

# HMIS@NCCEH System Updates

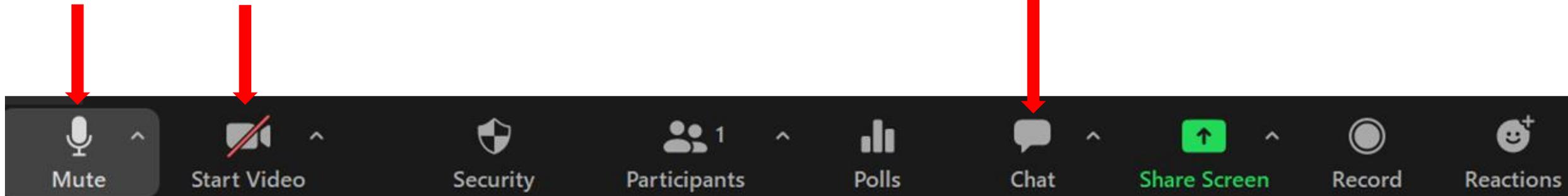
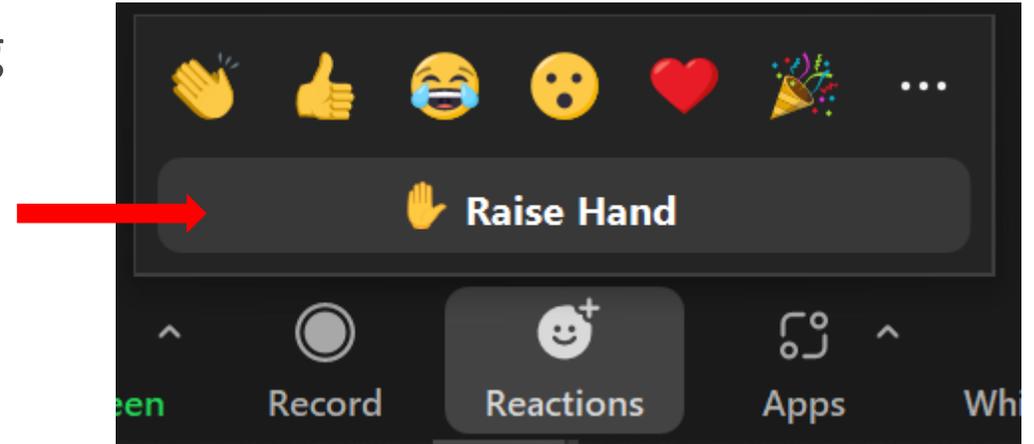
May 2023



**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

May 2023

## System Updates

- New users: HMIS Practice Site Flash
- Data Quality Plan: Monitoring and Reporting Beta

## Training and Resources

- ZenGuide Knowledge Base Highlight

## What's Next

- Calendar

## Questions/Concerns?



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# Which state loves spring the most?

May-ne!



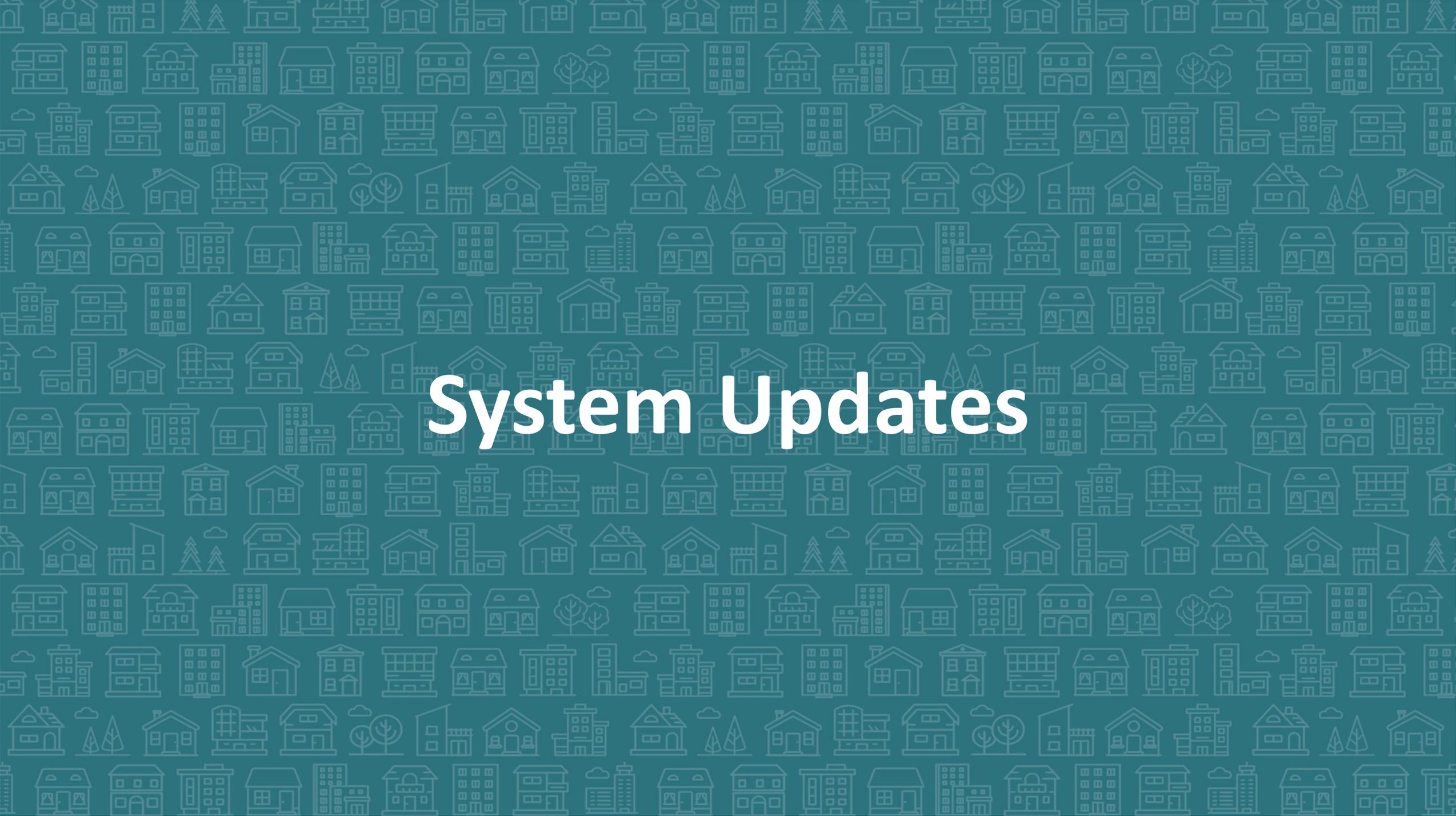
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# HMIS Monthly Checklist

How is your HMIS Data?



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# System Updates

# New Users: HMIS Practice Site Flash June 1st

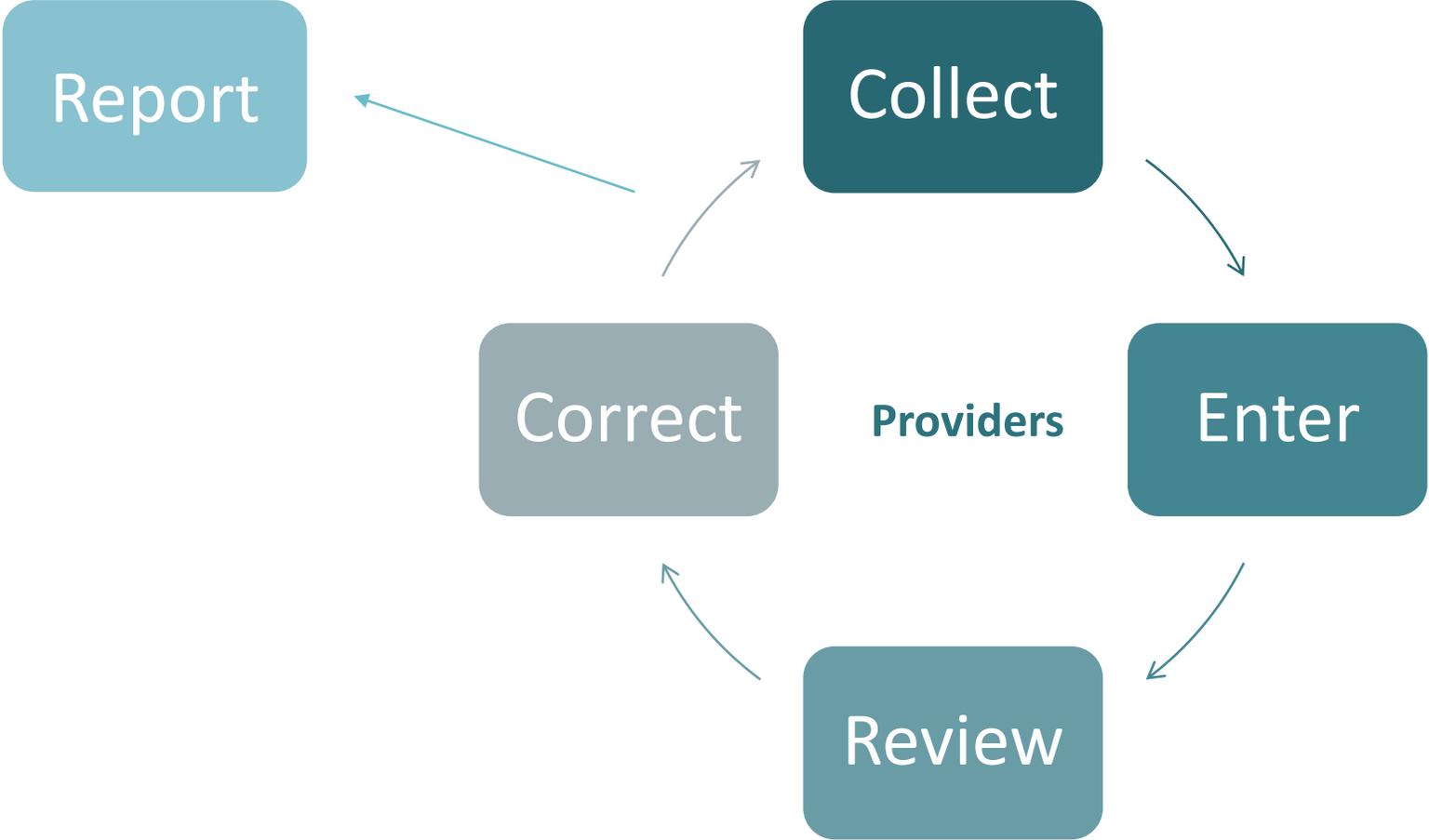
- The practice site will be ‘flushed’ aka copied June 1<sup>st</sup>
- New users in May must submit test client cases by May 19<sup>th</sup> to allow for review and edits



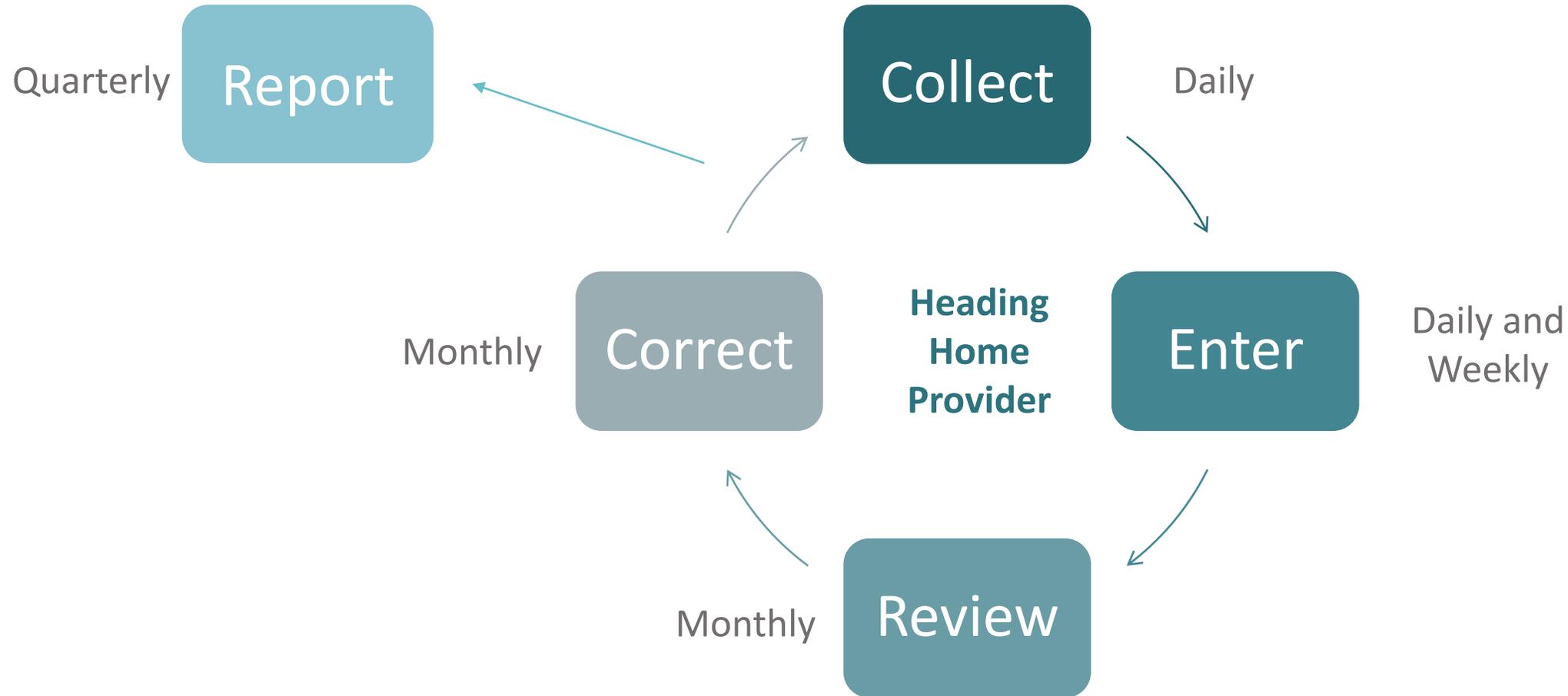
 **ServicePoint Training Site**  
**North Carolina Coalition to End Homelessness**  
May 04, 2023

 **Home > Home Page Dashboard**

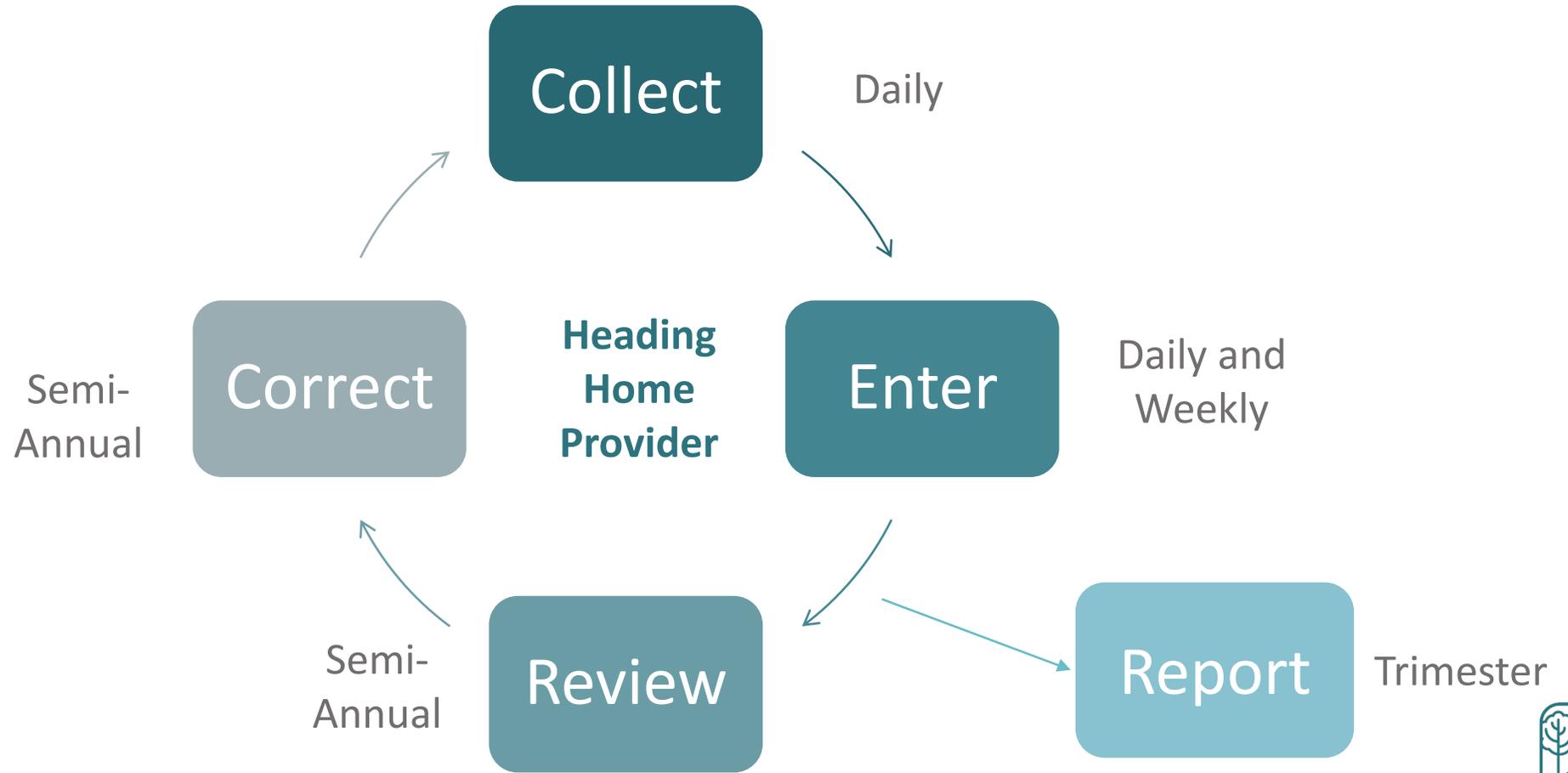
# Data Life-Cycle



# Example Data Life-Cycle (Internal Agency)



# Beware Pitfalls Ignoring the Data Life-Cycle



# 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 October!



# Data Quality Plan has been approved!

## Process to adopt

- Official Data Quality Plan posted to [Admin page](#)
  - [HMIS@NCCEH Data Quality Plan](#)

## Implementation

- Training in May ahead of June 30th Submission
  - Low stakes Beta testing to start!
  - [Additional Training May 17<sup>th</sup>](#)

**Data Quality** 

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**Data Quality Plan**  
This document defines Data Quality, outlines the roles and responsibilities of CoCs, the HMIS Lead Agency, and HMIS@NCCEH Participating Agencies to Data Quality, and the monitoring mechanism to support. This plan is reviewed annually.

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**Data Quality Plan Benchmarks by Project Type**  
Use this page as a reference for the DQ Standards included in the current Data Quality Plan.



# Data Quality Plan

## Reporting Frequency

3 Submissions a year with 30 days to submit

- Data is pulled for the Federal Fiscal year-to-date

Scope of data	Submission Deadline
October 2022 – May 2023	June 30, 2023*
October 2022 – September 2023	October 30, 2023
October 2023 – January 2024	March 1, 2024
October 2023 – May 2024	June 30, 2024

\*Would be a BETA test to primarily make sure everyone understood the process.

# Data Quality Monitoring Report

## A020 – Data Quality Monitoring Report

- In final stages of development by our partners at ICA
- Expands the versatility of the D003 - Client Detail Report
- BETA submission will be *Agency Wide for All Projects!*
  - Can be run for individual projects for targeted corrections



# Data Quality Monitoring Report

Data Quality Monitoring Summary by Provider Report Dates: 10/1/2022 - 3/31/2023						
HMIS-Generated Report developed by the Institute for Community Alliances. Copyright © 2023 Institute for Community Alliances. All Rights Reserved.						
Heading Home - Rowan County - ES - State ESG(90876)						
Data Element	Required for	Number of Applicable Entry Exits	Number of Missing Values		Number of DK/R Values	
HUD Universal Data Elements						
Name	All Clients Unduplicated per Provider	80	0	0.00%	0	0.00%
Social Security Number			4	5.00%	4	5.00%
Race			0	0.00%	0	0.00%
Ethnicity			0	0.00%	0	0.00%
Gender			0	0.00%	0	0.00%
Date of Birth	All Clients*	86	0	0.00%	0	0.00%
Disability (Entry)			0	0.00%	0	0.00%
Relationship to Head of Household			0	0.00%	N/A	N/A
Project Start Date / Project Exit Date			N/A	N/A	N/A	N/A
Veteran Status	Adults (18+) or Vet=Y Unduplicated per Provider	61	0	0.00%	0	0.00%
Client Location	HoH ONLY	59	0	0.00%	N/A	N/A
Housing Move-In Date	HoH ONLY PH ONLY	0	0	N/A	N/A	N/A
Destination (Exit)	All Clients (Leavers)	72	0	0.00%	0	0.00%
Living Situation series						
<span>&gt;</span> Summary All Providers <b>Summary by Provider</b> Fix These First! HUD UDE Detail Client Detail NC UDE Ir						

## The Data Quality Monitoring Report:

- 2 Summary Tabs for overall status
  - Summary All Providers
  - Summary By Provider
- Show who *should* have each element and how many enrollments qualify

# Data Quality Monitoring Report

- 4 Tabs for Client-Detail Correction
  - Keys help you identify how to make corrections for each client

Table/Report Information		
This tab displays only clients with errors in the Date of Birth (DOB) or Relationship to Head of Household (Relate HoH) elements. If a client has a DOB or Relate HoH error, the report can't properly count them in other areas. IMPORTANT: Fixing these errors will have an impact on the errors that appear in later tabs of the report. Re-run the report after fixing the errors on this tab.		
Key		
Data Element	Indicator	Reason
HoH	Null	This household has no client marked Head of Household in the Relationship to Head of Household data element.
DOB Type	Null	This client is missing information in the Date of Birth Type data element.
DOB Error	Error	There are inconsistencies between the value recorded for DOB and the value recorded for Date of Birth type for this client.
Relate HoH	Self	This client is marked "Self" in the Relationship to Head of Household data element but is under age 18.
Relate HoH Error	Missing	This client is missing information in the Relationship to Head of Household data element.
Relate HoH Error	HoH Error	This client's household is missing a Head of Household.

Fix These First!

HUD UDE Detail

Client Detail

NC UDE Income Detail



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# Data Quality Monitoring Report

- Last tab checks your Prompts

User Prompt Field	Value(s) Selected
Select Reporting Group(s):	None Selected
Select Provider(s):	Heading Home - Rowan County - ES - State ESG(90876)
Select CoC(s):	None Selected
Select Program Type Code(s):	- Optional Prompt -
EDA Provider:	-Default Provider-
Enter Start Date:	10/1/2022
Enter End Date (PLUS 1 Day):	4/1/2023
Enter Effective Date:	4/1/2023

Provider Reporting Information	Project Type	Client Count	EE Count	Fed Partner Category	Disability Sub Required for:	Income Sub Required for:
Heading Home - Rowan County - ES - State ESG(90876)	ES	249	292	HUD:ESG	All Clients	HoH and Adults

Summary by Provider | Fix These First! | HUD UDE Detail | Client Detail | NC UDE Income Detail | **Report Information** | SCRATCH | Test\_Ir ... + : ◀



# Data Quality Monitoring Report Submission

**Between June 1-30<sup>th</sup>**

- Run the A020 Data Quality Monitoring Report for your Agency
- Review and Correct missing or inaccurate data
- Re-Run the A020 Data Quality Monitoring Report for your Agency
- Submit to [Smartsheet Form](#)



# Data Quality Monitoring Report Submission

## Agency Info

- Name, Project IDs, CoC

## Contact Info

- Name, Phone, Email

## Report Info

- Attach your 1 report for the agency

Agency Name \*

HMIS Project IDs included in this report \*

Should be all HMIS participating, homeless dedicated projects.

CoC \*

Contact Name (who is submitting) \*

Contact number \*

Contact email \*

By submitting this report, your Agency confirms its awareness of the HMIS@NCCEH Data Quality Plan and the expectations on the agency and HMIS users. You also help your community strive for stronger data management practices, more accurate data, and ultimately better services for clients! Thank you!

Please refer to the Data Quality Plan at [ncceh.org/hmis/admin](https://www.ncceh.org/hmis/admin) for standards determined for each project type.

Attach your DQ Report!

Drag and drop files here or [browse files](#)

Additional Comments

Use as needed to describe context for this report submission.



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# Data Quality Monitoring Report Support

## ZenGuides

- [A020 Data Quality Monitoring Report Guide](#)
- [Monitoring and Reporting Process](#)

## Live Support

- May 17<sup>th</sup> A020 Data Quality Monitoring Report Training
- June 21<sup>st</sup> Office Hours For Report Submission
- Request 1:1 walk through from Helpdesk





# Training and Resources

# ZenGuide Knowledge Base

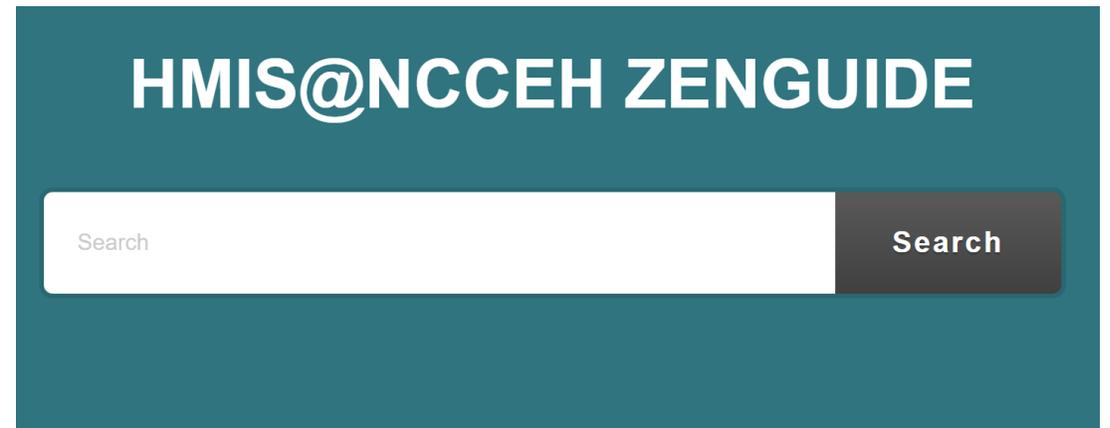
## Your first stop for answers

80 Articles and counting!

- We use your search results to develop new articles
- Highlight:
- [A001 - All Clients Demographics Report](#)
- [A008 Street Outreach CLS Report](#)
- [Recording Coordinated Entry Events](#)
- [Recording Coordinated Entry Assessments](#)
- [Recording VI-SPDAT Assessments](#)

## Bookmark it!

<https://ncceh.zendesk.com/hc>

A screenshot of a search bar interface. The background is a dark teal color. At the top, the text "HMIS@NCCEH ZENGUIDE" is displayed in white, bold, uppercase letters. Below this, there is a white search input field with the placeholder text "Search" in a light gray font. To the right of the input field is a dark gray button with the word "Search" in white text.

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**What's Next?**

# Annual Policies and Procedures Review

The HMIS@NCCEH Advisory Board reviews our implementations' Policies and Procedures annually and passes updates in July

- Updates to the HMIS Release of Information likely
- Annual Privacy and Security Training during September will be updated



# HUD FY24 HMIS Data Standards

HUD revises their HMIS Data Standards every two years

- New standards take effect October 1<sup>st</sup>, 2023!

## What to know now

- Paper Data Collection forms will change
- Some reports will break – it takes time to update and reconnect new data
  - WellSky prioritizes COC-APR, ESG-CAPER, SSVF Export, and PATH report on the canned report Dashboard
  - WellSky Reports in the “ART Gallery” folder of BusinessObjects
  - Data Center Reports in the “HMIS@NCCEH” folder of Business Objects
  - Check with your agency now to know exactly what you’ll need for reports. If you have a report due Oct 1-15<sup>th</sup>, try to submit early in September!

The Data Center will share what we know about changes with as much notice as possible!

- WellSky’s visuals for data entry changes usually come out in September (and sometimes after October 1<sup>st</sup>!)

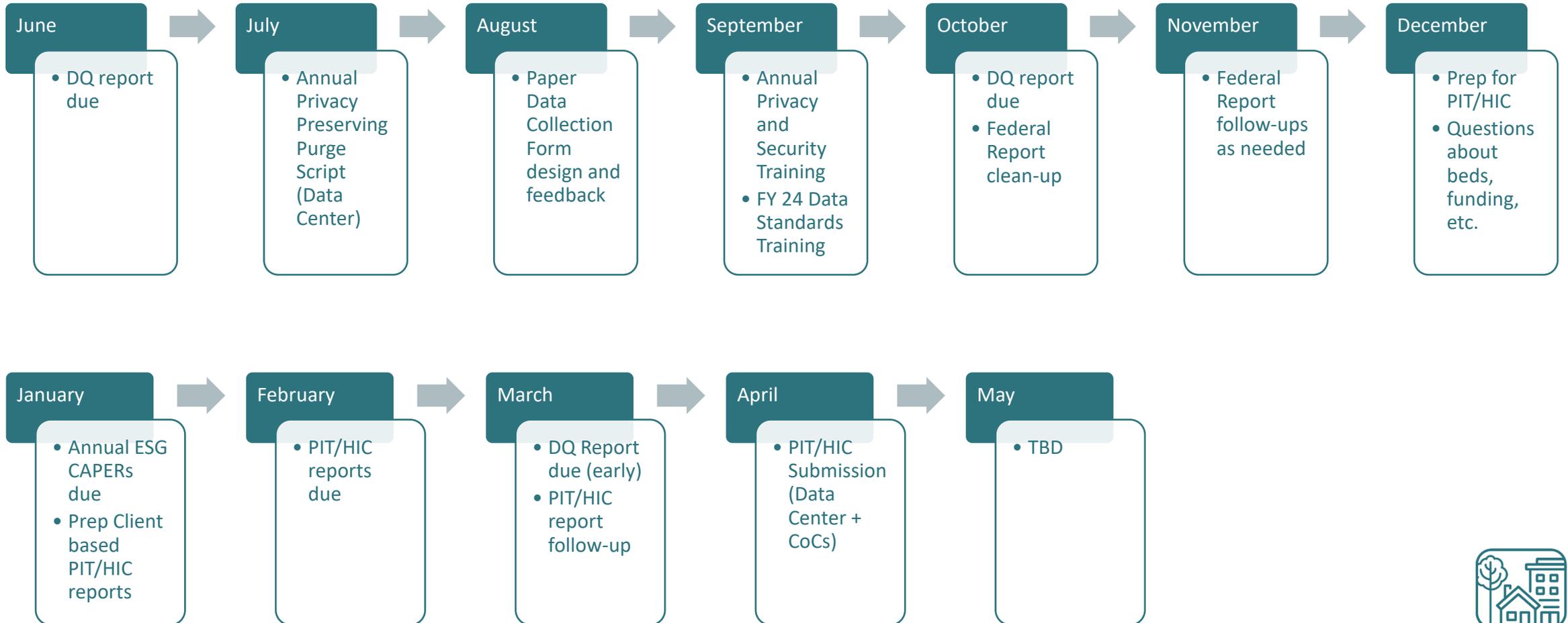


# What's Next Calendar

Due	Event Name
May 17 <sup>th</sup>	<u>Data Quality Report Training</u>
June 13 <sup>th</sup>	<u>HMIS@NCCEH System Updates meeting</u>
June 21 <sup>st</sup>	<u>Data Quality Plan Office Hours</u>
June 30 <sup>th</sup>	DQ Submission Deadline for 10/1/2022 – 05/31/2023 data
Oct 1 <sup>st</sup>	New HUD FY24 Data Standards take effect
Oct 30 <sup>th</sup>	DQ Submission Deadline for 10/1/2022 – 09/30/2023 data
Jan 31 <sup>st</sup>	2024 Point in Time Night!



# Longer-term outlook





# 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



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