Before Starting the CoC Application

The CoC Consolidated Application is made up of three parts: the CoC Application, the Project Listing, and the Project Applications. The Collaborative Applicant is responsible for submitting two of these sections. In order for the CoC Consolidated Application to be considered complete, each of these two sections REQUIRES SUBMISSION:
- CoC Application
- Project Listing

Please Note:
- Review the FY2013 CoC Program NOFA in its entirety for specific application and program requirements.
- Use the CoC Application Detailed Instructions while completing the application in e-snaps. The detailed instructions are designed to assist applicants as they complete the application forms in e-snaps.
- As a reminder, CoCs are not able to import data from the 2012 application due to significant changes to the CoC Application questions. All parts of the application must be fully completed.
- All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the application.

For Detailed Instructions click here.
1A. Continuum of Care (CoC) Identification

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1A-1 CoC Name and Number: NM-501 - New Mexico Balance of State CoC
1A-2 Collaborative Applicant Name: New Mexico Coalition to End Homelessness
1A-3 CoC Designation: CA
1B. Continuum of Care (CoC) Operations

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1B-1 How often does the CoC conduct meetings of the full CoC membership?  Bi-Monthly

1B-2 How often does the CoC invite new members to join the CoC through a publicly available invitation?  Annually

1B-3 Does the CoC include membership of a homeless or formerly homeless person?  Yes

1B-4 For members who are homeless or formerly homeless, what role do they play in the CoC membership? Select all that apply.  Advisor, Volunteer, Organizational employee, Community Advocate

1B-5 Does the CoC’s governance charter incorporate written policies and procedures for each of the following:

| 1B-5.1 Written agendas of CoC meetings? | Yes |
| 1B-5.2 Centralized or Coordinated Assessment System? | No |
| 1B-5.3 Process for Monitoring Outcomes of ESG Recipients? | No |
| 1B-5.4 CoC policies and procedures? | Yes |
| 1B-5.5 Written process for board selection? | Yes |
| 1B-5.6 Code of conduct for board members that includes a recusal process? | Yes |
| 1B-5.7 Written standards for administering assistance? | Yes |
### 1C. Continuum of Care (CoC) Committees

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1C-1 Provide information for up to five of the most active CoC-wide planning committees, subcommittees, and/or workgroups, including a brief description of the role and the frequency of meetings. Collaborative Applicants should only list committees, subcommittees and/or workgroups that are directly involved in CoC-wide planning, and not the regular delivery of services.

<table>
<thead>
<tr>
<th>Name of Group</th>
<th>Role of Group (limit 750 characters)</th>
<th>Meeting Frequency</th>
<th>Names of Individuals and/or Organizations Represented</th>
</tr>
</thead>
<tbody>
<tr>
<td>1C-1.1 CoC Board</td>
<td>The CoC Board is elected by the CoC members to oversee the process of developing an effective system of care and developing an annual application to HUD. The Board develops criteria for new and renewal projects each year.</td>
<td>Quarterly</td>
<td>CARE 66; ECR Hsg Auth; Life Link, San Juan Partnership; Sandoval Cty; C. Bartlett, Formerly Homeless; DreamTree; CAV DV; St. E’s Shelter; Comm. of Hope, Samaritan Hse; Cities of Santa Fe &amp; Las Cruces; Mortgage Finance Auth; State HSD; NMCEH; HMIS</td>
</tr>
<tr>
<td>1C-1.2 Impartial Review Committee</td>
<td>Conducts annual review of the CoC new and renewal applications, including a performance review of all renewals, and ranks the applications for inclusion in the annual CoC application.</td>
<td>Quarterly</td>
<td>Jane McGuigan, NM Human Services Department; Natalie Zamora, NM Mortgage Finance Authority; Kevin Hoover, VanDyk Mortgage; Anita Dunmar, Century Bank; Henrietta Corea, Formerly Homeless; Michael Gaylor, Barrett House</td>
</tr>
<tr>
<td>1C-1.3 Coordinated Assessment Workgroup</td>
<td>Charged by the CoC with developing a statewide system of coordinated assessment for both CoCs in New Mexico. The group developed a plan for phasing in a coordinated assessment system for the state starting with meeting the needs of chronically homeless people.</td>
<td>Monthly</td>
<td>Albuquerque HCH; NM Coalition to End Homelessness; NM Mortgage Finance Authority; City of Albuquerque; Metropolitan Homelessness Project; Community Against Violence; St. E’s Shelter; Crossroads for Women; HUD TA Providers</td>
</tr>
<tr>
<td>1C-1.4 HMIS Governing Committee</td>
<td>Oversees the implementation of the New Mexico HMIS project and provides advice and direction to the HMIS staff.</td>
<td>Quarterly</td>
<td>Heidi Jordan, City of Albuquerque; Jennifer Sanchez, NM Mortgage Finance Authority; Sue Campbell, Formerly Homeless and Messilla Valley Community of Hope; Michael Gaylor, Barrett House; Hank Hughes, NM Coalition to End Homelessness</td>
</tr>
<tr>
<td>1C-1.5 Training Committee</td>
<td>The training committee organizes the annual spring training conference for New Mexico agencies that serve homeless people and also organizes basic case management and other trainings throughout the year.</td>
<td>Monthly</td>
<td>Hank Hughes, NMCEH; Lynn Valdez, Supportive Housing Coalition; Stephanie Lefebvre, NMCEH; Lisa Huval, NMCEH; Juliette Aragon, NMCEH</td>
</tr>
</tbody>
</table>
1C-2 Describe how the CoC considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area when establishing the CoC-wide committees, subcommittees, and workgroups.

(limit 750 characters)

The CoC holds meetings for its members in various communities in the large geographic area that comprises the NM Balance of State region so that people from all over the balance of state region have a way to give input. The CoC Board is elected by the CoC members and board members are selected to represent the various populations, and the various geographic regions. The Impartial review committee members are selected for impartiality and knowledge of the homeless assistance system. The HMIS Governing Committee includes representatives of the two agencies that help fund HMIS, the HMIS lead, both CoCs, and a formerly homeless person. Homeless and formerly homeless people serve on all the committees.
1D. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1D-1 Describe the specific ranking and selection process the CoC uses to make decisions regarding project application review and selection, based on objective criteria. Written documentation of this process must be attached to the application along with evidence of making the information publicly available.
(limit 750 characters)

The CoC Board and Impartial Review Committee develop criteria for the evaluation selection and ranking of renewal and new projects each year. These criteria are brought to the CoC membership for comment. The criteria used for this year are attached, and are very similar to the criteria from the past two years. The Impartial Review Committee uses the approved criteria along with guidance from the HUD application to make its recommendations for which projects to fund and how to rank them. The recommendations are sent to our entire email list and organizations have an opportunity to file an appeal with the CoC membership and if the membership agrees that the appeal has merit, the membership can send a appeal to a special grievance committee made up of impartial people to make final decisions on ranking and funding.

1D-2 Describe how the CoC reviews and ranks projects using periodically collected data reported by projects, conducts analysis to determine each project’s effectiveness that results in participants rapid return to permanent housing, and takes into account the severity of barriers faced by project participants. Description should include the specific data elements and metrics that are reviewed to do this analysis.
(limit 1000 characters)

The CoC reviews the CoC funded projects regularly using the data collected in HMIS and notifies agencies when it appears that they are operating below capacity or that their housing stability outcomes appear low. Annually the staff of NMCEH and the impartial review committee do a thorough review of each project using data provided by the projects APR, their annual audit, and monitoring letters from the state and HUD. The metrics reviewed by the impartial review committee are housing stability success rates, employment, efficiency (cost per client served), percent of capacity maintained during the year, mainstream benefits, compliance with monitoring findings, and financial stability as indicated by the agency audit. This year projects that were recommended for renewal were ranked within their project type (PH, TH or SSO) according to their most recent housing stability success rates. Within tier 1 the PH projects were ranked above TH projects and SSO projects were ranked below TH projects.
1D-3 Describe the extent in which the CoC is open to proposals from entities that have not previously received funds in prior Homeless Assistance Grants competitions. (limit 750 characters)

The staff of the New Mexico Coalition to End Homelessness have actively recruited agencies in under-served parts of New Mexico to apply for funding for new projects. For example the staff worked with three possible applicants to serve the under-served eastern part of New Mexico in this application cycle. In addition the CoC advertises the availability of new funding through its email list serve of over 500 people. The local HUD office and the Mortgage Finance Authority sometimes recommend potential new applicants and the NMCEH staff work with these potential applicants to pursue new funding. The CoC received two applications for funding from agencies new to the CoC process, but these projects were not selected to be part of the application this year due to their lack of overall capacity to carry out a project.

1D-4 On what date did the CoC post on its website all parts of the CoC Consolidated Application, including the Priority Listings with ranking information and notified project applicants and stakeholders the information was available? Written documentation of this notification process (e.g., evidence of the website where this information is published) must be attached to the application.

01/16/2014

1D-5 If there were changes made to the ranking after the date above, what date was the final ranking posted?

1D-6 Did the CoC attach the final GIW approved by HUD either during CoC Registration or, if applicable, during the 7-day grace period following the publication of the CoC Program NOFA without making changes? Yes

1D-6.1 If no, briefly describe each of the specific changes that were made to the GIW (without HUD approval) including any addition or removal of projects, revisions to line item amounts, etc. For any projects that were revised, added, or removed, identify the applicant name, project name, and grant number. (limit 1000 characters)

Please note that the GIW we are attaching does not include funding amounts for those new projects for which contracts were not executed in time for the projects to renew this year.
1D-7 Were there any written complaints received by the CoC in relation to project review, project selection, or other items related to 24 CFR 578.7 or 578.9 within the last 12 months?

Yes

1D-7.1 If yes, briefly describe the complaint(s), how it was resolved, and the date(s) in which it was resolved.

(limit 750 characters)

Two of the projects that were slated to be dropped from CoC funding by the Impartial Review Committee submitted written appeals as required by our grievance process. The appeals were heard at a special member meeting of the New Mexico Coalition to End Homelessness on January 15, 2014. The grievance process adopted by the CoC several years ago makes written appeals likely in the event that a project is slated to be dropped, as this gives the agency a chance to make a case in front of its peers as to why it can do better in the future. We do not view these appeals negatively. Both of these appeals were denied by the membership of NMCEH and so the original ranking and funding decisions of the impartial review committee were not changed.
1E. Continuum of Care (CoC) Housing Inventory

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

1E-1 Did the CoC submit the 2013 HIC data in the HDX by April 30, 2013?  Yes
2A. Homeless Management Information System (HMIS) Implementation

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2A-1 Describe how the CoC ensures that the HMIS is administered in compliance with the CoC Program interim rule, conformance with the 2010 HMIS Data Standards and related HUD Notices. (limit 1000 characters)

The New Mexico Coalition to End Homelessness is the HMIS Lead for New Mexico’s two CoCs, and the HMIS lead is overseen by the HMIS governing committee. The HMIS Program Director is responsible for administering the New Mexico HMIS in compliance with the interim rule and in conformance with the 2010 (and 2013 proposed) Data Standards and related HUD notices. The HMIS Program Director reports on efforts to comply with these items to the NMCEH executive director and to the HMIS governing committee on a regular basis.

2A-2 Does the governance charter in place between the CoC and the HMIS Lead include the most current HMIS requirements and outline the roles and responsibilities of the CoC and the HMIS Lead? If yes, a copy must be attached.

Yes

2A-3 For each of the following plans, describe the extent in which it has been developed by the HMIS Lead and the frequency in which the CoC has reviewed it: Privacy Plan, Security Plan, and Data Quality Plan. (limit 1000 characters)

The NM HMIS project has included guidelines and requirements for Privacy, Security, and Data Quality Management specifically in its Standard Operating Procedures (attached) since 2011. The NM HMIS SOP is reviewed semi-annually by the HMIS Project Director to assure it continues to meet current needs and requirements, and (minimally) annually by the NM HMIS Governance Committee to review and approve proposed updates. In Spring 2014, NM HMIS will re-format and expand these existing SOP provisions into individual plans with growth targets and management objectives, responsible agents, and performance tracking measures.
2A-4 What is the name of the HMIS software selected by the CoC and the HMIS Lead? Applicant will enter the HMIS software name (e.g., ABC Software).

ServicePoint

2A-5 What is the name of the HMIS vendor? Applicant will enter the name of the vendor (e.g., ESG Systems).

Bowman Systems

2A-6 Does the CoC plan to change the HMIS software within the next 18 months? No
2B. Homeless Management Information System (HMIS) Funding Sources

2B-1 Select the HMIS implementation coverage area: Statewide

2B-2 Select the CoC(s) covered by the HMIS: (select all that apply) NM-500 - Albuquerque CoC, NM-501 - New Mexico Balance of State CoC

2B-3 In the chart below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
<td>$161,202</td>
</tr>
<tr>
<td>ESG</td>
<td>$65,200</td>
</tr>
<tr>
<td>CDBG</td>
<td>$0</td>
</tr>
<tr>
<td>HOME</td>
<td>$0</td>
</tr>
<tr>
<td>HOPWA</td>
<td>$0</td>
</tr>
<tr>
<td>Federal - HUD - Total Amount</td>
<td>$226,402</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Education</td>
<td>$0</td>
</tr>
<tr>
<td>Department of Health and Human Services</td>
<td>$0</td>
</tr>
<tr>
<td>Department of Labor</td>
<td>$0</td>
</tr>
<tr>
<td>Department of Agriculture</td>
<td>$0</td>
</tr>
<tr>
<td>Department of Veterans Affairs</td>
<td>$0</td>
</tr>
<tr>
<td>Other Federal</td>
<td>$0</td>
</tr>
<tr>
<td>Other Federal - Total Amount</td>
<td>$0</td>
</tr>
</tbody>
</table>

2B-3.3 Funding Type: State and Local
### Funding Source

<table>
<thead>
<tr>
<th>Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>$57,000</td>
</tr>
<tr>
<td>County</td>
<td>$0</td>
</tr>
<tr>
<td>State</td>
<td>$23,500</td>
</tr>
<tr>
<td>State and Local</td>
<td>$80,500</td>
</tr>
</tbody>
</table>

#### 2B-3.4 Funding Type: Private

<table>
<thead>
<tr>
<th>Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>$0</td>
</tr>
<tr>
<td>Organization</td>
<td>$0</td>
</tr>
<tr>
<td>Private - Total</td>
<td>$0</td>
</tr>
</tbody>
</table>

#### 2B-3.5 Funding Type: Other

<table>
<thead>
<tr>
<th>Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation</td>
<td>$11,050</td>
</tr>
<tr>
<td>Other - Total</td>
<td>$11,050</td>
</tr>
</tbody>
</table>

**2B-3.6 Total Budget for Operating Year**

$317,952

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**2B-4 How was the HMIS Lead selected by the CoC?**

Agency was Appointed

**2B-4.1 If other, provide a description as to how the CoC selected the HMIS Lead.**

(limit 750 characters)
2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2C-1 Indicate the HMIS bed coverage rate (%) for each housing type within the CoC. If a particular housing type does not exist anywhere within the CoC, select "Housing type does not exist in CoC" from the drop-down menu:

<table>
<thead>
<tr>
<th>Housing Type</th>
<th>Coverage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency shelter</td>
<td>0-50%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>Housing type does not exist in CoC</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>65-75%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>Housing type does not exist in CoC</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) beds</td>
<td>65-75%</td>
</tr>
</tbody>
</table>

2C-2 How often does the CoC review or assess its HMIS bed coverage? Annually

2C-3 If the bed coverage rate for any housing type is 64% or below, describe how the CoC plans to increase this percentage over the next 12 months. (limit 1000 characters)

The New Mexico Coalition to End Homelessness will access TA through HUD to identify effective strategies for increasing participation among non-funded agencies. We are investigating the use of swipe cards to help emergency shelters with their HMIS data needs, and this may be appealing to privately funded shelters as well as publicly funded shelters. We can also enlist City governments which fund some shelters that are not HUD funded to encourage participation by these shelters.

2C-4 If the Collaborative Applicant indicated that the bed coverage rate for any housing type was 64% or below in the FY2012 CoC Application, describe the specific steps the CoC has taken to increase this percentage. (limit 750 characters)
The NM HMIS project has attempted to use a "peer pressure" approach by participating agencies with other agencies in the same community, citing the benefits of more complete local data for planning, funding, and advocacy purposes. Although non-funded agencies agree with the premise, they still can not afford the staff resources required without supplementary funding. NMCEH has worked with the City of Albuquerque and with the NM Mortgage Finance Authority to establish participation requirements in their homeless services contracts (unfortunately, most pertinent contracts are already funded through ESG, which requires participation, so there is only a small gain).
2D. Homeless Management Information System (HMIS) Data Quality

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2D-1 For each housing type, indicate the average length of time project participants remain in housing. If a housing type does not exist in the CoC, enter “0”.

<table>
<thead>
<tr>
<th>Type of Housing</th>
<th>Average Length of Time in Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter</td>
<td>25</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>11</td>
</tr>
<tr>
<td>Safe Haven</td>
<td>0</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>24</td>
</tr>
<tr>
<td>Rapid Re-housing</td>
<td>4</td>
</tr>
</tbody>
</table>

2D-2 Indicate the percentage of unduplicated client records with null or missing values on a day during the last 10 days of January 2013 for each Universal Data Element listed below.

<table>
<thead>
<tr>
<th>Universal Data Element</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>0%</td>
</tr>
<tr>
<td>Social security number</td>
<td>0%</td>
</tr>
<tr>
<td>Date of birth</td>
<td>0%</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>0%</td>
</tr>
<tr>
<td>Race</td>
<td>0%</td>
</tr>
<tr>
<td>Gender</td>
<td>0%</td>
</tr>
<tr>
<td>Veteran status</td>
<td>0%</td>
</tr>
<tr>
<td>Disabling condition</td>
<td>0%</td>
</tr>
<tr>
<td>Residence prior to program entry</td>
<td>0%</td>
</tr>
<tr>
<td>Zip Code of last permanent address</td>
<td>0%</td>
</tr>
<tr>
<td>Housing status</td>
<td>0%</td>
</tr>
<tr>
<td>Head of household</td>
<td>0%</td>
</tr>
</tbody>
</table>

2D-3 Describe the extent in which HMIS generated data is used to generate HUD required reports (e.g., APR, CAPER, etc.). (limit 1000 characters)
All HUD-required reports are generated directly and completely from HMIS, including APR, customized CAPER, AHAR, HIC, and sheltered PIT. In most cases, programs are obligated under contract or grant requirements to use HMIS to generate and substantiate submitted reports. NM HMIS is currently partnering with the NM Mortgage Finance Authority, the NM Coalition against Domestic Violence, and Osnium Software to develop a comparable database for use by VAWA covered programs in generating an APR or CAPER; projected implementation is Spring 2014.

2D-4 How frequently does the CoC review the data quality in the HMIS of program level data?  
Annually

2D-5 Describe the process through which the CoC works with the HMIS Lead to assess data quality. Include how the CoC and HMIS Lead collaborate, and how the CoC works with organizations that have data quality challenges.  
(Limit 1000 characters)

The CoC and the HMIS lead are both functions of the New Mexico Coalition to End Homelessness. The HMIS staff share data quality issues as well as program performance issues with the CoC staff on at least a weekly basis. CoC staff can intervene with technical assistance for program performance issues. NM HMIS works directly with programs to manage data quality. NM HMIS monitors data continuously by reviewing key report fields (e.g., UDE and utilization), and provides each program with a comprehensive detailed data quality review memo to identify all issues that affect report accuracy and consistency, and a special memo is issued in September to prepare for efficient AHAR participation. NM HMIS also provides access to a range of detailed data management reports, a TA Helpdesk available during business hours, and customized reports to assist agencies to manage their HMIS entry and reporting.

2D-6 How frequently does the CoC review the data quality in the HMIS of client-level data?  
Quarterly
### 2E. Homeless Management Information System (HMIS) Data Usage and Coordination

**Instructions:**

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

#### 2E-1 Indicate the frequency in which the CoC uses HMIS data for each of the following activities:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Measuring the performance of participating housing and service providers</td>
<td>Annually</td>
</tr>
<tr>
<td>* Using data for program management</td>
<td>Quarterly</td>
</tr>
<tr>
<td>* Integration of HMIS data with data from mainstream resources</td>
<td>Never</td>
</tr>
<tr>
<td>* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)</td>
<td>Never</td>
</tr>
</tbody>
</table>
2F. Homeless Management Information System (HMIS) Policies and Procedures

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2F-1 Does the CoC have a HMIS Policy and Procedures Manual?  If yes, the HMIS Policy and Procedures Manual must be attached.  Yes

2F-1.1 What page(s) of the HMIS Policy and Procedures Manual or governance charter includes the information regarding accuracy of capturing participant entry and exit dates in HMIS? (limit 250 characters)
page 19 of Policy Manual

2F-2 Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)?  Yes
2G. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2G-1 Indicate the date of the most recent sheltered point-in-time count (mm/dd/yyyy):

01/28/2013

2G-2 If the CoC conducted the sheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD?

Not Applicable

2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX:

04/30/2013

2G-4 Indicate the percentage of homeless service providers supplying sheltered point-in-time data:

<table>
<thead>
<tr>
<th>Housing Type</th>
<th>Observation</th>
<th>Provider Shelter</th>
<th>Client Interview</th>
<th>HMIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelters</td>
<td>0%</td>
<td>82%</td>
<td>0%</td>
<td>18%</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>0%</td>
<td>58%</td>
<td>0%</td>
<td>42%</td>
</tr>
<tr>
<td>Safe Havens</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

2G-5 Comparing the 2012 and 2013 sheltered point-in-time counts, indicate if there was an increase, decrease, or no change and then describe the reason(s) for the increase, decrease, or no change. (Limit 750 characters)

The 2013 point in time count found: 1,364 sheltered (876 in emergency shelters and 488 in transitional housing) while the 2012 point in time count found just slightly fewer sheltered homeless people: 1,353(759 in emergency shelters and 594 in transitional housing). Some agencies shift beds between emergency shelter and transitional housing and this accounts for the shift between the two categories. Basically the sheltered population is stable with no significant change.
2H. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Methods

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2H-1 Indicate the method(s) used to count sheltered homeless persons during the 2013 point-in-time count:

- Survey providers: X
- HMIS: X
- Extrapolation: 
- Other: 

2H-2 If other, provide a detailed description. (limit 750 characters)

2H-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

For HMIS participating agencies the HMIS staff worked with each agency to ensure that all data was entered correctly for the date of the count. The HMIS staff then produced a report with a count of the homeless people sheltered on that day. For the providers that are not using HMIS a survey was emailed to each agency requesting data for the count on that day. The survey was followed up with phone calls to obtain the data and to answer questions about accuracy.
2I. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Data Collection

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2I-1 Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:
   - HMIS: X
   - HMIS plus extrapolation: 
   - Sample of PIT interviews plus extrapolation: 
     - Sample strategy: (if Sample of PIT interviews plus extrapolation is selected)
       - Provider expertise: X
       - Interviews: 
       - Non-HMIS client level information: X
       - Other: 

2I-2 If other, provide a detailed description. (limit 750 characters)

2I-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate. (limit 750 characters)

For agencies that participate in HMIS, the HMIS staff helped agencies to ensure their data was accurate for the night of the point in time count and then the HMIS staff ran reports for the count. For non-HMIS agencies a survey was emailed to the agencies and follow-up phone calls were made to collect data for the night of the count and to address questions about the accuracy of the data. In some cases provider expertise was used to estimate sub-population data for the night of the count, when the agency did not collect exact data on sub-populations served.
2J. Continuum of Care (CoC) Sheltered Homeless Point-in-Time Count: Data Quality

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2J-1 Indicate the methods used to ensure the quality of the data collected during the sheltered point-in-time count:

<table>
<thead>
<tr>
<th>Method</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td></td>
</tr>
<tr>
<td>Follow-up</td>
<td>X</td>
</tr>
<tr>
<td>HMIS</td>
<td>X</td>
</tr>
<tr>
<td>Non-HMIS de-duplication</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

2J-2 If other, provide a detailed description.
(limit 750 characters)

2J-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate.
(limit 750 characters)

Follow-up phone calls were made to agencies to collect sub-population data when either it was not supplied on the survey or where it did not appear to make sense. During the follow-up phone calls agencies were asked to check their records for the night of the count or to use their expertise to estimate the sub-populations that would have been served on the night of the count. For HMIS participating agencies the HMIS staff worked with each agency to ensure that the data on file for the night of the count was accurate before running the report that was used for the count.
2K. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time (PIT) Count

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2K-1 Indicate the date of the most recent unsheltered point-in-time count:

01/28/2013

2K-2 If the CoC conducted the unsheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD?

2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX:

04/30/2013

2K-4 Comparing the 2013 unsheltered point-in-time count to the last unsheltered point-in-time count, indicate if there was an increase, decrease, or no change and describe the specific reason(s) for the increase, decrease, or no change.

(limit 750 characters)

The 2013 count of unsheltered homeless people was 284 which was down from a count of 461 in 2011, the last date of an unsheltered count. There are two reasons that the number counted is lower in 2013. One reason is that our efforts to create permanent supportive housing using the housing first approach is having a positive effect. The other reason is that there is a lot of variability in the counts in different years since there are different people doing the counting at our member agencies and some people are better at finding and engaging unsheltered homeless people than others.
2L. Continuum of Care (CoC) Unsheltered Point-in-Time Count: Methods

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2L-1 Indicate the methods used to count unsheltered homeless persons during the 2013 point-in-time count:

   Public places count: [X]
   Public places count with interviews on the night of the count: 
   Public places count with interviews at a later date: 
   Service-based count: [X]
   HMIS: 
   Other: 

2L-2 If other, provide a detailed description. (limit 750 characters)

2L-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the unsheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

Service providers that normally assist homeless people were asked to survey the homeless people they came in contact with in the days after the day of the count to ask people where they slept on the night of the count, and to count those who reported they were homeless and not staying in a shelter that night. There are also some meal locations in the region where homeless people naturally gather. Volunteers surveyed the clients at these locations to find and count those who were homeless and unsheltered on the night of the count.
2M. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Level of Coverage

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

2M-1 Indicate where the CoC located unsheltered homeless persons during the 2013 point-in-time count:
A Combination of Locations

2M-2 If other, provide a detailed description.
(limit 750 characters)
2N. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Data Quality

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

* 2N-1 Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2013 unsheltered population count:

<table>
<thead>
<tr>
<th>Training</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Blitz&quot; count</td>
<td></td>
</tr>
<tr>
<td>Unique identifier</td>
<td></td>
</tr>
<tr>
<td>Survey question</td>
<td>X</td>
</tr>
<tr>
<td>Enumerator observation</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

2N-2 If other, provide a detailed description. (limit 750 characters)

2N-3 For each method selected, including other, describe how the method was used to reduce the occurrence of counting unsheltered homeless persons more than once during the 2013 point-in-time count. In order to receive credit for any selection, it must be described here. (limit 750 characters)

We placed a question on the survey asking unsheltered people to tell us if they had done the survey before. If they answered yes to this question, the survey was not administered to them. The CoC staff also trained the people who would administer the survey by phone and made follow-up phone calls to help ensure that the surveys were being administered consistently.
3A. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 1: Increase Progress Towards Ending Chronic Homelessness

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). The first goal in Opening Doors is to end chronic homelessness by 2015. Creating new dedicated permanent supportive housing beds is one way to increase progress towards ending homelessness for chronically homeless persons. Using data from Annual Performance Reports (APR), HMIS, and the 2013 housing inventory count, complete the table below.

3A-1.1 Objective 1: Increase Progress Towards Ending Chronic Homelessness

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3A-1.1a For each year, provide the total number of CoC-funded PSH beds not dedicated for use by the chronically homeless that are available for occupancy.</td>
<td>601</td>
<td>610</td>
<td>610</td>
</tr>
<tr>
<td>3A-1.1b For each year, provide the total number of PSH beds dedicated for use by the chronically homeless.</td>
<td>169</td>
<td>186</td>
<td>196</td>
</tr>
<tr>
<td>3A-1.1c Total number of PSH beds not dedicated to the chronically homeless that are made available through annual turnover.</td>
<td></td>
<td>155</td>
<td>165</td>
</tr>
<tr>
<td>3A-1d Indicate the percentage of the CoC-funded PSH beds not dedicated to the chronically homeless made available through annual turnover that will be prioritized for use by the chronically homeless over the course of the year.</td>
<td></td>
<td>20%</td>
<td>55%</td>
</tr>
<tr>
<td>3A-1.1e How many new PSH beds dedicated to the chronically homeless will be created through reallocation?</td>
<td>4</td>
<td>20</td>
<td>35</td>
</tr>
</tbody>
</table>
3A-1.2 Describe the CoC’s two year plan (2014-2015) to increase the number of permanent supportive housing beds available for chronically homeless persons and to meet the proposed numeric goals as indicated in the table above. Response should address the specific strategies and actions the CoC will take to achieve the goal of ending chronic homelessness by the end of 2015.
(limit 1000 characters)

The new coordinated assessment project will take on placing chronically homeless people as its first target population. The coordinated assessment staff will collect the names of chronically homeless people in shelters or living outside through several participating shelters and outreach programs. The permanent housing agencies have agreed to give these chronically homeless people priority in varying degrees for their beds as they open up. As the coordinated assessment project expands statewide we expect to get support from the permanent housing agencies to commit at least 85% of their openings to people who are chronically homeless by 2015. The CoC will also help three CoC programs convert their programs to permanent supportive housing. In this application cycle, Samaritan House will convert from transitional housing to permanent housing and in the next cycle the two remaining SSO projects will convert to permanent housing. The New Mexico Coalition to End Homelessness will also work with the State Human Services Department to expand the State Linkages Program, which is a state funded permanent supportive housing program.

3A-1.3 Identify by name the individual, organization, or committee that will be responsible for implementing the goals of increasing the number of permanent supportive housing beds for persons experiencing chronic homelessness.
(limit 1000 characters)

The CoC Board will be responsible for overseeing the use of the CoC application process for converting transitional housing and SSO projects to permanent supportive housing. The Coordinated Assessment Workgroup and the Coordinated Assessment Director will be responsible for overseeing the process of placing chronically homeless people in permanent housing beds as they open up. Hank Hughes, as executive director of NMCEH will coordinate all of these efforts.
3A. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 2: Increase Housing Stability

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD’s goals as articulated in HUD’s Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Achieving housing stability is critical for persons experiencing homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-2.1 Does the CoC have any non-HMIS projects for which an APR should have been submitted between October 1, 2012 and September 30, 2013? Yes

3A-2.2 Objective 2: Increase Housing Stability

<table>
<thead>
<tr>
<th>2013 Actual Numeric Achievement and Baseline</th>
<th>2014 Proposed Numeric Achievement</th>
<th>2015 Proposed Numeric Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A-2.2a Enter the total number of participants served by all CoC-funded permanent supportive housing projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013:</td>
<td>623</td>
<td>647</td>
</tr>
<tr>
<td>3A-2.2b Enter the total number of participants that remain in CoC-funded permanent supportive housing projects at the end of the operating year PLUS the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination.</td>
<td>560</td>
<td>592</td>
</tr>
<tr>
<td>3A-2.2c Enter the percentage of participants in all CoC-funded projects that will achieve housing stability in an operating year.</td>
<td>90%</td>
<td>91%</td>
</tr>
</tbody>
</table>
3A-2.3 Describe the CoC’s two year plan (2014-2015) to improve the housing stability of project participants in CoC Program-funded permanent supportive housing projects, as measured by the number of participants remaining at the end of an operating year as well as the number of participants that exited from all CoC-funded permanent supportive housing projects to a different permanent housing destination. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit to 1000 characters)

The CoC has emphasized housing stability for many years by promoting the Housing First Model at its training events, and giving individual technical assistance to agencies that were having trouble meeting the housing stability goals and the CoC is proud to have reached 90% success for housing stability. The CoC will continue to train permanent supportive housing agencies in the Housing First model. Since most agencies in the CoC are doing very well in this regard, the CoC will concentrate on the few agencies that still fall below the standard. The CoC does not want to aim too high with this measure so as not to discourage agencies from taking chances on the hardest to house clients. For that reason we are only projecting modest increases above 90%.

3A-2.4 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of housing stability in CoC-funded projects. (limit 1000 characters)

The CoC Board will monitor housing stability and encourage through peer pressure any agencies that are not meeting the standard. The HMIS Program Director, Mark Oldknow will keep track of housing stability on a regular basis and report on programs that are struggling to the executive director, Hank Hughes, who will provide technical assistance to those agencies that need assistance to improve. Both Hank Hughes and Mark Oldknow will report on their efforts to the CoC Board which will be ultimately responsible for increasing the rate of housing stability.
3A. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 3: Increase project participants income

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD’s goals as articulated in HUD’s Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to increase income is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-3.1 Number of adults who were in CoC-funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013: 1319

3A-3.2 Objective 3: Increase project participants income

<table>
<thead>
<tr>
<th>2013 Actual Numeric Achievement and Baseline</th>
<th>2014 Proposed Numeric Achievement</th>
<th>2015 Proposed Numeric Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A-3.2a Enter the percentage of participants in all CoC-funded projects that increased their income from employment from entry date to program exit?</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td>3A-3.2b Enter the percentage of participants in all CoC-funded projects that increased their income from sources other than employment from entry date to program exit?</td>
<td>15%</td>
<td>20%</td>
</tr>
</tbody>
</table>

3A-3.3 In the table below, provide the total number of adults that were in CoC-funded projects with each of the cash income sources identified below, as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.

<table>
<thead>
<tr>
<th>Cash Income Sources</th>
<th>Number of Participating Adults</th>
<th>Percentage of Total in 3A-3.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Income</td>
<td>203</td>
<td>15.39 %</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>14</td>
<td>1.06 %</td>
</tr>
<tr>
<td>SSI</td>
<td>216</td>
<td>16.38 %</td>
</tr>
</tbody>
</table>
3A-3.4 Describe the CoC’s two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes from non-employment sources from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table (3A-3.2) above. (limit 1000 characters)

The New Mexico Coalition to End Homelessness will continue to operate the New Mexico SOAR program which helps case managers get their disabled homeless clients quickly onto SSI or SSDI benefits. NMCEH will offer two in person trainings per year to case managers at CoC and ESG agencies. NMCEH will also offer at least two webinar refreshers each year and will encourage case managers to take the new online SOAR training. The New Mexico Coalition to End Homelessness will also offer at least two basic case management trainings each year and will include training about helping clients access mainstream resources as a major part of the training. NMCEH will also emphasize the correct entry of data on income during HMIS trainings as we feel that some income progress is not being reported, and so we are not getting full credit for all that is being done by the agencies.

3A-3.5 Describe the CoC’s two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that increase their incomes through employment from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)

The New Mexico Coalition to End Homelessness will offer at least two basic case management trainings each year and will include training about helping clients obtain employment as part of the training. We will emphasize part-time and supported employment opportunities for people who are disabled. The HMIS staff will work with agencies to ensure that data on employment is being entered correctly, so that we are getting credit for the employment progress that is made.
3A-3.6 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that increase income from entry date to program exit. (limit 1000 characters)

The CoC Board will monitor the performance on increasing incomes and encourage improving performance through peer pressure, and the CoC Board will ultimately be responsible for improving performance in this area. The New Mexico Coalition to End Homelessness, under the CoC Board’s guidance, will be responsible for helping CoC funded projects increase the number of participants in their programs who increase their incomes during their stay in the programs. The SOAR committee will be responsible for conducting two SOAR workshops per year and for conducting the webinar refresher trainings. The SOAR Committee is staffed and organized by Lisa Huval at NMCEH. The NMCEH Conference Committee will be responsible for coordinating the basic case management trainings at the NMCEH annual conference and on two other occasions per year. The NMCEH Conference Committee is led by Hank Hughes of NMCEH. The HMIS staff led by Mark Oldknow will be responsible for improving data quality around income in the HMIS system, so that agencies are claiming full credit for their work in this area. The staff of NMCEH will report on progress in this area to the CoC Board.
3A. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 4: Increase the number of participants obtaining mainstream benefits

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD’s Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Assisting project participants to obtain mainstream benefits is one way to ensure housing stability and decrease the possibility of returning to homelessness. Using data from Annual Performance Reports (APR), complete the table below.

3A-4.1 Number of adults who were in CoC-funded projects as reported on APRs submitted during the period between October 1, 2012 and September 30, 2013.

3A-4.2 Objective 4: Increase the number of participants obtaining mainstream benefits

<table>
<thead>
<tr>
<th>2013 Actual Numeric Achievement and Baseline</th>
<th>2014 Proposed Numeric Achievement</th>
<th>2015 Proposed Numeric Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A-4.2a Enter the percentage of participants in ALL CoC-funded projects that obtained non-cash mainstream benefits from entry date to program exit.</td>
<td>24%</td>
<td>40%</td>
</tr>
</tbody>
</table>

3A-4.3 In the table below, provide the total number of adults that were in CoC-funded projects that obtained the non-cash mainstream benefits from entry date to program exit, as reported on APRs submitted during the period between October 1, 2013 and September 30, 2013.

<table>
<thead>
<tr>
<th>Non-Cash Income Sources</th>
<th>Number of Participating Adults</th>
<th>Percentage of Total in 3A-4.1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplemental nutritional assistance program</td>
<td>323</td>
<td>24.49%</td>
</tr>
<tr>
<td>MEDICAID health insurance</td>
<td>108</td>
<td>8.19%</td>
</tr>
<tr>
<td>MEDICARE health insurance</td>
<td>33</td>
<td>2.50%</td>
</tr>
<tr>
<td>State children’s health insurance</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>WIC</td>
<td>6</td>
<td>0.45%</td>
</tr>
</tbody>
</table>

Applicant: New Mexico Balance of State CoC
Project: NM-501 CoC Registration FY2013

FY2013 CoC Application Page 35 01/31/2014
<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA medical services</td>
<td>5</td>
<td>0.38%</td>
</tr>
<tr>
<td>TANF child care services</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>TANF transportation services</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Other TANF-funded services</td>
<td>2</td>
<td>0.15%</td>
</tr>
<tr>
<td>Temporary rental assistance</td>
<td>1</td>
<td>0.08%</td>
</tr>
<tr>
<td>Section 8, public housing, rental assistance</td>
<td>9</td>
<td>0.68%</td>
</tr>
<tr>
<td>Other Source</td>
<td>2</td>
<td>0.15%</td>
</tr>
<tr>
<td>No sources</td>
<td>968</td>
<td>73.39%</td>
</tr>
</tbody>
</table>

3A-4.4 Describe the CoC’s two year plan (2014-2015) to increase the percentage of project participants in all CoC-funded projects that access mainstream benefits from entry date to program exit. Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above.

(limit 1000 characters)

The CoC will undertake several activities to increase the percentage of participants obtaining mainstream benefits to 56% by 2015. First we will help CoC agencies improve the reporting of the obtaining of mainstream benefits because we feel that many agencies are not taking credit in HMIS for the work they do. The Coalition will also offer a series of trainings for case managers including an annual conference where case managers will be trained in helping people to obtain mainstream benefits.

3A-4.5 Identify by name the individual, organization, or committee that will be responsible for increasing the rate of project participants in all CoC-funded projects that access non-cash mainstream benefits from entry date to program exit.

(limit 1000 characters)

One committee and two individuals will be responsible for increasing the rate of obtaining mainstream benefits. The Training Committee is made up of NMCEH staff and board members and is responsible for developing an annual conference that emphasizes training for direct services staff at homeless assistance agencies and also develops and puts on one day trainings for case managers at two other times during the year. Mark Oldknow, Program Director for the New Mexico HMIS will be responsible for helping agencies improve the reporting on participants obtaining mainstream resources. Hank Hughes, Executive Director of NMCEH will send letters to each agency regarding their performance in the area of obtaining mainstream benefits and will offer individual assistance so that agencies can improve.
3A. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 5: Using Rapid Re-Housing as a method to reduce family homelessness

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In FY2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD’s goals as articulated in HUD’s Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP). Rapid re-housing is a proven effective housing model. Based on preliminary evidence, it is particularly effective for households with children. Using HMIS and Housing Inventory Count data, populate the table below.

3A-5.1 Objective 5: Using Rapid Re-housing as a method to reduce family homelessness.

<table>
<thead>
<tr>
<th></th>
<th>2013 Actual Numeric Achievement and Baseline</th>
<th>2014 Proposed Numeric Achievement</th>
<th>2015 Proposed Numeric Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A-5.1a Enter the total number of homeless households with children per year that are assisted through CoC-funded rapid re-housing projects.</td>
<td>0</td>
<td>74</td>
<td>132</td>
</tr>
<tr>
<td>3A-5.1b Enter the total number of homeless households with children per year that are assisted through ESG-funded rapid re-housing projects.</td>
<td>24</td>
<td>50</td>
<td>70</td>
</tr>
<tr>
<td>3A-5.1c Enter the total number of households with children that are assisted through rapid re-housing projects that do not receive McKinney-Vento funding.</td>
<td>35</td>
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<td>70</td>
</tr>
</tbody>
</table>

3A-5.2 Describe the CoC’s two year plan (2014-2015) to increase the number homeless households with children assisted through rapid re-housing projects that are funded through either McKinney-Vento funded programs (CoC Program, and Emergency Solutions Grants program) or non-McKinney-Vento funded sources (e.g., TANF). Response should address the specific strategies and actions the CoC will take to meet the numeric achievements proposed in the table above. (limit 1000 characters)
The CoC is pursuing three major strategies:

1. We are advocating for continuing to increase the amount of state and ESG funds devoted to rapid rehousing. In 2013 the state increased funding for rapid rehousing by $200,000.
2. We are asking local governments to put more resources into rapid rehousing. The Santa Fe plan to end homelessness calls for the City and County to contribute resources to local rapid rehousing.
3. We will encourage current CoC funding transitional housing programs that serve homeless families to switch to rapid rehousing. Five of our transitional housing programs already practice rapid rehousing using the scattered site leasing part of transitional housing and are interested in switching in 2014 or 2015. There are 2 others that may also switch. Since Congress just changed the law to allow nonprofits to administer rapid rehousing we will use this option to make the switch easier. The numbers above are a projection that 6 of the 7 programs will switch to rapid rehousing by 2015.

3A-5.3 Identify by name the individual, organization, or committee that will be responsible for increasing the number of households with children that are assisted through rapid re-housing in the CoC geographic area. (limit 1000 characters)

The New Mexico Coalition to End Homelessness (NMCEH) will be the group responsible for increasing the amount of rapid rehousing available in the CoC region. NMCEH will work with the NM Mortgage Finance Authority, the administrator of ESG, to increase the amount of ESG funding that goes toward rapid rehousing. We will also work with the MFA to increase the amount of state funding that goes to rapid rehousing. NMCEH is also working with local governments to encourage them to begin funding rapid rehousing using the local plans to end homelessness as a starting point. The CoC Board will oversee the process of having nonprofit agencies that provide transitional housing for homeless families converting to a rapid rehousing program. The 7 nonprofit agencies that NMCEH will work with are Catholic Charities of Central NM, the Mesilla Valley Community of Hope, La Casa, Community Against Violence, El Refugio, Valencia Shelter Services and Esperanza.

3A-5.4 Describe the CoC’s written policies and procedures for determining and prioritizing which eligible households will receive rapid re-housing assistance as well as the amount or percentage of rent that each program participant must pay, if applicable. (limit 1000 characters)

These policies and procedures will be developed in 2014 as part of our new Coordinated Assessment project.

3A-5.5 How often do RRH providers provide case management to households residing in projects funded under the CoC and ESG Programs? (limit 1000 characters)
RRH providers generally have case management visits with client households about once a month. The CoC Board has discussed the provision of case management services to RRH and TH clients and the different needs of the sub-populations served. Youth and victims of domestic violence often need more case management and other supports than other typical RRH households. The CoC Board has indicated that it wants us to be careful as we switch some programs from transitional housing to rapid rehousing that we do not leave vulnerable populations unserved. We are not therefore asking programs serving youth to change from transitional housing to rapid rehousing, and we will also be careful to make sure victims of domestic violence continue to get the services they need under the new system.

3A-5.6 Do the RRH providers routinely follow up with previously assisted households to ensure that they do not experience additional returns to homelessness within the first 12 months after assistance ends? (limit 1000 characters)

For the most part, RRH agencies do not have the resources to follow-up with their clients once they exit the program. The agencies do try to encourage their clients to come back for case management and advice should problems arise.
3B. Continuum of Care (CoC) Discharge Planning: Foster Care

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-1.1 Is the discharge policy in place mandated by the State, the CoC, or other? State Mandated Policy

3B-1.1a If other, please explain. (limit 750 characters)

3B-1.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)

The CoC works with the New Mexico Children Youth and Families Department (CYFD) through the Housing Leadership Group, a State government interagency task force. CYFD has implemented a formal transition planning process in accordance with the Fostering Connections Act to plan for the needs of each youth emancipating from foster care at age 18. The plan focuses on: education, employment, housing, health and mental health, mentors, and continuing support services. CYFD partially funds five transitional living programs across the state that are able to serve 45 youth aging out of foster care system. With the encouragement of the Housing Leadership group in 2008 CYFD began a program of supportive housing called “Transitions” for transition age youth who might otherwise become homeless. The Transitions Program has 20 housing vouchers that are combined with community based behavioral health services.

3B-1.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)
The state agency responsible for ensuring that people do not become homeless upon leaving the foster care system is the State Children Youth and Families Department (CYFD). CYFD has implemented a formal transition planning process in accordance with the Fostering Connections Act to plan for the needs of each youth emancipating from foster care at age 18, as described above. CYFD is represented on the New Mexico State Housing Leadership Group, which is an inter-agency task force that includes the Human Services Department, the Corrections Department, the Department of Veteran Services, and the Health Department. The Housing Leadership group coordinates the efforts by all State agencies to develop supportive housing for homeless people and others who need it. The New Mexico Coalition to End Homelessness (the CoC) is part of this group.
3B. Continuum of Care (CoC) Discharge Planning: Health Care

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-2.1 Is the discharge policy in place mandated by the State, the CoC, or other?

Other

3B-2.1a If other, please explain.
(limit 750 characters)
Various local efforts in local New Mexico communities

3B-2.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge.
(limit 1000 characters)
Christus St. Vincent Hospital in Santa Fe has developed and implemented a discharge planning policy, coordinating with St. Elizabeth Shelter, the main emergency shelter in Santa Fe and a member NM Coalition to End Homelessness. St. Elizabeth Shelter has arranged with the hospital for a plan for class 3 medications to be made available while patients, who would otherwise be homeless, transition out of the hospital setting. St. Elizabeth Shelter Staff have been meeting quarterly with hospital discharge planners. The NM Coalition to End Homelessness supports this process with the goal of developing a general discharge planning protocol for the state. Transitioning patients with no home go to St. Elizabeth Shelter where St. Vincent Hospital pays the cost of their stay so as not to be relying on McKinney-Vento funding for these clients. St. Elizabeth Shelter and the hospital work to find longer term housing for clients of this respite program in appropriate permanent housing or with family.

3B-2.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness.
(limit 1000 characters)
The New Mexico Department of Health; Christus St. Vincent Hospital in Santa Fe; St. Elizabeth Shelter in Santa Fe; The Housing Leadership Group (a state interagency task force).
3B. Continuum of Care (CoC) Discharge Planning: Mental Health

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-3.1 Is the discharge policy in place mandated by the State, the CoC, or other? State Mandated Policy

3B-3.1a If other, please explain. (limit 750 characters)

3B-3.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)

New Mexico’s public behavioral health services are managed by Optum Health, which has implemented a formal discharge planning protocol that begins at admission and continues throughout the course of treatment and discharge. Developing and implementing the plan is done by a local agency with the consumer, family, treatment team and others. A written discharge summary is completed during a meeting with the consumer, and each plan covers the living situation after discharge; and an aftercare plan. In 2008, in response to a suggestion of the Housing Leadership Group (a state inter-agency task force which includes the CoC as a member) the Human Services Department began the Linkages program. Linkages combines a housing voucher with services provided by a local behavioral health provider. The program has 39 vouchers in 3 locations in the State. There are plans to increase the program to 200 vouchers. The Human Services Department also offers move in and eviction prevention assistance for people with severe mental illness. People discharged from the Behavioral Health Institute routinely go to state funded transitional programs or privately operated group homes.

3B-3.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)

Optum Health (a private managed care agency for the state) provides funding to all the local mental health agencies and the Behavioral Health Institute in Las Vegas (the state hospital for people with mental illness). The Housing Leadership Group, a state interagency task force works on developing transitional and permanent supportive housing for people with mental illness.
3B. Continuum of Care (CoC) Discharge Planning: Corrections

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3B-4.1 Is the discharge policy in place mandated by the State, the CoC, or other? State Mandated Policy

3B-4.1a If other, please explain. (limit 750 characters)

3B-4.2 Describe the efforts that the CoC has taken to ensure persons are not routinely discharged into homeless and specifically state where persons routinely go upon discharge. (limit 1000 characters)

The CoC works with the New Mexico Department of Corrections (NMDC) through the Housing Leadership group (an inter-agency task force on housing). NMDC has implemented a formal protocol for the reentry planning process for all adult inmates releasing back to the community from incarceration. An Institution Reentry Committee meets to develop a discharge plan for each inmate beginning 180 days prior to the release date. A progress report/reentry plan is completed on all inmates identifying needs of all inmates that must be addressed to facilitate successful reentry. The progress report/reentry plan addresses: medical treatment, education/job development, financial needs, housing, family support, life skills, institutional program compliance, and social services assistance. Reentry and Transition Coordinators assist with implementation of the reentry plan and in locating an appropriate residence for the inmate. People exiting correctional facilities routinely are placed with family and friends. They also may be placed with private nonprofit agencies, such as Dismiss House that help transition people back into society.

3B-4.3 Identify the stakeholders and/or collaborating agencies that are responsible for ensuring that persons being discharged from a system of care are not routinely discharged into homelessness. (limit 1000 characters)
The New Mexico Department of Corrections is the agency responsible for making sure people are not discharged from correctional facilities to homelessness. The Corrections Department is represented on the Housing Leadership Group which includes the New Mexico Coalition to End Homelessness (the CoC). The Housing Leadership Group coordinates state efforts to create more supportive housing in the State. In the past couple of years the Mortgage Finance Authority has included incentives to create supportive housing in all tax credit projects and this is the primary way that supportive housing has increased in the state in the past two years.
3C. Continuum of Care (CoC) Coordination

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3C-1 Does the Consolidated Plan for the jurisdiction(s) within the CoC’s geography include the CoC’s strategic plan goals for addressing and ending homelessness?

Yes

3C-1.1 If yes, list the goals in the CoC strategic plan. (limit 1000 characters)

One of the goals that is in both the CoC plan and the state Consolidated Plan is the goal to develop much more permanent supportive housing to meet the needs of homeless people who are disabled including those who are chronically homeless. The state consolidated plan identifies a gap of 1,000 such units. The Consolidated Plan and Coc plan also include a goal to develop more transitional housing including rapid rehousing for families.

3C-2 Describe the extent in which the CoC consults with State and local government Emergency Solutions Grants (ESG) program recipients within the CoC’s geographic area on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and subrecipients. (limit 1000 characters)

The CoC works closely with the Mortgage Finance Authority, which is the governmental entity that distributes ESG funding. The CoC and the MFA staff meet regularly to discuss the allocation of ESG funding and also to work on evaluating ESG performance using HMIS and a comparable database. The HMIS staff at NMCEH (which is also the CoC) have been working closely with Osnium software to develop a comparable database for domestic violence shelters that will provide the same detailed data as the regular HMIS.

3C-3 Describe the extent in which ESG funds are used to provide rapid re-housing and homelessness prevention. Description must include the percentage of funds being allocated to both activities. (limit 1000 characters)

The Mortgage Finance Authority manages the ESG funds within the CoC. This past year with 21% of ESG funds were devoted to rapid rehousing and 15% were devoted to homeless prevention. These percentages are somewhat lower than ideal because of the reduction in ESG funds and a desire to adequately fund emergency shelters and keep them in business. Recognizing the importance of rapid rehousing the MFA in consultation with the CoC elected to spend the entire $200,000 increase in state homeless funding received in 2013 on rapid rehousing.
3C-4 Describe the CoC's efforts to reduce the number of individuals and families who become homeless within the CoC's entire geographic area. (limit 1000 characters)

The CoC is working with the State Mortgage Finance Authority, the City of Santa Fe and Santa Fe County to specifically increase funding for homeless prevention activities. All these entities understand that the old HPRP program was very successful at preventing homelessness during the recession and that continuing funding for these activities is essential. The current Santa Fe plan to end homelessness calls on the City and County to invest some of their human services funding into homeless prevention. On the state level, the Mortgage Finance Authority used the $200,000 increase in state funding received in 2013 for rapid re-housing.

3C-5 Describe how the CoC coordinates with other Federal, State, local, private and other entities serving the homeless and those at risk of homelessness in the planning and operation of projects. (limit 1000 characters)

The CoC is part of the work of the NM Coalition to End Homelessness (NMCEH) which seeks to bring together all parties to work together toward ending homelessness. NMCEH is part of the State's Housing Leadership group which coordinates the increase of supportive housing in the state via the state funded Linkages program and through an incentive to include supportive housing in tax-credit developments. NMCEH has two advisory boards that raise private funds and funnels these funds to agencies using best practices to end homelessness. NMCEH facilitated the development of a state plan to end homelessness in 2012 that is based on the federal plan.

3C-6 Describe the extent in which the PHA(s) within the CoC’s geographic area are engaged in the CoC efforts to prevent and end homelessness. (limit 1000 characters)

There are a number of PHAs within the New Mexico Balance of State region that are actively involved in efforts to prevent and end homelessness. The El Camino Real Housing Authority operates CoC Rental Assistance projects in Socorro and Valencia Counties. The Santa Fe Public Housing Authority operates a Shelter Plus Care program in Rio Arriba County. The Las Cruces Public Housing Authority helps operate the CoC Rental Assistance programs in Las Cruces and the Eastern Regional Housing Authority is preparing to open a Shelter Plus Care Program in Roswell. In addition to this direct involvement in CoC projects these same housing authorities work with other homeless assistance agencies to place homeless people in public housing or section 8 voucher housing.

3C-7 Describe the CoC’s plan to assess the barriers to entry present in projects funded through the CoC Program as well as ESG (e.g. income eligibility requirements, lengthy period of clean time, background checks, credit checks, etc.), and how the CoC plans to remove those barriers. (limit 1000 characters)
The CoC has been promoting a housing first approach for many years and most CoC and ESG funded programs have done away with arbitrary barriers to housing such as clean time and background checks. Where there is still work to be done is with private landlords that operate tax credit properties. The CoC is planning to develop a training for tax credit property managers to help them understand the need to remove barriers for their special needs clients including homeless people. Tax credit developers in New Mexico get extra points on their applications for including homeless and other special needs people in their projects, but often do not understand the best way to integrate these people into their communities successfully without barriers and the training will address that.

3C-8 Describe the extent in which the CoC and its permanent supportive housing recipients have adopted a housing first approach. (limit 1000 characters)

The CoC has been actively pushing a housing first approach for almost 10 years and almost all of our permanent supportive housing projects incorporate some housing first principals. This was not an easy sell to our agencies at first, but now that they see how much more successful their programs are they are very enthusiastic. All of the scattered site projects practice housing first with all of its principles including not requiring complete abstinence from addictions and making services available but not mandatory. The projects that are project based are not able to be as completely housing first since they have found that substance abuse can cause problems when people are living close together. For this reason we encourage most new projects to be scattered site.

3C-9 Describe how the CoC’s centralized or coordinated assessment system is used to ensure the homeless are placed in the appropriate housing and provided appropriate services based on their level of need. (limit 1000 characters)

The CoC is just starting its coordinated assessment system and will start by working with chronically homeless people to make sure they are prioritized for housing in the CoC's permanent housing projects. The system will use emergency shelters, outreach programs, and coordinated assessment staff to provide assessments for people who appear to be chronically homeless and then the coordinated assessment staff will work with permanent supportive housing providers to place these people into housing as quickly as possible. Once the system is working smoothly for chronically homeless people it will be expanded to cover the other homeless populations. Our goal is to have a system to places each homeless client with the housing service that is right for them and to ensure that the most vulnerable clients get priority for supportive housing.

3C-10 Describe the procedures used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or disability who are least likely to request housing or services in the absence of special outreach. (limit 1000 characters)
Outreach is done through the shelters and the two day programs that operate in Santa Fe and Las Cruces. All CoC housing is made available to homeless people regardless of race, color, national origin, religion, sex, age, familial status or disability. In a state as diverse as New Mexico with large Hispanic and Native American populations, inclusion is second nature to most providers. The least likely to seek services are recent immigrants and some Native Americans. Within the CoC there are several groups that reach out to these groups including Enlace Comunitario that reaches out to immigrants and CARE 66 that reaches out to Native Americans. As our coordinated assessment system gets going the CoC will be able to work closely with supportive housing agencies and ensure that there is no discrimination.

3C-11 Describe the established policies that are currently in place that require all homeless service providers to ensure all children are enrolled in early childhood education programs or in school, as appropriate, and connected to appropriate services within the community.  
(limit 1000 characters)

The CoC requires all of the CoC agencies to sign a statement stating that they will ensure that all children are enrolled in school or early childhood education programs and that they are connected to other programs in the community.

3C-12 Describe the steps the CoC, working with homeless assistance providers, is taking to collaborate with local education authorities to ensure individuals and families who become or remain homeless are informed of their eligibility for McKinney-Vento educational services.  
(limit 1000 characters)

The CoC agencies work with the McKinney-Vento liasons to ensure that homeless families understand their eligibility for McKinney-Vento educational services. Santa Fe public schools has a particularly active and effective program for homeless children called Adelante that is funded in part by McKinney-Vento. St. Elizabeth Shelter, which runs a shelter and transitional housing program for homeless families works very closely with Adelante. To ensure good coordination, Adelante hosts monthly meetings with case managers from all the agencies that work with homeless children.

3C-13 Describe how the CoC collaborates, or will collaborate, with emergency shelters, transitional housing, and permanent housing providers to ensure families with children under the age of 18 are not denied admission or separated when entering shelter or housing.  
(limit 1000 characters)

The CoC has a policy that families with children under the age of 18 should not be separated or denied admission to CoC funded projects and it encourages shelters to follow this rule as well.
3C-14 What methods does the CoC utilize to monitor returns to homelessness by persons, including, families who exited rapid rehousing? Include the processes the CoC has in place to ensure minimal returns to homelessness.
(limit 1000 characters)

The CoC has just started using HMIS data to monitor returns to homelessness by people who exited rapid rehousing or other housing programs. The CoC plans to use this data to identify programs that are not performing well in this area and help them improve their programs through one on one assistance or workshops so that fewer people will return to homelessness.

3C-15 Does the CoC intend for any of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes? No

3C-15.1 If yes, describe how the use of grant funds to serve such persons is of equal or greater priority than serving persons defined as homeless in accordance with 24 CFR 578.89. Description must include whether or not this is listed as a priority in the Consolidated Plan(s) and its CoC strategic plan goals. CoCs must attach the list of projects that would be serving this population (up to 10 percent of CoC total award) and the applicable portions of the Consolidated Plan.
(limit 1000 characters)

3C-16 Has the project been impacted by a major disaster, as declared by President Obama under Title IV of the Robert T. Stafford Act in the 12 months prior to the opening of the FY 2013 CoC Program Competition? No

3C-16.1 If 'Yes', describe the impact of the natural disaster on specific projects in the CoC and how this affected the CoC's ability to address homelessness and provide the necessary reporting to HUD.
(limit 1500 characters)
3D. Continuum of Care (CoC) Coordination with Strategic Plan Goals

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

In 2013, applications submitted to HUD for the Continuum of Care (CoC) Program will be evaluated in part based on the extent in which they further the achievement of HUD's goals as articulated in HUD's Strategic Plan and the Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (FSP).

3D-1 Describe how the CoC is incorporating the goals of Opening Doors in local plans established to prevent and end homelessness and the extent in which the CoC is on target to meet these goals. (limit 1000 characters)

The CoC developed a statewide plan to end homelessness in 2012 that is based on the goals of the federal Opening Doors plan. At the same time the Santa Fe Mayor's Task Force on Ending Homelessness adopted a new 5 year plan and it is consistent with the federal plan. The CoC has been emphasizing the development of permanent supportive housing for several years and the results of this effort can be seen in the decline in homelessness as measured in our most recent point in time counts. The CoC's coordinated assessment project will make its first task housing everyone who is chronically homeless. The Santa Fe plan includes a goal of lessening the amount of time people remain homeless before they are permanently housed and this year with a year of shelter data in HMIS we will be able to measure the length of time using HMIS. To decrease the amount of time families remain homeless, both the state and Santa Fe plans call for increasing rapid rehousing. In 2013 the state added $200,000 to the annual budget for rapid rehousing and Santa Fe has plans to add local funds in 2014.

3D-2 Describe the CoC's current efforts, including the outreach plan, to end homelessness among households with dependent children. (limit 750 characters)

The CoC maintains a network of transitional housing and rapid rehousing projects in its region to address the needs of homeless households with dependent children. Over the next year we plan to convert some CoC funded transitional programs to rapid rehousing programs to make them more effective. In 2013 the state add $200,000 to the annual budget for rapid rehousing. Currently outreach is done by several day programs and shelters who help homeless households access the transitional housing programs and rapid rehousing programs. Our plan going forward is to use our coordinated assessment system to help families more quickly locate openings and to help the transitional housing programs and rapid rehousing programs to prioritize those with the worst needs first.
3D-3 Describe the CoC's current efforts to address the needs of victims of domestic violence, including their families. Response should include a description of services and safe housing from all funding sources that are available within the CoC to serve this population. 
(limit 1000 characters)

New Mexico has a well developed system of just over 20 domestic violence programs throughout the state and the CoC works closely with these agencies. Funding for the domestic violence programs comes primarily from the State of New Mexico and the federal VAWA funding. Many shelters also use ESG funding. Four domestic violence programs run CoC funded transitional housing programs that are specifically targeted to domestic violence victims. In the coming year we plan to convert some of the transitional housing for victims of domestic violence to rapid rehousing.

3D-4 Describe the CoC’s current efforts to address homelessness for unaccompanied youth. Response should include a description of services and housing from all funding sources that are available within the CoC to address homelessness for this subpopulation. Indicate whether or not the resources are available for all youth or are specific to youth between the ages of 16-17 or 18-24. 
(limit 1000 characters)

There are three CoC funded programs for homeless youth in New Mexico although one (El Crucero in Las Cruces) is being dropped from funding this year. The two remaining CoC funded programs are DreamTree in Taos and Youth Shelters in Santa Fe. These transitional housing programs serve youth from ages of 16 to 24, and both agencies also operate emergency shelters that house younger youth. There is also a state operated transitional housing program called Transitions in Albuquerque that accepts youth from around the state. The major sources of funding for youth transitional housing besides the CoC are the state Children Youth and Families Department, federal HHS grants and private donations.

3D-5 Describe the efforts, including the outreach plan, to identify and engage persons who routinely sleep on the streets or in other places not meant for human habitation. 
(limit 750 characters)

The CoC has outreach programs in the two main cities. In Las Cruces outreach is done through the Mesilla Valley Community of Hope which runs a day program where it engages the homeless people and places them into the housing programs that it operates. In Santa Fe outreach is done by Health Care for the Homeless, Life Link, and Santa Fe Community Services through a cooperative Resource and Opportunity Center where homeless people are given an opportunity to receive case management and sign up for housing and other services. There are also PATH programs in Santa Fe and Las Cruces that do outreach. Outreach is done at day centers designed to draw people in with food and services because the homeless people who sleep outside in New Mexico hide their camps in the wide open spaces near the cities and do not welcome visitors.
3D-6 Describe the CoC’s current efforts to combat homelessness among veterans, particularly those are ineligible for homeless assistance and housing through the Department of Veterans Affairs programs (i.e., HUD-VASH, SSVF and Grant Per Diem). Response should include a description of services and housing from all funding sources that exist to address homelessness among veterans.

(limit 1000 characters)

The CoC agencies help to place veterans into the VA programs if they are eligible and makes the CoC funded permanent supportive housing available to those who are not eligible for VA services. Veterans are also assisted through the state funded Linkages program of supportive housing for people with behavioral health disabilities. The New Mexico Coalition to End Homelessness also has a committee of veterans called New Mexico Veterans Helping Homeless Veterans, and this committee raises funds and distributes the funds to nonprofits that use best practices to assist homeless veterans. The state of New Mexico helps to fund the Veterans Integration Center which is a large transitional housing program in Albuquerque that also helps veterans from the balance of state region.
3E. Reallocation

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

3E-1 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new permanent supportive housing projects dedicated to chronically homeless persons? Yes

3E-2 Is the CoC reallocating funds from one or more eligible expiring grant(s) into one or more new rapid re-housing project for families? No

3E-2.1 If the CoC is planning to reallocate funds to create one or more new rapid re-housing project for families, describe how the CoC is already addressing chronic homelessness through other means and why the need to create new rapid re-housing for families is of greater need than creating new permanent supportive housing for chronically homeless persons. (limit 1000 characters)

3E-3 If the CoC responded 'Yes' to either of the questions above, has the recipient of the eligible renewing project being reallocated been notified? Yes
3F. Reallocation - Grant(s) Eliminated

CoCs planning to reallocate into new permanent supportive housing projects for chronically homeless individuals may do so by reducing one or more expiring eligible renewal projects. CoCs that are eliminating projects entirely must identify those projects.

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Amount Available for New Project:
(Sum of All Eliminated Projects)

$289,158
3F. Reallocation - Grant(s) Eliminated Details

3F-1 Complete each of the fields below for each grant that is being eliminated during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Eliminated Project Name: Drexel House Transitional Housing
Grant Number of Eliminated Project: NM0057L6B011203
Eliminated Project Component Type: TH
Eliminated Project Annual Renewal Amount: $27,260

3F-2 Describe how the CoC determined that this project should be eliminated.
(limit 750 characters)

The project did not use its CoC grant funding for an entire year, and all of the funds were returned to HUD. The Impartial Review Committee determined that the project did not seem to need or want CoC funding.

3F. Reallocation - Grant(s) Eliminated Details

3F-1 Complete each of the fields below for each grant that is being eliminated during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Eliminated Project Name: El Crucero Transitional Living Program
Grant Number of Eliminated Project: NM0077L6B011201
Eliminated Project Component Type: TH
Eliminated Project Annual Renewal Amount: $54,012

3F-2 Describe how the CoC determined that this project should be eliminated.
(limit 750 characters)
The Impartial Review Committee looked at the housing stability performance for this project over the past two years and determined that it was performing very poorly with a housing success rate of only 27% in the most recent year. The Impartial Review Committee also looked at the fact that the project operated well below its capacity over the past year. Given the poor performance and low usage it was determined that the project should not be funded with CoC funds any longer.

3F. Reallocation - Grant(s) Eliminated Details

3F-1 Complete each of the fields below for each grant that is being eliminated during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

- Eliminated Project Name: Community Transitional Housing Program
- Samaritan House
- Grant Number of Eliminated Project: NM0039L6B011203
- Eliminated Project Component Type: TH
- Eliminated Project Annual Renewal Amount: $97,996

3F-2 Describe how the CoC determined that this project should be eliminated. (limit 750 characters)

The Impartial Review Committee asked the project sponsor, Samaritan House, to consider replacing this transitional housing project with a permanent supportive housing project, and Samaritan House agreed with this idea. This helped the CoC meet its overall goal of increasing permanent supportive housing for people who are chronically homeless.

3F. Reallocation - Grant(s) Eliminated Details

3F-1 Complete each of the fields below for each grant that is being eliminated during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.
Eliminated Project Name: Haven House Transitional Housing Program
Grant Number of Eliminated Project: NM0059L6B011203
Eliminated Project Component Type: TH
Eliminated Project Annual Renewal Amount: $42,005

3F-2 Describe how the CoC determined that this project should be eliminated.
(limit 750 characters)
The Impartial Review Committee decided to eliminate this project because the project was not performing well in terms of the percentage of clients who were helped to obtain permanent housing. In addition the project served fewer people than expected.

3F. Reallocation - Grant(s) Eliminated Details

3F-1 Complete each of the fields below for each grant that is being eliminated during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Eliminated Project Name: Eastern Plains SHP
Grant Number of Eliminated Project: NM0040L6B011202
Eliminated Project Component Type: TH
Eliminated Project Annual Renewal Amount: $67,885

3F-2 Describe how the CoC determined that this project should be eliminated.
(limit 750 characters)
Eastern Plains Housing Development had a number of unresolved findings from the monitoring done by the HUD field office. The HUD field office determined that Eastern Plains was not capable of running the project and the project shut down at the end of its grant cycle in mid-2013. The HUD field office planned to move this project and the Eastern Plains permanent housing project to a new agency, Southwest Neighborhood Services. The Impartial Review Committee decided that it was better to cut a project that had already closed than make cuts to projects that were doing well. In addition the Committee felt that since Southwest Neighborhood Services is a small agency with no prior CoC experience it would have a better chance of success with just one project to take on rather than two.
3G. Reallocation - Grant(s) Reduced

CoCs that choose to reallocate funds into new rapid rehousing or new permanent supportive housing for chronically homeless persons may do so by reducing the grant amount for one or more eligible expiring renewal projects.

<table>
<thead>
<tr>
<th>Reduced Project Name</th>
<th>Reduced Grant Number</th>
<th>Annual Renewal Amount</th>
<th>Amount Retained</th>
<th>Amount available for new project</th>
<th>Reallocation Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Link La Luz PRA</td>
<td>NM0026L6B011205</td>
<td>$261,022</td>
<td>$251,022</td>
<td>$10,000</td>
<td>Regular</td>
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<tr>
<td>Sandoval Shelter ...</td>
<td>NM0027L6B011205</td>
<td>$234,583</td>
<td>$218,200</td>
<td>$16,383</td>
<td>Regular</td>
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</table>
3G. Reallocation - Grant(s) Reduced Details

3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Reduced Project Name: Life Link La Luz PRA
Grant Number of Reduced Project: NM0026L6B011205
Reduced Project Current Annual Renewal Amount: $261,022
Amount Retained for Project: $251,022
Amount available for New Project(s): $10,000
(This amount will auto-calculate by selecting "Save" button)

3G-2 Describe how the CoC determined that this project should be reduced.
(limit 750 characters)
The HUD field office informed the Impartial Review Committee that Life Link had returned a substantial amount of money the previous year. The Committee was thus under the impression that Life Link could make do with less funding. The Committee asked Life Link to voluntarily reduce its grant so that more funding could go to the new permanent supportive housing project in Las Vegas, and Life Link agreed to the reduction.

3G. Reallocation - Grant(s) Reduced Details

3G-1 Complete each of the fields below for each eligible renewal grant that is being reduced during the FY2013 reallocation process. CoCs should refer to the final HUD approved FY2013 Grant Inventory Worksheet to ensure all information entered here is accurate.

Reduced Project Name: Sandoval Shelter Plus Care A
Grant Number of Reduced Project: NM0027L6B011205
Reduced Project Current Annual Renewal Amount: $234,583
Amount Retained for Project: $218,200
Amount available for New Project(s): $16,383
(This amount will auto-calculate by selecting "Save" button)

3G-2 Describe how the CoC determined that this project should be reduced. (limit 750 characters)

The Impartial Review Committee was informed by the HUD field office that Sandoval County was on track to return a substantial amount of money this program year, and thus the Impartial Review Committee felt that Sandoval County could make do with slightly less funding. Sandoval County was asked to give up $16,383 in order to help provide more funding for the new permanent supportive housing project in Las Vegas, and Sandoval County agreed to this reduction.
CoCs must identify the new project(s) it plans to create and provide the requested information for each project.

Sum of All New Reallocated Project Requests
(Must be less than or equal to total amount(s) eliminated and/or reduced)

$315,537

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<tr>
<th>Current Priority #</th>
<th>New Project Name</th>
<th>Component Type</th>
<th>Transferred Amount</th>
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<td>Samaritan Ho...</td>
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<td>Regular</td>
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<td>$66,000</td>
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<td>31</td>
<td>SJPartnershi...</td>
<td>PH</td>
<td>$127,187</td>
<td>Regular</td>
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3H. Reallocation - New Project(s) Details

3H-1 Complete each of the fields below for each new project created through reallocation in the FY2013 CoC Program Competition. CoCs can only reallocate funds to new permanent housing—either permanent supportive housing for the chronically homeless or rapid re-housing for homeless households with children.

FY2013 Rank (from Project Listing): 14
Proposed New Project Name: Samaritan House Permanent Housing
Component Type: PH
Amount Requested for New Project: $122,350

3H. Reallocation - New Project(s) Details

3H-1 Complete each of the fields below for each new project created through reallocation in the FY2013 CoC Program Competition. CoCs can only reallocate funds to new permanent housing—either permanent supportive housing for the chronically homeless or rapid re-housing for homeless households with children.

FY2013 Rank (from Project Listing): 30
Proposed New Project Name: Hooghan Hozho (CARE 66)
Component Type: PH
Amount Requested for New Project: $66,000

3H. Reallocation - New Project(s) Details

3H-1 Complete each of the fields below for each new project created through reallocation in the FY2013 CoC Program Competition. CoCs can only reallocate funds to new permanent housing—either permanent supportive housing for the chronically homeless or rapid re-housing for homeless households with children.
FY2013 Rank (from Project Listing): 31
Proposed New Project Name: SJPartnership (Permanent Housing)
Component Type: PH
Amount Requested for New Project: $127,187
3I. Reallocation: Balance Summary

3I-1 Below is the summary of the information entered on forms 3D-3H. and the last field, “Remaining Reallocation Balance” should equal “0.” If there is a balance remaining, this means that more funds are being eliminated or reduced than the new project(s) requested. CoCs cannot create a new reallocated project for an amount that is greater than the total amount of reallocated funds available for new projects.

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<tr>
<th>Description</th>
<th>Amount</th>
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<td>Reallocated funds available for new project(s):</td>
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<tr>
<td>Amount requested for new project(s):</td>
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<tr>
<td>Remaining Reallocation Balance:</td>
<td>$4</td>
</tr>
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</table>
4A. Continuum of Care (CoC) Project Performance

Instructions

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

4A-1 How does the CoC monitor the performance of its recipients on HUD-established performance goals? (limit 1000 characters)

The CoC monitors recipient performance in two ways, with a formal annual review of APR data and with ongoing monitoring through HMIS. The Impartial Review Committee is charged with reviewing the performance of each recipient on the HUD established performance goals as well as on the CoC's own criteria. This review is used to make decisions on funding of renewals and ranking of renewals. In addition each agency receives a letter from NMCEH on its performance that highlights areas where improvement is needed. The HMIS staff at NMCEH also monitor the performance of recipients in an ongoing way as they assist recipients with data quality and with interim APR reports. The HMIS staff report significant problems with recipient performance to the NMCEH executive director so that technical assistance can be offered as needed to bring performance up.

4A-2 How does the CoC assist project recipients to reach HUD-established performance goals? (limit 1000 characters)

The CoC provides many training opportunities for recipients to teach best practices. The CoC holds an annual training conference using local and national experts with most of the workshops devoted to training direct service staff members in best practices. Last year we highlighted the 100,000 homes campaign techniques for assisting the most vulnerable chronically homeless people, and this year at the conference we will focus on rapid rehousing. The CoC also uses one on one technical assistance to help agencies improve their performance in relation to the HUD-established performance goals. A good example of how all this has worked is that we have been emphasizing housing first practices along with the importance of increasing housing stability to the recipients for several years now, and this shows in the fact that we now show high performance in this area. We hope that a similar emphasis on the income and mainstream resources goals going forward will have a similar positive effect.

4A-3 How does the CoC assist recipients that are underperforming to increase capacity? (limit 1000 characters)
The CoC assists project recipients that are underperforming in a number of ways. The NMCEH executive director provides technical assistance as needed to agencies that have particular problems or where there has been staff turnover. The NMCEH HMIS staff work with agencies over the phone to help them understand the importance of reporting their performance accurately and using the results of the reports they run to find areas that need improvement. We strongly encourage underperforming agencies to attend the NMCEH sponsored workshops and conferences to help them update their practices to best practices. After each CoC round the executive director of NMCEH sends each CoC agency a letter describing the agencies performance as measured against the HUD goals and the letter makes recommendations for improvement, if needed.

4A-4 What steps has the CoC taken to reduce the length of time individuals and families remain homeless? (limit 1000 characters)

In the NM 501 CoC, from October 2012 through September 2013, among 3376 program entries with this detail reported in HMIS: 9.7% were homeless less than a month, 5.9% from 1-3 months, while only 2.7% were from 12 months to two years and 4.9% for two years or more (remaining 76.8% were homeless from 3 - 12 months). For the past 13 years the CoC has worked to increase the number of supportive housing beds available to homeless individuals and families and in the past few years that emphasis has focused on permanent supportive housing. We have used the CoC resources and helped to start a state funded program called Linkages to increase the number of beds. We realized that first we needed capacity in the system to begin reducing the length of time people are homeless. We are now beginning a system of coordinated assessment to more quickly match those homeless people seeking services with appropriate programs to assist them and to prioritize those who are most in need. This should also reduce the length of time people remain homeless as measured through our HMIS. Going forward we can use HMIS to measure progress in reducing the length of time people remain homeless.

4A-5 What steps has the CoC taken to reduce returns to homelessness of individuals and families in the CoC’s geography? (limit 1000 characters)

Based on a preliminary analysis in HMIS of client recidivism data for calendar years 2011 – 2013 in NM501 CoC, clients with case management services provided and with some source of income are less likely (appx. 1.0%) than those without to return to homeless services. Child Only household type is the single greatest predictor of return to homeless services (6.7% versus under 1.75% for all other household types). The CoC’s emphasis on housing stability in CoC funded programs is one step the CoC has taken to reduce returns to homelessness. Most CoC funded agencies now work closely with the appropriate public housing authorities to help people transition from CoC funded housing to public housing when the household income is not deemed likely to rise quickly enough for the household to afford market housing. In addition the CoC has begun using HMIS to track returns to homelessness, as shown above, and plans to use this data going forward to identify programs that are not doing a good job of preparing their clients to avoid future episodes of homelessness. We will provide underperforming agencies with technical assistance.
4A-6 What specific outreach procedures has the CoC developed to assist homeless service providers in the outreach efforts to engage homeless individuals and families? (limit 1000 characters)

The new Coordinated Assessment system will coordinate outreach throughout the CoC region by cooperating with the 211 phone system so that anyone who requests help can be directed to the nearest agency that can provide an assessment. CoC agencies reach out with direct service staff that speak English and Spanish and where appropriate Navajo. The CoC has developed several new housing projects with units for people with disabilities and have recruited those with disabilities to live in them. Through the Coordinated Assessment system we will market the services available to homeless people through flyers in English Spanish, Navajo and the other Native American languages spoken in New Mexico as well as clearly stating that people are eligible for services regardless of race, color, national origin, religion, sex, age, familial status, or disability. Those least likely to apply for help in New Mexico include Native Americans and recent immigrants, and so our Coordinated Assessment staff will develop special materials for these two groups explaining what services are available to them and how to apply.
4B. Section 3 Employment Policy

Instructions
*** TBD ****

4B-1 Are any new proposed project applications requesting $200,000 or more in funding? No

4B-1.1 If yes, which activities will the project(s) undertake to ensure employment and other economic opportunities are directed to low or very low income persons? (limit 1000 characters)

4B-2 Are any of the projects within the CoC requesting funds for housing rehabilitation or new constructions? No

4B-2.1 If yes, which activities will the project undertake to ensure employment and other economic opportunities are directed to low or very low income persons:
4C. Accessing Mainstream Resources

Instructions:
For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at https://www.onecpd.info/ask-a-question/.

4C-1 Does the CoC systematically provide information about mainstream resources and training on how to identify eligibility and program changes for mainstream programs to provider staff?

Yes

4C-2 Indicate the percentage of homeless assistance providers that are implementing the following activities:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.</td>
<td>90%</td>
</tr>
<tr>
<td>* Homeless assistance providers use a single application form for four or more mainstream programs.</td>
<td>100%</td>
</tr>
<tr>
<td>* Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received.</td>
<td>90%</td>
</tr>
</tbody>
</table>

4C-3 Does the CoC make SOAR training available for all recipients and subrecipients at least annually?

Yes

4C-3.1 If yes, indicate the most recent training date: 10/30/2013

4C-4 Describe how the CoC is preparing for implementation of the Affordable Care Act (ACA) in the state in which the CoC is located. Response should address the extent in which project recipients and subrecipients will participate in enrollment and outreach activities to ensure eligible households are able to take advantage of new healthcare options. (limit 1000 characters)

Most homeless assistance agencies in New Mexico are actively enrolling their clients into the expanded Medicaid program in New Mexico. Agencies that are particularly active in this area include some CoC funded and non-CoC funded agencies. The most active agencies that are enrolling clients in Medicaid are the Santa Fe Resource and Opportunity Center, Life Link, Santa Fe Healthcare for the Homeless, St. Luke's Clinic and the Mesilla Valley Community of Hope.
4C-5 What specific steps is the CoC taking to work with recipients to identify other sources of funding for supportive services in order to reduce the amount of CoC Program funds being used to pay for supportive service costs? (limit 1000 characters)

The CoC is encouraging its recipients to use Medicaid funding to the maximum extent possible to provide services. Some of the larger CoC funded agencies are Medicaid recipients. Other smaller agencies are encouraged to partner with Medicaid funded behavioral health agencies to provide supportive services. We have found that the use of Medicaid funds is easier to accomplish in the larger population centers and that in smaller communities the CoC funded supportive services are more critical to the overall success of a project. The CoC also assists its recipients to raise private funds for services by providing training in fundraising at its annual conference. The CoC also offers mini-grants from its own private fundraising to agencies that are following best practices. Finally NMCEH is actively pursuing the use of local and state funding to provide services to those residing in CoC projects, and has succeeded over the past 15 years in tripling the amount of state funding going to homeless program services.
## Attachments

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<th>Required?</th>
<th>Document Description</th>
<th>Date Attached</th>
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Attachment Details

Document Description: All Certifications of Consistency with Consolidated Plans

Attachment Details

Document Description: CoC Governance Charter NM Balance of State

Attachment Details

Document Description: New Mexico HMIS Governance Charter

Attachment Details

Document Description: Rating and Review Criteria for NM Balance of State

Attachment Details

Document Description: Documentation of Process for Making Cuts

Attachment Details

Document Description: Chronic Homeless Project Prioritization List
Document Description: Grant Inventory Worksheet Adjusted as Instructed

Attachment Details

Document Description: Rank and Funding Amount for Each CoC Grant in NM BoS CoC

Attachment Details

Document Description: NM HMIS Standard Operating Procedures Manual (approved)

Attachment Details

Document Description:

Attachment Details

Document Description:
Document Description: Public Invitation to Join the CoC
# Submission Summary

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<td>1C. Committees</td>
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Certification of Consistency with the Consolidated Plan

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.

Typ or clearly print the following information:

Applicant Name: NM CoC (NM-501) Las Cruces Applicants List on Page 2

Project Name: All Project names are listed on Page 2

Location of the Project: Specific addresses for each project are listed on Page 2

Name of the Federal Program to which the applicant is applying: HUD CoC Homeless Assistance

Name of Certifying Jurisdiction: City of Las Cruces, NM - Community Development Department

Certifying Official of the Jurisdiction: Vincent Banegas

Title: Community Development Deputy Director

Signature: [Signature]

Date: 1/3/14
Certification of Consistency with the Consolidated Plan
BoS, NM Continuum of Care (NM-501) applicants projects and locations:
Jurisdiction: City of Las Cruces

City of Las Cruces
Shelter Plus Care (S + C)
Scattered Sites, Las Cruces, NM

City of Las Cruces
S + C Community Housing Connection 1
Scattered Sites, Las Cruces, NM

Abode, Inc.
Abode PH
Mesilla Valley Community of Hope
999 W. Amador - Las Cruces, NM 88005

La Casa, Inc.
La Casa Scattered Sites Transitional Housing
800 S. Walnut - Las Cruces, NM 88001

Mesilla Valley Community of Hope
Homeless Services, SSO
999 W. Amador - Las Cruces, NM 88001

Mesilla Valley Community of Hope
Mesilla Valley Transitional Housing Program 999
W. Amador - Las Cruces, NM 88001
Certification of Consistency with the Consolidated Plan

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.

Applicant Name: NM CoC (HM-501) – Jurisdiction: City of Farmington. See List Page 2

Project Name: All project names are listed on page 2

Location of the Project: Specific addresses for each project are listed on page 2

Name of the Federal Program to which the applicant is applying: HUD CoC Homeless Assistance

Name of Certifying Jurisdiction: City of Farmington, New Mexico

Certifying Official of the Jurisdiction: Robert Mayes

Title: City Manager

Signature: [Signature]

Date: 1-14-14

[Signature]

Page 1 of 2

form HUD-8191 (8/06)
Certification of Consistency with the Consolidated Plan
BoS, NM Continuum of Care (NM-501) applicants projects and locations:
Jurisdiction: City of Farmington, NM

San Juan County Partnership
SJCP/SSO
3535 East 30th St. Suite 239
Farmington, NM 87402

San Juan County Partnership
SJCP Permanent Housing
3535 East 30th St. Suite 239
Farmington, NM 87402
I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.

Applicant Name: NM CoC (NM-501). Jurisdiction: Santa Fe. Applicants List on Page 2

Project Name: All project names are listed on Page 2

Location of the Project: Specific addresses for each project are listed on Page 2

Name of the Federal Program to which the applicant is applying: HUD CoC Homeless Assistance

Name of Certifying Jurisdiction: City of Santa Fe

Certifying Official of the Jurisdiction Name: David Coss

Title: Mayor

Signature: [Signature]

Date: 1-8-14
Certification of Consistency with the Consolidated Plan
BoS, NM Continuum of Care (NM-501) applicants, projects and locations:
Jurisdiction: City of Santa Fe

City of Santa Fe
The Life Link S+C A-B
2325 Cerrillos Rd, Santa Fe, NM 87505

City of Santa Fe
The Life Link S+C C
2325 Cerrillos Rd, Santa Fe, NM 87505

City of Santa Fe
The Life Link - La Luz/PRA
2325 Cerrillos Rd, Santa Fe, NM 87505

City of Santa Fe
Community Housing Trust, Shelter Plus Care
1111 Agua Fria St, Santa Fe, NM 87501

St. Elizabeth Shelter
Casa Cerrillos
3811 Cerrillos Rd Santa Fe, NM 87507

Esperanza Shelter for Battered Families, Inc.
Esperanza Shelter for Battered Families
3130 Rufina St, Santa Fe, NM 87502

St. Elizabeth Shelter
Sonrisa Family Supportive Living Program
6321 Jaguar Dr, Santa Fe, NM 87507

Casa Milagro
Supportive Housing Program
49 Camino Bajo, Santa Fe, NM 87508

New Mexico Coalition to End Homelessness
HMIS
1219 Luisa Street, Suite 2 - Santa Fe, NM 87505

New Mexico Coalition to End Homelessness
HMIS Expansion
1219 Luisa Street, Suite 2 - Santa Fe, NM 87505

New Mexico Coalition to End Homelessness
CoC Planning Funds
1219 Luisa Street, Suite 2 - Santa Fe, NM 87505
Certification of Consistency with the Consolidated Plan

I certify that the proposed activities/projects in the application are consistent with the jurisdiction’s current, approved Consolidated Plan.

(Applicant Name: NM CoC (NM-501). Balance of State Applicants List on Page 2)

Project Name:

Location of the Project:

Specific addresses for each project are listed on Page 2

Name of the Federal Program to which the applicant is applying:

HUD CoC Homeless Assistance

Name of Certifying Jurisdiction:

New Mexico Mortgage Finance Authority

Certifying Official of the Jurisdiction:

Ildoore Hernandez

Title:

Director of Community Development

Signature:

Date: 9 Jan '14

Page 1 of 7

form HUD-2991 (3/06)
County of Sandoval
Sandoval Shelter Plus Care A
711 S. Camino del Pueblo, Bernalillo, NM 87004

County of Sandoval
Sandoval Shelter Plus Care B
711 S. Camino del Pueblo, Bernalillo, NM 87004

El Camino Real Housing Authority
Shelter Plus Care
301 Otero Avenue East, Socorro NM 87801

Southwest Neighborhood Housing Services
Shelter Plus Care (Curry County)
4605 4th St. NW Albuquerque, NM 87107

Valencia Shelter Services for Victims of Domestic Violence
La Vida Nueva TH Program
303 Luna Street - Los Lunas, NM 87031

Town of Taos
Community Against Violence
1046 Paseo Del Pueblo Sur, Taos, NM 87571

El Refugio, Inc.
Transitional Housing
800 South Robert Street - Silver City, NM 88061

Catholic Charities
Sandoval SHP
3301 Candelaria NE, Albuquerque, NM 87107

Dream Tree Project, Inc.
Casitas Transitional Housing
128 La Posta Road, Taos, NM 87571

Samaritan House
Samaritan House-Permanent Housing
220 Bernalillo Street, Las Vegas, NM 87701

Supportive Housing Coalition of New Mexico
Chuska, Transitional Housing
3534 E. Aztec Avenue, Gallup, NM 88101

CARE 66
Hooghan Hozo -PH
230 2nd Street, Gallup, NM 87305
New Mexico Balance of State Continuum of Care  
Governance Charter

**Purpose of Charter**

This governance structure charter is to be approved by the membership of the New Mexico Coalition to End Homelessness at a regular meeting where all members residing in the Balance of State region have been invited and encouraged to be present. The charter sets up a Continuum of Care Board that will oversee the Continuum of Care process for the New Mexico Balance of State region. The document will be reviewed annually by the membership of the New Mexico Coalition to End Homelessness for amendment as necessary.

**New Mexico Coalition to End Homelessness**

The New Mexico Coalition to End Homelessness is a non-profit agency that has been designated the collaborative applicant for Continuum of Care funds for the New Mexico Balance of State region. The Coalition meets five times a year, with published agendas, to conduct business. Membership in the Coalition is open to non-profit agencies that serve homeless people, homeless and formerly homeless people, governmental agencies, and other interested individuals. The Coalition has a dues structure that allows low-income individuals to join without paying dues. The Coalition will make an invitation for new members to join publicly available within the geographic at least annually.

**Balance of State Continuum of Care Board**

The New Mexico Balance of State Continuum of Care will be governed by a board called the New Mexico Balance of State Continuum of Care Board (BoS CoC Board). This Board replaces the former Balance of State Continuum of Care Steering Committee. The board will be elected by the members of the New Mexico Coalition to End Homelessness who reside in the Balance of State region at the annual meeting of the New Mexico Coalition to End Homelessness in September.

The BoS Board is the decision making body for the NM Balance of State Continuum of Care Process. The BoS Board oversees the Continuum of Care process in order to make sure the process is fair and balanced in meeting the needs of homeless people in New Mexico.

The process for selecting CoC bord members will be reviewed, updated, and approved by the Continuum at least once every 5 years.
**Board Purpose**

The Continuum of Care Board will coordinate the CoC process for the region known as the New Mexico Balance of State region which includes all of New Mexico except for the City of Albuquerque.

The board works with the New Mexico Coalition to End Homelessness to work toward the goal of ending homelessness in New Mexico.

The work of the board will include:

- Providing for an open and inclusive process in the application for federal Continuum of Care funding.
- Encouraging applicants in underserved areas of the state to apply for new CoC funding.
- Encouraging CoC funded agencies to adopt housing first practices and other best practices.
- Appointing an Impartial Review Committee to evaluate renewals and new project applications and to make decisions about renewal and new project funding amounts for inclusion in the annual Continuum of Care application.
- Establishing and operating a grievance procedure for agencies that wish to contest the decisions of the Impartial Review Committee.
- Appoint other subcommittees as necessary.
- Consult with recipients and subrecipients to establish performance targets appropriate for population and program type, monitor recipient and subrecipient performance, evaluate outcomes, and through the impartial review committee, take action against poor performers;
- Evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program, and report to HUD;
- In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, oversee the operation of a coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The Continuum must develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from nonvictim service providers. This system must comply with any requirements established by HUD by Notice.
- In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, establish and consistently follow written standards for providing Continuum of Care assistance.
Membership on the BoS CoC Board

The BoS CoC Board will have up to 23 members. Members of the BoS CoC Board will serve two year terms and may be re-elected at the end of their term. There are no term limits. The BoS CoC Board will seek representation from the following groups each year:

- Representation from the State of New Mexico including the Human Services Department and the Children Youth and Families Department
- The New Mexico Mortgage Finance Authority as the state housing finance authority
- Representation from the major cities in the Balance of State Region including but not limited to Santa Fe, Las Cruces and Farmington
- Representation from agencies that serve homeless people with disabilities
- Representation from agencies that serve people who are chronically homeless
- Representation from agencies that serve homeless families with children
- Representation from agencies that serve people with substance use disorders
- Representation from agencies that serve people with mental illness
- Representation from an agencies that serve homeless youth
- Representation from agencies that serve victims of domestic violence or sexual assault
- Representation from agencies that serve veterans
- Representation from agencies that serve people with HIV or AIDS
- Representation from homeless and formerly homeless individuals (at least one member from this group is required)

In addition the CoC will seek to include representatives of the following community groups as deemed appropriate:

- Faith based organizations
- Businesses
- Public Housing Authorities
- School districts
- Mental health agencies
- Health care providers
- Universities
- Affordable housing developers
- Private Foundations
- Law enforcement

It should be noted that one person could represent more than one group in the above lists.

Every effort will be made to elect a Board that is geographically diverse, representative of both genders and representative of the racial and ethnic diversity of the State of New Mexico.

If a Board member has two unexcused absences within a year’s time, the chair may declare his or her seat vacant and remove him or her from the board.
Board Leadership

The BoS CoC Board will elect a chair, a vice chair and a secretary at its first meeting after election of board members each year. The chair will preside over board meetings. The vice chair will preside over meetings when the chair is absent. The secretary will ensure that minutes are taken at each meeting and made available for public review. The officers will serve for one year terms and may be re-elected twice.

Board Meetings and Quorum

The BoS CoC Board will meet quarterly, except during the part of the year when the Continuum of Care is most active when it will meet more often. A quorum of the Board shall be 50% of the Board membership plus 1. Meetings may be in person, by conference call, or by webinar. Notices of meetings will be sent at least one week in advance of meetings by email.

New Mexico Homeless Management Information System (HMIS)

The New Mexico Homeless Management Information System (HMIS) is governed by a Governing Committee that consists of representatives from NMCEH, the City of Albuquerque, the NM Mortgage Finance Authority, both CoCs in New Mexico and a formerly homeless representative.

The New Mexico Coalition to End Homelessness is the HMIS Lead agency for both the New Mexico Balance of State CoC and the Albuquerque CoC, and NMCEH staff operate the HMIS. NMCEH was chosen as the lead agency by the government bodies responsible for administering homeless funding in the two CoC region, which are the New Mexico Mortgage Finance Authority (MFA) and the City of Albuquerque (COA). NMCEH, MFA, and COA sign an MOU each year that sets forth the responsibilities of each party for ensuring that the HMIS is managed successfully.

The Balance of State CoC Board will work with the HMIS Governing Committee to:

(1) Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS,
(2) Ensure consistent participation of recipients and sub-recipients in the HMIS, and
(3) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.

Continuum of Care Planning

The Continuum of Care Board with the staff of NMCEH wil develop and regularly update a plan that includes:

(1) Coordinating the implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. At a minimum, such system will encompass the following:
(i) Outreach, engagement, and assessment;

(ii) Shelter, housing, and supportive services;

(iii) Prevention strategies.

(2) Planning for and conducting, at least biennially, a point-in-time count of homeless persons within the geographic area that meets the following requirements:

(i) Homeless persons who are living in a place not designed or ordinarily used as a regular sleeping accommodation for humans must be counted as unsheltered homeless persons.

(ii) Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons.

(iii) Other requirements established by HUD by Notice.

(3) Conducting an annual gaps analysis of the homeless needs and services available within the geographic area;

(4) Providing information required to complete the Consolidated Plan(s) within the Continuum’s geographic area;

(5) Consulting with State and local government Emergency Solutions Grants program recipients within the Continuum’s geographic area on the plan for allocating Emergency Solutions Grants program funds and reporting on and evaluating the performance of Emergency Solutions Grants program recipients and sub-recipients;

(6) Consulting with providers of the PATH program services to ensure that their services are integrated and coordinated with the CoC services.

Preparing an Annual Application for CoC Funds

The New Mexico Coalition to End Homelessness is the Collaborative Applicant for CoC funds in the Balance of State region of New Mexico. NMCEH was designated by the NM Mortgage Finance Authority and the Balance of State CoC group of applicants to be the Collaborative Applicant each year in 2000 when NMCEH was founded.

The CoC Board will work with NMCEH to prepare the application and will establish priorities for funding projects in the balance of state region.

The CoC Board will work with NMCEH staff on the application, which includes all of the project applications within the balance of state region.

Quality Standards for Administering Assistance

The New Mexico Coalition to End Homelessness Quality Standards adopted September 16, 2005 and posted on the NMCEH website are incorporated into this charter.
Amendment to charter

The charter can be amended by the membership of the New Mexico Coalition to End Homelessness at any open public meeting of the coalition at which a quorum is present and for which the intention to change the charter was advertised in the notices for the meeting.

This New Mexico Balance of State Governance Charter has been approved by the membership of the New Mexico Coalition to End Homelessness and other CoC interested parties at a public meeting.

Date Balance of State Continuum of Care Charter Approved by the Membership of the New Mexico Coalition to End Homelessness: November 15, 2013
New Mexico Coalition to End Homelessness

Quality Standards for Emergency Shelters

Transitional Housing, Permanent Supportive Housing and Day Programs

Adopted September 16, 2005

These are the quality standards adopted by the members of the New Mexico Coalition to End Homelessness on September 16, 2005. We wish to acknowledge the Florida Coalition for the Homeless whose standards served as a starting point for creating these standards. Minimum Standards listed first under each category are the bare minimum standards for agencies helping the homeless. Recommended Standards are a higher level of service that agencies are requested to strive for.

The purposes of the standards are:

1) To clarify the rights and responsibilities of residents and service providers;

2) To promote upgrading of the relatively few programs which do not achieve these minimum standards;

3) To promote the use of best practices as reflected in the recommended standards:

4) To enhance the dignity, safety, health, and comfort of residents, and to strengthen their ability to move toward stability and self-maintenance;

5) To clarify the expectations for public funding of homeless service agencies so that the public, grant makers, policy makers and program monitors can have reliable criteria for evaluations.

There are two primary self-policing methods for maintaining these standards:

1) The diligence of the agency provider staff and board of directors;

2) An internal complaint resolution process at each facility.

DEFINITIONS

HOMELESS PERSON

There are several definitions of a homeless person that an agency may be required to follow depending on the federal funding sources they use. Below are the two slightly different
definitions used by the U.S. Department of Housing and Urban Development and by the U.S. Department of Education.

According to the U.S. Department of Housing and Urban Development, a homeless person is someone who is living on the street or in an emergency shelter, or who would be living on the street or in an emergency shelter without supportive housing assistance. A person is considered homeless only when he/she resides in one of the places described below:

- In places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings (on the street).
- In an emergency shelter
- In transitional or supportive housing for homeless persons who originally came from the streets or emergency shelters.
- In any of the above places but is spending a short time (up to 30 consecutive days) in a hospital or other institution.
- Is being evicted within a week from a private dwelling unit and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing.
- Is being discharged within a week from an institution, such as a mental health or substance abuse treatment facility or a jail/prison, in which the person has been a resident for more than 30 consecutive days and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing.
- Is fleeing a domestic violence housing situation and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing.

The U.S. Department of Education defines “homeless children and youth” as individuals who lack a fixed, regular, and adequate nighttime residence. The term includes children and youth who are:

- sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason (sometimes referred to as doubled-up);
- living in motels, hotels, trailer parks, or camping grounds due to lack of alternative adequate accommodations;
- living in emergency or transitional shelters;
- abandoned in hospitals; or
- awaiting foster care placement;
- Children and youth who have a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings;

- Children and youth who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and

- Migratory children who qualify as homeless because they are living in circumstances described above.

**EMERGENCY SHELTER**

An emergency shelter provides temporary emergency lodging for homeless individuals and/or families. It provides at a minimum the basic needs of a place to sleep, humane care, a clean environment, reasonable security, and referrals to other agencies. Most emergency shelters provide additional support services, including meals, case management, counseling, advocacy and help with future plans.

**TRANSITIONAL HOUSING**

A transitional facility provides housing for previously homeless persons or families who indicate a willingness to participate in developing and implementing a case plan which has an eventual goal of independent living. A transitional facility may charge a rent or program fee clearly described in advance.

**PERMANENT SUPPORTIVE HOUSING**

A permanent supportive housing program provides long term housing for previously homeless individuals or families where the head of the household suffers from a long-term disability. A permanent supportive housing program provides support services that meet the needs of the disabled residents. Residents of permanent supportive housing programs typically pay a portion of their income as rent.

**DAY PROGRAM**

A day program for the homeless provides a safe place for homeless individuals or families to be during the day. Day programs usually provide food, showers, laundry, and referrals to other services. They may also provide case management and more in-depth services.
FACILITY

For the purposes of these standards, facility means any organization owned or managed property or program including congregate or scattered site housing.

A. Administration

Mandatory Standards

1. Our organization (faith-based or otherwise) states that it is operated by a non-profit corporation or public agency.

2. If fees are collected, they are clearly stated prior to intake and agreed upon in writing by both the beneficiary and the organization.

3. Our facility has a policy statement, which includes the facility’s purpose, population served and program descriptions.

4. Our facility has space designated for securing client files in order to ensure client confidentiality.

5. Our facility clearly posts the method for making a grievance.

6. Our organization has procedures to protect the confidentiality of client records.

7. Our organization has a policy forbidding conflict of interest for staff and Board members.

8. Our organization collaborates with other organizations.

9. The Executive Director is not the Chairman of the Board of Directors.

10. The Board of Directors is not primarily made up of family members and/or staff persons.

Recommended Standards

1. Our facility has an organizational chart delineating the administrative responsibility of all persons working in the facility.

2. Our facility has established written protocols to guide staff actions and program services regarding injury and disease prevention within the facility setting. Our facility maintains up-to-date statements on its policies regarding HIV/AIDS, mandatory implementation of universal precautions, and control of tuberculosis as per the Department of Health guidelines.
3. Members of our Board of Directors serve as volunteers and are not compensated except for reasonable travel reimbursements for attending Board functions.

4. Our facility uses a professional accounting system.

5. There is a monthly income/expense report and report of services provided.

6. There is an annual outside audit by a reputable firm.

7. Our organization is registered with the IRS as a nonprofit organization and with the New Mexico Attorney General.

B. Personnel

Mandatory Standards

1. Our facility has retained on-site staff persons (paid or volunteer) to provide a safe and humane environment during all hours the facility is open to the residents.

2. Our organization practices equal opportunity employment and does not discriminate on the basis of gender, religion, race, color, national origin, disability, veterans status, ethnicity, or sexual orientation.

3. Our staff models appropriate behavior. Clients and staff are treated with dignity and respect by staff.

Recommended Standards

1. Our facility’s staff has been trained in emergency evacuation, first aid procedures, reporting of abuse and neglect, crisis intervention, and CPR procedures, and receives on-going in-service training in counseling skills and handling tensions in a non-violent manner.

2. Our facility has an organized method of selecting and training all volunteers and paid staff. Also, volunteers have job descriptions and identifiable lines of authority.

3. Our facility has staff, to the extent possible, who can communicate in the language of our residents.

4. Our facility’s staff and volunteers receive training on relevant community resources and social service programs.

5. Our facility’s staff is identifiable.
6. Our organization conducts background checks on staff who will be working with children.

C. Operations

Mandatory Standards

1. Our facility has a clearly defined policy about the possession of weapons on site.

2. Our facility has clearly defined policies on the use and possession of alcohol and illegal drugs.

3. Our facility shall provide a clean, safe, and healthy environment, which is consistent with conventional social services and which respects individual needs and human dignity.

4. Our facility has written policies for intake procedures and criteria for admitting people to our facility.

5. Our facility provides all residents with, and posts in a conspicuous place, a copy of our house rules and regulations, and a copy of the disciplinary and grievance procedures.

6. Our facility keeps a daily office log which documents the activities of each shift, and any unusual or special situations and instructions regarding residents. (shelters only)

7. Our facility maintains a daily census, listing residents, employees and volunteers. (shelters only)

8. Our facility refers people to the appropriate agency or referral service if we cannot provide shelter or a needed service.

Recommended Standards

1. Our facility posts and/or explains laws related to children and adult protective service laws.

2. Our facility allows residents, during their period of stay, to report the facility address as their legal residence for legal purposes such as receipt of mail, school registration, and voter registration.

3. Our organization supports client’s choice and self determination in pursuing services, treatment options, etc.

4. Our facility provides access to, a phone and a computer with internet access which residents can use.
5. Our facility has separate family rooms that allows for intact families to stay together.

6. Our facility will protect our residents confidentiality by not disclosing their participation in or residence at our program without their express written consent.

**D. Health**

**Mandatory Standards**

1. Our facility has available, at all times, first aid equipment, supplies and established procedures for medical emergencies.

2. Our facility has provisions for storing, refrigerating, and retrieving residents’ medications.

3. Our facility refers residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.

4. Our facility promptly and appropriately responds to medical problems with residents and staff.

5. Our staff receives regular training and is knowledgeable about common physical problems of homeless people and how to obtain needed services.

**Recommended Standards**

1. Our facility has at least one staff person on duty who is trained in emergency first aid procedures.

**E. Food**

**Mandatory Standards**

1. Our facility has made adequate provisions for the sanitary storage and preparation of any food provided.

**Recommended Standards**

1. Our facility provides residents with one well-balanced meal daily, either on site, or readily accessible off site, or by providing do it yourself food preparation facilities.
2. Our facility makes a reasonable effort to meet medically appropriate dietary needs of all residents.

3. Our facility provides food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.

4. A sanitation inspection by the Health Department is done at our facility periodically.

F. Equipment and Environment

Mandatory Standards

1. Our facility is clean and complies with all applicable building, safety and health codes.

2. Our facility has an adequate ventilation system.

3. Our facility has a housekeeping and maintenance plan to ensure a safe, sanitary, clean, and comfortable environment, and works actively to eliminate insect and rodent infestations.

4. Our facility has a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water when the facility is open.

5. Our facility, if an emergency shelter, provides towels, soap, and toilet tissues.

6. Our facility, if an emergency shelter, has bathing facilities for our residents.

7. All scattered site housing units meet Housing Quality Standards.

Recommended Standards

1. Our facility provides each person with at least a bed, mat or cot (or crib for infants whenever possible), and a blanket, both of which are clean and in good repair.

2. Our facility provides clients with reasonable access to public transportation.

3. Our facility has laundry facilities available to residents, or access to laundry facilities nearby.

4. Our facility, if an emergency shelter, provides storage for checking in/out residents’ personal belongings during their stay in our facility.

5. Our facility provides a dining area separate from the sleeping areas, as appropriate to the type of facility.
G. Safety

Mandatory Standards

1. Our facility has an emergency plan covering fire, flood, and other disasters.

2. Our facility has a fire-life safety system including posting of an evacuation plan and all items as required by building, safety, and health codes.

3. Our facility has a phone available 24 hours per day to contact the fire department, paramedics, police, and site supervisor personnel, and posts a list of such emergency numbers.

4. Our facility has a security plan to deter theft and resident harm.

Recommended Standards

1. Our facility provides on-site security to ensure the safety of our residents and our neighbors, if appropriate.

H. Grievances

Mandatory Standards

1. Our facility has adopted a grievance procedure, which is clearly posted in a place visible to clients.

Recommended Standards

1. Our agency includes in its grievance procedure a way for clients to report their grievance to a third party that can work with the client and the agency to resolve the grievance.

I. Program Services

Mandatory Standards
1. Facility residents have the right to receive stated services without regard to race, religion, gender, age, national origin, ancestry, color, sexual orientation, disability or familial status, except when age and gender of people served are determined by the agency’s mission.

2. Our facility has as one of its primary purposes to help end or prevent homelessness for its program participants. We recognize many methodologies in achieving this mission and support our participants’ choice in determining their own path.

Recommended Standards

1. Emergency shelters have policies that set the length of stay for clients based on their individual needs that allows working people to earn at least two pay checks during their stay and allows disabled residents to stay long enough to start receiving disability benefits, or to access permanent supportive housing.

2. All programs should have case management services that connect people with all of the services and benefits they need.

3. Transitional housing programs should strive to place at least 80% of their residents in permanent housing at the end of their stay.

4. Permanent supportive housing programs should have intensive services that meet the complex needs of the disabled homeless including services for mental health needs and substance abuse, and should strive to keep more than 80% of their residents housed for at least six months.

5. Permanent supportive housing programs should strive to emulate the Housing First model as much as possible, which means being equipped to accept clients directly from the streets and providing intensive services that meet the residents need for substance abuse treatment and mental health care without making compliance with a particular treatment program a requirement for staying housed.

6. Day programs for the homeless should provide intensive case management services that can help their clients obtain SSI and other public benefits that they may be entitled to, and be able to refer homeless people to a variety of services.

7. These policies have been approved by the organizations Board of Directors.
New Mexico Homeless Management Information System
Charter
January 2014

This charter establishes a structure for the governance, management and operation of the New Mexico Homeless Management Information System. It replaces the governance structure document of 2010 and supplements the MOU concerning HMIS between the NM Mortgage Finance Authority, the City of Albuquerque and the New Mexico Coalition to End Homelessness.

One HMIS System for New Mexico’s Two CoCs

New Mexico has one HMIS system for both the Albuquerque Continuum of Care and the New Mexico Balance of State Continuum of Care. These two continuums cover the entire state of New Mexico. The system will be known as the New Mexico Homeless Management Information System or New Mexico HMIS.

HMIS Lead Agency

The New Mexico Coalition to End Homelessness is designated as the HMIS Lead agency for the Balance of State Continuum of Care and the Albuquerque Continuum of Care. As the HMIS Lead, the New Mexico Coalition to End Homelessness is responsible for managing the New Mexico HMIS and is designated as the agency that will apply for funding to operate the New Mexico HMIS.

A separate companion MOU defines the responsibilities of the New Mexico Coalition to End Homelessness, the City of Albuquerque and the New Mexico Mortgage Finance Authority for ensuring the successful operation of the New Mexico HMIS. This MOU is updated annually.

Relationship of HMIS and the Continuums of Care

New Mexico has two Continuum of Care regions CoCs, the City of Albuquerque and the Balance of State. Both CoCs use the New Mexico HMIS and both CoCs have representatives on the HMIS Governing Committee to ensure that HMIS is meeting the needs of both CoCs. The Collaborative Applicant for the Balance of State CoC is the New Mexico Coalition to End Homelessness under a contract with the New Mexico Mortgage Finance Authority. The Collaborative Applicant for the Albuquerque CoC is the City of Albuquerque which contracts for assistance from the New Mexico Coalition to End Homelessness. Thus the HMIS Lead Agency is also involved in staffing both CoCs.
**HMIS Governing Committee**

The HMIS Governing Committee is the decision making body for the NM HMIS project. The HMIS Governing Committee makes decisions about budget, software vendors, and any other major actions needed for the project. Members of the Governing Committee will serve two year terms and may be re-elected at the end of their term. There are no term limits. Members of the NM HMIS Governing Committee will be:

- 1 representative from the New Mexico Mortgage Finance Authority,
- 1 representative from the City of Albuquerque,
- 1 representative from the New Mexico Coalition to End Homelessness,
- 1 HMIS user representative from the New Mexico Balance of State Continuum of Care,
- 1 HMIS user representative from the Albuquerque Continuum of Care,
- 1 homeless or formerly homeless representative.

The initial members of the Governing Committee will be the appointed representatives from MFA, NMCEH and the City of Albuquerque. The initial members will elect the other members. Future members representing the three partners will be appointed by MFA, COA, and NMCEH and the other members will be elected by the sitting members of the Committee. The NM HMIS Governing Committee will meet once a quarter or more often if needed with a call in option for people living outside of Albuquerque.

The NM HMIS Governing Committee will be staffed by the HMIS Project Director who is a staff person of NMCEH. The NM HMIS Governing Committee will review and approve policies for the NM HMIS. The NM HMIS Governing Committee will work with the HMIS Lead to plan for the strategic expansion of the HMIS project.

Financial decisions that affect NMCEH, MFA or the COA would be subject to approval by the appropriate administrators or governing bodies of these organizations.

**Privacy, Security and Data Quality**

The HMIS Lead is responsible for developing a privacy plan, security plan and a data quality plan for the New Mexico HMIS. These plans are subject to review and approval by the HMIS Governing Committee. The HMIS Lead will submit the plans to the Albuquerque Continuum of Care Board and the NM Balance of State Continuum of Care board for review and suggestions.

**Consistent Participation of Recipients and Sub-recipients**

The New Mexico Coalition to End Homelessness as the HMIS Lead will encourage the consistent participation of the recipients and sub-recipients of HUD homeless assistance funding. The Coalition will enlist the assistance of the NM Mortgage Finance Authority and the City of Albuquerque and other recipients to encourage participation by agencies that are sub-recipients of theirs and to use enforcement measures if necessary.
**Compliance with Other HUD Requirements**

The New Mexico Coalition to End Homelessness will be responsible for ensuring that the New Mexico HMIS project is administered in compliance with all HUD requirements. When there is a change in HUD requirements the Coalition will bring the new requirements to the attention of the HMIS Governing Committee along with a plan for any changes necessary to the administration of the New Mexico HMIS that are a result of new HUD requirements.

**Comparable Database for Domestic Violence Agencies**

The New Mexico HMIS includes a comparable database for domestic violence agencies. The New Mexico Coalition to End Homelessness consults with the New Mexico Coalition Against Domestic Violence to assist with the operation of the comparable database and to assure compliance with Violence Against Women Act (VAWA) policy and procedure requirements.

Approved by HMIS Governing Committee on January 13, 2014
Renewal Projects will be judged on the following six criteria. For each criterion, the agency will be ranked either OK or troubled. NMCEH staff will make a chart showing how each agency is doing on each of the criteria.

1. The extent to which the project is serving the number of people in the application as shown in the APR. Projects that are serving less than 90% of the number of people projected in the application will be considered troubled.

2. The extent to which the project is using the funds allocated to it. Projects that give back more than 10% of their allocated funds at the end of the grant year will be investigated and may be considered troubled, but only if there is no logical explanation. Projects that give back any funding may be asked to work with the impartial review committee on a plan for spending all the funds in the current year.

3. The extent to which the project is using HMIS or the comparable DV database. Projects that are not making progress on achieving good data quality (as indicated by their ability to run an annual progress report in HMIS) will be considered troubled. As the Osniun comparable database has just been purchased and is still being customized, DV agencies will not be held accountable for HMIS until next year.

4. The degree to which the project meets the housing stability goals established by HUD. Transitional Housing Projects that have less than 65% of clients leaving their program moving into permanent housing or permanent supportive housing projects that have less than 80% of their clients staying in the housing for at least 6 months will be considered troubled.

5. The extent to which the project is connecting clients to mainstream services. Projects that have less than 80% of their clients leaving with at least one non-cash benefit will be considered troubled.

6. The extent to which the project is connecting clients to employment. Projects that have less than 20% of their clients employed at exit will be considered troubled. Projects will not be penalized for serving people with disabilities. Any agency that is OK in all six areas will be deemed eligible for renewal unless there are other unusual circumstances brought to the attention of the impartial review committee.

Projects that have been troubled in the same area for two or more years in a row will be required to submit a corrective action plan to the CoC Governing Board and demonstrate progress toward achieving the goal in question in order to be eligible for renewal the following year.

Any project that is troubled in one or more areas will be investigated more closely. The impartial review committee will evaluate the extent to which troubled agencies may be assisted.
and encouraged to improve in one or more areas with technical assistance. If it appears that technical assistance is not going to solve the problem, the impartial review committee will consider reallocating funds to a new project.

In order to give potentially troubled projects adequate time to take corrective action, NMCEH will notify all Balance of State CoC agencies in writing of these criteria once they have been approved by the membership of NMCEH. In addition, any agency that appears that it is going to be considered troubled based on data available to NMCEH, will be notified in writing of this potential problem so that the agency can begin working on corrective action in the months leading up to the renewal decision. Agencies will be asked to present a written corrective action plan and to begin working on the plan.

Adopted June 7, 2013 by the NM Balance of State CoC Steering Committee
New Mexico Balance of State Continuum of Care  
Prioritization Commitments for Chronically Homeless People  
2013-2014 CoC Application

<table>
<thead>
<tr>
<th>Agency/Project</th>
<th>Number of PH beds (not already reserved for CH)</th>
<th>Percentage of Openings Committed to Chronically Homeless People</th>
<th>Number of Openings Committed for Chronically Homeless People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandoval County Shelter Plus Care</td>
<td>61</td>
<td>80%</td>
<td>48.80</td>
</tr>
<tr>
<td>City of Las Cruces Community Housing Connections</td>
<td>38</td>
<td>30%</td>
<td>11.40</td>
</tr>
<tr>
<td>City of Santa Fe, Housing Trust Sites</td>
<td>19</td>
<td>85%</td>
<td>16.15</td>
</tr>
<tr>
<td>City of Santa Fe, Life Link La Luz PRA</td>
<td>34</td>
<td>50%</td>
<td>17.00</td>
</tr>
<tr>
<td>City of Santa Fe Life Link AB</td>
<td>47</td>
<td>50%</td>
<td>23.50</td>
</tr>
<tr>
<td>City of Santa Fe, Housing Trust PH</td>
<td>19</td>
<td>85%</td>
<td>16.15</td>
</tr>
<tr>
<td>El Camino Real Housing Authority</td>
<td>30</td>
<td>35%</td>
<td>10.50</td>
</tr>
<tr>
<td>SWNHS Eastern NM PH Project</td>
<td>25</td>
<td>40%</td>
<td>10.00</td>
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<tr>
<td>Casa Milagro</td>
<td>12</td>
<td>30%</td>
<td>3.60</td>
</tr>
<tr>
<td>Casa Cerrillos, St. Elizabeth Shelter</td>
<td>21</td>
<td>50%</td>
<td>10.50</td>
</tr>
<tr>
<td>Casa Siringo, St. Elizabeth Shelter</td>
<td>4</td>
<td>50%</td>
<td>2.00</td>
</tr>
<tr>
<td><strong>Totals and Overall percentage</strong></td>
<td><strong>310</strong></td>
<td><strong>55%</strong></td>
<td><strong>169.60</strong></td>
</tr>
</tbody>
</table>

With average 24 month stay, annual number of openings 155
New Mexico Homeless Management Information System (HMIS)

Policies and Procedures

Version 3.1

(Update Approved by NM HMIS Governing Committee: 13 January 2014)
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HUD HMIS Requirement</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>NM HMIS Organizational Structure</strong></td>
<td>4</td>
</tr>
<tr>
<td><strong>A. Organization and Management of the NM HMIS</strong></td>
<td>4</td>
</tr>
<tr>
<td>A.1. Project Management</td>
<td>4</td>
</tr>
<tr>
<td>A.2. NM HMIS Governing Committee</td>
<td>4</td>
</tr>
<tr>
<td>A.3. NM HMIS Staff Roles and Responsibilities</td>
<td>5</td>
</tr>
<tr>
<td>A.4. Agency Administrators</td>
<td>6</td>
</tr>
<tr>
<td>A.5. User Access Security Levels and Account Management</td>
<td>7</td>
</tr>
<tr>
<td>A.6. NM HMIS Communication with Authorized Agencies</td>
<td>8</td>
</tr>
<tr>
<td>A.7. NM HMIS HelpDesk and Technical Assistance</td>
<td>8</td>
</tr>
<tr>
<td>A.8. NM HMIS Project Monitoring and Evaluation</td>
<td>9</td>
</tr>
<tr>
<td>A.9. Authorized Agency Grievances</td>
<td>9</td>
</tr>
<tr>
<td><strong>B. Agency and User Participation</strong></td>
<td>10</td>
</tr>
<tr>
<td>B.1. Access to Core Database</td>
<td>10</td>
</tr>
<tr>
<td>B.2. NM HMIS Agency Data Sharing Agreements and User Licenses</td>
<td>10</td>
</tr>
<tr>
<td>B.3. Data Entry Profile Information</td>
<td>11</td>
</tr>
<tr>
<td>B.4. System Availability</td>
<td>12</td>
</tr>
<tr>
<td>B.5. Authorized Agency Hardware/Software Requirements</td>
<td>12</td>
</tr>
<tr>
<td>B.6. Required Training</td>
<td>13</td>
</tr>
<tr>
<td>B.7. NM HMIS Agreement Suspension/Termination and Data Ownership</td>
<td>14</td>
</tr>
<tr>
<td><strong>C. Data Collection, Quality Assurance and Reporting</strong></td>
<td>14</td>
</tr>
<tr>
<td>C.1. Ethical Data Use</td>
<td>14</td>
</tr>
<tr>
<td>C.2 Data Access Computer Requirements</td>
<td>15</td>
</tr>
<tr>
<td>C.3. Required Data Collection</td>
<td>16</td>
</tr>
<tr>
<td>C.4. Inter-Agency Data Sharing</td>
<td>16</td>
</tr>
<tr>
<td>C.5. Extracted Data</td>
<td>17</td>
</tr>
<tr>
<td>C.6. Client Rights and Confidentiality of Records</td>
<td>17</td>
</tr>
<tr>
<td>C.7. Client Grievance</td>
<td>18</td>
</tr>
<tr>
<td>C.8. Data Quality Assurance</td>
<td>19</td>
</tr>
<tr>
<td>C.9. Data Timeliness</td>
<td>19</td>
</tr>
<tr>
<td>C.10. Public Data Retrieval and Support</td>
<td>20</td>
</tr>
<tr>
<td><strong>Definitions</strong></td>
<td>21</td>
</tr>
<tr>
<td><strong>Summary of Policies and Procedures for Users</strong></td>
<td>23</td>
</tr>
<tr>
<td><strong>Attachments</strong></td>
<td></td>
</tr>
<tr>
<td>1. HUD Universal Data Elements</td>
<td></td>
</tr>
<tr>
<td>2. Agency HMIS Setup Form</td>
<td></td>
</tr>
<tr>
<td>3. Data Sharing Form</td>
<td></td>
</tr>
<tr>
<td>4. User Agreement Form</td>
<td></td>
</tr>
<tr>
<td>5. HelpDesk TA Request Form</td>
<td></td>
</tr>
<tr>
<td>6. Sample Staff Confidentiality Agreement</td>
<td></td>
</tr>
<tr>
<td>7. NM HMIS Program Intake Form</td>
<td></td>
</tr>
</tbody>
</table>
This document details the Policies and Standard Operating Procedures (SOP) that govern the operations of the New Mexico Homeless Management Information System (NM HMIS) and have been developed to establish standards for the collection, storage and dissemination of private and confidential information by the users of the NM HMIS. It outlines the roles and responsibilities of all agencies and persons with access to NM HMIS data – from data collection through data entry and reporting - and it contains important and useful information about the ways in which NM HMIS data is secured and protected. All agencies using the NM HMIS should read this document in full and assure that each of its users understands and are held responsible to comply with its contents.

U.S. Dept. of Housing and Urban Development (HUD) HMIS Requirement

A Homeless Management Information System (HMIS) is a computerized data collection tool used by communities to collect, to manage, and to report ongoing data on people who are homeless and receive assistance from the community. HUD requires NM HMIS to provide unduplicated statistical demographic reports on the numbers and characteristics of clients served as well as on program outcomes, but does not require report of any client-specific information from the NM HMIS for the programs it funds. Only de-identified and/or aggregate-level data is reported to HUD. This data can be used to calculate the size and needs of these populations, and to describe service utilization patterns. In July 2003, the U.S. Department of Housing and Urban Development (HUD) published a draft notice for HMIS. This notice required all recipients of HUD McKinney-Vento Act program funds to participate in HMIS. In July 2004, HUD finalized the requirements for HMIS. The notice specified what data to collect as well as establishing minimum baseline policies and procedures for communities to follow. Updates to the HUD HMIS data standards were approved in March, 2010, and draft updates for 2013 are pending to align the standards with requirements under the Hearth Act. All HUD updates to the HMIS standards are incorporated by reference in this document.

NM-HMIS program and client data will be used to compile the Annual Homeless Assessment Report (AHAR), as well as the Annual Performance Report (APR) and/or Consolidated Annual Performance and Evaluation Report (CAPER) required of HUD funded programs, the annual Housing Inventory Chart (HIC) and Point in Time (PIT) count of sheltered persons. Also, the Super Notice of Funding Availability (SuperNOFA) stipulates that the annual competitive grant application process will rate each Continuum of Care’s progress in its HMIS implementation.

All agencies that receive certain HUD grants, including the Supportive Housing Program, Permanent Housing/Rental Assistance, Rapid Re-housing, Emergency Solutions Grants (ESG) and Housing Opportunities for People with AIDS (HOPWA), certain Veterans Administration
programs (e.g., Grant per Diem, Supportive Services for Veterans Families), and including funds distributed through the New Mexico Mortgage Finance Authority (MFA) or City of Albuquerque (CABQ), are required to participate in the NM HMIS. Under the proposed 2013 update to the HMIS data standards, additional federal programs will be required to participate in HMIS including Projects for Assistance in Transition from Homelessness (PATH), Runaway and Homeless Youth (RHY) and HUD VASH. Some privately funded providers participate on a voluntary basis.

**NM HMIS Organizational Structure**

It is the goal of the NM HMIS project to support homeless service agencies to meet their information needs and reporting requirements by providing the capability and technical assistance to collect and manage their client level data, providing a confidential and secure data environment, automatically generating standard reports, and improving service delivery.

The NM HMIS provides statewide coverage, specifically encompassing New Mexico’s two HUD defined Continuums of Care regions (CoCs): metro Albuquerque and the Balance of State. The New Mexico Coalition to End Homelessness (NMCEH), a non-profit agency with offices in Santa Fe, Albuquerque, and Las Cruces, New Mexico, is the administrative agency that manages all aspects of the New Mexico HMIS project. The NM HMIS project has a Governing Committee that includes representatives of the New Mexico Mortgage Finance Authority (MFA), the City of Albuquerque (CABQ), and participating agencies and consumers, and provides independent guidance and feedback to NMCEH on the development of the project. The NMCEH is the lead agency for HMIS and assigns staff to manage the HMIS project, train users, and conduct data analysis. The MFA, the CABQ Department of Family and Community Services, and HUD provide financial support for the NM HMIS project. Effective July 2011, Bowman Systems LLC and their HMIS software application known as ServicePoint, was selected by NMCEH in consultation with MFA, CABQ, and local service providers in 2010 through a competitive demonstration process. The NM HMIS database and web application server is housed in Shreveport, Louisiana, at the headquarters of Bowman Services in order to provide 24-hour security and support for system hardware and software. Bowman employs a full time technical staff dedicated to system maintenance and performance. ServicePoint is updated periodically to maintain scheduled compliance with changes to HUD data collection and reporting requirements.

**A. Organization and Management of the NM HMIS**

**A.1. Project Management**

- **Policy:** The New Mexico Coalition to End Homelessness (NMCEH) is responsible for project management and coordination of the NM HMIS through an HMIS Governing Committee, by defining and assigning HMIS staff positions and duties, and by serving as the contract holder and administrator with the NM HMIS vendor Bowman Systems LLC.

- **Procedure:** All concerns relating to the policies and procedures of the HMIS should be
addressed with the NM HMIS Project Director, however, the NM HMIS Governing Committee is the final authority for policies and procedures of the NM HMIS.

A.2. NM HMIS Governing Committee

- **Policy:** The New Mexico HMIS Project is managed by the New Mexico HMIS Governing Committee with membership comprised of 1 representative from the New Mexico Mortgage Finance Authority (MFA), 1 representative from the City of Albuquerque, 1 representative from the New Mexico Coalition to End Homelessness, 1 HMIS user representative from the Balance of State Continuum of Care, 1 HMIS user representative from the Albuquerque Continuum of Care, and 1 consumer representative. The NM HMIS Governing Committee sets policies for the NM HMIS and works with the NMCEH Executive Director and the HMIS Project Director to develop annual strategic plans for the HMIS project. Financial decisions that affect NMCEH, MFA or the City of Albuquerque would be subject to approval by the appropriate administrators or governing bodies of these organizations.

  **Procedure:** The NM HMIS Governing Committee meets bimonthly, with a call in option for members living outside of Albuquerque. The NM HMIS Governing Committee is staffed by the HMIS Project Director who is a staff person of NMCEH and a non-voting member of the Governing Committee.

A.3. NM HMIS Staff Roles and Responsibilities

- **Policy:** NMCEH develops and maintains staffing level adequate to manage all aspects of the NM HMIS project, including a Project Director, Project Manager, and Data Quality Coordinators. These positions collectively manage day-to-day operations of the NM HMIS and are, therefore, provided access to all client level data through a User Agreement that binds them to the same confidentiality and privacy requirements as any other HMIS user, and so is available for public review upon request. The NM HMIS Governing Committee is ultimately responsible for all final decisions regarding planning and implementation of the NM HMIS.

  **Procedure:**

  The NM HMIS **Project Director** manages the statewide development and implementation of the New Mexico Homeless Management Information System. Specific roles and responsibilities include, but are not limited to:
  - Coordinating with the NM HMIS Governing Committee to maintain and update effective HMIS policies and procedures;
  - Managing the contract with the software vendor, and coordinating system development and implementation with the vendor;
  - Lead responsibility for development, review, and issuance of system level reporting
(e.g., APR, AHAR, PIT, HIC) and data quality management;
  - Lead responsibility for planning and general management of all system-wide HMIS issues and troubleshooting of system level problems;
  - Development of annual HMIS CoC applications;
  - Summary contract reporting to HUD, CABQ;
  - Supervision of NM HMIS staff.

The NM HMIS Project Managers (North and South) oversee the statewide administration of the New Mexico Homeless Management Information System. Specific roles and responsibilities include, but are not limited to:
  - Manage agency and user accounts, including software license administration and monitoring compliance with user standards;
  - Lead responsibility for development and provision of effective and efficient HMIS Agency Administrator and User Training;
  - Arrange and provide regular NM HMIS trainings in southern New Mexico;
  - Arrange and provide regular NM HMIS trainings in northern New Mexico;
  - Work with the local agency administrators to set up and finalize the NM HMIS taxonomy and agency/program(s) profile(s);
  - Technical assistance with programming and query development in HMIS.

The NM HMIS Data Quality Coordinator(s) oversees the functional operation of the New Mexico Homeless Management Information System. Specific roles and responsibilities include, but are not limited to:
  - Tracking general data quality indicators – especially accuracy and completeness of universal data elements at the agency and system levels, and providing support to continuously improve client level data quality and reporting;
  - Conduct regular/ongoing data de-duplication review, and contact agencies with duplicate records to assist them in resolving and aligning;
  - Provide support for report generation and analysis;
  - Lead responsibility for managing NM HMIS Help Desk, including prioritization and timely processing of work requests.

A.4. Agency Administrators

Policy: Each Authorized Agency (see section B.2 below) must designate a staff member to be the local HMIS Agency Administrator who is responsible on a day-to-day basis for enforcing the data and office security requirements under these Policies and Standard Operating Procedures. Only one person per Authorized Agency may be designated as the Agency Administrator, and each Authorized Agency must have an acting Agency Administrator for any time the agency has an active authorized HMIS account.

Procedure: The Executive Director of an Authorized Agency must identify an appropriate Agency Administrator and provide that person’s name and contact information to the NM HMIS Program Manager. Changes to that information must be reported immediately to the NM
HMIS Program Manager. The NM HMIS Program Manager is responsible for maintaining a current list of Agency Administrators. Agency Administrators must be licensed authorized NM HMIS users and have successfully completed HMIS training. Agency Administrators are responsible for the following:

- Serves as the primary contact between the Authorized Agency and NM HMIS;
- Arranges for new prospective users in their agency to attend HMIS training;
- Immediately communicates changes in the status of all NM HMIS users associated with the Authorized Agency, assures that all agency staff terminated from active HMIS user status have their user accounts immediately inactivated, and provides a quarterly list of all current HMIS users in their agency, including user names, to the Agency Administrator for tracking and verification;
- Serves as a preliminary contact for problem solving at their agency and, as needed, serves as the sole point of contact for scheduling technical assistance for their HMIS account or staff;
- Communicates any needed changes to the agency HMIS account (e.g., additional or new reporting requirements);
- Communicates software update information and related news as needed to agency HMIS users;
- Monitor the accuracy and completeness of all data entered in HMIS, and assures that it meets the reporting requirement(s) of their contract(s) and Grant agreement(s);
- Monitor and enforces compliance with NM HMIS policies and procedures, and standards of client confidentiality and ethical data collection, entry, and retrieval at the agency level;
- Ensure that agency set up and use of HMIS complies with all security standards in order to protect client privacy and confidentiality;
- Holds primary agency license and access to report generation tools in ServicePoint HMIS, and is thereby responsible for executing and reviewing summary reports (e.g., APR).

A.5. User Access Security Levels and Account Management

**Policy:** NM HMIS assumes a “need to know” basis for providing access to client data. All NM HMIS Users will be authorized a level of access to HMIS data that is appropriate to the duties of their position. All users should have the level of access that allows efficient job performance without compromising the security of the NM HMIS or the integrity of client information. The NM HMIS username and password should be stored in a secured manner. User passwords must be reset every 45 days to maintain access security.

**Procedure:** *ServicePoint* allows multiple levels of user access to client data, although NM HMIS provides user access for data entry to all authorized users. Access is assigned when new users are added to the system and can be altered as needs change. Only NM HMIS staff at NMCEH is allowed to create or change user accounts in any manner, including assignment of user names and passwords, or assignment of user licenses. The username and password assigned to each NM HMIS user is unique and should not be shared, disseminated, be made viewable, or in any
manner be communicated – intentionally or unintentionally – between anyone other than authorized users or administrators. NM HMIS will prompt users to reset account passwords every 45 days. If a user forgets a password, they may request the NM HMIS Program Manager to reset a temporary password, although Agency Administrators must confirm the authenticity of the request. Other user account types may be arranged through the HMIS Project Manager (e.g., a volunteer may be limited to view only client nominal information while being restricted from client assessment records).

A.6. NM HMIS Communication with Authorized Agencies

Policy: The NM HMIS Project Director will maintain a high level of availability to authorized agencies. The Project Director is responsible for relevant and timely communication with each agency regarding general management of the NM HMIS, and will communicate system-wide changes and other relevant information to Agencies as required. All communications with Bowman Systems regarding NM HMIS ServicePoint application must be addressed through the Project Director.

Procedure: General communications from the NM HMIS Project Director will be sent to the Agency Administrator. The NM HMIS Project Director will use the ServicePoint “news” function to announce regular and ongoing information regarding changes in the administration and use of the NM HMIS application. Critical (important and/or time-sensitive) news will also be communicated via email listserv to facilitate agency administrators who will be required to sign up for the listserv. Agency Administrators are responsible for disseminating that information promptly and appropriately to others at their agency. Authorized Agencies are responsible for communicating needs and questions regarding the NM HMIS directly to the Project Director. Although specific problems and resolutions may take longer, the NM HMIS Project Director will respond to Authorized Agency questions and issues within three business days of receipt. In the event of planned unavailability, the NM HMIS Project Director will notify Authorized Agencies in advance and designate a backup contact.

A.7. NM HMIS HelpDesk and Technical Assistance

Policy: The NM HMIS project will maintain a HelpDesk function available to Agency Administrators and Users for the purpose of managing and addressing technical assistance needs for data entry, reporting, and general system use.

Procedure: Users at Authorized Agencies will communicate needs, issues and questions to the Agency Administrator. If the Agency Administrator is unable to resolve the issue, the Agency Administrator will contact the NM HMIS Program Manager. The NM HMIS Program Manager will maintain a phone and an email contact to address technical questions and issues regarding day-to-day use of the NM HMIS ServicePoint application and general data management. Hardware and connectivity issues not related to the HMIS software should be addressed by the Authorized Agency’s internal IT staff. Whenever possible, the Project Manager will attempt to resolve the issue at the time of contact, either by directly addressing the question, providing
immediate technical assistance, or referring to another HMIS staff as appropriate. For more complex issues or technical assistance needs, or when competing requests require prioritization, the Project Manager may direct the agency to submit a work order request. Upon receipt of a work order request, the Project Manager will prioritize the request, assign it to appropriate NM HMIS staff, and communicate an estimated turnaround time to the requesting agency. NM HMIS commits to resolve all requests as quickly as possible in light of workload and complexity. The NM HMIS Program Manager will attempt to respond to Authorized Agency needs within three business days of the first contact. Should an HMIS issue remain unresolved, the issue may be directed to the NM HMIS Project Director who, as appropriate, may consult with Bowman Systems, the NM HMIS Governing Committee or the NMCEH Executive Director as needed.

A.8. NM HMIS Project Monitoring and Evaluation

Policy: NM HMIS will conduct an annual survey of Agency Administrators and Users to monitor and evaluate the effectiveness of the project and, based on the information received, may review and modify Policies and Standard Operating Procedures as necessary.

Procedure: A comprehensive survey of NM HMIS satisfaction, including opportunity for open-ended feedback, will be distributed to all NM HMIS users and administrators around December of each calendar year. Survey findings will be compiled, analyzed, summarized, and distributed to all respondents. The survey will be designed to be comparable from year to year so as to monitor progress and growth of the project. Modifications may be made to the NM HMIS Policies and SOP as appropriate based on survey feedback.

A.9. Authorized Agency Grievances

Policy: The NM HMIS and all data stored therein is the property of NMCEH which has authority over the operation, maintenance and security of the NM HMIS. Violations of the HMIS Agency Data Sharing Agreement, the Standard Operating Procedures, privacy policies developed at the agency level, or other applicable laws may subject the Authorized Agency to discipline and/or termination of access to the NM HMIS. Authorized Agencies will contact the NM HMIS Project Director to address HMIS problems including but not limited to operation or policy issues. If an issue cannot be resolved, Authorized Agencies may contact the NM HMIS Governing Committee which will have final decision-making authority over all grievances that arise pertaining to the use, administration and operation of the NM HMIS.

Procedure: Authorized Agencies will bring HMIS problems or concerns to the attention of the NM HMIS Project Director who may ask for these issues to be stated in writing. If problems, concerns or grievances cannot be resolved by the NM HMIS Project Director, or if it is not appropriate to raise the issue with the NM HMIS Project Director, the issue will be directly communicated to NM HMIS Governing Committee through the NMCEH Executive Director via phone, email or mail. The NM HMIS Governing Committee shall have final decision-making authority in all matters regarding the NM HMIS.
B. **Agency and User Participation**

B.1. Access to Core Database

**Policy:** The NM HMIS ServicePoint database must not be accessed from any location outside an Authorized Agency. Under no circumstances will a user log on to NM HMIS from a home or public computer.

**Procedure:** To prevent unauthorized access and to protect client privacy and confidentiality, users are required to access the NM HMIS ServicePoint application only through a computer or network physically located within the Authorized Agency that user is associated with. Accessing NM HMIS from any other location is cause for user suspension or termination, and repeated violations within an agency is cause for agency termination.

B.2. NM HMIS Agency Data Sharing Agreements and User Licenses

**Policy:** Any agency that serves the homeless or funds homeless programs/services in New Mexico may participate in the NM HMIS. To be authorized to participate, an agency must:

- complete an Interagency Data Sharing Agreement;
- assign an Agency System Administrator;
- complete and update the required HMIS agency and program(s) HMIS setup profile(s), referred to as HUD Program Descriptor Data Elements;
- send prospective users to HMIS training;
- pay to NMCEH $50.00 per year in annual license fee per HMIS user at the agency;
- pay to NMCEH $50.00 per year in annual license fee per ART user at the agency (each participating agency is required to hold an ART license);
- agree to abide by the policies and standard operating procedures outlined in this document.

The New Mexico Interagency Data Sharing Agreement is a contract between the agency and the New Mexico Coalition to End Homelessness regarding compliance with confidentiality, data entry, responsibilities, security, reporting, and other items required for basic HMIS operation and administration. On behalf of their respective agency and its participating HMIS users, the Executive Director (or other empowered officer) must agree to comply with basic data sharing and security standards as reflected in the New Mexico Interagency Data Sharing Agreement. Before agency HMIS accounts may be activated, the Executive Director (or other empowered officer) must sign, date, and return the original signature copy to:

New Mexico Coalition to End Homelessness  
Attn: HMIS Project Manager  
P.O. Box 865  
Santa Fe, NM 87504
Questions regarding the terms of the New Mexico Interagency Data Sharing Agreement should be directed to the HMIS Project Manager. Only users associated with and approved by Authorized Agencies will be granted licenses to access the NM HMIS system.

**Procedure:** The NM HMIS shall make the sole determination as to agency and/or user authorization status. An Agency is qualified to participate in HMIS if it currently serves a homeless population in New Mexico. An Agency becomes authorized upon completion and approval of a NM HMIS Interagency Data Sharing Agreement, binding their organization to the NM HMIS Policies and Standard Operating Procedures and all applicable laws and regulations regarding the handling of client data before access is granted, and including attachment of an $50 annual license fee per proposed user at that agency. Authorized Agencies will determine which of their employees will be NM HMIS users. In order to obtain a user license, a user must successfully complete NM HMIS Training, including passing a post-training competency test, and must complete a NM HMIS User Agreement. Sharing of licenses, User IDs or passwords is strictly prohibited and can result in program sanctions. As needed, authorized Agencies may purchase additional User Licenses by contacting the NM HMIS Project Director. The Agency Administrator will assure that all current User Agreements have been filed with the NM HMIS Project Manager, and that a copy is maintained in the employee’s personnel file.

**B.3. Data Entry Profile Information**

**Policy:** AGENCY/PROGRAM PROFILES: In order to properly relate client data fields in HMIS so that complete and accurate reports can be generated, a profile of each agency and the programs for which it will enter and report client data must be completed in HMIS. This profile is comprised in part of the HUD required Program Descriptor data elements. Due to the criticality of this information and its structure, only NMCEH project staff is authorized to enter or modify HMIS profiles. Agencies are required to notify the NM HMIS whenever there is a change in its descriptive information (e.g., funder, capacity) or reporting requirements in HMIS. CLIENT DATA VISIBILITY: Users will designate client record data visibility information as “CLOSED.” No user will open or modify the visibility section of a client record. Violation is cause for suspension of user license.

**Procedures:**

**AGENCY/PROGRAM PROFILES:** NMCEH HMIS staff will coordinate with the Agency Administrator to complete Agency and Program(s) HMIS profiles. Upon agreement by both parties that the draft profile is current, accurate, and complete, HMIS staff will enter the profile information in HMIS thereby establishing that agency and program(s) account. Only NMCEH HMIS staff is authorized to create, revise, or submit Agency and Program profiles in HMIS. **CLIENT DATA VISIBILITY:** Bowman Systems ServicePoint design allows users to modify whether information in client records is “open,” “closed,” or “read-only” to users from other Agencies. It is a violation of these Standard Operating Procedures to open a client record to visibility to other agencies unless a written agreement and specific protocol has been established between...
the agencies and approved by NM HMIS. Generally data sharing will be set up at the agency level and should not require modification to security settings for individual client records. The NM HMIS Data Quality Coordinator will report any OPEN profiles and will immediately require the Agency Administrator to close these records. Violation of this policy may lead to personnel action and or action against the Authorized Agency, including but not limited to immediate termination of user and/or agency access.

B.4. System Availability

**Policy:** NM HMIS in partnership with Bowman Systems LLC will provide a highly available database server and will inform users in advance of any planned interruption in service.

**Procedure:** NM HMIS system downtime may be experienced for routine maintenance, in the event of a disaster or due to systems failures beyond the control of Bowman Systems or NM HMIS. In the event of disaster or routine planned server downtime, the NM HMIS staff will contact Agency Administrators and inform them of the cause and expected duration of the interruption in service. The NM HMIS Program Manager will log all downtime for purposes of system evaluation. In the event that it is needed, Bowman Systems is required to activate a redundant backup system.

B.5. Authorized Agency Hardware/Software Requirements

**Policy:** NM HMIS will utilize a database platform that does not require exceptional hardware or system administration by participating agencies.

**Procedure:** Bowman Systems ServicePoint is web-based software. All that is required to use the database is a computer, a valid username and password, and the ability to connect to the Internet. There is no unusual hardware or additional software installation required. As of March 2011, Bowman recommends the following minimal workstation PC specifications:

- Computer: Windows PC with XP, Vista, or Windows 7 operating system; 4 Gig RAM recommended (2 Gig RAM minimum); dual core processor recommended.
- XGA monitor with 1024 x 768 resolution setting.
- Internet: Broadband connection required (dial-up broadband connection is not recommended) with a minimum 8.0 KB/s connection rate PER USER. Non-standard (e.g., AOL) or dial-up modem connections will not work with NM HMIS.
- Required browser is Firefox 7.1, a widely available open source freeware program, and must be capable of 128-bit encryption. Browser version updates are periodically required to maintain functionality with updates to the HMIS software.
- All costs and administration associated with the internet account reside solely with the user agency.
- Security: A computer-based or network-based firewall must be activated on all workstation PCs used to access NM HMIS. Current virus protection software must be
activated, with a regularly scheduled update process for maintaining current virus definitions and software standards. A screensaver must be activated and set for no greater than a 5 minute delay that requires a password to clear. File encryption is required for all HMIS generated information transmitted via email or as an email attachment.

B.6. Required Training

Policy: The NM HMIS project is responsible for defining training needs and standards, and organizing and providing required training sessions for Authorized Agencies. Individuals who need to enter data in the HMIS software or are assigned to serve as Agency Administrator are required to complete a full day HMIS User Training and to pass a post-test of comprehension and data entry quality before being granted access to the software and “live” database. When new HMIS software functionality is available, or when HUD HMIS data standards are revised, additional trainings regarding the upgrade may be required.

Procedure: NM HMIS will provide user training on a monthly scheduled basis. Day-long sessions will be scheduled alternately in both the northern and southern regions of the State to facilitate availability and access to agencies. Training schedules and locations will be announced by list serve and through the HMIS “news” announcement feature. Special interim trainings may be requested, but will be provided at the discretion of the HMIS Project Manager. NM HMIS will also develop and provide optional “advanced” or “specialized” user trainings on an interim or as-requested basis, and will provide various training options, to the extent possible, based on the needs of HMIS users. All NM HMIS trainings will provide either a User’s Manual or a Powerpoint presentation of the training materials in hardcopy for future reference by trainees, and updated versions of materials will be announced and posted for distribution on the NMCEH website. Data entry workflow checklist aids are available through the NM HMIS ServicePoint “News” tab. A user is considered trained upon having successfully passed a test of training comprehension and data entry quality. Administrators and users who demonstrate repeated problems in complying with NM HMIS policy and procedures or in maintaining data quality standards may be suspended from NM HMIS access and required to attend remedial training at the sole discretion of NM HMIS.

The HMIS User Training will cover several topics related to the HMIS programs operations. Topics will include:

- HMIS Account Policy and Procedures Overview
- Service Point (HMIS) Orientation
- HMIS Policies and Procedures
- Client Privacy and Confidentiality
- Data Entry and Data Quality Management
- Basic report generation
- Account Administration
- Technical Assistance
- Service Point Data Entry and Quality
- Test of Trainee Comprehension and Data Entry Quality
There are several prerequisites for attending HMIS User training:

1. The agency must have signed and returned the New Mexico Interagency Data Sharing Agreement before the individual can attend HMIS User training.
2. The agency must have designated an Agency Administrator.
3. The agency’s HMIS profile(s) must be completed.

Upon successful completion of the End User Training, as demonstrated by passing a test of training comprehension and data entry quality, the new user will be provided access to HMIS appropriate to their assigned security level. If a user is identified as failing to meet or maintain basic data quality standards (accuracy and completeness of client record), the user will be notified of the problem(s) and provided technical assistance by HMIS staff. If the problem continues, or new problems with data quality arise, the user account will be locked and the user will be required to attend HMIS training as remediation. HMIS will not schedule special trainings solely to accommodate suspended users.

B.7. NM HMIS Agreement Suspension/Termination and Data Ownership

**Policy:** A participating agency may terminate its participation in NM HMIS by notifying the Project Director. Likewise, NM HMIS may terminate a participating agency and its users with 30 days notice upon failure to resolve critical compliance issues. NM HMIS may suspend an agency or user from system access with 24 hour notice for critical performance issues.

**Procedure:** Upon suspension or termination, the agency is not entitled to reimbursement of current user license fees. Upon termination, an agency may request a spreadsheet copy of their NM HMIS data records or purchase special customized export options from Bowman LLC. Upon termination, all agency data previously entered in HMIS must be retained in the system but will be closed to prevent future changes.

C. Data Collection, Quality Assurance and Reporting

C.1. Ethical Data Use

**Policy:** Data contained in the NM HMIS will only be used to support or report on the delivery of homeless and housing services in New Mexico. Each HMIS User will affirm the principles of ethical data use and client confidentiality contained in the NM HMIS Policies and Standard Operating Procedures Manual and the HMIS User Agreement. Each Authorized Agency must have a written privacy policy that includes policies related to employee misconduct or violation of client confidentiality. All HMIS Users must understand their Agency’s privacy and consent policy, and a signed policy statement must become a permanent part of the employee’s personnel file.
**Procedure:** All NM HMIS users will sign an HMIS User Agreement before being provided access to the NM HMIS. Any individual or Authorized Agency misusing, or attempting to misuse HMIS data will be suspended or terminated from access to the database.

**C.2 Data Access Computer Requirements**

**Policy:** NM HMIS prohibits users from accessing client data at any level from any home, public, or shared computer outside the Authorized Agency with which the user and user license is associated. Within the agency, workstations used to access NM HMIS should be set up to assure the security, confidentiality, and privacy of all client data. Questions about security of the NM HMIS should be referred to the Project Director.

**Procedure:** Bowman ServicePoint has password protection, including 45-day automatic reset of password, as well as an automatic time-out feature if the active application has been idle for more than five minutes. Each Authorized Agency shall take appropriate steps to ensure that authorized users only gain access to confidential information on a “need-to-know” basis. Each Authorized Agency and Agency Administrator is responsible for:

a) Physical Space. Authorized Agencies must take reasonable steps to insure client confidentiality when licensed users are accessing the NM HMIS. Licensed users are required to conduct data entry in a protected physical space to prevent unauthorized access to the computer monitor while confidential client information is accessible. The monitor should be positioned so that non-authorized persons are unable to view the screen inadvertently, especially when accessing client data through NM HMIS.

b) As stated in the NM HMIS User Agreement, **UNDER NO CIRCUMSTANCES IS NM HMIS TO BE ACCESSED FROM A WORK STATION LOCATED PHYSICALLY OUTSIDE OF A LICENSED USER AGENCY, INCLUDING ANY HOME OR PUBLIC-ACCESS (e.g., internet café, public library) COMPUTER OR CONNECTION SITE OR SHARED PC.** HMIS must be accessed through a computer either dedicated to HMIS use or limited to access only by authorized HMIS users and administrators. Failure to comply with this requirement can result in user and/or agency account termination.

c) Time-Out Routines: Whenever a user is out of direct line of sight of their active HMIS workstation, the user is required to log out of HMIS until such time as they physically return to the workstation.

d) A computer-based or network-based firewall must be activated on all workstation PCs used to access NM HMIS. Current virus protection software must be activated, with a regularly scheduled update process for maintaining current virus definitions and software standards. A screensaver must be activated and set for no greater than a 5 minute delay that requires a password to clear. File encryption is required for all HMIS generated identifying information transmitted via email or as an email attachment.

e) If the HMIS is accessed over a network, the network must be protected by a hardware or software firewall at the server. A stand-alone machine that accesses HMIS must also have a hardware or software firewall installed and active. This may be the firewall protection included as part of the operating system or the virus protection software installed on the computer.
f) File encryption and decryption capability if the agency is to transmit identifying data to any other party through online resources.

C.3. Required Data Collection

**Policy:** Providers funded by HUD through the Continuum of Care (CoC) HOPWA, or ESG programs are required to participate in HMIS by HUD (likewise other federal agencies may mandate HMIS participation by their funded programs). Providers may also be funded through MFA or CABQ with similar data collection and reporting requirements. This includes the collection of the program-specific and client-specific universal data elements as defined by HUD for all clients served through HUD funding (Homeless Management Information System Data Standards, Revised Notice: March 2010, U.S. Department of Housing and Urban Development, Office of Community Planning and Development). All Authorized Agencies that participate in HMIS are considered “Covered Homeless Organizations” (CHO) and are required to comply with HUD’s HMIS Data and Technical Standards unless those standards are in conflict with other federal or local laws. Authorized agencies are responsible for knowing and meeting their own contract and/or grant requirements and schedules; NM HMIS does not track this information.

Domestic Violence Shelters (per the Violence Against Women Act of 1994 (VAWA): Public Law 103-322, reauthorized December 2005) and Legal Aid Services are exempted from entering client data in HMIS, but are required to utilize a “comparable database” that segregates data separately from HMIS. NM HMIS is currently working with the NM Coalition Against Domestic Violence to develop such a comparable database solution. DV agencies meanwhile must continue to utilize hardcopy files and alternative methods of tracking and aggregating client data to meet reporting requirements.

**Procedure:** Data must be collected separately for and specific to each family member in a household, including all children and household members, rather than collecting data for the family as a whole or only for the Head of Household. Likewise, all program enrollment and funded service provision detail must be included in each client record. If a client refuses or is unable to provide basic information, providers shall, at a minimum, enter each client as an Anonymous Entry into the NM HMIS. Authorized Agencies may choose to collect more client information for their own case management and planning purposes.

C.4. Non-Duplication of Records and Inter-Agency Data Sharing

**Policy:** NM HMIS will establish agency and program profiles such that client information may be shared among users of that agency. For purposes of de-duplication, NM HMIS requires that all agencies/programs share client demographic information (First and Last Name, DOB, SSN, race/ethnicity, gender) sufficient to determine if an individual currently exists within the database archive. NM HMIS will also establish customized levels of service data sharing between agencies as needed upon their mutual request and agreement, and upon approving policy and procedure for their shared use.
**Procedure:** Prior to entering a new client or service record in NM HMIS, users are required to perform a client record search to determine if the client has an existing record in the system. To prevent client duplication in HMIS, if a client record search indicates that the client has an existing record in NM HMIS, the user will maintain the existing client ID reference number. NM HMIS will conduct regular and ongoing full system reviews to identify any possible instances of client duplication or record duplication in HMIS. If a suspected duplicate is identified, the Data Quality Coordinator will contact the agencies involved to assist them to confirm if duplication has actually occurred, and to align any identified duplicates (including removal of redundant records). In case of duplication, data entry correction will be primarily the charge of the agency/user that created the duplication.

**C.5. Extracted Data**

**Policy:** NM HMIS users will maintain the security of any and all client data extracted from the database and stored locally, including all data used in custom reporting. NM HMIS users will not electronically transmit any unencrypted client data across a public network or the internet. Unencrypted data may not be sent via email attachment. HMIS users should apply the same standards of security for local files containing client data as within the HMIS database itself. NM HMIS will only publicly report aggregate and/or de-identified data, unless acting in response to a duly issued court order or subpoena, or to supply HUD required client lists for program audit purposes.

**Procedure:** Data extracted from the database and stored locally will be stored in a secure location (not on floppy disks/CDs or other temporary storage mechanisms like flash drives or on unprotected laptop computers, for example) and identifying information will not be transmitted outside of the private local area network unless it is properly protected via encryption or by adding a file-level password. The NM HMIS staff can provide help in determining the appropriate handling of electronic files. All security questions will be addressed to the NM HMIS Project Director. Breach of this security policy will be considered a violation of the user agreement, which may result in user suspension or account termination. Public data reports and presentations derived from NM HMIS must be aggregated and de-identified.

**C.6. Client Rights and Confidentiality of Records**

**Policy:** Clients have the right of refusal to provide personal identifying information to the HMIS, except in cases where such information is required to determine program eligibility or is otherwise required by the program’s funders. For the purposes of NM HMIS, identifying information unique to an individual that may be used uniquely or in combination to identify a specific person comprises the following data fields: first and last name, date of birth, address, and social security number. Such refusal or inability to produce the information shall not be a reason to deny eligibility or services to a client. When a client exercises his/her right of refusal, de-identified demographic (anonymous) information should still be collected and entered into the HMIS. The NM HMIS System allows each Authorized Agency to determine whether it operates under a protocol of implied consent or informed consent to include personally
identifying client data in the HMIS. Depending on the Authorized Agency protocol, minimal standards must be met. An Authorized Agency must adopt one protocol and apply it universally to all clients whose data is entered, stored, or reported through NM HMIS. Refusal to allow personal identifying information in NM HMIS does not preclude the responsibility to collect and report required client information and to maintain records in the agency’s client hardcopy file. At any time, clients may request that their personally-identifying information be removed from the NM HMIS. Any client may request to view, or obtain a printed copy of, his or her own records contained in the NM HMIS. The client will also have access to a logged audit trail of changes to those records. No client shall have access to another client’s records in the NM HMIS. Participating agencies may require their NM HMIS users to sign a confidentiality agreement binding them to additional or more stringent privacy standards and policies (e.g., HIPAA).

Procedure: Each Authorized Agency is required to post a notice about their privacy policy in a place where clients may easily view it (e.g., at the point of intake, on a clipboard for outreach providers, in a case management office). The privacy posting must specifically include a statement about the uses and disclosures of client data in NM HMIS. Each workstation, desk, or area that is involved with HMIS data collection must visibly post the Privacy Policy Notice in the immediate vicinity. If an agency serves Spanish-speaking clients, the agency should attempt to provide a translated Spanish version of the Privacy Policy Notice. If an agency has a website, the Privacy Policy Notice must be posted on that website.

• **Implied Consent:** Written authorization for inclusion of a client’s personally identifying data in HMIS is not required, but is inferred when a client accepts the services offered by the program and when the privacy posting is displayed for client review. NM HMIS requires that agencies document that all adult clients (and head of household for families with children) have been referred to the posted privacy rights notice and have understood it.

• **Informed Consent:** Written authorization for inclusion of a client’s personally identifying data in HMIS is required, specifically stating that the client has been provided their NM HMIS data privacy rights, understands them, and has either provided or restricted use of the data in NM HMIS.

Upon the client’s request for data removal or change from the NM HMIS, the Agency Administrator will delete all personal identifiers of client data within 72 hours. A record of these transactions will be kept by the Agency Administrator. The agency should follow applicable law regarding whether to change information based on the client’s request. A log of all such requests and their outcomes should be kept on file in the client’s record. Agencies cannot deny services to an individual solely on the basis of the individual deciding not to participate in HMIS.

C.7. Client Grievance

Policy: Clients must contact the Authorized Agency with which they have a grievance for resolution of HMIS problems. Authorized Agencies will report all HMIS-related client grievances
to the NM HMIS Project Director. If the Authorized Agency’s grievance process has been followed without resolution, the Authorized Agency may elevate the grievance to the NM HMIS Governing Committee as outlined in Section A.9. No detrimental action or punishment will be taken against a client if they choose to file a grievance.

**Procedure:** Each Authorized Agency is responsible for answering questions, complaints, and issues from their own clients regarding the NM HMIS. Authorized Agencies will provide a copy of their privacy policy and/or of the NM HMIS Policies and Standard Operating Procedures Manual upon client request. Client complaints should be handled in accordance with the Authorized Agency’s internal grievance procedure, and then escalated to the NM HMIS Project Director in writing if no internal resolution is reached. NM HMIS is responsible for the overall use of the HMIS, and will respond if users or Authorized Agencies fail to follow the terms of the HMIS agency agreements, breach client confidentiality, or misuse client data. Authorized Agencies are obligated to report all HMIS-related client problems and complaints to the NM HMIS Project Director, which will determine the need for further action and respond accordingly within 30 calendar days. Resulting actions might include further investigation of incidents, clarification or review of policies, or sanctioning of users and Agencies if users or Agencies are found to have violated standards set forth in HMIS Agency Data Sharing Agreements or the Policies and Standard Operating Procedures Manual.

**C.8. Data Quality Assurance**

**Policy:** NM HMIS Authorized Agencies and their Users are responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also ensure the accuracy of the data entered. Users or agencies that do not maintain basic HMIS data quality standards as set by HUD may be suspended from NM HMIS until a remediation plan has been established.

**Procedure:** Intake staff at participating HMIS agencies must assure that all required information is collected accurately and completely from clients and maintained in their hardcopy files. HMIS users must assure that data is entered into HMIS accurately and completely. Agency Administrators are responsible for monitoring and assuring the quality of data for their own program(s). In order to test the integrity of the data contained in the NM HMIS, the NM Data Quality Coordinator will perform regular data integrity checks, including draft Annual Performance Reports (APR). Comprehensive and detailed data quality memos will be provided on a semi-annual basis for all participating programs to identify data quality issues that affect program reporting or basic data integrity. Data quality memos may also be requested by participating agencies as needed from the Project Director. Any patterns of error will be reported to the Agency Administrator. When patterns of error have been discovered, users will be required to make corrections and/or attend remedial training, and will be monitored for compliance. NM HMIS staff is available upon a work order request to assist Agency Administrators to run data quality reports that identify specific data records with data quality issues, as well as to recommend best fixes and remedial strategies.
C.9. Data Timeliness

**Policy:** In order to minimize duplication of services and use of funds, and to promote consistency and constancy of the information managed, NM HMIS requires that changes or updates to a client record, including but not limited to changes in program enrollment and instances of service provision, household composition, income and benefits, and any other required data element, be entered in the database within five working days. Identified duplicate records must be managed by the agency responsible for the duplicated record within three working days of notification by NM HMIS.

**Procedure:** At this time NM HMIS does not monitor for data timeliness. However, client records with missing time-sensitive elements (e.g., client exit, service entry/exit) that spuriously affect reported indicators such as client length of stay or that result in apparent instances of “double dipping” will be required to immediately remedy the missing information. NM HMIS may be required by specific funding sources to report instances of apparent client duplication of services, and agencies so involved will need to resolve as required by the funder, including but not limited to financial reimbursement.

C.10. Public Data Retrieval and Support

**Policy:** NM HMIS will entertain all requests for data from entities other than Authorized Agencies or clients. No individual client data will be provided to any group or individual that is neither the Authorized Agency that entered the data or the client her- or himself. NM HMIS will only publish aggregate reports to the public. Authorized Agency Administrators are trained to create custom reports on their agency data. De-identified data sets may be provided to public entities, including HMIS funders, based on specific requests and for specific purposes.

**Procedure:** In order to advance planning and advocacy efforts appropriately, NM HMIS is charged to analyze and report supporting information on homelessness and housing in New Mexico. All requests for data from anyone other than an Authorized Agency or a client will be directed to the NM HMIS Project Director for approval. No individually identifiable client data will be reported in any of these documents. Authorized Agency Administrators will be trained in the use of reporting tools, and the NM HMIS will provide advanced training on basic data and statistical analysis, as well as a “tool box” of query and templates for reports for use by Agency Administrators.
Definitions

Some of the terms used in this Policies and Standard Operating Procedures Manual may be new to many users.

Agency: Shall mean any organization that provides outreach, shelter, housing, employment and/or social services to homeless people. An agency operates through Program(s) that target specific groups or needs and administer and provide various types of direct service(s).

Agency Administrator: The person responsible for system administration at the agency level. This person is local organizational contact for NM HMIS administration, provides basic first-level assistance to users in their agency, and tracks user accounts and licenses at their agency.

Authorized Agency: Any agency, organization or group who has an HMIS Interagency Data Sharing Agreement and/or User Agreement with NM HMIS, and an active account to access the NM HMIS database.

Client: Any recipient of services provided by an Authorized Agency.

Client-level Data: Data collected or maintained about a specific person.

Continuum of Care (CoC): The State of New Mexico is organized into two Continuums of Care (CoC). Each CoC is responsible for working with the homeless service providers in their geographic area to develop capacity and policy for the delivery of housing and services to homeless families, individuals, youth, and persons with disabilities. The two CoCs in New Mexico are:

- City of Albuquerque (COA) – Homeless Service Providers within the city limits of Albuquerque; HUD CODE NM-500
- Balance of State (BOS) – homeless service providers throughout the remainder of New Mexico; HUD CODE NM 501

Database: An electronic system for organizing data so it can easily be searched and retrieved; usually organized by fields and records.

De-identified Data: Data that has been stripped of personally identifying information.

De-Duplication: Data that has been filtered to remove redundant and duplicative client information records.

Encryption: Translation of data from plain text to a coded format. Only those with the “key” have the ability to correctly read the data. Encryption is used to protect data as it moves over the internet and at the database level through the use of special software.

Firewall: A method of controlling access to a private network, to provide security of data. Firewalls can use software, hardware, or a combination of both to control access.

HMIS: Homeless Management Information System. This is a generic term for any system used to manage data about homelessness and housing.

HUD HMIS Data and Technical Standards (the Standards): The March, 2010 revision of the Homeless Management Information Systems (HMIS) Data and Technical Standards Final Notice (69 FR 146, July 30, 2004) that adds a new set of Program Description Data Elements, and revises the Data Standards for Universal Data Elements and Program-Specific Data Elements as published in the July 30, 2004 Federal Register, Vol. 69, No. 146, pp. 45888 through 45934. All other sections of the 2004 notice remain in effect at this time. HUD is currently finalizing the
proposed 2013 HMIS Data Standards (Notice CPD-13-017) to revise the Revised Notice of March 2010. The Notice includes changes in data elements necessary to support data collection and reporting for projects funded under Title IV of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360 et seq.) (McKinney-Vento Act), as amended by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009.

**Identifying Information:** Information that is unique to an individual and that may be used uniquely or in combination to identify a specific person: first and last name, date of birth, address, and social security number.

**User:** An individual who uses a particular software package; in the case of the NM HMIS, the *Bowman ServicePoint* database software.

**User License:** An agreement with a software company that allows an individual to use the product. In the case of ServicePoint, user licenses are agreements between NMCEH and Bowman Systems LLC that govern individual connections to the NM HMIS. User licenses cannot be shared.
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<thead>
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<th>NM HMIS SOP</th>
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| **User Agreements and Training Requirements:** All prospective users must sign and submit a license agreement, and successfully complete HMIS training, before being provided access to the NM HMIS. | • A.5. User Access Security Levels and Account Management  
• B.1. Access to Core Database  
• B.2. NM HMIS Agency Data Sharing Agreements and User Licenses  
• B.6. Required Training |
| **Agency Administrator:** All agencies utilizing NM HMIS must assign a staff person to serve as the Agency Administrator for NM HMIS. | • A.4. Agency Administrators |
| **Communication and HelpDesk Work Requests:** Users are responsible for communicating any and all problems or concerns about the NM HMIS through his/her Agency Administrator. NM HMIS will maintain a HelpDesk function with regularly scheduled hours, but reserves the right to prioritize requests depending on workload, time sensitivity, and complexity. In such cases, the NM HMIS Program Manager will attempt to respond to Authorized Agency needs within three business days of the first contact with an estimated completion time. | • A.6. NM HMIS Communication with Authorized Agencies  
• A.7. NM HMIS HelpDesk and Technical Assistance |
| **Data Sharing:** Agencies utilizing NM HMIS are required to share client demographic information in order to perform a required client search prior to record creation in NM HMIS in order to minimize client duplication in the system. Other levels of data sharing may be customized between agencies upon agreement and request. | • B.2. NM HMIS Agency Data Sharing Agreements and User Licenses  
• C.3. Required Data Collection  
• C.4. Inter-Agency Data Sharing |
| **Client Rights, Consent, and Ethical Use of Data:** Each agency and user must abide by the terms of their respective agency privacy policy, the NM HMIS SOPs and the Terms and Conditions of Bowman Systems ServicePoint. Agencies must establish either an informed or implied consent process. Clients may refuse to allow identifying information to be entered into NM HMIS and may not be penalized or refused services for this reason. | • C.1. Ethical Data Use  
• C.6. Client Rights and Confidentiality of Records |
| **Data Removal, Review and Grievances:** A consumer may request to see their HMIS data or may request that personally identifying information be removed from the HMIS. | • C.6. Client Rights and Confidentiality of Records  
• C.7. Client Grievance |
| **Security and User Access:** Each user is provided with a unique user name and password. Passwords must be reset every 45 days. | • A.5. User Access Security Levels and Account Management  
• B.7. NM HMIS Agreement |
**Security and Data Retrieval:** Agencies must adhere to all the NM HMIS SOP provisions regarding protection of client data that is retrieved from the HMIS or transmitted to any other source by electronic medium.

- C.2 Data Access Computer Requirements
- C.4. Inter-Agency Data Sharing
- C.5. Extracted Data
- C.10. Public Data Retrieval and Support

**Data Collection and Data Quality:** Each agency/program is required to collect a series of data elements depending on the type of program it operates. NM HMIS Authorized Agencies and their Users are responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also ensure the accuracy of the data entered.

- C.3. Required Data Collection
- C.8. Data Quality Assurance
- C.9. Data Timeliness

**Suspension/Termination and Data Ownership**
## Revised March 2010

### Exhibit 1-1: Summary of Program Descriptor Data Elements

<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>When collected</th>
<th>At least annually or more frequently if inventory or coverage changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Organization Identifier</td>
<td>All CoC Programs</td>
<td>Assigned once; reviewed annually</td>
<td>X</td>
</tr>
<tr>
<td>2 Organization Name</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>3 Program Identifier</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>4 Program Name</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>5 Direct Service Code</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>6 Site Information</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>7 Continuum of Care Number</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>8 Program Type Code</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>9 Bed and Seal Inventory Information</td>
<td>Residential CoC Programs Only</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>10 Target Population A (Optional for all programs)</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>11 Target Population B</td>
<td>Residential CoC Programs Only</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>12 Method for Tracking Residential Program Occupancy</td>
<td>HRNP Programs Only</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>13 Grantee Identifier</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Exhibit 1-2: Summary of Universal Data Elements

<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>Subjects</th>
<th>When Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Name</td>
<td>All CoC Programs</td>
<td>All Clients</td>
<td>X</td>
</tr>
<tr>
<td>2 Social Security Number</td>
<td>All CoC Programs</td>
<td>All Adults</td>
<td>X</td>
</tr>
<tr>
<td>3 Date of Birth</td>
<td>All CoC Programs</td>
<td>All Adults &amp; Unaccompanied Youth</td>
<td>X</td>
</tr>
<tr>
<td>4 Race</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>5 Ethnicity</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>6 Gender</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>7 Veteran Status</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>8 Disability</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>9 Residence Prior to Program Entry</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>10 Zip Code of Last Permanent Address</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>11 Housing Status</td>
<td>All CoC Programs</td>
<td></td>
<td>X (optional for Emergency Shelters)</td>
</tr>
<tr>
<td>12 Program Entry Date</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>13 Program Exit Date</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>14 Personal Identification Number</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>15 Household Identification Number</td>
<td>All CoC Programs</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

1 Note that one or more of these personal identifiers may need to be asked on subsequent visits to find and retrieve the client’s record. However, this information only needs to be recorded in HMIS on an initial program entry.
**Exhibit 1-3: Summary of Program-Specific Data Elements**

<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>During Client Assessment Near Entry</th>
<th>At Least Once Every Three Months During Program Enrollment</th>
<th>At Least Once Annually During Program Enrollment</th>
<th>Every Exit</th>
<th>Every Contact</th>
<th>Each Instance of Financial Assistance</th>
</tr>
</thead>
</table>
| **1 Income and Sources** | CoC/HUD Competitive Programs\(^1\)  
HPRP Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **2 Non-Cash Benefits**  | CoC/HUD Competitive Programs  
HPRP Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **3 Physical Disability** | CoC/HUD Competitive Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **4 Developmental Disability** | CoC/HUD Competitive Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **5 Chronic Health Condition** | CoC/HUD Competitive Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **6 HIV/AIDS** | CoC/HUD Competitive Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **7 Mental Health** | CoC/HUD Competitive Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **8 Substance Abuse** | CoC/HUD Competitive Programs  
HDFWA Homeless Programs                                | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **9 Domestic Violence** | CoC/HUD Competitive Programs  
HDFWA Homeless Programs  
Adults and Unaccompanied Youth                     | All Clients                         | X                                       | X                                               | X         |               |                                      |
| **10 Destination** | CoC/HUD Competitive Programs\(^1\)                                | All Clients                         |                                            | X                                               |           |               |                                      |

\(^1\) CoC/HUD Competitive Programs include the Supportive Housing Program (SHP), Shelter Plus Care, and the Section 8 Moderate Rehabilitation for Single Room Occupancy Dwellings (SRO) Program.

\(^2\) Only collected at least once every three months if the period between program entry and exit exceeds three months.

\(^3\) Only collected at least once annually if the period between program entry and exit exceeds one year.
### Exhibit 1-4: Additional Program-Specific Data Elements: Optional Data Elements

<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>Subjects</th>
<th>When Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optional for All CoC Programs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Clients</td>
<td>X</td>
<td>X</td>
<td>Every Entry</td>
</tr>
</tbody>
</table>
| All Clients or All Adults and Unaccompanied Youth | X | X | At Least Once Annually during Program Enrollment
| All Females of Childbearing Age | X                     | X        |                |
| All Veterans                   | X                     | X        |                |
| All Children                   | X                     | X        |                |
| Every Exit                     | X                     | X        |                |
| At Least Once Annually during Program Enrollment |
| When Services Provided         | Every Exit            | X        |                |
| Every Exit                     | X                     | X        |                |

1. Only collected at least once annually if the period between program entry and exit exceeds one year.
## Agency HMIS Setup Form
(Add additional sheets as needed)

<table>
<thead>
<tr>
<th><strong>Agency</strong></th>
<th><strong>Name:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>__________________________________________________________</td>
<td></td>
</tr>
</tbody>
</table>

| **Physical Address:** | |
| ----------------------| |
| __________________________________________________________ | |

<table>
<thead>
<tr>
<th><strong>Mailing Address:</strong></th>
<th><strong>Address:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>______________________</td>
<td>______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Phone:</strong></th>
<th><strong>Fax:</strong></th>
<th><strong>Agency Email:</strong></th>
<th><strong>Website:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>___________</td>
<td>________</td>
<td>________________</td>
<td>___________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Primary Contact</strong></th>
<th><strong>Title:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>____________________</td>
<td>__________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Phone:</strong></th>
<th><strong>Email:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>___________</td>
<td>__________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Secondary Contact</strong></th>
<th><strong>Title:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>______________________</td>
<td>__________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Phone:</strong></th>
<th><strong>Email:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>___________</td>
<td>__________</td>
</tr>
</tbody>
</table>

### Operational Information

<table>
<thead>
<tr>
<th><strong>Hours of operation:</strong></th>
<th><strong>Languages Spoken:</strong></th>
<th><strong>Volunteer Opportunities:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>________________________</td>
<td>______________________</td>
<td>____________________________</td>
</tr>
</tbody>
</table>

**Which of the following does your agency have?**  (Pick all that apply)
- [ ] Handicap Access  
- [ ] Brochures  
- [ ] Printed Directory

**Would you like your operational information to be provided to the public?**  
[ ] Yes  
[ ] No

### Technical Agency Information

<table>
<thead>
<tr>
<th><strong>Federal Employer ID Number:</strong></th>
<th><strong>DUNS Number:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>_______________________________</td>
<td>_______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Legal Status (Non-Profit, Religious...):</strong></th>
<th><strong>Year of Incorporation:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>_____________________________</td>
<td>______________</td>
</tr>
</tbody>
</table>

**Agencies in HMIS whose client program enrollment data you wish to be able to view for clients that you serve in common (Please List):**

| ______________________ |
| ______________________ |
### Which of the following outcomes tracking modules would you like to include? (Pick all that apply)

- [x] Shelter/Housing
- [x] Income
- [ ] Employment
- [ ] Mental Health
- [ ] Substance Abuse
- [ ] Life Skills
- [ ] Disabilities
- [ ] Food/Nutrition
- [ ] Safety
- [ ] Legal
- [ ] Credit
- [ ] Health Care Coverage
- [ ] Mobility
- [ ] Adult Education
- [ ] Children’s Education
- [ ] Child Care
- [ ] Parenting Skills
- [ ] Family Relations
- [ ] Community Involvement

### Technical Program Information

<table>
<thead>
<tr>
<th>Grant Number: ___________</th>
<th>Program Name: ____________________________</th>
</tr>
</thead>
</table>

### What is the funding source for this program? (Pick one)

- [ ] HUD
- [ ] City of ABQ
- [ ] MFA
- [ ] Other (Please Specify) ____________________________

### Which New Mexico continuum of care is this program under? (Pick one)

- [ ] ABQ (NM500)
- [ ] Balance of State (NM501)

### What reports are you required to produce for this program? (Pick all that apply; please be complete.)

- [ ] APR
- [ ] AHAR
- [ ] HIC
- [ ] PIT
- [ ] Others (Please List) ____________________________

### Program Type (Pick one)

- [ ] Emergency Shelter
- [ ] Transitional Housing
- [ ] Permanent Supportive Housing
- [ ] Permanent Housing
- [ ] Other: ____________________________

### Services Only Program Capacity:

- Households with Children _______
- Households without Children _______
- Households with only Children _______

### Program Site Configuration Type (Pick one)

- [ ] Single Site Single Building
- [ ] Single Site Multiple Buildings
- [ ] Multiple Site
- [ ] N/A

### Site Type (Pick one)

- [ ] Residential
- [ ] Residential-Special Needs Only
- [ ] Non-Residential

### Housing Type (Pick One)

- [ ] Mass Shelter/Barracks
- [ ] Dormitory Hotel/Motel
- [ ] Shared Housing
- [ ] SRO
- [ ] Single Apartment
- [ ] Home/Townhouse/Duplex
- [ ] Non Residential
- [ ] N/A

### Program Eligibility Information

Program Eligibility Requirements: ____________________________________________

**Does this program serve any clients who are NOT homeless?**

- [ ] Yes
- [ ] No

Program Intake Procedure: ____________________________________________

Program Fees (If any): ___________ 

Shelter Requirements (If applicable): ____________________________________________

Cities and Counties Served by this program (Please List): ____________________________

**Target Populations** (Pick all that apply)*

- [ ] SM
- [ ] SF
- [ ] SMHC
- [ ] SFHC
- [ ] MFHC
- [ ] YM
- [ ] YF

**Secondary Target Population** (Pick One):

- [ ] N/A
- [ ] DV
- [ ] Veterans
- [ ] HIV/AIDS

*SM-Single Males   SF-Single Females   SMHC-Single Males with children   SFHC-Single Females with children   MFHC-Male and Female adults with children   YM-Unaccompanied Males under 18   YF-Unaccompanied Females under 18
Services provided through this program (Please be complete)

| 1. | 2. |
| 3. | 4. |
| 5. | 6. |
| 7. | 8. |

Residential Units in this program*

Number of Units for Households with children ______
Number of Units for Households without children ______

Year Round Beds in this program**

Number of Beds for Households with children ______
Number of Beds for Households without children ______
Number of Beds for chronically homeless***____

Seasonal/Overflow/Voucher Beds in this program

| Number of Seasonal Beds ____ | Start Date __/__/__ End Date __/__/__ |
| Number of Overflow Beds ____ | Start Date __/__/__ End Date __/__/__ |
| Number of Voucher based Beds ____ |

*Definition of a unit: A self contained area with its own separate entrance intended or used for residence.

**Definition of a year-round bed: A permanently sited space strictly dedicated to accommodate the residential needs of one individual. A unit may contain more than one bed. (Overflow or winter-only beds are counted separately below.)

***Chronically homeless person: An unaccompanied homeless individual (age 18 or older) with a disabling condition who has either been continuously homeless for a year or more OR has had at least four episodes of homelessness in the past three years.
New Mexico Homeless Management Information System 
Agency Participation and Interagency Data Sharing Agreement

Agency: ________________________________

The New Mexico Coalition to End Homelessness ("NMCEH"), the New Mexico Mortgage Finance Authority ("MFA") and the City of Albuquerque ("City") jointly administer the State of New Mexico Homeless Management Information System ("HMIS"). Agencies throughout the state ("Agencies") are required to use the HMIS to report information to MFA, the City, and to the U.S. Department of Housing and Urban Development ("HUD"), unless prohibited from doing so by VAWA. Other Agencies may participate voluntarily.

In order to provide accurate and unduplicated data to HUD, HMIS captures information about people at risk of homelessness or experiencing homelessness ("Clients") and allows participating programs to share certain information electronically about those Clients. Minimally, the required data for all participating entities consists of the most current definition of HUD universal data elements, but can include additional data collection and reporting elements per the requirements of agency-specific contract or grant agreements. Agencies are responsible for maintaining the accuracy, completeness, and timeliness of data entered in HMIS necessary to meet their grant or contract requirements.

NMCEH is the Project Management Agency for HMIS. The Lead Contact Person for HMIS is:
Mark Z. Oldknow, HMIS Project Director
New Mexico Coalition to End Homelessness
P.O. Box 865
Santa Fe, NM 87504
Phone: (505) 982-9000
Email: Mark-O@nmceh.org

All Agencies are required to inform clients that some of their information will be shared and are required to have all clients sign acknowledgement that they have been informed. Agencies may further elect to obtain specific written consent as to any of the client’s identifying information that will be entered into HMIS. Hardcopy of the acknowledgement and/or consent must be maintained in the client file at the agency.

All Agencies must agree to follow the New Mexico HMIS Policies and Procedures and must further agree to adhere to the standards listed in this Agency Agreement ("Agreement"). Furthermore, all Users of HMIS ("Users") must enter into the NM HMIS User Agreement ("User Agreement") and abide by the User Agreement. By establishing this Agreement, all Agencies agree to the following as they pertain to HMIS:

1. In order to assure that data-sharing can serve to identify and minimize potential redundant access to services (i.e., "double dipping"), all new client data, or changes to client data, including all Universal Data Elements and program and service enrollment detail, must meet a data timeliness standard and be entered in HMIS within 3 business days.
2. Only the information specified in the New Mexico HMIS Policies and Procedures will be shared between Agencies.
3. Information that is shared will not be used to harm any Client or their relatives. Denial of services based on regulatory eligibility requirements (e.g., double-dipping) shall not constitute harm.

4. All identifying information and all information related to a Client's healthcare, substance abuse needs and services and family violence protection will be safeguarded and kept confidential according to the laws governing the protection of such information.

5. As required for all HMIS records, users will conduct a client duplication search in HMIS to determine whether a prospective client already exists within the system. If a prospective client is identified as currently existing in the system, the user will determine whether the client is currently/actively enrolled in a homeless services program included in this data sharing agreement. If the prospective client is currently enrolled with another agency as indicated in HMIS, the user will immediately contact that agency to confirm whether the client is receiving services which are redundant with those they are seeking from the user’s agency. No agency or program will provide services to any client if it is established that the client is currently receiving the same or like services elsewhere.

6. A user will never alter in any way an existing record made by another agency or program without first consulting with the originating agency of that program to confirm accuracy and agreement of the proposed change. This includes entering any intake or discharge assessment data that conflicts with existing data for a current/active program enrollment made by another agency. Upon agreement, the originating agency of the data in question will make the identified change to the client HMIS record. Any user violating this provision on multiple occasions will be suspended from HMIS access and participation.

7. A violation of this Agreement by the staff Users of any Agency will result in direct disciplinary action by the Agency.

8. Identifying information will be deleted from the HMIS upon Client written request.

9. Clients have the right to request a document containing information on their universal and program specific data of his/her HMIS record.

10. The Agency will provide the original signed User Agreements to the NMCEH and is further responsible for immediately notifying NMCEH of any and all staffing changes in its organization. The Agency identifies the following individual as the HMIS Contact Person and Agency System Administrator:

   Name: ________________________________________________
   Title: ________________________________________________
   Agency: ________________________________________________
   Mailing address:________________________________________
   City: ______________________ State: NM Zip: ______________

11. The Agency will maintain sole ownership of all data that it reports to HMIS and is responsible for maintaining and communicating up-to-date information regarding all of its current users of the HMIS.

All Agencies are establishing this Agreement so that they will have the ability to enter and share certain Client information electronically using HMIS. This Agreement does not pertain to information that is not entered into HMIS.
As authorized representative of the Agency listed below, I am authorizing NMCEH to allow my Agency access to HMIS, and I further agree to follow all of the above policies and minimally to share basic client information from my Agency with other HMIS-participating Agencies as needed to prevent client duplication in HMIS.

___________________________________________________________________________

Printed Name

and Title of Agency's Authorized Representative

___________________________________________________________________________

Agency Name

___________________________________________________________________________

Signature Date

HMIS Visibility Groups (Data Sharing Pools) covered under this Agreement:

1. Client Profile & Demographics Shared By: All Agencies in HMIS
New Mexico Homeless Management Information System User Agreement

Agency: ______________________________________________________________

This User Agreement is being made between the New Mexico Coalition to End Homelessness ("NMCEH") the Agency above, and ________________________________ (Staff Name). By signing this User Agreement, I am acknowledging the following:

General

1) I understand that I will have access to the State of New Mexico HMIS and that HMIS contains sensitive, personal and private information about Clients who participate in HMIS and that this information is protected by law.
2) I understand and agree to adhere to the New Mexico HMIS Policies and Procedures.

Information & Database Access

3) I understand that I will only access the data that is part of HMIS through authorized access granted by my agency’s System Administrator. I will not attempt to gain access to areas of HMIS or other systems for which I have not been granted authority to access.
4) I understand that I will have a User name and password, and I will not allow any other person(s) to have access to HMIS by using my User name and password, and I will not share this User name and password with any other staff or other persons.
5) I understand that I will only access HMIS from a location that has been approved by my Agency’s System Administrator in accordance with the New Mexico HMIS Policies and Procedures; I will not access HMIS from home or any public computer.
6) As a staff member with a participating Agency, I am obligated to hold all information that I learn about the Clients in HMIS as confidential.

Dissemination of Data

7) I understand that only my Agency Administrator has authority to disseminate data from HMIS, and that any unauthorized copying or unauthorized dissemination of all or a portion of the data contained in HMIS is punishable by termination of employment; and may result in severe civil and criminal penalties and will be punishable to the maximum extent possible under the law. I understand that nothing in this section affects the handling of data generated by my agency and within my agency, which is subject solely to my agency’s policies and procedures.
8) I will report to my Agency Administrator any data handling practices of any staff, which appear to fail short of this standard.

End User Ethics

9) With regards to information contained in HMIS, I understand that any deliberate action by me that adversely affects the resources of any Client, participating Agency or its employees is prohibited.
By signing this document, I agree to the terms of this User Agreement and I certify that I have read and will adhere to the New Mexico HMIS Policies and Procedures.

______________________________________________________  __/___/_______
Staff Name and Title

Signature                                               Date

______________________________________________________  __/___/_______
Agency System Administrator Name and Title

Signature                                               Date
New Mexico Homeless Management Information System
HELPDESK TA WORK REQUEST FORM

Please complete and submit this form to the NM HMIS Program Manager, Julie Jacquez by email attachment to: Julie-J@nmceh.org. The Project Manager may follow up with the Agency Administrator for more detail or to assist with troubleshooting more complex issues or reports. Based upon workload, time sensitivity, and competing priorities, NM HMIS will contact you within three business days with an estimate of the timeframe in which you can expect a response.

Date Submitted: ______________________________________________________
Agency: ____________________________________________________________
Agency Administrator: ________________________________________________
Email contact: ______________________________________________________
Phone contact: ______________________________________________________

Please describe in detail the issue, problem, or question you have with the NM HMIS, or any report or other information you require. If there is a deadline you would like NM HMIS to try to meet, please specify:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
NM HMIS Staff Confidentiality Agreement

I understand that AGENCY NAME and staff have a legal responsibility to protect client privacy. To do that, it must keep client information confidential and safeguard the privacy of client information. In addition, I understand that during the course of my employment or other work with AGENCY NAME, I may see or hear other confidential information including operational and financial information, pertaining to the AGENCY NAME clients that must be maintained as confidential. Regardless of the capacity in which I work, I understand that I must sign and comply with this agreement in order to be hired or continue to work for AGENCY NAME.

By signing this agreement, I understand and agree that:

I will keep client information confidential, and that I will disclose client information only under the conditions described in the NM HMIS SOP Manual. I will not disclose client identifying information without specific written consent the client and agency supervisor. I will keep such information confidential and will only disclose such information if it is required for the performance of my job and after receiving the permission of my supervisor. I will not discuss any client-related information in public areas. I will keep all security codes and passwords used to access NM HMIS confidential at all times. I will only access or view client information for that which is required to do my job. If I have any questions about whether access to certain information is required for me to do my job, I will immediately ask my supervisor. I will not disclose, copy, transmit, inquire, modify, or destroy client information or other confidential information without permission from my supervisor. Upon termination of my job or position, I agree to continue to meet my obligations under this agreement. I understand that violation of this agreement may result in disciplinary action, up to and including termination of my employment, and this may include civil and criminal legal penalties as a result of the HIPAA Privacy Rule issued by the federal government.

Signature: ______________________________________ Title: __________________________

Print Your Name: _________________________ Date: __________________________
# NMHMIS Program-Specific Intake Form

Please answer all questions. Fill out one form for each family member at program entry.

<table>
<thead>
<tr>
<th>Program Entry Date: <strong>/</strong>/____</th>
<th>Exit Date: <strong>/</strong>/____</th>
<th>Program Name/Grant: ______</th>
</tr>
</thead>
</table>

## GENERAL INFORMATION

**First Name:** ____________________________ **Middle Name:** ____________________________

**Last Name:** ____________________________ **Suffix:** __________________________________

Are You the Head of Household?  
- Yes  
- No

If No, Name of Head of Household: ____________________________ **Relationship:** ____________________________

**Alias Name (if applicable):** ____________________________

Ever Received Services Under Different Name:  
- Yes  
- No  
- Don't Know  
- Refused

If Yes, then provide:  
**First Name:** ____________________________ **Middle Name:** ____________________________

**Last Name:** ____________________________ **Suffix:** ____________________________

**Date of Birth** (mm/dd/yyyy): ____________ / ____________ / ____________ or:  
- Full  
- Approximate or Partial  
- Don't Know  
- Refused

**Social Security #:** ____________ – ____________ – ____________  
- Full  
- Partial  
- Don't Know/Don't Have  
- Refused

**Gender:**  
- Male  
- Female  
- Transgender Male to Female  
- Transgender Female to Male  
- Other  
- Don't Know  
- Refused

**Ethnicity:**  
- Non-Hispanic/Non-Latino  
- Hispanic/Latino  
- Don't Know  
- Refused

**Race** (choose all that apply):  
- American Indian or Alaska Native  
- Asian  
- Black or African American  
- Native Hawaiian or Other Pacific Islander  
- White  
- Don't Know  
- Refused

### For Adults (Age 18+) and Unaccompanied Minors

**Current Marital Status** (choose one):  
- Married  
- Domestic Partner  
- Divorced  
- Separated  
- Widowed  
- Single  
- Common Law  
- Don't Know  
- Refused

### For Adults (Age 18+)

**Military Background:**  
Served/Serving U.S. Military (veteran):  
- Yes  
- No  
- Don't Know  
- Refused

### For All Individuals and All Family Members

**Disabling Condition:**  
Do you have a disabling condition? (to be answered by adults only after program entry, unless disabling condition is a requirement for program entry):  
- Yes  
- No  
- Don't Know  
- Refused

## HOMELESS INTAKE

**Are You Homeless?** (Housing Status):  
- Literally Homeless  
- Housed & at imminent risk of losing housing  
- Housed and at risk of losing housing  
- Stably housed  
- Don't know
### Where Did You Stay Last Night? (choose one):

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter, including Hotel or Motel Paid for with an Emergency Shelter Voucher, Migrant Shelter</td>
<td>Rental by Client, No Housing Subsidy</td>
</tr>
<tr>
<td>Foster Care Home or Foster Care Group Home</td>
<td>Rental by Client with VASH Housing Subsidy</td>
</tr>
<tr>
<td>Hospital (Non-Psychiatric)</td>
<td>Rental by Client with Other Housing Subsidy (Non-VASH)</td>
</tr>
<tr>
<td>Hotel or Motel Paid for without an Emergency Shelter Voucher</td>
<td>Safe Haven</td>
</tr>
<tr>
<td>Jail or Prison</td>
<td>Staying or Living in a Family Member’s Room, Apartment or House</td>
</tr>
<tr>
<td>Juvenile Detention</td>
<td>Staying or Living in a Friend’s Room, Apartment, or House</td>
</tr>
<tr>
<td>Owned by Client, No Housing Subsidy</td>
<td>Substance Abuse Treatment Facility or Detox Center</td>
</tr>
<tr>
<td>Owned by Client, With Housing Subsidy</td>
<td>Transitional Housing for Homeless Persons</td>
</tr>
<tr>
<td>Permanent Housing for Formerly Homeless Persons</td>
<td>Don’t Know</td>
</tr>
<tr>
<td>Place Not Meant for Habitation (Car or Other Vehicle, Abandoned Building, Bus/Train/Subway Station/ Airport, Outside Anywhere, Camping)</td>
<td>Refused</td>
</tr>
<tr>
<td>Psychiatric Hospital or Other Psychiatric Facility</td>
<td>Other</td>
</tr>
</tbody>
</table>

### If You Are Currently Housed, Are You Losing Your Housing Within 14 days?

- Yes
- No
- Don’t Know
- Refused

### How Long Have You Stayed at the Place You Spent Last Night? (choose one):

- 1 week or less
- More than 3 months, but less than 1 year
- 1 month or less
- More than 1 week, less than 1 month
- 1 year or longer
- Refused
- 1 month to 3 months

### Total Number of Times Homeless (INCLUDING THIS TIME - choose one):

- 0
- 1
- 2
- 3
- 4
- 5 to 7
- 8 to 10
- 11 or More
- Don’t Know
- Refused

### Number of Times Homeless Within the Past Three Years (INCLUDING THIS TIME - choose one):

- 0
- 1
- 2
- 3
- 4
- 5 to 7
- 8 to 10
- 11 or More
- Don’t Know
- Refused

### How Long Have You Been Homeless This Time? (choose one):

- Less than 1 month
- 7 to 11 months
- 6 to 10 years
- More than 10 years
- Don’t Know
- Refused
- 1 to 3 months
- 12 months to 2 years
- Not Applicable
- 4 to 6 months
- 3 to 5 years

### Tell Us about Your Last Permanent Address (where you last lived for 90 days or more)

- Last Permanent City: ________________________________ State/Province __________
- Last Permanent Zip Code: ___________________________
- Full or Partial
- Don’t Know
- Refused

### DOMESTIC ABUSE (For All Individuals and All Family Members)

- Domestic Violence Victim/Survivor: Yes
- No
- Don’t Know
- Refused

If yes, When Experience Occurred?: 
INCOME & BENEFITS (For All Individuals and All Family Members)

### Income From Work & Other Sources:

**Income Received From Any Source in the Past 30 Days:**
- [ ] Yes
- [ ] No
- [ ] Don’t Know
- [ ] Refused

<table>
<thead>
<tr>
<th>Source of Income</th>
<th>Receiving Source of Income?</th>
<th>Amount Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income in dollars (i.e. employment income)</td>
<td>[ ] Yes [ ] No [ ] Don’t Know [ ] Refused</td>
<td>$_________</td>
</tr>
<tr>
<td>Unemployment Insurance:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Supplemental Security Income (SSI):</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Social Security Disability Income (SSDI):</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Veteran’s Disability Payment:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Private Disability Insurance:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Worker’s Compensation:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF):</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>General Assistance (GA):</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Retirement from Social Security:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Veteran’s Pension:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Pension from Former Job:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Child Support:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Alimony/Other Spousal Support:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Aid to the Needy and Disabled (AND):</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Old Age Pension (OAP)</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>Other Sources:</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
<tr>
<td>If Other: Describe ___________________</td>
<td>[ ] Yes [ ] No</td>
<td>$_________</td>
</tr>
</tbody>
</table>

### TOTAL MONTHLY INCOME

Monthly Income From all Sources $________

### Non-Cash Benefits (All Individuals and Family Members)

Non-Cash Benefit Received from any source in the last 30 days:
- [ ] Yes
- [ ] No
- [ ] Don’t Know
- [ ] Refused

<table>
<thead>
<tr>
<th>Benefit Source</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Stamps or Money Benefits Card (Supplemental Nutrition Assistance Program (SNAP))</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Food Stamps (or SNAP) Amount:</td>
<td>$_________</td>
<td></td>
</tr>
<tr>
<td>MEDICAID Health Insurance Program:</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>MEDICARE Health Insurance Program:</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>State Children’s Health Insurance Program:</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Women, Infants and Children (WIC):</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Veteran’s - VA Medical Services:</td>
<td>[ ]</td>
<td>[ ]</td>
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<tr>
<td>TANF Child Care Services:</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>TANF Transportation Services:</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>TANF (Other TANF-funded Services):</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Section 8, Public Housing, or Other Rental Assistance or Housing Vouchers: (Through What Agency?)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other Benefit Sources: (Through What Agency?)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

### EDUCATION

Education - For Adults (Age 18+) and Unaccompanied Minors

- [ ] With n the past 3 months
- [ ] More than 1 year ago
- [ ] 3 to 6 months ago
- [ ] Don’t Know
- [ ] 6 to 12 months ago
- [ ] Refused
Currently In School or Working on Any Degree or Certificate?:
- Yes
- No
- Don't Know
- Refused

Level of Completed Education:
Received Vocational Training or Apprenticeship Certificate?:
- Yes
- No
- Don't Know
- Refused

Highest Level of Education Completed (choose one):
- Nursery School to 4th Grade
- 5th or 6th Grade
- 7th or 8th Grade
- 9th Grade
- 10th Grade
- 11th Grade
- 12th Grade, No Diploma
- No schooling
- GED
- Post Secondary

If you have received a high school diploma, GED or enrolled in post-secondary education, what degrees have you received? (check all that apply):
- None
- Doctorate Degree
- Associate’s Degree
- Other Graduate/Professional Degree
- Bachelor’s Degree
- Certificate of Advanced Training or Skilled Artisan
- Master’s Degree
- Refused

Children’s Education (for All Children between ages 5 and 17 only)
Is your child In school now - or if you are completing this form during summer vacation - was your child enrolled during the past school year?:
- Yes
- No
- Don’t Know
- Refused

If Yes, Current School Name: _________________________________________________________
Current School District: __________________________________________________________
If Yes, was/is the child connected to the McKinney-Vento Homeless Assistance Act school liaison?
- Yes
- No
- Don’t Know
- Refused

If Yes, Type of School:
- Public
- Parochial or Other Private School
- Don't Know
- Refused

If Not Currently In School (Enrolled in School):
If Not In School, last date of enrollment: ___ ___/___ ___ (Month/Year)
If Not in School, Why Not? (may check more than one):
- None
- Residency requirements
- Availability of school records
- Birth certificates not available
- Legal guardianship requirements
- Transportation
- Lack of available preschool programs
- Immunization requirements
- Physical Examination requirements
- Other (e.g. Graduation from H.S.)

EMPLOYMENT (for Adults (Age 18+) and Unaccompanied Minors)
Employed:
- Yes
- No
- Don’t Know
- Refused
- Child is a Minor

If Currently Working, How Many Hours Worked in the Past Week: ____________________________
Type of Work:
- Permanent
- Temporary
- Seasonal
- Contract-Based
- Don’t Know
- Refused

If unemployed, are you looking for work? If employed, Are you looking for additional employment or increased hours at current job?
- Yes
- No
- Don’t Know
- Refused
Means of Transportation:

- Bicycle
- Owns Car
- Uses Bus
- Family/Friends
- Taxi
- Handicap Transportation
- Walks

MILITARY & VETERANS

Served in the U.S. Military (from General Information Tab - Information automatically populated):
If Yes, Answer the following questions:

Client Serving or Has Served: ☐ Yes ☐ No ☐ Don't Know ☐ Refused

If Veteran, Type of Discharge:
- Honorable ☐
- General ☐
- Medical ☐
- Bad Conduct ☐
- Dishonorable ☐
- Other ☐
- Don't Know ☐
- Refused ☐

What Branch Did You Serve, or Are Currently Serving?
- Navy ☐
- Army ☐
- Marines ☐
- Coast Guard ☐
- National Reserves ☐
- Air Force ☐
- Don't Know ☐
- Refused ☐

Other (Explain): ___________________________

If Currently Serving, Anticipated Discharge Date (mm/dd/yyyy): ______/_____/_____

Military Service (Check all that apply):

- Persian Gulf Era to Present: (Aug 1991 – Present)
- Post Vietnam Era: (May 1975 – Jul 1991)
- WWII: (Sep 1940 – Jul 1947)
- Vietnam Era: (Aug 1964 – Apr 1975)
- Don't Know ☐
- Between Korean War & Vietnam: (Feb 1955 – Jul 1964)
- Refused ☐
- Korean War: (Jun 1950 – Jan 1955)

How Many Months of Service/Active Duty in Total (Duration of Active Service)?___________________________

War Zone Service:

Served in a War Zone?: ☐ Yes ☐ No ☐ Don't Know ☐ Refused

If Yes, How Many Months of Service in War Zone: ______

If Yes, Received Hostile or Friendly Fire in War Zone?: ☐ Yes ☐ No ☐ Don't Know ☐ Refused

If Served In War Zone, Which Ones? (Check all that apply):

- Europe: ☐
- South China Sea: ☐
- Persian Gulf: ☐
- North Africa: ☐
- China, Burma, India: ☐
- Other: ☐
- Vietnam: ☐
- Korea: ☐
- Don't Know ☐
- Laos and Cambodia: ☐
- South Pacific: ☐
- Refused ☐

HEALTH - For All Individuals and All Family Members}

General Health Information (For All Individuals and All Family Members)
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Health Rating (choose one)</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Currently Pregnant?</td>
<td>☐</td>
<td></td>
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<tr>
<td>If Yes, What Is The Due Date ? (mm/dd/yyyy)</td>
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<tr>
<td>Health Information (For All Individuals and All Family Members)</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Disabling Condition?</td>
<td>☐</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Disability Determination?</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Diagnosed HIV/AIDS:</td>
<td>☐</td>
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<td></td>
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<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?</td>
<td>☐</td>
<td></td>
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<tr>
<td>Disability Determination?</td>
<td>☐</td>
<td></td>
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<td></td>
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<tr>
<td>Substance Abuse Problem: Type of Substance Abuse Problem</td>
<td>☐</td>
<td></td>
<td></td>
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<tr>
<td>Disability Determination?</td>
<td>☐</td>
<td></td>
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<tr>
<td>(If Yes) Expected To Be of Long-Continued and Indefinite duration and Substantially Impairs Ability to Live Independently?</td>
<td>☐</td>
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</tr>
<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?</td>
<td>☐</td>
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<tr>
<td>Mental Health Problems:</td>
<td>☐</td>
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<td></td>
<td></td>
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<tr>
<td>(If Yes) Expected To Be of Long-Continued and Indefinite duration and Substantially Impairs Ability to Live Independently?</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disability Determination?</td>
<td>☐</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical/Medical Disability:</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disability Determination?</td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Developmental Disability:</td>
<td>☐</td>
<td></td>
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<td></td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### (If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?

<table>
<thead>
<tr>
<th>Disability Determination?</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
<th>Refused</th>
</tr>
</thead>
</table>

### Chronic Health Condition:

<table>
<thead>
<tr>
<th>(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability Determination?</td>
<td>Yes</td>
<td>No</td>
<td>Don't Know</td>
<td>Refused</td>
</tr>
</tbody>
</table>

## Self Sufficiency Matrix - Summary

### Housing Domain:
- Homeless or threatened with eviction
- In transitional, temporary or substandard housing; and/or current rent or mortgage payment is unaffordable
- In stable housing that is safe but only marginally adequate
- Housing is safe, adequate, subsidized
- Housing is safe, affordable, adequate, unsubsidized
- Don't Know
- Refused

### Income Domain:
- No Income.
- Inadequate income and/or spontaneous or inappropriate spending.
- Can meet basic needs with subsidy; appropriate spending.
- Can meet basic needs and manage debt without assistance.
- Income is sufficient, well managed; has discretionary income and is able to save.
- Don't Know
- Refused

## FOR AGENCY USE ONLY:
Go to Household Tab to Add Additional Family Members

<table>
<thead>
<tr>
<th>FOR AGENCY USE ONLY</th>
<th>If enrolling in // exiting out of housing program:</th>
<th>If providing service(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Program Name: __________________________________ ______</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry Date: <em><strong><strong>/</strong></strong></em>/______ (if enrolling)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exit Date: <em><strong><strong>/</strong></strong></em>/______ (if exiting. <strong>Leave blank</strong> if</td>
<td></td>
<td></td>
</tr>
<tr>
<td>client not exiting out of program)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name # 1: __________________________________ ______</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry Date: <em><strong><strong>/</strong></strong></em>/______</td>
</tr>
<tr>
<td>Exit Date: <em><strong><strong>/</strong></strong></em>/______</td>
</tr>
<tr>
<td>Status: Closed, Identified, or in Progress (check one)</td>
</tr>
<tr>
<td>#Units: ____________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If exiting from program:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reason for leaving (choose one):</strong></td>
</tr>
<tr>
<td>[ ] Completed Program</td>
</tr>
<tr>
<td>[ ] Death</td>
</tr>
<tr>
<td>[ ] Disagreement with rules/persons</td>
</tr>
<tr>
<td>[ ] Criminal Activity / Violence</td>
</tr>
<tr>
<td>[ ] Needs could not be met</td>
</tr>
<tr>
<td>[ ] Left for housing opp. Before completing program</td>
</tr>
<tr>
<td>[ ] Non-compliance with program</td>
</tr>
<tr>
<td>[ ] Non-payment of rent</td>
</tr>
<tr>
<td>[ ] Other (Please specify)</td>
</tr>
<tr>
<td>[ ] Reached maximum time allowed</td>
</tr>
<tr>
<td>[ ] Unknown / Disappeared</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If providing service(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Name # 2: __________________________________ ______</td>
</tr>
<tr>
<td>Entry Date: <em><strong><strong>/</strong></strong></em>/______</td>
</tr>
<tr>
<td>Exit Date: <em><strong><strong>/</strong></strong></em>/______</td>
</tr>
<tr>
<td>Status: Closed, Identified, or in Progress (check one)</td>
</tr>
<tr>
<td>#Units: ____________</td>
</tr>
</tbody>
</table>

| [ ] Completed Program                                         |
| [ ] Disagreement with rules/persons                           |
| [ ] Criminal Activity / Violence                              |
| [ ] Needs could not be met                                    |
| [ ] Left for housing opp. Before completing program          |
| [ ] Non-compliance with program                               |
| [ ] Non-payment of rent                                       |
| [ ] Other (Please specify)                                   |
| [ ] Reached maximum time allowed                              |
| [ ] Unknown / Disappeared                                     |
If exiting from program:

<table>
<thead>
<tr>
<th>Destination (choose one):</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deceased</td>
<td>Don't Know</td>
</tr>
<tr>
<td>Emergency shelter, including hotel or motel paid for with Emergency Shelter voucher</td>
<td>Foster care home or foster care group home</td>
</tr>
<tr>
<td>Hospital (non-psychiatric)</td>
<td>Hotel or motel paid for without emergency shelter voucher</td>
</tr>
<tr>
<td>Jail, prison or juvenile detention facility</td>
<td>Other (Please specify)</td>
</tr>
<tr>
<td>Owned by client, no housing subsidy</td>
<td>Owned by client, with housing subsidy</td>
</tr>
<tr>
<td>Permanent supportive housing for formerly homeless persons (such as SHP, S+C, or SRO Mod Rehab)</td>
<td>Place not meant for habitation (e.g., a vehicle or anywhere outside)</td>
</tr>
<tr>
<td>Psychiatric hospital or other psychiatric facility</td>
<td>Refused</td>
</tr>
<tr>
<td>Rental by client, no housing subsidy</td>
<td>Rental by client, other (non-VASH) housing subsidy</td>
</tr>
<tr>
<td>Rental by client, VASH Subsidy</td>
<td>Safe Haven</td>
</tr>
<tr>
<td>Staying or living with family, permanent tenure</td>
<td>Staying or living with family, temporary tenure</td>
</tr>
<tr>
<td>Staying or living with friends, permanent tenure</td>
<td>Staying or living with friends, temporary tenure</td>
</tr>
<tr>
<td>Substance abuse treatment facility or detox center</td>
<td>Transitional housing for homeless persons (including homeless youth)</td>
</tr>
</tbody>
</table>

If providing service(s):

<table>
<thead>
<tr>
<th>Service Name # 3:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry Date:</td>
</tr>
<tr>
<td>Exit Date:</td>
</tr>
<tr>
<td>Status: Closed, Identified, or in Progress (check one)</td>
</tr>
<tr>
<td>#Units:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Name # 4:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry Date:</td>
</tr>
<tr>
<td>Exit Date:</td>
</tr>
<tr>
<td>Status: Closed, Identified, or in Progress (check one)</td>
</tr>
<tr>
<td>#Units:</td>
</tr>
</tbody>
</table>

Please copy additional pages as required.
NM HMIS Client Consent Form

[Agency Name]

The New Mexico Coalition to End Homelessness, on behalf of the New Mexico Continuums of Care, the New Mexico Mortgage Finance Authority and the City of Albuquerque, administers a computerized record keeping system, NM HMIS, which captures information about people experiencing homelessness, including their service needs. Many New Mexico agencies have decided to use NM HMIS as their data management tool to collect information on the clients they serve and the services they provide.

How this process can benefit you is that basic information that you provided in your intake interview can be shared, with your written consent, from this service program to the other collaborating agencies that agree to adhere to privacy protection and confidentiality rules. The direct benefit to you is that this may speed up any future intake interviews at other agencies.

If you consent, you are providing permission to enter and securely store your information, as well as that of your household members in NM HMIS, as well for Error! Reference source not found. to share your intake information with the other collaborating agencies to be used for an initial intake assessment. This information includes basic demographic information, residential, employment skills/income, military/legal. This will not take place unless you provide written consent. Medical, mental health or substance use history will be shared only with the New Mexico Coalition to End Homelessness for the purpose of compiling data summaries, but will not be shared with any other agency.

You can choose to have any information that you have shared deleted from the system at any time. The information that you provide will also be used for reporting requirements and advocacy (without any identifying information).

Your consent is helpful to our agency because it makes record keeping for our agency more efficient, but your consent is not required for you to receive services from our agency.

I, ___________________________________________  [ ] DO CONSENT  [ ] DO NOT CONSENT

(Participant Name Printed)

I understand that I may ask to have this information removed from NM HMIS at any time in the future

Participant Signature ______________________ Date __________

Agency Signature ______________________ Date __________
Invitation to Join the NM Coalition to End Homelessness
1 message

NMCEH Hank Hughes <hank-h@nmceh.org>  
To: hank-h@nmceh.org

Having trouble viewing this email? Click here

We Invite You to Join the New Mexico Coalition to End Homelessness

Dear Friends:

This is an invitation to all nonprofit organizations that serve homeless people in New Mexico to become members of the New Mexico Coalition to End Homelessness. You can also join as an individual. As a member we ask you to pay dues, if you are able, and to come to some of our every other month meetings, which are held in different communities around New Mexico. We have a sliding scale suggested dues structure for agencies, and new agencies should feel free to pick a level that is comfortable for them. Low income individuals are not expected to pay membership dues.

Membership in the Coalition allows you to have a vote as well as a voice at our member meetings and it makes you part of our work to end homelessness in New Mexico.

To join as a voting member: Click here to download the NMCEH Membership Form

The mission of the NMCEH is to assist communities in creating solutions to homelessness, from prevention through permanent housing, by using action, advocacy, and awareness. To achieve its mission the NMCEH:

- Assists homeless service agencies in developing services and housing for people experiencing homelessness
- Coordinates the annual federal Continuum of Care applications for New Mexico
- Educates people in New Mexico about homelessness
- Advocates for solution to homelessness at the federal, state and local levels
- Works with an Advisory Board and Homeless Veterans Helping Homeless Veterans to raise funds for programs that use best practices.
- Manages the Homeless Management Information System (HMIS) for the State of New Mexico

**To Join Now:** [Click here to download the NMCEH membership form](https://mail.google.com/mail/u/0/?ui=2&ik=bdb737d7e5&view=pt&sear...)

There are many reasons for nonprofit agencies to join the NMCEH. By becoming a member of the NMCEH, you will be able to benefit from:

- Technical assistance in developing programs and housing for people experiencing homelessness
- Timely advocacy updates & alerts on issues related to homelessness
- Opportunities to join with others from across New Mexico to advocate for solutions to homelessness, including our annual Lobby Day
- Networking opportunities throughout the year and throughout the state
- Workshops and trainings on best practices for housing and services
- Discounted rate at annual NMCEH conference
- Priority for annual NMCEH mini-grants

If you don't have time to come to meetings as a voting member, we also gratefully accept donations from individuals and organizations that want to support our work without becoming members. As a donor you may designate your gift to either our homeless veterans fund or our homeless families and individuals fund.

**To Donate to NMCEH:** [Click here to go to the NMCEH online donation page](https://mail.google.com/mail/u/0/?ui=2&ik=bdb737d7e5&view=pt&sear...)

If you know of a nonprofit organization or individual that should be part of our work, please forward this to them. We have a pretty good email list, but we may not know everyone who might be interested.

**For More information about NMCEH:** [Click here to go to the NMCEH home page](https://mail.google.com/mail/u/0/?ui=2&ik=bdb737d7e5&view=pt&sear...)

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This email was sent to hank-h@nmceh.org by hank-h@nmceh.org | Update Profile/Email Address | Instant removal with SafeUnsubscribe™ | Privacy Policy.

NMCEH | PO Box 865 | Santa Fe | NM | 87504