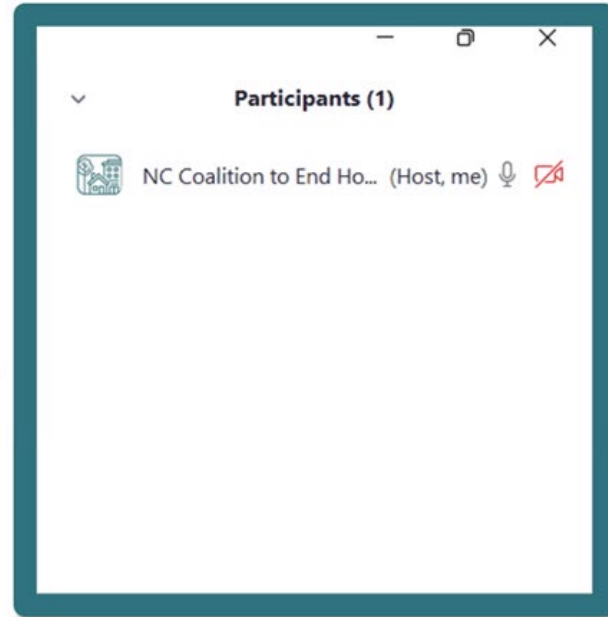
June 2025



NC COALITION to end
HOMELESSNESS

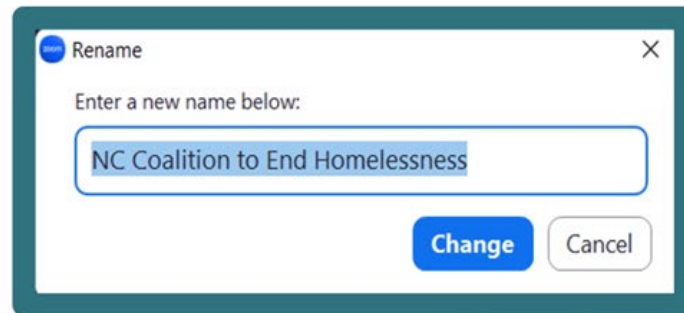
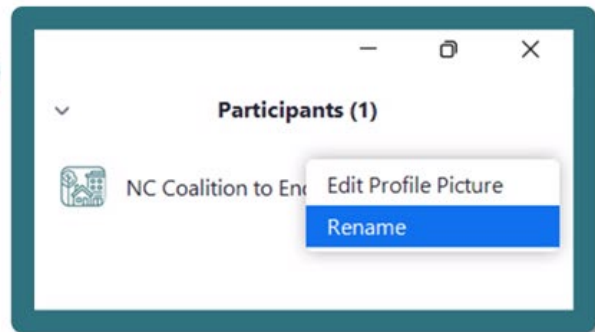
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

2



How do seashells stay clean?

They wash up on the beach



Agenda

June 2025

System Updates

- Monthly Data Quality Review
- Policies and Procedure Review

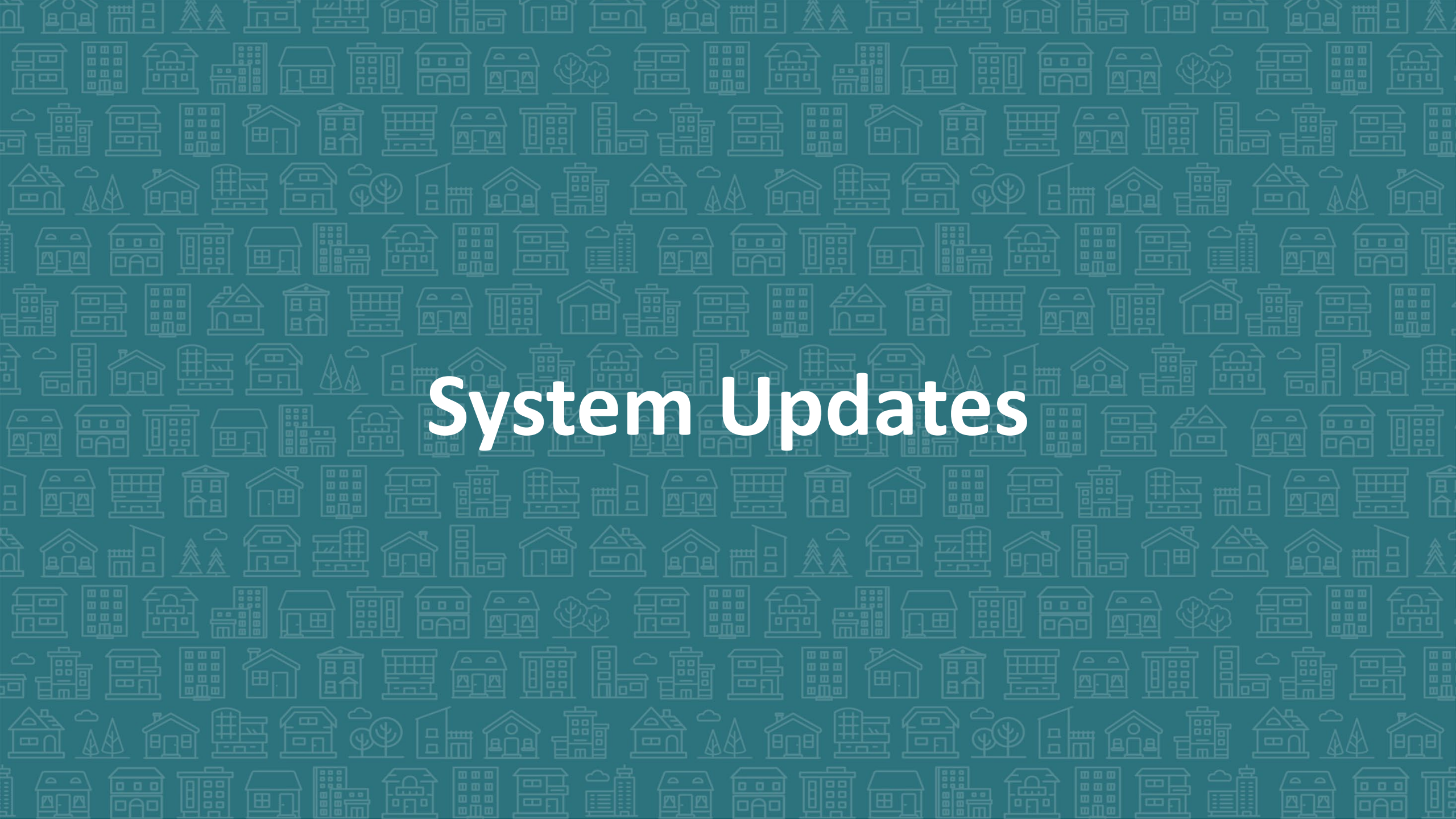
Training and Resources

- Why Data Matters
- Prepare your Data for Data Quality Report Submissions
- Maintaining More than one Database
- Protecting Personally Identifiable Information
- May Training Recap: Agency Admin Role and Responsibilities
- ZenGuide Knowledge Base Highlight – ROI Update

What's Next?

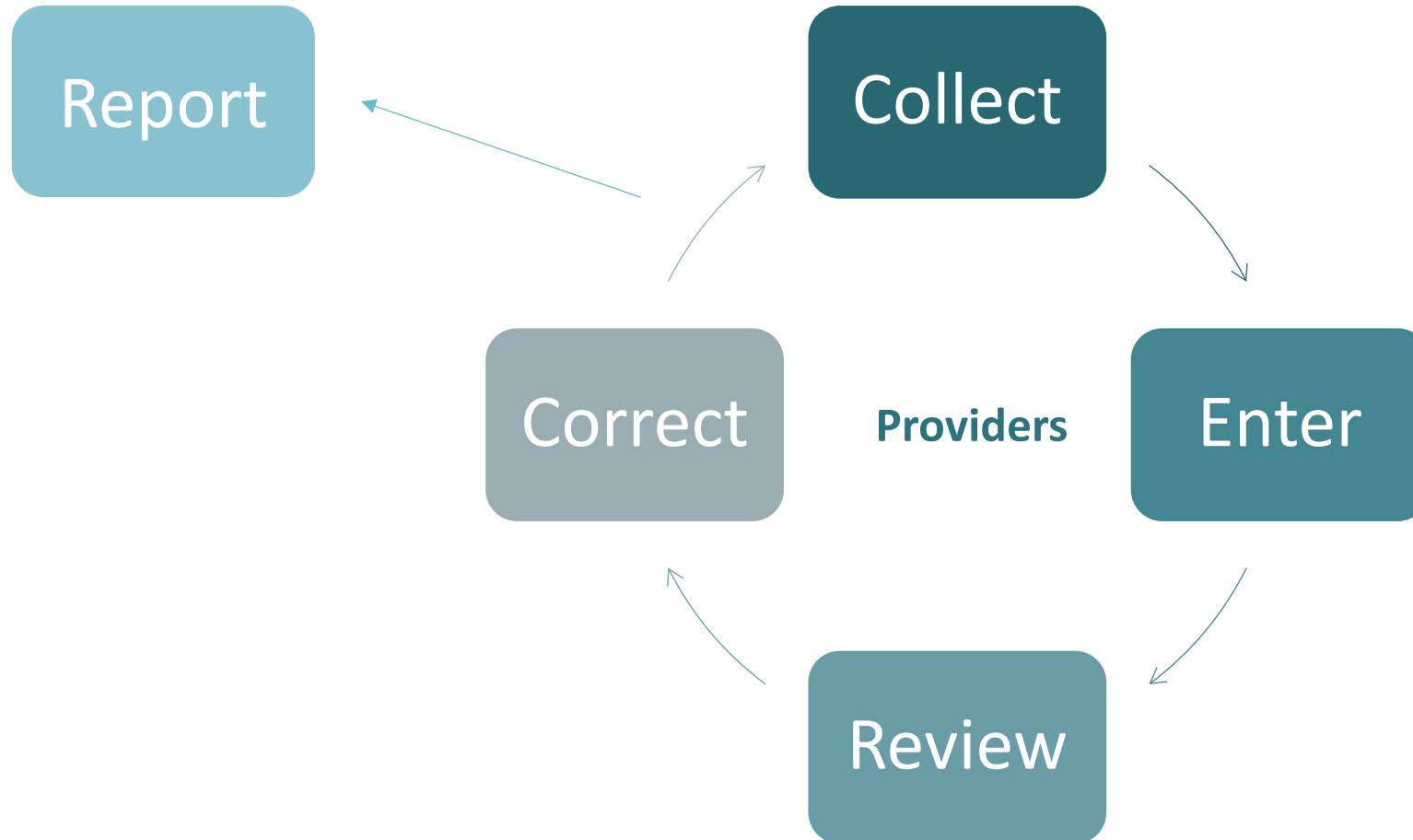
- Helpdesk Delay: NAEH Conference
- June Monthly Training: Prepping your Data for A020 Submission
- Future of HMIS

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 – April - May

The Month of April – May saw an increase in overall client errors

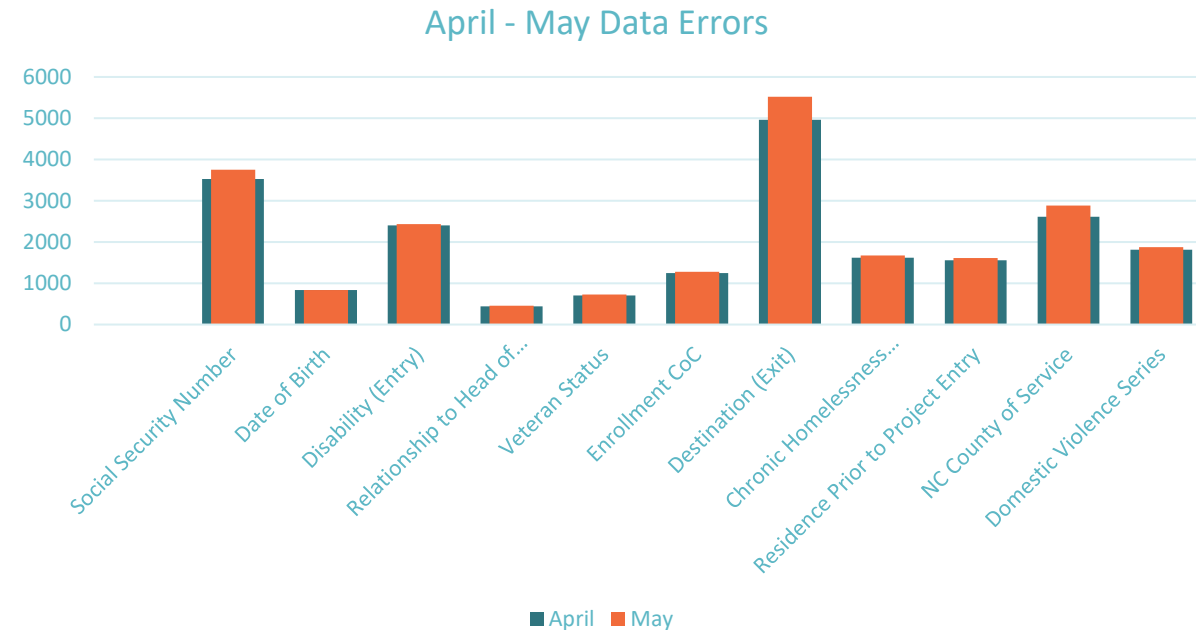
Positives:

- DOB increased slightly by 0.14%, still under the 5% error rate
- Relationship to HOH decreased by 0.02%, under the 5% error rate

Elements that still need work:

- NC County of Service increased by 0.30%, representing 273 clients
- Enrollment CoC increased by 0.18%
- SSN Increased by 0.07%, representing 223 clients
- Destination(exit) increased by 0.08%, 560 clients
- Unexited Clients

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



Policies and Procedure Review

- Do you have suggestions about better language on ROIs or roles in our system? Please send us your suggestions for Privacy and Policy updates!
- Data Center and CoCs are conducting an annual review for our [HMIS Operating Policies and Procedures](#) and Privacy Doc like the [HMIS Privacy Notice / HMIS Release of Information](#)
- Send your feedback to hmis@ncceh.org



Training and Resources

Why Data Matters

Data Quality matters because it tells the story of the clients homeless situation.

Agency Admins are the data stewardess of HMIS, however work should be distributed among coworkers

Some upcoming events include:

- ESG Competitions are next week!
- Next Data Quality Submissions Due July 1-31st!

Prepare your Data for Data Quality Report Submissions

Start cleaning your Data now!

The next DQ report form will be open from July 1st – 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

Maintaining More than one Database

Maintaining multiple databases can be tricky!

What are the effects of infrequent comparisons?

- Missing Data
- Data Discrepancies
- Increase in Timeliness
- Confusion among coworkers and shared agencies

What can you do to ensure accurate data?

- Monthly Report Runs
- Frequent team correction meetings



Protecting Personally Identifiable Information

Protecting sensitive client data is vital to complying with state laws and the trust of the client

- Recognize what falls under PII
- Utilize Encrypted Emails
- Physical Documents are filed and locked away
- Avoid using Google Sheets!



May Monthly Training Recap: Agency Admin Role and Responsibilities

Topics Discussed:

- Agency Admin main tasks
- Being the Point of Contact
- Protecting privacy online and in real life
- Required vs Monthly Reporting
- Additional Resources

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

ZenGuide Knowledge Base

Your first stop for answers

105 Articles and counting!

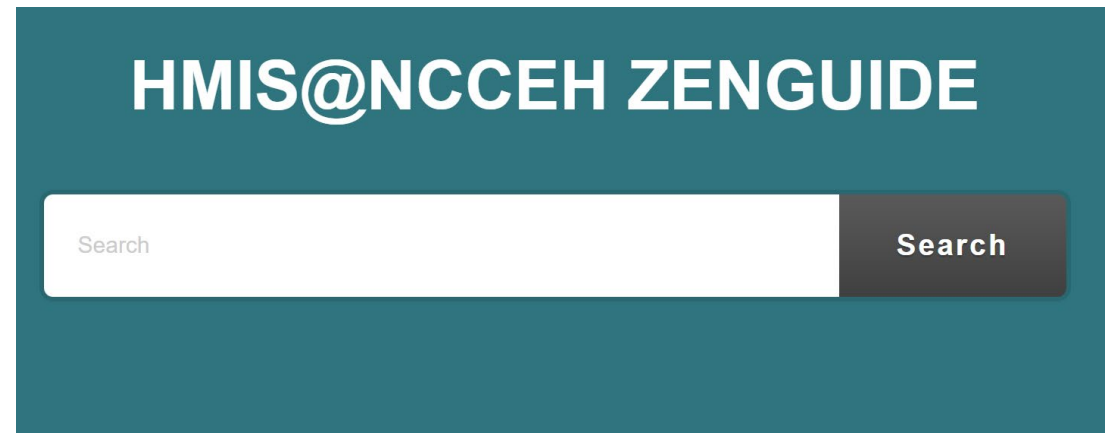
- We use your search results to develop new articles

Highlight:

- [How to Schedule BusinessObjects Reports](#)
- [HMIS@NCCEH Agency Administrator Roles and Responsibilities](#)
- [A020 - Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)
- [HMIS Release of Information \(ROI\) - Updated](#)

Bookmark it!

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



HMIS@NCCEH ZENGUIDE

Search

Search



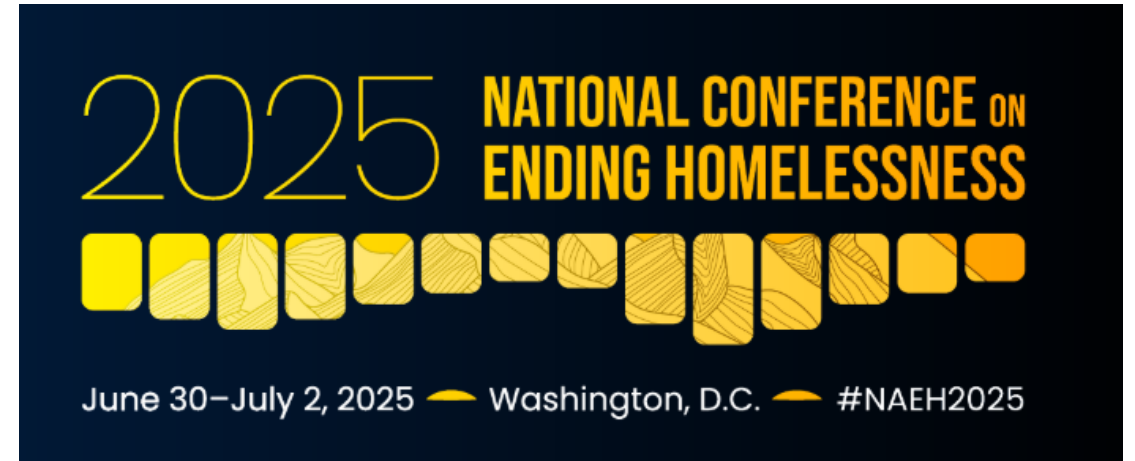
What's Next?

Helpdesk Delay: NAEH Conference

The NAEH Conference will be taking place on June 30th - July 2nd

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



June Monthly Training: Prepping your Data for A020 Submission

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

Agenda:

- Importance of the Data Quality Plan
- How to Run the Report
- How to Identify Errors within the Report
- Live Walk through of the Report

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

What's Next Calendar

Due	Event Name
June 18 th	Monthly Training: Prepping your Data for A020 Submission 10-11am
June 30 th – July 2 nd	National Conference on ending Homelessness
July 2 nd	HMIS Systems Updates Meeting 10-11am
July 16 th	Monthly Training: TBD 10-11am
July 31 st	A020 Data Quality Monitoring Report Submission Due
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

