

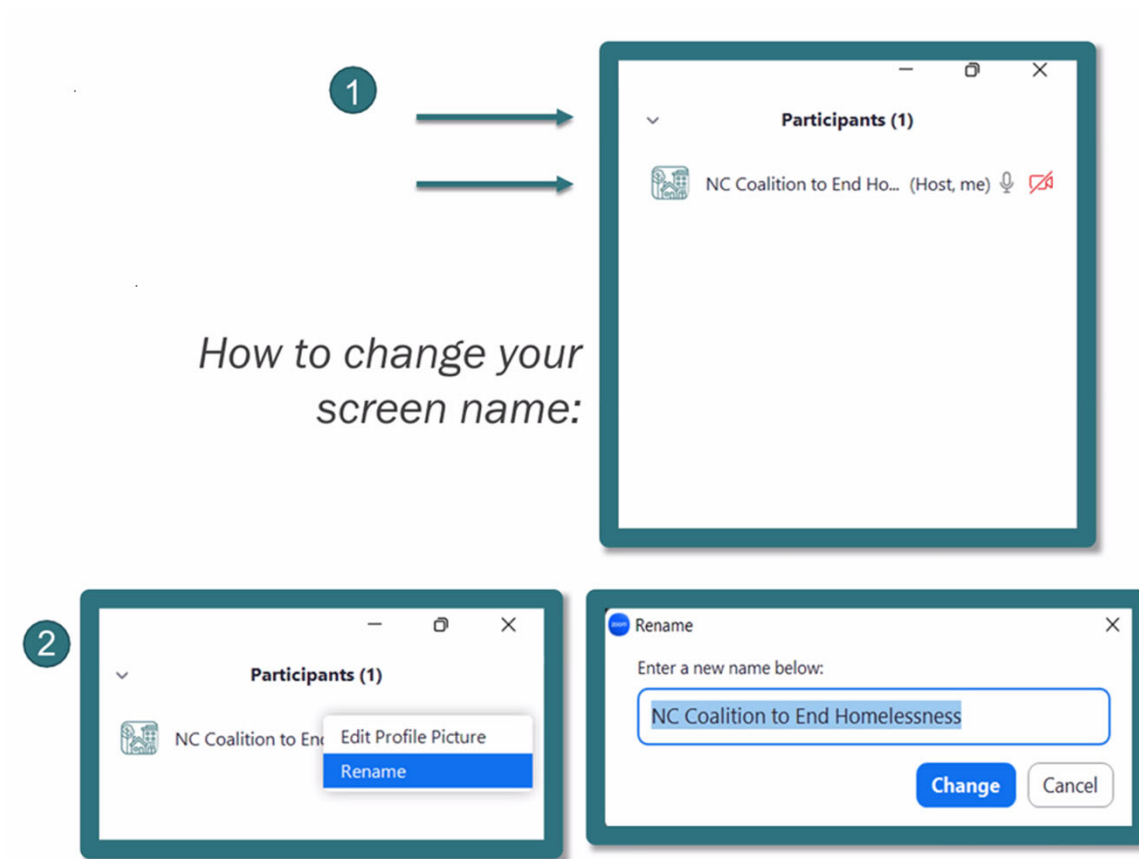
HMIS@NCCEH System Updates

December 2025



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

Edit your Zoom Screen Name!



What's a snowman's favorite seasoning?

Chilly flakes!



Agenda

December 2025

System Updates

- Data Quality Review
- Phase 2 LSA/SPM reporting Concluded
- Preparing for Data Quality Report
- FY26 Data Standards
- Preparing for PIT/HIC
- Governance & Advisory Board
- Operating Policies & Procedures

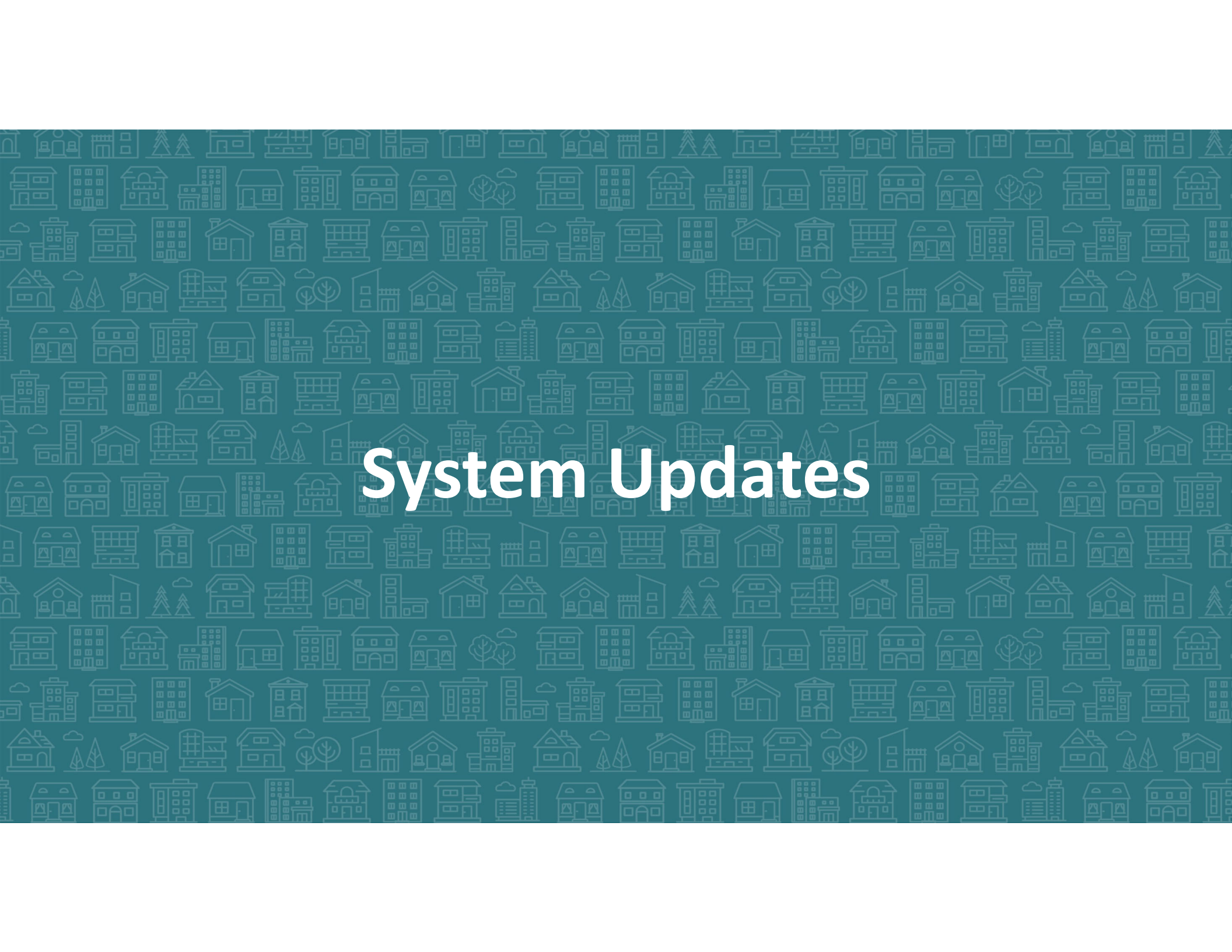
Training and Resources

- November Monthly Training Recap: Reason for Leaving & Exit Destinations
- ZenGuide Knowledge Base Highlight

What's Next?

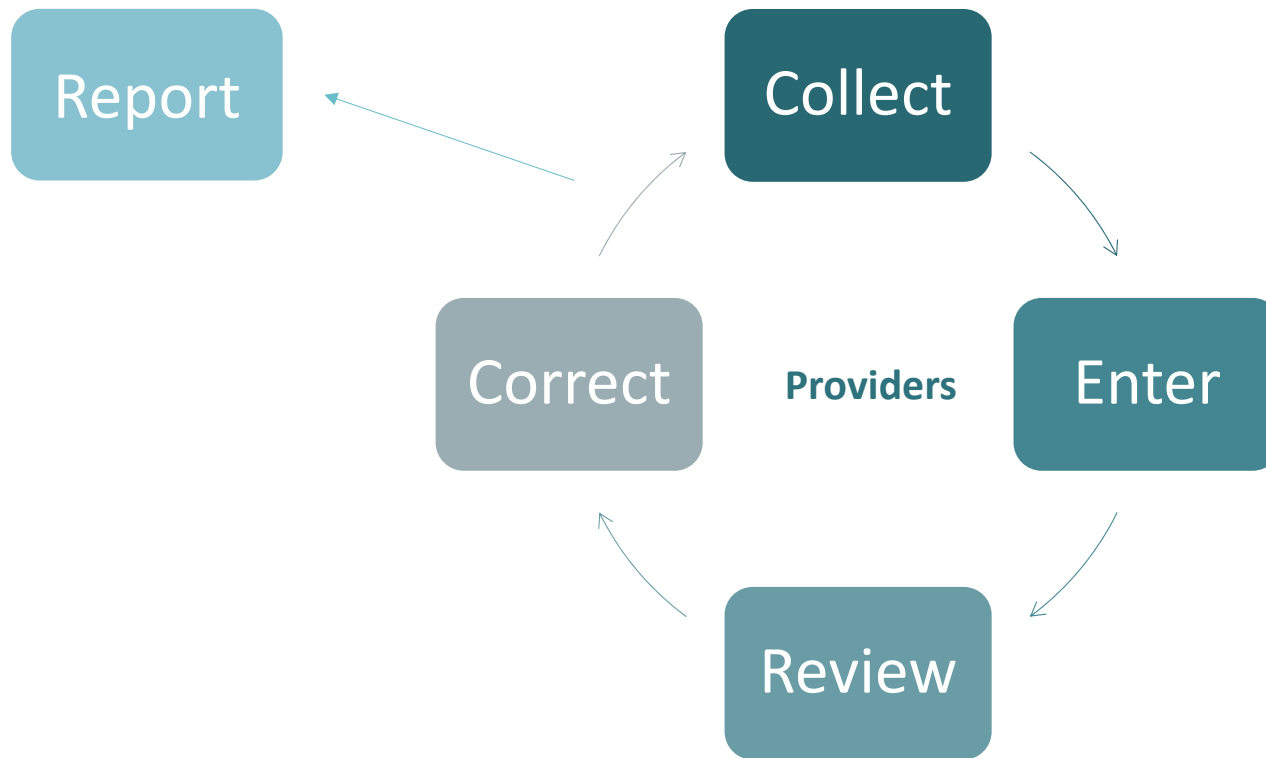
- December Monthly Training: End of Year Reporting
- Questions/Concerns?



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 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 – FY 25 - December

Big Data Improvements:

- Exit Destinations!
- SSN
- Prior Living situation
- Disability at Entry
- Enrollment CoC
- NC County of Service
- DV Series

Data Element	Change	Corrections Made
Social Security Number		4183
Date of Birth		595
Disability (Entry)		2188
Enrollment CoC		834
Destination (Exit)		6054
Chronic Homelessness Calculability		739
Residence Prior to Project Entry		727
NC County of Service		2397
Domestic Violence Series		1498

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

Keep running your reports to identify client errors!



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

Prepping your Data for Data Quality Report Submissions

The next DQ report form will be open from January 1st – January 30th

All participating projects from October 2025 – December 2025

Prepare by:

- Reviewing [ZenGuide](#) & [Video Training](#)
- Run APR & CAPER
- Connect with your clients
- Contact Helpdesk for support on data errors



Data Quality Report Feedback

What changes/improvements would you want to see for 2026?

- Does the process work for you?
- Changes to communication?
- Do the benchmarks make sense?
- [HMIS@NCCEH Data Quality Plan](#)
- [Data Quality Plan Benchmarks by Project Type](#)

Use the [Feedback Survey](#) to submit your response



FY26 Data Standards: Sex



What

Sex is characterized by a reproductive system to produce eggs or sperm that someone is born with. A client's response may or may not align with their Gender Identity.

Collection Notes

Required for all clients at Record Creation for All Projects except Coordinated Entry. Documentation is not necessary. Self-reported; staff observations should not be used.

- Male
- Female
- Client doesn't know
- Client prefers not to answer
- Data Not Collected

Clients identifying as Intersex or third sex should use "Client prefers not to answer"

FY26 Data Standards: Sex

Pulse Check - Data Collection on Demographics

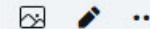
1. How is data collection going since October 1st? (Multiple choice)

- ☐ It's easy to collect both Sex and Gender
- ☐ Collecting both Sex and Gender has caused confusion (with staff)
- ☐ Collecting both Sex and Gender has caused confusion (with clients)
- ☐ More clients are declining to answer demographics

...

2. What is your recommendation for Community Wide requirements? (Single choice)

- ☐ We should pause Gender data collection
- ☐ We should collect Sex and Gender
- ☐ We should keep the options but only list Sex on paper



+ Add question

On the forms

- Should the order match the exact order of fields in HMIS?
- Should there be help text? For Sex or Gender or both?

Summary	Client Profile	Households	ROI																
 Client Record <table border="1"> <tr> <td>Name</td> <td>Solo, Han</td> </tr> <tr> <td>Name Data Quality</td> <td>Full Name Reported</td> </tr> <tr> <td>Alias</td> <td>Scruffy Nerf Herder</td> </tr> <tr> <td>Social Security</td> <td>123-45-6789</td> </tr> <tr> <td>SSN Data Quality</td> <td>Full SSN Reported (HUD)</td> </tr> <tr> <td>U.S. Military Veteran?</td> <td>No (HUD)</td> </tr> <tr> <td>Sex</td> <td>Male</td> </tr> <tr> <td>Age</td> <td>47</td> </tr> </table>				Name	Solo, Han	Name Data Quality	Full Name Reported	Alias	Scruffy Nerf Herder	Social Security	123-45-6789	SSN Data Quality	Full SSN Reported (HUD)	U.S. Military Veteran?	No (HUD)	Sex	Male	Age	47
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 Client Demographics <table border="1"> <tr> <td>Date of Birth</td> <td>05/04/1978</td> </tr> <tr> <td>Date of Birth Type</td> <td>Full DOB Reported (HUD)</td> </tr> <tr> <td>To select multiple values hold down the "ctrl" or "cmd" key and click on each value</td> <td></td> </tr> <tr> <td>Race and Ethnicity</td> <td>Black, African American, or African; White</td> </tr> <tr> <td>Additional Race and Ethnicity Detail (Optional)</td> <td></td> </tr> <tr> <td>Gender</td> <td>Man (Boy, if child); Different Identity</td> </tr> <tr> <td>If Different Identity, Please Specify</td> <td></td> </tr> </table>				Date of Birth	05/04/1978	Date of Birth Type	Full DOB Reported (HUD)	To select multiple values hold down the "ctrl" or "cmd" key and click on each value		Race and Ethnicity	Black, African American, or African; White	Additional Race and Ethnicity Detail (Optional)		Gender	Man (Boy, if child); Different Identity	If Different Identity, Please Specify			
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On the forms

- Should the order match the exact order of fields in HMIS?
- Should there be help text? For Sex or Gender or both?

Social Security Number	Data Quality Status				
	☐ Full Reported	☐ Approx. or Partial Reported	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

Veteran Status				
☐ Yes	☐ No	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

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

Date Of Birth (e.g. 10/23/1978)	Data Quality Status				
	☐ Full Reported	☐ Approx. or Partial Reported	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

Gender - Select one or more gender options that you identify with, which may be different than Sex	
☐ Woman (Girl, if child)	☐ Questioning
☐ Man (Boy, if child)	☐ Different Identity (Please Specify)
☐ Culturally Specific Identity (e.g. Two-Spirit)	☐ Don't know
☐ Transgender	☐ Prefer not to answer
☐ Non-Binary	☐ Data not collected

HMIS@NCCEH governance is shared by all CoCs



Decisions that need Approval by All 3 CoCs

1. HMIS Operating Policies and Procedures
 - Including Privacy and Security Plan
2. Data Quality Plan
 - Including collection requirements and data quality benchmarks

Your HMIS@NCCEH Advisory Board

Executive Committee

- Colin Davis (Chair) and Anthony Henderson representing Durham
- Erin Gaskin and Jenny Simmons (Vice Chair) representing NC Balance of State
- Jessica Aldavé (Secretary) and Danielle DeCaprio representing Orange
- Andrea Carey representing HMIS Lead Agency

At Large Members

- Kateline Christiana (Orange County Housing Department)
- Dr Mike Fliss (UNC/DHHS Injury and Violence Prevention)
- Kielana Ham (The REACH Center)
- Lola Johnson (Urban Ministries of Durham)
- Bettie Teasley (NC Housing Finance Agency)
- Nicole Wilson (Durham VAMC)



HMIS@NCCEH Policies and Procedures

View a copy of the Advisory Board Charter later at
ncceh.org/hmisncceh/#4

- Or navigate there: ncceh.org
 - > Data Center HMIS@NCCEH
 - > Advisory Board
 - > Documents

Documents

Governance Charter
HMIS Operating Policies and Procedures
HMIS Advisory Board Members

Updates Proposed for 2025

HMIS User Agreement:

- New section for Community Sharing Norms

User Commitments to Community Sharing Norms

- I will only enter, update, or correct data in HMIS for the Agency and Projects I am responsible for. I will alert the Data Center and other agencies to identify any other information I believe is inaccurate.
- I agree not to create, edit, or delete entries or data for other agencies even if I can see it in the HMIS. I will follow the correct procedure as outlined in the operating policies and procedures for any data conflicts.
- I will work with my regional partners by assuming their best intentions



Updates Proposed for 2025

Privacy Notice

- Consolidate and clarify components in HMIS Privacy Notice for participating agencies, including when to contact the Data Center when facing requests to disclose HMIS data
 - Red text below highlights some of the updated clarifying language

HMIS: We participate in a regional system that allows shelters and other homeless service providers to share information about the people **at risk of or experiencing homelessness**. HMIS keeps information about clients that get help from each participating agency to better assist you **and other people at risk of or experiencing homelessness**. Information you provide **this agency will be entered into the HMIS**.

Other Uses and Disclosures: We may use or disclose your Personally Identifying Information for other reasons, even without your permission. Subject to applicable federal or state law, **additional uses and disclosures may be approved by the HMIS Lead Agency upon request**. We are permitted to disclose your Personally Identifying Information without your permission for the following purposes:

- *Law enforcement:* Subject to certain restrictions, we may disclose your Personally Identifying Information under certain circumstances. **If law enforcement agencies request your information, we will immediately forward such requests to our HMIS Lead Agency (NCCEH Data Center) before taking any action. This includes requests from immigration authorities, police departments, or any law enforcement entities. Only information required by a valid legal order (such as a signed court order) will be released by the HMIS Lead Agency.**



Updates Proposed for 2025

Operating Policies and Procedures

- Define Personally Identifying Information, Privacy, and Security more explicitly
- Update links to new NCCEH website
- Confirm updates to Privacy Notice
- Updates to the Privacy and Security Plan
 - Update notification requirement for suspected breaches to 1 business day (down from 5)
 - Specify steps for when data conflicts between agencies (contact other agency, escalate to Data Center as needed)
 - Allow Street Outreach to use a Verbal Release of Information before date of engagement
- Clarification for Disaster Recovery Plan (agencies must identify timeline to contact CoC and HMIS Leads)



Additional Resources

HMIS@NCCEH Privacy Documents

<https://www.ncceh.org/hmis/>

HMIS@NCCEH Client Consent and Information Page

<https://ncceh.org/client-information/>

HUD's HMIS Requirements Proposed Rule

<https://www.federalregister.gov/documents/2011/12/09/2011-31634/homeless-management-information-systems-requirements#h-26>

FTC Consumer Advice: Online Privacy and Security

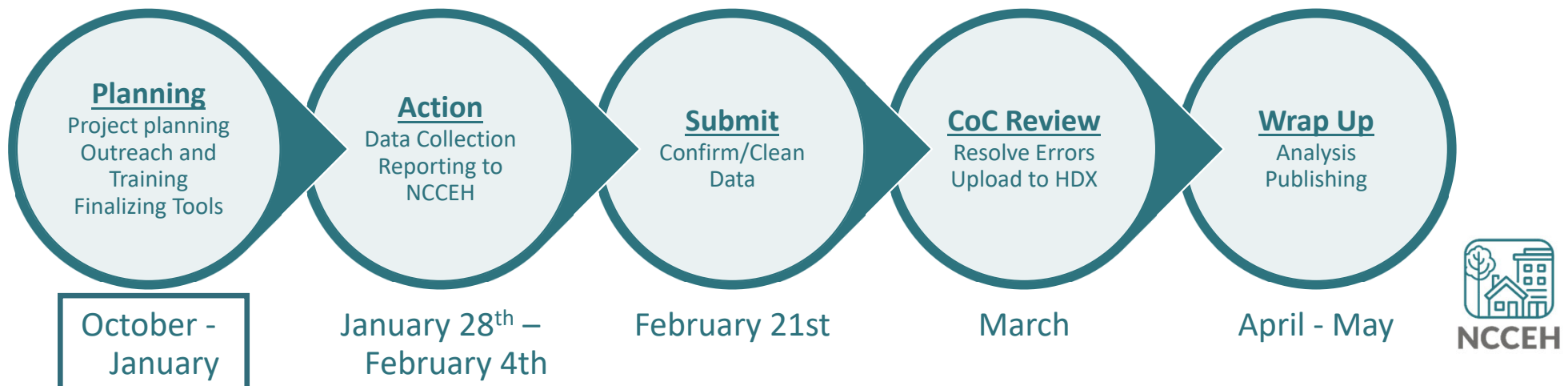
<https://consumer.ftc.gov/identity-theft-and-online-security/online-privacy-and-security>



PIT/HIC Planning

- HMIS reporting is required for *ES, TH, RRH, PSH, and OPH Projects*
- Users should prepare by confirming:
 - Project Funding Source
 - Bed & Unit Inventory
 - Current Clients

PIT nights will take place in January:
Durham & Orange – Jan 26th
Balance of State – Jan 28th





Training and Resources

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!



November Monthly Training Recap: Reason for Leaving & Destination

Topics Discussed:

- Definitions
- Matching Responses
- “Successfully Housed” Options
- Reporting Options

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

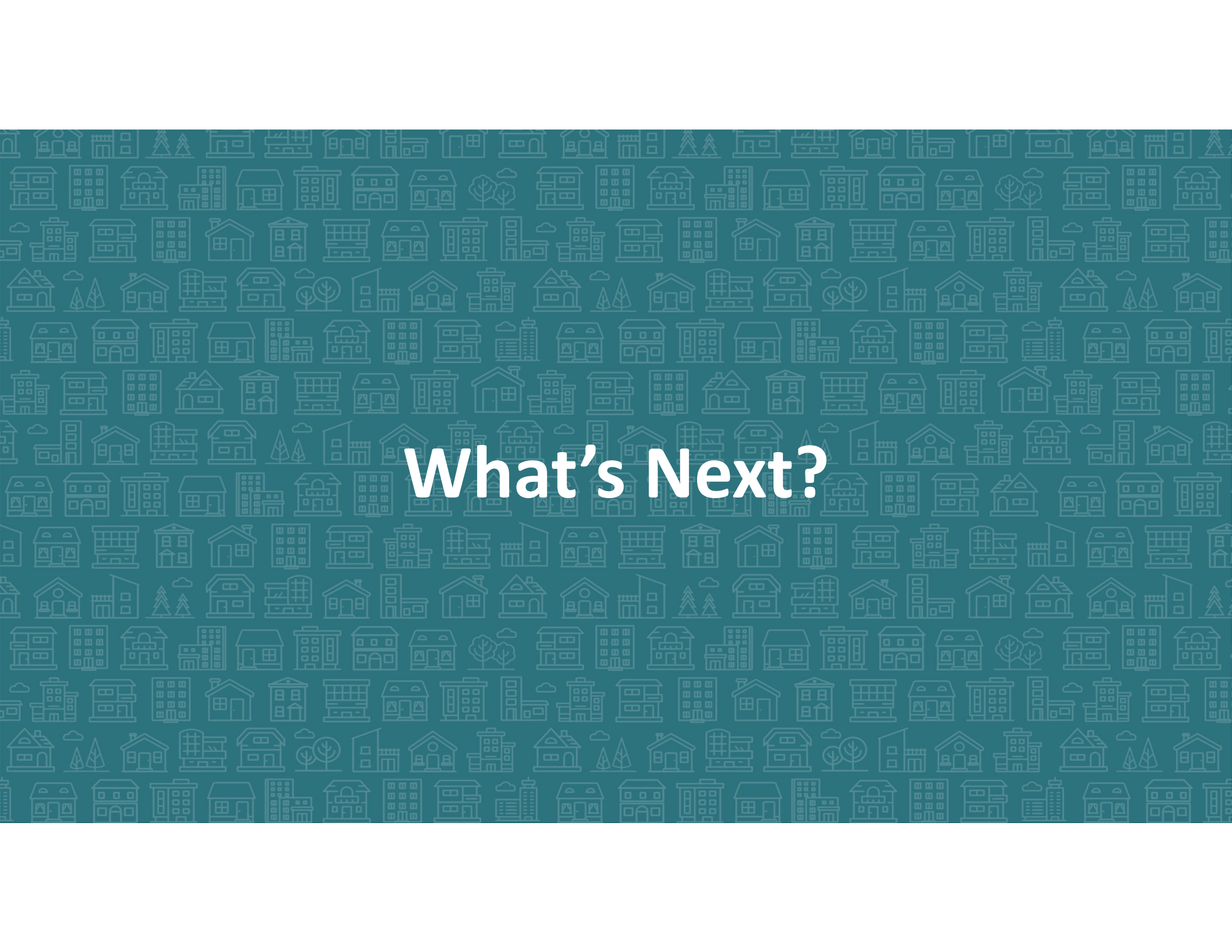
Highlight:

- [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 for 'HMIS@NCCEH ZENGUIDE'. The title is in white text on a dark teal background. Below the title 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.

What's Next?

December Monthly Training: End of Year Reporting

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

Agenda:

- Business Objects reports on Outcomes
 - Length of Stay per Destination
 - Income increases per client
 - Housed Clients
- Performance Template
 - Annual served
 - Sources of Income, Insurance, Non-Cash Benefits

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



What's Next Calendar

Due	Event Name
December 8th	LMS Test Clients must be submitted to prepare for HMIS Training site updates
December 15th	HMIS Training Site Flash
December 17 th	Monthly Training: End of Year Reporting 10-11am
January 7 th	HMIS Systems Updates Meeting 10-11am
January 21 st	Monthly Training: PIT/HIC 10-11am
January 26 th	Durham & Orange Point-in-Time Night
January 28 th	Balance of State Point-in-Time Night
January 30 th	A020 Data Quality Monitoring Reports Due
February 4 th	HMIS Systems Updates Meeting 10-11am
February 18 th	Monthly Training: TBD 10-11am

Go to ncceh.org/events for all event details!



Thank You for an Amazing Year!





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