

HMIS@NCCEH System Updates

November 2022



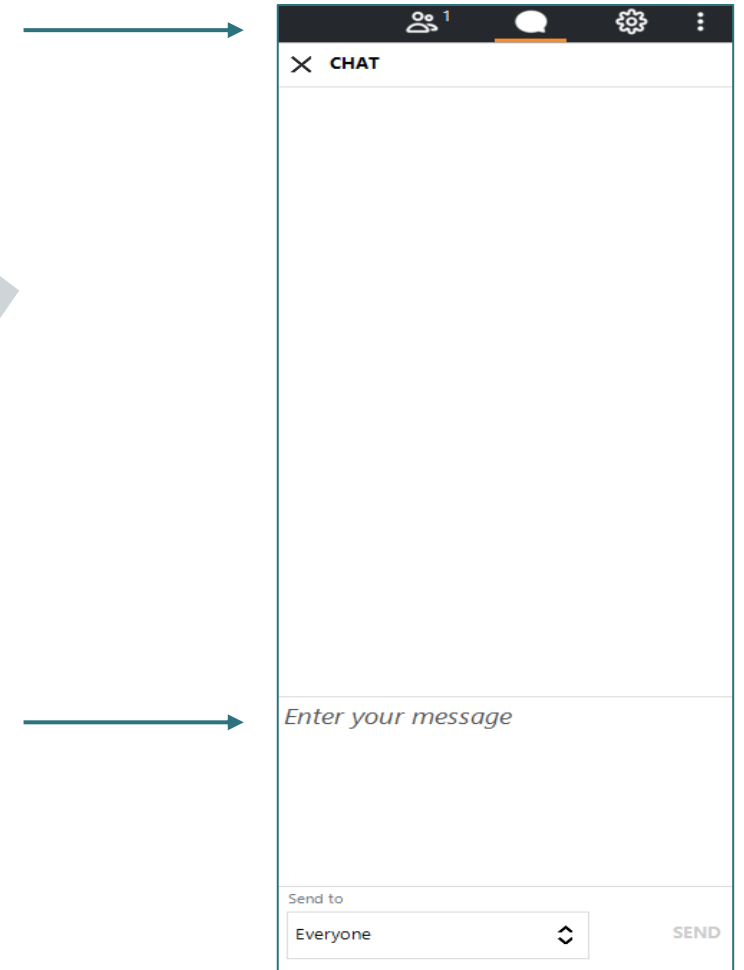
NC COALITION to
HOMELESSNESS end

Welcome

Your line is not muted.

Please mute yourself.

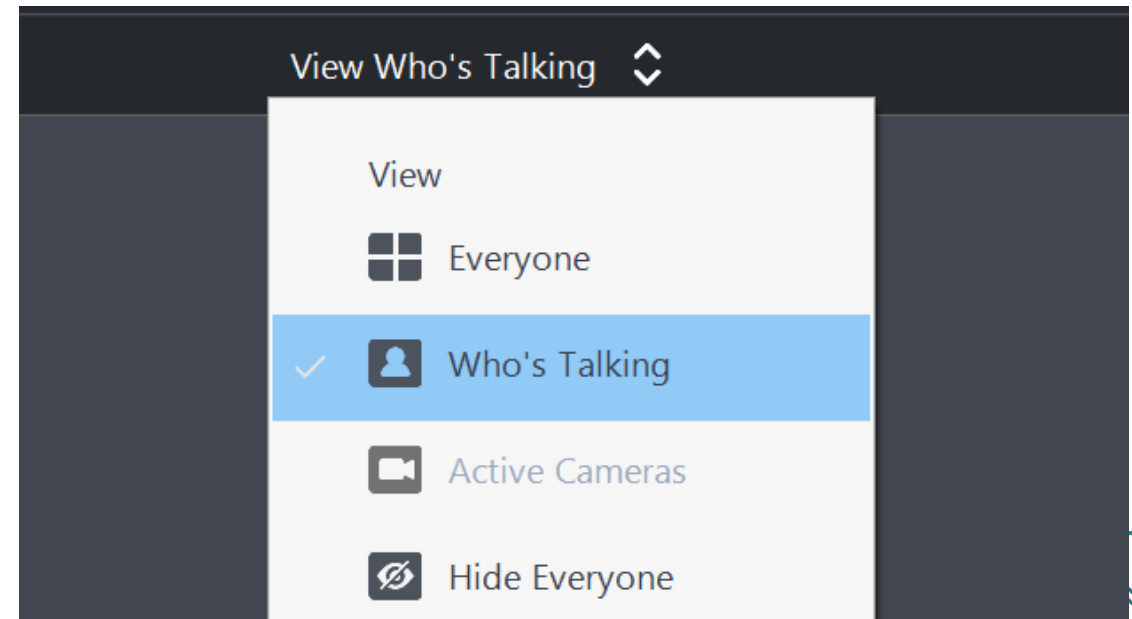
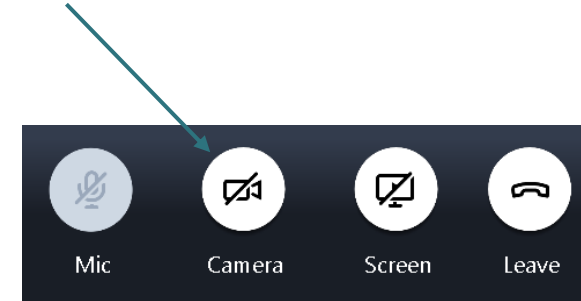
The chat box is available to use anytime.



Camera

To foster connection, we encourage every member to **turn on** their camera. **The camera graphic** is at the bottom of your screen.

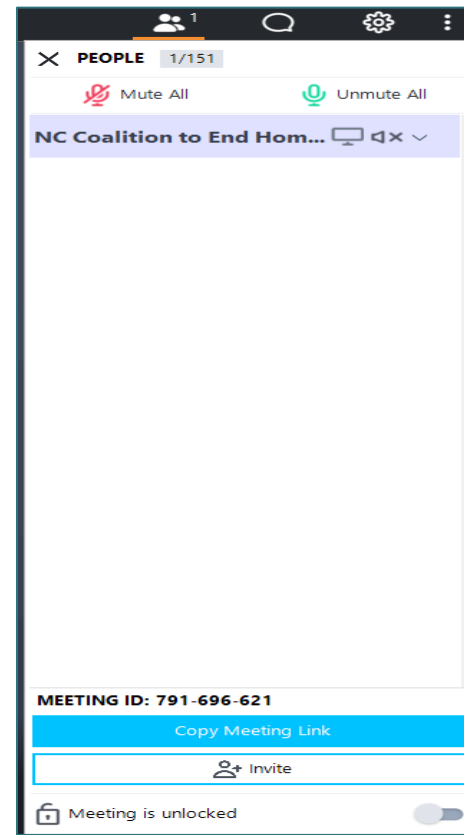
We have a lot of people! It may be easier to set the cameras to only show who is currently speaking. You can access this setting at the **top of the screen**.



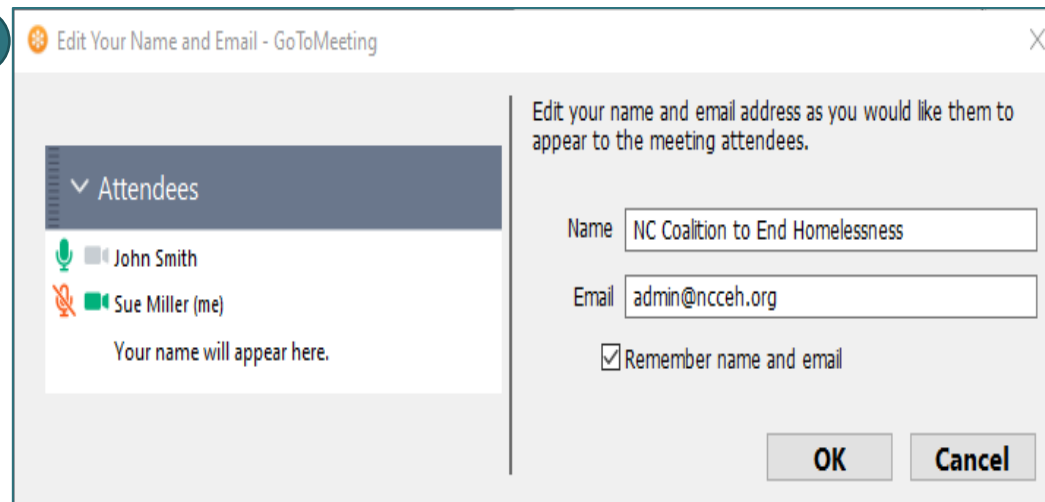
Attendance

- Participants should right click on the caller marked as 'me' and fill in their full name and email address.
- Please enable your webcam (if possible). Let's get to know each other as much as possible!

1



2



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Agenda

November 2022

System Updates

- End of Year Data Clean-up, next phase!
- Proposed Data Standard Updates

Training and resources

- ZenGuide Knowledge Base Highlight: Sub-assessments

What's Next

Questions/Concerns?



NCCEH



System Updates

FY2022 Data Clean-Up

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



Projects Included:

1. Is your project one of the required types?
 - Street outreach (SO)
 - Emergency Shelter (ES)
 - Transitional Housing (TH)
 - Rapid Rehousing (RRH)
 - Permanent Supportive Housing (PSH)
 - Other Permanent Housing (OPH, PH-S, PH-H)
2. Is your ES, TH, RRH, PSH, or other PH included on the Housing Inventory Count – or will be this year?
3. Was your Orange County CoC project operational at all after October 2020? Was your Balance of State or Durham CoC project operational at all after October 2021?

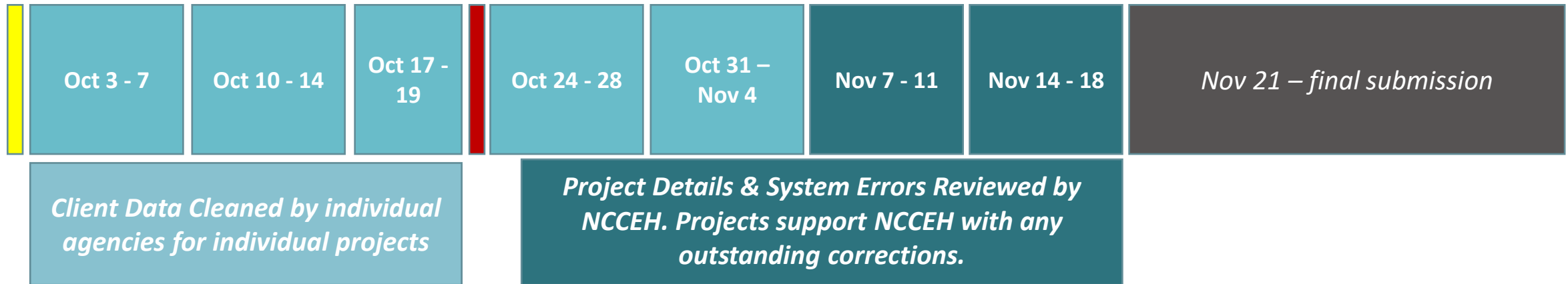
If yes to all three of the above items,
YOUR PROJECT IS INCLUDED!

No matter the funding source (federal, local, private)



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FY2022 Data Clean-Up



NCCEH: host trainings and assist users requesting help

Agency Admins (AA): run BusinessObjects reports
HMIS users: fix report errors sent by AA

NCCEH: identify system-wide errors, reach out individual agencies for support on client corrections &/or clarifications for NCCEH to resolve issues.

Agency Admins (AA) & HMIS users: provide confirmations, clarifications, or additional data clean up as requested by NCCEH.



Client Data Cleaned by individual agencies for individual projects

Project Details & System Errors Reviewed by NCCEH. Projects support NCCEH with any outstanding corrections.

Nov 21 – final submission

September 30th Info Session

October 20: project reports due!
Training Opportunity: 10/20

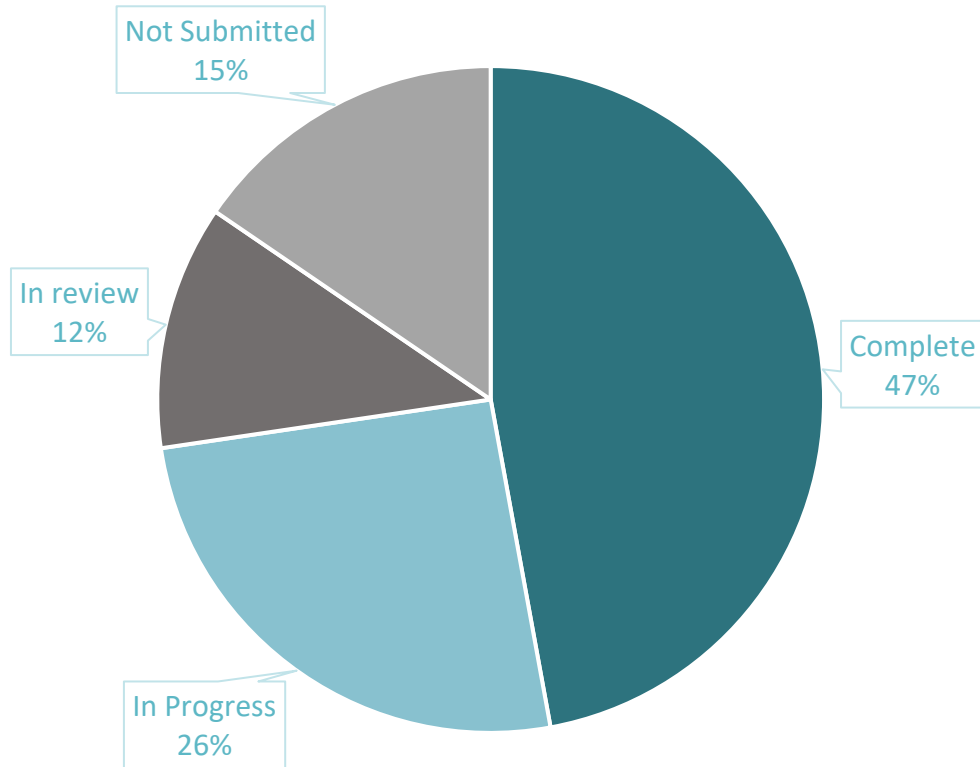
NOVEMBER 21 – HUD submission
AA, HMIS users, CoCs, and NCCEH: work collaboratively to resolve HUD identified issues.



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FY2022 Data Clean-Up

Phase 1 Report Submissions



Client Level reports are still due!

- 28% of Agencies (12) not complete
- Continue to work with Helpdesk to review, correct and submit your accurate reports!

Shoutout to those who finished Phase 1!



- Alliance Behavioral Health
- Allied Churches
- ABCCM
- Burke United Christian ministries
- Carolina Complete Health
- Crisis Ministry of Davidson
- Diakonos
- Dulatown Outreach Center
- Families Moving Forward
- Family Promise of Lee County
- Greenville Housing Authority
- Hand Up Ministries
- Homes of Hope
- Hope Station
- Johnston Lee Harnett Community Action
- McDowell Mission Ministries
- The Meeting Place
- The Mercer Foundation
- Open Table Ministry
- Pitt County Community Development
- Ripple Effects
- Rockingham Help for the Homeless
- Safe Harbor Rescue Mission
- Salvation Army of Lee County
- TROSA
- Trillium
- Urban Ministries of Durham
- USA Veteran Help
- Vaya Health
- Volunteers of America
- Williams Outreach and Consulting



Phase 2 for System-Wide flags is here!

System-Wide issues include unlikely scenarios like:

- Returns to homelessness in under 7 days from a permanent destination
- Overlaps between ES, TH, and permanently housed clients

And HUD's unacceptable errors like:

- Missing or duplicate Heads of Households
- Missing or inaccurate Client Locations (CoC-Code)



Phase 2 for System-Wide flags is here!

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
 - Corrected* if the issue was manually updated in HMIS
 - 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 18th** (have a happy thanksgiving!)



Resources to help!

ZenGuide Articles for FY22 Data Clean-up

1. [Federal Reporting Data Preparation Guide](#)
2. [D001 Street Outreach DOE Report](#)
3. [D002 Annual Review Audit Report](#)
4. [D003 Client Data Clean-Up Report](#)
5. For SSN corrections/updates, please be sure to follow the process outlined in the [Updating & Editing Social Security Numbers in HMIS](#) guide.
 - Use the [Data Correction Guide](#) as step-by-step instructions for fixing errors.



Resources to help!

The [Data Correction Guide](#) has instructions and screenshots for Phase 2 priority flags

HUD Reporting Correction Guide

Descriptions and steps to fix HUD's flagged issues

Table of Contents

EDA and Back Date Modes.....	1
Data Quality (Demographics, Homeless History Etc.).....	3
Child or Unknown-Age Head of Household.....	4
Relationships to Head of Household Error.....	5
Entries to Level 3 Project (Agency Level).....	7
Exit Destination is Safe Haven / Other / Data Not Collected / Client Refused / Client Doesn't Know/ No Exit Interview Completed.....	8
Client Location.....	9
NC County of Service.....	10
Annual Assessments.....	11
Duplicate Annual Assessments.....	12
Exits to Permanent Housing with a Return to Homelessness.....	14
Missing Date of Engagement (Street Outreach Projects only).....	15
Length of Stay (ES and TH Projects Only).....	16
Overlaps (Start Date, Move-In Date, or Exit Date).....	17



Proposed Data Standard Updates

What are Data Standards?

- HUD's required questions for agencies to ask client and enter into HMIS
- Every two years, HUD publishes updated standards
- October 2023 is the next release date

Why update Data Standards?


- To improve client experiences
- To clarify/correct guidance to agencies
- To collect better, more accurate data to end homelessness



Proposed Race & Ethnicity Updates

Right now, Race and Ethnicity are separate questions

- Does this work well for your agency and clients

 Client Demographics	
Date of Birth	05/04/1978
Date of Birth Type	Full DOB Reported (HUD)
Gender	Male
Primary Race	White (HUD)
Secondary Race	Black, African American, or African (HUD)
Ethnicity	Non-Hispanic/Non-Latin(a)(o)(x) (HUD)



Proposed Race & Ethnicity Updates

New Race and Ethnicity are combined

Options update to:

- American Indian, Alaska Native, or Indigenous
- Asian or Asian American
- Black, African, or African American
- Hispanic/Latin(a)/(o)/(x)
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- White
- Client Doesn't Know
- Client Refused
- Data Not Collected

Follow-Up

- Additional Race and Ethnicity Detail (Open Ended)



Proposed New Question Preferred Language

Brand New Question

Preferred Language(s) :

- English
- Spanish
- Chinese (including Mandarin, Cantonese, or Other Chinese Languages)
- Tagalog (Filipino)
- Vietnamese
- French or French Creole
- Arabic
- Different Preferred Language: [specify]
- Client Doesn't Know
- Client Refused
- Data Not Collected

Follow-Up for Different Preferred Language:

- Other Preferred Language (Open Ended)



Proposed Gender Updates

Right now, Gender is a single question

Gender	<ul style="list-style-type: none">FemaleMaleA gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender)TransgenderQuestioningClient doesn't knowClient refusedData not collected <p>Clear All</p>
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Proposed Gender Updates

New Gender question has two follow-ups

Gender options update:

- Woman/Girl
- Man/Boy
- Non-binary
- Culturally-Specific Identity (e.g. Two-Spirit)
- Questioning
- Different Identity: [specify]

Follow-Up :

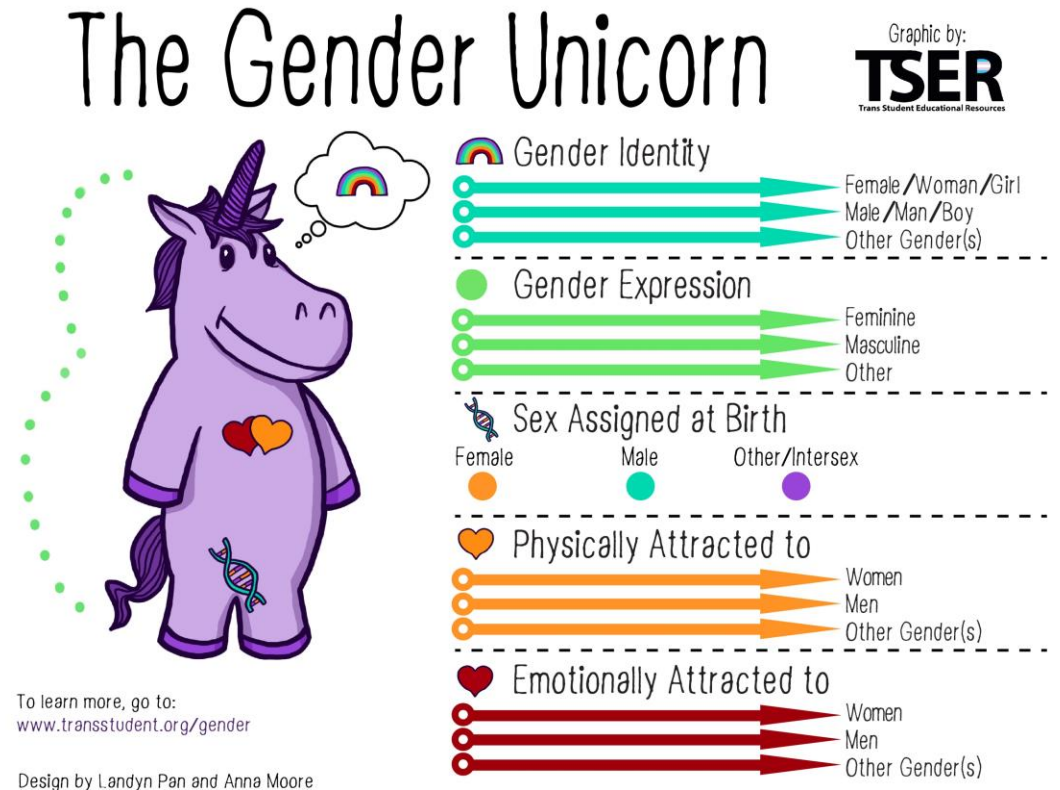
- Different Identity Detail (Open Ended)
- Transgender Experience
 - Yes
 - No
 - Questioning
 - Client Doesn't Know
 - Client Refused
 - Data Not Collected



Proposed Gender Updates

Why change Female and Male to Woman and Man?

- Gender Identity is not the same as Sex Assigned at Birth



<https://transstudent.org/gender/>



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Proposed Data Standard Updates

Feedback

- Initial thoughts here?
- Dec System Updates meeting will also have opportunity
- Or, submit directly to HUD [Ask A Question \(AAQ\)](#)





Training and Resources

ZenGuide Knowledge Base

Your first stop for answers

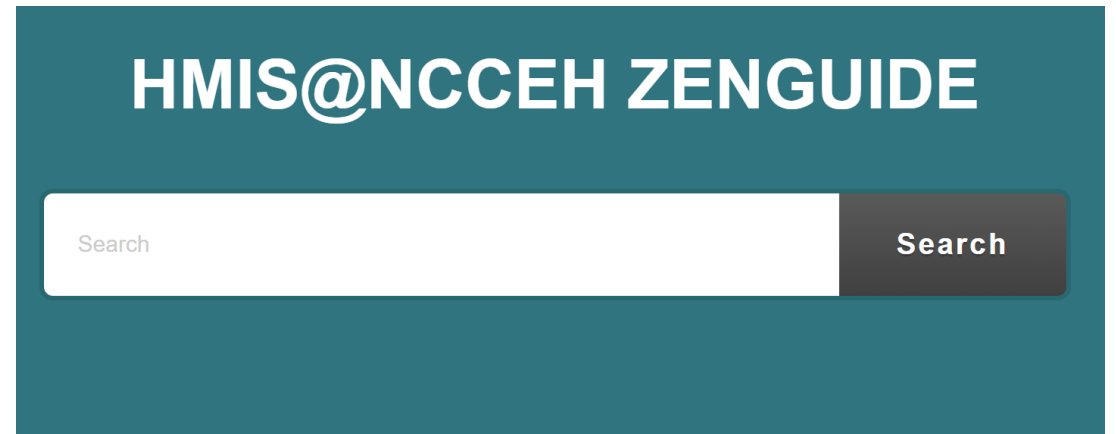
56 Articles and counting!

We use your search results to
develop new articles

Replacing the “Other Resources”
section of NCCEH Data Center
website

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 written 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 teal button with the word "Search" in white, bold, uppercase letters.

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Income Changes in HMIS

ZenGuide article available

- [Updating HUD Verification Sub-Assessments](#)

Social Security Administration Cost of Living Adjustments (COLA):

- Social Security Income gets a lift!
- 8.7% increase effective January 2023
- [More details](#)





What's Next?

What's Next Calendar

Due	Event Name
November 8th	<u>Agency Admin System Updates meeting</u>
November 18 th	Phase 2 System-Wide data clean-up due!
December 13 th	<u>Agency Admin System Updates meeting</u>
January 10 th	<u>Agency Admin System Updates meeting</u>
January 25 th	Point in Time / Housing Inventory Count Night!



Contact NCCEH

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NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



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Questions?

Let's Troubleshoot!