

# HMIS@NCCEH System Updates

July 2022



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

# 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?

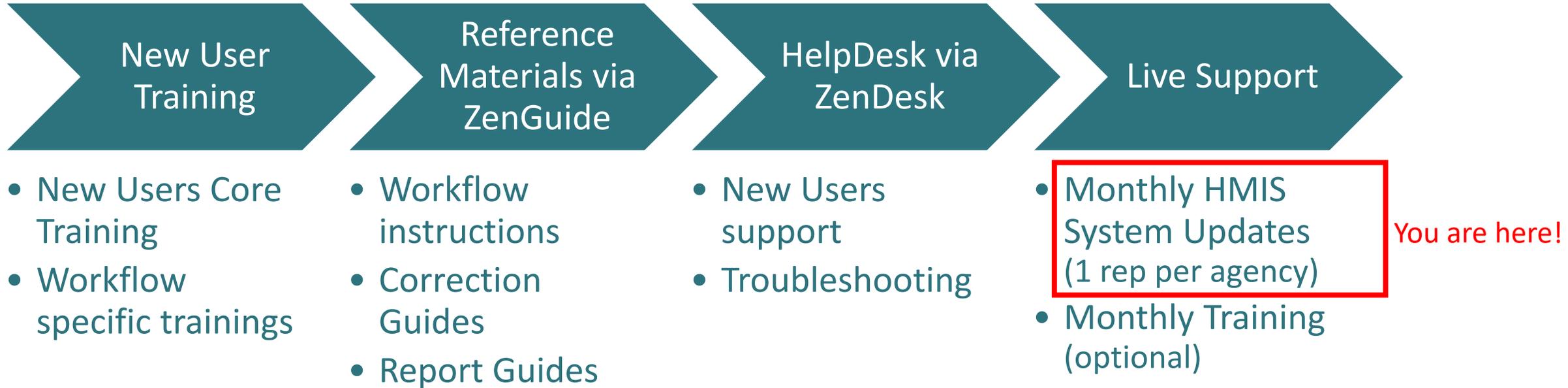


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# Training and Resources

# Education and Training Structure



# 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



# 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)



# 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](https://ncceh.org/hmis/news)



# ZenGuide Knowledge Base

**Your first stop for answers**

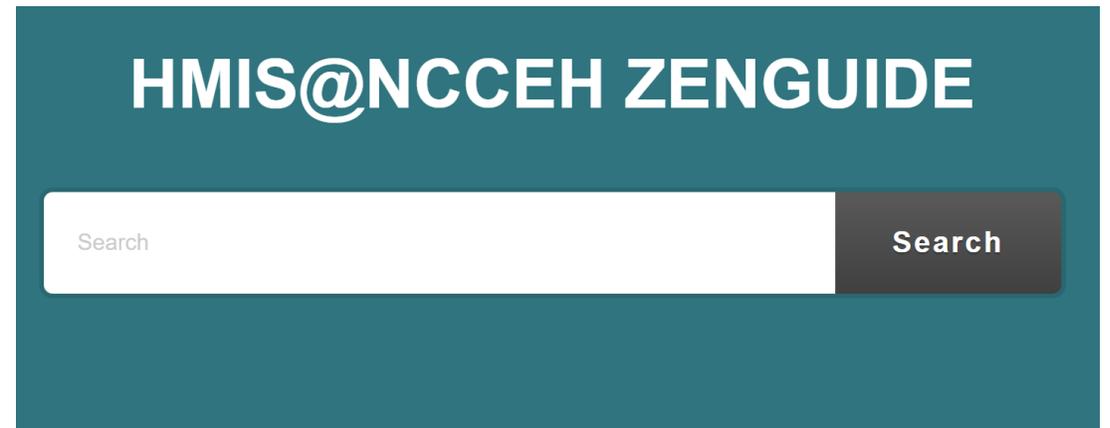
48 Articles and counting!

We use your search results to  
develop new articles

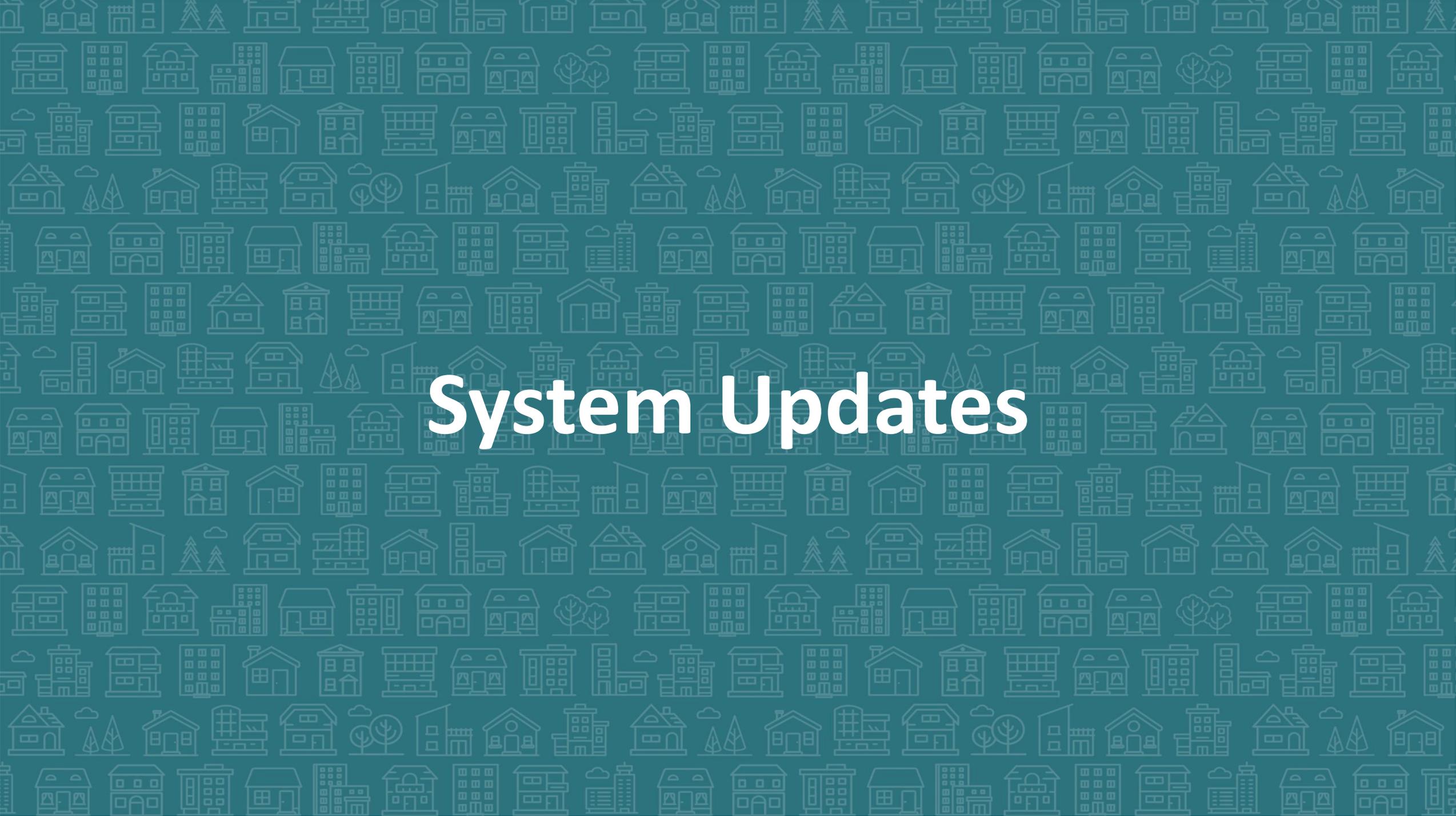
Replacing the “Other Resources”  
section of NCCEH Data Center  
website

**Bookmark it!**

<https://ncceh.zendesk.com/hc>

A screenshot of a search bar interface. The background is a dark teal color. At the top, the text "HMIS@NCCEH ZENGUIDE" is displayed in white, bold, uppercase letters. Below this, there is a white search input field with the placeholder text "Search" in a light gray font. To the right of the input field is a dark teal button with the word "Search" in white, bold, uppercase letters.

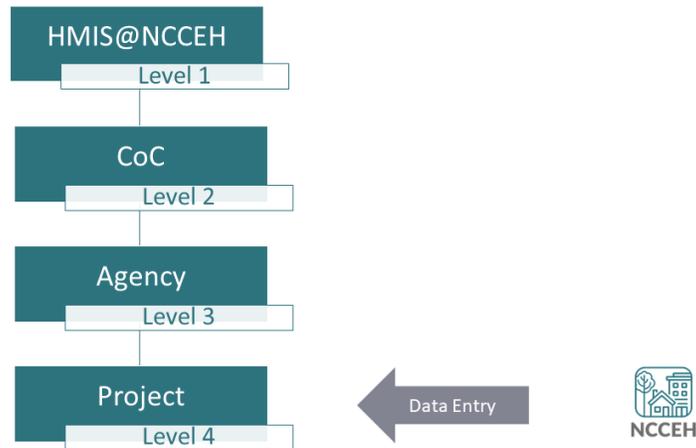
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# System Updates

# Level 3 Provider Changes

HMIS@NCCEH Data Structure “Tree”



- 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

# Level 3 Provider Changes

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

The screenshot displays the WellSky Community Services interface. The top navigation bar includes the WellSky logo, the text "Community Services", and the user's name "Helen Housing Test" with the role "Agency Admin". Below this is a blue header for "ServicePoint Training Site" and "Heading Home - Rowan County" with the date "June 14, 2022". A green breadcrumb trail shows "ClientPoint > Client Profile". A search bar is present with the placeholder "Type here for Global Search".

The main content area is titled "Client - (1) Kaboodle, Kit". It features a "Release of Information: None" status and a "-Switch to Another Household Member-" dropdown menu with a "Submit" button. The interface is divided into two main sections: "Client Information" and "Service Transactions". Under "Client Information", there are tabs for "Client Profile", "Households", "ROI", "Entry / Exit", "Case Managers", and "Case Plans". The "Client Profile" tab is active, showing a "Client Record" table and an "Issue ID Card" button. A placeholder image for the client is shown on the right.

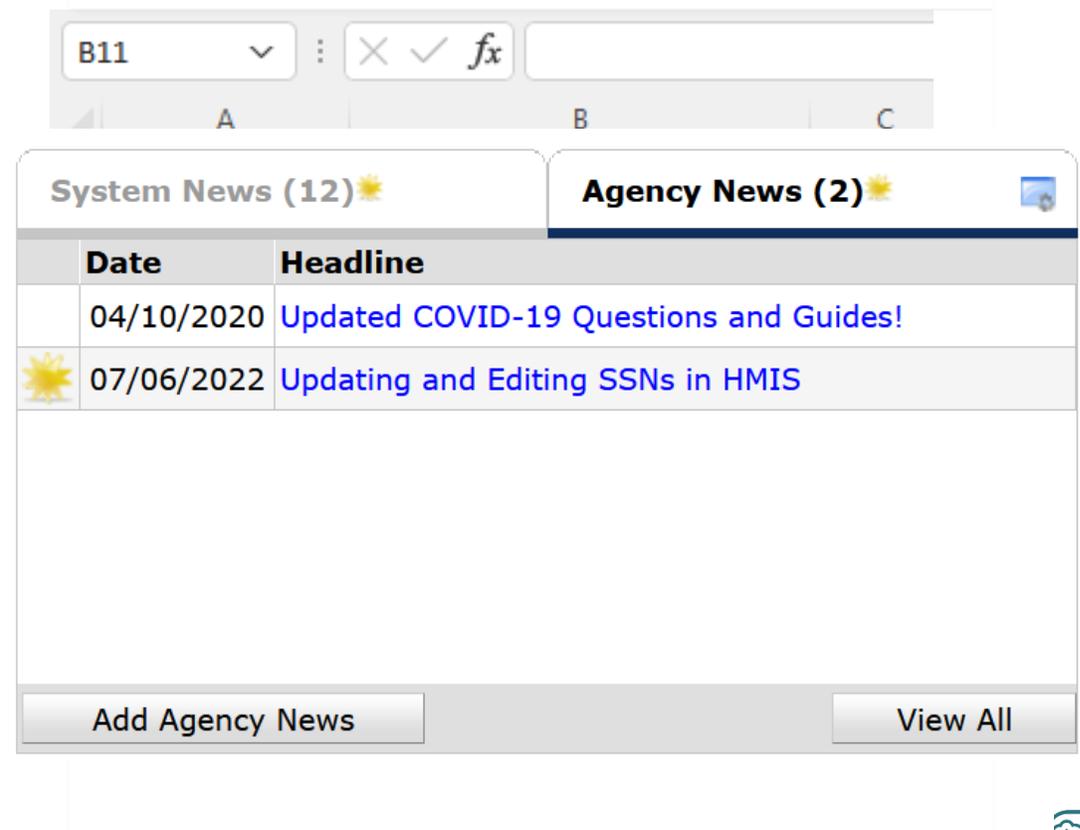
Client Record	
Name	Kaboodle, Kit
Name Data Quality	Full Name Reported
Alias	
Social Security	*** ** 4224



# 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



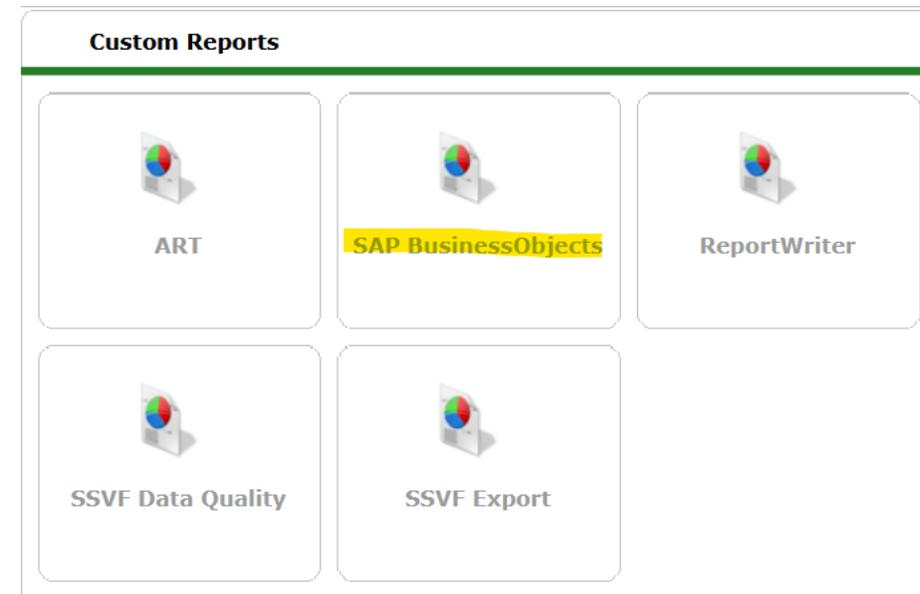
System News (12)		Agency News (2)	
Date	Headline		
04/10/2020	Updated COVID-19 Questions and Guides!		
07/06/2022	Updating and Editing SSNs in HMIS		

Add Agency News View All

# 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 13<sup>th</sup>~~ ...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 20 <sup>th</sup>	<u>Training for Identifying and Fixing Common Data Quality Errors</u>
August 9 <sup>th</sup>	HMIS System Updates
August 24 <sup>th</sup>	<u>Training for BusinessObjects Reporting</u>
September 12 <sup>th</sup>	HMIS System Updates
September 27 <sup>th</sup>	<u>Training for When Clients Decline Consent</u>
October 1 <sup>st</sup>	New Federal Fiscal Year



## 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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# Questions?

Let's Troubleshoot!