

Durham CoC HMIS Users Meeting

October 2019



NC COALITION^{to}
HOMELESSNESS_{end}

Pre-Meeting Tip!


Case Management tool for Goals

- Case Plans and Goals provide a location for notes related to particular areas where clients are taking action
- Support Case Management and inter-agency communication
- Optional (not required by CoC or HUD)



Pre-Meeting Tip!





Case Management tool for Goals

 (22) Yothers, Thursday
Release of Information: **None**

Client Information | **Service Transactions**

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

Goals

	Classification	Type	Date Added	Date Set ▼	Notes	Latest Note Date	
 	Open Savings/Checking Account	Open both a checking and savings accounts	10/16/2019	10/16/2019		10/16/2019	

Showing 1-1 of 1

Case Plans File Attachments

	Date Added ▼	Name	Description	Type	Provider	
<input type="button" value="Add New File Attachment"/> No matches.						

Durham CoC HMIS Users Meeting

October 2019



NC COALITION to
HOMELESSNESS end

Agenda

October 2019

System Updates

HMIS Data Standards 2020 Updates

Bed & Unit Inventory

ART report naming convention

How can we help?

Disabling Condition

What's Next

Welcome

Reminders

Your line is muted. We will unmute the line during Q&A pauses.

The chat box is available



The screenshot shows the GoToMeeting interface. At the top, there are icons for Talking, Audio, Screen, and Webcam. Below these, there are options for Computer audio and Phone call. The Phone call option is selected. Below this, there is a Dial number (+1 (646) 749-3112) and an Access Code (791-696-621 #). A green message says "You are connected". Below this, there is a section for Attendees (2 of 151 (max)) and a Chat section. The Chat section is expanded, showing a text input field with the placeholder "Enter your message". Below the input field, there is a "To:" dropdown menu set to "Everyone" and a "Send" button. At the bottom, there is a notification that "This session is being recorded." and the Meeting ID: 791-696-621.



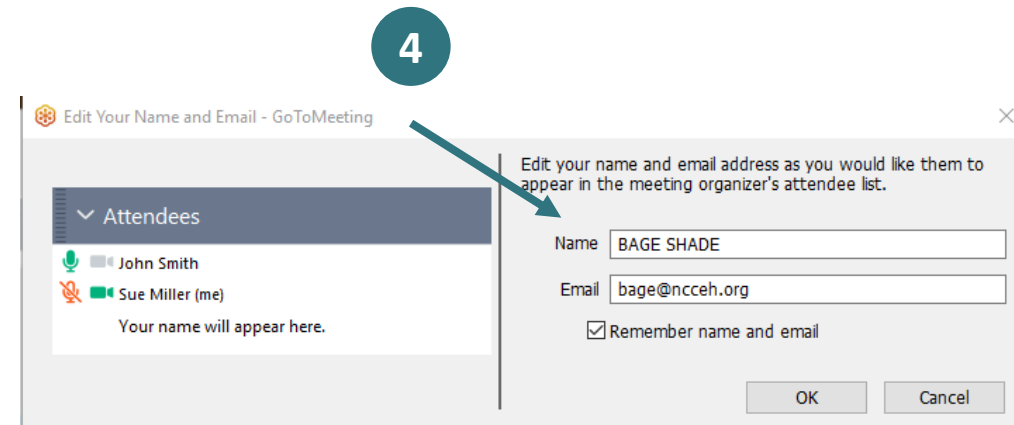
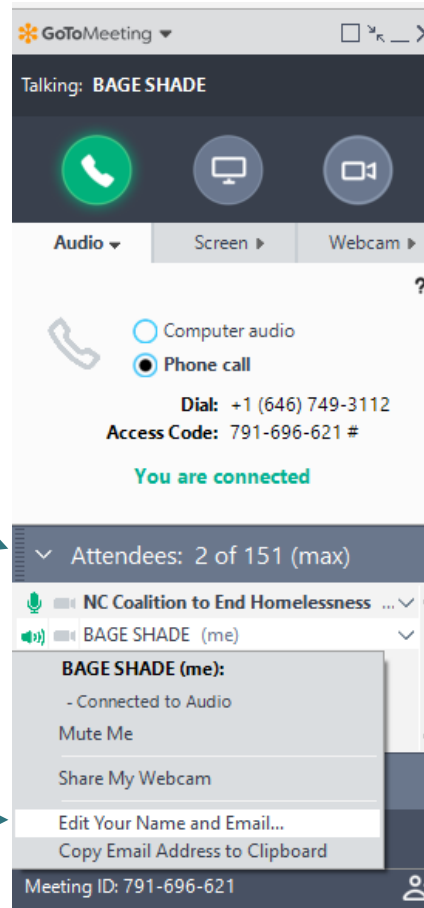
Make sure you're counted!

Enter your name(s) so we know you are here

1 Click Attendees

2 Click on (me)

3 Click Edit your Name and Email...





System Updates

FY2020 Data Standards

Did you see this update?

[HMIS Update Email was sent 10/4](#)

[New Paper Data Collection Forms online](#)

CoC-APR and ESG-CAPER are still not up to date in HMIS



NCCEH

Have your rooms or beds changed?

Prep for PIT/HIC and LSA federal reports

New potential dedicated beds for FY2020 Data Standards

- Veteran Youth
- Chronically homeless Youth
- Any other youth

New or removed inventory

- Is there a new building, wing, or money for hotel/motel shelter?
- For tenant based or voucher programs, is there new financial capacity?



Bed & Unit Inventory changes

Specify the breakdown of your dedicated beds/rooms or add new beds!



Email the NCCEH Data Center with:

- Effective date for changes
- New total number of beds + rooms
- New total number of beds + rooms *dedicated to*
 - Adults with Children (Families)
 - Adults without Children (Singles) – specify gender
 - Veterans with Children (entire Family)
 - Veterans without Children (Singles)
 - Chronically Homeless Adults with Children (entire Family)
 - Chronically Homeless Adults without Children (Singles)
 - Youth (18-24) with Children
 - Youth (18-24) without Children
 - Children only (17 and under)

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

HMIS@NCCEH Gallery Naming Convention	Broad Category	Topics to include
A001- infinity	Client Detail	Entry/exit reports, Count reports, Demographics reports, Data quality reports
B001- infinity	Care Coordination	By-name lists, VI-SPDAT reports, Chronic reports
C001- infinity	Outcome Reports	Outcomes
D001- infinity	Funder Reporting Aids	HUD reporting aids for PIT/HIC, LSA, SPM etc, other funder reports
E001- infinity	Audit	AA tools and Sys Admin Tools, provider page and user license reports
F001- infinity	Raw Exports	Raw reports
G001- infinity	Research and Data Requests	ongoing reports built for specific data/research purposes



ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

ART Browser

- ▶ Inbox
- ▶ Favorites
- ▶ Available Reports and Templates
- ▶ Bowman Systems Resources
- ▼ Public Folder
 - ▶ ART Gallery Reports and Resources
 - ▼ HMIS@NCCEH Gallery
 - !HMIS@NCCEH Gallery Naming Convention .pdf 2019-10-08 18:54
 - A001 - All Clients Demographics Report -Additional County Tabs - Provider 2019-09-26 17:45
 - A002 - Homeless Demographics Report v10- Provider 2019-08-16 11:38
 - A003 - Chronic Homeless Count Report v4- Provider 2019-08-16 11:40
 - A004 - Enrolled Clients Count with Time in Program v C1.2 2019-07-09 10:22
 - A005 - Program Exit (Enrolled) Previous Year 2019-07-30 10:08
 - A006 - Unexited Clients w Summary Tab- By Provider Page (With Max Exit Date) 2019-06-24 17:50
 - A007 - Annual Review Audit Report V5 (BETA TEST) 9-9-16 2019-06-24 11:15

Can't remember what report names mean?

























Demographic and Data Quality reports with Client Detail

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

Care Coordination
such as VI-SPDAT
and BNL reports

 A013 - Housing Move In Data Quality Report_ w Client Names v2	2019-06-24 11:52	 
 A014 - ROI Client Detail Audit Report - with Date Prompt (EE)	2019-06-24 11:54	 
 A015 - Discharge Destination DQ Report v2	2019-07-10 15:58	 
 A016 - Open Service Transaction Audit Report	2019-06-21 16:24	 
 A017 - 0252 - Data Completeness Report Card (EE) - v18 with CoC Code	2019-06-21 16:20	 
 A018 - County Report	2019-06-24 17:49	 
 B001 - EE Project Client List (Provider and Grp)	2019-08-24 16:34	 
 B002 - VI SPDAT Report_Singles_by VI Provider_v1	2019-08-20 09:55	 

Showing 1-21 of 48 Documents

First Previous Next Last

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!



The screenshot shows the ART Browser interface. The left sidebar displays a folder tree with the following structure:

- ART Browser
 - Inbox
 - Favorites
 - Available Reports and Templates
 - Bowman Systems Resources
 - Public Folder
 - ART Gallery Reports and Resources
 - HMIS@NCCEH Gallery
 - B003 - VI SPDAT Report_Families_by VI Provider_v1
 - C001 - Discharge Destination_All Clients_v2
 - C002 - VETERAN_Discharge Destination_Homeless_v1
 - C003 - Emergency Shelter LOS and Returns v2
 - C004 - Avg LOS and Time to Housing_All Project Types v3
 - C005 - Client Income Audit - Stayers and Leavers v2
 - C006 - LOS & Recidivism - All Project Types
 - C007 - Returns to Shelter or TH Post Care for PH Programs (remapped)

The main pane displays a list of reports with the following columns: Report Name, Date/Time, and Action icons. A blue arrow on the left points to the C003 report.

Report Name	Date/Time	Action Icons
B003 - VI SPDAT Report_Families_by VI Provider_v1	2019-06-24 18:03	Search, Refresh, Print, Share
C001 - Discharge Destination_All Clients_v2	2019-06-25 08:42	Search, Refresh, Print, Share
C002 - VETERAN_Discharge Destination_Homeless_v1	2019-06-25 09:44	Search, Refresh, Print, Share
C003 - Emergency Shelter LOS and Returns v2	2019-06-25 12:38	Search, Refresh, Print, Share
C004 - Avg LOS and Time to Housing_All Project Types v3	2019-06-25 12:57	Search, Refresh, Print, Share
C005 - Client Income Audit - Stayers and Leavers v2	2019-08-16 11:49	Search, Refresh, Print, Share
C006 - LOS & Recidivism - All Project Types	2019-07-03 11:52	Search, Refresh, Print, Share
C007 - Returns to Shelter or TH Post Care for PH Programs (remapped)	2019-09-24 15:41	Search, Refresh, Print, Share

Outcomes Reports





































ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!

Reports for Funders

Reports for Auditing

	D001 - Provider Page CoC Code Audit Report	2019-06-25 14:01		
	D002 - LSA - Bed and Unit Utilization By Provider	2019-06-25 14:13		
	D003 - Length of Stay for Clients With and Without Program Exits - Time Frame - AHAR 2015 Voucher Bed Count Calculation	2019-06-25 15:24		
	D004 - LSA Bed Count Adjustment - AHAR 2015 Time Frame - Bed Use by Family vs. Single	2019-06-25 14:45		
	D005 - 0323 - Project Demographics - v14 ICA Edited	2019-08-13 11:18		
	E001 - Bed and Unit Utilization By Provider	2019-06-25 15:35		
	E002 - ROI Query QA Client U	2019-06-25 15:42		
	E003 - Monthly Enrolled Clients Count with Time in Program by CoC v C1.2	2019-07-09 09:34		
	E004 - EDA Check EE Provider Not EE Provider Creating 11.15.18	2019-06-25 15:51		
	E005 - Provider List and Visibility Groups	2019-07-10 16:07		
	E006 - ServicePoint Setting Client Demographics on Search	2019-06-25 15:56		
	E007 - Provider Page Visibility Audit v1	2019-06-25 15:58		

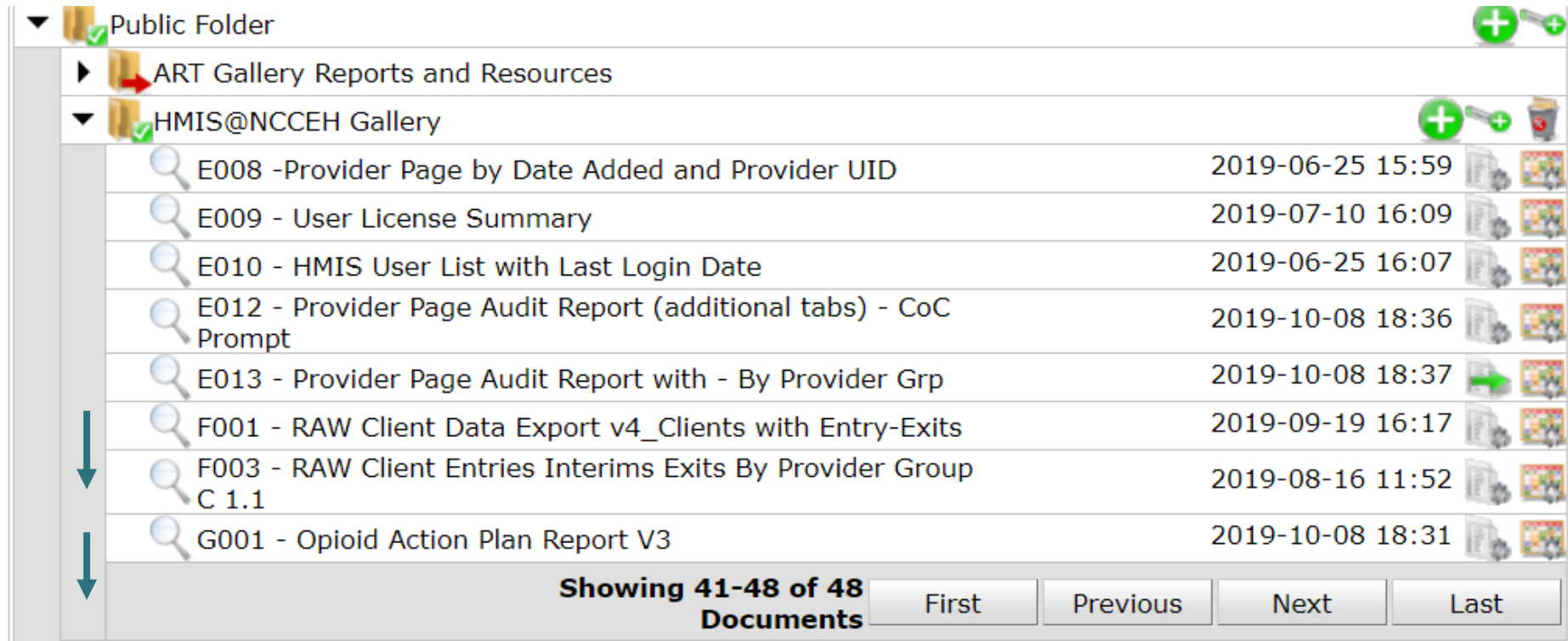
Showing 21-41 of 48 Documents

First Previous Next Last

ART Report Naming Convention

HMIS@NCCEH Gallery folder in ART

- Since Transition, custom reports (not created by WellSky) have new names!



The screenshot shows a file explorer window with the following structure:

- Public Folder
 - ART Gallery Reports and Resources
 - HMIS@NCCEH Gallery
 - E008 - Provider Page by Date Added and Provider UID (2019-06-25 15:59)
 - E009 - User License Summary (2019-07-10 16:09)
 - E010 - HMIS User List with Last Login Date (2019-06-25 16:07)
 - E012 - Provider Page Audit Report (additional tabs) - CoC Prompt (2019-10-08 18:36)
 - E013 - Provider Page Audit Report with - By Provider Grp (2019-10-08 18:37)
 - F001 - RAW Client Data Export v4_Clients with Entry-Exits (2019-09-19 16:17)
 - F003 - RAW Client Entries Interims Exits By Provider Group C 1.1 (2019-08-16 11:52)
 - G001 - Opioid Action Plan Report V3 (2019-10-08 18:31)

At the bottom of the window, it says "Showing 41-48 of 48 Documents" with navigation buttons for First, Previous, Next, and Last.

Raw Reports

Reports for Research





How can we help?

Collecting and Entering Disability Data

We have to get disability data right in HMIS!

Learn about the people in our system

What does our homeless population look like?

What types of disabilities do they have?

Helps identify chronically homeless clients

Improve our system to better serve clients

Connect eligible clients to disability benefits

What types of programs and/or services do they need?

Are these programs/services available in our community?

Report out about our system

Federal, State, Local, Agency





What is a disabling condition?

1. A physical, mental, emotional impairment, including an impairment caused by alcohol or drug abuse, PTSD, brain injury or chronic health issue that:



Is expected to be of long and indefinite duration, and



Substantially limits the client's ability to live on their own

2. A developmental disability

3. AIDS or HIV



So many numbers!

Disabling Condition definition has 3 criteria

If a client meets at least 1 of the 3 criteria, then YES, the client has a disabling condition



What does HUD want to know about disability?

1. Does the client have a disabling condition?
2. What type of disabling condition does the client have?
 - a. Is the condition expected to be of long-continued and indefinite duration?
 - b. Does the condition substantially impair the client's ability to live independently?
 - c. Is documentation of the disability and severity on file?
 - d. Is the client currently receiving services/treatment for this disability



What is documentation+ what counts?

Note - Only projects that receive funding with eligibility criteria that require documentation of the disabling condition should require documentation.

Source	Evidence needed
Licensed professional	Written document to verify disability and certify that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently; Professional must be licensed by state of NC to diagnose and treat the disability
Social Security Administration	Written verification of disability or the receipt of a disability check (SSDI)
VA (or other federal agency)	Receipt of a disability check
HUD	Other approved documentation
Intake staff	Written observation of disability that, no later than 45 days of the application for assistance is confirmed and accompanied by evidence (as listed above)

Before we go further, let's check in

Do you have any questions?

Review Questions

Why is HMIS disability data important?

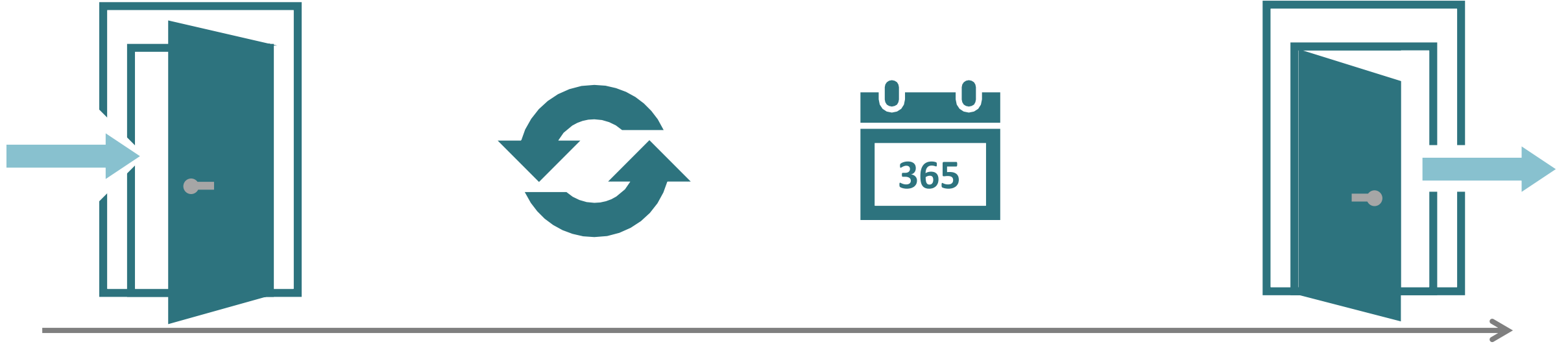
Can you define disabling condition?

How many criteria does a client need to meet to be identified as having a disabling condition?



Disability Data in NC HMIS

Disability data is entered in 3 places



Project Entry

**Interim
Update**

**Interim
Annual Assessment**

Project Exit



NCCEH

Disability questions in HMIS

Part 1-

A general question


Disability Status

Does the client have a disabling condition?

-Select-

Part 2-

The disability sub-assessment

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



Part 1 is called the Gateway Question

Disability Status

Does the client have a disabling condition?

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



Disability questions in HMIS

Part 1-

A general question


Disability Status

Does the client have a disabling condition?

Yes (HUD) ▼







Part 2-

The disability sub-assessment

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



The sub-assessment collects detailed disability data

Disabilities	
Disability Type *	<input type="text" value="-Select-"/> G
Disability determination *	<input type="text" value="-Select-"/> 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
Start Date *	<input type="text" value="08"/> / <input type="text" value="21"/> / <input type="text" value="2018"/>    G
End Date	<input type="text"/> / <input type="text"/> / <input type="text"/>    G
Above condition is going to be long term? (Retired)	<input type="text" value="-Select-"/> G
Note on Disability	<input type="text"/> G



This is where things get a bit weird...

Remember our criteria for disabling condition?

In order to collect the most accurate data for Part 1

Disability Status

Does the client have a disabling condition?

-Select-

We need to ask the criteria questions in Part 2

Disabilities

Disability Type *

-Select-

Disability determination *

-Select-

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

-Select-



NCCEH

When to answer “Yes”

Only answer yes here if:

The client’s disability type fits within HUD’s disabling condition definition

The client answers yes here

*unless disability type is Developmental or HIV/AIDS

Disability Status

Does the client have a disabling condition?

Disabilities

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



Working with Clients

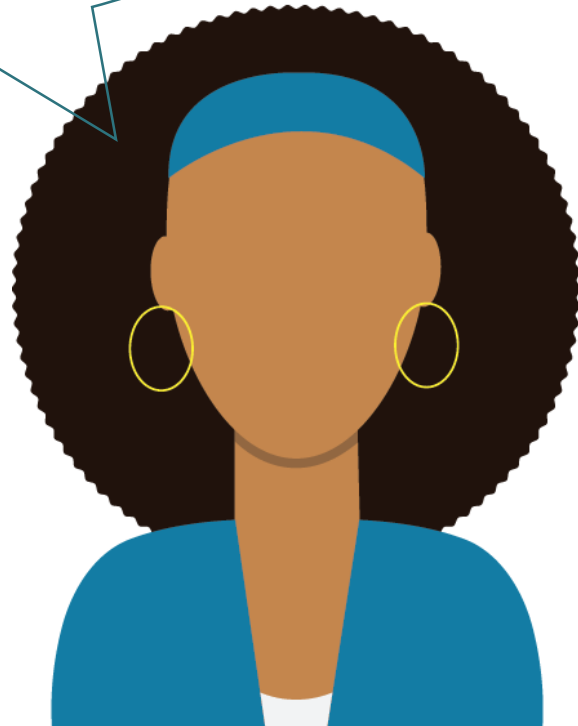
Collecting disability data in 4 steps!

- 1 Discuss disability definition with the client (3 criteria)
- 2 Work with the client to determine if they meet disability criteria
- 3 Ask if the disability has been documented or can be verified



Prep for sensitive questions

The next few questions are about Disabling Conditions. This is to help our agency find resources that match your needs. Is that ok?



Yes.



NCCEH

Defining disabling condition

For this conversation, a disabling condition is something that will last a long time, maybe your whole life, and makes it hard to live on your own. Do you have a condition that might last forever and make it hard to keep housing?



Explaining disability type



When it comes to disabling conditions, we view them in these categories: Physical, Chronic Health Condition, HIV/AIDS, Developmental, Alcohol Abuse, Drug Abuse, Both Alcohol and Drug Abuse, and Mental Health Problem.

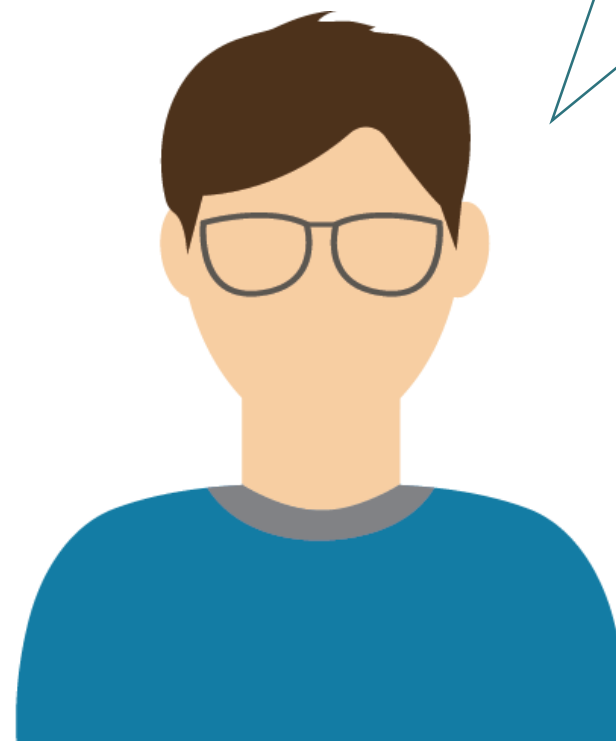


Gather information about disability type

Do you have any conditions that fit into any of the disability categories I listed?



Yes - I have a Mental Health Problem



Confirm disability meets HUD's definition

Thank you for sharing that with me. Is your Mental Health Problem expected to be of long and indefinite duration and does it impair your ability to live independently?



Yes, it is indefinite and impairs my ability to live independently.

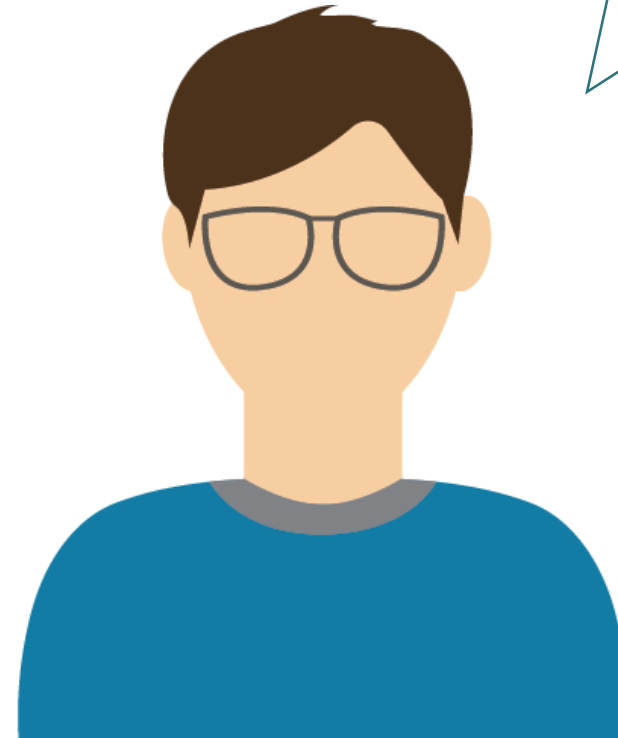


Request documentation of disability

Has someone like a doctor or other professional verified that you have this disability? If so, is there a document you can share for our records?



No, it has not been documented.



Request documentation of disability

That's okay! Documentation can help prove your eligibility for some housing projects. But it is not needed for our program right now.



Ok, I might need help with that.



NCCEH

What did we learn from the client?

Question	Response
Disability Type	Mental Health Problem
Expected to be of long duration and indefinite and substantially impair ability to live independently?	YES
Does the client have a disabling condition?	YES (based on the responses above)
Documentation of disability and severity on file?	NO (not required for HMIS data entry)

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- ▼

-Select-

Yes (HUD)

No (HUD)

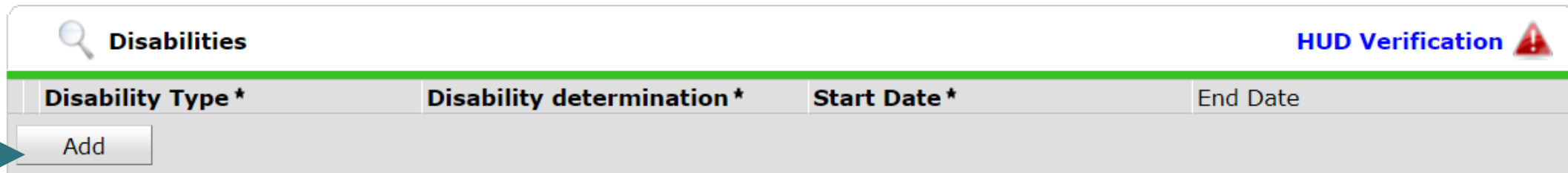
Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)

Select type of disability in HMIS

1



The screenshot shows the top portion of the HMIS interface. At the top left is a search icon and the text "Disabilities". At the top right is "HUD Verification" with a red warning triangle icon. Below this is a table header with four columns: "Disability Type *", "Disability determination *", "Start Date *", and "End Date". Below the header is a grey bar containing an "Add" button. A teal circle with the number "1" and an arrow points to the "Add" button.

Disabilities




Disability Type *




- Select-
- 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)**

2

Enter Start Date = Date information collected

Start Date *
End Date

08 / 21 / 2018   

/ /   









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



We leave this blank because we cannot predict the future

Confirm the specific disability

Disabilities	
Disability Type *	Mental Health Problem (HUD) ▼
Disability determination *	-Select- ▼
If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently	Yes (HUD) No (HUD) Client doesn't know (HUD) Client refused (HUD) Data not collected (HUD)
Start Date *	08 / 21 / 2018   
End Date	/ /   
Above condition is going to be long term? (Retired)	-Select- ▼
Note on Disability	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Save and Add Another"/> <input type="button" value="Cancel"/>	



If the client has this disability type, set this to “Yes”

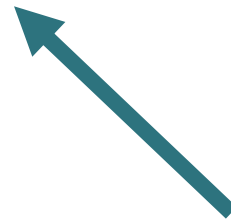
The answer here should match response to the gateway question



Save the disability data in HMIS

Save

Save and Add Another



Click this button if client has more than one disability



NCCEH

HUD Verification

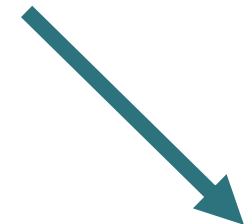
HUD verification matters

Disability Status

Does the client have a disabling condition?

Yes (HUD)

G



Disabilities

[HUD Verification](#) 

	Disability Type *	Disability determination *	Start Date *	End Date
 	Mental Health Problem (HUD)	Yes (HUD)	08/21/2018	


Add

Showing 1-1 of 1



NCCEH


HUD Verification Alerters- green is good

Alerter	HUD Verification Status
HUD Verification 	Incomplete
HUD Verification 	Complete



Complete HUD Verification (determination=no)

We were able to determine that our client only 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"/>



Complete HUD Verification

Disability Status

Does the client have a disabling condition? G

Disabilities HUD Verification

		Disability Type *	Disability determination *	Start Date *	End Date
		HIV/AIDS (HUD)	No (HUD)	08/21/2018	
		Physical (HUD)	No (HUD)	08/21/2018	
		Mental Health Problem (HUD)	Yes (HUD)	08/21/2018	

Showing 6-8 of 8





Disability Data quality

Two 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) 

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

Locate these errors using the 0640 report

The 0640 HUD Data Quality Framework is located in ART

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 details who these clients are.

Or locate these errors using the CoC-APR and ESG-CAPER reports

Dashboard reports can be found in the “Reports” menu on the left-hand side

6a - Data Quality: Personally Identifiable Information				
Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	% of Error Rate
Name (3.1)	0	0	0	0%
SSN (3.2)	13	5	7	11%
Date of Birth (3.3)	0	2	0	1%
Race (3.4)	0	4		2%
Ethnicity (3.5)	0	2		1%
Gender (3.6)	0	2		1%
Overall Score				12%

6b - Data Quality: Universal Data Elements		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	2	1%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	2	1%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	2	1%

Missing and inconsistent data will be aggregated here. Select the blue number for client details.



What's Next

What's Next Calendar

Due	Report/Event Name
Oct 1 st	Federal Fiscal Year Begins! HUD HMIS Data Standards and HMIS Report updates
Oct 24 th	Durham CoC HMIS Users Meeting
Nov 1 st	HMIS@NCCEH Training Site Refresh
<i>Nov 22nd or 25th</i>	<i>Durham CoC HMIS Users Meeting</i>
October - February	System Performance Measures Reports

Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

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