

# HMIS@NCCEH System Updates

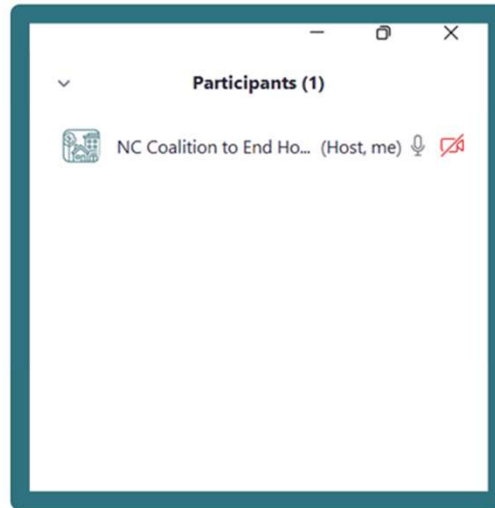
August 2024



**NC COALITION**<sup>to</sup>  
**HOMELESSNESS**<sub>end</sub>

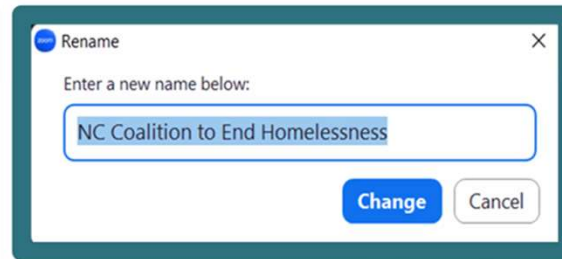
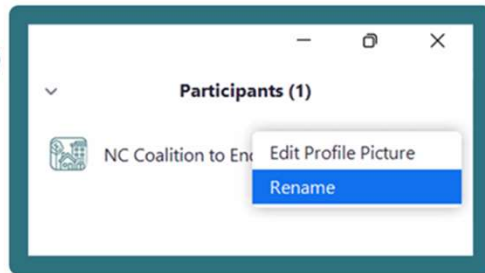
# Edit your Zoom Screen Name!

1



*How to change your  
screen name:*

2



# Agenda

August 2024

## System Updates

- Data Quality Submission Review
- NOFO
- NAEH Conference & Capitol Hill Day Recap

## Training and Resources

- Duplicate Clients Reminder
- ZenGuide Knowledge Base Highlight

## What's Next?

- Annual Privacy & Security Training

## Questions/Concerns?



NCCEH

What did the ocean say to the beach?



Nothing. It just waved



# System Updates



# Data Quality Submissions Review

After the completion of Data Quality submissions we will report on results & changes to provide a visual & numerical representation of progress in the HMIS system.

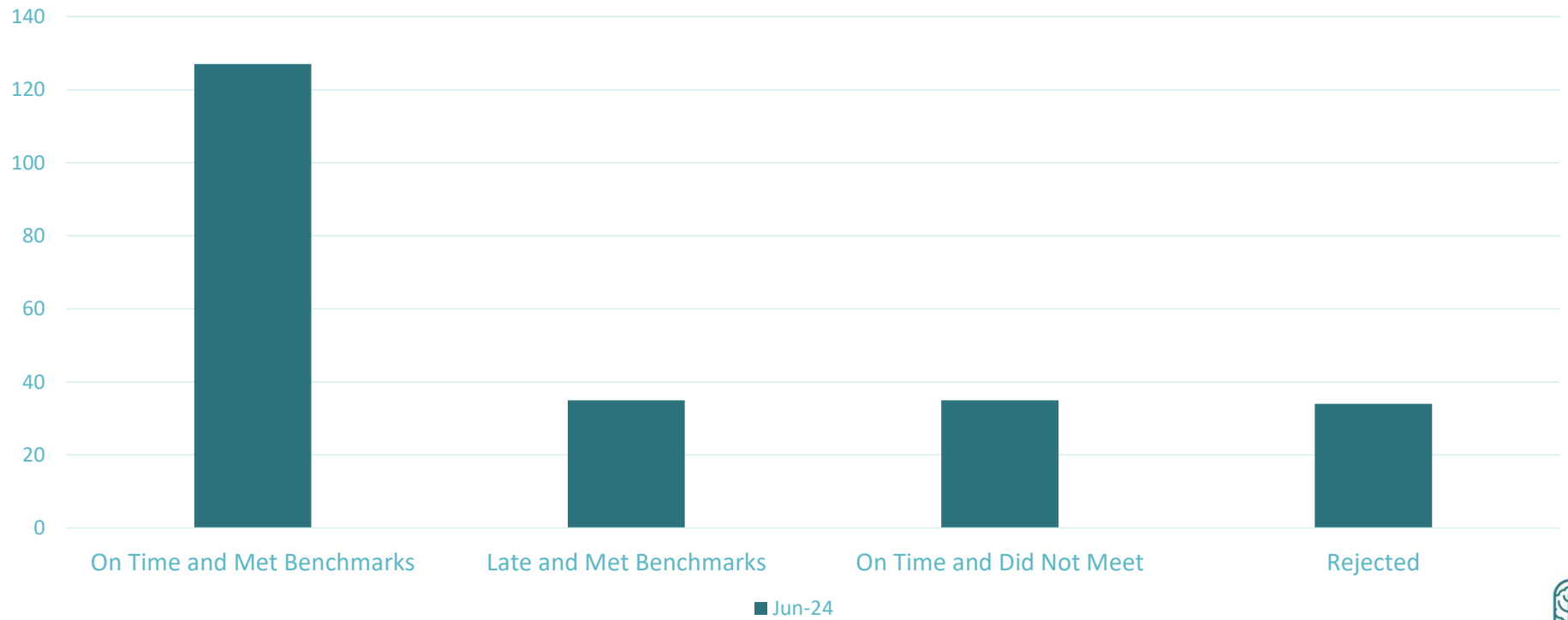
Our hope is that this will:

- Reassure yourself in your work
- Empower you to keep improving your data
- Stimulate discussion among team members

Throughout the year, we intend to provide you with regular reports on Data Quality.



# Data Quality Submissions June 2024



# Data Quality Review June 2024

## Positives:

- SSN improved by 1.6%
- Vet Status improved by 0.6%
- DV Series improved by 0.7%

## Elements that still need work:

- Enrollment Coc improved 0.5% but still at an 6.5% error rate
- NC County of Service improved 0.7% but still at a 11% error rate
- Unexited Clients

View the [HMIS@NCCEH Data Quality Benchmarks](#) webpage for benchmarks by project type





# Data Quality Review – available anytime!

Run your reports monthly to correct errors early

Tips to help with review:

- Correct errors on the “Fix These First!” tab first
- Re-check any DNC/DKR/Missing Errors with your clients
- Use the APR or CAPER to view Income errors

Next Data Quality Submission is due October 30th!



# It's NOFO season!

- HUD's Continuum of Care Notice of Funding Opportunity dropped August 1
- [NAEH's summary](#)

Homeless Management Information System (HMIS)	2023 CoC NOFO	2024-2025 CoC NOFO
Submits complete <b>Housing Inventory Count (HIC)</b> data in a timely manner	1	1
Has in place, is developing, or is coordinating a <b>comparable database with domestic violence / victim service providers</b> to collect required data elements for reporting de-identified information to the CoC	2	2
Bed Coverage	4	4
Submit prior NOFO year's <b>Longitudinal Systems Analysis (LSA)</b> data in a complete and timely manner	2	2
<b>POINTS AVAILABLE</b>	<b>9</b>	<b>9</b>

Point-in-Time Count (PIT)	2023 CoC NOFO	2024-2025 CoC NOFO
<b>Conducts a PIT Count</b> and reports the data in Homelessness Data Exchange (HDX)	3	3
Implement specific measures to <b>effectively identify and count youth</b> in the CoC's PIT Count.	2	2
<b>POINTS AVAILABLE</b>	<b>5</b>	<b>5</b>

System Performance	2023 CoC NOFO	2024-2025 CoC NOFO
<b>Reduces the number of homeless individuals and families</b>	12	12
<b>Reduces the number of first-time time homelessness</b> among individuals and families	3	3
<b>Reduces the length of time</b> individuals and families remain homeless	13	13
Demonstrates and describes how the CoC will <b>increase the rate in which individuals and families move to permanent housing destinations</b> or continue to reside in permanent housing projects	13	13
Reduces the extent to which individuals and families <b>return to homelessness</b>	8	8
Increases income for program participants from employment and non-employment cash sources	7	7
Submits data quality report for <b>HMIS performance measures</b> in HDX	4	4
<b>POINTS AVAILABLE</b>	<b>60</b>	<b>60</b>

# NAEH Conference & Capitol Hill Day Recap



- National Alliance to End Homelessness posts plenary videos ([hear Helen Cruz of Grants Pass speak](#))
- NC attendees advocated for Homeless Assistance Grants and Tenant Based Rental Assistance Programs



# Training and Resources

# Client Duplicate Reminder

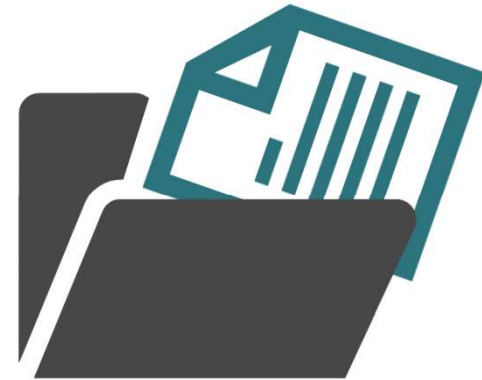
- The approximately number of duplicate clients in the system is 2,500!
- Avoid Duplicates by searching existing profiles
- If you do find a duplicate client profiles, utilize the [NCCEH Client Merge Request Form](#)



# How to search for your clients?

Search broadly three separate ways

- ① Partial Name:  
Such as “Mi Mouse” or “Mickey Mo”
- ② Alias:  
Such as “Batman” for our client Bruce Wayne
- ③ Social Security Number (SSN):  
Try at least the last-four numbers





# ZenGuide Knowledge Base

## Your first stop for answers

95 Articles and counting!

- We use your search results to develop new articles
- Highlight:
- [NCCEH Client Merge Request Form](#)
- [HMIS@NCCEH Data Quality Benchmarks](#)
- [A020 - Data Quality Monitoring Report](#)
- [CoC - APR \(Annual Performance Report\)](#)
- [ESG - CAPER \(Consolidated Annual Performance and Evaluation Report\)](#)

## Bookmark it!

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



The image shows a search bar interface for the HMIS@NCCEH ZENGUIDE. The search bar is a white rectangular field with the word "Search" in a light gray font. To the right of the search bar is a dark gray button with the word "Search" in white. The entire search bar and button are set against a dark teal background.







What's Next?

# Annual Privacy & Security Training

Every year in the fall, users need to retake the Privacy & Security Training. Training will be available on September 3<sup>rd</sup>.

Users who signed their User Agreement on or before July 31<sup>st</sup> will need to:

- Watch the training video
- Pass the quiz
- Sign the updated User Agreement

Due Monday, September 30<sup>th</sup>!

**Required users who do not complete the training by the deadline may be at risk of losing their live license**



# What's Next Calendar

Due	Event Name
August 21st	Monthly Training: Disability Training 10-11am
September 4th	HMIS Systems Updates Meeting 10-11am
September 18th	Monthly Training: Privacy & Security 10-11am
September 30th	Annual Privacy Training Due
October 2nd	HMIS Systems Updates Meeting 10-11am

Go to [nccih.org/events](https://nccih.org/events) for all event details!





# Questions?

Let's Troubleshoot!



## Contact NCCEH

hello@ncceh.org

919.755.4393

## Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

NCEndHomelessness 

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