

HMIS@NCCEH System Updates

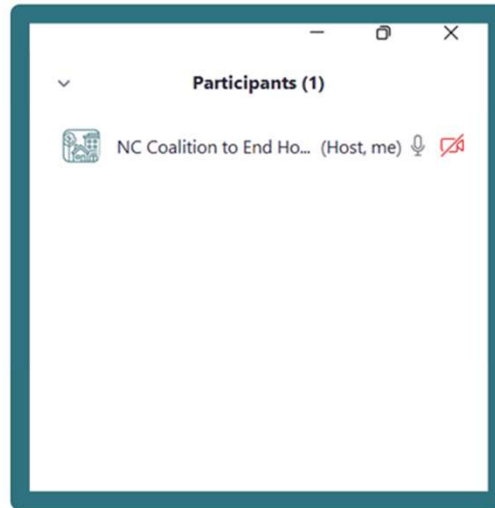
October 2024



NC COALITION^{to}
HOMELESSNESS_{end}

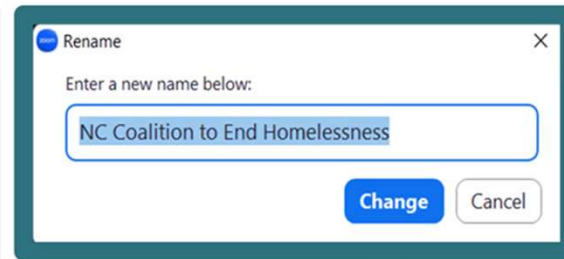
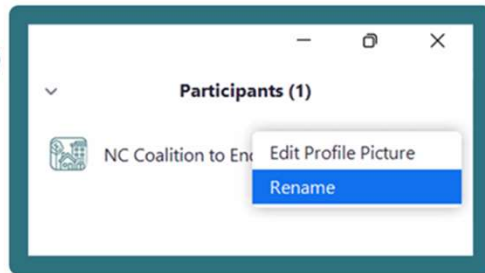
Edit your Zoom Screen Name!

1



*How to change your
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Agenda

September 2024

System Updates

- Monthly Data Quality Review
- Fall Reporting
- October Data Quality Report Submission

Training and Resources

- Annual Privacy & Security Training Concluded
- Impact of Hurricane Helene
- Hashed CSV Sage Submissions
- Out of Office: NHSDC Conference

- ZenGuide Knowledge Base Highlight

What's Next?

- Future of HMIS

Questions/Concerns?



NCCEH

What's the best book to read in Autumn?

Gourd of the Rings!



NCCEH



System Updates

Data Quality Review

We will start reporting on Data Quality month by month so you all can visualize your progress in the HMIS system

We are hoping that this will:

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



NCCEH

Data Quality Review – July to August 2024

Positives:

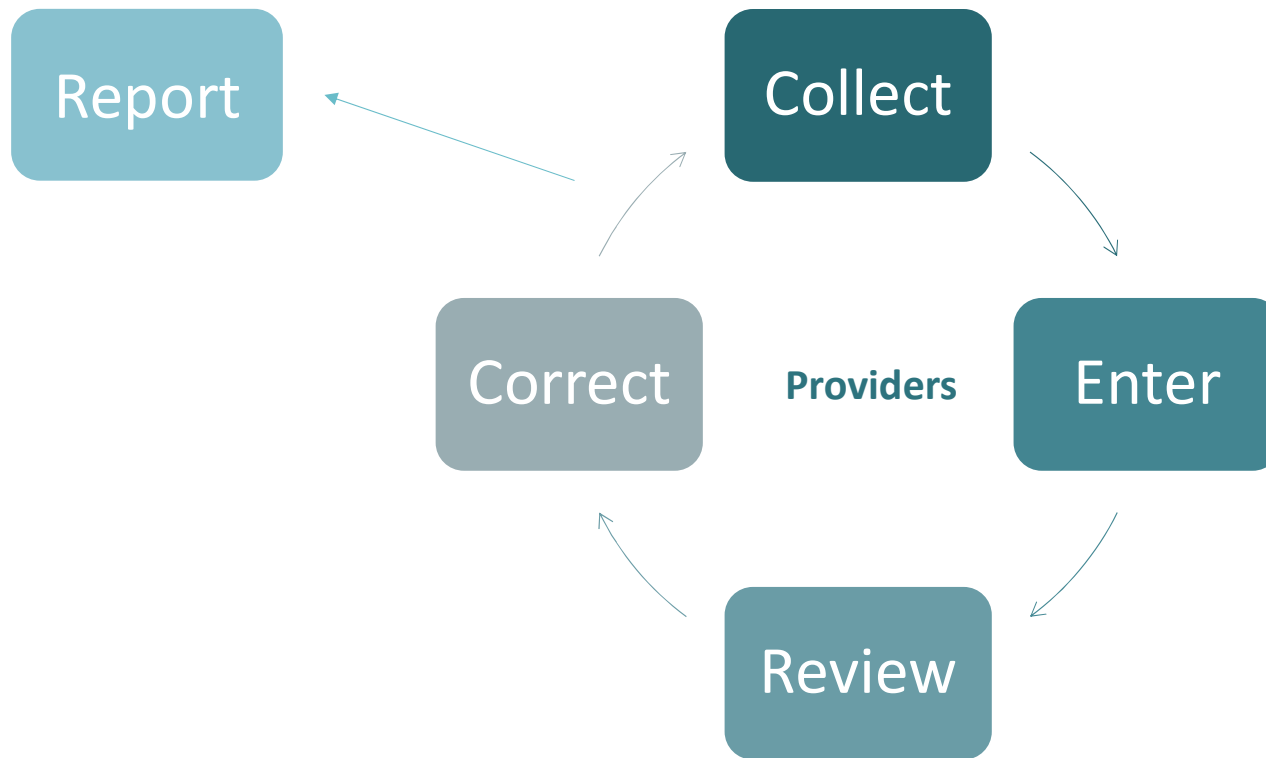
- SSN decreased to 10.5%, almost at the 10% error rate!
- DOB improved by 0.06%
- DV Series improved by 0.06%

Elements that still need work:

- Enrollment CoC decreased slightly, 0.8%
- NC County of Service improved by 0.12%
- Relationship to HOH improved by 0.14% (still represents 1,128 clients)
- Unexited Clients
- View the [HMIS@NCCEH Data Quality Benchmarks](#) webpage for benchmarks by project type
- Keep running your reports to identify client errors!



Data Life-Cycle



Fall Federal Reporting

Fall is a busy season for reporting:

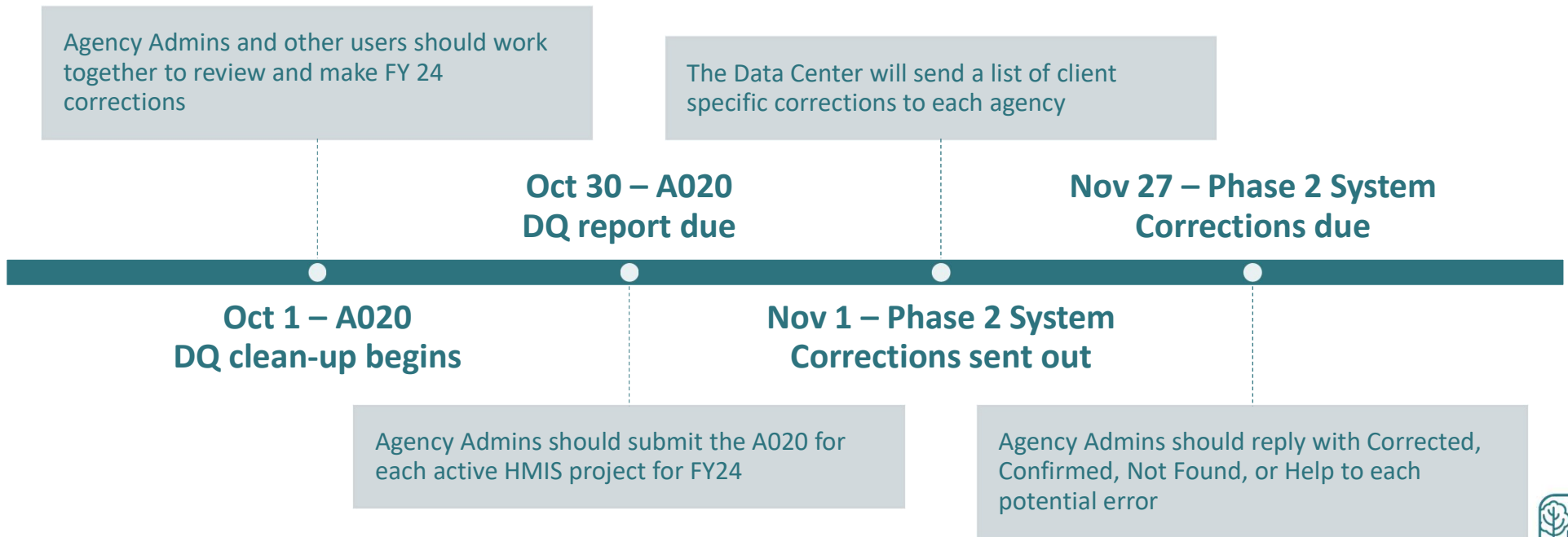
- October - Phase 1 of LSA/SPM Reporting/October A020 Data Quality Monitoring Report **Due October 30th**
- November – Phase 2 of LSA/SPM Reporting **Due November 27th**
- December – Preparation for PIT/HIC in January 2025

Utilize Data Clean-up Reports!

- [CoC - APR \(Annual Performance Report\)](#)
- [ESG - CAPER \(Consolidated Annual Performance and Evaluation Report\)](#)
- [A020 - Data Quality Monitoring Report](#)



Fall Federal Reporting



Data Quality Monitoring Report – Oct 2024

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

- Each agency must review and correct or confirm data
- Submit reports for each project operating in FY24
- Be responsive to Data Center staff



Roles for Oct A020 Report Submissions

Agency Admin

- Run BusinessObjects Reports
- Share BusinessObjects Reports with users
- Submit error-free reports by deadline

HMIS Users

- Correct client errors on each of the BusinessObjects Reports
- Reach out to Helpdesk if there are errors for which support is needed.
- Provide explanations to Agency Admin for any errors that cannot be resolved with Helpdesk support

Optional but encouraged: participate in training opportunities



Data Quality Monitoring Report – Oct 2024

Time to run your October reports!

- Includes all project types operating between 10/01/23 – 09/30/24
- Part of the Phase 1 of LSA/SPM Reporting
- Submitting clean data leading to vouchers from Congress, points toward the AHAR, etc.

Submit your reports using the [HMIS@NCCEH Data Quality Report Submission Form \[October 2024\]](#) by **October 30th!**



Data Quality Monitoring Report – Oct 2024

Available resources:

- [Data Quality Plan Benchmarks by Project Type](#)
- [A020 - Data Quality Monitoring Report](#)
- [Data Quality Plan: Monitoring and Reporting Process](#)

You can also use the [Dashboard Report: Hashed HMIS CSV](#) and HUD's Eva tool for more advanced data clean-up

Data Quality Plan

Before you submit:

- You can clean and correct data now!
 - Agencies should review data internally at least once a month
- Data Quality is a journey, not a destination!
- Every correction now saves you time in November!





Training and Resources

Annual Privacy & Security Training has Concluded

Thank you to users who have completed this HUD requirement, respecting the clients we serve, and maintaining the highest integrity in HMIS for those we serve!

Inactivated users have until October 31st to complete the training before they are removed from HMIS

What's Next?

- If you complete the Annual Privacy Training this month, notify Helpdesk (hmis@ncceh.org) for reactivation
- Once deleted, a user must complete the entire new user training again

Submit your thoughts on this years Annual Privacy & Security Training using the [General Feedback Survey](#).



Measuring the Impact of Hurricane Helene

- In the coming weeks and months many people will be seeking temporary housing across the state
- Ensure you are utilizing the NC Natural Disaster/Storm question at intake. Located between the Current Living Situation and Translation Assistance Needed questions
- There may be state and federal resources to eligible clients!

NC Natural Disaster/Storm

Are you experiencing homelessness due to a recent natural disaster/storm?

If the client answered "Yes", you must click the Add button below to complete the sub-assessment.

NC Natural Disaster/Storm

There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?		What natural disaster/storm caused you to evacuate and seek other shelter?	Do you know if the place you were living was destroyed by the natural disaster/storm, seriously damaged but not destroyed, or not seriously damaged?	If the place you were living was destroyed or damaged in any way, do you have insurance to cover losses?	Have you registered with FEMA for assistance?	As of today, what are your plans for housing?	End Date

Add



How Can I Help Survivors?

- If you have not already applied for individual FEMA assistance, here is the info:
Make sure to save all hotel receipts and any items purchased for cleanup and repair.

You don't need to wait for an inspection.

You can register for assistance by:

Registering online at www.DisasterAssistance.gov

- Calling toll-free to 800-621-FEMA (3362) between 7 a.m. and 10 p.m.
- Applying for federal assistance directly through their web enabled mobile phone devices or smartphones. Visit m.fema.gov and follow the link to www.disasterassistance.gov to apply for federal assistance.



How Can I Help Survivors?

- Call American Red Cross at 1-800-RED-CROSS (1-800-733-2767) if you need assistance, including shelters.
- Call Crisis Cleanup at 844-965-1386 to be connected with volunteer organizations who can assist with issues like trees, debris, tarps, and mucking out. Note: Crisis Cleanup cannot assist with social services such as food, clothing, shelter, insurance, or FEMA registration.
- Disability & Disaster Hotline: Call/Text: +1 (800) 626-4959, Email: hotline@disasterstrategies.org. The Partnership for Inclusive Disaster Strategies' Hotline "provides information, referrals, guidance, technical assistance and resources to people with disabilities, families, allies, and organizations assisting disaster impacted individuals with disabilities and others seeking assistance with immediate and urgent disaster-related needs."
- Locating loved ones: Email BuncombeSearch@gmail.com or call 828-820-2761 (Buncombe County Register of Deeds) to locate loved ones. More information at BuncombeReady.gov. Also call 1-800-RED-CROSS (1-800-733-2767) to locate people in their shelters.



Uploads to Sage:

DO NOT USE Hashed CSV Export

- Sage has been reviewing uploads with the Hashed CSV reports attached
- Reminder that Sage only accepts APR & CAPER reports
- Uploading a Hashed CSV is a privacy violation due to PII
- View the [Dashboard Report: Hashed HMIS CSV ZenGuide](#) for information on how to properly utilize the report

NHSDC Conference

The NHSDC Conference will be taking place October 21st – 23rd
Data Center availability will be limited at this time

Utilize available resources:

- [ZenGuide Articles](#)
- [News Archive](#)
- [Learning Management System](#)



ZenGuide Knowledge Base

Your first stop for answers

98 Articles and counting!

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

Bookmark it!

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



The image shows a search interface for the HMIS@NCCEH ZENGUIDE. It features a dark teal header with the text "HMIS@NCCEH ZENGUIDE" in white. Below the header is a white search input field with the placeholder text "Search" and a dark teal search button with the text "Search" in white.



What's Next?

Future of HMIS

We want to help HMIS to be utilized to its full potential. What do you want HMIS to look like in the future?

- What works for you in HMIS?
- What doesn't work for you in HMIS?
- What can be improved??

Want to think about it? We are looking for your feedback! Use our [General Feedback Survey](#) to voice your thoughts



Monthly Training: FY24 Data Corrections

Join us at this important training!

- Training on Wednesday, October 16th
- Critical data points like Exit Destination and Reason for Leaving
- Review how to fix the most common data errors like Annual Assessments and Household changes
- Video training will be posted in the [News Archive](#)



What's Next Calendar

Due	Event Name
October 2nd	System Updates Meeting 10-11am
October 16th	Monthly Training: Reason for Leaving & Exit Destination Deep Dive 10-11am
October 21-23rd	NHSDC Conference: Data Center Limited Availability
November 6th	System Updates Meeting 10-11am
November 20th	Monthly Training: LSA/SPM Training 10-11am
November 27 th	Phase 2 System Corrections due
November TBD	NCCEH website re-launch (same link, new look)
December 4th	System Updates Meeting 10-11am

Go to nccch.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 

@NCHomelessness 

nc_end_homelessness 



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