

HMIS@NCCEH System Updates

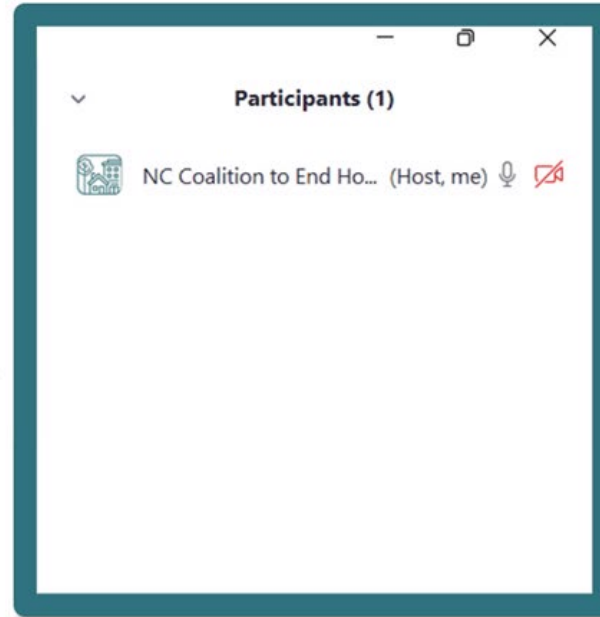
August 2025



NC COALITION to end
HOMELESSNESS

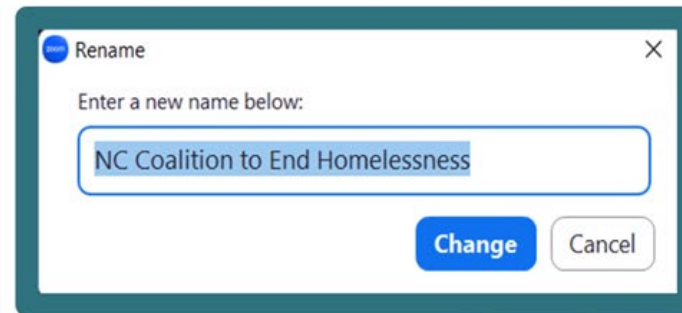
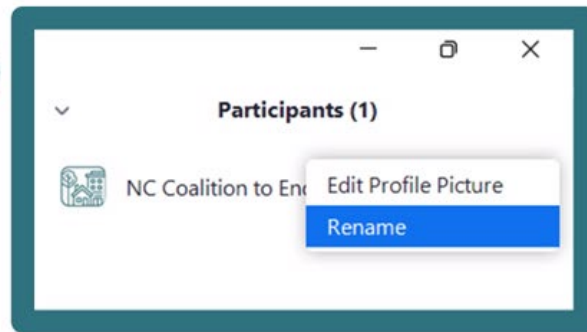
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

2



When is a pool safe for diving?



It deep ends

Agenda

August 2025

System Updates

- A020 Report Deadline has passed!
- After A020 Report Data Clean up

Training and Resources

- Tips for Continuous Data Quality Improvements
- New Hot Topic Thursday's!
- ICE Raids & Protecting Your Clients
- July Monthly Training Recap: A020 Office Hour
- ZenGuide Knowledge Base Highlight
- Learning Management Site

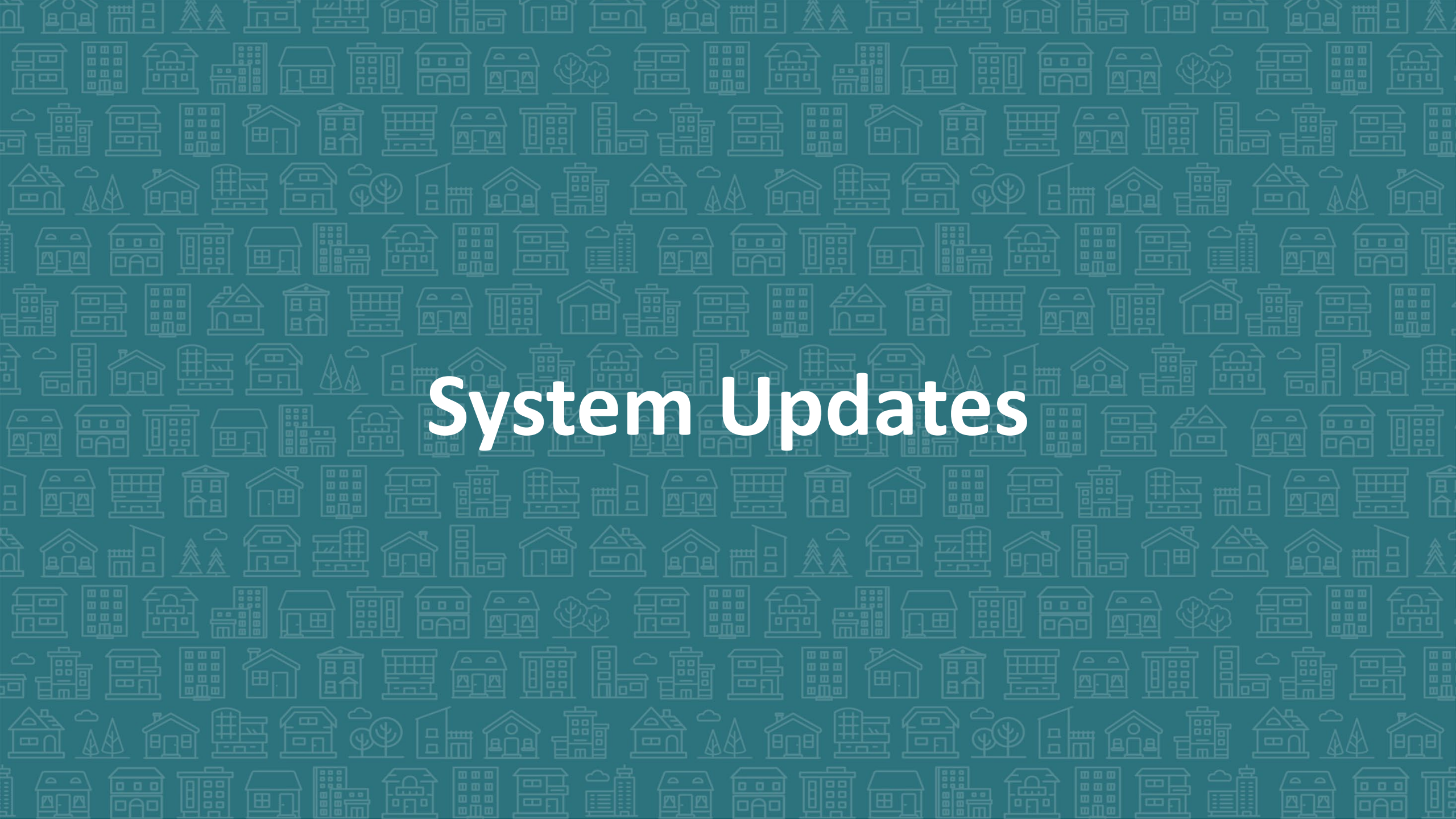
What's Next?

- August Monthly Training: Case Management Tools
- Annual Privacy & Security Training
- 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-style structures, as well as some stylized trees. The pattern is dense and covers the entire background.

System Updates

A020 Report Deadline has passed!



THANK YOU SO MUCH

Thank you to the Agencies who've submitted their accurate projects by the deadline! We appreciate your dedication and hard work!

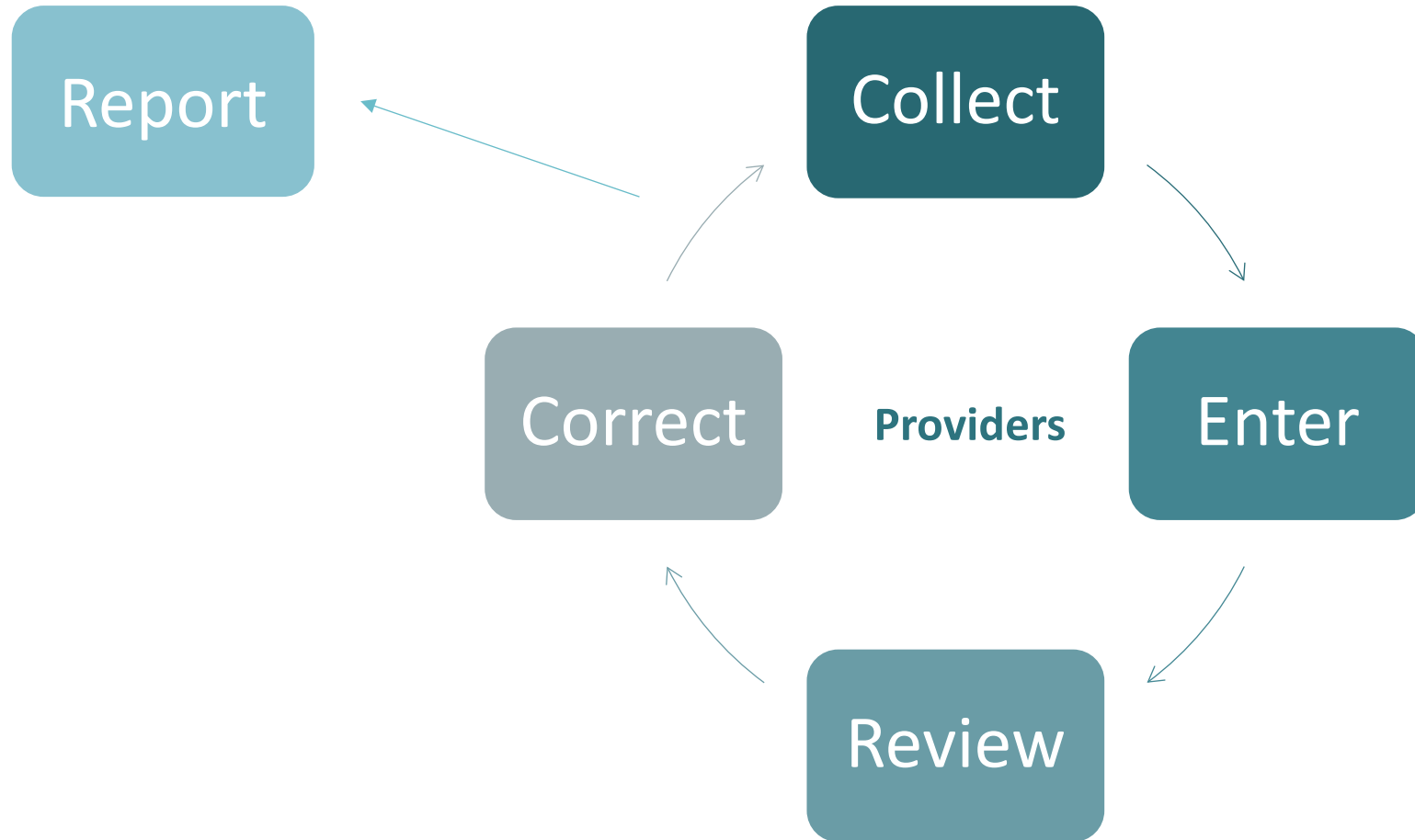
Special thanks to Project Access of Durham for being the first agency to submit complete & accurate projects!

You still have time for your projects to be counted by submitting your corrected projects by August 8th!



NCCEH

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

After A020 Report Data Clean up

Big Data Improvements:

- SSN
- Disability (Entry)
- Relationship to Head of Household
- Enrollment Coc
- NC County of Service

Data Element	Change	Corrections Made
Social Security Number		224
Ethnicity		105
Disability (Entry)		420
Relationship to Head of Household		292
Enrollment CoC		239
Chronic Homelessness Calculability		109
Residence Prior to Project Entry		105
NC County of Service		266
Domestic Violence Series		144
Have you ever experienced domestic violence?		113

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

Keep running your reports to identify client errors!



Training and Resources

Tips for Continuous Data Quality Improvements

- When in doubt, use back date mode
- Exit your Children (and everyone else!)
- Make sure to remove duplicate enrollments
- Housing Move In Dates can only be recorded on the project start, or in the interim
- Include all household members in enrollments
- Stay on top of Annual Assessments
- Identify where corrections should be made (project start vs interim)

Helpful ZenGuides:

- [Exit Destination Guide](#)
- [Reason for Leaving Options](#)
- [Housing Move In Date Guide](#)
- [Annual Assessments](#)
- [Updating HUD Verification Sub-Assessments](#)

Continue to run A020, CAPER & APR reports for Data Quality improvements



New Hot Topic Thursday's!

Every Thursday the Data Center will be hosting small 30 minute trainings from August to September!

These trainings are open to all HMIS users as a chance to refresh your data workflow knowledge!

Meetings will start at 10am each Thursday.

View the [Events & Trainings](#) page for links to the upcoming trainings.

Recordings will be posted to the [Learning Management Site](#).

Hot Topic Thursday's

August and September 2025

Thurs 8/14

Exiting Household members

Exits happen! We will be discussing how to exit the HoH and all other members of the household from a project. Household members left behind contribute to poor data quality!

Adding household members

Come refresh your skillset on how to accurately remove and add household members to a project. We will dig in to every step of the process.

Thurs 8/28

Thurs 9/11

Start Vs Interim: Where to correct your data?

Building rapport with a client takes time. Thankfully, HMIS is flexible for you to update client profiles to reflect their experiences and life events over time. Please attend to have a discussion about when to use the start assessment, and when to use an interim update to edit a client profile.

How to Exit Inactive Clients

If a client needs to be unenrolled from a project, there are different considerations to make for each exit. No matter the project type, you need to be here to make sure you can exit these clients accurately for positive quality data outcomes!

THURS 9/25

→

Email Us: hmis@ncceh.org



NCCEH

ICE Raids & Protecting Your Clients

With the uptick in ICE incidents throughout the country, it is important to plan and know how to handle an interaction with them.

- Define public vs. private spaces in your facility.
- Post signage and train staff to deny entry without legal cause.
- Identify people (leadership/legal) to contact if ICE appears.
- Private areas require a judicial warrant (signed by a judge) for ICE to enter.
- ICE often relies on verbal consent or intimidation—don't comply unless legally required.
- Do not confirm client information, grant access, or share documents without legal verification.

ICE Raids & Protecting Your Clients

Train your Staff!

- Remain Calm
- Immediately notify a supervisor
- Request a warrant (No warrant = No information access!)
- Do not grant entry
- No physical interactions
- Contact legal counsel
- Document names, Badge numbers, and the incident

Keep Red Cards on hand!

- Bilingual on the front & back
- Great reference for constitutional rights
- Request [Red Cards](#) from NCCEH

You have constitutional rights:

- **DO NOT OPEN THE DOOR** if an immigration agent is knocking. If you are inside of your house, show the card through the window or slide it under the door.
- **DO NOT ANSWER ANY QUESTIONS** from an immigration agent if they try to talk to you. You have the right to remain silent.
- **DO NOT SIGN ANYTHING** without first speaking to a lawyer. You have the right to speak with a lawyer.
- If you are outside of your house, **SHOW THIS CARD TO THE AGENT**. Ask the agent if you are free to leave and if they say you can, leave calmly.



www.RedCardOrders.com



NCCEH

July Monthly Training Recap: A020 Office Hour

July's office hour was used to discuss any specified questions you may have surrounding the A020 Report.

Office Hour's are not recorded



ZenGuide Knowledge Base

Your first stop for answers

105 Articles and counting!

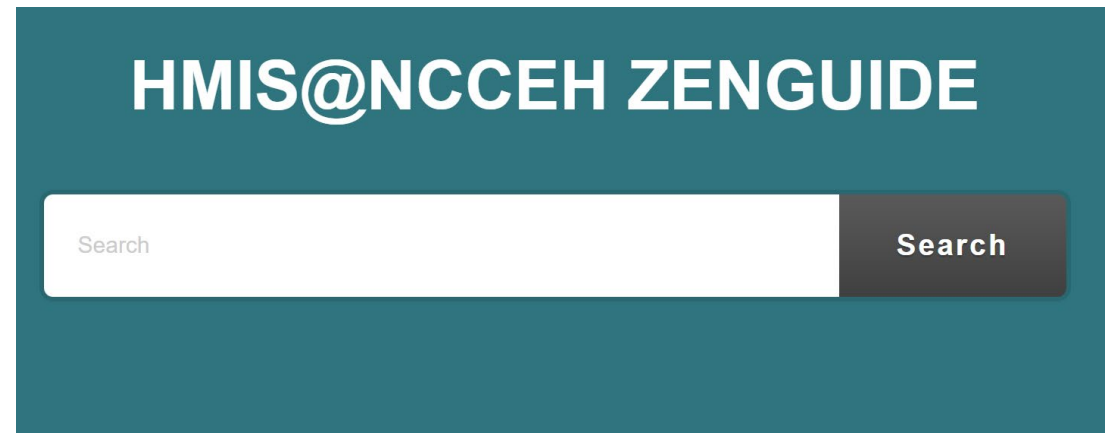
- We use your search results to develop new articles

Highlight:

- [Project Start Date Overview](#)
- [Assigning and Removing Yourself as a Case Manager](#)
- [Case Management: Recording Case Plan Notes](#)
- [Case Management: creating and managing case plan goals](#)
- [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.

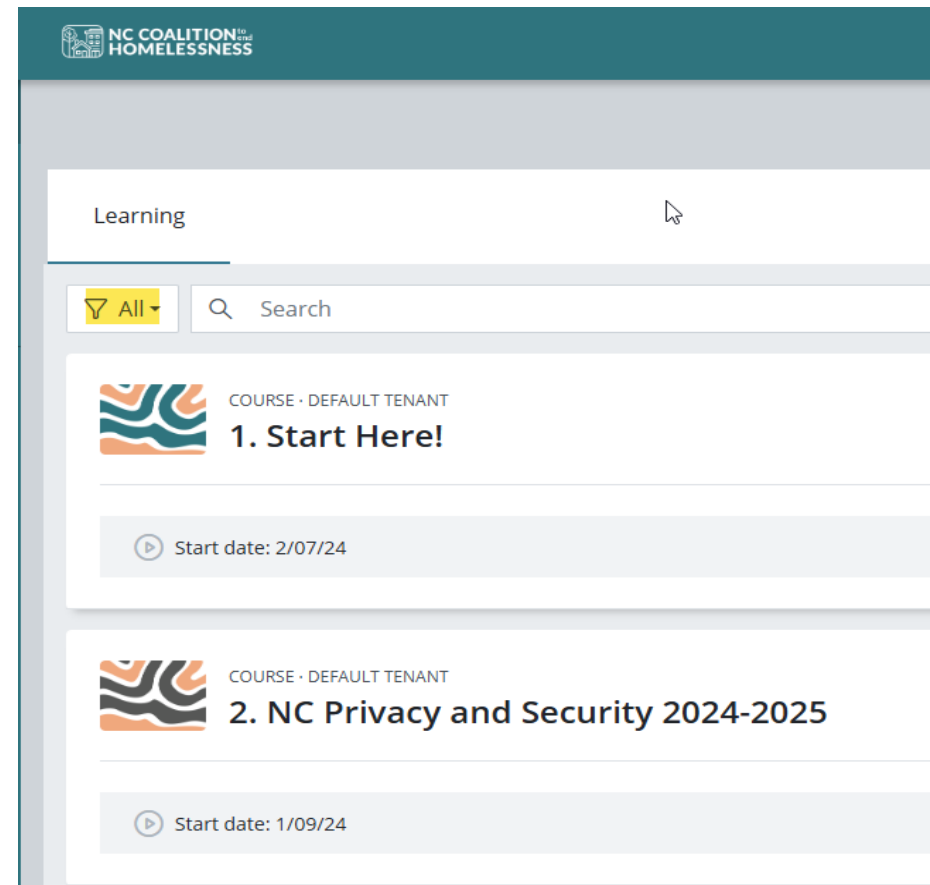
Learning Management Site

Training courses Available 24/7

- Project Type specific training available for
 - Street Outreach
 - Rapid Re-Housing
 - Permanent Supportive Housing
 - Homelessness Prevention
 - Supportive Services Only, Transitional Housing, Emergency Shelter without ShelterPoint
 - Emergency Shelter with ShelterPoint
 - SSVF
 - HUD VASH
 - GPD & HCHV
 - PATH
 - Balance of State HART Assessment

Bookmark it!

<https://hmisncceh.unhosting.site/login>



Learning Management Site

What training materials are provided within each course?

- Step by Step training videos for:
 - Searching for Clients in HMIS
 - Creating Clients
 - Completing the Client Profile Tab, Households Tab, ROI Tab, and the Project Start, Interim, and Exit on the Entry/Exit Tab
- HMIS Data Standards Training Updates Video
- HMIS Supporting Documents
- ZenGuide Article Support links



What's Next?

August Monthly Training: Case Management Tools

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

Agenda:

- Case Manager Responsibilities
- Assigning Case Managers
- How to Create Goals

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

Annual Privacy & Security Training

Every year in the fall, users need to retake the Privacy & Security Training. Training will be available in the [Learning Management System](#) on September 2nd.

Any users with active licenses on September 2nd will need to:

- Watch the training video
- Pass the quiz
- Sign the updated User Agreement

Some anticipated changes to be applied in HMIS by October 1st:

- New "Sex at Birth" field
- Gender stay for continuity
- Retirement of Sexual Orientation (currently only required by PSH)
- SSVF Homeless Prevention Targeting Criteria reworded (only for SSVF HP projects)

Due Tuesday, September 30th!

Required users who do not complete the training by the deadline may be at risk of losing their live license



What's Next Calendar

Due	Event Name
August 14 th	Hot Topic Thursday's: Exiting Household Members 10-10:30am
August 20 th	Monthly Training: Case Management Tools 10-11am
August 28 th	Hot Topic Thursday's: Adding Household Members 10-10:30am
September 3 rd	HMIS Systems Updates Meeting 10-11am
September 11 th	Hot Topic Thursday's: Start vs. Interim: Where to Correct your Data? 10-10:30am
September 17 th	Monthly Training: Privacy and Data Standards Updates
September 25 th	Hot Topic Thursday's: How to Exit Inactive clients 10-10:30am
October 1 st	New Data Standards take effect (details TBA)
October 1 st	HMIS Systems Updates Meeting 10-11am
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



NCCEH

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

