

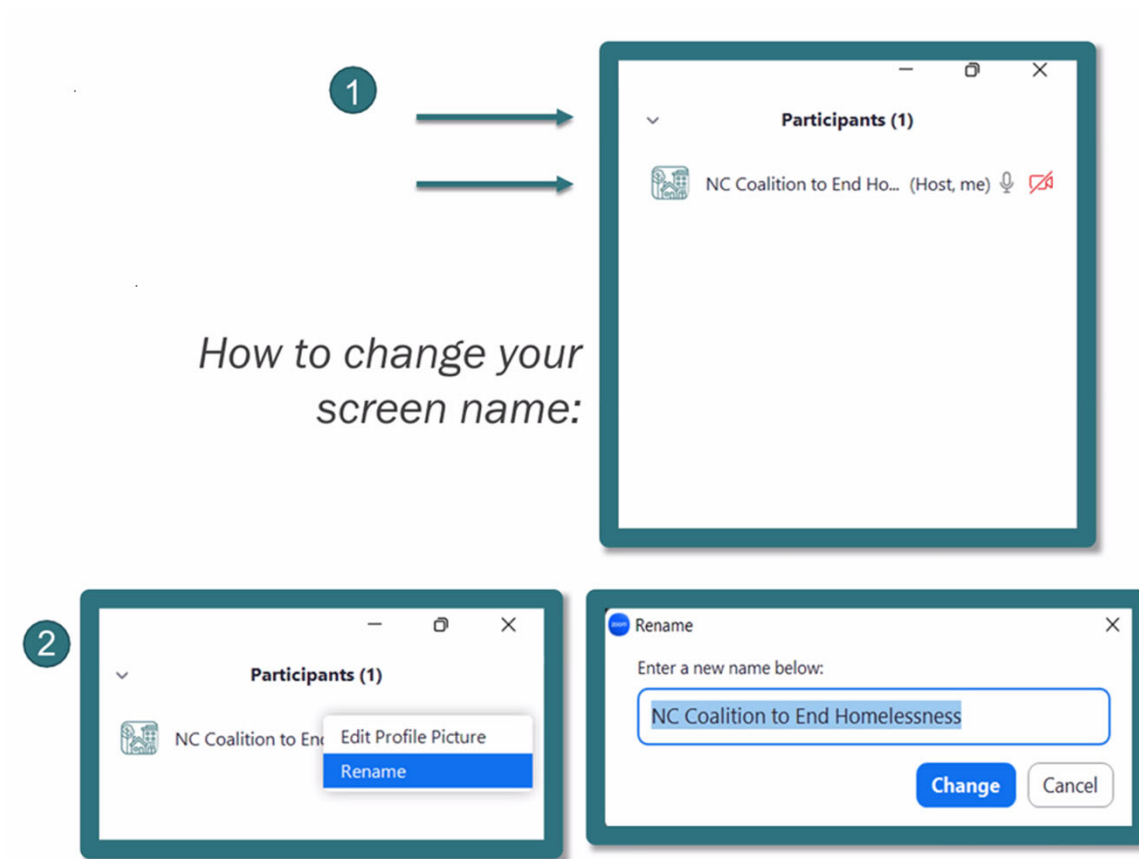
HMIS@NCCEH System Updates

October 2025



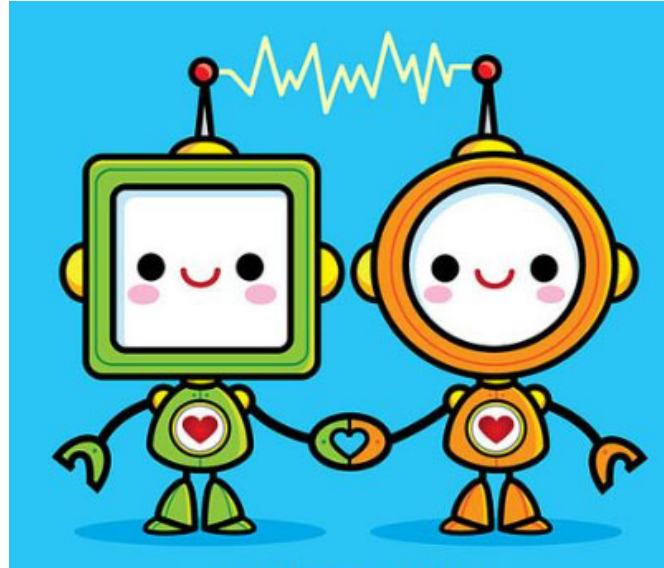
**NC COALITION^{to}
HOMELESSNESS^{end}**

Edit your Zoom Screen Name!



Why was the robot couple's anniversary in the fall?

They were autumn mated



Agenda

October 2025

System Updates

- Monthly Data Quality Review
- Annual HMIS Training has Concluded
- FY26 Data Standard Changes are live
- Fall Federal Reporting: LSA/SPM
- October A020 Data Quality Report Submissions
- Statewide HMIS RFP

Training and Resources

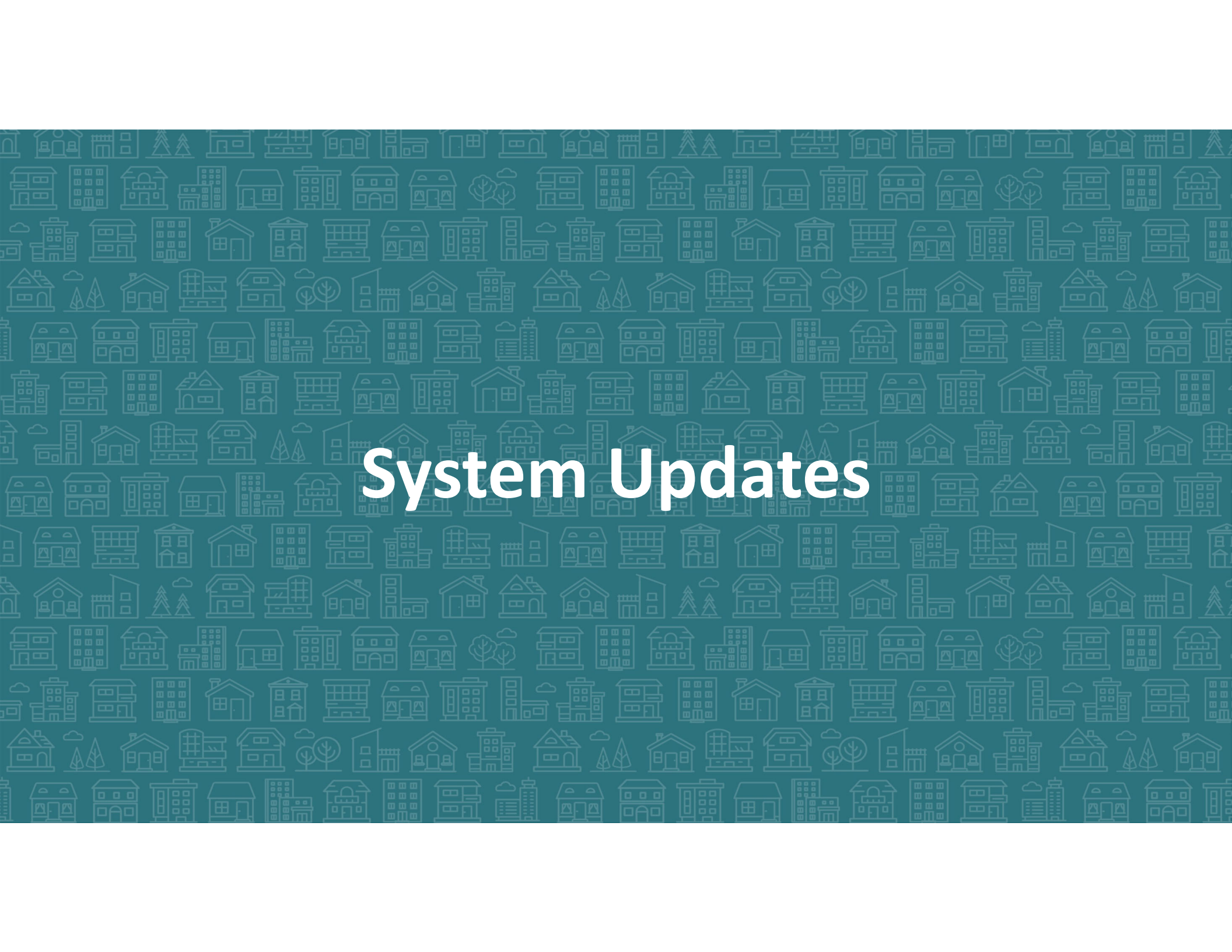
- Annual Training Concluded
- New Paper Assessment Forms
- New Paper Privacy Notice
- Why ROI's Matter
- Know your Security Officer
- September Monthly Training Recap: Privacy & Security Training
- ZenGuide Knowledge Base Highlight

What's Next?

- Hot Topic Thursdays!
- October Monthly Training: Incomes & Outcomes

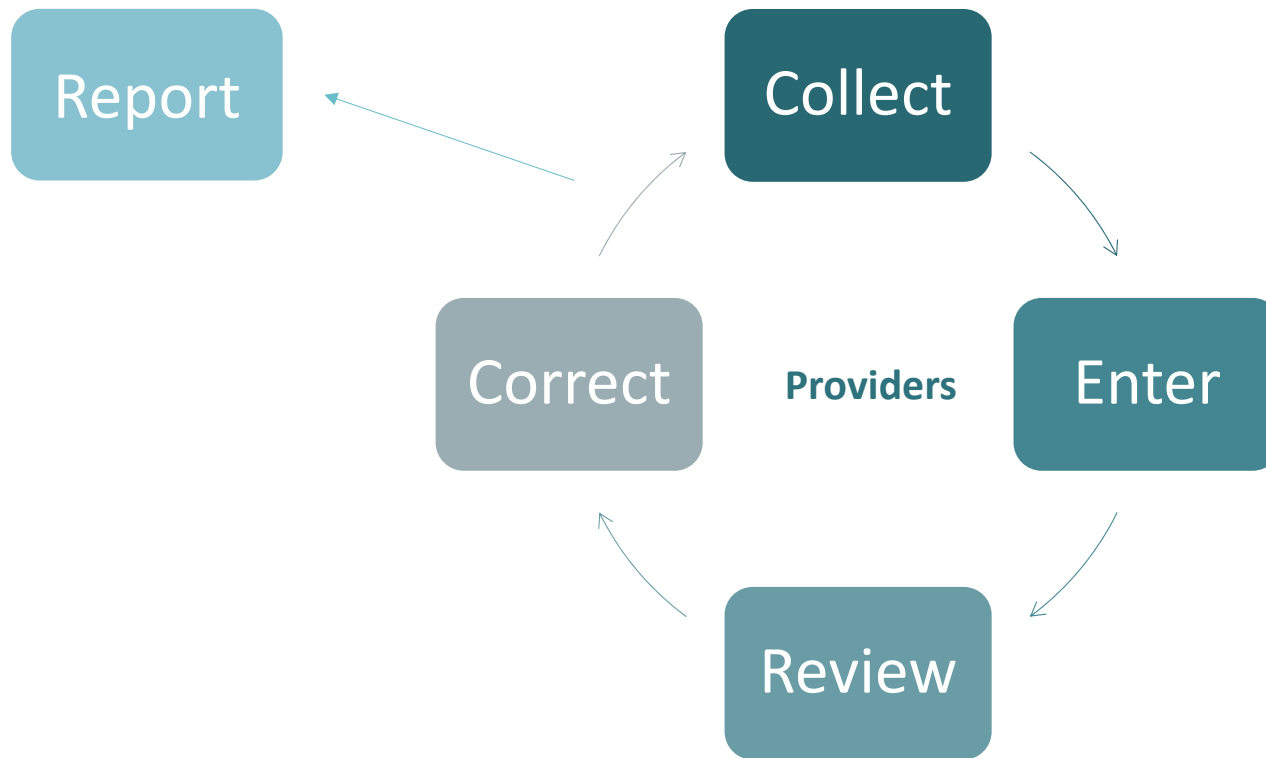
Questions/Concerns?



The background of the slide is a solid teal color 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

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 – September - October

Elements to work on:

- SSN
- Relationship to Head of Household
- Disability at Entry
- Enrollment CoC
- NC County of Service
- Exit Destinations!

Data Element	Change	Corrections Made
Social Security Number		-469
Ethnicity		-3
Gender		-1
Date of Birth		-27
Disability (Entry)		-90
Relationship to Head of Household		-78
Project Start Date / Project Exit Date		
		-43
Enrollment CoC		-6
Destination (Exit)		-432
NC County of Service		-262
Domestic Violence Series		-153

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

Keep running your reports to identify client errors!

FY 2026 HMIS Data Standards Timeline

The HMIS Data Standards are currently moving through the final approval process, but the timing of this final approval is unknown.

- The FY 2026 Data Standards will launch on October 1st, 2025.
- The FY 2026 Data Standards Manuals (official directions) and other materials will be posted about 2 weeks of HUD's final approval.
 - Vendors will not be permitted to share these documents ahead of the posting on the HUD Exchange.
- HUD encourages data collection as soon as end users are trained for the FY 2026 Data Standards, but no later than 90 days after the publication of the Data Standards Manual.
- HUD will not assess data quality during this 90-day period and until data collection begins. Additionally, HUD will not require its recipients to backdate data for clients.

FY26 HMIS Data Standard Changes are Live!

Changes as of October 1st

- Race & Ethnicity reworded
- New Sex at birth field
- New Mental Health Consultation field (only for Vets in SSVF RRH, SSVF HP *and* VA GPD-CRS SSO)
- Retirement for Translation Assistance Needed
- Retirement of Sexual Orientation (was only for PSH)
- Service Transaction updates for SSVF RRH and HP
- SSVF Homeless Prevention Targeting Criteria reworded (only for SSVF HP projects)
- *New* Housing Move-In Date required for VA GPD-CRS SSO

FY26 HMIS Data Standard Changes are Live!

Clarification from HUD

- Sex required for:
 - All federally funded projects (HUD CoC, SNOFO, ESG, RUSH, PATH, VA)
 - All project types EXCEPT: Coordinated Entry, Other Permanent Housing, Day Shelter
 - ALL Clients being served October 1st and forward (open or new)

How this works

- Sex is recorded in the 'Client Record' and will be visible to everyone (even if not required)
- Data Quality Plan passed by CoCs still requires Gender as a local field

 Client Record

Name	Doe, Bill
Name Data Quality	Full Name Reported
Alias	
Social Security	***-**-4321
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Sex	Male
U.S. Military Veteran?	Yes (HUD)
Age	

 Client Demographics

Date of Birth	
Date of Birth Type	
To select multiple values hold down the "ctrl" or "cmd" key and click on each value	
Race and Ethnicity	
Additional Race and Ethnicity Detail	
Gender	
If Different Identity, Please Specify	

FY26 HMIS Data Standard Changes are Live!

V3 Financial Assistance – SSVF

When selected, *new Start and End Dates will appear*

Required for services provided on or after October 1, 2025

Type of SSVF Service	-Select- ▼	
SSVF Financial Assistance Type	Rental assistance ▼	
SSVF Financial Assistance Start Date *	11 / 01 / 2025	📅 ⌛ 🕒 12 : 00 : 00 PM ▼
SSVF Financial Assistance End Date *	11 / 30 / 2025	📅 ⌛ 🕒 12 : 00 : 00 PM ▼
If the Service is Financial Assistance for SSVF, then the SSVF Financial Assistance Start Date should be the date the Service was provided (or the date the Need was identified)		
SSVF Financial Assistance Amount	\$ 1,500.00	

FY2026 HUD and Federal Partner Report Updates

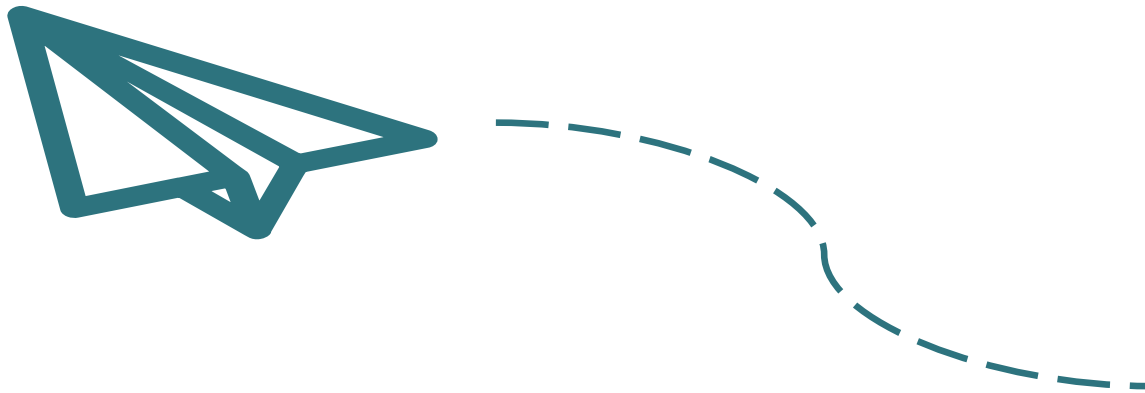
WellSky's reporting updates timeline:

- Sage will only accept the FY2026 CoC APR, ESG CAPER and Coordinated Entry APR.
- The VA will use FY2024 CSV for the annual reporting due October 7, 2025
 - WellSky will maintain the FY2024 CSV for the VA Export until October 15, 2025. It will be updated to FY2026 beginning October 16, 2025.
 - and transition to FY2026 for the November upload.
- The PATH Annual Report is expected to be due in Mid-December 2025.

Reporting

If you have a report due for HMIS data soon, submit early!

- HUD Required reports will change on or close to October 1st
- If you have any reports due in October, we recommend submitting before Sept 30th to ensure you don't have delays.



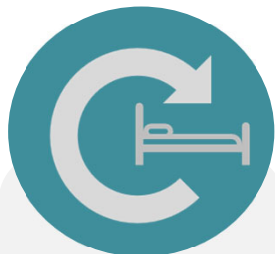
Longitudinal System Analysis (LSA) and System Performance Measures (SPM) Reporting

Two-part Reporting that reviews of Overall System Performance



1

Length of Time
Homeless



2

Return to
Homelessness



3

Number of
Homeless



4

Increase in
Income



5

First Time
Homeless



7

Exits and
Retention of PH

Form is open! Submit your A020 Reports!

Submissions are due on October 31st by 5pm

Includes all HMIS participating projects from October 1st 2024 – October 1st 2025

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

What is expected?

- Run the A020 for all participating projects
- Review & Correct indicated errors
- Submit A020 report for Data Center Review
 - *Users will be asked to re-submit if the report is incorrectly run*

The earlier you submit the more tailored support you can get!



A020 Reminders & Resources

Reminders:

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

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](#) - Video
- [Helpdesk!](#)

Fall Federal Reporting: LSA/SPM

Agency Admins and other users should work together to review and make FY 26 corrections

The Data Center will send a list of client specific corrections to each agency

**Oct 31 – A020
DQ report due**

**Nov 21 – Phase 2 System
Corrections due**

**Oct 1 – A020
DQ clean-up begins**

**Nov 1 – Phase 2 System
Corrections sent out**

Agency Admins should submit the A020 for each active HMIS project for FY26

Agency Admins should reply with Corrected, Confirmed, Not Found, or Help to each potential error

We are Here!



NCCEH

Fall Federal Reporting: What's Next?

Fall is a busy season for reporting:

- October - Phase 1 of LSA/SPM Reporting (Quarterly A020 Data Quality Monitoring Report)
- November – Phase 2 of LSA/SPM Reporting (Data Center developed list of flags)
- December – Preparation for PIT/HIC in January 2026

Lots of tools for Data Clean-up!

- [CoC – APR](#) or [ESG - CAPER](#)
- [A020 - Data Quality Monitoring Report](#)
- [Hashed CSV and Eva](#)



Statewide HMIS RFP

Statewide HMIS RFP

Purpose:

The NC Data Warehouse Workgroup is seeking a technology partner to design and implement a **statewide HMIS Data Warehouse** that would enable **deduplication, statewide reporting, and compelling data visualizations** to support planning, advocacy, and public transparency.

Key Objectives:

- **Integrate** data from Meck HMIS, HMIS@NCCEH, NC HMIS, and Raleigh/Wake County.
- **Migrate** and deduplicate data from over **950,000 enrollment records**.
- **Develop** a system for **automated reporting, dashboards, and visual storytelling**.



Statewide HMIS RFP

Evaluation Criteria (Total: 220 Points):

- Scope of Services (120 pts)
- Organizational Capacity (20 pts)
- Implementation Plan (20 pts)
- Budget/Cost (30 pts)
- Proposal Clarity (10 pts)
- References (10 pts)

DRAFT RFP - NC Statewide HMIS Data Warehouse

- Review the Draft RFP and send comments to hmis@ncceh.org



Training and Resources

Annual HMIS Training

Every year in the fall, users need to retake the Privacy & Security Training.

An alert with details on how to access the training within the [Learning Management System](#) on will be sent out.

Any users with active licenses on September 2nd or current

- **Pass the FY26 Data Standards Training**
 - Watch the training video (17 min)
 - Pass the 5-question quiz
- **Pass the Privacy and Security Training**
 - Watch the training video (46 min)
 - Pass the 20-question quiz
 - Sign the updated User Agreement

**Deadline
Passed**

Due Tuesday, September 30th!

Required users who do not complete the training by the deadline will be inactivated and may need to retrain.



ncceh.org has forms for Agency Admins!

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 Security Risk/Breach Notification](#)

If you have a potential security risk or breach of HMIS information, please use this form to notify the Data Center. This form helps the Data Center assess the correct remedy for a situation. Agency Security Officers are the primary contact to use this form. (but Good Samaritans welcome too!)

[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.



September Monthly Training Recap: Privacy & Security Training

Topics Discussed:

- Understanding FY2026 Data Standards Changes
- SAGE Reporting
- Annual Training Overview

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

ZenGuide Knowledge Base

Your first stop for answers

108 Articles and counting!

- We use your search results to develop new articles

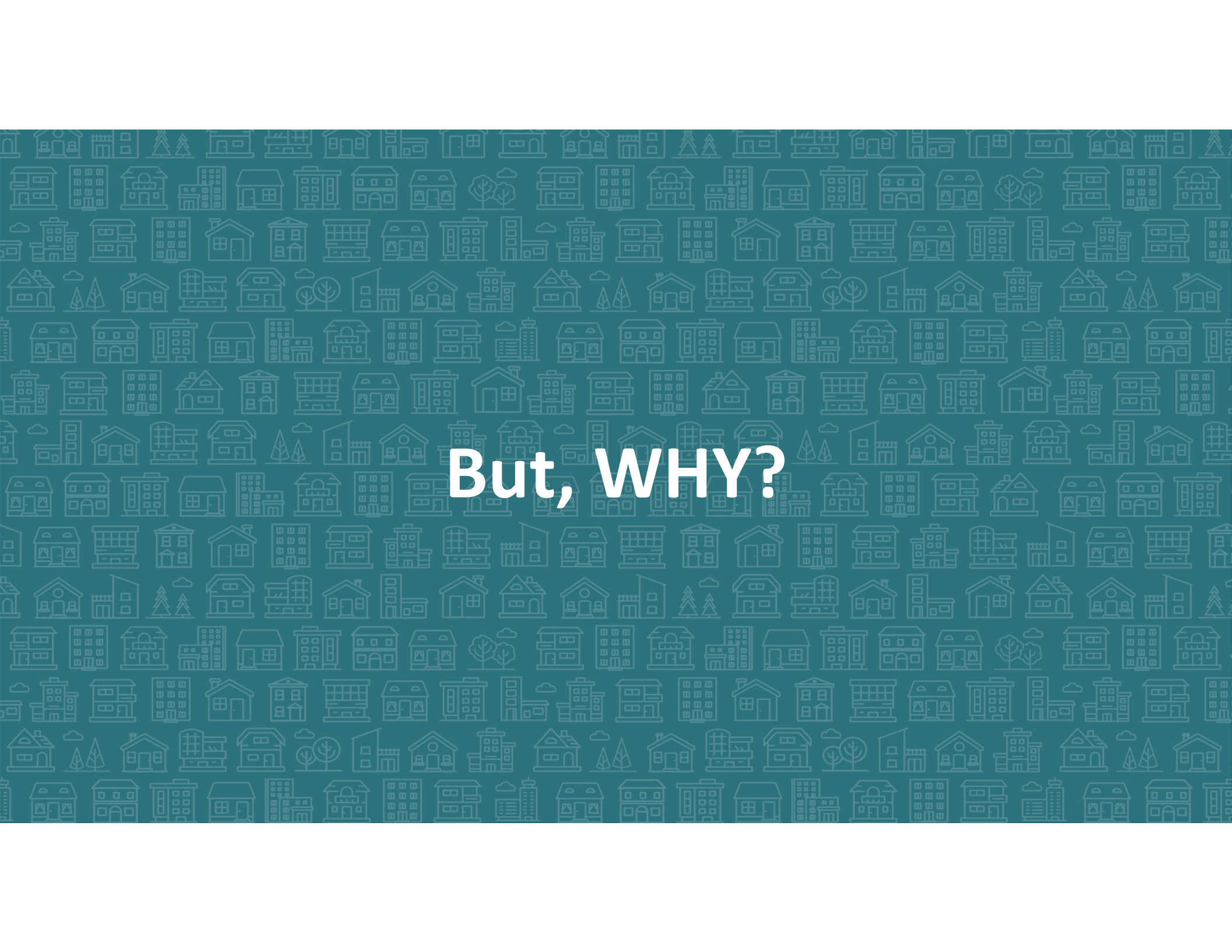
Highlight:

- [Project Start Date Overview](#)
- [Moving on Assistance for CoC Funded PSH Projects](#)
- [Program Specific Overview: HOPWA](#)
- [Program Specific Overview: SSVF](#)
- [Program Specific Overview: PATH](#)

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.

The background of the slide is a solid teal color 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.

But, WHY?

Scenario:

A HMIS user called Helpdesk and had a client who is clearly uncomfortable with HMIS Sharing

Why ROIs Matter:

Client choice builds trust:

Clients must feel safe about what is shared, how their information is handled and who it is shared with.

For legal and compliance reasons:

Our CoC and HMIS Policies and Procedures rules require signed ROIs before data is shared.

Know Your Security Officer



How to identify?

- If a client has a concern about HMIS data security, who would they speak to?
 - Often your Agency Administrator, but could be another colleague
- Should be listed at bottom of Privacy Notice

Changes in Privacy Practices: We reserve the right to change our privacy policies and the terms of this Notice at any time and to make the new policies and provisions effective for all Personally Identifying Information, even with respect to the information processed before the amendment.

You have the right to obtain a paper copy of our Notice at any time upon request.

Agency Contact: To make a complaint or ask a question about our privacy practices, contact:

Contact _____ **at** _____

HMIS Lead Agency Contact Information: North Carolina Coalition to End Homelessness Data Center at hmis@ncceh.org.



Know Your Security Officer



What is the role?

- Oversees HMIS data security & compliance. Point of contact for security concerns or suspicious activity
- Ensures compliance with HUD & agency security standards. Investigates and responds to suspected breaches or fraud attempts

When to escalate/contact?

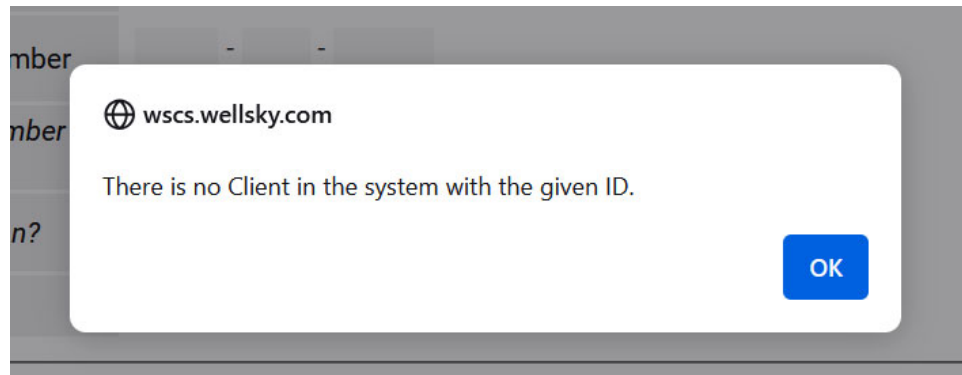
- You receive a suspicious email, link, or request
- You suspect unauthorized access or data misuse
- You experience a lost/stolen device with HMIS access
- When a client has HMIS concern

What happens when clients say no to Section 1

No to *ROI Section 1: Standard Information*

- Agencies outside of the original cannot view or search for the client
- Mark the ROI tab permission as No
- Attach the paper ROI to document

To everyone else, this
Client ID will not exist



What happens when clients say no Section 1

1. Create a new Client ID
2. Mark the eROI Permission as “No”
3. Attach the paper ROI to document the specific sections declined
4. **Email the Data Center Helpdesk**

Client Information				Service Transactions				
Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Measurements	Assessments
Release of Information								
	Provider			Permission	Start Date		End Date	
 	Heading Home - Rowan County - Street Outreach			Yes	09/04/2025		09/04/2026 	

What happens when clients say no Section 2

No to *ROI Section 2: Local Data Sharing*

- Agencies participate in Visibility / Sharing Groups cannot view the full Client Profile, Project Start, Interim, or Exit Assessments in HMIS
 - Clients can decline all or some of the partners
- The ROI tab is marked as No
- Attach the paper ROI to document

What happens when clients say no Section 2

No to *ROI Section 2: Local Data Sharing*

- Agencies participate in Visibility / Sharing Groups cannot view the full Client Profile, Project Start, Interim, or Exit Assessments in HMIS
 - Clients can decline all or some of the partners

Groups of projects are added after agencies sign sharing agreements



Visibility Groups		Deny Groups		
	Group ID	Group Name	Group Type	Last Updated
	15641	NC Balance of State - Piedmont (Region 5) Coordinated Entry Project(7595)	Public	09/01/2025
	16785	Back@home NC 503 Region 5 internal visibility group	Local	09/01/2025
Add Visibility Group				

Groups of projects are removed manually when a client blocks sharing



Visibility Groups		Deny Groups		
	Group ID	Group Name	Group Type	Last Updated
	17292	Asheville Buncombe Community Christian Ministries - Region 5 - Street Outreach - SO - PATH(20532)	Public	09/01/2025
Add Deny Group				

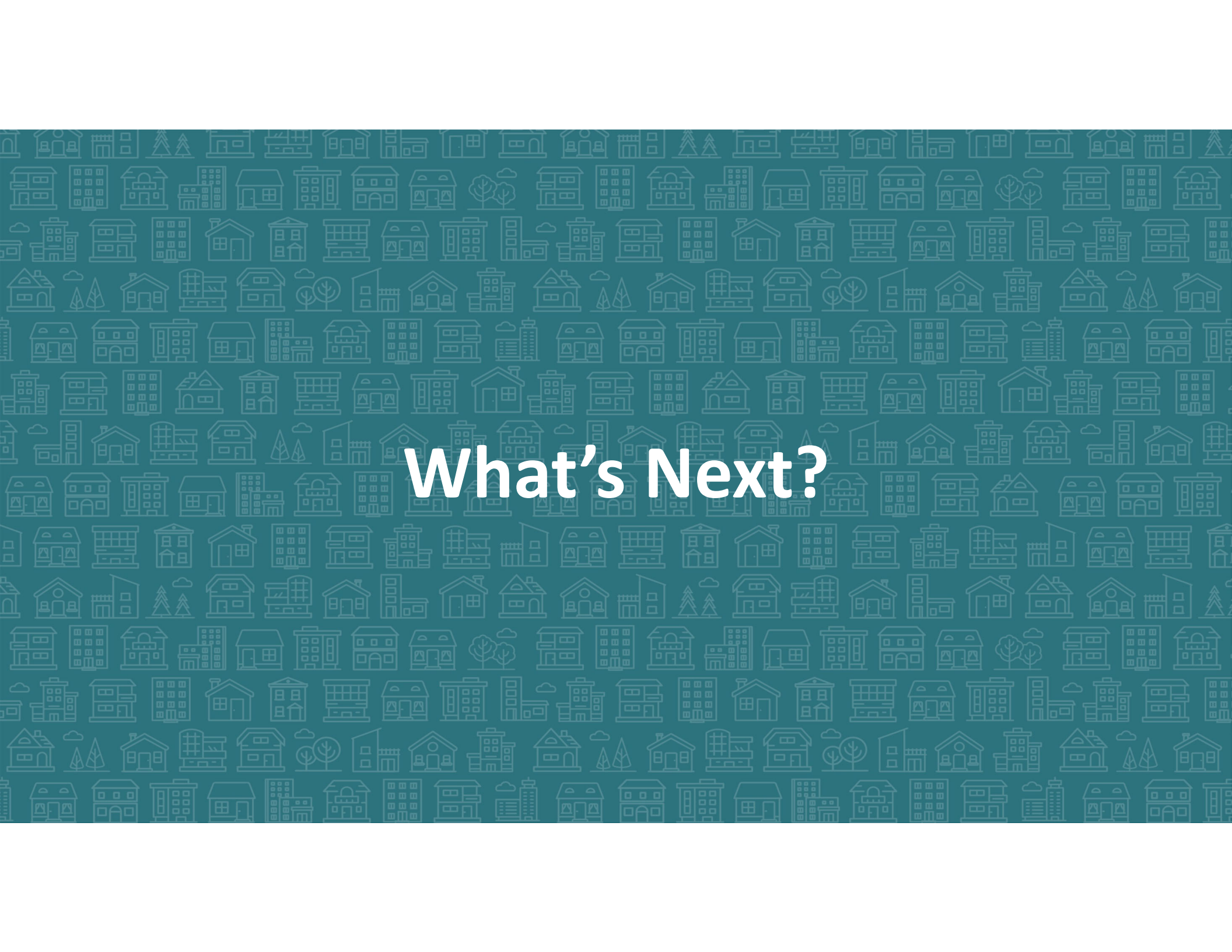


NCCEH

What happens when clients say no to Section 2

1. Search for an existing Client ID (only create if truly new)
2. Mark the ROI Permission as “No”
3. Attach the paper ROI to document the specific sections declined
4. **Email the Data Center Helpdesk**

Client Information				Service Transactions		
Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans
Release of Information						
	Provider		Permission	Start Date	End Date	
 	Heading Home - Rowan County - Emergency Shelter		No	09/01/2024	09/01/2025	



What's Next?

Hot Topic Thursdays!

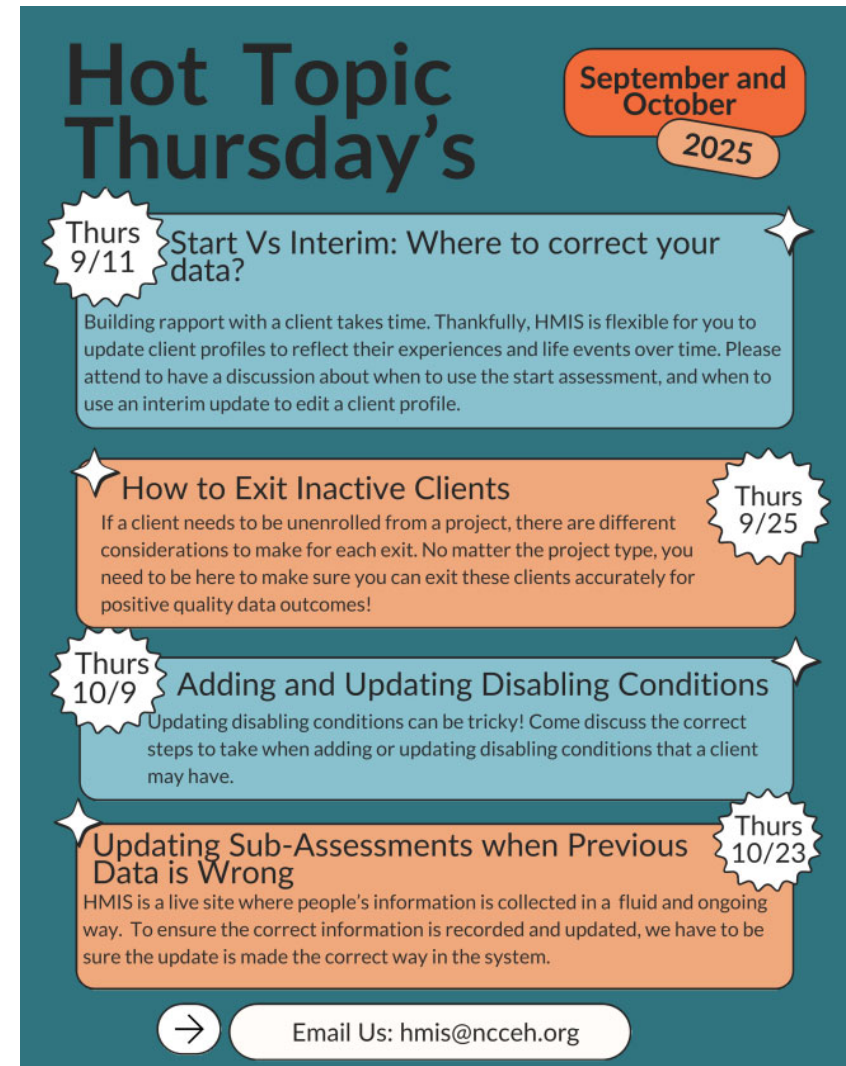
Every Thursday the Data Center will be hosting small 30 minute trainings through October!

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

Meetings will start at 10am on Thursday's.

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

Recordings will be posted to the [Learning Management Site](#) and [ZenGuide – 2025 Hot Topics](#)



Hot Topic Thursday's

September and October 2025

- 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.
- Thurs 9/25** **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 10/9** **Adding and Updating Disabling Conditions**
Updating disabling conditions can be tricky! Come discuss the correct steps to take when adding or updating disabling conditions that a client may have.
- Thurs 10/23** **Updating Sub-Assessments when Previous Data is Wrong**
HMIS is a live site where people's information is collected in a fluid and ongoing way. To ensure the correct information is recorded and updated, we have to be sure the update is made the correct way in the system.

→ Email Us: hmis@ncceh.org

October Monthly Training: Incomes & Outcomes

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

Agenda:

- When are Income and Sources needed
- How to enter for the first time
- How to record changes up or down?

This date was moved as the Data Center will be out of office for the NHSDC conference from October 14 -16th.

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



What's Next Calendar

Due	Event Name
October 1 st	New Data Standards take effect
October 9 th	Hot Topic Thursday's: Adding & Updating Disabling Conditions
October 14-16	NHSDC Conference: Data Center Out of Office
October 22 nd	Monthly Training: Income & Outcomes 10-11am (Date Moved)
October 23 rd	Updating Sub-Assessments when Previous Data is Wrong
October 31 st	Phase 1 HUD Report Corrections Submission Due by 5:00 PM (A020 Data Quality Monitoring Report)
November 5 th	HMIS Systems Updates Meeting 10-11am
November 21 st	Phase 2 HUD Report Corrections (Data Center sent) Report Due by 5:00 PM
December 3 rd	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

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

NCEndHomelessness



@NCHomelessness



nc_end_homelessness



NCCEH