

HMIS@NCCEH System Updates

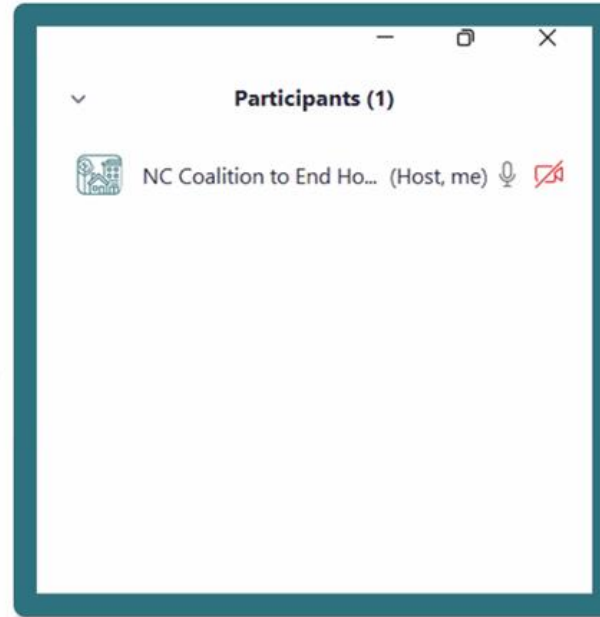
January 2026



NC COALITION to end
HOMELESSNESS

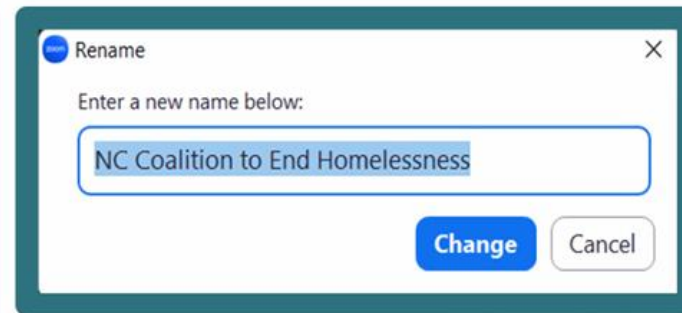
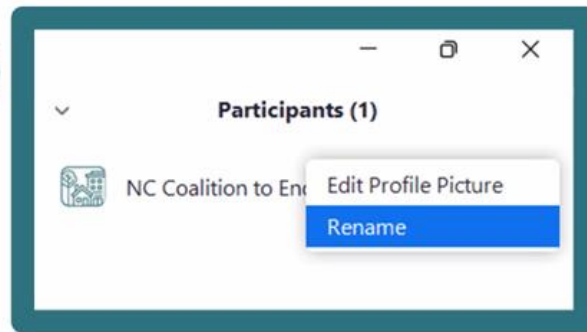
Edit your Zoom Screen Name!

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*How to change your
screen name:*

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Happy New Year!



NCCEH

Agenda

January 2026

System Updates

- Data Quality Review
- A020 Data Quality Report Submissions
- Preparing for PIT/HIC

Training and Resources

- HMIS 2026 Year at a Glance
- How to have a successful HMIS Year
- HMIS Learning Management User Training
- December Monthly Training Recap: End of Year Reporting
- ZenGuide Knowledge Base Highlight

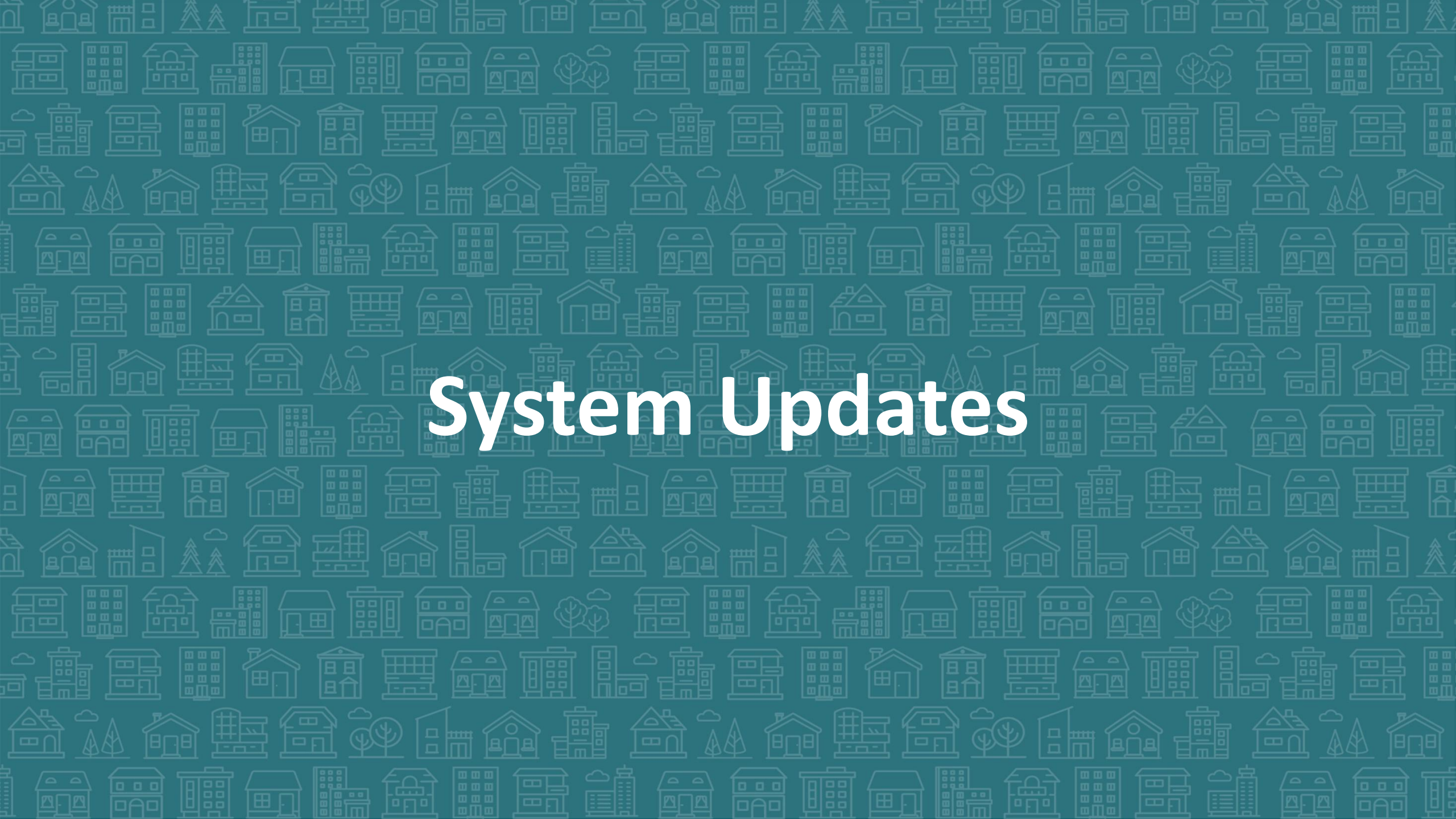
What's Next?

- January Monthly Training: PIT/HIC

Questions/Concerns?



NCCEH

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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 – December - January

Elements to work on during reporting period:

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

Data Element	Change	Corrections Made
Social Security Number		-294
Date of Birth		-17
Disability (Entry)		-76
Enrollment CoC		-9
Destination (Exit)		-730
Approximate Date of Most Recent Episode of Homelessness (HUD):		-12
NC County of Service		-182
Domestic Violence Series		-62
If yes, when did the experience occur?		-14
If yes, are you currently fleeing?		-18

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

Keep running your reports to identify client errors!

A020 Data for Data Quality Report

A020 Submission form is open!

All participating projects from October 2025 – December 2025

Participating Agencies & Projects will have received an email from the Data Center with expected projects.

Submissions are due January 30th by 5pm!

Only submit your reports via the [January 2026 A020 Form](#)

Common Errors/Corrections

Required Corrections:

- Missing Annual Assessments
- Relationship to Head of Household
 - Missing
 - Multiple
 - No HOH/child alone
- Missing NC County of Service
- Disability Discrepancies
- Incorrectly ran reports

Accepted with comment:

- SSN
 - Destination
- *Client prefers not to answer & Client doesn't know

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 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!



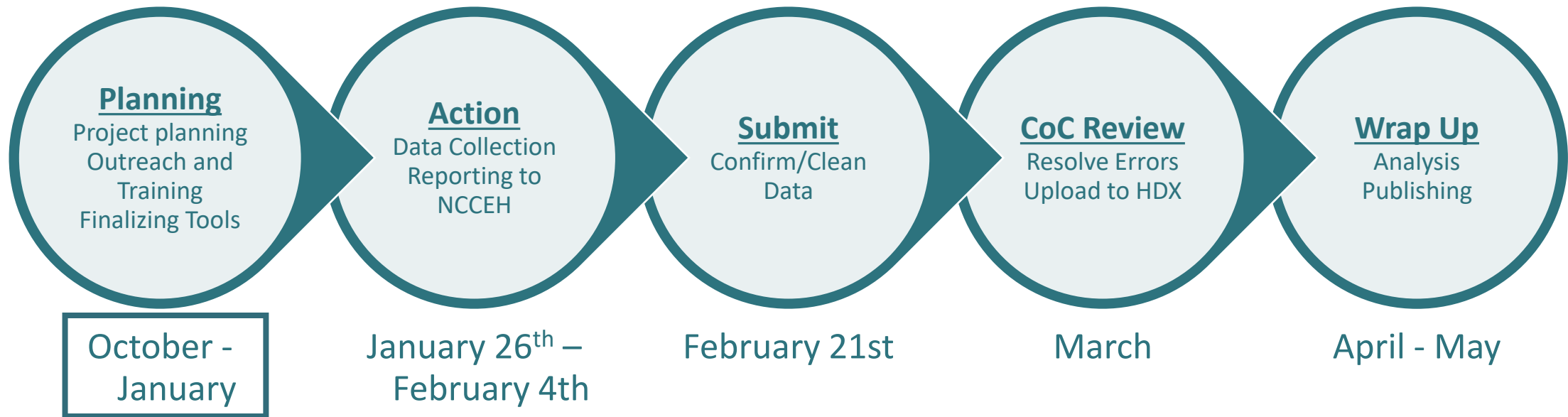
PIT/HIC Planning

- 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



Pull Your BOb Reports

Which report depends on the project's type:

Project Type	D006 – 0628 HIC Supplement	D007 – 0630a Sheltered PIT
Rapid Re-Housing (RRH) Permanent Supportive Housing (PSH) Other Permanent Housing (OPH)		
Emergency Shelter (ES) Transitional Housing (TH)		

Review Your Reports

How do you know if your data is accurate?



Check for the correct entries and exits

- Complete and accurate households



Check for missing details about client

- Demographics
- Disabling Conditions
- Chronic Homelessness questions
- Client Location
- Domestic Violence Survivor



Check for Children Only households (child alone)



Abbreviations in PIT/HIC Reports

Column	Abbreviation	Meaning
Ethnicity	H	Hispanic/Latina/e/o
Race	A	Asian or Asian American
Race	B	Black or African American or African
Race	I	American Indian or Alaskan Native or Indigenous
Race	MENA	Middle Eastern or North African
Race	Multi	Different races selected
Race	N	Native Hawaiian or Pacific Islander
Race	W	White
Race and Ethnicity	DKR	Client Doesn't Know/Client Prefers Not to Answer (Refused)
Race and Ethnicity	DNC	Missing or non-HUD values



Abbreviations in PIT/HIC Reports

Other sub-populations correspond to specific questions in the Entry Assessment

Homeless History

Column	Abbreviation	Meaning
Disab YN	Y	Yes for Disability Type
Disab YN	N	No for Disability Type
DV	Y	Domestic Violence Survivor
DV	N	Not a Domestic Violence Survivor
DV Flee	Y	Yes for Currently Fleeing from DV
DV Flee	N	No for Currently Fleeing from DV
CH	X	Was Chronically Homeless upon entry
CH	[blank]	Was not Chronically Homeless upon entry
Fam	AC	Adults with Children Household
Fam	A	Adults (multiple) without children
Fam	Sa	Single Adult
Fam	AM or ACM	At least one Household member is missing age

'Determination' Question

Making sense of the Housing Inventory Count

There are follow-up questions that you'll receive via Helpdesk emails:

- Confirming your federal funding source (including Grant ID)
- Confirming Address/location
 - Most common Zip Code for tenant-based or scattered site projects
- Confirming Bed and Unit Inventory
 - Dedicated beds to Chronically Homeless, Veterans, or Youth
 - Explaining utilization

You can submit the [Bed & Unit Inventory Update Form](#)

If we can confirm this info before PIT night, we will!

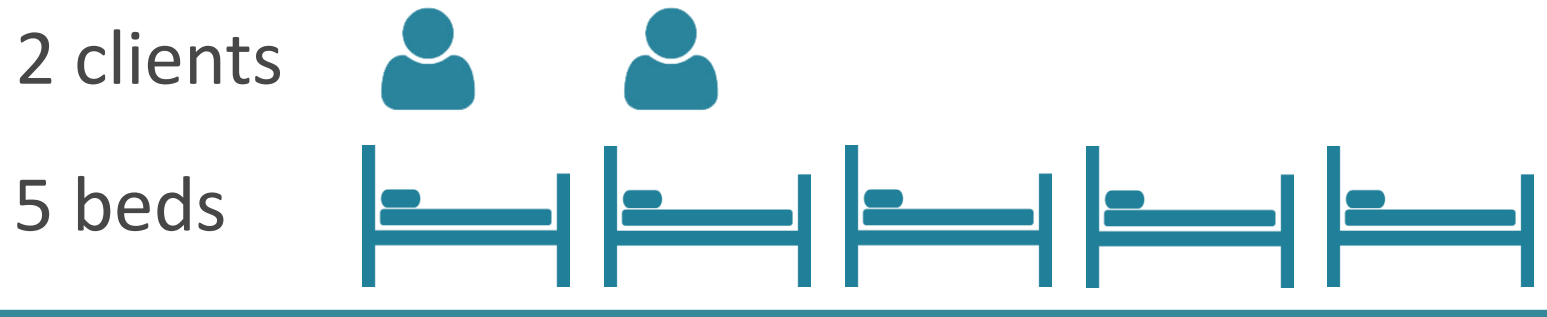
Make Corrections: Utilization Rates

1 client		4 clients	
1 bed		2 beds	
$1 \div 1 = 100\% \text{ Utilization}$		$4 \div 2 = 200\% \text{ Utilization}$	



The percentage of Beds occupied on a given night must fall between 65% -105%

Does this make sense?



$$2 \div 5 = \text{40\% Utilization}$$



The percentage of Beds occupied on a given night must fall between 65% -105%

Submit your Report!



1. Pull your reports
 - ✓ D006 - 0628 HIC Supplement for RRH, PSH, OPH
 - ✓ D007 – 0630a Sheltered PIT report for ES, TH (and SSVF EHA)
2. Review your reports
3. Make corrections
 - ✓ Ask Data Center for help!
 - ✓ Tell the Data Center when corrections are done
4. Submit accurate report
 - To be Announced
5. Respond to any follow-up questions from Helpdesk

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 buildings, industrial structures, and commercial buildings, some with trees or clouds nearby.

Training and Resources

HMIS 2026 Year at a Glance

January



PIT/HIC NIGHTS



A020 DQ SUBMISSION



**ANNUAL STATE ESG
CAPERS DUE**

February



PIT/HIC REPORT DUE

March



A020 DQ SUBMISSION



NC HOUSING DAY

April

May



**BRINGING IT HOME
CONFERENCE**

June



A020 DQ Submission

July

August

September



**ANNUAL PRIVACY &
SECURITY RENEWAL**

October



NHSDC CONFERENCE



A020 DQ SUBMISSION

November



**PHASE 2 LSA/SPM
REPORT DUE**

December



NCCEH

How to have a successful HMIS year

Responsibilities reminder:

- Ensuring Client Privacy
- Accurate Data Entry
- Timely Responses to Data Center Emails
- Participation in data clean up and report submissions.

Review your internal processes!

- Consistent System Login & Account Maintenance
- Run Monthly Program Health Checks
- Perform Internal Pre-Submission Quality Checks
- Actively Monitor User Access & Report Staff Changes to NCCEH

How to have a successful HMIS year

Helpful reports:

- CoC-APR
- ESG-CAPER
- Hashed CSV & EVA
- A020 Data Quality Monitoring Report



Run your reports monthly to stay on top of data quality errors

Congratulations to December's New HMIS Users!

- Kevin Colin Solano
- Lazayrea Smith
- Melvin Green
- Hailey Merrick
- Sharon Sanders-Warren
- Jillian Hall
- Gherian Foster
- Joey Hinsman
- Stephanie Figuenick
- Corey Summers
- Charletta Carr
- Floyd Simpson



HMIS Training for New Users

Requirements for Agency Administrators:

- Submit a [HMIS@NCCEH New License Request Form](#)
- Support New Staff through HMIS Training
 - They will need internet access for a computer to complete the online HMIS Training
 - They will need time to be able to work on HMIS Training regularly (scheduled time each day is best) so that they can complete it quickly

Reminder: HMIS Training must be completed within 30 days!

Additional HMIS Training for Current Users

Requirements for Agency Administrators:

- Submit a [HMIS@NCCEH New License Request Form](#)
 - Include new projects that need to be added for the User's "Enter Data As" Modes when submitting the form so that training courses can be assigned as needed
- Support New Staff through HMIS Training
 - They will need internet access for a computer to complete the online HMIS Training
 - They will need time to able to work on HMIS Training regularly (scheduled time each day is best) so that they can complete it quickly

Reminder: HMIS Training must be completed within 30 days!

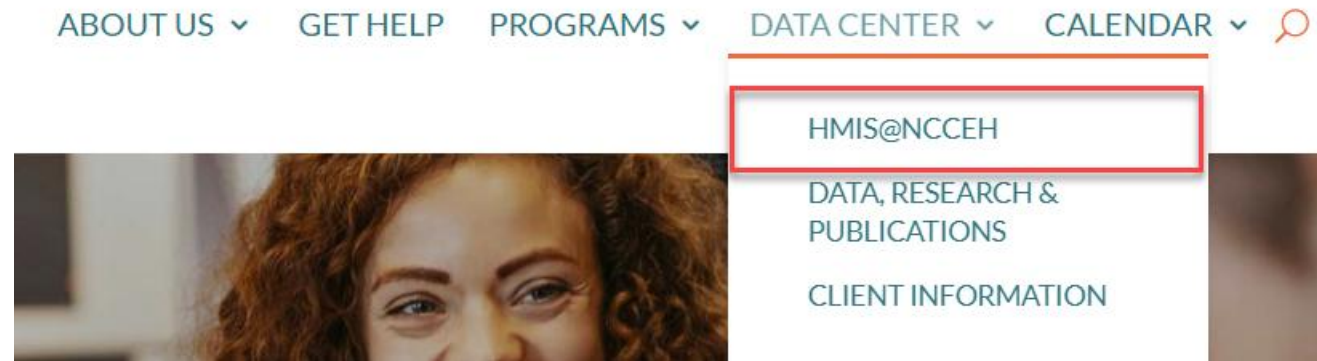
Possible HMIS License Types To Choose From

- Read Only II
 - Access to dashboard reports only
 - The accuracy of the dashboard reports will depend on your Agency's projects so this might not be the best option for every Agency
- Case Manager II
 - Access to dashboard reports, ability to view, create, edit & delete client file details
- Agency Admin
 - Access to dashboard reports, access to customized reports, ability to view, create, edit & delete client file details, provider and user management
- System Admin
 - This License type is only available for Continuum of Care Leads

Reminder: You must log in once every 60 days!

How to Submit a new License/Project

Visit ncceh.org > Data Center > HMIS@NCCEH > Current Agencies



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.

December Monthly Training Recap: End of Year Reporting

Topics Discussed:

- Overall 2025 Yearly performance
 - Business Objects Outcomes
 - Total Housed Clients

The [Recording](#) of the training are available on [ZenGuide](#)

ZenGuide Knowledge Base

Your first stop for answers

111 Articles and counting!

- We use your search results to develop new articles

Highlight:

- [Computer Skills](#)
- [HMIS Point-In-Time & Housing Inventory Count Process](#)
- [D007 - 0630 Sheltered PIT \(Point in Time\) Report Correction Guide](#)
- [D006 - 0628 Housing Inventory Count \(HIC\) Report Correction Guide](#)
- [Bed & Unit Inventory Guide](#)
- [2026 Monthly Trainings](#)
- [2026 System Updates Meetings](#)

Bookmark it!

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



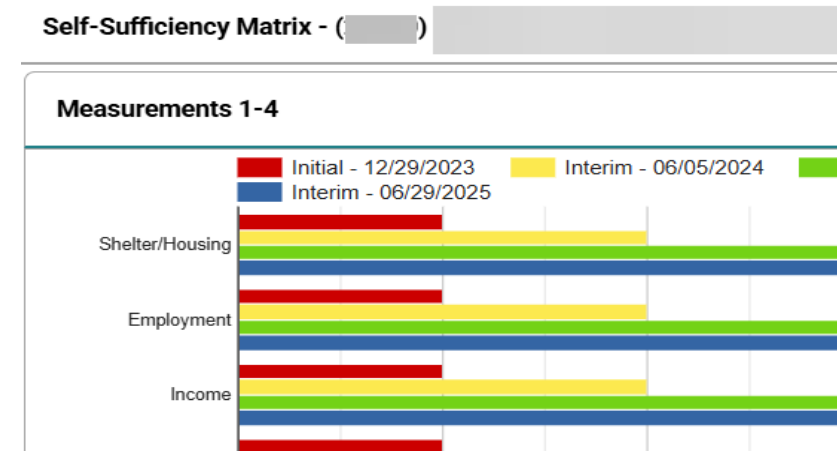
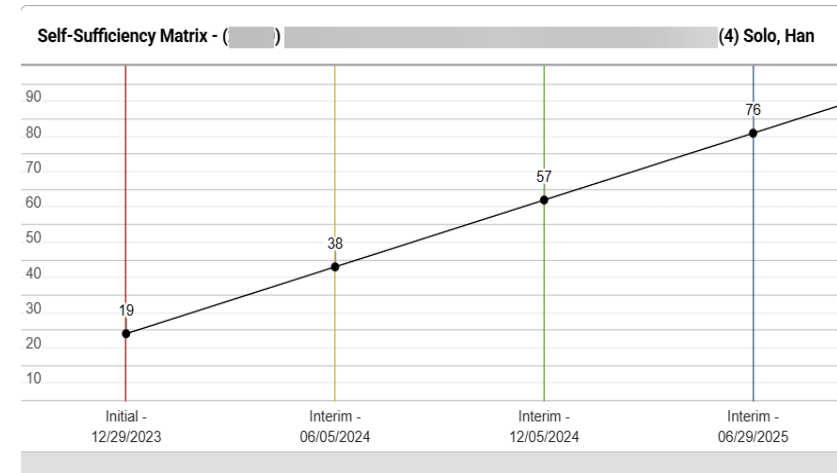
HMIS@NCCEH ZENGUIDE

Search

Search

Durham CoC SSM Updates

- All Durham CoC agencies have had their projects updated to include SSM measurement tool.
- Durham HMIS users now have access to SSM capability.
- Zenguide on how to complete SSM in HMIS is now available.
 - HMIS@NCCEH ZenGuide > General HMIS Information> Case Management> Self Sufficiency Matrix.





What's Next?

January Monthly Training: PIT/HIC

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

Agenda:

- What is PIT/HIC deep dive
- How to prepare/enter your data
- Running your reports
- Correcting errors

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

What's Next Calendar

Due	Event Name
January 7 th	HMIS Systems Updates Meeting 10-11am
January 19 th	Martin Luther King Jr. Day – Helpdesk Closed
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
March 4 th	HMIS Systems Updates Meeting 10-11am

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

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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



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