

HMIS@NCCEH System Updates

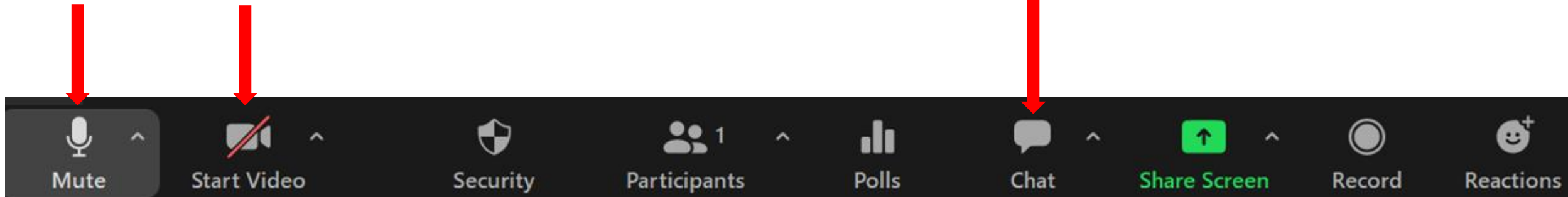
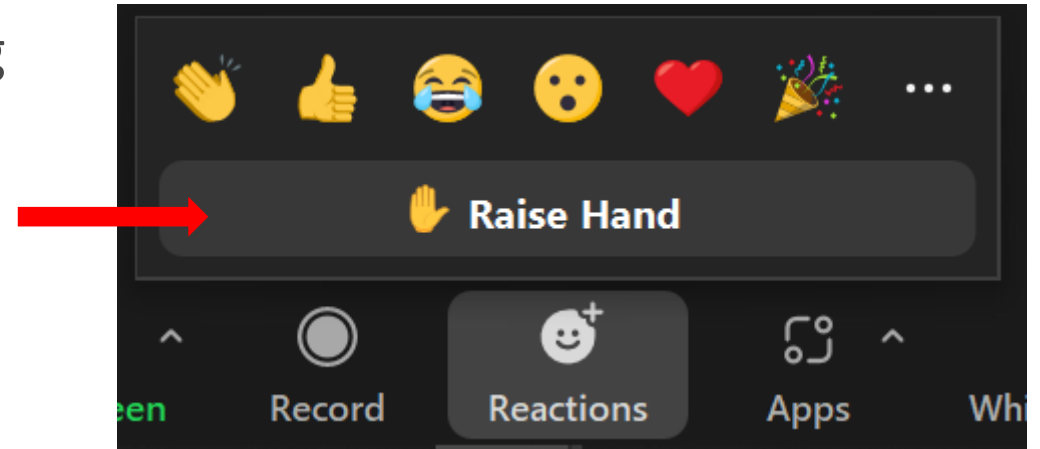
June 2023



NC COALITION to
HOMELESSNESS end

Welcome

- Please remain on mute, unless you are speaking
- If you feel comfortable, please turn on your camera
- The chat box is always available
- “Raise Hand” if you’d like to speak



Agenda

June 2023

System Updates

- Staff Updates
- Password Reset Update

Training and Resources

- A020 Report Errors & Corrections
- A020 Report Reminders
- Client Confidentiality Reminder
- ZenGuide Knowledge Base Highlight

What's Next

Questions/Concerns?



NCCEH

If April showers bring May flowers, what do
May flowers bring?

June bugs!





System Updates

Staff Updates

Join us in welcoming our new Project Specialist Elliot Rhodes!



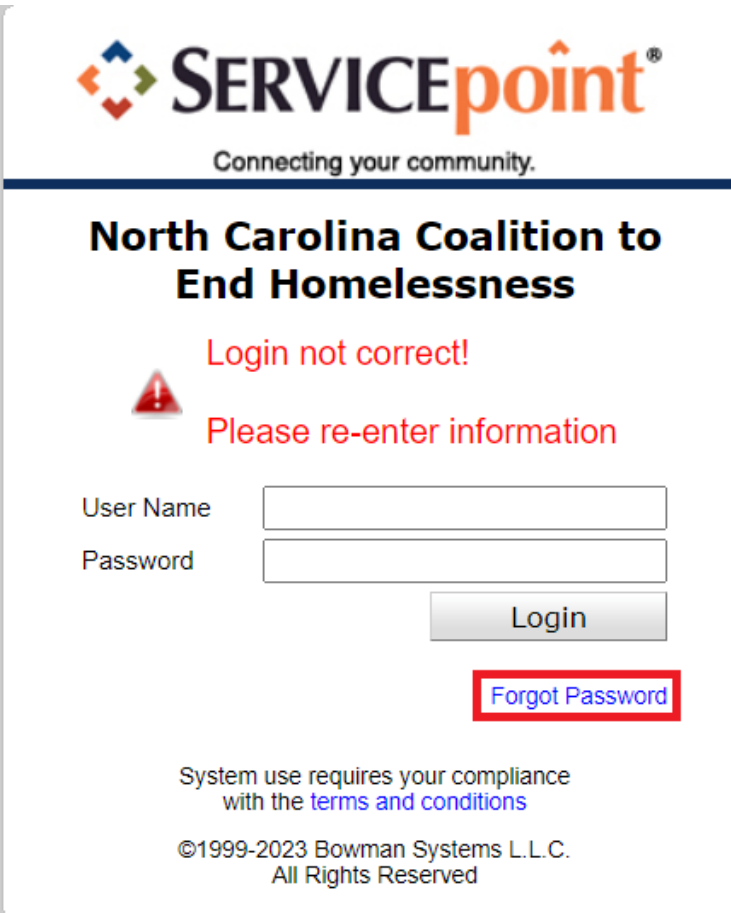
Staff Updates


- Katie & Jessica's contract will be ending on June 30th
- As a reminder, make sure to send all questions to hmis@ncceh.org and not individual emails



Password Reset Update

- Users noticed that the password reset email was not in their inbox after clicking the Forgot Password button.
- To resolve, enter your password incorrectly first then click on the Forgot Password button
- You will then receive the password reset email.



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North Carolina Coalition to End Homelessness

Login not correct!
Please re-enter information

User Name

Password

Login

Forgot Password

System use requires your compliance with the [terms and conditions](#)

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Training and Resources

A020 Data Quality Reporting Errors

- There have been a few reporting errors identified by users:
 - HUD UDE Detail
 - NC UDE Income Detail
- These errors are not the fault of the agencies but a fault of the report

HUD UDE Detail

Client Detail

Timeliness Detail

NC UDE Income Detail

Annual Assessment Status Error

- On the HUD UDE Detail Tab, users have been receiving an “Missing” error on the AA Status column
- This error is showing for non – HOH clients that do not currently require an Annual Assessment

	Most Recent Annual Assessment	
Entry Date	AA Status	Anniversary Date
4/4/2023	Missing	3/1/2023
4/4/2023	Missing	3/1/2023
4/4/2023	Missing	3/1/2023
4/4/2023	Missing	3/1/2023
4/4/2023	Missing	3/1/2023



Income at Entry Error

- On the NC UDE Income Detail Tab, users have been receiving an “Missing” error on Income at Entry & Source
- There are inconsistencies with the Missing flag for the Yes/No question as well as the Sources status

Income at Entry		
Yes/No	Sources	Mismatch
OK	OK	OK
Missing	Missing	OK
Missing	Missing	OK
Missing	Missing	OK



Corrected! DOB Error

- Users had previously reported that they were receiving a Date of Birth Error in the Client Detail Tab
- This error was flagging after confirmation of complete DOB Data quality
- This error has been resolved

SSN	DOB	Race
Ok	Error	Ok
Ok	Ok	Ok
Ok	Error	Ok
Ok	Ok	Ok
Ok	Ok	Ok
Ok	Error	Ok
Ok	Ok	Ok
Ok	Error	Ok



Keep Running and Making Corrections to your report!

- As we continue to update the A020 report, we still encourage agencies to run and make any other corrections to improve their data quality
- This is a Beta submission, we are looking for a report submission



Correction reminders

- Ensure that if you are making any corrections, you EDA & backdate to reduce potential errors
- Correct the Errors on the Fix It First Tab before the other tabs



Client Confidentiality Reminder

- When needing an update to a client's profile, only send the client ID
- Do not send the Data Center Personally-Identifying Information(PII) such as:
 - Names
 - SSN
- If a screenshot is needed, block out or erase all PII

(1030510)
Release of Information: **None**

Client Information

Client Profile | Households | ROI

Client Record

Name	
Name Data Quality	Full Name Reported
Alias	
Social Security	***_**_
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	31

Client Demographics

Date of Birth	05/12/1992
Date of Birth Type	Full DOB Reported (HUD)
Gender	Male
Primary Race	White (HUD)
Secondary Race	
Ethnicity	Non-Hispanic/Non-Latin(a)(o)(x) (HUD)



Client Confidentiality Reminder cont.

- If you need to send a full report either delete all PII columns, direct us to your BI Inbox, or create a password for the excel file.
- To create a password:
 - File > Info > Protect Workbook > Encrypt with Password
 - Send the password in a separate email or text the Data Center at 919-410-6997
- This ensures that the client's rights are upheld



ZenGuide Knowledge Base

Your first stop for answers

87 Articles and counting!

- We use your search results to develop new articles
- Highlight:
 - [*A020 - Data Quality Monitoring Report*](#)
 - [*Data Quality Plan: Monitoring and Reporting Process*](#)

Bookmark it!

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





What's Next?

What's Next Calendar

Due	Event Name
June 21st	<u>Data Quality Plan Office Hours</u>
June 30th	DQ Submission Deadline for 10/1/2022 – 05/31/2023 data
Oct 1st	New HUD FY24 Data Standards take effect
Oct 30th	DQ Submission Deadline for 10/1/2022 – 09/30/2023 data
Jan 31st	2024 Point in Time Night!



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



NCCEH