

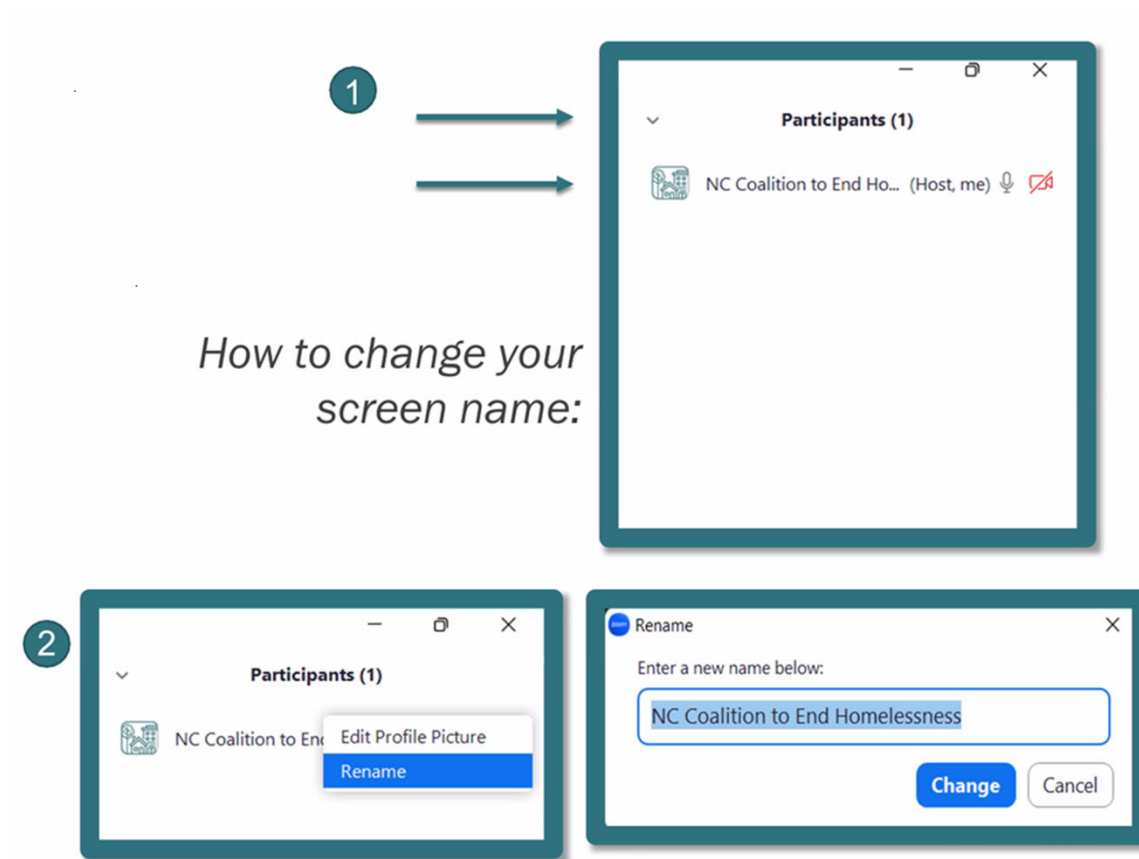
HMIS@NCCEH System Updates

November 2025



NC COALITIONto
HOMELESSNESSend

Edit your Zoom Screen Name!



Why did the scarecrow win an award?

Because he was out-standing in his field



Agenda

November 2025

System Updates

- Monthly Data Quality Review - After October Clean Up
- Phase 1 October A020 Data Quality Report Overdue
- Phase 2 LSA/SPM Targeted Data Clean Up

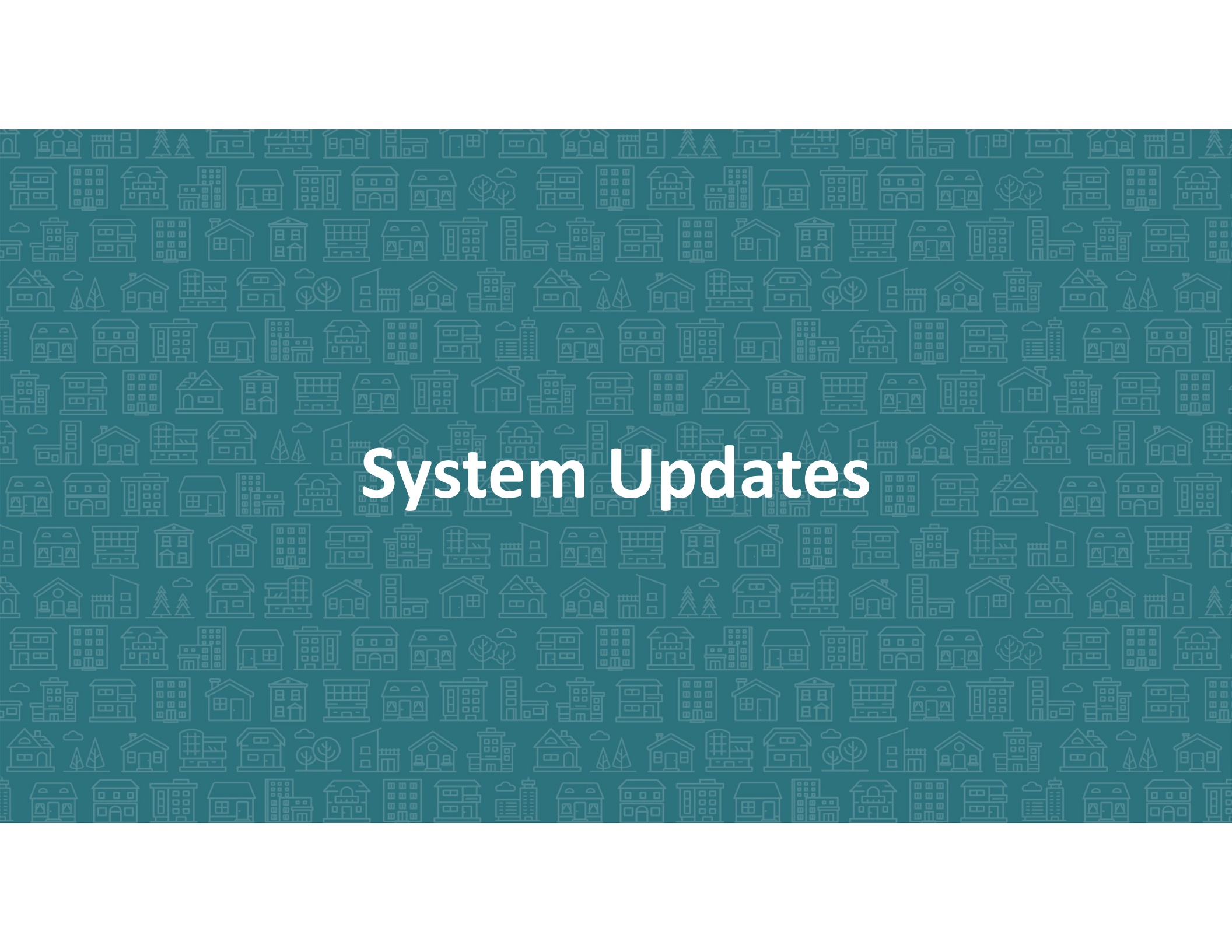
Training and Resources

- Data Collection Paper Assessment Forms Updated
- December HMIS Training Site Flash
- Client Privacy Tool
- New Computer Skills Zenguide
- Hot Topic Thursdays Concluded for 2025
- October Monthly Training Recap: Income & Outcomes
- ZenGuide Knowledge Base Highlight

What's Next?

- Hot Topic Thursdays!
- November Monthly Training: Reason for Leaving & Destination
- 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 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 – October A020 Data Clean Up

Big Data Improvements:

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

Data Element	Change	Corrections Made
Social Security Number		374
Disability (Entry)		439
Relationship to Head of Household		438
Enrollment CoC		212
Destination (Exit)		589
Chronic Homelessness Calculability		303
Residence Prior to Project Entry		282
NC County of Service		272
Domestic Violence Series		258
Have you ever experienced domestic violence?		374

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

Keep running your reports to identify client errors!



A020 Report Deadline has passed!



Alliance Behavioral
Healthcare
Allied Churches of Alamance
Co
Blue Ridge Community Health
Services
Brick Capital
Central Pines Regional
Council
Christians United Outreach
Center
Community Crossroads
Center
Davidson Medical Ministries
DCSD (Durham Community
Safety Department)
Diakonos
Dulatown
Eastern Carolina Homeless
Organization
ECHO Ministry
Family Care Center of
Catawba Valley
Families Moving Forward
Family Promise of Davie

Family Promise of Lee County
Gates to Change
Greater Mt. Airy
Green Lamp
Harbour House
Hand Up Ministries
Haywood Pathways Center
HERE in Jackson
House of Refuge Outreach
Homes of Hope
Hope Station
Inter-Faith Council for Social
Service
Johnston Lee Harnett Community
Action
Mission Ministries Alliance
Mercer Foundation
NCCEH Region 6 Project
Onslow Community Outreach
Open Door Community Center
Open Table Ministries
Orange County Housing
Department
Outreach Mission
Partners BHM

Pitt County Community
Development
Place of Grace
Project Access of Durham
Randolph County Library
REACH Center
Rockingham County Help for
Homeless
Salvation Army of Chatham
Salvation Army of Hickory
(Catawba)
Salvation Army of Greensboro
The Haven of Transylvania
County
Thrive
TROSA
Trillium
UCCS (Union County
Community Shelter)
Urban Ministries of Durham
USA Veterans Help
Volunteers of America
Carolinas-Orange
Western Piedmont Council of
Governments

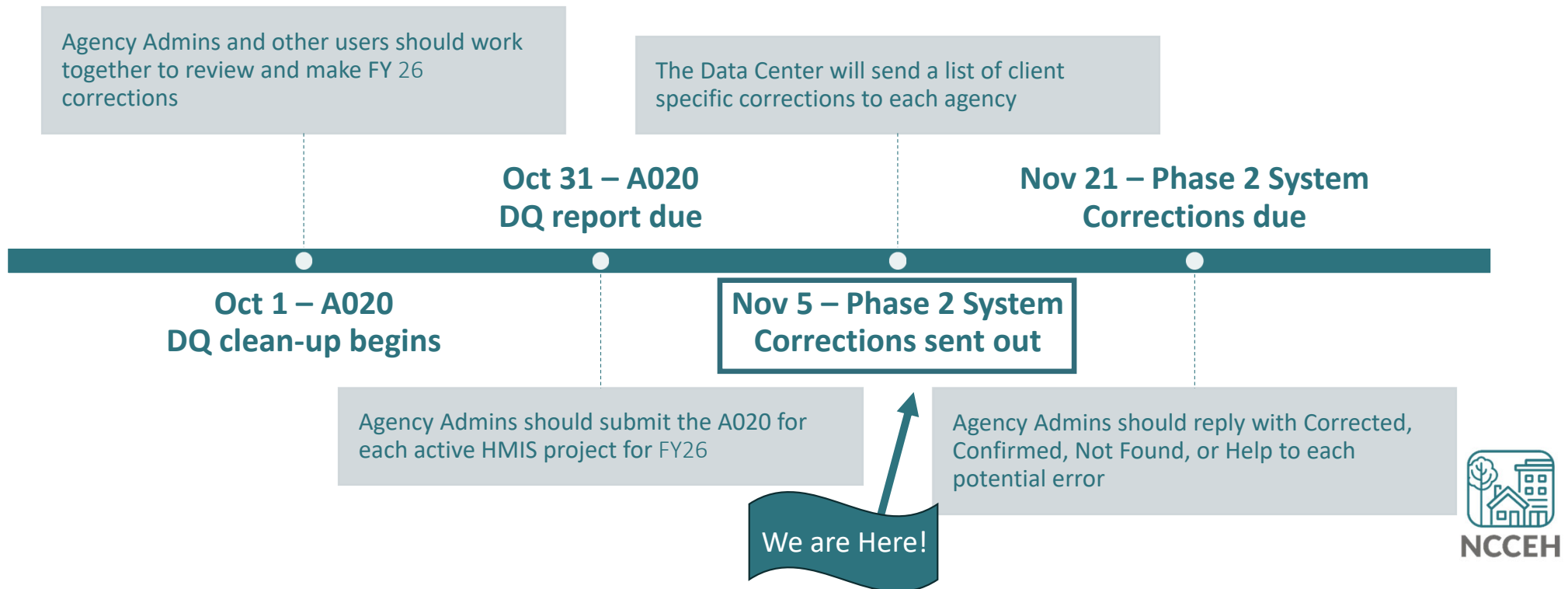
Thank you to the Agencies who've submitted their accurate projects by the deadline! We appreciate your dedication and hard work!

Special thanks to USA Vet Help & Family Promise of Davie for being the first two agencies to submit complete & accurate projects!

You still have time for your projects to be counted by submitting your corrected projects by November 7th!



Fall Federal Reporting: LSA/SPM



What's the Difference? LSA vs. SPM

LSA

- Household-Centric
- Client level data for PSH & RRH only
- Included demographic and sub-population data
- Measures number, characteristics and needs of people accessing residential services in the Coc

SPM

- Person- Centric
- All 4 permanent housing types
- Demographics not included
- Measures performance across statutory and regulatory measures
- Find more information on the [HUD website](#)



NCCEH

System Performance Measures (SPM) Reporting

Two-part Reporting that reviews Overall System Performance



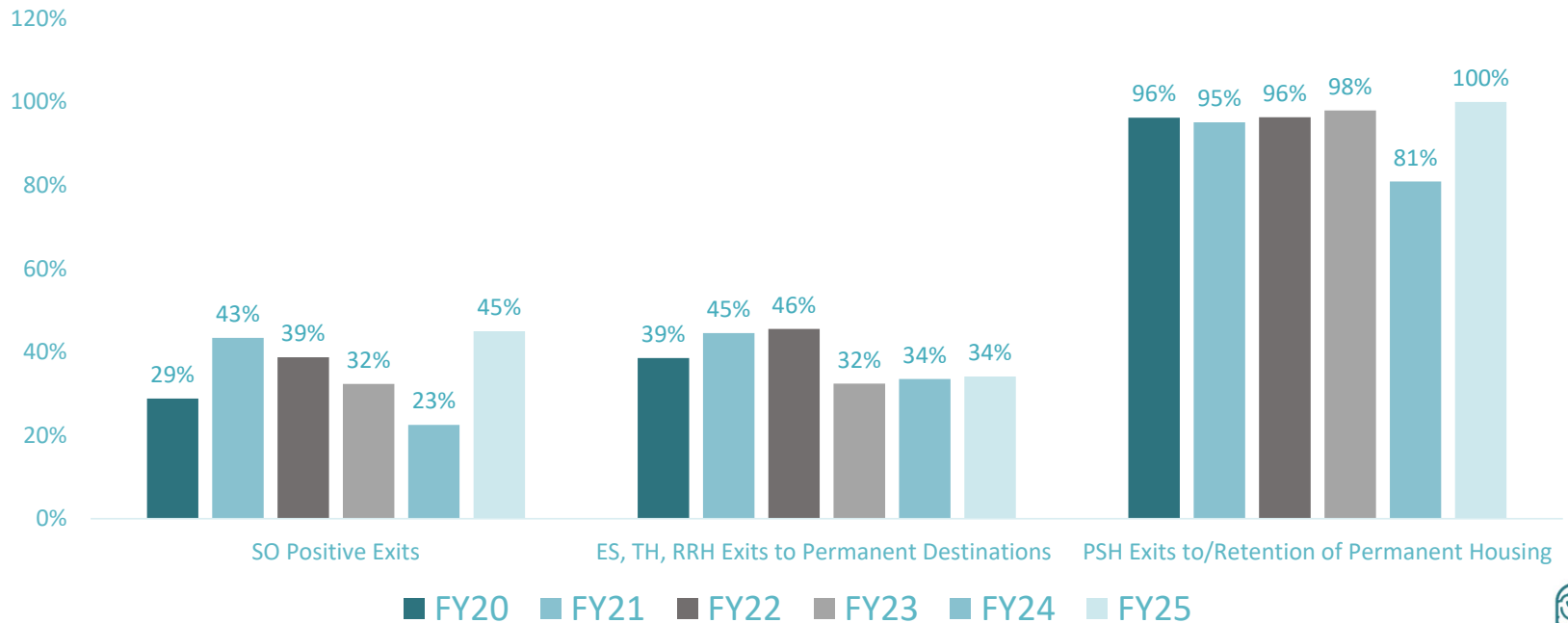
Durham CoC Exits to/Retention of Permanent Housing



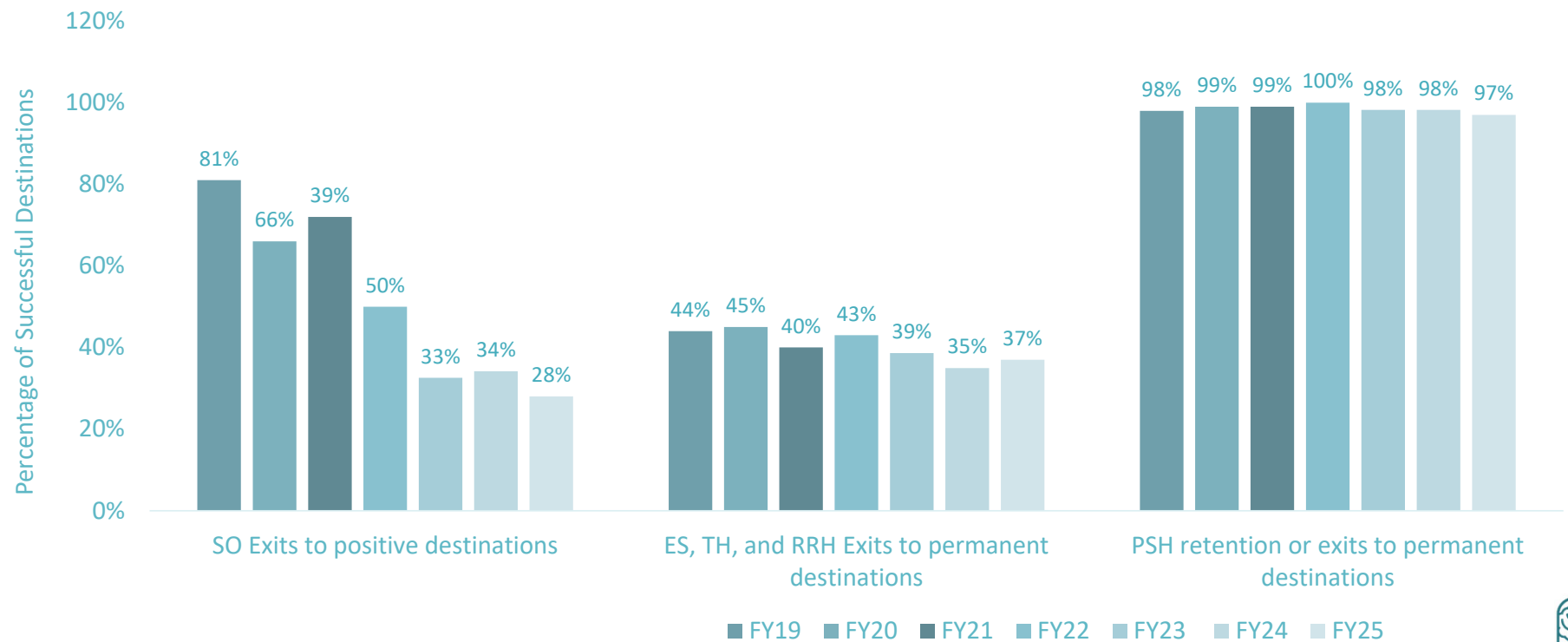
7

Exits and
Retention of PH

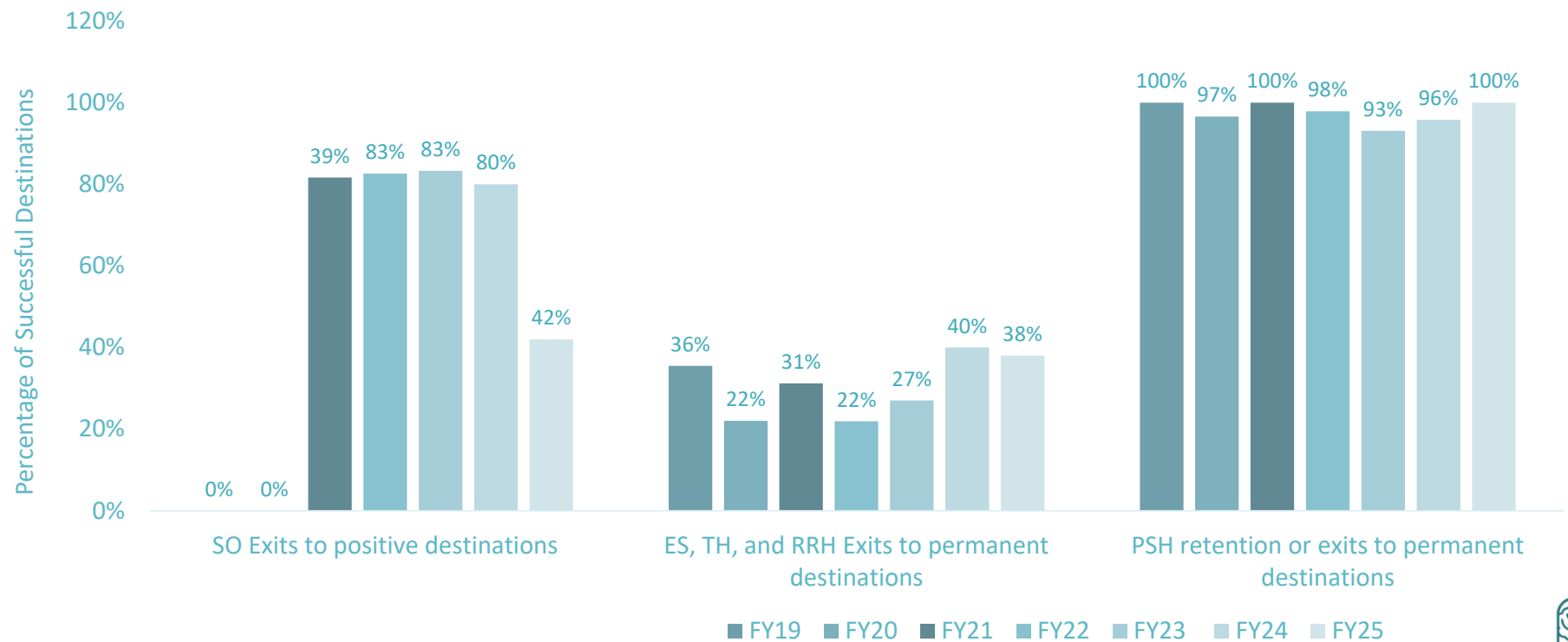
Exits to and Retention of Permanent Housing



NC BoS CoC Exits to (or Retention of) Successful Destinations



Orange CoC Exits to (or Retention of) Successful Destinations



Phase 2: Targeted Data Clean Up

Process for Agencies

1. The Data Center will send you the list this week
2. Review and/or distribute the attached list of data issues
3. Respond to each issue in the “Agency Response” column
 - ☐ *Manually Corrected* if the issue was manually updated in HMIS
 - ☐ *Flag Confirmed* if the issue was reviewed and more accurate information is not available
 - ☐ *Unsure/don't see* if the issue is not apparent
4. Respond to all issues by **November 21st** (have a happy thanksgiving!)

Phase 2: Targeted Data Clean Up

HUD's unacceptable Errors that prevent accurate reporting like:

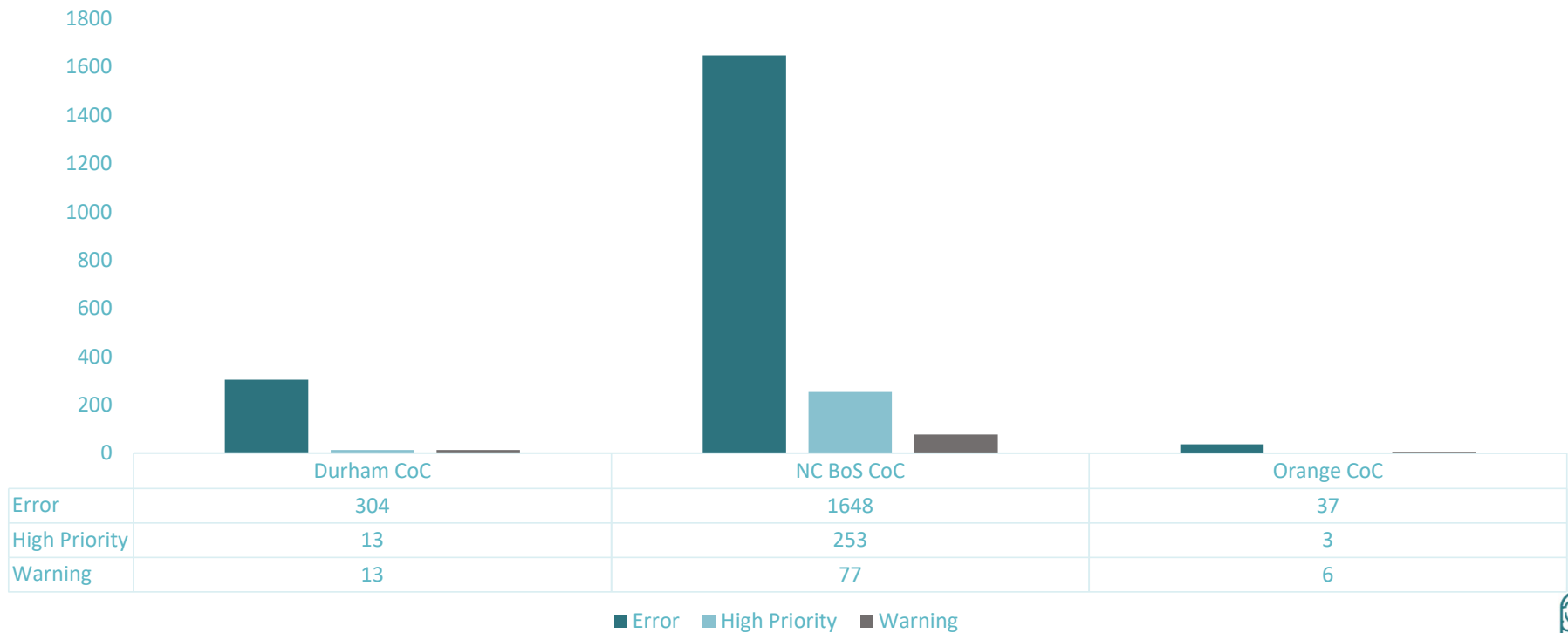
- Duplicate enrollments
- Overlaps between ES and TH projects
- Missing or duplicate Heads of Households
- Missing or inaccurate Enrollment Locations (CoC-Code)
- Missing Subsidy Type on Exit Destinations with ongoing subsidy
- Missing Annual Assessment (or exit date)
- Invalid Housing Move-In Dates
- Negative client ages at Start Incorrect DOB or Entry Date

Data Quality Flag Warnings include unlikely scenarios like:

- Returns to homelessness in under 7 days from a permanent destination
- Overlaps between ES, TH, and permanently housed clients
- Oldest Household member under 12
- Missing Income at Entry for RRH and PSH projects
- Long Stayers (outliers)



Phase 2: LSA/SPM Corrections



Phase 2: LSA/SPM Data Corrections

What does the list look like?

- Excel list attached to your ticket!
- Identifies the DQ Flag type, client ID, project, and details for the flag

	DQ Flag Status	Notes	Project Name	Project Ty	DQ Flag Ty	Issue	Personal ID
NEW			Heading Home - Rowan County - Supportive Housing - PSH - HUD	PSH	Error	Annual Assessment Error	322460
NEW			Heading Home - Rowan County - Supportive Housing - PSH - HUD	PSH	Error	Missing Annual Assessment	322565
NEW			Heading Home - Rowan County - Supportive Housing - PSH - HUD	PSH	Error	Incorrect DOB or Entry Date	340584
NEW			Heading Home - Rowan County - Supportive Housing - PSH - HUD	PSH	Warning	Possible Missed Move-In Date	340584
Manually Corrected			Heading Home - Rowan County - Emergency Shelter - ES - State ESG	ES (E/E)	Error	Oldest Household Member Under 12	351586
Flag Confirmed			Heading Home - Rowan County - Emergency Shelter - ES - State ESG	ES (E/E)	Error	Conflicting Income yes/no at Entry	362970
Unsure/don't see			Heading Home - Rowan County - Emergency Shelter - ES - State ESG	ES (E/E)	Error	Conflicting Income yes/no at Exit	367853

Roles for Nov Phase 2 Report Corrections

Agency Admin

- Review Phase 2 DQ Flags sent by Data Center
- Share DQ Flags with appropriate users
- Send back completed DQ Flag spreadsheet error-free reports by deadline

HMIS Users

- Correct client errors on each of the BusinessObjects Reports
- Reach out to Helpdesk if there are errors for which support is needed.
- Provide explanations to Agency Admin for any errors that cannot be resolved with Helpdesk support

Optional but encouraged: participate in training opportunities



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 A020 & 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



Training and Resources

Paper Forms Have been updated!

Data Collection forms now display the new “Sex” at birth field in accordance with the FY 2026 Data Standards.

All federally funded projects (including HUD CoC, SNOFO, ESG, RUSH, PATH, VA) are required to collect this data as of October 1st for open and new clients.

Ensure you are collecting all HMIS required data!

New forms can be found in the [HMIS Data Collection Forms](#) section

Sex – Select one of the following options for your Sex at birth, according to biological, chromosomes, or physical characteristics				
☐ Male	☐ Female	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

December HMIS Training Site Flash

The HMIS Training Site will be reset on December 15th!

The Data Center will notify all current trainees to submit their test clients by December 8th to allow enough time for submissions to be reviewed & any edits to be made and finalized.

All data entries in the HMIS Training site will be erased on December 15th.

Trainees will be notified as soon as the HMIS Training Site Flash is complete and HMIS training can be resumed!



Client Privacy Tool - Draft

Tool to assist clients in understanding their HMIS Privacy choices. ([Linked here](#))

Answers we would like to hear from you:

- Is this helpful?
- Does this cover previous privacy questions you've had?
- Is the language clear and understandable for your community?
- Other Suggestions?

Submit your feedback through the [Feedback Survey](#)



Your Info. Your Rights. Your Choice.

A guide to HMIS, privacy, and your options



What Is HMIS?

The Homeless Management Information System is a database that helps agencies connect you to housing and supportive services — faster and more effectively. It also helps the community see what's needed to improve services and keep or expand funding.



How Your Information Is Protected

We keep your data safe using:

- Secure digital connection
- Passwords and limited access
- Agreements so only trusted people can see it



You Have Options

Your privacy matters. You deserve support that respects your choices. You can decide to:

- 1 Lock your basic information that prevents profile duplications
- 2 Lock your service history from local partners in nearby counties
- 3 Block your name, date of birth, and other identifying information from being entered



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New Computer Skills ZenGuide

Each HMIS user needs a level of computer literacy to easily navigate the HMIS system

- Opening Multiple Tabs & Windows
- Screensharing & Screenshots
- Scrolling (Vertically & Horizontally)

Included on License Request Form and Learning Management System in the “Start Here” section

You can find more information and links on the [Computer Skills ZenGuide](#) and the [Computer Basics Training](#) video



Hot Topic Thursday's Concluded for 2025

Hot topic Thursdays have concluded for 2025 😞

This was an opportunity for users to refresh their knowledge on data workflows and how to accurately correct client errors.

Data Center discussions will continue to provide more opportunities for training in 2026! 😊

Training suggestions can be submitted through the [Feedback Survey](#)!

Past trainings are posted on the [2025 Hot Topics](#)

October Monthly Training Recap: Income & Outcomes

Topics Discussed:

- Guidance from HUD
- Entering Income at Start
- Income Fluctuations
- Reporting

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



ZenGuide Knowledge Base

Your first stop for answers

109 Articles and counting!

- We use your search results to develop new articles

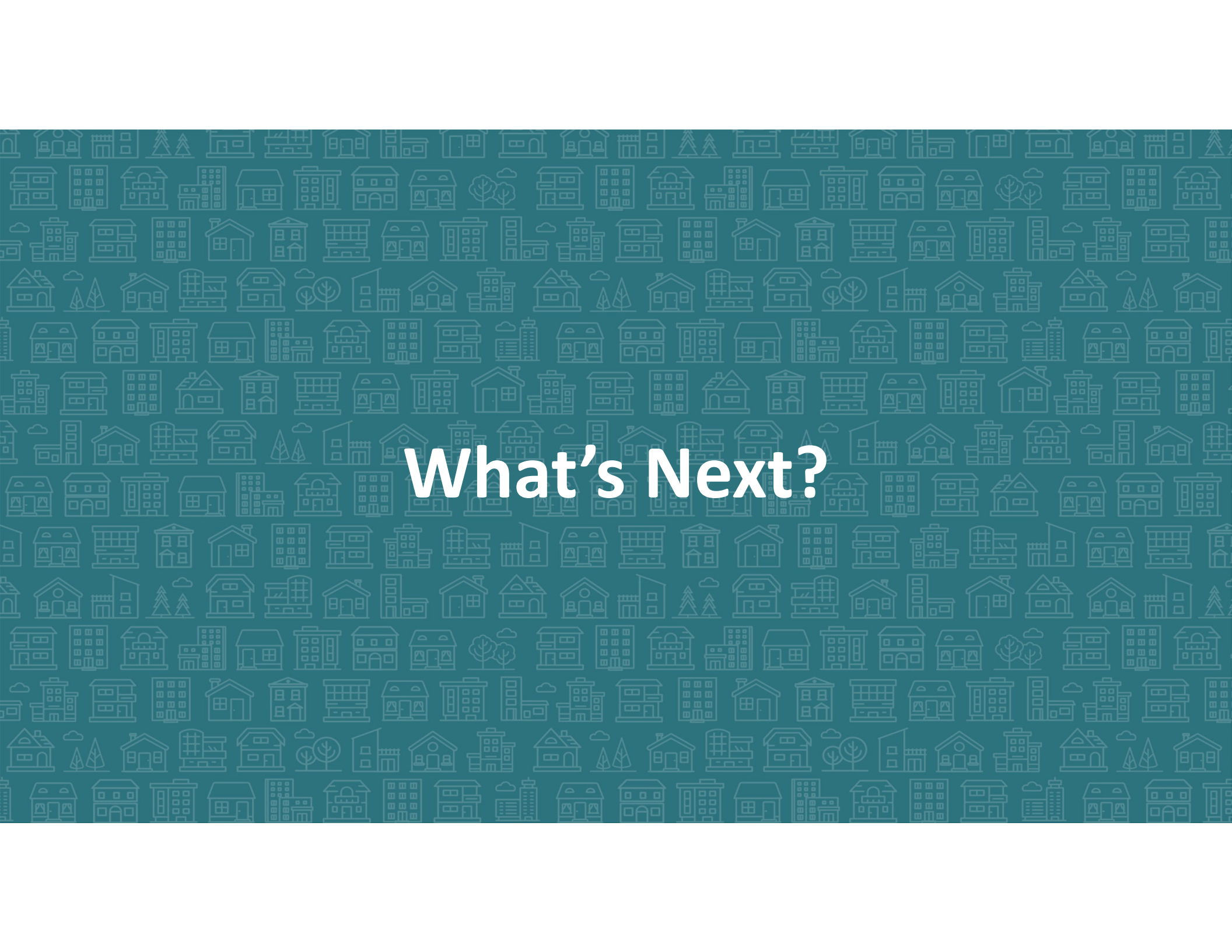
Highlight:

- [Computer Skills](#)
- [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.



What's Next?

November Monthly Training: Reason for Leaving & Destination

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

Agenda:

- Positive vs Negative vs Neutral Destinations
- What counts as “Successfully Housed”
- Business Objects Reporting

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



What's Next Calendar

Due	Event Name
November 7 th	A020 Submission Form Closes at 5:00 PM
November 19 th	Monthly Training: Reason for Leaving & Destination 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
December 8 th	LMS Test Clients must be submitted to prepare for HMIS Training site updates
December 15 th	HMIS Training Site Flash
December 17 th	Monthly Training: End of Year Reports Training 10-11am
January 21 st	Monthly Training: PIT/HIC 10-11am
January 30 th	A020 Data Quality Monitoring Reports due by 5:00 PM

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

