

HMIS@NCCEH System Updates

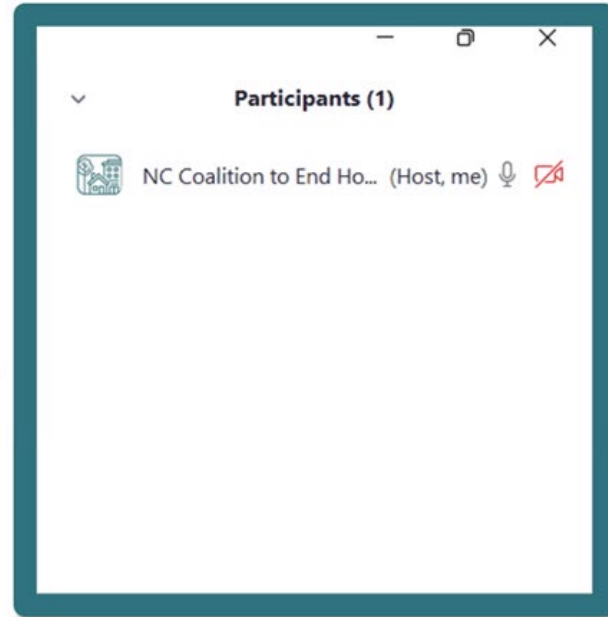
July 2025



NC COALITION to end
HOMELESSNESS

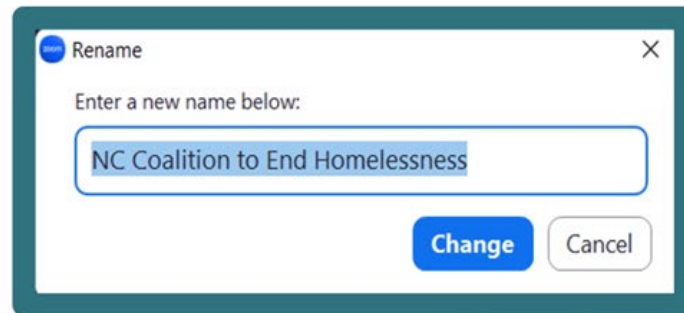
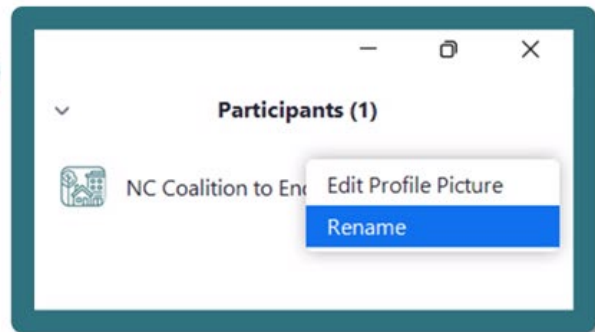
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

2



What do you get when you combine an elephant with a fish?

Swimming trunks!



Agenda

July 2025

System Updates

- Monthly Data Quality Review
- Form is open! Submit your A020 Reports!

Training and Resources

- A020 Reminders & Resources
- Maintaining More than one Database
- HMIS Agency Forms available on the NCCEH Website
- June Training Recap: Prepping your Data for A020 Submission
- ZenGuide Knowledge Base Highlight
- Measuring the Impact of Extreme Weather

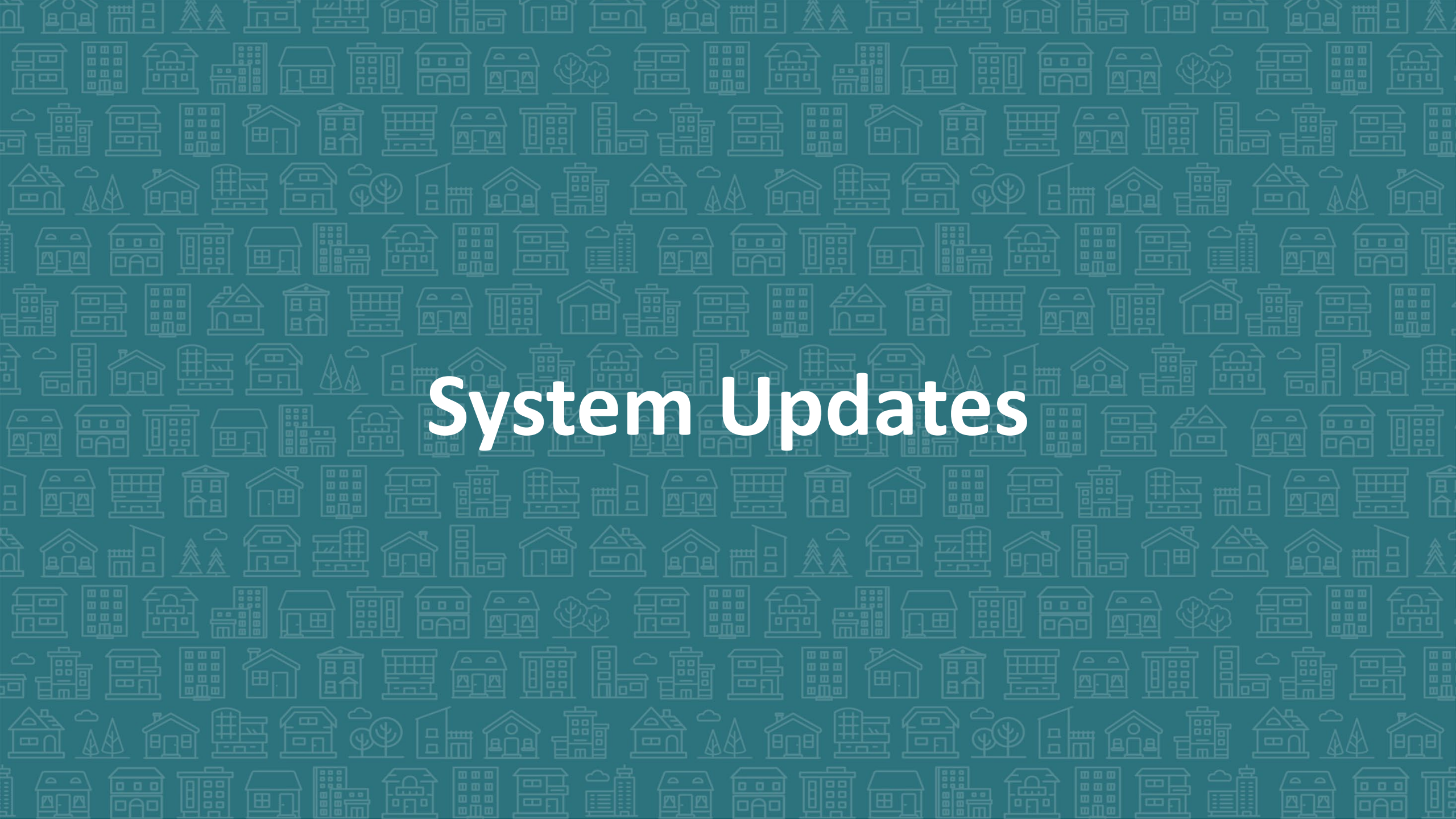
What's Next?

- July Monthly Training: A020 Data Quality Report Office Hour
- Future of HMIS

Questions/Concerns?

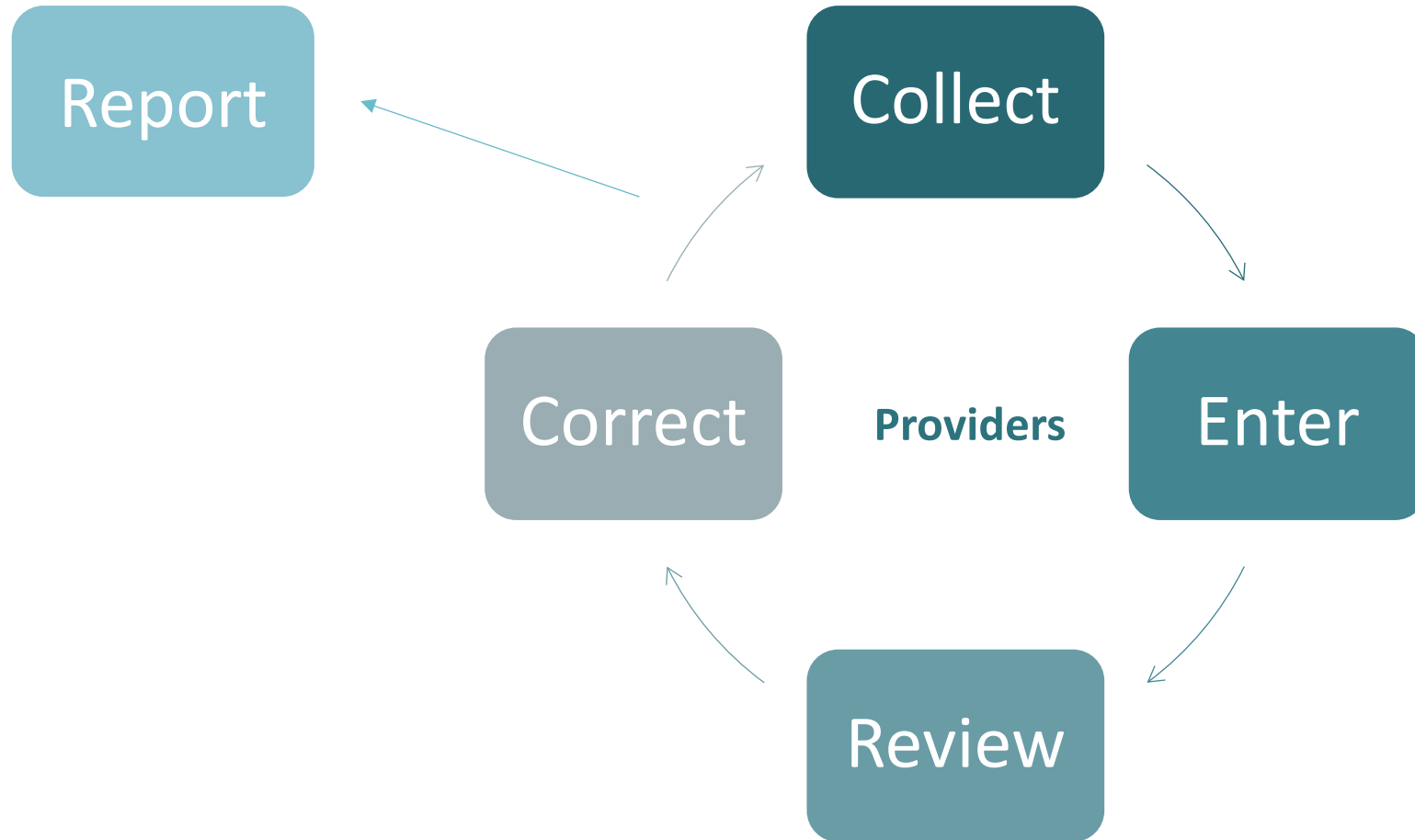


NCCEH

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 – May - June

Positives:

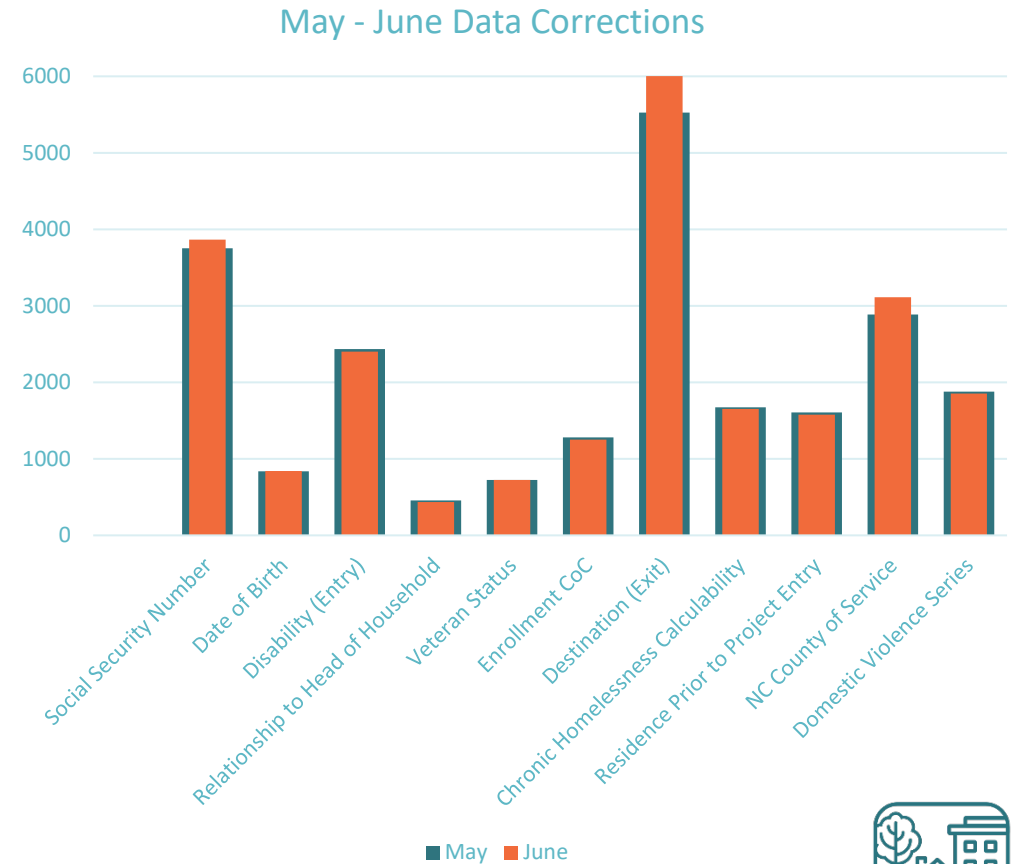
- DOB increased slightly by 0.03%, still under the 5% error rate
- Relationship to HOH error rate decreased by 0.14%%
- Disability at entry decreased by 0.51%, slightly over the 5% benchmark
- Enrollment CoC decreased by 0.43%

Elements that still need work:

- SSN error rate increased slightly by 0.31%, just over the 10% benchmark
- Destination(exit) increased by 0.50%
- NC County of Service error rate increased by 0.10%
- Unexited Clients

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

Keep running your reports to identify client errors!



Form is open! Submit your A020 Reports!

Submissions are due on July 31st

Includes all HMIS participating projects from October 2024 – June 2025

Agencies will have received an email from the data center of expected projects

What is expected?

- Correct Prompts & Formatting
- Cleaned Reports
- Confirmation of “True” error flags



Training and Resources

A020 Reminders & Resources

Reminders:

- Street Outreach projects should run the D001: DOE Report before the A020 Report
- Front Door provider projects should ignore the NC County errors
- Format should be Microsoft Excel – Reports
- Utilize the Additional Comments section in the Submission Form

Available resources:

- [A020 – Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)
- [D001 Street Outreach DOE Report Guide](#)
- [Monthly Training: Preparing your Data for A020 Submissions](#)
- [Helpdesk!](#)

*Reaching out sooner than later allows us to provide more tailored support to your questions!



NCCEH

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

HMIS Agency Forms available on the NCCEH website

Ensure you are familiar with the location of important Agency Forms!

What forms are available to you?

- [New Project Request Form](#)
- [License Request Form](#)
- [License Inactivation Form](#)
- [Feedback Survey Form](#)
- [Client Profile Form](#)
- Data Collection Forms by Project Type

Navigation Path: <https://ncceh.org/hmisncceh/> > [Current HMIS Agencies](#) tile

Current HMIS Agencies

HMIS Access Forms

[HMIS@NCCEH NEW PROJECT FORM](#)

If your agency is already HMIS Participating and needs a new HMIS Project built, use this form to let the Data Center know.

[HMIS@NCCEH NEW LICENSE REQUEST FORM](#)

If your agency wants to add staff to your HMIS projects, use this form to give us the basic information we need to guide them through training. Agency Administrators and Executive/Program Directors should submit on your agency's behalf.

*Please make sure to review all of the questions and provide as much information as possible.

[HMIS@NCCEH LICENSE INACTIVATION/REMOVAL REQUEST FORM](#)

If your agency no longer needs a license for a user, please use this form to alert Data Center Staff. Only Agency Administrators and Executive/Program Directors should submit this form.

[HMIS@NCCEH User Feedback Survey](#)

If you have suggestions or improvements on the HMIS System, Training, or Staff; please use this form to send feedback to Data Center Staff.



June Monthly Training Recap: Prepping your Data for A020 Submission

Topics Discussed:

- Updated Data Quality Plan schedule
- Understand the importance of Data Quality & the Data Quality Plan
- Locate the report in Business Objects
- How to properly run the report
- Identify and correct errors

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

ZenGuide Knowledge Base

Your first stop for answers

105 Articles and counting!

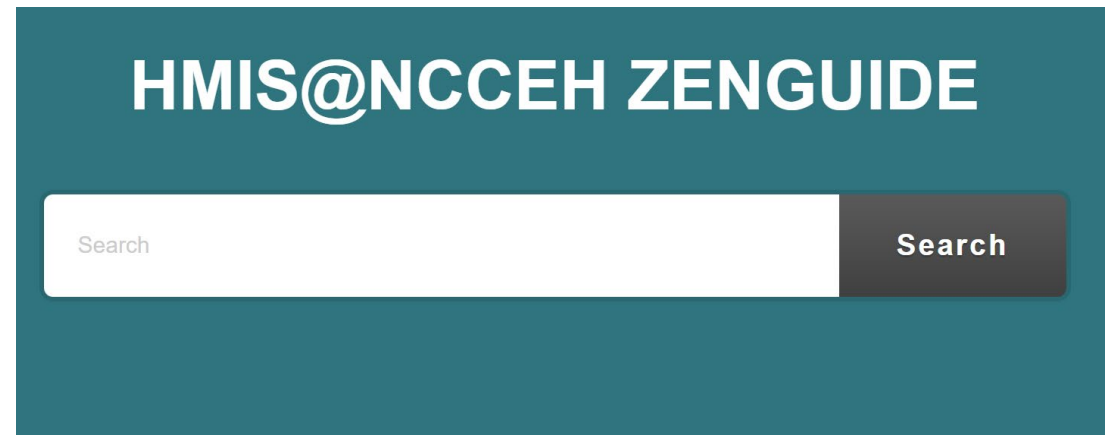
- We use your search results to develop new articles

Highlight:

- [How to Schedule BusinessObjects Reports](#)
- [A020 - Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)
- [Recording Referrals in HMIS](#)

Bookmark it!

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

A screenshot of a search interface. At the top, the text "HMIS@NCCEH ZENGUIDE" is displayed in white on a dark teal background. Below this, there is a search bar with a white input field containing the placeholder text "Search" and a dark teal button with the text "Search" in white.

Measuring the Impact of Extreme Weather

- Ensure you are utilizing the NC Natural Disaster/Storm question at intake. Located between the Current Living Situation and Translation Assistance Needed questions.
 - Especially RUSH funded projects!

NC Natural Disaster/Storm

Are you experiencing homelessness due to a recent natural disaster/storm?

-Select-

▼

G

If the client answered "Yes", you must click the Add button below to complete the sub-assessment.

Q NC Natural Disaster/Storm

There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?	What natural disaster/storm caused you to evacuate and seek other shelter?	Do you know if the place you were living was destroyed by the natural disaster/storm, seriously damaged but not destroyed, or not seriously damaged?	If the place you were living was destroyed or damaged in any way, do you have insurance to cover losses?	Have you registered with FEMA for assistance?	As of today, what are your plans for housing?	End Date
Add						





What's Next?

July Monthly Training: A020 Data Quality Report Office Hour

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

Agenda:

- Open opportunity for the Data Center to answer your A020 Questions

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

What's Next Calendar

Due	Event Name
July 16 th	Monthly Training: A020 Data Quality Report Office Hour 10-11am
July 31 st	A020 Data Quality Monitoring Report Submission Due
August 6 th	HMIS Systems Updates Meeting 10-11am
August 20 th	Monthly Training: Case Management Tools 10-11am
September 3 rd	HMIS Systems Updates Meeting 10-11am
September 17 th	Monthly Training: Privacy and Data Standards Updates
October 1 st	New Data Standards take effect (details TBA)
October 31 st	Phase 1 HUD Report Corrections (A020 Data Quality Monitoring Report) Submission Due
November 21 st	Phase 2 HUD Report Corrections (Data Center sent) Report Due

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

