

# HMIS@NCCEH System Updates

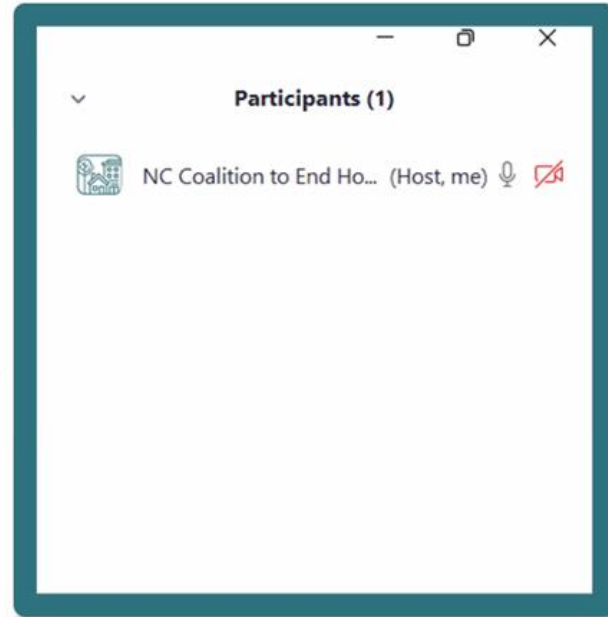
February 2026



**NC COALITION** to end  
**HOMELESSNESS**

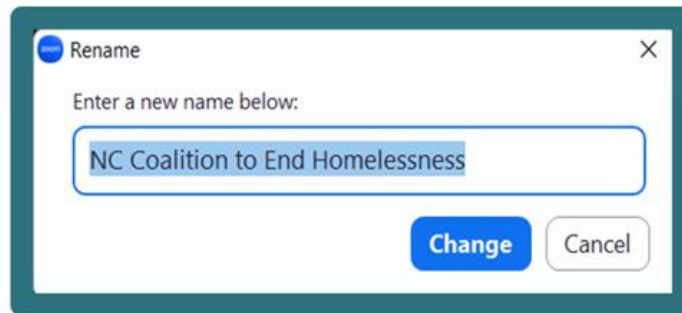
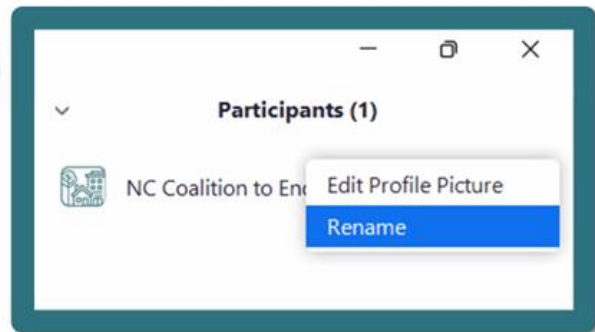
# Edit your Zoom Screen Name!

1



*How to change your  
screen name:*

2



Does anyone know a good Groundhog Day joke? I keep hearing the same one over and over again.



# Agenda

February 2026

## System Updates

- HMIS Policies & Procedures Approved!
- A020 Data Quality Report Submissions Complete
- Data Quality Review – After A020 Review
- PIT/HIC Reporting

## Training and Resources

- Bed & Unit Inventory Update Form
- HMIS Learning Management User Training
- January Monthly Training Recap: PIT/HIC
- ZenGuide Knowledge Base Highlight

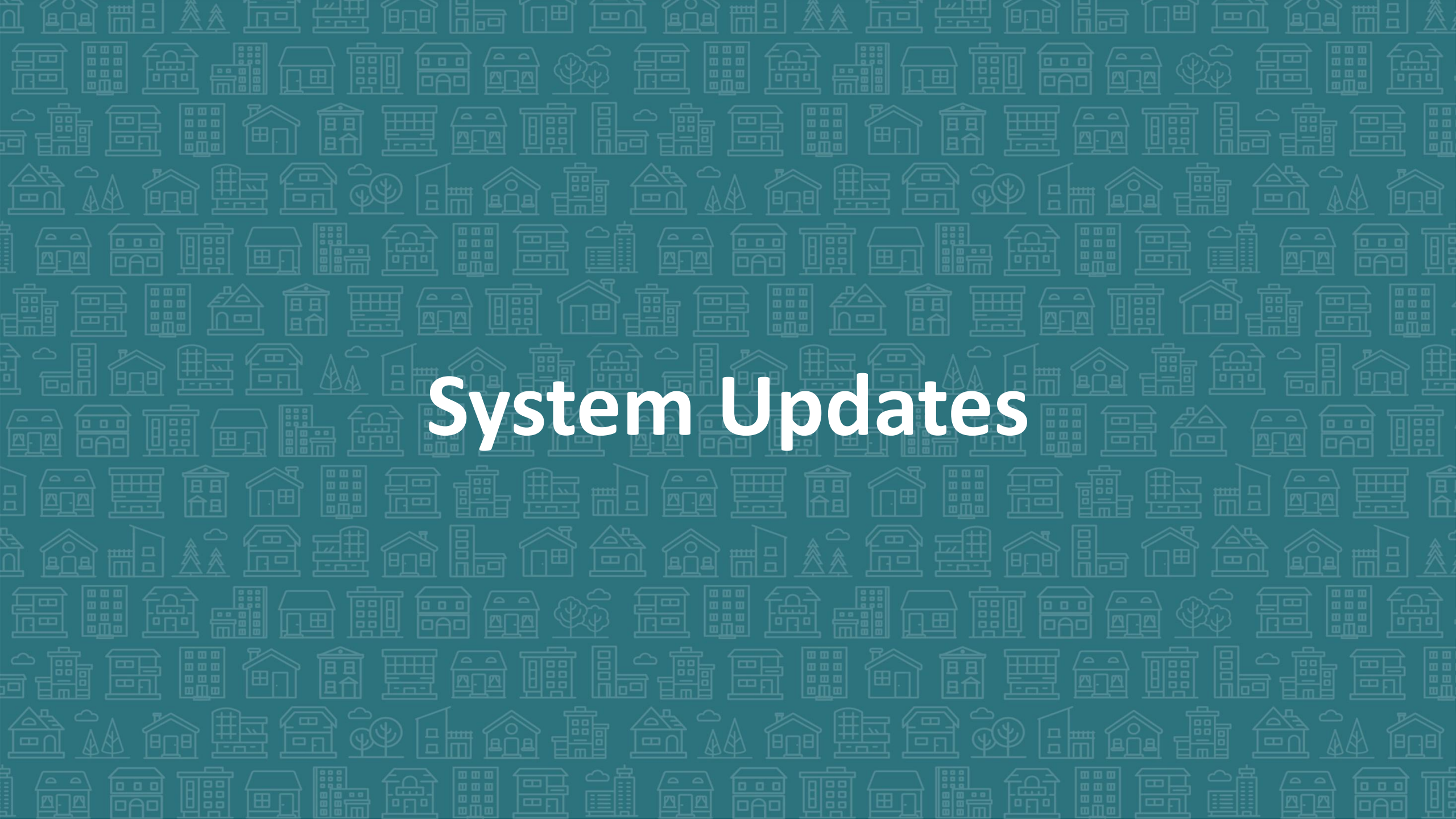
## What's Next?

- February Monthly Training: Making Sense of System Performance Measures

## Questions/Concerns?



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# System Updates

# HMIS Policies & Procedures Approved!

The Advisory Board and all 3 Coc's have approved the new HMIS Policies and Procedures. Go to [NCCEH.org/hmis](https://ncceh.org/hmis) website under the Current Agencies section for Privacy Documents.

This includes:

- [Operating Policies and Procedures](#)
- [Privacy Notice](#)
- [User Agreement](#)

Print out the New Privacy Notice to distribute to clients upon request

# Release of Information Updated

## Formatting Improved

- A line was inserted so you or clients can identify if particular agencies do not have permission to share data

**This Release is active for one year effective on the date of signature.**

**Instructions:** Check next to the statement that you understand and agree to:

I agree to have the information listed above to be shared to all helping agencies within the groups referenced.

**SECTION 1 – HMIS Standard Information**

☐ Yes, I agree to share my standard information in HMIS for de-duplication.

☐ No, I do not agree to share my standard information in HMIS.

**SECTION 2 – HMIS Data Visibility**

☐ Yes, I agree to share my HMIS information for local coordination.

☐ Yes, I agree to share my HMIS information for local coordination, except for these agencies:

☐ No, I do not agree to share my HMIS information (Only our agency will see all your detailed information).



**NCCEH**

THANK you SO MUCH



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# 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



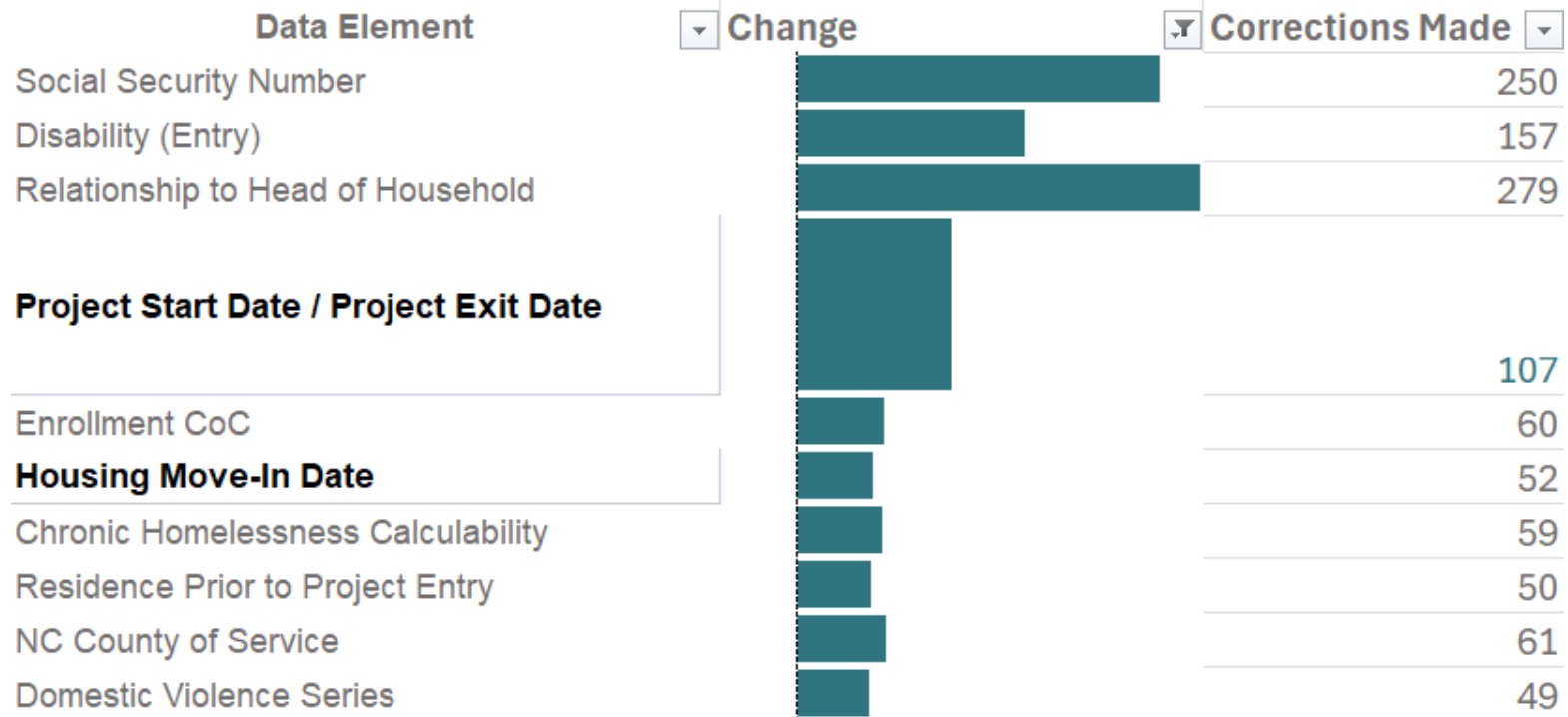
# Data Quality Review – January Data Quality Clean-up

## Data Improvements:

- SSN
- Disability at Entry
- Relationship to HOH
- Chronic Homelessness Calculability

## Elements to work on:

- Enrollment CoC
- Relationship to HOH
- NC County of Service
- Housing Move-in Date
- DV Series



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

Keep running your reports to identify client errors!

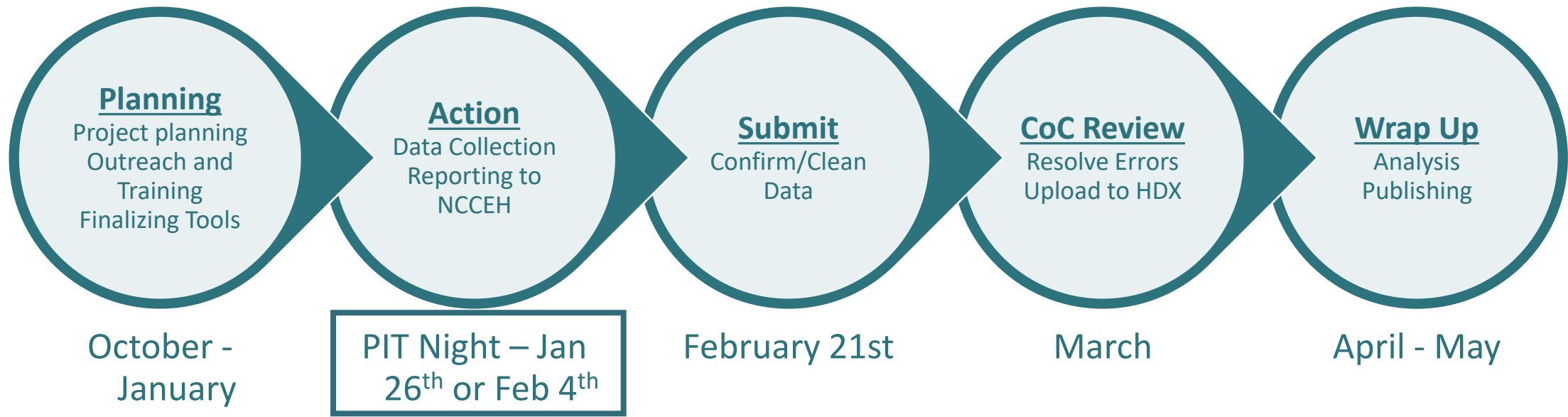
# Sheltered and Housed HMIS PIT/HIC Planning

- 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 per CoC:

Durham & Orange – Jan 26<sup>th</sup>

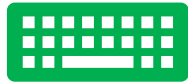
Balance of State – Feb 4<sup>th</sup>



# Sheltered and Housed HMIS Data Collection

Sheltered and Housed PIT/HIC Counts that are HMIS Participating

- Collect and enter all data sundown Jan 26<sup>th</sup> or Feb 4<sup>th</sup>
- Submit reports from HMIS by Feb 12<sup>th</sup>
- Respond to NCCEH email by Feb 27<sup>th</sup>



Jan 26<sup>th</sup>  
Feb 4<sup>th</sup>

Feb 11th

Feb 12th

Feb 27st



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# 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)<br>Permanent Supportive Housing (PSH)<br>Other Permanent Housing (OPH) |  |                                                                                     |
| Emergency Shelter (ES)<br>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

- Age and Relationship to Head of Household
- Race and Ethnicity
- Disabling Conditions
- Chronic Homelessness questions
- Enrollment CoC
- Domestic Violence Survivor



Check for Children Only households (child alone)



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# Abbreviations in PIT/HIC Reports

| Column             | Abbreviation | Meaning                                                    |
|--------------------|--------------|------------------------------------------------------------|
| Ethnicity          | H            | Hispanic/Latina/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 + Disability

| 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



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# 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!

# Sheltered and Housed HMIS Reports Timeline



1. Pull your reports for PIT Night
  - ✓ 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 an accurate report
5. Respond to any follow-up questions from Helpdesk

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# Training and Resources

# What Bed Inventory Means to Our Community

- Every night, people rely on our system to understand where help is available (for bed placement). Bed inventory shows bed availability and change over time.
  - HMIS tells the story of our collective capacity and response
  - Accurate information helps coordinate outreach, demonstrate need, and advocate for resources
  - Supports accurate reporting
  - Explains capacity changes due to repairs, damage, or program updates
- What agencies should do:**
- Document when beds go offline and when they return to service
  - Notify HMIS when outages meet timeline or impact thresholds
  - Ensure household type and usable capacity are reflected correctly

# Bed Inventory & Bed Update Forms

## When Inventory is Outdated

- Our System appears to have more capacity than what exists.
- Reports suggest people are not being served although beds are available.
- Prevents having to defend utilization during grant and reporting submissions.

## When Inventory is Up to Date

- System data reflects real world situations or conditions.
- Provides the data to back up community needs.
- We can advocate more effectively for resources.
- Agencies are not held accountable for beds not operating.



# Bed Inventory & Offline Beds

Keeping an eye on bed availability can help determine if you should submit a Bed Inventory Update form

- Noticing if beds will be unavailable for more than an expected amount of time
- Operating seasonally
- Project closings or funding stops.

## Agency Action Guide

| Length                     | Reason for unavailability                                                                                              | HMIS Expectation                                                                       |
|----------------------------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Temporary or Operational   | Few days to <b>&lt;30 days:</b> Painting, deep cleaning, minor maintenance, short pest treatment, brief staffing gaps  | No HMIS notification required. Suggestion: Track internally only                       |
| Extended / Moderate Impact | <b>30–89 days:</b> Extended bed bug treatment, partial renovations, ongoing staffing shortages                         | HMIS notification recommended. Suggestion review for possible temporary bed adjustment |
| Long-Term / High Impact    | <b>90+ days:</b> Major structural repairs, funding loss or closure, <b>Bed type changes:</b> Vets, Singles vs families | Bed inventory update required                                                          |

\*Beds offline on PIT night cannot be counted  
Bed Update Form

# Congratulations to January's New HMIS Users!

- Coutney Durham
- Cassandra Martinez
- Marion Ilboudo
- Amanda Abdulwahid
- Solomon Gasana
- Charlotte Eidson
- Teresa Thomas
- Toriona Thomas
- Zeyta Curtis
- Lisa Duffy



# January Monthly Training Recap: PIT/HIC

## Topics Discussed:

- PIT/HIC Overview
- Reports per project type
- Report Review

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

- Note: BoS' PIT Date had not been delayed as of recording

# 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](#)

**Bookmark it!**

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

## HMIS@NCCEH ZENGUIDE

Search



What's Next?

# February Monthly Training: Making Sense of System Performance Measures

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

## Agenda:

- How Data Affects Our Work
- Overall Statistics
- Using EVA to check your Data
- In-Depth Discussion

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

# What's Next Calendar

| Due           | Event Name                                                            |
|---------------|-----------------------------------------------------------------------|
| February 4th  | Balance of State PIT Night                                            |
| February 12th | PIT/HIC Submission Deadline                                           |
| February 18th | Monthly Training: Making Sense of System Performance Measures 10-11am |
| February 27th | Deadline for HIC Response to Data Center Questions                    |
| March 4th     | HMIS Systems Updates Meeting 10-11am                                  |
| March 18th    | Monthly Training: TBD 10-11am                                         |
| April 1st     | HMIS Systems Updates Meeting 10-11am                                  |

Go to [ncceh.org/events](https://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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