

# HMIS@NCCEH System Updates

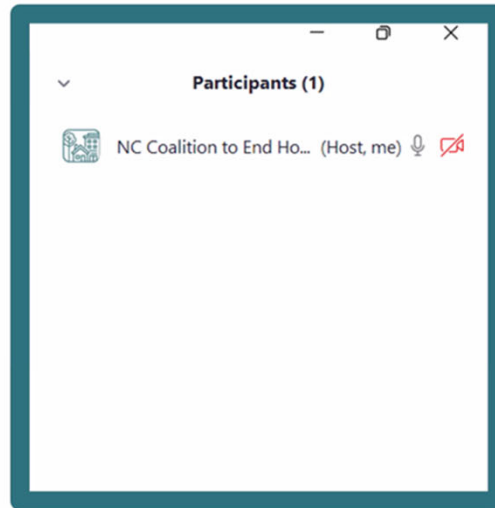
November 2024



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

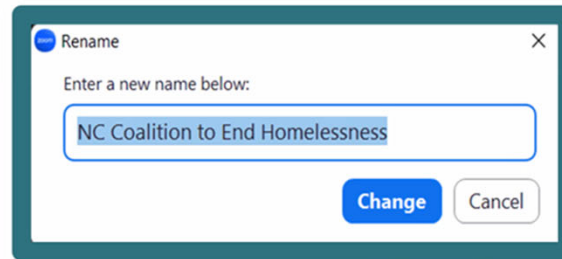
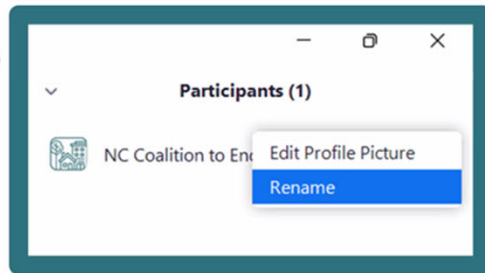
# Edit your Zoom Screen Name!

1



*How to change your  
screen name:*

2



NCCEH

# Agenda

November 2024

## System Updates

- Post A020 Report Data Quality Review
- Fall Reporting
- Phase 1 October A020 Data Quality Report Overdue
- Phase 2 LSA/SPM Corrections

## Training and Resources

- Google Sheets is Not Secure
- New LMS Training Course
- New Eva Feature – System Performance
  
- ZenGuide Knowledge Base Highlight

## What's Next?

- Monthly Training: LSA/SPM
- LSA/SPM Office Hours

## Questions/Concerns?



What is a chef's favorite song to sing in November?



All about that Baste





# System Updates

# Thank you for A020 Report Submissions



- |   |  |                                     |
|---|--|-------------------------------------|
| Allied Churches of Alamance                                 |  | Pitt County Community Development   |
| NCCEH Region 8 Coordinated Entry                            |  | Project Access of Durham            |
| Brick Capital   |  | Rockingham County Help for Homeless |
| Brick Capital CDC   | Family Care Center of Catawba          | Rowan Helping Ministries            |
| Community Crossroads Center (Greenville Community Shelters) | Family Promise of Davie                | Meeting Place One Thrive            |
| Dulatown Outreach Center                                    | Family Promise of Lee County           | Trillium Health Resources           |
| VOA Entry Point Front Door                                  | Greene Lamp                            | United Community Ministries         |
| Entry Point - Durham County                                 | Harbour House                          | Urban Ministries of Durham          |
| Eastern Carolina Homeless Organization (ECHO)               | HERE in Jackson County                 | Urban Mistries of Durham            |
| ECHO Ministry   | Homes of Hope                          | Vaya Health                         |
| Families Moving Forward                                     | House of Refuge Outreach               | Volunteers of America Carolinas     |
|   | Hope Station                           |                                     |
|   | Housing for New Hope                   |                                     |
|   | Inter-Faith Council for Social Service |                                     |
|   | Mission Ministries Alliance            |                                     |
|   | Only Hope WNC                          |                                     |
|   | Onslow Community Outreach              |                                     |
|   | Open Door Community Center             |                                     |
|   | Open Table Ministry                    |                                     |

A020 Data Quality Reports were due October 30<sup>th</sup>

Thank you to the 51 agencies who submitted reports on time.

There was an error with the Destination calculation, V9 of the A020 report has been posted



# A020 Data Quality Submissions Review

After the conclusion of the A020 Data Quality Report on the results and changes and to provide numbers

We are hoping that this will:

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



# Data Quality Review – October 2024

## Positives:

- Relation to Head of Household decreased by 0.62% a 226 client difference!
- Enrollment CoC improved by 0.64%, a decrease of 102 client errors!
- Race & Ethnicity both increased by 0.27%

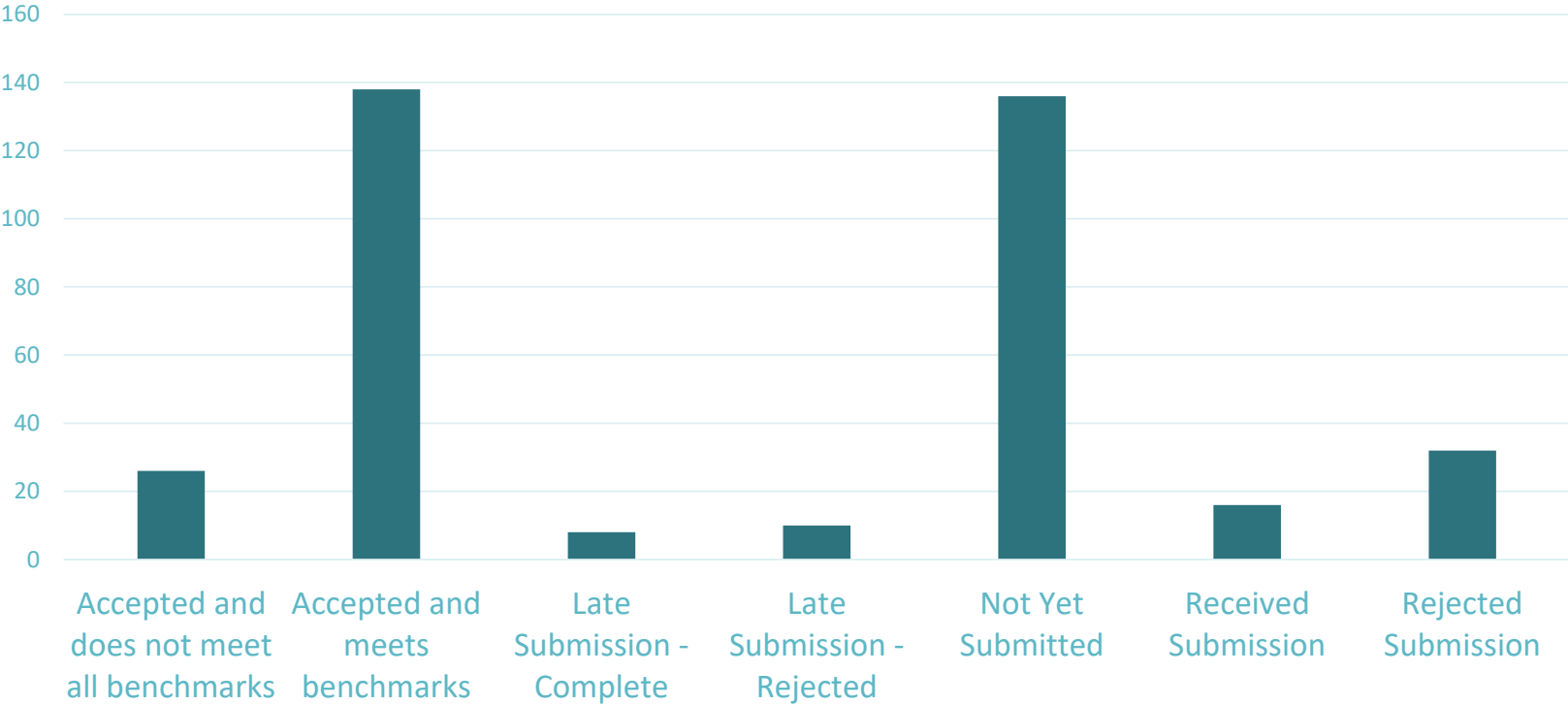
## Elements that still need work:

- SSN errors increased by 0.32%
  - NC County of Service errors increased by 0.17%
  - Disability has decreased by 0.36%
  - Unexited Clients
- View the [HMIS@NCCEH Data Quality Benchmarks](#) webpage for benchmarks by project type

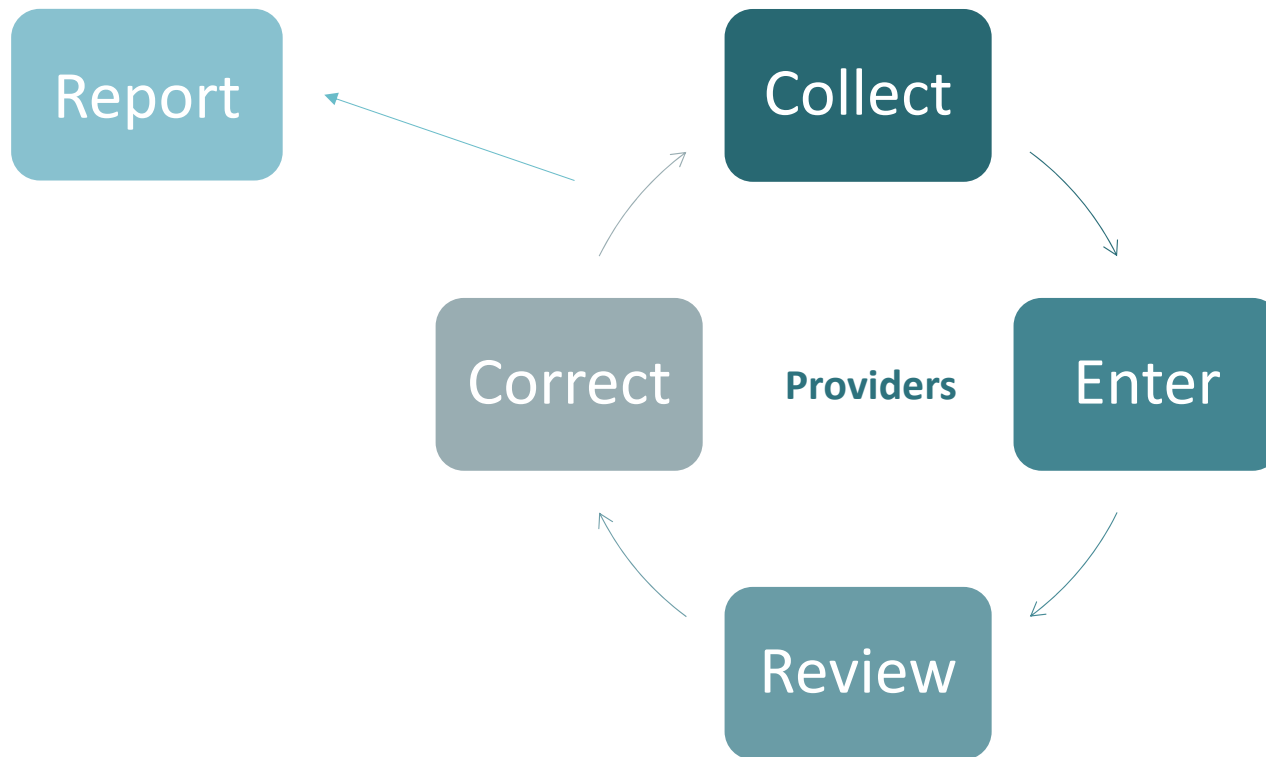




# Data Quality Submission Participation October 2024



# Data Life-Cycle



# Thank you for A020 Report Submissions

We still encourage submission of the reports as they are tracked by CoC Leads for timeliness, accuracy, and consistency of your agency's outcomes.

Performance Improvement Plans may be required

Data quality is considered in funding competitions!

## Utilize your Resources!:

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

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



# Fall Federal Reporting

Fall is a busy season for reporting:

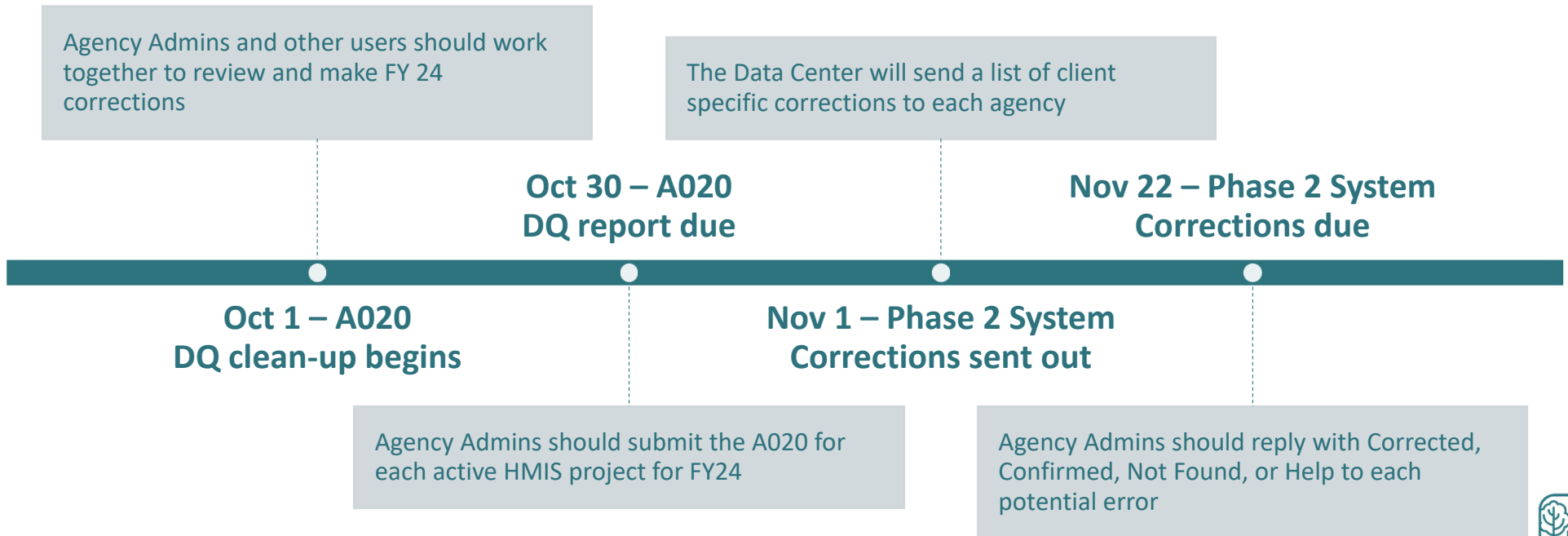
- October - Phase 1 of LSA/SPM Reporting/October A020 Data Quality Monitoring Report **Due October 30<sup>th</sup>**
- November – Phase 2 of LSA/SPM Reporting **Due November 22<sup>nd</sup>**
- December – Preparation for PIT/HIC in January 2025

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





## Phase 2: LSA/SPM Data Corrections

Row Labels	Durham NC-502	Orange NC-513	BoS NC-503	Grand Total
Error	448	121	2564	3133
High Priority	69	26	314	409
Warning	494	66	2114	2674
Grand Total	1011	213	4992	6216



# Phase 2: LSA/SPM Data Corrections

## Process for Agencies

1. The Data Center will send you the list this week
2. Review and/or distribute the attached list of data issues
3. Respond to each issue in the “Agency Response” column
  - Manually Corrected* if the issue was manually updated in HMIS
  - Flag Confirmed* if the issue was reviewed and more accurate information is not available
  - Unsure/don't see* if the issue
4. Respond to all issues by **November 22nd** (have a happy thanksgiving!)



# Roles for Nov Phase 2 Report Corrections

## Agency Admin

- Review Phase 2 DQ Flags sent by Data Center
- Share DQ Flags with appropriate users
- Send back completed DQ Flag spreadsheet 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*



# Phase 2: LSA/SPM Data Corrections

## What does the list look like?

- Excel list attached to your ticket!
- Identifies the DQ Flag type, client ID, project, and details for the flag

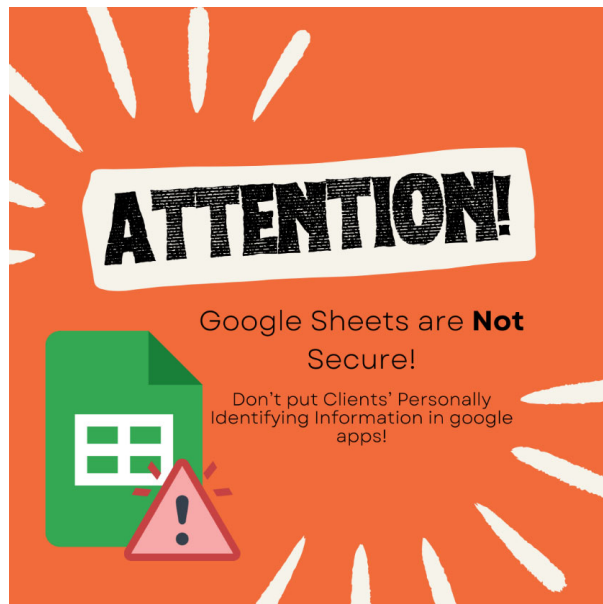




# Training and Resources



# Google Sheets is Not Secure



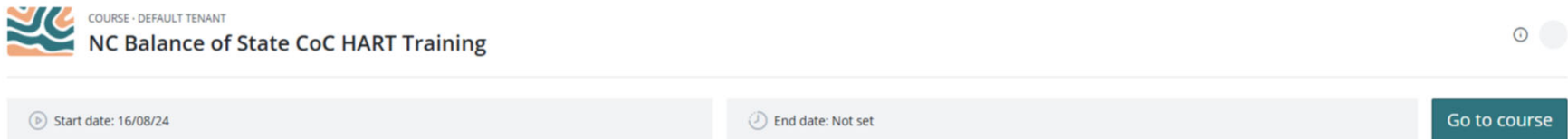
## Do not upload PII to Google Sheets!

- According to HUD's security guidelines, Google Sheets is not a secure platform to enter and store client PII
- Per the [Homeless System Response: HMIS Security Basics](#) document:

*"As CHOs coordinate services and housing with other providers, they should ensure no personally identifiable information (PII) is disclosed through unsecured means such as cloud-based documents like Google Sheets, unsecured video conference calls, and email"*

# NEW LMS Training Course!

- The NC BoS HART Training Course is available now in LMS!



- The HART Training Video, Mock HART Interview, and Additional HART Resources can all be found within the course!
- The Course has already been assigned to all BoS Coordinated Entry Leads!
- If you are completing HART assessments and would like to be assigned to this training course, please let us know:
  - [hmis@ncceh.org](mailto:hmis@ncceh.org)

# New Eva Feature: System Performance Overview

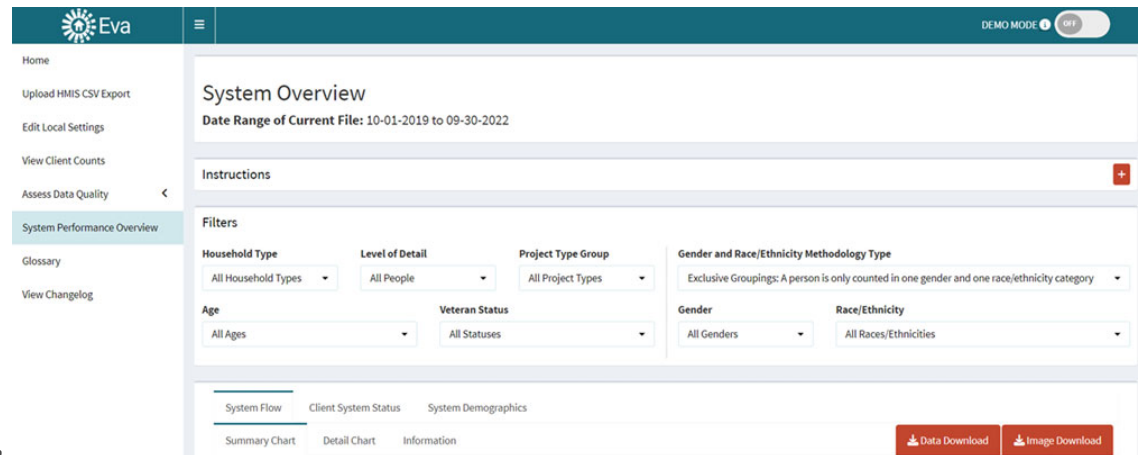
3 new charts added:

- System Flow Chart
- Client System Status Chart
- System Demographics Chart

- The purpose of these charts are to:

- Evaluate how effective your homeless system is in moving clients through the system and helping them reach permanent housing
- Help you understand the demographic composition of all clients served in your homeless system

- View the [Eva Quick Start Guide - System Performance Overview & Dashboard Report: Hashed HMIS CSV](#) for more information on how to utilize the new feature



# 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						
<b>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?</b>	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
<input type="button" value="Add"/>						



# 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](#)
- [Dashboard Report: Hashed HMIS CSV](#)

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 input field with the word "Search" in a light gray font. To the right of the input field is a dark gray button with the word "Search" in white. The entire search bar is set against a dark teal background.







What's Next?

# Monthly Training: LSA/SPM

**Join us at this important training!**

- Training on Wednesday, November 20th
- In depth review of LSA/SPM Corrections like Income
- Tracking progress for performance
- Video training will be posted in the [News Archive](#)



# Office Hours: LSA/SPM

**We have Office Hours!**

- Join us on November 8<sup>th</sup> & 22<sup>nd</sup> for LSA/SPM Office Hours
- Utilize these times and bring your specific questions!
  
- View the office hours on the [calendar](#)



# White Flag Shelters

Ensure your white flag shelters are set up in HMIS!



## How to notify the Data Center

- Use the [New Project Request form](#) for any new Shelter projects that need to be setup in HMIS.
- Use the [Bed & Unit Inventory Update Form](#) to ensure we have the correct number of beds and units on file for your project.

# What's Next Calendar

Due	Event Name
November 8 <sup>th</sup>	LSA/SPM Federal Reporting - Office Hour 10-11am
November 20 <sup>th</sup>	Monthly Training: LSA/SPM Training 10-11am
November 22 <sup>nd</sup>	LSA/SPM Federal Reporting - Office Hour 10-11am
November 22 <sup>nd</sup>	Phase 2 System Corrections due
December 4 <sup>th</sup>	System Updates Meeting 10-11am
December 16 <sup>th</sup>	PATH Annual Report Upload Deadline
December 29 <sup>th</sup>	Special NOFO Annual (APR) Report Deadline
January 8 <sup>th</sup>	HMIS Systems Updates Meeting 10-11am

Go to [nccch.org/events](https://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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