

# HMIS@NCCEH System Updates

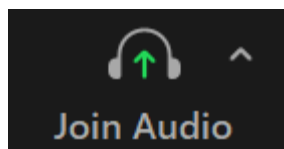
December 2022



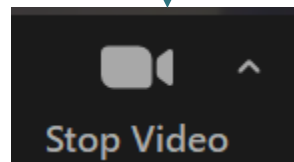
**NC COALITION** to  
**HOMELESSNESS** end

# Know your Zoom icons!

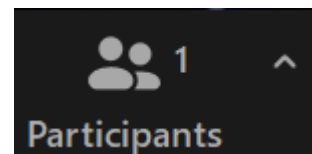
Select Computer or  
Phone for your  
audio connection



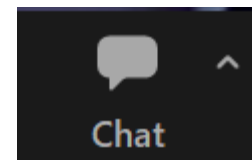
Turn on and off  
your camera  
(we love to see you!)



Find out who is  
here or edit  
your name



Join the  
conversation!



# Agenda

December 2022

## System Updates

- End of Year Data Clean-up complete!
- Proposed HUD Data Standard Updates
- New Training Process

## Training and Resources

- Data Quality Reminders & Tips
- ZenGuide Knowledge Base Highlight: Sub-assessments
- Monthly Training Calendar

## What's Next

- Holiday Hours

## Questions/Concerns?



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# System Updates

# FY2022 Data Clean-Up is over!

**Thank you to all agencies who worked diligently to correct your data quality errors!**

- Even though the data clean-up submissions are closed, we still encourage you to correct the flagged errors as those will continue to be data quality errors.

What's in a flag? That which we call a flag by any other name would be just as fun.

flags = information

flags  $\neq$  bad grades



# Let's Debrief

## Phase 1

- October 3-20
- Agencies run and correct reports
- Agencies submit reports to NCCEH

## Phase 2

- Nov 7-21
- NCCEH run reports and find data flags
- Agencies review flags and reply with result



# Proposed Data Standard Updates

## What are Data Standards?

- HUD's required questions for agencies to ask client and enter into HMIS
- Every two years, HUD publishes updated standards
- October 2023 is the next release date

## Why update Data Standards?

- To improve client experiences
- To clarify/correct guidance to agencies
- To collect better, more accurate data to end homelessness



# Proposed Data Standard Updates

## Feedback

- We've got some polls to gage some feedback!
- Or, submit directly to HUD [Ask A Question \(AAQ\)](#)






# Proposed Race & Ethnicity Updates

Right now, Race and Ethnicity are separate questions

- Does this work well for your agency and clients? No!

 <b>Client Demographics</b>	
Date of Birth	05/04/1978
Date of Birth Type	Full DOB Reported (HUD)
Gender	Male
Primary Race	White (HUD)
Secondary Race	Black, African American, or African (HUD)
Ethnicity	Non-Hispanic/Non-Latin(a)(o)(x) (HUD)



# Proposed Race & Ethnicity Updates

## New Race and Ethnicity are combined

Options update to:

- American Indian, Alaska Native, or Indigenous
- Asian or Asian American
- Black, African, or African American
- Hispanic/Latin(a)/(o)/(x)
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- White
- Client Doesn't Know
- Client Refused
- Data Not Collected

Follow-Up

- Additional Race and Ethnicity Detail (Open Ended)

Poll



# Proposed New Question Preferred Language

## Brand New Question

Preferred Language(s) :

- English
- Spanish
- Chinese (including Mandarin, Cantonese, or Other Chinese Languages)
- Tagalog (Filipino)
- Vietnamese
- French or French Creole
- Arabic
- Different Preferred Language: [specify]
- Client Doesn't Know
- Client Refused
- Data Not Collected

Follow-Up for Different Preferred Language:

- Other Preferred Language (Open Ended)

Poll



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# Proposed Gender Updates

Right now, Gender is a single question that can be multi-select

Gender	<ul style="list-style-type: none"><li>Female</li><li>Male</li><li>A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender)</li><li>Transgender</li><li>Questioning</li><li>Client doesn't know</li><li>Client refused</li><li>Data not collected</li></ul> <p>Clear All</p>
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# Proposed Gender Updates

## New Gender question has two follow-ups

Gender options update:

- Woman/Girl
- Man/Boy
- Non-binary
- Culturally-Specific Identity (e.g. Two-Spirit)
- Questioning
- Different Identity: [specify]

Follow-Up :

- Different Identity Detail (Open Ended)
- Transgender Experience
  - Yes
  - No
  - Questioning
  - Client Doesn't Know
  - Client Refused
  - Data Not Collected

Poll



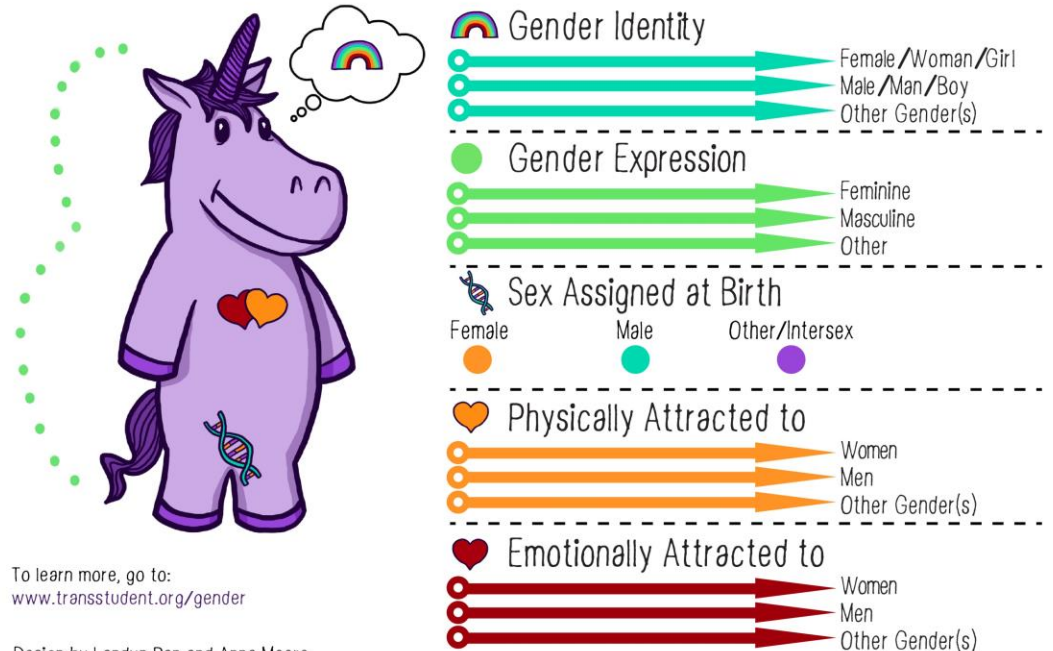
# Proposed Gender Updates

## Why change Female and Male to Woman and Man?

- Gender Identity is not the same as Sex Assigned at Birth

## The Gender Unicorn

Graphic by:  
**TSER**  
Trans Student Educational Resources



To learn more, go to:  
[www.transstudent.org/gender](http://www.transstudent.org/gender)

Design by Landyn Pan and Anna Moore

<https://transstudent.org/gender/>



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# New Training Process

## New Year, New Process!

- Launches January 3<sup>rd</sup>
  - Currently training users must submit fake clients by December 21<sup>st</sup> or start over in the new process
  - No new license requests until January 3<sup>rd</sup>
- Self-paced video trainings and quizzes
  - Workflow demonstrations per project type
  - Test (fake) clients will need to be submitted for each workflow
  - Current users can also use
- Agency Admins: know what projects someone will need before submitting your license request

Thanks to Shawn  
McAninch & KarLee  
Kearns from ICA





# Training and Resources



# How to Avoid Big Yearly Cleanups

## Run your APR or Caper reports Monthly!

The CoC-APR and ESG-CAPER reports are a great way to find data quality flags and reduce errors for the yearly clean up.

## ZenGuide Articles

[CoC - APR \(Annual Performance Report\)](#)

[ESG - CAPER \(Consolidated Annual Performance and Evaluation Report\)](#)



# Data Quality Tips & Reminders

**Follow these general points to keep your data clean!**

- Attempt to keep the HOH Standardized
- Fill out the sub-assessments entirely
- Remember your Annual Assessments
- For ES: Client stays should be continuous (if possible)
- For SO: Only enter Date of Engagement (DOE) when Intake is complete
- For RRH/PSH/OPH: Record separate Housing Move in Dates (HMID) in separate enrollments



# Data Quality Tips & Reminders

## Relationship to Head of Household Error

- Required for all household members
- Attempt to keep the HOH Standardized
  - HUD reports can get confused when a person is enrolled as Self and Spouse in the same year



# Data Quality Tips & Reminders


## Relationship to Head of Household Error

- Reports only see the Entry/Exit tab
- Test client should be enrolled as “self” in ES and RRH projects







(472) a, test  
Release of Information: None -Switch

**Client Information** Service Transactions

Summary Client Profile Households ROI **Entry / Exit** Case Managers Case Plans

 Reminder: Household members must be established on Households tab before cre

**Entry / Exit**

Program	Type	Project Start Date
 Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	HUD	 11/12/2022 
 Heading Home - Rowan County - Emergency Shelter - Private (20471)	HUD	 10/18/2022 

Add Entry / Exit Showing 1-2 of 2




# Data Quality Tips & Reminders



## Fill out Sub-assessments completely

- Match the gateway question to the table
- You're not done until you get the green check

**Health Insurance**

Covered by Health Insurance  G

**Health Insurance** HUD Verification 

	Start Date *	Health Insurance Type	Covered?	(HOPWA) If Private Pay Insurance, Specify	(HOPWA) If No, Reason not covered	End Date
 	11/12/2022	MEDICAID	Yes			

Showing 1-1 of 1

# Data Quality Tips & Reminders



## Fill out Sub-assessments completely

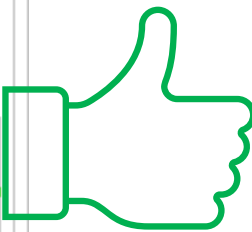
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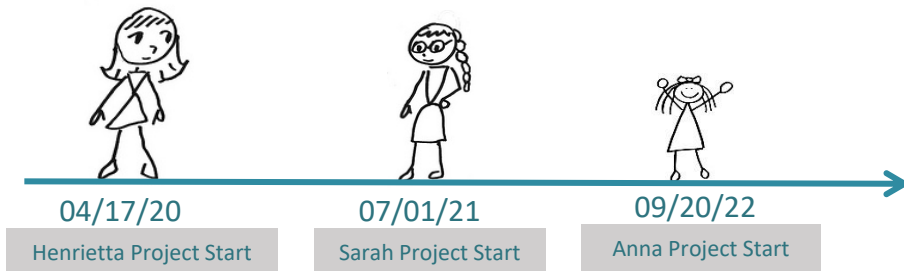
	Start Date *	Health Insurance Type	Covered?	(HOPWA) If Private Pay Insurance, Specify	(HOPWA) If No, Reason not covered	End Date
 	11/12/2022	Veteran's Administration (VA) Medical Services	No			



# Data Quality Tips & Reminders

## Annual Assessments

- HMIS Annual Assessments are required for everyone!
  - Must be recorded 30+/- days anniversary
  - Only 1 per year
- Anniversary calculated by Head of Household's start








Name	R to HoH	Project Start	Anniversary
Henrietta	HoH	04/17/20	04/17/22
Sarah	Adult	07/01/21	04/17/22
Anna	Child	09/20/22	04/17/22

# Data Quality Tips & Reminders

## Date of Engagement

- The Date when a client agrees to case plan, assessment, or full intake
  - On or after Project Start Date in HMIS
- All intake data must be collected and entered by DOE

### Current Living Situation

 Current Living Situation				
	Start Date *	End Date	Information Date	Current Living Situation
 	12/01/2022	12/10/2022	12/10/2022	Place not meant for habitation (HUD)
 	12/01/2022	12/01/2022	12/01/2022	Place not meant for habitation (HUD)

Showing 1-2 of 2

Date of Engagement

12 / 10 / 2022


















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# Data Quality Tips & Reminders

## Housing Move-In Dates

- Only one per Entry/Exit
- If a client becomes homeless after entering move-in date, exit the client. If still your client, re-enter them to record your next housing effort.

Client Information				Service Transactions					
Summary	Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Measurements	Activities	Assessments
 Reminder: Household members must be established on Households tab before creating Entry / Exits									
Entry / Exit									
Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count			
 Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	HUD	 11/12/2022		 1		 2			
 Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	HUD	 08/01/2022	 11/12/2022	 1		 2			



# ZenGuide Knowledge Base

**Your first stop for answers**

61 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 written 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.



**What's Next?**

# What's Next Calendar

Due	Event Name
December 21st	Monthly HMIS Training on Sub-assessments
January 10th	<u>Agency Admin System Updates meeting</u>
January 18th	Monthly HMIS Training on BusinessObjects Basics
January 25th	Point in Time / Housing Inventory Count Night!
February 1st	PIT/HIC Reports deadline
February 14th	<u>Agency Admin System Updates meeting</u>



# NCCEH Data Center Holiday Schedule

**The Helpdesk will be unavailable during these dates:**

- December 22nd – 27th
- January 2nd



## 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!