

# HMIS@NCCEH System Updates

September 2022



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

# Agenda

September 2022

## System Updates

- Introducing Dashia
- Annual Privacy Training
- System Configuration Subcommittee update
- HUD Reporting Season

## Training and resources

- Monthly training opportunity
- ZenGuide Knowledge Base

## What's Next

## Questions/Concerns?



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# System Updates





**Introducing Dashia!**

# Annual Privacy Training

## What

- Required by HUD and our HMIS@NCCEH Operating Policies and Procedures
- Review Training video, Pass Quiz (100% correct), Sign User Agreement
- Licenses are Inactivated and deleted if not completed

## Who

- Required for users issued a license prior to August 1, 2022
- Agency Admins are responsible for getting users through training on time

## When

- Month of September annually



# Annual Privacy Training Expectations

## Agency Admin Expectations:

- Notify NCCEH of anyone who is no a user or on-leave
- Follow up with users for LMS logins
- Check-in and monitor users progress

## All User Expectations:

- Users should check they received LMS log-in or notify NCCEH within the week
- User should complete training early

After the training deadline, AA or user will need to notify helpdesk to confirm when they have met the requirement

# Learning Management System (LMS)

- Bookmark: <https://www.icatraining.org/>
- Allows better tracking for new user and annual requirements
- Specialized ICA team for producing trainings
- Will launch new user trainings later in 2022
  
- **Annual Privacy Training**
- Deadline September 30<sup>th</sup>

English (United States) (en\_us) ▾



USERNAME / EMAIL

PASSWORD

Remember username




Log in

[Forgotten your username or password?](#)



# Advisory Board System Configuration Subcommittee

- Advisory Board governs HMIS@NCCEH
- System Configurations Subcommittee made up of HMIS users, supported by Nicole
- New Reason for Leaving response options will be published Oct 1<sup>st</sup>!

<b>Exit Date *</b>	02 / 14 / 2022    2 ▾ : 00 ▾ : 00 ▾ AM ▾
<b>Reason for Leaving</b>	Completed program ▾
If "Other", Specify	<input type="text"/>
<b>Destination *</b>	Staying or living with family, permanent tenure (HUD)
If "Other", Specify	<input type="text"/>
Notes	<input type="text"/>



# HUD Reporting Season

LSA – Longitudinal System Analysis

AHAR – Annual Homelessness  
Assessment Report

SPM – System Performance  
Measures

HIC – Housing Inventory Count

PIT – Point in Time Count



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# HUD Reporting Season

Upcoming Corrections for Longitudinal System Analysis (LSA) & System Performance Measures (SPMs)

- Spot checks starting now
- Essential corrections start in September
- Continue until complete

# HUD Reporting Season



What does a reporting season look like for you?



Agency Admins receive and red flags



Each Agency handles red flags differently

AAs can redistribute or lead corrections  
AAs are Data Center points of contact



List of red flags sent to each Agency

# HUD Reporting Season

- What are the possible responses to a list of corrections?
  - It's corrected! (yay!)
  - I cannot correct it. (confirmed)
  - It looks correct when I look at this. (potential report issue)

	A	B	C	D	E	
1	DQ Flag Type	Client ID	Provider	Project Start Impacted	Impacted Date (Exit or Annual Date)	#
2	Homeless History Error/Missing	496916	Heading Home - Rowan County - Emergency Shelter(7389)	10/23/2018		
3	Missing county of service	491033	Heading Home - Rowan County - Emergency Shelter(7389)			
4	Past Due Annual Assessment	3703	Heading Home - Rowan County - Emergency Shelter(7389)	2/6/2014		
5	Past Due Annual Assessment	90086	Heading Home - Rowan County - Emergency Shelter(7389)	2/25/2019		
6	Past Due Annual Assessment	110150	Heading Home - Rowan County - Emergency Shelter(7389)	4/1/2015		
7	Past Due Annual Assessment	111465	Heading Home - Rowan County - Emergency Shelter(7389)	6/1/2015		
8	Past Due Annual Assessment	150005	Heading Home - Rowan County - Emergency Shelter(7389)	6/1/2015		



# HUD Reporting Season

Don't wait for a big list - The CoC-APR and ESG-CAPER can help catch most errors!

- Relationship to Head of Household
- Client Location
- Annual Assessments
- Housing Move-In Dates (RRH, PSH only)
- Date of Engagement (SO only)
- Exit Destination



# Training and Resources

# Monthly Training Opportunity

## Upcoming Trainings

- Tuesday, September 27th, 10-11 am: When Clients Decline Consent

## Materials Posted

- Data Center's News Archive: [ncceh.org/hmis/news](https://www.ncceh.org/hmis/news)



# ZenGuide Knowledge Base

**Your first stop for answers**

56 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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**What's Next?**

# What's Next Calendar

Due	Event Name
September 13 <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
October 11 <sup>th</sup>	<u>Agency Admin System Updates meeting</u>
October 20 <sup>th</sup>	<u>Training for HUD Reporting</u>



## 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!