

HMIS@NCCEH System Updates

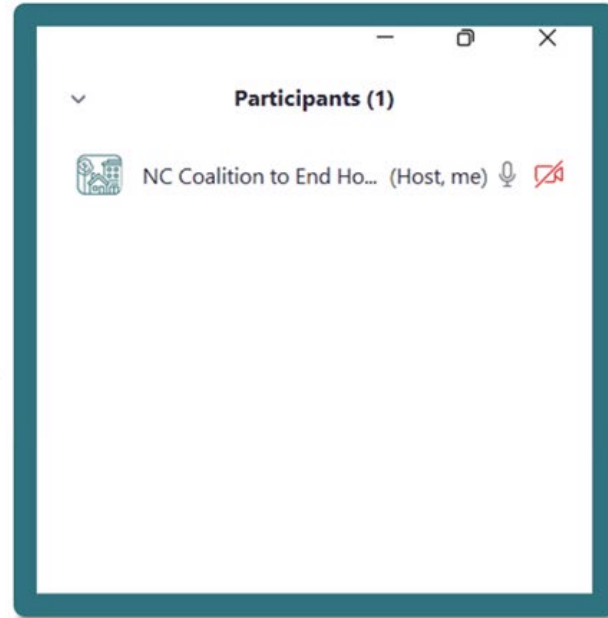
January 2025



NC COALITION to
HOMELESSNESS end

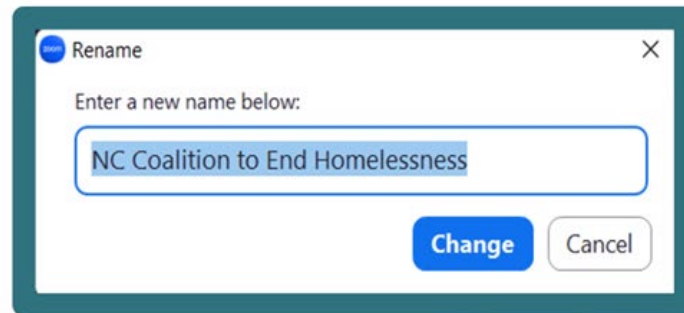
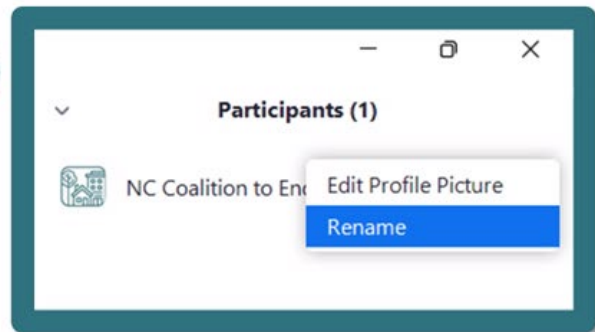
Edit your Zoom Screen Name!

1



*How to change your
screen name:*

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Agenda

January 2025

System Updates

- Monthly Data Quality Review
- PIT/HIC Planning

Training and Resources

- How to have a successful HMIS year
- December Training: Unsheltered Data in HMIS
- ZenGuide Knowledge Base Highlight

What's Next?

- 2025 HMIS year at a Glance
- January Monthly Training
- Future of HMIS

Questions/Concerns?



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Happy New Year!

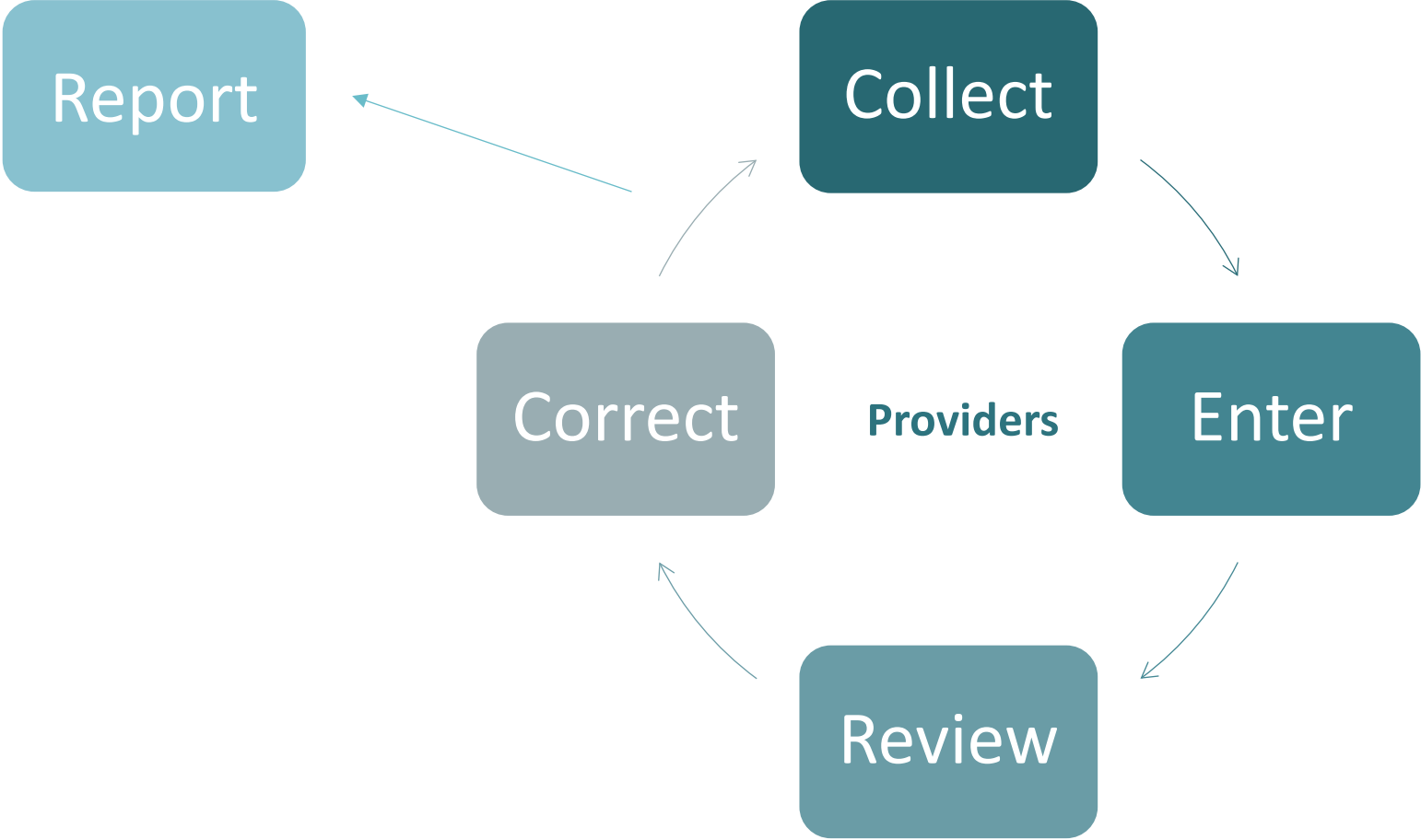


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System Updates

Data Life-Cycle



Data Quality Review

We will start reporting on Data Quality month by month so you all can visualize your progress in the HMIS system

We are hoping that this will:

- Reassure yourself in your work
- Empower you to keep improving your data
- Stimulate discussion among team members



Data Quality Review – November - December 2024

Positives:

- SSN decreased to 10.2%, almost at the 10% error rate!
- DOB decreased by 0.9%
- DV Series improved by 0.06%

Elements that still need work:

- Enrollment CoC improved slightly, 0.09%
 - NC County of Service improved by 0.04%
 - Relationship to HOH improved by 0.14% (still represents 1,128 clients)
 - Unexited Clients
-
- View the [HMIS@NCCEH Data Quality Benchmarks](#) page for benchmarks by project type
 - Keep running your reports to identify client errors!

Point in Time and Housing Inventory Counts

One Night Counts each year in late January:

- Durham & Orange – Jan 27th
- Balance of State – Jan 29th

Important community data for funding, stakeholders, and governance

- Deep data: covers HMIS and non-HMIS projects
- Consistent data: completed every year
- Consequential data: used by HUD, ESG Office, and others to determine funding for regions

Who and What do we Count?



Unsheltered People



Sheltered People in Emergency Shelter (ES) or Transitional Housing (TH) Beds



Permanently Housed People in Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), or dedicated Other Permanent Housing (OPH) Beds/Vouchers

- Only Moved-In
- Most common Zip Code of permanent units too!

*HMIS Participating ES, TH, RRH, PSH, and OPH projects must submit client reports and confirm project funding and inventory details to the Data Center.



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Sheltered and Housed HMIS Data Collection

Sheltered and Housed PIT/HIC Counts that are HMIS Participating

- Collect and enter all data sundown Jan 27th or 29th to Feb 4th
- Submit reports from HMIS by Feb 5th
- Respond to NCCEH email by Feb 21st



Jan 27th or
Jan 29th



Feb 4th



Feb 5th





Feb 21st



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Pull Your BOB Reports

Which report depends on the project's type:

Project Type	D006 – 0628 HIC Supplement	D007 – 0630a Sheltered PIT
Rapid Re-Housing (RRH) Permanent Supportive Housing (PSH) Other Permanent Housing (OPH)		
Emergency Shelter (ES) Transitional Housing (TH)		

Review Your Reports

How do you know if your data is accurate?



Check for the correct entries and exits

- Complete and accurate households



Check for missing details about client

- Demographics
- Disabling Conditions
- Chronic Homelessness questions
- Enrollment CoC
- Domestic Violence Survivor



Check for Children Only households (child alone)



Making sense of the Housing Inventory Count

There are follow-up questions that you'll receive via Helpdesk emails:

- Confirming your federal funding source (including Grant ID)
- Confirming Address/location
 - Most common Zip Code for tenant-based or scattered site projects
- Confirming Bed and Unit Inventory
 - Dedicated beds to Chronically Homeless, Veterans, or Youth
 - Explaining utilization

You can submit the [Bed & Unit Inventory Update Form](#)

If we can confirm this info before PIT night, we will!

Make Corrections: Utilization Rates

1 client



1 bed



$1 \div 1 = 100\%$ Utilization

4 clients



2 beds



$4 \div 2 = 200\%$ Utilization



The percentage of Beds occupied on a given night must fall between 65% -105%



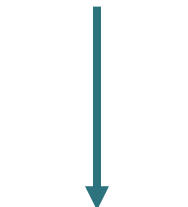
Submit your Report!



1. Pull your reports
 - ✓ D006 - 0628 HIC Supplement for RRH, PSH, OPH
 - ✓ D007 – 0630a Sheltered PIT report for ES, TH (and SSVF EHA)



2. Review your reports
3. Make corrections
 - ✓ Ask Data Center for help!
 - ✓ Tell the Data Center when corrections are done



4. Submit accurate report

- [NC-502 Durham CoC](#)
- [NC-503 Balance of State CoC](#)
- [NC-513 Orange CoC](#)



5. Respond to any follow-up questions from Helpdesk





Training and Resources

How to have a successful HMIS year

Responsibilities reminder:

- Ensuring Client Privacy
- Accurate Data Entry
- Timely Responses to Data Center Emails
- Participation in data clean up and report submissions.

Review your internal processes!

Run a 2024 year report



How to have a successful HMIS year

Helpful reports:

- CoC-APR
- ESG-CAPER
- EVA
- A020 Data Quality Monitoring Report

Helpful Resources:

- [News Archive](#)
- [Learning Management System](#)
- [ZenGuide Knowledge Base](#)

Run your reports *monthly* to keep up on data quality errors!

December Monthly Training: Unsheltered Data in HMIS

Topics Discussed:

- Engaging with humility
- Entering clients in Street Outreach
- Entering client's Current Living Situation
- Exiting Inactive clients

The [Slides](#) & [Recordings](#) of the training are available on <https://www.ncceh.org/hmis/news/>

ZenGuide Knowledge Base

Your first stop for answers

98 Articles and counting!

- We use your search results to develop new articles
- Highlight:
- [HMIS Point-In-Time & Housing Inventory Count Process](#)
- [D007 - 0630 Sheltered PIT \(Point in Time\) Report Correction Guide](#)
- [D006 - 0628 Housing Inventory Count \(HIC\) Report Correction Guide](#)

Bookmark it!

<https://ncceh.zendesk.com/hc/en-us>












HMIS@NCCEH ZENGUIDE





What's Next?

2025 HMIS Year at a Glance

January	February	March	April
 PIT/HIC NIGHTS	 PIT/HIC REPORT DUE	 A020 DQ SUBMISSION	
May	June	July	August
 BRINGING IT HOME CONFERENCE  NCCEH ANCHOR DAY	 A020 DQ SUBMISSION		
September	October	November	December
 PRIVACY & SECURITY RENEWAL	 NHSDC CONFERENCE  A020 DQ SUBMISSION  NCCEH ANCHOR DAY	 LSA/SPM REPORT DUE	



January Monthly Training: PIT/HIC Report Training

Agenda:

- Report tab review
- Common Errors
- Bed Utilization
- Unsheltered Count

What's Next Calendar

Due	Event Name
January 15th	Monthly Training: PIT/HIC Report Training 10-11 am
January 27 th	Durham & Orange PIT/HIC Night
January 29 th	Balance of State PIT/HIC Night
February 5th	PIT/HIC Reports Due
February 5 th	HMIS Systems Updates 10-11 am
March 1 st	A020 Submission for Oct-Jan Due
March 6 th	HMIS Systems Updates Meeting 10-11am
March 19 th	Monthly Training: TBD 10-11am

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





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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