

HMIS@NCCEH System Updates

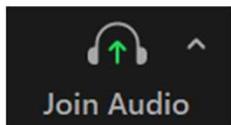
October 2023



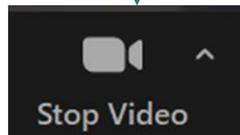
NC COALITION^{to}
HOMELESSNESS_{end}

Know your Zoom icons!

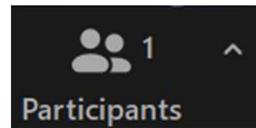
Select Computer or
Phone for your
audio connection



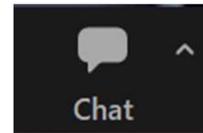
Turn on and off
your camera
(we love to see you!)



Find out who is
here or edit
your name



Join the
conversation!



NCCEH

Agenda

October 2023

System Updates

- Annual Renewal Training Complete!
- FY24 Data Standards are Live!
- Report Restoration
- A020 Report Submission & Timeline

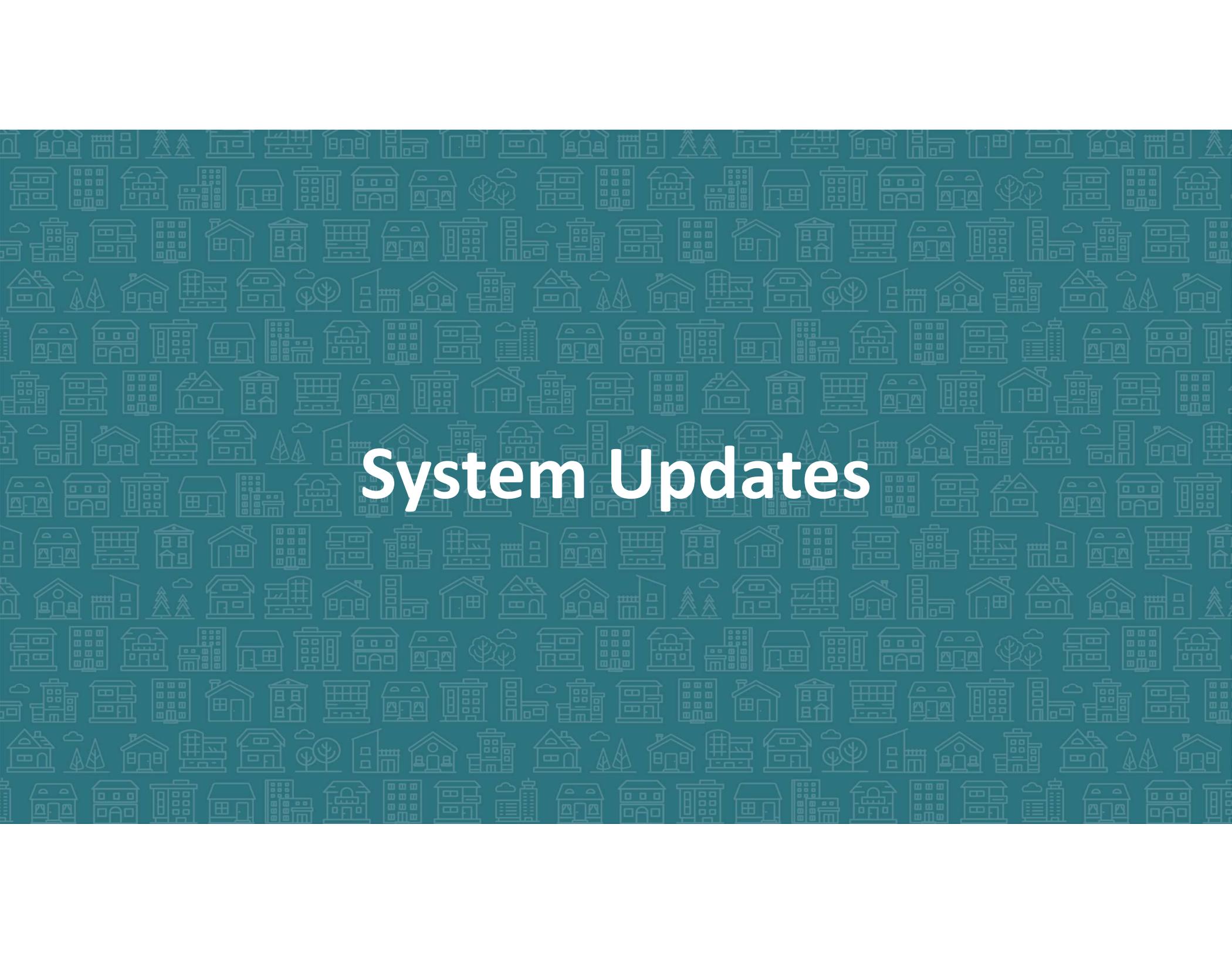
Training and resources

- 5 Ws of Asking a Question
- Monthly Training: Data Corrections for FY23
- ZenGuide Knowledge Base

What's Next

Questions/Concerns?





System Updates

Annual Renewal Training has Concluded

Thank you to users for taking the required Training!

As a recap, Annual renewals are required by HUD and our HMIS@NCCEH Operating Policies and Procedures. Deadline was September 30th!

Required materials included:

- Watching Training video
- Privacy & Security Quiz (100% score)
- Sign User Agreement
- Data Standards Quiz (100% score)



Annual Renewal Training has Concluded

Users who did not complete the training have been Inactivated and will be deleted if not completed

Users who have "Incomplete" under the User Agreement will need to click the title to Sign and Finish the User Agreement.

Next steps

- Agencies & CoC Leads were notified of users Annual Renewal Status
- If you complete the Annual Renewal Training this month, notify Helpdesk (hmis@ncceh.org) for reactivation
- Once deleted, a user must complete the entire new user training again



FY 2024 Data Standards are Live

As of October 1st, the 2024 Data Standards have taken effect!

As a summary, users will have seen translation changes, multi select options, new data elements & retired data elements

Any Clients enrolled through or after October 1st will need to have new required data elements recorded. Backdated data at “Start” needed for:

- New Translation Assistance Needed question
- New PSH elements for Sexual Orientation
- Veterans Percent AMI

FY 2024 Data Standards are Live

BusinessObjects Reports are not all working

- Data Standards updates disrupted some reports and require manual re-mapping
- HMIS@NCCEH reports will take up to a month to re-map
- Progress so far:
 - By-Name List v4 restored
 - By-Name List (Durham) restored
 - A020 Data Quality Report mostly restored (1 error still pulling)



Updated Paper forms

New ROI Privacy & Data Collection forms are now posted on the NCCEH website

All new forms are posted on the [Administrative Documents](#) page

The change to the ROI includes:

- The removal of Section 3 - Coordinating Group. The CE sharing will now be combined in Section 2 - Local Data Sharing. This is to ease confusion with information sharing and to ensure more clients are included in CE groups and for them to obtain housing quicker.

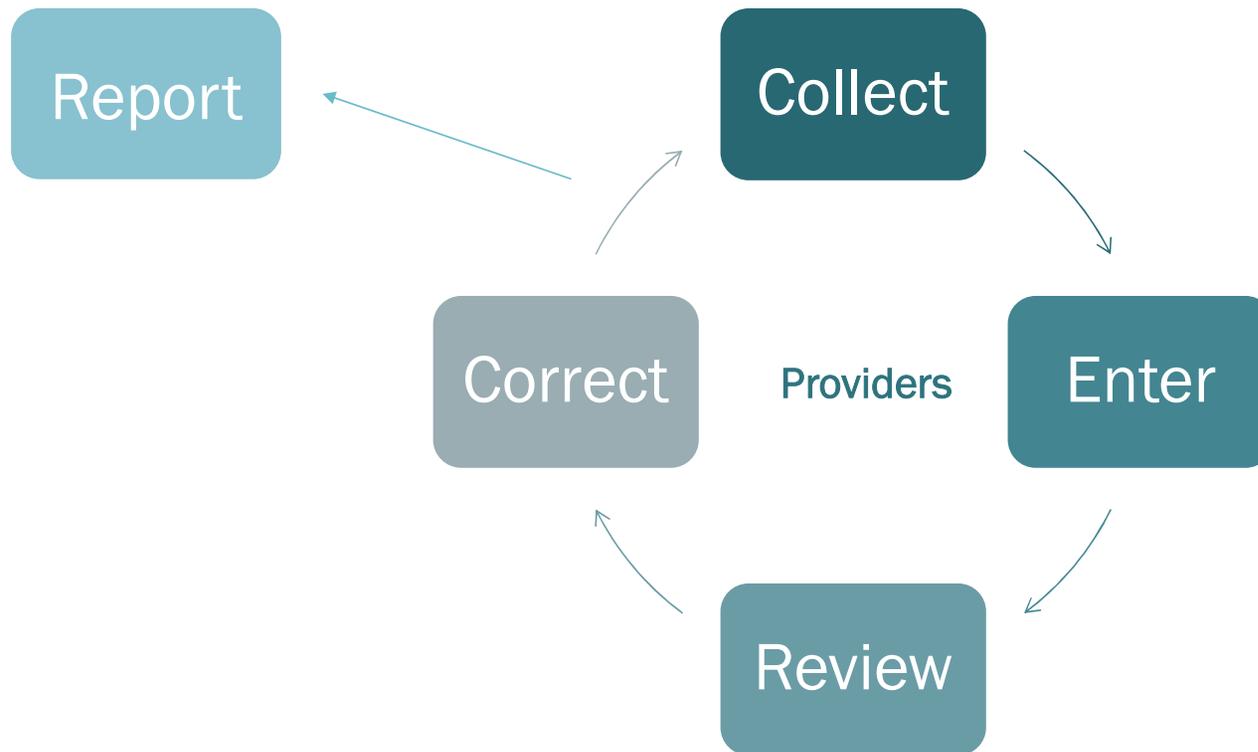
Print off your new Privacy forms Today!



Data Standards Resources

- [Monthly Training: FY24 Data Standards Updates Video](#)
- [HUD HMIS Data Standards](#)
- [FY 2024 HMIS Data Dictionary](#)
- [FY 2024 HMIS Data Standards Manual](#)
- [Data Collection Requirements for Transition to FY24 Data Standards](#)

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 November!



Data Quality Plan has been approved!

Process to adopt

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

Support

- Training in
 - [Full training on the A020 Data Quality Monitoring Report Video](#)
- Training
 - [A020 - Data Quality Monitoring Report](#)
 - [Data Quality Plan: Monitoring and Reporting Process](#)

Data Quality 

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.

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

October A020 Data Submissions

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

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

October A020 Data Submissions

Due to Data Standards updates, BOb reports were broken. This includes the A020 report. The Data Center has restored the A020 – but Income at Annual Assessment data is not pulling accurately.

Use these reports to stay on top of Income at Annual Assessment data errors:

- CoC APR
- ESG CAPER

An email alert will be sent out once BOb reports are confirmed as restored again.



Roles for October A020 Report Submissions

Agency Admin

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

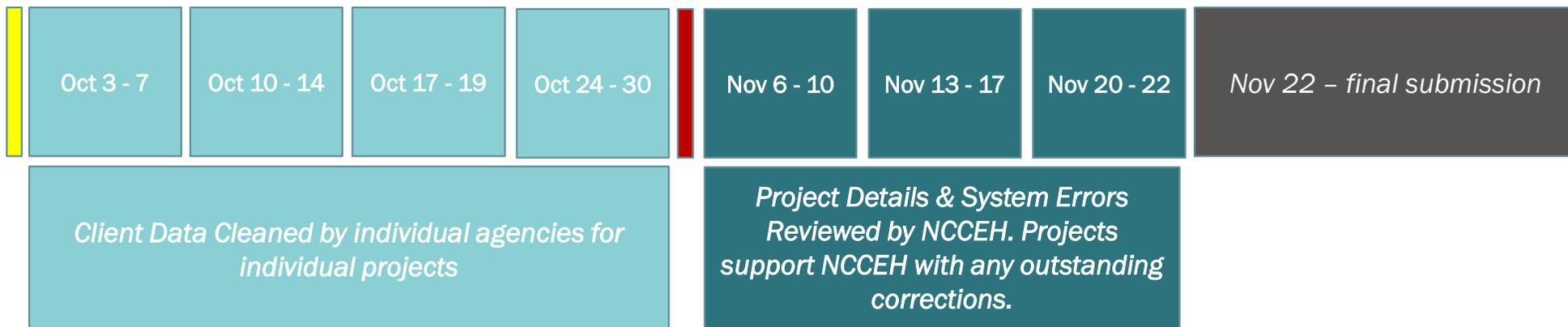
HMIS Users

- 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



FY23 Data Corrections Timeline



Email Alert Reminders

Ensure you are receiving and reviewing Important Email alerts! These emails are essential to understanding new changes that affect data collection, upcoming reports, and new changes.

Recent Email Alerts:

- [Don't Miss your October HMIS Updates](#)
- [Time to print New Forms!](#)
- [Fiscal Year 2024 Data Standards Updates are Here](#)

You can also find all email alerts & monthly newsletters on the [News Archive](#) or in the System News in HMIS.

If you are not receiving these emails contact hmis@ncceh.org to be added to your respective email list.





Training and Resources

The 5 Ws of Asking a Question

Who- should be involved

- Is everyone included on the request?
- Who is going to be viewing this report?

What- does success look like

- What questions are you trying to answer?
- At what projects are you looking?

When- is the report/ project due

- Timeline, timeline, timeline
- When do you need the finished product?



The 5 Ws of Asking a Question Cont.

Where- might staff find the resource

- Do I look in ART or Dashboard reports?
- Is it for a funder or another database issue?

Why- do you need this report

- What's its purpose?
- What do you need to learn from the report?

The 5 Ws of Asking a Question Cont.

Hey Data Center Staff,

I'm looking for a report that will look at who has exited from our RRH project from 1/1/2022 until today. We're doing some internal clean up and want to double check our files against HMIS.

I looked in ZenGuide but couldn't find anything that was a perfect match. I've cc'd our case managers on the email to keep them in the loop. We're looking for assistance or a report by the end of the week. Do you think that's possible?

Thanks!

Helen Housing



The 5 Ws of Asking a Question Cont.

Hi Data Center Staff,

I'm looking for a report that will look at **who has exited from our RRH project from 1/1/2022 until today (WHAT)**. We're **doing some internal clean up (WHY)** and want to double check our files against HMIS.

I looked in ZenGuide (WHERE) but couldn't find anything that was a perfect match. I've **cc'd our case managers (WHO)** on the email to keep them in the loop. We're looking for assistance or a report **by the end of the week (WHEN)**. Do you think that's possible?

Thanks!

Helen Housing



Monthly Training: FY23 Data Corrections

Join us at this important training!

- Training on Wednesday, October 18th
- Review how to fix the most common data errors like Annual Assessments and Household changes
- Video training will be posted in the [News Archive](#)



ZenGuide Knowledge Base

Your first stop for answers

93 Articles and counting!

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

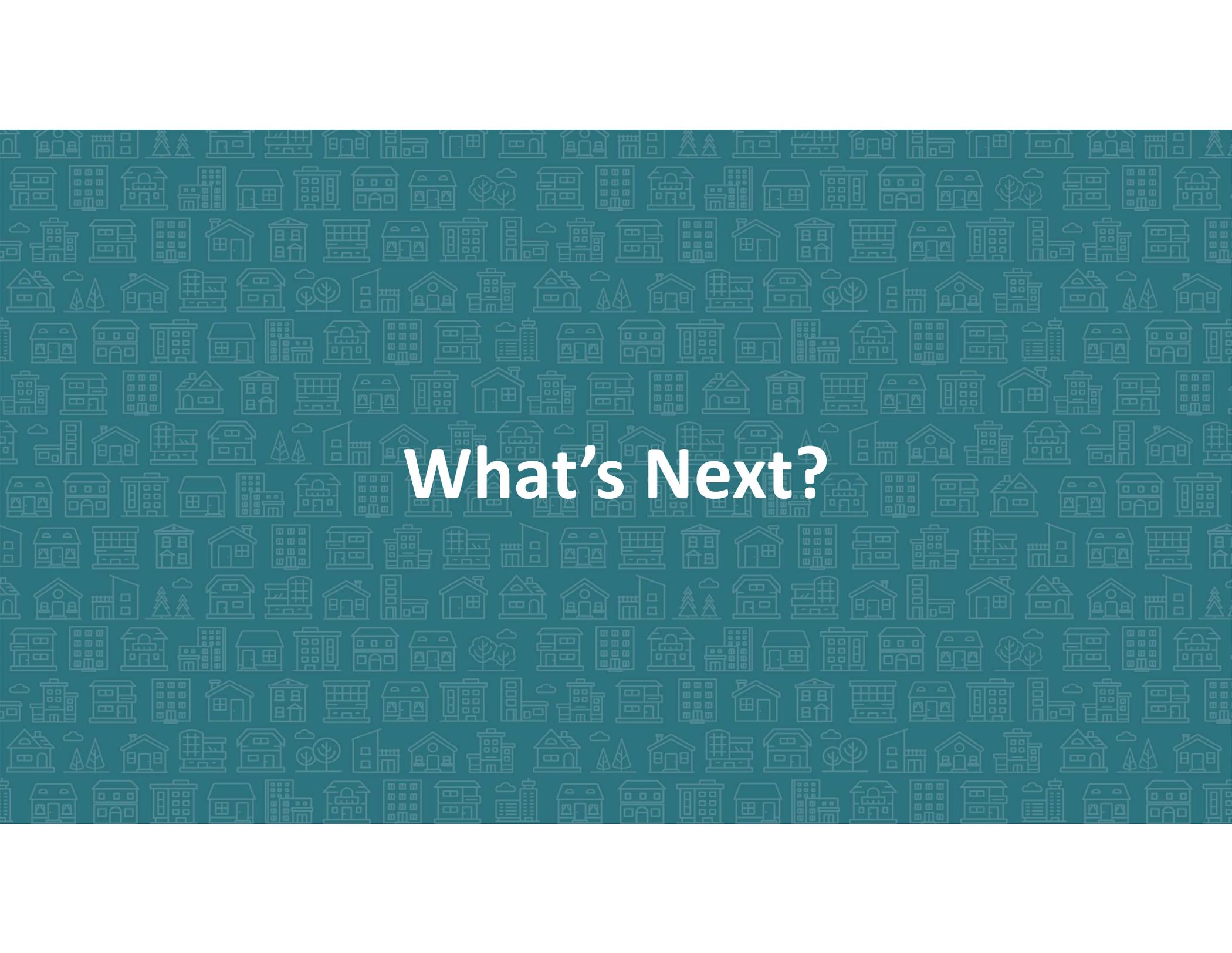
Bookmark it!

<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?

What's Next Calendar

Due	Event Name
Oct 18th	Monthly HMIS Training: Data Corrections for FY23
Oct 23-25th	Data Center Closed: NHSDC conference
Oct 30th	DQ Submission Deadline for 10/1/2022 – 09/30/2023 data
Nov 14th	Sys Updates Meeting
Nov 15th	Monthly HMIS Training
Nov 22nd	FY23 Final Deadline for November Corrections
Dec 12th	Sys Updates Meeting
Dec 20th	Monthly HMIS Training (Canceled)
Jan 24th	Durham's Point in Time and Housing Inventory Count Night
Jan 31st	NC BoS and Orange CoCs' Point in Time and Housing Inventory Count Night

Go to nccch.org/events for all event details!



NCCEH

Contact NCCEH

hello@ncceh.org

919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997

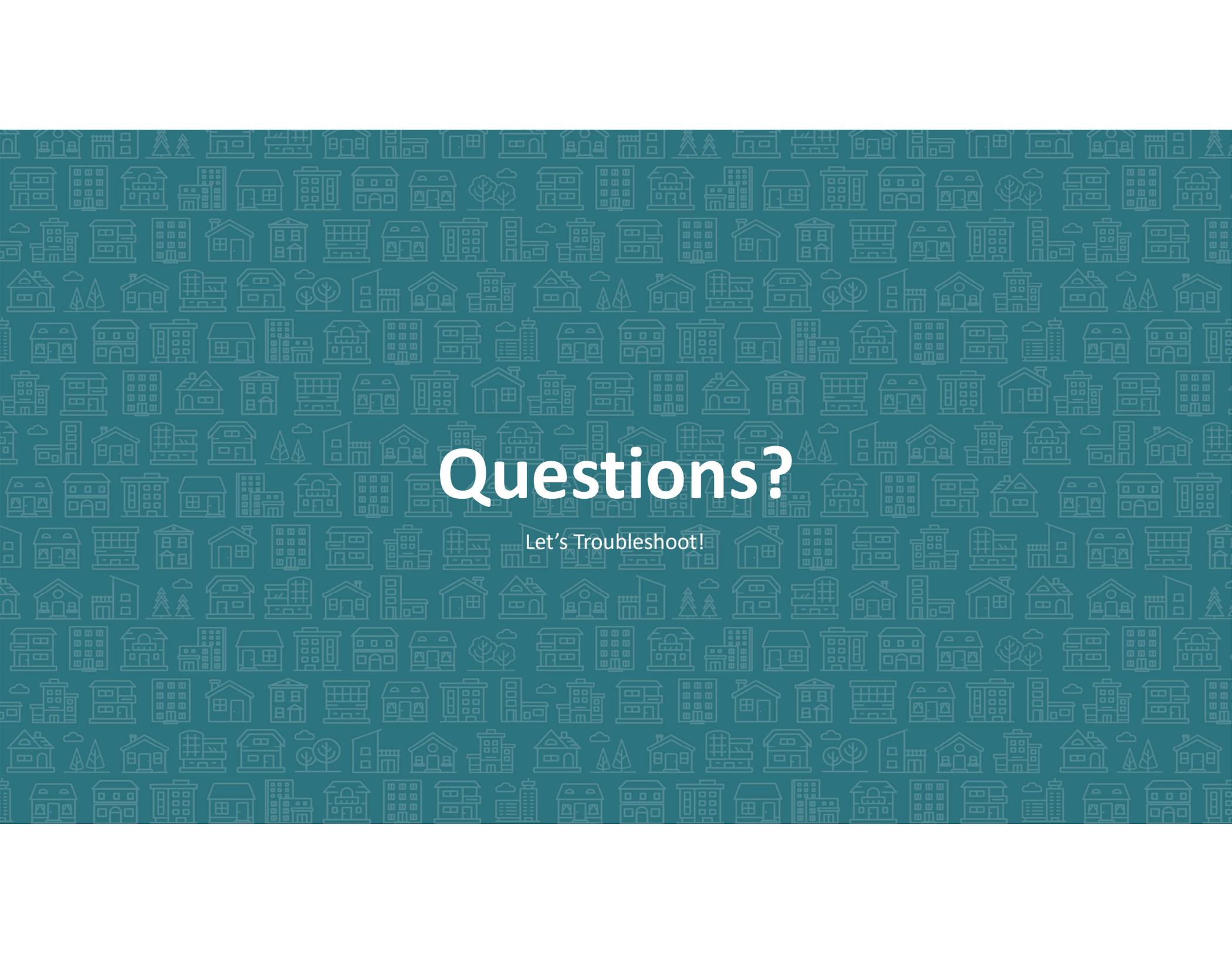
NCEndHomelessness 

@NCHomelessness 

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Questions?

Let's Troubleshoot!