

Durham HMIS Users Meeting

March 2022



NC COALITION to
HOMELESSNESS end

Agenda

March 2022

System Updates

- ART updates coming soon
- Federal Reporting Season

How Can We Help?

- Avoiding duplicate clients
- Keep a household together
- Disability in HMIS
- Responding to client privacy concerns

What's Next

- HMIS Calendar

Demo/Troubleshooting

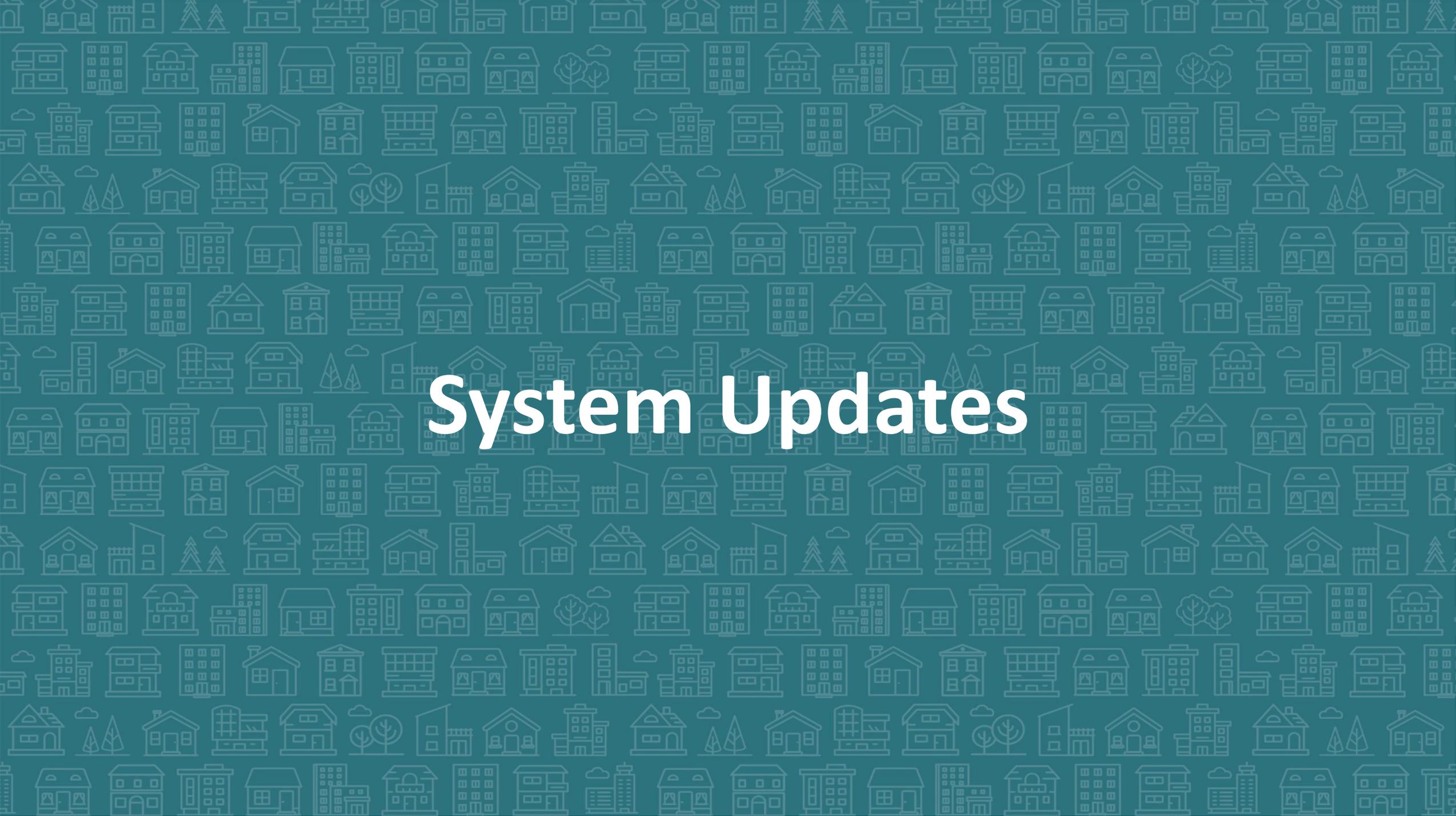


NCCEH

HMIS Monthly Checklist

- Have you run a report on last month's data?
- Have you made your corrections for last month's data?
- Has your team reviewed the data together?
- Have you made a program decision based on data?
- Do you have enough paper ROIs for the next month?
- Have you checked for Annual Assessments coming due?





System Updates

ART Upgrade

SAP BusinessObjects 4.3 offers enhanced reporting and dashboarding, with a familiar interface that allows you to keep the ART reports you use now

WellSky is pleased to report that after an extensive proof-of-concept review, we will upgrade WellSky Community Services' Advanced Reporting Tool (ART) to SAP BusinessObjects 4.3.

Bring powerful new analytics to your agency

BusinessObjects 4.3 offers a host of new data visualization features. You can create new report types in the same simple query format you already know.

Simplify user adoption with a familiar solution

Your users are already familiar with SAP BusinessObjects, so onboarding will require limited training. While there are some changes in the move from versions 3.1 to 4.3, most changes, starting with the streamlined Launchpad, create a much more friendly user experience.

Keep your current reports, folders, and data visibility and security rules

WellSky will migrate existing public reports into BusinessObjects 4.3 so you will not have to

recreate them. All folder structures remain intact, keeping your reports organized as you have intended. BusinessObjects 4.3 will also continue to enforce Community Services' data visibility and security rules.

All familiar methods for reporting are still available, from easy-to-use tabs with tables, to simple count charts, to more advanced graphs and visualizations.

Use almost any modern browser

BusinessObjects doesn't require browser plug-ins. It supports all modern browsers, like Chrome, Safari, FireFox, and Edge.

No additional cost to you!

WellSky is pleased to be able to offer this upgraded version of BusinessObjects without increasing end user license fees.

Do more with your data

BusinessObjects 4.3 supports downloading reports in CSV, HTML, PDF, and XLSX. You can also schedule reports for automatic file exports.



HUD Reporting Season

LSA – Longitudinal System Analysis

AHAR – Annual Homelessness
Assessment Report

SPM – System Performance Measures

HIC – Housing Inventory Count

PIT – Point in Time Count

YOU DID IT!





How Can We Help?



Avoid Duplicates

Search for clients first!

Why do we search for clients?



Avoid duplicates



Find duplicates



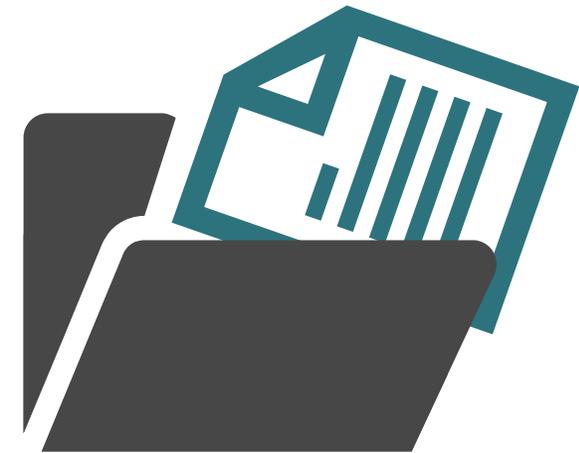
Keep HMIS accurate



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 the last-four numbers



How to search: Partial First Name

Let's try to find Henrietta Lacks

Client Search

 Please Search the System before adding a New Client.

Name	First	Middle	Last	Suffix
	<input type="text" value="He"/>	<input type="text"/>	<input type="text" value="Lacks"/>	<input type="text"/>
Name Data Quality	<input type="text" value="-Select-"/>			
Alias	<input type="text"/>			
Social Security Number	<input type="text"/> - <input type="text"/> - <input type="text"/>			
Social Security Number Data Quality	<input type="text" value="-Select-"/>			
U.S. Military Veteran?	<input type="text" value="-Select-"/>			
Exact Match	<input type="checkbox"/>			

Search

 We searched "He Lacks"

How to search: Partial First Name

(Scroll down for results)

Client Number

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID #

Client Results

ID	Name ▲	Social Security Number	Date of Birth	Alias	Gender	Banned	Household Count
No matches.							

No matches.
Now clear the previous search and try again!

How to search: Partial First Name

Search **Clear** Add New Client With This Information

Client Number

Enter or scan a Client ID number to go directly to that Client's profile.

Client ID # Submit

Client Results

ID	Name ▲	Social Security Number	Date of Birth	Alias	Gender	Banned	Household Count
No matches.							

No matches.
Now clear the previous search and try again!

What if you find duplicates?

Here, we searched for John Smith. The only difference between the profiles is the “Jr” suffix. This is a duplicate profile.

Client Results									
		ID	Name ▲	Social Security Number	Date of Birth	Alias	Gender	Banned	Household Count
		15	Smith, John	***-**-4444	01/01/1972		Male		0 
		14	Smith, John, Jr	***-**-4444	01/01/1972		Male		0 

Showing 1-2 of 2

Use the more complete profile (14) and report both client IDs (14 and 15) to the Data Center.

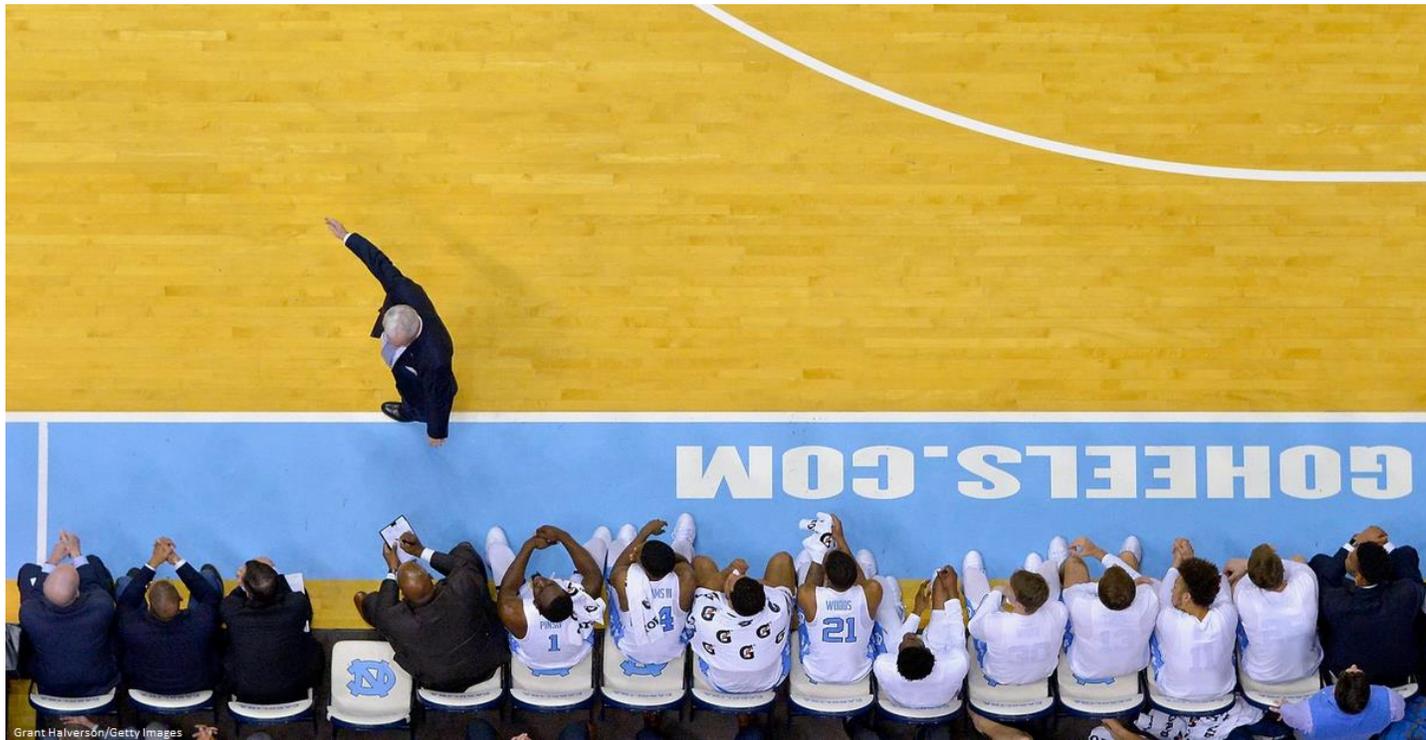
Then the profiles will be merged and all data saved.



Household help!

Household Tab

- Think of the tab as a roster of who *could* be in enrolled
 - But being on the Household Tab is just the first requirement to add members as clients (with a Project Entry)



Household Tab

- Think of the tab as a roster of who *could* be in enrolled

Summary | Client Profile | **Households** | ROI | Entry / Exit | Case Managers | Case Plans | Measurements | Activities | Assessments

▼ (64) Single Parent

Name	Age	Head of Household	Relationship to Head of Household	Joined Household	Previous Associations	Household Count
(219) Lion, Scar	39	Yes	Self	08/17/2019	0 	1 
(221) Lion, Azizi	15	No	daughter	08/17/2019	0 	1 
(220) Lion, Kamari	3	No	son	08/17/2019	0 	1 
(222) Lion, Shenzi	10	No	daughter	08/17/2019	0 	1 

Manage Household

Entry/Exit Tabs

- If Scar was the only one coming to the project, only select his name

Project Start Data - (219) Lion, Scar

Household Members



To include Household members for this Entry / Exit, click the box beside each name. Only members from the SAME Household may be selected.

(64) Single Parent

(219) Lion, Scar

(221) Lion, Azizi

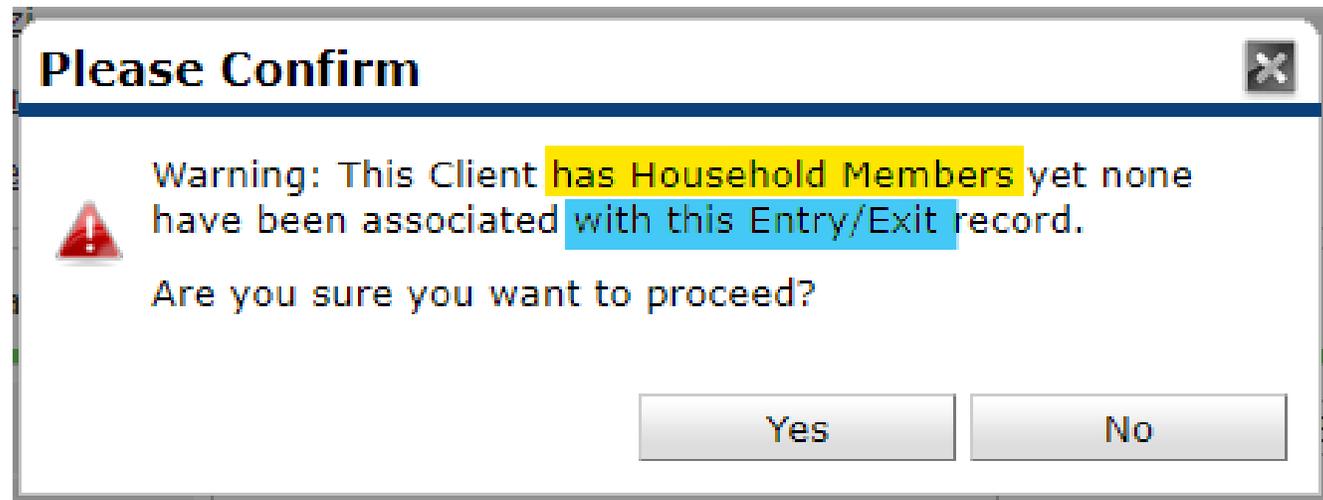
(220) Lion, Kamari

(222) Lion, Shenzi



Entry/ Exit Tabs: Single client from Household

- A 'Please Confirm' warning appears, notice the wording



↑
To continue

Entry/ Exit Tabs: Single client from Household cont.

- Notice the Client Count on the Entry/Exit Screen, which means Scar is the only client in the project

Entry / Exit									
Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count			
 Heading Home - Rowan County - Emergency Shelter (7389)	HUD	 02/17/2020							

[Add Entry / Exit](#) Showing 1-1 of 1

Entry/ Exit Tabs: Multiple clients from Household

- Lets add two more household members to the Project Start

Project Start Data - (219) Lion, Scar



Household Members



To include Household members for this Entry / Exit, click the box beside each name. Only members from the SAME Household may be selected.

(64) Single Parent

(219) Lion, Scar

(221) Lion, Azizi

(220) Lion, Kamari

(222) Lion, Shenzi



Entry/ Exit Tabs: Multiple clients from Household cont.

- Notice the client count is now three for this entry

Entry / Exit										
	Program	Type		Project Start Date		Exit Date	Interims	Follow Ups	Client Count	
	Heading Home - Rowan County - Emergency Shelter (7389)	HUD		02/17/2020						

Entry/ Exit Tabs: Multiple clients from Household cont.

- If we were to go and edit the Entry, we see the ability to 'Include Additional Household Members'
- This means they were not removed from the Household because they weren't on the Entry/Exit

Household Members

 To update Household members for this Entry Data, click the box beside each name.

(64) Single Parent

- [\(219\) Lion, Scar \(Entry Date: 02/17/2020 11:22 AM\)](#)
- [\(221\) Lion, Azizi \(Entry Date: 02/17/2020 11:22 AM\)](#)
- [\(220\) Lion, Kamari \(Entry Date: 02/17/2020 11:22 AM\)](#)

Include Additional Household Members

Household Tab revisited

- Household Tab is exactly the same after Entry/ Exits were made

Summary | Client Profile | **Households** | ROI | Entry / Exit | Case Managers | Case Plans | Measurements | Activities | Assessments

▼ (64) Single Parent

Name	Age	Head of Household	Relationship to Head of Household	Joined Household	Previous Associations	Household Count
(219) Lion, Scar	39	Yes	Self	08/17/2019	0 	1 
(221) Lion, Azizi	15	No	daughter	08/17/2019	0 	1 
(220) Lion, Kamari	3	No	son	08/17/2019	0 	1 
(222) Lion, Shenzi	10	No	daughter	08/17/2019	0 	1 

Manage Household



Household tab is different than Entry/Exit tab

- Household tab sets up the roster for recording Intakes and Exits
- Don't delete! Only remove members from the Household tab in the case of death or divorce
- Reports pull information from Entry/Exit tab





Disability Data

Disabling Condition



What

A condition must meet one of three parts of the definition:

1. A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:
 - Is expected to be long-continuing or of indefinite duration;
 - Substantially impedes the individual's ability to live independently; and
 - Could be improved by the provision of more suitable housing conditions.
2. A developmental disability
3. HIV/AIDS



Disabling Condition



Collection Notes

Documentation is not necessary but may be required by funding source

Some income sources indicate a disabling condition:



- Supplemental Security Income (SSI)
- Social Security Disability Insurance (SSDI)
- VA Service-Connected Disability Compensation
- VA Non-Service-Connected Disability Pension



Disabling Condition

Collection Notes



Fair Housing Compliance: residential projects must separate the program admission process from collecting disabling condition



Disabling Condition



Who

All clients

Data Collection Stage



On Project Start, Interim Update, Interim Annual, and Project Exit Assessments

Special Reminder



Two parts:

- General gateway question (Y/N) + specific condition
- The date for specific types should be the information date or the date the data was collected.



Disabling Condition

On the paper assessment

DISABILITY STATUS - Does the client have a disabling condition?				
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Client refused	<input type="checkbox"/> Data not collected

Answer 'Yes' or 'No' for each disability type (in white).

If the client selects 'Yes' for any disability type, you must also complete the shaded sections below.

Disability Type	Yes	No	Disability Determination	Expected to be of long-continued and indefinite duration and substantially impairs client's ability to live independently?	Start Date (MM/DD/YYYY)
Physical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	
Chronic Health Con	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	
HIV/AIDS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	
Developmental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	
Alcohol Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	
Drug Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	
Both Alcohol and Drug Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	
Mental Health Prob.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> DK <input type="checkbox"/> Ref <input type="checkbox"/> DNC	



HMIS Disability Data Entry

Based on scenario from previous section

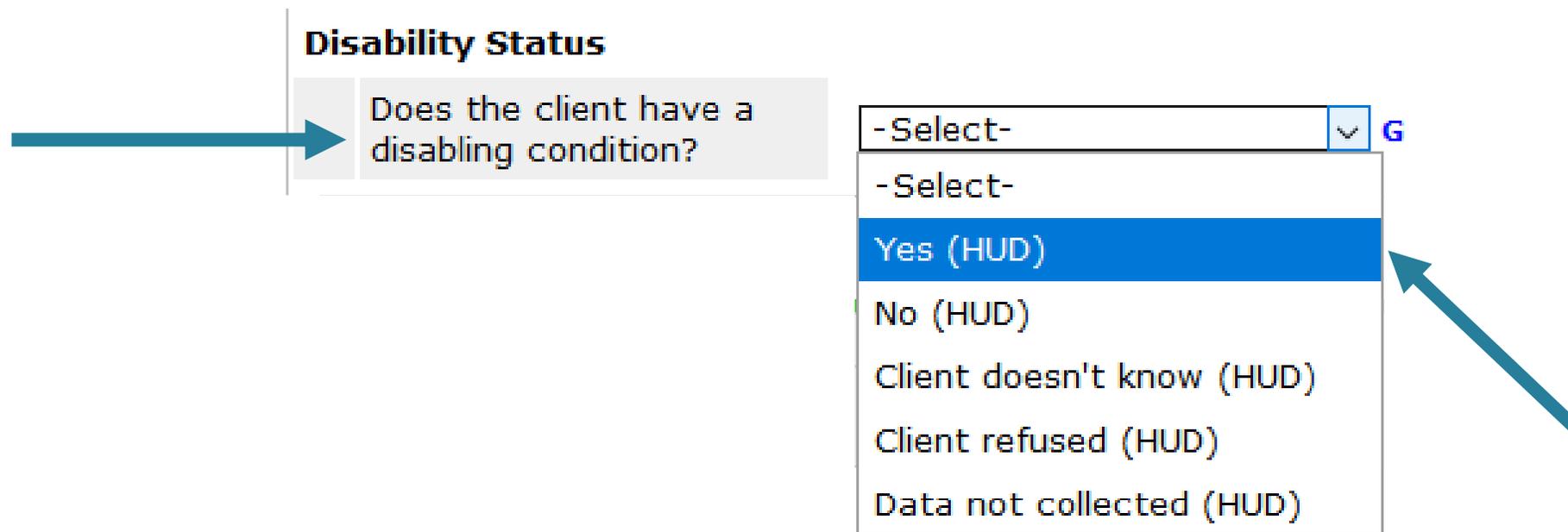
Indicate client has a disability in HMIS

Disability Status

Does the client have a disabling condition?

- Select- G

- Select-
- Yes (HUD)**
- No (HUD)
- Client doesn't know (HUD)
- Client refused (HUD)
- Data not collected (HUD)



Select type of disability in HMIS

1



Disabilities HUD Verification 

Disability Type *	Disability determination *	Start Date *	End Date
<input type="button" value="Add"/>			

2



Disabilities

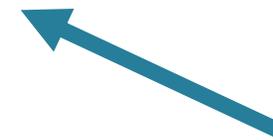
Disability Type *
<input type="text" value="- Select-"/>  G
- Select-
Physical (HUD)
Chronic Health Condition (HUD)
HIV/AIDS (HUD)
Developmental (HUD)
Alcohol Abuse (HUD)
Drug Abuse (HUD)
Both Alcohol and Drug Abuse (HUD)
Mental Health Problem (HUD)

Enter disability determination in HMIS

Disabilities

Disability determination *

- Select-
- Select-
- Yes (HUD)**
- No (HUD)
- Client doesn't know (HUD)
- Client refused (HUD)
- Data not collected (HUD)



If the client has this disability type, set this to "Yes."



The answer here should match response to the gateway question



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Confirm the disability meets HUD's definition

Disabilities

If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently

-Select-  G

-Select-

Yes (HUD)

No (HUD)

Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)

If the client has this disability type, set the If Yes question to "Yes."

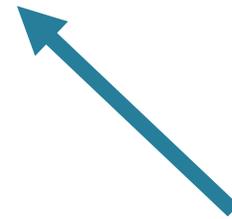
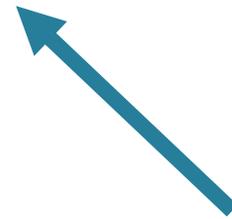


Enter Start Date = Date information collected

Start Date * 03 / 08 / 2021   

If we collected the info today, we should set the start date to today's date.

Save the disability data in HMIS



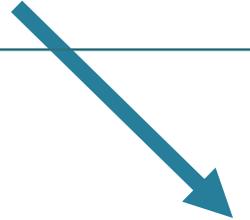
Click this button if client has more than one disability



HUD Verification

HUD verification matters!

Alert	HUD Verification Status
	Incomplete
	Complete



Disability Status

Does the client have a disabling condition?

Yes (HUD)  



Disabilities

HUD Verification 

		Disability Type *	Disability determination *	Start Date *	End Date
		Mental Health Problem (HUD)	Yes (HUD)	03/08/2021	

Add

Showing 1-1 of 1



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Complete HUD Verification (determination=yes)

We were able to determine that our client had a disabling mental health problem.

Disability Type	Disability determination					
	Yes (HUD)	No (HUD)	Client doesn't know (HUD)	Client refused (HUD)	Data not collected (HUD)	Incomplete
Physical (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chronic Health Condition (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HIV/AIDS (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developmental (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol Abuse (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug Abuse (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Both Alcohol and Drug Abuse (HUD)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Mental Health Problem (HUD)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Disability data quality

Three of the most common errors

Potential disability data entry errors - Missing

Selecting “Yes” to indicate a client has a disability but no disabilities are entered.

Does the client have a disabling condition? Yes (HUD) G ←

Disabilities HUD Verification 

Disability Type *	Disability determination *	Start Date *	End Date
No matches.			

??????????????

Potential disability data entry errors- Conflict

Selecting “No” to indicate that a client does not have a disability but adding a disability type in the sub-assessment.

Does the client have a disabling condition? G ←

Disabilities HUD Verification 

	Disability Type *	Disability determination *	Start Date *	End Date
 	Alcohol Abuse (HUD)	Yes (HUD)	07/06/2017	

Add Showing 1-1 of 1

Potential disability data entry errors - not a HUD disability

If Disability Determination or “If Yes” question are missing or No, then the data says the client should not be counted as having a disability.

- Remember, this is HUD’s required database, so we use their definitions.
- HUD’s disability definition has multiple parts.

Disabilities	
Disability Type *	<input type="text" value="Mental Health Problem (HUD)"/> G
Disability determination *	<input type="text" value="Yes (HUD)"/> G
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	<input type="text" value="-Select-"/> G

Locate these errors using the A019 ART report (previously known as the 0640 Data Quality Framework)

Q3. Universal Data Elements		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0.00%
Project Entry Date (3.10)	1	0.23%
Relationship to Head of Household (3.15)	7	1.62%
Client Location (3.16)	2	0.65%
Disabling Condition (3.8)	8	1.86%
Destination (3.12)	88	36.67%

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are.

Locate these errors using the D007 – 0630a Report in ART

ES and TH projects can also use the D007 – 0630a PIT report to see inconsistent disability responses.



	A	B	C	D	E	F	G	H	I
1	Client Id	Client Unique Id	Age	Disability	Disability	Long Duration	Disab Start	Disab End	Prog
2	313	313							
3	12499	jstm10251981j250s326	39	Y	Both Alcohol and Drug Abuse (HUD)		1/25/2021		ES
4		jstm10251981j250s326	39	Y	Mental Health Problem (HUD)		7/27/2009		ES
5		jstm10251981j250s326	39	Y	Physical (HUD)		12/1/2020		ES
6	69055	jrcm02281962j500r260	58	N	Both Alcohol and Drug Abuse (HUD)		2/13/2020		TH
7		jrcm02281962j500r260	58	N	Mental Health Problem (HUD)		2/13/2020		TH
8	79990	scsf07071968s250c211	52	Y	Mental Health Problem (HUD)	Y	12/21/2020		ES
9		scsf07071968s250c211	52	Y	Physical (HUD)	Y	12/21/2020		ES
10	80222	cflf09071970c640f460	50	Y	Mental Health Problem (HUD)	Y	12/24/2020		ES
11		jbam09051954j520b424	66	Y	Alcohol Abuse (HUD)	Y	10/17/2017		TH





HMIS Privacy for Clients

What are privacy docs for clients?

Always know where these documents are:

- [HMIS Privacy Sign](#)
- [HMIS@NCCEH Privacy Notice*](#)
- [HMIS@NCCEH Release of Information](#)
- [Privacy Options 1 pager](#)

*link to template version

HMIS@NCCEH Release of Information

Allowable Uses under implied consent summarized

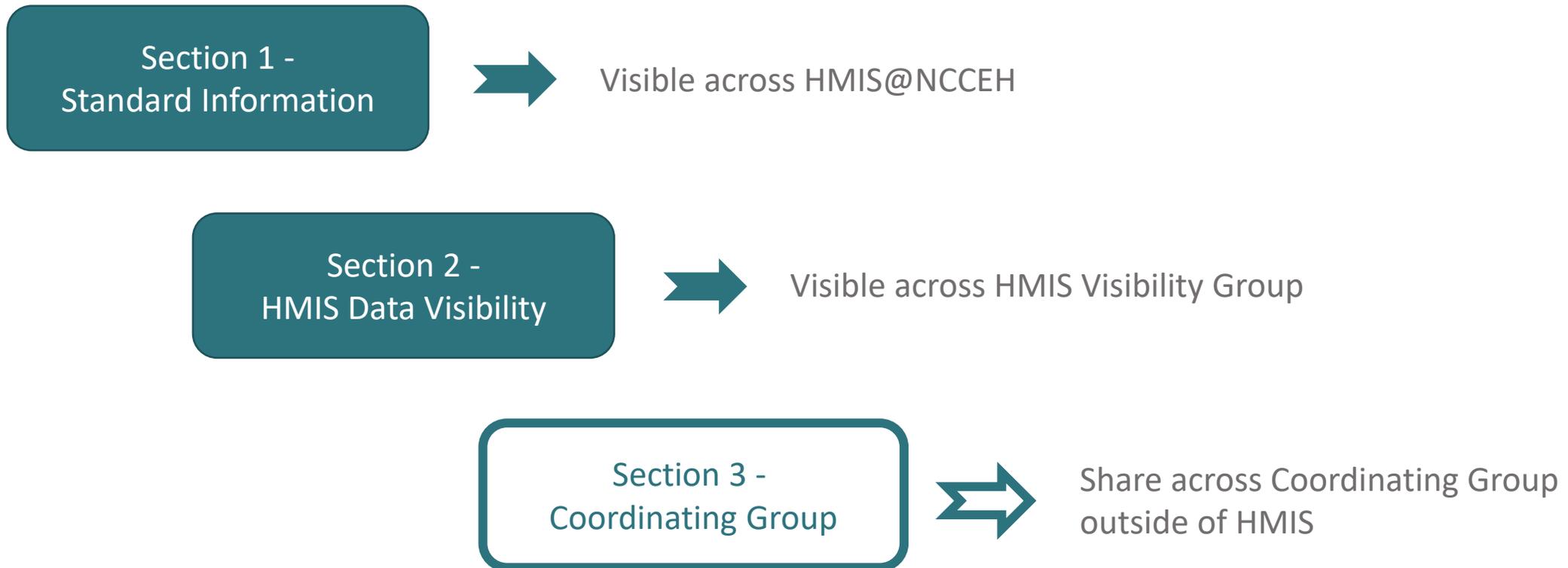
We only use your personal information in ways that may benefit the client directly or indirectly as follows:

- To provide or coordinate services on behalf of an individual or household;
- For payment or reimbursement for services;
- To carry out administrative functions, including but not limited to oversight and management functions; or
- For creating reports as defined in the Privacy Notice



HMIS@NCCEH Release of Information

Informed consent requested for three sections



HMIS@NCCEH Release of Information

Clients must initial next to each section

- For 1 year

This Release is active for one year effective on the date of signature.

Instructions: *Initial next to the statement that you understand and agree to:*

I agree to have all of my information listed above to be visible to all helping agencies within the groups referenced above.

SECTION 1 - HMIS Standard Information

- Yes, I agree to share my standard information in HMIS.
- No, I do not agree to share my standard information in HMIS.

SECTION 2 - HMIS Data Visibility

- Yes, I agree to share my HMIS information.
- No, I do not agree to share my HMIS information (Only our agency will see all your detailed information).

SECTION 3 - Coordinating Group

- Yes, I agree to share my information for coordination of care.
- No, I do not agree to share my information for coordination of care.



HMIS@NCCEH Release of Information

Client Consent

To complete, client signs, dates, and lists any dependents this applies to

Client signature: _____, Date: ____/____/____,

Signature of guardian or authorized-representative (when required): _____

Relationship to client: _____ Date signed by guardian/authorized representative: ____/____/____

This release of information also applies to the following dependents:

Last Name	First Name	Date of Birth



HMIS@NCCEH Policies and Procedures

If HMIS poses a safety risk

A client is a victim of abuse, neglect or domestic violence, or if a client reports that they are a victim of abuse, neglect or domestic violence, a more detailed discussion about HMIS with the client is recommended.

Options to secure the record:

- Lock visibility to the standard information
- The right to refuse sharing if the agency has HMIS data visibility with other agencies
- The right to be entered as an unnamed record, masking identifying information as a randomly generated number.
- The right to have client profile inactivated in HMIS. Security of hard copy files: Agencies may create a paper record by printing the assessment screens located within HMIS.



Privacy Options 1 Pager

Contact us at
Helpdesk to use
these options
hmis@ncceh.org



Our Privacy Framework for HMIS

Share this with staff & clients on the options to secure data in HMIS



Sharing Choices Available

We only collect information to help you get housed and to improve programs and the lives of people experiencing homelessness. Clients can refuse any individual question - we are required to at least ask.

- **Sharing Options:** In HMIS, there are options to share your information with other community partners.
 - *ROI Section 1:* Share or not share your basic info (like Name) with other agencies that use HMIS@NCCEH
 - *ROI Section 2:* Share or not share more detailed info with local agencies also providing housing services in HMIS
 - *ROI Section 3:* Allow or not allow coordination outside of HMIS (like at confidential community meetings)
- **Electronic Client File Options:** Still concerned for your privacy? There are a few options for how we create your client file.
 - Hide your basic info (like Name) from other staff at this agency and all others. This is an "Unnamed record".
 - De-identified your profile. Use code-name or pseudonym in HMIS to limit identifying information.
 - No HMIS entry (might delay services). Requires tracking outside of HMIS.



For HMIS Users Only:

Need to set up one of these options? Collect the client's info on paper forms and contact the Data Center Helpdesk at hmis@ncceh.org to set it up.





What's Next?

What's Next Calendar

Due	Report/Event Name
Jan 26 th	Point in Time Night
March 24 th	HMIS Users Meeting
April 28 th	Next HMIS Users Meeting
Early April	State and City ESG CV data due (NCCEH pulls CAPER)



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



Questions?

Let's Troubleshoot!