HMIS@NCCEH System Updates

July 2022

NC COALITION to end HOMELESSNESS

Agenda

July 2022

Training and resources

- What is the system updates meeting
- Monthly training opportunity
- ZenGuide Knowledge Base

System Updates

- Level 3 Changes
- SSN Updates procedure
- BusinessObjects

What's Next

Questions/Concerns?

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Training and Resources

Education and Training Structure

New User Training
- New Users Core Training
- Workflow specific trainings

Reference Materials via ZenGuide
- Workflow instructions
- Correction Guides
- Report Guides

HelpDesk via ZenDesk
- New Users support
- Troubleshooting

Live Support
- Monthly HMIS System Updates (1 rep per agency)   You are here!
- Monthly Training (optional)

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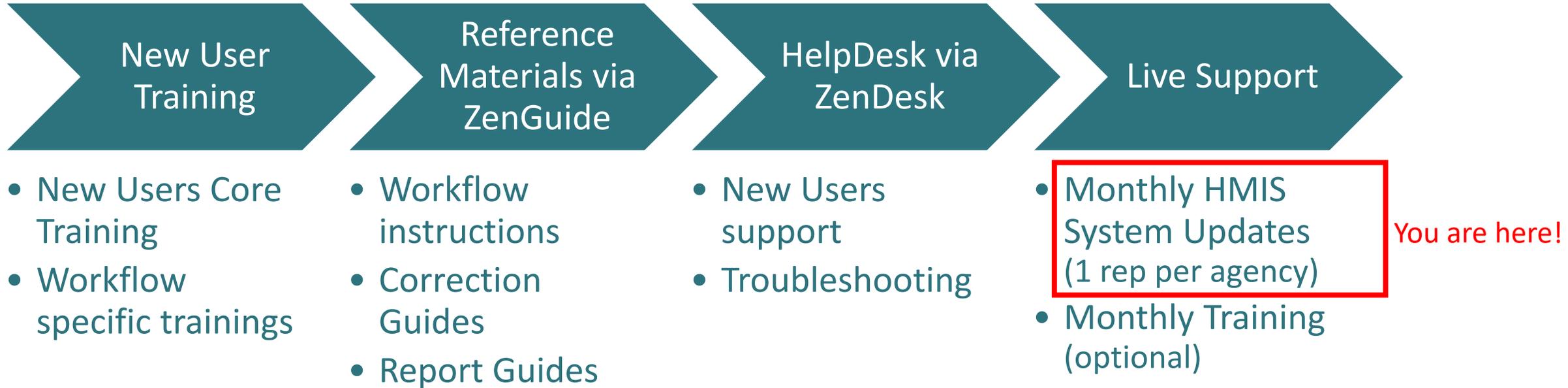
HMIS System Updates

Our Goal: to provide regular live support for agencies to maintain HMIS

Agencies should use this to

- Stay informed as HMIS changes
- Get support to manage your agency's data
- Alert the Data Center of gaps, needs, issues
- Give feedback to Data Center

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HMIS System Updates

Details

- Frequency: Monthly

- Time/Date: 2nd Tuesdays from 10:30 - 11:30 am

- Who: Agency Admins (At least 1 representative from each agency)

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Monthly Training Opportunity

Next up: Identifying and Fixing Common Data Quality Errors
- Wednesday, July 20th, 10-11
- [Registration is open!](#)

Upcoming Trainings
- Wednesday, August 24th, 10-11: BusinessObjects Reporting
- Tuesday, September 27th, 10-11 am: When Clients Decline Consent

Materials Posted
- Data Center's News Archive: ncceh.org/hmis/news

ZenGuide Knowledge Base

Your first stop for answers

48 Articles and counting!

We use your search results to develop new articles

Replacing the "Other Resources" section of NCCEH Data Center website

Bookmark it!
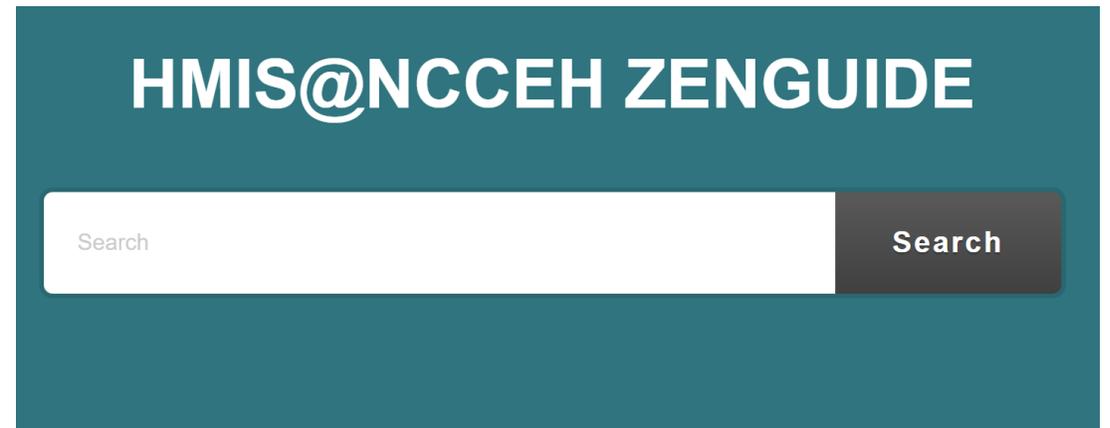
https://ncceh.zendesk.com/hc

HMIS@NCCEH ZENGUIDE

Search | **Search**
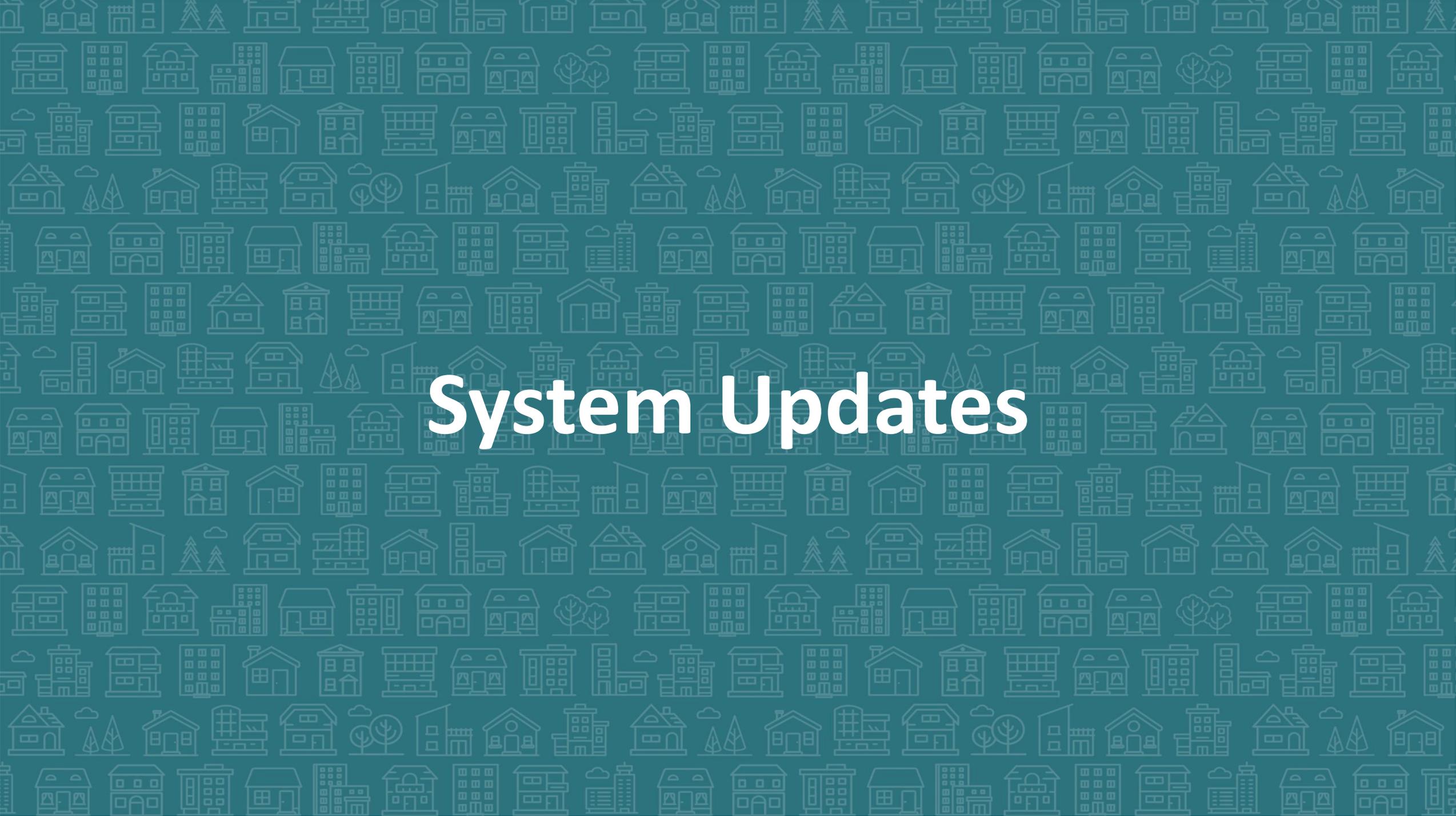
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System Updates

Level 3 Provider Changes

HMIS@NCCEH Data Structure "Tree"

HMIS@NCCEH
Level 1

CoC
Level 2

Agency
Level 3

Project
Level 4

← Data Entry

NCCEH
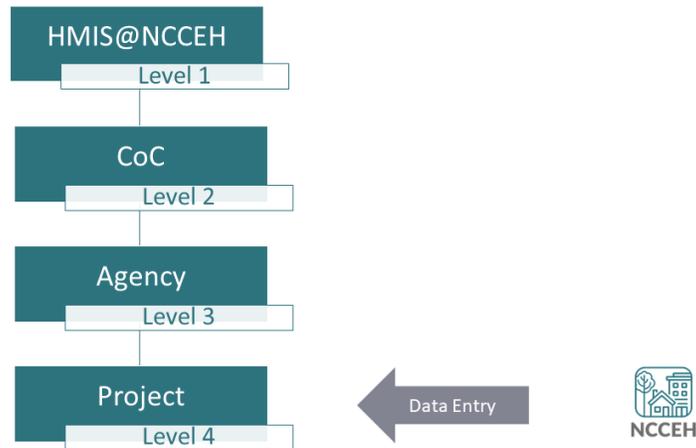
- When you first login, you view HMIS through level 3

- Only enter data through level 4 with "EDA mode"

- Data Quality, Visibility/Sharing, and Reporting issues occur if data is on Level 3

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Level 3 Provider Changes

Now, you *must* use EDA mode to find client data entry tabs

# SSN Update Procedure

New way to update SSNs

1. Find your encrypted SSN Update Excel Sheet

2. Find the password

3. Open with password and add Client ID and SSN

4. Save – do not change encryption settings

5. Send to Helpdesk
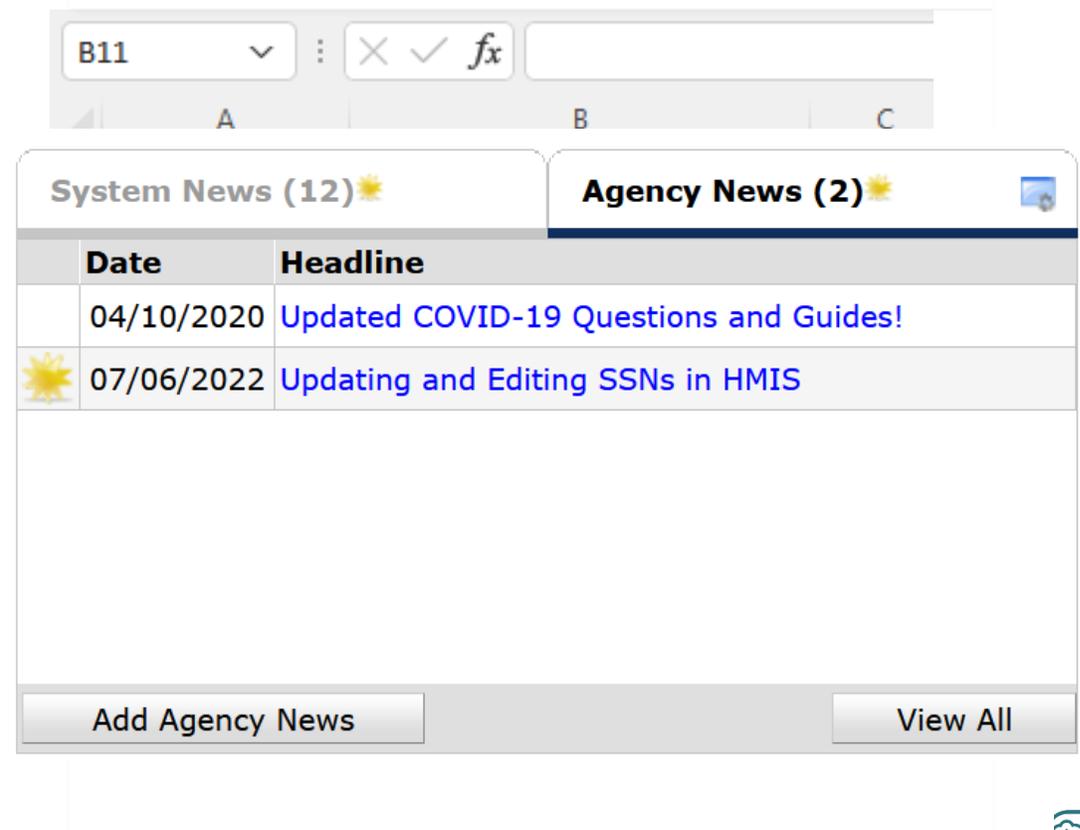
HMIS Update: ART is going to disappear!

Get ready for change!

- ART is being replaced by BusinessObjects in our ServicePoint HMIS
  - ART will disappear ~~Friday, May 13th~~ ...soon

- BusinessObjects is live!
  - Pull reports here
  - Our [BusinessObjects Report Guide](#) shows you which report to pull for different purposes
  - Have you tried it?
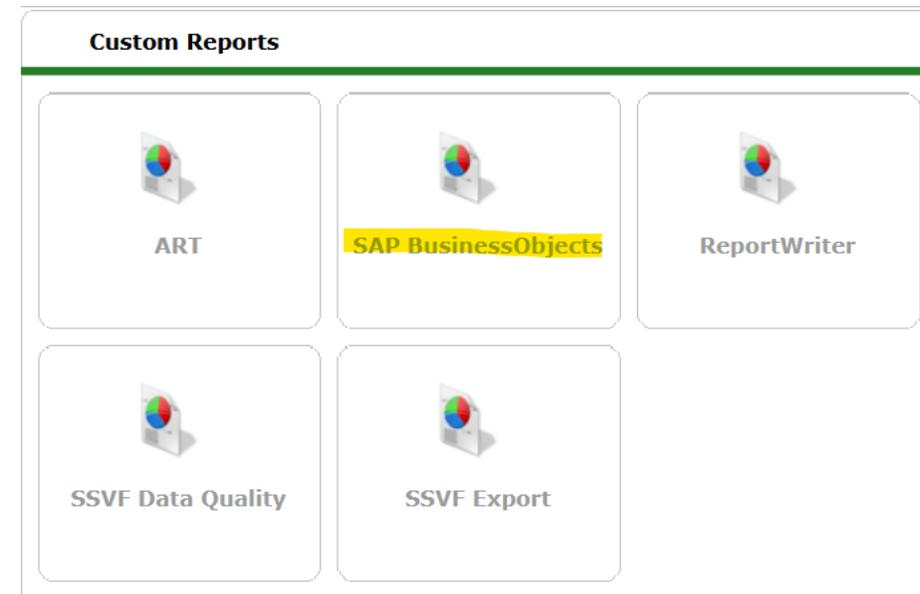
What's Next?

What's Next Calendar

Due	Event Name
Early July	State ESG CV data due (NCCEH pulls CAPER this week!)
July 20th	Training for Identifying and Fixing Common Data Quality Errors
August 9th	HMIS System Updates
August 24th	Training for BusinessObjects Reporting
September 12th	HMIS System Updates
September 27th	Training for When Clients Decline Consent
October 1st	New Federal Fiscal Year

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Contact NCCEH

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Contact NCCEH Data Center Help Desk

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919.410.6997

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Questions?

Let's Troubleshoot!