Before Starting the CoC Application

The CoC Consolidated Application is made up of two parts: the CoC Application and the CoC Priority Listing, with all of the CoC’s project applications either approved and ranked, or rejected. The Collaborative Applicant is responsible for submitting both the CoC Application and the CoC Priority Listing in order for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for:

- Reviewing the FY 2015 CoC Program Competition NOFA in its entirety for specific application and program requirements.
- Using the CoC Application Detailed Instructions for assistance with completing the application in e-snaps.
- Answering all questions in the CoC Application. It is the responsibility of the Collaborative Applicant to ensure that all imported and new responses in all parts of the application are fully reviewed and completed. When doing so, please keep in mind that:

  - This year, CoCs will see that a few responses have been imported from the FY 2013/FY 2014 CoC Application. Due to significant changes to the CoC Application questions, most of the responses from the FY 2013/FY 2014 CoC Application could not be imported.
  - For some questions, HUD has provided documents to assist Collaborative Applicants in filling out responses.
  - For other questions, the Collaborative Applicant must be aware of responses provided by project applicants in their Project Applications.
  - Some questions require that the Collaborative Applicant attach a document to receive credit. This will be identified in the question.
  - All questions marked with an asterisk (*) are mandatory and must be completed in order to submit the CoC Application.

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

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange 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

1A-4. HMIS Lead:  New Mexico Coalition to End Homelessness
# 1B. Continuum of Care (CoC) Engagement

## Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

1B-1. From the list below, select those organizations and persons that participate in CoC meetings. Then select "Yes" or "No" to indicate if CoC meeting participants are voting members or if they sit on the CoC Board. Only select "Not Applicable" if the organization or person does not exist in the CoC’s geographic area.

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in CoC Meetings</th>
<th>Votes, including electing CoC Board</th>
<th>Sits on CoC Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CDBG/HOME/ESG Entitlement Jurisdiction</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>EMT/Crisis Response Team(s)</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>CoC Funded Youth Homeless Organizations</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Providers</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Youth advocates</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Agencies that serve survivors of human trafficking</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Other homeless subpopulation advocates</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>State Government Officials</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>NM Mortgage Finance Authority</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Veteran Specific Housing Programs including SSVF and the VA</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Applicant: New Mexico Balance of State CoC
Project: NM-501 CoC Registration FY2015
COC_REG_2015_121544
1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness in the geographic area or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question. (limit 1000 characters)

The NM Coalition to End Homelessness meets to cover CoC and other business on the third Friday or every other month at 11 AM. Meetings are open to all and the invitation and agenda are emailed in advance. People can participate by phone and webinar as well as in person. Community Against Violence and other domestic violence members noted that the CoC needed a process for victims of dv to have equal access to CoC funded housing through Coordinated Assessment System. Community Against Violence started a work group to design a process whereby dv victims could be entered into Coordinated Assessment in HMIS with no identifying information. When the Coalition voted as a group to end veteran homelessness in 2015 and chronic homelessness in 2016, Goodwill Industries, one of the main SSVF providers in New Mexico joined our Zero: 2016 work group that meets monthly to review the list of veterans who are still homeless and plan for how to reach and house the remaining homeless veterans.

1B-1b. List Runaway and Homeless Youth (RHY)-funded and other youth homeless assistance providers (CoC Program and non-CoC Program funded) who operate within the CoC's geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

<table>
<thead>
<tr>
<th>Youth Service Provider (up to 10)</th>
<th>RHY Funded?</th>
<th>Participated as a Voting Member in at least two CoC Meetings within the last 12 months (between October 1, 2014 and November 15, 2015).</th>
<th>Sat on the CoC Board as active member or official at any point during the last 12 months (between October 1, 2014 and November 15, 2015).</th>
</tr>
</thead>
<tbody>
<tr>
<td>DreamTree Project Taos</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Youth Shelters and Family Services</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Families and Youth Incorporated</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Assurance Home</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Hartley House</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
1B-1c. List the victim service providers (CoC Program and non-CoC Program funded) who operate within the CoC’s geographic area. Then select "Yes" or "No" to indicate if each provider is a voting member or sits on the CoC Board.

<table>
<thead>
<tr>
<th>Victim Service Provider for Survivors of Domestic Violence (up to 10)</th>
<th>Participated as a Voting Member in at least two CoC Meetings within the last 12 months (between October 1, 2014 and November 15, 2015).</th>
<th>Sat on CoC Board as active member or official at any point during the last 12 months (between October 1, 2014 and November 15, 2015).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Against Violence</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Esperanza</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>La Casa</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>El Refugio</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Battered Family Services</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Family Crisis Center</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Roswell Refuge</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Robertas Place</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Northern New Mexico Crisis Center</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>About 10 more in small towns</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

1B-2. Does the CoC intend to meet the timelines for ending homelessness as defined in Opening Doors?

<table>
<thead>
<tr>
<th>Opening Doors Goal</th>
<th>CoC has established timeline?</th>
</tr>
</thead>
<tbody>
<tr>
<td>End Veteran Homelessness by 2015</td>
<td>Yes</td>
</tr>
<tr>
<td>End Chronic Homelessness by 2017</td>
<td>Yes</td>
</tr>
<tr>
<td>End Family and Youth Homelessness by 2020</td>
<td>Yes</td>
</tr>
<tr>
<td>Set a Path to End All Homelessness by 2020</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1B-3. How does the CoC identify and assign the individuals, committees, or organizations responsible for overseeing implementation of specific strategies to prevent and end homelessness in order to meet the goals of Opening Doors? (limit 1000 characters)
The Coalition voted in November of 2014 to aim to end veteran homeless in 2015 and chronic homelessness in 2016 as part of Zero: 2016. A committee was formed in May 2015 by the Balance of State and Albuquerque CoCs. In May this committee committed itself to work on the additional goal of reaching functional zero for all homelessness by 2020. The committee meets monthly and includes representatives from the following agencies: Life Link, Santa Fe Community Housing Trust, St. Elizabeth Shelter, Mesilla Valley Community of Hope, Sandoval County Shelter Plus Care, Goodwill Industries, Veterans Integration Center and the New Mexico Coalition to End Homelessness. The committee is concentrating on housing veterans and chronically homeless people this year and will add more members working with families and youth next year. According to Zero: 2016, New Mexico is on track to reach functional zero with veteran homelessness in December of 2015 and chronic homelessness in mid-2017.

1B-4. Explain how the CoC is open to proposals from entities that have not previously received funds in prior CoC Program competitions, even if the CoC is not applying for any new projects in 2015. (limit 1000 characters)

The CoC uses its email list to solicit proposals for new projects in each CoC application round. The CoC staff also actively reach out to new agencies who might be able to serve underserved parts of the state or fill another niche in the CoC, through phone calls, emails and personal visits throughout the year. This year the CoC is encouraging the Otero Hunger Coalition and the Taos Coalition to End Homelessness to apply for new funding since they serve parts of the state with a lack of supportive housing. We also reached out to Valle del Sol and other agencies that could serve homeless youth to solicit applications since the CoC seems short of programs for homeless youth.

1B-5. How often does the CoC invite new members to join the CoC through a publicly available invitation? Annually
1C. Continuum of Care (CoC) Coordination

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

1C-1. Does the CoC coordinate with other Federal, State, local, private and other entities serving homeless individuals and families and those at risk of homelessness in the planning, operation and funding of projects? Only select "Not Applicable" if the funding source does not exist within the CoC’s geographic area.

<table>
<thead>
<tr>
<th>Funding or Program Source</th>
<th>Coordinates with Planning, Operation and Funding of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Opportunities for Persons with AIDS (HOPWA)</td>
<td>Yes</td>
</tr>
<tr>
<td>Temporary Assistance for Needy Families (TANF)</td>
<td>Yes</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>Yes</td>
</tr>
<tr>
<td>HeadStart Program</td>
<td>No</td>
</tr>
<tr>
<td>Other housing and service programs funded through Federal, State and local government resources.</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1C-2. The McKinney-Vento Act, as amended, requires CoCs to participate in the Consolidated Plan(s) (Con Plan(s)) for the geographic area served by the CoC. The CoC Program interim rule at 24 CFR 578.7(c)(4) requires that the CoC provide information required to complete the Con Plan(s) within the CoC’s geographic area, and 24 CFR 91.100(a)(2)(i) and 24 CFR 91.110(b)(1) requires that the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for information about CoC and Con Plan jurisdiction coordination, as well as CoC and ESG recipient coordination.

CoCs can use the CoCs and Consolidated Plan Jurisdiction Crosswalk to assist in answering this question.

<table>
<thead>
<tr>
<th>Number of Con Plan jurisdictions with whom the CoC geography overlaps</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
<td>100.00</td>
</tr>
<tr>
<td>How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?</td>
<td>5</td>
<td>100.00</td>
</tr>
<tr>
<td>How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?</td>
<td>5</td>
<td>100.00</td>
</tr>
<tr>
<td>How many of the Con Plan jurisdictions are also ESG recipients?</td>
<td>1</td>
<td>100.00</td>
</tr>
<tr>
<td>How many ESG recipients did the CoC participate with to make ESG funding decisions?</td>
<td>1</td>
<td>100.00</td>
</tr>
</tbody>
</table>
1C-2a. Based on the responses selected in 1C-2, describe in greater detail how the CoC participates with the Consolidated Plan jurisdiction(s) located in the CoC's geographic area and include the frequency, extent, and type of interactions between the CoC and the Consolidated Plan jurisdiction(s).
(limit 1000 characters)

The Consolidated Plan Jurisdictions are 4 small cities and one statewide jurisdiction. The CoC is most involved with the State and the City of Santa Fe. We interact with these jurisdictions at least monthly for several hours at planning meetings and phone calls, and emails. For the Cities of Rio Rancho, Las Cruces and Farmington the interaction is less frequent with annual phone calls or meetings of several hours to provide data and limited planning assistance.

1C-2b. Based on the responses selected in 1C-2, describe how the CoC is working with ESG recipients to determine local ESG funding decisions and how the CoC assists in the development of performance standards and evaluation of outcomes for ESG-funded activities.
(limit 1000 characters)

The CoC works closely with the New Mexico Mortgage Finance Authority (MFA) in all aspects of developing systems for homeless assistance including funding priorities for ESG funding and development of performance standards. The CoC also works with MFA on the evaluating the HOPWA program which contributes data to our HMIS. The CoC meets with the staff at the MFA several times a year to set priorities and funding levels for the several areas that ESG can fund. The CoC has consistently advocated that more ESG money be directed to rapid re-housing and less to emergency shelter. The CoC has developed performance standards for ESG funded programs using HMIS data and has shared the results with the staff at the Mortgage Finance Authority.

1C-3. Describe how the CoC coordinates with victim service providers and non-victim service providers (CoC Program funded and non-CoC funded) to ensure that survivors of domestic violence are provided housing and services that provide and maintain safety and security. Responses must address how the service providers ensure and maintain the safety and security of participants and how client choice is upheld. (limit 1000 characters)
The CoC worked with victim services providers, including those that are funded through ESG, Department of Justice and Health and Human Services, to develop a system where victims of dv can access all of the available CoC funded housing using Coordinated Assessment anonymously. If a victim of dv seeks assistance at a non-dv agency, they are given the option to be referred to a dv agency or to do the assessment anonymously at the non-DV agency. If a household presents to a dv agency, the dv agency can do the assessment and enter their information into the Coordinated Assessment System anonymously so that their housing need can be seen by all housing agencies in the CoC. When an appropriate housing situation becomes available for the household the Coordinated Assessment staff connect the housing agency with the dv agency using a code. The security and safety of participants is protected in all cases because no personal identifying information is saved in the HMIS database.

1C-4. List each of the Public Housing Agencies (PHAs) within the CoC’s geographic area. If there are more than 5 PHAs within the CoC’s geographic area, list the 5 largest PHAs. For each PHA, provide the percentage of new admissions that were homeless at the time of admission between October 1, 2014 and March 31, 2015, and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program. (Full credit consideration may be given for the relevant excerpt from the PHA’s administrative planning document(s) clearly showing the PHA’s homeless preference, e.g. Administration Plan, Admissions and Continued Occupancy Policy (ACOP), Annual Plan, or 5-Year Plan, as appropriate).

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>% New Admissions into Public Housing and Housing Choice Voucher Program from 10/1/14 to 3/31/15 who were homeless at entry</th>
<th>PHA has General or Limited Homeless Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Regional Housing Authority</td>
<td>19.00%</td>
<td>No</td>
</tr>
<tr>
<td>Santa Fe County Housing Authority</td>
<td>10.00%</td>
<td>No</td>
</tr>
<tr>
<td>Santa Fe Civic Housing Authority</td>
<td>6.00%</td>
<td>No</td>
</tr>
<tr>
<td>Western Regional Housing Authority</td>
<td>9.09%</td>
<td>No</td>
</tr>
<tr>
<td>El Camino Real Housing Authority</td>
<td>13.70%</td>
<td>No</td>
</tr>
</tbody>
</table>

1C-5. Other than CoC, ESG, Housing Choice Voucher Programs and Public Housing, describe other subsidized or low-income housing opportunities that exist within the CoC that target persons experiencing homelessness. (limit 1000 characters)
The State Linkages Program is a state funded voucher program for homeless people who have a disabling behavioral health disorder. The State has been slowly expanding the pool of vouchers and now has 96 vouchers in 7 counties in the CoC. The State of New Mexico also operates a small crisis housing program for people with behavioral health disabilities. The State also operates a rental assistance program that uses state funding in addition to ESG funding to provide rapid rehousing and homeless prevention. The City of Santa Fe operates its own rapid rehousing program for families with children and veterans which provides about 20 units of Rapid Rehousing per year. For veterans the VA offers VASH vouchers and Goodwill offers SSVF rapid rehousing.

1C-6. Select the specific strategies implemented by the CoC to ensure that homelessness is not criminalized in the CoC's geographic area. Select all that apply. For "Other," you must provide a description (2000 character limit)

| Engaged/educated local policymakers: | X |
| Engaged/educated law enforcement: | X |
| Implemented communitywide plans: | X |
| No strategies have been implemented: |  |
| |  |
| |  |
1D. Continuum of Care (CoC) Discharge Planning

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

1D-1. Select the systems of care within the CoC’s geographic area for which there is a discharge policy in place that is mandated by the State, the CoC, or another entity for the following institutions? Check all that apply.

<table>
<thead>
<tr>
<th>System of Care</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care</td>
<td>X</td>
</tr>
<tr>
<td>Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td>X</td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

1D-2. Select the systems of care within the CoC’s geographic area with which the CoC actively coordinates to ensure that institutionalized persons that have resided in each system of care for longer than 90 days are not discharged into homelessness. Check all that apply.

<table>
<thead>
<tr>
<th>System of Care</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster Care</td>
<td></td>
</tr>
<tr>
<td>Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td>X</td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) and explain how the CoC plans to coordinate with the institution(s) to ensure persons discharged are not discharged into homelessness. (limit 1000 characters)

There is limited coordination with the foster care system in that the CoC worked with the State Children Youth and Families Department to develop a transitions program for youth aging out of foster care in an effort to prevent homelessness. This program is still operating successfully but there has been no coordination on further efforts in the past year. We expect to engage with the foster care system through the State Housing Leadership Group (New Mexico’s interagency task force on homelessness) in the coming year to work on new strategies to prevent foster children from becoming homeless including an effort to allow youths to remain in foster care until they are 21. We have been working with local and state corrections departments on a plan to provide state funded supportive housing for people with mental illness who are most likely to end up in jail or prison. This collaboration has just started and is planned to continue in the coming year through the Housing Leadership Group.
1E. Centralized or Coordinated Assessment
(Coordinated Entry)

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

CoCs are required by the CoC Program interim rule to establish a Centralized or Coordinated Assessment system – also referred to as Coordinated Entry. Based on the recent Coordinated Entry Policy Brief, HUD’s primary goals for coordinated entry processes are that assistance be allocated as effectively as possible and that it be easily accessible regardless of where or how people present for assistance. Most communities lack the resources needed to meet all of the needs of people experiencing homelessness. This combined with the lack of a well-developed coordinated entry processes can result in severe hardships for persons experiencing homelessness who often face long wait times to receive assistance or are screened out of needed assistance. Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner. Coordinated entry processes also provide information about service needs and gaps to help communities plan their assistance and identify needed resources.

1E-1. Explain how the CoC’s coordinated entry process is designed to identify, engage, and assist homeless individuals and families that will ensure those who request or need assistance are connected to proper housing and services.
(limit 1000 characters)

New Mexico’s Coordinated Assessment System covers the state. Homeless households are engaged when they go to a CoC or other participating agency. Outreach is done at the point in time count, at veteran stand downs and other places where homeless people go for food or services. A short assessment is done using the VI/SPDAT assessment tool. The assessment is entered into the New Mexico HMIS. CoC funded housing programs use the list created in HMIS to select people for housing openings. People with higher VI/SPDAT scores are prioritized for Permanent Supportive Housing, those with medium scores are offered rapid rehousing or transitional housing. The system is advertised through CoC funded programs, emergency shelters, outreach programs, and a soon to be developed small card for agencies to hand out. Some smaller communities do not have homeless agencies to do assessments and we are expanding to have health centers do assessments. We create by name lists for Veterans and others as needed.
1E-2. CoC Program and ESG Program funded projects are required to participate in the coordinated entry process, but there are many other organizations and individuals who may participate but are not required to do so. From the following list, for each type of organization or individual, select all of the applicable checkboxes that indicate how that organization or individual participates in the CoC’s coordinated entry process. If the organization or person does not exist in the CoC’s geographic area, select “Not Applicable.” If there are other organizations or persons that participate not on this list, enter the information, click “Save” at the bottom of the screen, and then select the applicable checkboxes.

<table>
<thead>
<tr>
<th>Organization/Person Categories</th>
<th>Participates in Ongoing Planning and Evaluation</th>
<th>Makes Referrals to the Coordinated Entry Process</th>
<th>Receives Referrals from the Coordinated Entry Process</th>
<th>Operates Access Point for Coordinated Entry Process</th>
<th>Participates in Case Conferencing</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government Staff/Officials</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>CDBG/HOME/Entitlement Jurisdiction</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>☐</td>
<td>☐</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Local Jail(s)</td>
<td>☐</td>
<td>☐</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Hospital(s)</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>EMT/Crisis Response Team(s)</td>
<td>☐</td>
<td>☐</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Mental Health Service Organizations</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Substance Abuse Service Organizations</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Affordable Housing Developer(s)</td>
<td>✗</td>
<td>✗</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Public Housing Authorities</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Non-CoC Funded Youth Homeless Organizations</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>School Administrators/Homeless Liaisons</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Non-CoC Funded Victim Service Organizations</td>
<td>✗</td>
<td>✗</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Street Outreach Team(s)</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Homeless or Formerly Homeless Persons</td>
<td>✗</td>
<td>✗</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>SSVF providers, Goodwill and</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Veterans Integration Center</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Veterans Administration</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Managed Care Organizations</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1F. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

1F-1. For all renewal project applications submitted in the FY 2015 CoC Program Competition complete the chart below regarding the CoC’s review of the Annual Performance Report(s).

How many renewal project applications were submitted in the FY 2015 CoC Program Competition? 32

How many of the renewal project applications are first time renewals for which the first operating year has not expired yet? 7

How many renewal project application APRs were reviewed by the CoC as part of the local CoC competition project review, ranking, and selection process for the FY 2015 CoC Program Competition? 25

Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2015 CoC Competition? 100.00%

1F-2. In the sections below, check the appropriate box(s) for each section to indicate how project applications were reviewed and ranked for the FY 2015 CoC Program Competition. (Written documentation of the CoC’s publicly announced Rating and Review procedure must be attached.)

Type of Project or Program (PH, TH, HMIS, SSO, RRH, etc.) X

Performance outcomes from APR reports/HMIS

<table>
<thead>
<tr>
<th>Outcome</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of stay</td>
<td></td>
</tr>
<tr>
<td>% permanent housing exit destinations</td>
<td>X</td>
</tr>
<tr>
<td>% increases in income</td>
<td>X</td>
</tr>
</tbody>
</table>
1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority.

(limit 1000 characters)

The CoC handles selection and ranking of renewal projects and new projects differently. The CoC has a point system for rating new projects and the point system awards 3 points out of 18 for serving chronically homeless or other hard to help populations such as youth coming from the streets. New projects also receive up to 2 points for serving underserved parts of the state as determined by an annual analysis of need by county. New projects were ranked according to their score. In reviewing the rankings of renewal projects, the Impartial Review Committee took care not to place any program into Tier 2 that had lower outcomes simply for serving a harder population. Going forward the CoC will be using the extent to which projects actually house the most vulnerable people on our Coordinated Assessment list as a big part of their ranking score.
1F-3. Describe how the CoC made the local competition review, ranking, and selection criteria publicly available, and identify the public medium(s) used and the date(s) of posting. In addition, describe how the CoC made this information available to all stakeholders. (Evidence of the public posting must be attached) (limit 750 characters)

The review ranking and selection criteria were developed by the CoC Board in the Spring of 2015 and made available to everyone on the email list of the New Mexico Coalition to End Homelessness in the spring. In addition the review ranking and selection criteria were again made available through the request for proposals in September 2015. The request for proposals was made by email to everyone on the New Mexico Coalition to End Homelessness email list including all NM Balance of State CoC agencies on September 28, 2015.

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2015 CoC Consolidated Application that included the final project application ranking? (Written documentation of the public posting, with the date of the posting clearly visible, must be attached. In addition, evidence of communicating decisions to the CoC’s full membership must be attached.)

11/17/2015

1F-5. Did the CoC use the reallocation process in the FY 2015 CoC Program Competition to reduce or reject projects for the creation of new projects? (If the CoC utilized the reallocation process, evidence of the public posting of the reallocation process must be attached.)

Yes

1F-5a. If the CoC rejected project application(s) on what date did the CoC and Collaborative Applicant notify those project applicants their project application was rejected in the local CoC competition process? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.)

10/27/2015
1F-6. Is the Annual Renewal Demand (ARD) in the CoC's FY 2015 CoC Priority Listing equal to or less than the ARD on the final HUD-approved FY 2015 GiW?  Yes
1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients. (limit 1000 characters)
The CoC uses HMIS and APR data to evaluate the performance of each project with regard to housing stabilization, income success, access to mainstream benefits, and utilization. The CoC also looks at monitoring reports from HUD, the State, and local governments, annual audits and spending patterns. Based on the evaluation the CoC staff do a risk assessment of each agency and select higher risk agencies for monitoring visits. During the monitoring visit the CoC reviews all of the following: participant files for correct documentation, compliance with Housing First principles, HMIS compliance, utilization rates, housing stability measures, success at increasing access to employment, other income and mainstream benefits, and drawdown history. In the coming year the CoC will evaluate projects for reducing length of time homeless, reducing returns to homelessness and use of Coordinated Assessment as well. Guidance is provided to help agencies improve.

1G-2. Did the Collaborative Applicant review and confirm that all project applicants attached accurately completed and current dated form HUD 50070 and form HUD-2880 to the Project Applicant Profile in e-snaps? Yes

1G-3. Did the Collaborative Applicant include accurately completed and appropriately signed form HUD-2991(s) for all project applications submitted on the CoC Priority Listing? Yes
2A. Homeless Management Information System (HMIS) Implementation

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

2A-1. Does the CoC have a governance charter that outlines the roles and responsibilities of the CoC and the HMIS Lead, either within the charter itself or by reference to a separate document like an MOU? In all cases, the CoC’s governance charter must be attached to receive credit. In addition, if applicable, any separate document, like an MOU, must also be attached to receive credit.

Yes

2A-1a. Include the page number where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document referenced in 2A-1. In addition, in the textbox indicate if the page number applies to the CoC’s attached governance charter or the attached MOU.

Page 1 in Charter, Pages 1 and 2 in MOU

2A-2. Does the CoC have a HMIS Policies and Procedures Manual? If yes, in order to receive credit the HMIS Policies and Procedures Manual must be attached to the CoC Application.

Yes

2A-3. Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)?

Yes
2A-4. What is the name of the HMIS software used by the CoC (e.g., ABC Software)? Applicant will enter the HMIS software name (e.g., ABC Software).

ServicePoint

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

Bowman Systems
2B. Homeless Management Information System (HMIS) Funding Sources

Instructions
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

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

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

### 2B-2.1 Funding Type: Federal - HUD

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC</td>
<td>$163,714</td>
</tr>
<tr>
<td>ESG</td>
<td>$61,000</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><strong>Federal - HUD - Total Amount</strong></td>
<td><strong>$224,714</strong></td>
</tr>
</tbody>
</table>

### 2B-2.2 Funding Type: Other Federal

<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><strong>Other Federal - Total Amount</strong></td>
<td><strong>$0</strong></td>
</tr>
</tbody>
</table>
### 2B-2.3 Funding Type: State and Local

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td>$57,640</td>
</tr>
<tr>
<td>County</td>
<td>$0</td>
</tr>
<tr>
<td>State</td>
<td>$12,500</td>
</tr>
<tr>
<td><strong>State and Local - Total Amount</strong></td>
<td><strong>$70,140</strong></td>
</tr>
</tbody>
</table>

### 2B-2.4 Funding Type: Private

<table>
<thead>
<tr>
<th>Funding 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><strong>Private - Total Amount</strong></td>
<td><strong>$0</strong></td>
</tr>
</tbody>
</table>

### 2B-2.5 Funding Type: Other

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation Fees</td>
<td>$11,000</td>
</tr>
<tr>
<td><strong>Other - Total Amount</strong></td>
<td><strong>$11,000</strong></td>
</tr>
</tbody>
</table>

### 2B-2.6 Total Budget for Operating Year

**$305,854**
2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2015 HIC data in HDX, (mm/dd/yyyy):
05/11/2015

2C-2. Per the 2015 Housing Inventory Count (HIC) indicate the number of beds in the 2015 HIC and in HMIS for each project type within the CoC. If a particular housing type does not exist in the CoC then enter "0" for all cells in that housing type.

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Total Beds in 2015 HIC</th>
<th>Total Beds in HIC Dedicated for DV</th>
<th>Total Beds in HMIS</th>
<th>HMIS Bed Coverage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter beds</td>
<td>1,024</td>
<td>449</td>
<td>139</td>
<td>24.17%</td>
</tr>
<tr>
<td>Safe Haven (SH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>65.71%</td>
</tr>
<tr>
<td>Transitional Housing (TH) beds</td>
<td>492</td>
<td>180</td>
<td>205</td>
<td>90.10%</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH) beds</td>
<td>192</td>
<td>0</td>
<td>173</td>
<td>77.42%</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH) beds</td>
<td>815</td>
<td>0</td>
<td>631</td>
<td></td>
</tr>
<tr>
<td>Other Permanent Housing (OPH) beds</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

2C-2a. If the bed coverage rate for any housing type is 85% or below, describe how the CoC plans to increase this percentage over the next 12 months. (limit 1000 characters)

One of the primary sources of permanent supportive housing beds that are not in HMIS are beds in the State funded Linkages Program. The CoC will work with the New Mexico Human Services Department to explore the idea of having Linkages participate in HMIS. The CoC will also continue to work with faith based organizations that operate transitional housing and emergency shelter to offer them opportunities to participate in HMIS. With the expansion of our Coordinated Assessment System we think there will be additional incentives for Linkages and private agencies to participate in HMIS so that their clients can quickly access other types of housing through coordinated assessment, since our coordinated assessment system relies on HMIS.
2C-3. HUD understands that certain projects are either not required to or discouraged from participating in HMIS, and CoCs cannot require this if they are not funded through the CoC or ESG programs. This does NOT include domestic violence providers that are prohibited from entering client data in HMIS. If any of the project types listed in question 2C-2 above has a coverage rate of 85% or below, and some or all of these rates can be attributed to beds covered by one of the following programs types, please indicate that here by selecting all that apply from the list below. (limit 1000 characters)

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Domiciliary (VA DOM)</td>
<td></td>
</tr>
<tr>
<td>VA Grant per diem (VA GPD)</td>
<td></td>
</tr>
<tr>
<td>Faith-Based projects/Rescue mission</td>
<td>X</td>
</tr>
<tr>
<td>Youth focused projects</td>
<td></td>
</tr>
<tr>
<td>HOPWA projects</td>
<td></td>
</tr>
<tr>
<td>Not Applicable</td>
<td></td>
</tr>
</tbody>
</table>

2C-4. How often does the CoC review or assess its HMIS bed coverage?  

Annually
2D. Homeless Management Information System (HMIS) Data Quality

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

2D-1. Indicate the percentage of unduplicated client records with null or missing values and the percentage of "Client Doesn't Know" or "Client Refused" during the time period of October 1, 2013 through September 30, 2014.

<table>
<thead>
<tr>
<th>Universal Data Element</th>
<th>Percentage Null or Missing</th>
<th>Percentage Client Doesn't Know or Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Name</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>3.2 Social Security Number</td>
<td>1%</td>
<td>14%</td>
</tr>
<tr>
<td>3.3 Date of birth</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>3.4 Race</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>3.5 Ethnicity</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>3.6 Gender</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>3.7 Veteran status</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.8 Disabling condition</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.9 Residence prior to project entry</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.10 Project Entry Date</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.11 Project Exit Date</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>3.12 Destination</td>
<td>13%</td>
<td>2%</td>
</tr>
<tr>
<td>3.15 Relationship to Head of Household</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>3.16 Client Location</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>3.17 Length of time on street, in an emergency shelter, or safe haven</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

2D-2. Identify which of the following reports your HMIS generates. Select all that apply:

- CoC Annual Performance Report (APR):
  - X

- ESG Consolidated Annual Performance and Evaluation Report (CAPER):
  - X

- Annual Homeless Assessment Report (AHAR) table shells:
  - X
2D-3. If you submitted the 2015 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR? 8

2D-4. How frequently does the CoC review data quality in the HMIS? Quarterly

2D-5. Select from the dropdown to indicate if standardized HMIS data quality reports are generated to review data quality at the CoC level, project level, or both? Both Project and CoC

2D-6. From the following list of federal partner programs, select the ones that are currently using the CoC's HMIS.

<table>
<thead>
<tr>
<th>Program</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Supportive Services for Veteran Families (SSVF)</td>
<td>X</td>
</tr>
<tr>
<td>VA Grant and Per Diem (GPD)</td>
<td>X</td>
</tr>
<tr>
<td>Runaway and Homeless Youth (RHY)</td>
<td>X</td>
</tr>
<tr>
<td>Projects for Assistance in Transition from Homelessness (PATH)</td>
<td>X</td>
</tr>
</tbody>
</table>

2D-6a. If any of the federal partner programs listed in 2D-6 are not currently entering data in the CoC's HMIS and intend to begin entering data in the next 12 months, indicate the federal partner program and the anticipated start date. (limit 750 characters)
2E. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

The data collected during the PIT count is vital for both CoCs and HUD. Communities need accurate data to determine the size and scope of homelessness at the local level so they can best plan for services and programs that will appropriately address local needs and measure progress in addressing homelessness. HUD needs accurate data to understand the extent and nature of homelessness throughout the country, and to provide Congress and the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. This information helps inform Congress' funding decisions, and it is vital that the data reported is accurate and of high quality.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2015 sheltered PIT count? Yes

2E-2. Indicate the date of the most recent sheltered PIT count (mm/dd/yyyy): 01/26/2015

2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2015, was an exception granted by HUD? Not Applicable

2E-3. Enter the date the CoC submitted the sheltered PIT count data in HDX, (mm/dd/yyyy): 05/11/2015
2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2015 PIT count:

<table>
<thead>
<tr>
<th>Method</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Census Count:</td>
<td>X</td>
</tr>
<tr>
<td>Random sample and extrapolation:</td>
<td></td>
</tr>
<tr>
<td>Non-random sample and extrapolation:</td>
<td></td>
</tr>
</tbody>
</table>

2F-2. Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:

<table>
<thead>
<tr>
<th>Method</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS:</td>
<td>X</td>
</tr>
<tr>
<td>HMIS plus extrapolation:</td>
<td></td>
</tr>
<tr>
<td>Interview of sheltered persons:</td>
<td></td>
</tr>
<tr>
<td>Sample of PIT interviews plus extrapolation:</td>
<td></td>
</tr>
<tr>
<td>Surveys to non-HMIS agencies:</td>
<td>X</td>
</tr>
</tbody>
</table>

2F-3. Provide a brief description of your CoC’s sheltered PIT count methodology and describe why your CoC selected its sheltered PIT count methodology. (limit 1000 characters)
The sheltered PIT count was done using HMIS data for all HMIS participating agencies. HMIS agencies were asked to ensure accuracy of the data for the night of the PIT in a timely manner. HMIS data was supplemented with a questionnaire that was sent to all non-HMIS agencies that provide shelter and housing to homeless people. This method was selected because the HMIS data is the most accurate way to count for participating agencies and a questionnaire with follow-up is the most logical way to include the non-HMIS participating agencies.

2F-4. Describe any change in methodology from your sheltered PIT count in 2014 to 2015, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to the implementation of your sheltered PIT count methodology (e.g., enhanced training and change in partners participating in the PIT count).

(limit 1000 characters)

There were no significant changes in the methodology from 2014 to 2015.

2F-5. Did your CoC change its provider coverage in the 2015 sheltered count? Yes

2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2015 sheltered count.

(limit 750 characters)

The CoC covers a large area with many small shelter providers. In 2015 we did not include 12 providers that were included in 2014. A few of the projects no longer exist while others were found to not be serving homeless people exclusively. In 2015, 10 new shelter and transitional housing providers were included that were not included in 2014. These included completely new programs or programs that are extensions of previously existing programs.
2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

**Instructions:**
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

2G-1. Indicate the methods used to ensure the quality of the data collected during the sheltered PIT count:

<table>
<thead>
<tr>
<th>Training:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider follow-up:</td>
<td>X</td>
</tr>
<tr>
<td>HMIS:</td>
<td>X</td>
</tr>
<tr>
<td>Non-HMIS de-duplication techniques:</td>
<td>X</td>
</tr>
</tbody>
</table>

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2014 to 2015 that would change data quality, including changes to training volunteers and inclusion of any partner agencies in the sheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual sheltered PIT count methodology (e.g., change in sampling or extrapolation method). (limit 1000 characters)

There were no significant changes in the PIT count from 2014 to 2015 that would change data quality.
2H. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

The unsheltered PIT count assists communities and HUD to understand the characteristics and number of people with 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, including a car, park, abandoned building, bus or train station, airport, or camping ground. CoCs are required to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, CoCs are strongly encouraged to conduct the unsheltered PIT count annually, at the same time that it does the annual sheltered PIT count. The last official PIT count required by HUD was in January 2015.

2H-1. Did the CoC approve the final unsheltered PIT count methodology for the most recent unsheltered PIT count? Yes

2H-2. Indicate the date of the most recent unsheltered PIT count (mm/dd/yyyy): 01/26/2015

2H-2a. If the CoC conducted the unsheltered PIT count outside of the last 10 days of January 2015, was an exception granted by HUD? Not Applicable

2H-3. Enter the date the CoC submitted the unsheltered PIT count data in HDX (mm/dd/yyyy): 05/11/2015
2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2015 PIT count:

<table>
<thead>
<tr>
<th>Method</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Night of the count - complete census:</td>
<td></td>
</tr>
<tr>
<td>Night of the count - known locations:</td>
<td></td>
</tr>
<tr>
<td>Night of the count - random sample:</td>
<td></td>
</tr>
<tr>
<td>Service-based count:</td>
<td>X</td>
</tr>
<tr>
<td>HMIS:</td>
<td></td>
</tr>
</tbody>
</table>

2I-2. Provide a brief description of your CoC's unsheltered PIT count methodology and describe why your CoC selected its unsheltered PIT count methodology.
(limit 1000 characters)

The CoC used a services based count because of the size of the CoC and extremely low population density. Unsheltered homeless people in New Mexico have large areas of vacant land to camp on and are therefore difficult if not impossible to find when they are camping. In addition homeless people who are camping are not open to being approached in their camps because staying hidden is part of how they feel safe. We distribute a questionnaire to the agencies that agree to assist with the unsheltered count. The agencies administer the count to each unsheltered homeless person they encounter during the week after the count, first ensuring that the person was homeless on the night of the count.
2I-3. Describe any change in methodology from your unsheltered PIT count in 2014 (or 2013 if an unsheltered count was not conducted in 2014) to 2015, including any change in sampling or extrapolation method, if applicable. Do not include information on changes to implementation of your sheltered PIT count methodology (e.g., enhanced training and change in partners participating in the count). (limit 1000 characters)

We used essentially the same methodology in 2013 and 2015 for the unsheltered count.

2I-4. Does your CoC plan on conducting an unsheltered PIT count in 2016? No

(If “Yes” is selected, HUD expects the CoC to conduct an unsheltered PIT count in 2016. See the FY 2015 CoC Program NOFA, Section VII.A.4.d. for full information.)
2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2015 unsheltered population PIT count:

| Training: |   |
| "Blitz" count: |   |
| Unique identifier: | X |
| Survey question: | X |
| Enumerator observation: |   |
| None: |   |

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2014 (or 2013 if an unsheltered count was not conducted in 2014) to 2015 that would affect data quality. This includes changes to training volunteers and inclusion of any partner agencies in the unsheltered PIT count planning and implementation, if applicable. Do not include information on changes to actual methodology (e.g., change in sampling or extrapolation method). (limit 1000 characters)

There were no differences in the way the two counts were administered that would affect data quality.
3A. Continuum of Care (CoC) System Performance

Instructions
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.


* 3A-1a. Change in PIT Counts of Sheltered and Unsheltered Homeless Persons

Using the table below, indicate the number of persons who were homeless at a Point-in-Time (PIT) based on the 2014 and 2015 PIT counts as recorded in the Homelessness Data Exchange (HDX).

<table>
<thead>
<tr>
<th></th>
<th>2014 PIT (for unsheltered count, most recent year conducted)</th>
<th>2015 PIT</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count of sheltered and unsheltered persons</td>
<td>1,315</td>
<td>1,342</td>
<td>27</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>795</td>
<td>728</td>
<td>-67</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>236</td>
<td>343</td>
<td>107</td>
</tr>
<tr>
<td>Total Sheltered Count</td>
<td>1,031</td>
<td>1,071</td>
<td>40</td>
</tr>
<tr>
<td>Total Unsheltered Count</td>
<td>284</td>
<td>271</td>
<td>-13</td>
</tr>
</tbody>
</table>

3A-1b. Number of Sheltered Persons Homeless - HMIS.

Using HMIS data, CoCs must use the table below to indicate the number of homeless persons who were served in a sheltered environment between October 1, 2013 and September 30, 2014.

<table>
<thead>
<tr>
<th></th>
<th>Between October 1, 2013 and September 30, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Unduplicated Total sheltered homeless persons</td>
<td>1,934</td>
</tr>
<tr>
<td>Emergency Shelter Total</td>
<td>1,561</td>
</tr>
<tr>
<td>Safe Haven Total</td>
<td>0</td>
</tr>
<tr>
<td>Transitional Housing Total</td>
<td>421</td>
</tr>
</tbody>
</table>

Describe the CoC’s efforts to reduce the number of individuals and families who become homeless for the first time. Specifically, describe what the CoC is doing to identify risk factors for becoming homeless for the first time.  
(limit 1000 characters)

The CoC has developed a Coordinated Assessment System that can identify people at risk of becoming homeless based on their vulnerability. The CoC is first concentrating on identifying veterans and chronically homeless people as it gradually implements coordinated assessment, but has plans to use the system to efficiently locate and refer people to homeless prevention based on vulnerability factors. The CoC has a rental assistance program (RAP) that includes homeless prevention and rapid rehousing administered by the Mortgage Finance Authority. The RAP program currently uses household income in determining risk of becoming homeless. The CoC works with MFA to expand funding for this program each year and to help the agencies that administer rental assistance target the assistance to those most at risk of homelessness. The CoC also refers veterans to the SSVF programs for homeless prevention.


Describe the CoC’s efforts to reduce the length of time individuals and families remain homeless. Specifically, describe how your CoC has reduced the average length of time homeless, including how the CoC identifies and houses individuals and families with the longest lengths of time homeless.  
(limit 1000 characters)

The CoC has a goal of reducing homelessness to 30 days. The CoC measures and tracks the length of time a person is homeless starting with the day they enter Coordinated Assessment or an emergency shelter until they are housed. In 2015 the CoC, working under the Zero: 2016 initiative, will reach the goal of reducing the length of time any veteran remains homeless to 30 days by the end of 2015. The CoC generates a by name list of homeless veterans each month and reviews the list in a statewide monthly call. After the call communities review their local part of the list. Going forward we will use the same techniques with by-name lists and monthly meetings to reduce chronic homelessness and then family and youth homelessness to the point where no one has to be homeless more than 30 days. We estimate that we have enough housing resources already available to reach the goal for chronic homelessness but that we will need more rapid rehousing to reach the goal for family and youth homelessness.
**3A-4. Performance Measure: Successful Permanent Housing Placement or Retention.**

In the next two questions, CoCs must indicate the success of its projects in placing persons from its projects into permanent housing.

### 3A-4a. Exits to Permanent Housing Destinations:

In the chart below, CoCs must indicate the number of persons in CoC funded supportive services only (SSO), transitional housing (TH), and rapid re-housing (RRH) project types who exited into permanent housing destinations between October 1, 2013 and September 30, 2014.

<table>
<thead>
<tr>
<th></th>
<th>Between October 1, 2013 and September 30, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in SSO, TH and PH-RRH who exited</td>
<td>887</td>
</tr>
<tr>
<td>Of the persons in the Universe above, how many of those exited to permanent destinations?</td>
<td>800</td>
</tr>
<tr>
<td>% Successful Exits</td>
<td>90.19%</td>
</tr>
</tbody>
</table>

### 3A-4b. Exit To or Retention Of Permanent Housing:

In the chart below, CoCs must indicate the number of persons who exited from any CoC funded permanent housing project, except rapid re-housing projects, to permanent housing destinations or retained their permanent housing between October 1, 2013 and September 31, 2014.

<table>
<thead>
<tr>
<th></th>
<th>Between October 1, 2013 and September 30, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Persons in all PH projects except PH-RRH</td>
<td>696</td>
</tr>
<tr>
<td>Of the persons in the Universe above, indicate how many of those remained in applicable PH projects and how many of those exited to permanent destinations?</td>
<td>635</td>
</tr>
<tr>
<td>% Successful Retentions/Exits</td>
<td>91.24%</td>
</tr>
</tbody>
</table>

### 3A-5. Performance Measure: Returns to Homelessness:

Describe the CoC’s efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe at least three strategies your CoC has implemented to identify and minimize returns to homelessness, and demonstrate the use of HMIS or a comparable database to monitor and record returns to homelessness. (limit 1000 characters)
The CoC is using HMIS to monitor returns to homelessness for people exiting from PSH, RRH and TH. This is done by seeing who enters emergency shelter or coordinated assessment within 6 months or a year of exiting one of these programs. The implementation of our coordinated assessment system has made this much easier to track.

To reduce returns to homelessness the CoC is: 1) aggressively pushing all CoC funded agencies to use a Housing First model so that people are not forced back to homelessness, 2) using coordinated assessment to help agencies place homeless people into the best housing resource for them so that they are more likely to succeed, and 3) using the data we get from monitoring the return to homelessness to look for places in our system where this occurs more frequently and can be addressed.


Describe specific strategies implemented by CoC Program-funded projects to increase the rate by which homeless individuals and families increase income from employment and non-employment sources (include at least one specific strategy for employment income and one for non-employment related income, and name the organization responsible for carrying out each strategy).

(limit 1000 characters)

The CoC provides training to its member agencies to help them stay up to date on strategies for helping their clients obtain income from employment and non-employment sources. For the non employment sources, the CoC holds regular trainings on the SOAR model for help people access SSI and SSDI and holds meetings of the SOAR Committees in Santa Fe and Las Cruces to support the process. To increase the rate of people obtaining employment income the CoC holds an annual case management training and an annual conference which include sections on employment, mainstream resources and other aspects of case management. Most CoC agencies have a regular working relationship with the State Department of Workforce Solutions that helps people referred to them develop resumes and apply for positions appropriate to their skills. The New Mexico Coalition to End Homelessness is responsible for coordinating the SOAR trainings, the SOAR committee meetings and the annual case management workshop.

3A-6a. Describe how the CoC is working with mainstream employment organizations to aid homeless individuals and families in increasing their income.

(limit 1000 characters)
The CoC funded agencies in the CoC work primarily with the State Department of Workforce Solutions, and also the Department of Vocational Rehabilitation, Santa Fe Community College and other Community Colleges to connect clients with appropriate employment opportunities. At agencies that have regular arrangements with these programs, case managers help clients make appointments at the mainstream employment agency that seems like the best fit and make sure the client has transportation to the appointment. The Department of Workforce Solutions works with clients to help them develop their resumes and apply for open positions they are interested in. The Department of Vocational Rehabilitation works with disabled clients to help them find employment within their abilities. The Santa Fe Community College has a program for helping older adults find employment. We estimate that 65% of the TH and PH projects make regular connections to one of the mainstream employment organizations.


How does the CoC ensure that all people living unsheltered in the CoC’s geographic area are known to and engaged by providers and outreach teams? (limit 1000 characters)

The CoC has recently launched a coordinated assessment project. The CoC assesses the needs of unsheltered people that come into contact with participating agencies and stores their data in HMIS. These people are prioritized for housing according to their vulnerability. In addition to making the assessments available at all CoC and ESG funded agencies, the CoC did assessments at other service providers as part of the point in time count and the CoC did assessments at veterans stand downs around the state. The CoC is also expanding the project to have more assessments done at health and mental health agencies which come into contact with unsheltered homeless people in some of the smaller communities with CoC or ESG funded agencies. The CoC also has several outreach and drop in programs where unsheltered people can get assessed and access basic assistance including Pete's Place, Life Link, Sojourners Café and Mesilla Valley Community of Hope.

3A-7a. Did the CoC exclude geographic areas from the 2015 unsheltered PIT count where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g., deserts)?

Yes

3A-7b. What was the criteria and decision-making process the CoC used to identify and exclude specific geographic areas from the CoC’s unsheltered PIT count? (limit 1000 characters)
The CoC conducted a service based count. There are some areas of New Mexico that are uninhabitable deserts and some areas that are so sparsely populated that no services exist within many miles. The CoC excluded areas that are not inhabited such as deserts, remote wilderness areas, badlands etc. because these areas are uninhabitable. The CoC also excluded very small towns in sparsely populated areas where there are no resources for homeless people to draw on for food.
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 1: Ending Chronic Homelessness

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

Opening Doors, Federal Strategic Plan to Prevent and End Homelessness (as amended in 2015) establishes the national goal of ending chronic homelessness. Although the original goal was to end chronic homelessness by the end of 2015, that goal timeline has been extended to 2017. HUD is hopeful that communities that are participating in the Zero: 2016 technical assistance initiative will continue to be able to reach the goal by the end of 2016. The questions in this section focus on the strategies and resources available within a community to help meet this goal.

3B-1.1. Compare the total number of chronically homeless persons, which includes persons in families, in the CoC as reported by the CoC for the 2015 PIT count compared to 2014 (or 2013 if an unsheltered count was not conducted in 2014).

<table>
<thead>
<tr>
<th></th>
<th>2014 (for unsheltered count, most recent year conducted)</th>
<th>2015</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons</td>
<td>509</td>
<td>456</td>
<td>-53</td>
</tr>
<tr>
<td>Sheltered Count of chronically homeless persons</td>
<td>357</td>
<td>275</td>
<td>-82</td>
</tr>
<tr>
<td>Unsheltered Count of chronically homeless persons</td>
<td>152</td>
<td>181</td>
<td>29</td>
</tr>
</tbody>
</table>

3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, decrease, or no change in the overall TOTAL number of chronically homeless persons in the CoC, as well as the change in the unsheltered count, as reported in the PIT count in 2015 compared to 2014. To possibly receive full credit, both the overall total and unsheltered changes must be addressed. (limit 1000 characters)
The overall decrease in chronically homeless people from the 2013 and 2014 counts to the 2015 count is a decrease of about 10%. Much of this decrease can be attributed to the CoC’s emphasis on housing chronically homeless people. In the past two CoC applications the CoC has applied for a received new beds dedicated to chronically homeless people, and the CoC is encouraging (and now requiring) the prioritization of chronically homeless people for all permanent supportive housing. The CoC has a system of Coordinated Assessment to help agencies locate chronically homeless people for their openings. The effect of the Coordinated Assessment will be more evident in the 2016 and 2017 counts. The slight increase in unsheltered chronically homeless people is likely not significant since the unsheltered count is less accurate than the sheltered count for any given year and the change is small.

3B-1.2. From the FY 2013/FY 2014 CoC Application: 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.

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.

3B-1.2a. Of the strategies listed in the FY 2013/FY 2014 CoC Application represented in 3B-1.2, which of these strategies and actions were accomplished? (limit 1000 characters)
Of the strategies listed in the 2013/2014 application the CoC has accomplished most. The CoC has implemented its statewide coordinated assessment system and as of June 2015, CoC agencies have agreed to prioritize 80% of their beds for chronically homeless people. The CoC converted a transitional housing project in Las Vegas, which began in April 2015 and an SSO project in Farmington to permanent supportive housing as of January 2015. The CoC’s encouragement for the State to expand its Linkages permanent supportive housing program has also been successful in that the state has added new housing vouchers that went into effect in July of 2015.

3B-1.3. Compare the total number of PSH beds (CoC Program and non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2015 Housing Inventory Count, as compared to those identified on the 2014 Housing Inventory Count.

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.</td>
<td>214</td>
<td>198</td>
<td>-16</td>
</tr>
</tbody>
</table>

3B-1.3a. Explain the reason(s) for any increase, decrease or no change in the total number of PSH beds (CoC Program and non CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2015 Housing Inventory Count compared to those identified on the 2014 Housing Inventory Count. (limit 1000 characters)

The apparent slight decrease in beds dedicated to chronically homeless people is not significant and is likely the result of agencies changing from a practice of dedicating a few beds for use by chronically homeless people to a system where they now prioritize 80% of all openings to chronically homeless people. Under the new system, driven by coordinated assessment we are seeing more chronically homeless people housed each month than before. The orders of priority used by the CoC are similar to those in Notice CPD-14-012 but not exactly the same.

3B-1.4. Did the CoC adopt the orders of priority in all CoC Program-funded PSH as described in Notice CPD-14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status?

No
3B-1.4a. If “Yes”, attach the CoC’s written standards that were updated to incorporate the order of priority in Notice CPD-14-012 and indicate the page(s) that contain the CoC’s update.

3B-1.5. CoC Program funded Permanent Supportive Housing Project Beds prioritized for serving people experiencing chronic homelessness in FY2015 operating year.

<table>
<thead>
<tr>
<th>Percentage of CoC Program funded PSH beds prioritized for chronic homelessness</th>
<th>FY2015 Project Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Based on all of the renewal project applications for PSH, enter the estimated number of CoC-funded PSH beds in projects being renewed in the FY 2015 CoC Program Competition that are not designated as dedicated beds for persons experiencing chronic homelessness.</td>
<td>247</td>
</tr>
<tr>
<td>Based on all of the renewal project applications for PSH, enter the estimated number of CoC-funded PSH beds in projects being renewed in the FY 2015 CoC Program Competition that are not designated as dedicated beds for persons experiencing chronic homelessness that will be made available through turnover in the FY 2015 operating year.</td>
<td>52</td>
</tr>
<tr>
<td>Based on all of the renewal project applications for PSH, enter the estimated number of PSH beds made available through turnover that will be prioritized beds for persons experiencing chronic homelessness in the FY 2015 operating year.</td>
<td>48</td>
</tr>
<tr>
<td>This field estimates the percentage of turnover beds that will be prioritized beds for persons experiencing chronic homelessness in the FY 2015 operating year.</td>
<td>92.31%</td>
</tr>
</tbody>
</table>

3B-1.6. Is the CoC on track to meet the goal of ending chronic homelessness by 2017? Yes

This question will not be scored.

3B-1.6a. If “Yes,” what are the strategies implemented by the CoC to maximize current resources to meet this goal? If “No,” what resources or technical assistance will be implemented by the CoC to reach the goal of ending chronically homeless by 2017? (limit 1000 characters)
The CoC is part of the Zero: 2016 initiative (along with the Albuquerque CoC) and is working to end chronic homelessness by the end of 2016. Through our Coordinated Assessment Project we have created a by name list of all of the chronically homeless people we know about in New Mexico. All of our permanent supportive housing agencies have agreed to prioritize at least 80% of their openings to people who are chronically homeless. We are expanding our Coordinated Assessment efforts to make sure we gather assessments for all of the chronically homeless people by the beginning of 2016 so that we can have an accurate by-name list. Our Coordinated Assessment staff will act as housing navigators for chronically homeless people on the list to help them get placed. We will also have case conferencing meetings once a month to track our placement of chronically homeless people and to make sure all chronically homeless people are on track to receive housing. This strategy is already paying off in terms of placement of chronically homeless people into housing.
3B. Continuum of Care (CoC) Strategic Planning Objectives

Objective 2: Ending Homelessness Among Households with Children and Ending Youth Homelessness

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

Opening Doors outlines the goal of ending family (Households with Children) and youth homelessness by 2020. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2015 Operating year? (Check all that apply).

<table>
<thead>
<tr>
<th>Factor</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerability to victimization</td>
<td>X</td>
</tr>
<tr>
<td>Number of previous homeless episodes</td>
<td>X</td>
</tr>
<tr>
<td>Unsheltered homelessness</td>
<td>X</td>
</tr>
<tr>
<td>Criminal History</td>
<td></td>
</tr>
<tr>
<td>Bad credit or rental history (including not having been a leaseholder)</td>
<td></td>
</tr>
<tr>
<td>Head of household has mental/physical disabilities</td>
<td>X</td>
</tr>
<tr>
<td>Substance Abuse history</td>
<td>X</td>
</tr>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

Applicant: New Mexico Balance of State CoC

Project: NM-501 CoC Registration FY2015

COC_REG_2015_121544

FY2015 CoC Application Page 48 11/18/2015
3B-2.2. Describe the CoC’s plan to rapidly rehouse every family that becomes homeless within 30 days of becoming homeless on the street or entering shelter.

(limit 1000 characters)

The CoC is expanding the use of its Coordinated Assessment Project to assess families and youth using the VI/SPDAT at intake to shelters or through outreach programs within the CoC so that they can be prioritized for permanent housing, transitional housing or rapid rehousing based on which type of intervention will best meet their needs. In cases where the emergency shelter and the RRH provider are different agencies within a community, the CoC is using Coordinated Assessment to quickly make the connection to RRH for those whose assessment shows they are a priority for RRH. We are also working with the State of New Mexico to greatly expand the state resources available for rapid rehousing. The CoC is working with the New Mexico Mortgage Finance Authority which manages the ESG and State funded RRH in order to help the agencies that receive these funds use the Coordinated Assessment System to prioritize who they help with RRH.

3B-2.3. Compare the number of RRH units available to serve families from the 2014 and 2015 HIC.

<table>
<thead>
<tr>
<th>RRH units available to serve families in the HIC:</th>
<th>2014</th>
<th>2015</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>29</td>
<td>38</td>
<td>9</td>
</tr>
</tbody>
</table>

3B-2.4. How does the CoC ensure that emergency shelters, transitional housing, and permanent housing (PSH and RRH) providers within the CoC do not deny admission to or separate any family members from other members of their family based on age, sex, or gender when entering shelter or housing? (check all strategies that apply)

- CoC policies and procedures prohibit involuntary family separation: X
- There is a method for clients to alert CoC when involuntarily separated: X
- CoC holds trainings on preventing involuntary family separation, at least once a year: X
- Posters at member agencies: X
- None: 

\[\]
3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2015 PIT count compared to 2014 (or 2013 if an unsheltered count was not conducted in 2014).

### PIT Count of Homelessness Among Households With Children

<table>
<thead>
<tr>
<th></th>
<th>2014 (for unsheltered count, most recent year conducted)</th>
<th>2015</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total PIT Count of sheltered and unsheltered homeless households with children:</td>
<td>556</td>
<td>555</td>
<td>-1</td>
</tr>
<tr>
<td>Sheltered Count of homeless households with children:</td>
<td>505</td>
<td>539</td>
<td>34</td>
</tr>
<tr>
<td>Unsheltered Count of homeless households with children:</td>
<td>51</td>
<td>16</td>
<td>-35</td>
</tr>
</tbody>
</table>

3B-2.5a. Explain the reason(s) for any increase, decrease or no change in the total number of homeless households with children in the CoC as reported in the 2015 PIT count compared to the 2014 PIT count. (limit 1000 characters)

There is essentially no change from 2013/2014 to 2015 in the number of homeless households with children. This is likely because any benefits of switching from transitional housing to rapid rehousing that several of our agencies went through in 2015 had not yet taken effect. The number of shelter and transitional housing units available was relatively stable during this time.

3B-2.6. Does the CoC have strategies to address the unique needs of unaccompanied homeless youth (under age 18, and ages 18-24), including the following:

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human trafficking and other forms of exploitation?</td>
<td>Yes</td>
</tr>
<tr>
<td>LGBTQ youth homelessness?</td>
<td>Yes</td>
</tr>
<tr>
<td>Exits from foster care into homelessness?</td>
<td>Yes</td>
</tr>
<tr>
<td>Family reunification and community engagement?</td>
<td>Yes</td>
</tr>
<tr>
<td>Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?</td>
<td>Yes</td>
</tr>
<tr>
<td>Unaccompanied minors/youth below the age of 18?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

3B-2.6a. Select all strategies that the CoC uses to address homeless youth trafficking and other forms of exploitation.
Diversion from institutions and decriminalization of youth actions that stem from being trafficked:  

Increase housing and service options for youth fleeing or attempting to flee trafficking:  

Specific sampling methodology for enumerating and characterizing local youth trafficking:  

Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:  

Community awareness training concerning youth trafficking:  

One agency designated to house and assist victims of youth trafficking  

N/A:  

3B-2.7. What factors will the CoC use to prioritize unaccompanied youth (under age 18, and ages 18-24) for housing and services during the FY2015 operating year? (Check all that apply)  

| Vulnerability to victimization: |  
| Length of time homeless: |  
| Unsheltered homelessness: |  
| Lack of access to family and community support networks: |  
| Physical and behavioral health conditions |  
| N/A: |  

3B-2.8. Using HMIS, compare all unaccompanied youth (under age 18, and ages 18-24) served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2013 (October 1, 2012 - September 30, 2013) and FY 2014 (October 1, 2013 - September 30, 2014).  

<table>
<thead>
<tr>
<th></th>
<th>FY 2013 (October 1, 2012 - September 30, 2013)</th>
<th>FY 2014 (October 1, 2013 - September 30, 2014)</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:</td>
<td></td>
<td>47</td>
<td>51</td>
</tr>
</tbody>
</table>
3B-2.8a. If the number of unaccompanied youth and children, and youth-headed households with children served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 is lower than FY 2013, explain why. (limit 1000 characters)

The number in 2014 is not lower.

3B-2.9. Compare funding for youth homelessness in the CoC’s geographic area in CY 2015 to projected funding for CY 2016.

<table>
<thead>
<tr>
<th>Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):</th>
<th>Calendar Year 2015</th>
<th>Calendar Year 2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3,097,610.00</td>
<td>$3,358,357.00</td>
<td>$260,747.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CoC Program funding for youth homelessness dedicated projects:</th>
<th>Calendar Year 2015</th>
<th>Calendar Year 2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>$251,150.00</td>
<td>$369,357.00</td>
<td>$118,207.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):</th>
<th>Calendar Year 2015</th>
<th>Calendar Year 2016</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,846,460.00</td>
<td>$2,989,000.00</td>
<td>$142,540.00</td>
<td></td>
</tr>
</tbody>
</table>

3B-2.10. To what extent have youth housing and service providers and/or State or Local educational representatives, and CoC representatives participated in each other’s meetings over the past 12 months?

<table>
<thead>
<tr>
<th>Cross-Participation in Meetings</th>
<th># Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoC meetings or planning events attended by LEA or SEA representatives:</td>
<td>1</td>
</tr>
<tr>
<td>LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:</td>
<td>1</td>
</tr>
<tr>
<td>CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):</td>
<td>11</td>
</tr>
</tbody>
</table>

3B-2.10a. Given the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local education liaisons and State educational coordinators. (limit 1000 characters)
The CoC works closely with the Santa Fe Public Schools liaisons to make sure that families who are being served by the liaison are made aware of CoC funded housing that they are eligible for. CoC representatives attend the youth providers coalition meetings at the Santa Fe Public Schools occasionally in order to coordinate efforts to better serve homeless families whose first point of contact is the public schools. The school liaisons in Las Cruces work closely with the Mesilla Valley Community of Hope which is the CoC funded agency there. Much of the collaboration with school liaisons takes place outside of the official meetings through phone calls and emails. As we expand Coordinated Assessment, the public schools liaisons will be one of the assessment entry points for homeless families with children. CoC funded agencies regularly refer school age children to the liaisons for tutoring, weekend food supplies and other services.

3B-2.11. How does the CoC make sure that homeless participants are informed of their eligibility for and receive access to educational services? Include the policies and procedures that homeless service providers (CoC and ESG Programs) are required to follow. In addition, include how the CoC, together with its youth and educational partners (e.g. RHY, schools, juvenile justice and children welfare agencies), identifies participants who are eligible for CoC or ESG programs. (limit 2000 characters)

The CoC supports efforts in its communities to connect homeless youth with educational services. Both Santa Fe and Las Cruces have youth provider coalitions where the homeless liaisons for the public schools meet regularly with other youth providers to connect youth to services and to improve the system of care.

CoC funded agencies that work with homeless youth provide youth with information about their eligibility to receive educational services and case managers at these agencies work with the youth to connect them to appropriate opportunities.

The CoC has a policy requiring CoC agencies to have policies and procedures in place that ensure: all school-aged children are enrolled in school and whenever possible in their schools of origin; all homeless families and youth are informed of their eligibility for McKinney Vento(M-V) education services; all children in their program(s) are connected to appropriate services in the community, including early childhood education programs and M-V education services; their policies/procedures are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the M-V Act, and other laws; a staff person is designated to work with all children and families on these issues. Each CoC agency is required to sign a statement verifying that they have these policies and procedures. Referrals to CoC and ESG programs are made by many partner agencies in the community.
3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Objective 3: Ending Veterans Homelessness

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2015. The following questions focus on the various strategies that will aid communities in meeting this goal.

3B-3.1. Compare the total number of homeless Veterans in the CoC as reported by the CoC for the 2015 PIT count compared to 2014 (or 2013 if an unsheltered count was not conducted in 2014).

<table>
<thead>
<tr>
<th></th>
<th>2014 (for unsheltered count, most recent year conducted)</th>
<th>2015</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universe: Total PIT count of sheltered and unsheltered homeless veterans:</td>
<td>69</td>
<td>91</td>
<td>22</td>
</tr>
<tr>
<td>Sheltered count of homeless veterans:</td>
<td>34</td>
<td>43</td>
<td>9</td>
</tr>
<tr>
<td>Unsheltered count of homeless veterans:</td>
<td>35</td>
<td>48</td>
<td>13</td>
</tr>
</tbody>
</table>

3B-3.1a. Explain the reason(s) for any increase, decrease or no change in the total number of homeless veterans in the CoC as reported in the 2015 PIT count compared to the 2014 PIT count.
(limit 1000 characters)

More veterans were counted in 2015 than in 2013 and 2014 due in part to the fact that we were gearing up for our Zero 2016 goal of housing all of the homeless veterans in 2015, and so our volunteers did a better job of asking about veteran status and recording the answers. In actuality there was probable little difference between the years in the number of veterans who were actually homeless at a point in time. At the time of the 2015 count we had just started the push to house all homeless veterans.
3B-3.2. How is the CoC ensuring that Veterans that are eligible for VA services are identified, assessed and referred to appropriate resources, i.e. HUD-VASH and SSVF? (limit 1000 characters)

The CoC has implemented a Coordinated Assessment Project and uses the assessment tool to determine who is likely eligible for VA housing. The CoC meets monthly with case managers from the VA, SSVF agencies and Permanent Supportive Housing providers to discuss the cases of veterans in the Coordinated Assessment system and to refer these veterans to the agency or agency most likely to be able to house the person including the HUD-VASH and SSVF. Using this process we have housed over 700 veterans statewide this year and are expecting to meet the Zero: 2016 and Mayor's Challenge Criteria for ending veteran homelessness by the end of 2015.

3B-3.3. For Veterans who are not eligible for homeless assistance through the U.S Department of Veterans Affairs Programs, how is the CoC prioritizing CoC Program-funded resources to serve this population? (limit 1000 characters)

The CoC included in its Standards for Administering Permanent Housing and Rapid Rehousing that homeless veterans would receive priority in 2015. The Coordinated Assessment staff meets with case managers at CoC agencies monthly to discuss veterans on the list who are not eligible for VA assistance and need assistance from CoC funded agencies. The CoC funded agencies give these veterans priority for openings in CoC funded permanent supportive housing or rapid rehousing.

3B-3.4. Compare the total number of homeless Veterans in the CoC AND the total number of unsheltered homeless Veterans in the CoC, as reported by the CoC for the 2015 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

<table>
<thead>
<tr>
<th></th>
<th>2010 (or 2009 if an unsheltered count was not conducted in 2010)</th>
<th>2015</th>
<th>% Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total PIT count of sheltered and unsheltered homeless veterans:</td>
<td>148</td>
<td>91</td>
<td>-38.51%</td>
</tr>
<tr>
<td>Unsheltered count of homeless veterans:</td>
<td>108</td>
<td>48</td>
<td>-55.56%</td>
</tr>
</tbody>
</table>

3B-3.5. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2015. Yes
This question will not be scored.

3B-3.5a. If “Yes,” what are the strategies being used to maximize your current resources to meet this goal? If “No,” what resources or technical assistance would help you reach the goal of ending Veteran homelessness by the end of 2015? (limit 1000 characters)

The CoC has used its new Coordinated Assessment System to create a by-name list of all the homeless veterans that any of our member agencies come in contact with and assess. We go over this list every month with the VA, SSVF providers and CoC housing providers to assign homeless veterans to a service that can house them. Using this method in addition to the informal referral networks that have existed up until now, the CoC has been able to house almost all of the homeless veterans that we are aware of. We expect to reach functional zero by the end of 2015 by the criteria of the VA, the Mayor’s Challenge and Zero: 2016. Since there will still be more veterans becoming homeless and seeking housing, we plan to keep our systems in place as long as necessary to stay at the point where no veterans has to be homeless more than 30 days. We expect that to stay at functional zero going forward we will need more VASH vouchers to appropriately house some of the disabled veterans.
4A. Accessing Mainstream Benefits

Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

4A-1. Does the CoC systematically provide information to provider staff about mainstream benefits, including up-to-date resources on eligibility and mainstream program changes that can affect homeless clients?

Yes

4A-2. Based on the CoC's FY 2015 new and renewal project applications, what percentage of projects have demonstrated that the project is assisting project participants to obtain mainstream benefits, which includes all of the following within each project: transportation assistance, use of a single application, annual follow-ups with participants, and SOAR-trained staff technical assistance to obtain SSI/SSDI?

<table>
<thead>
<tr>
<th>FY 2015 Assistance with Mainstream Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of project applications in the FY 2015 competition (new and renewal):</td>
</tr>
<tr>
<td>Total number of renewal and new project applications that demonstrate assistance to project participants to obtain mainstream benefits (i.e. In a Renewal Project Application, “Yes” is selected for Questions 3a, 3b, 3c, 4, and 4a on Screen 4A. In a New Project Application, “Yes” is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).</td>
</tr>
<tr>
<td>Percentage of renewal and new project applications in the FY 2015 competition that have demonstrated assistance to project participants to obtain mainstream benefits:</td>
</tr>
</tbody>
</table>

4A-3. List the healthcare organizations you are collaborating with to facilitate health insurance enrollment (e.g. Medicaid, Affordable Care Act options) for program participants. For each healthcare partner, detail the specific outcomes resulting from the partnership in the establishment of benefits for program participants. (limit 1000 characters)
We work with Santa Fe Health Care for the Homeless, Life Link in Santa Fe and with St. Luke’s Clinic in Las Cruces to facilitate enrollment in Medicaid. Other clinics around the state also work on Medicaid enrollment on a smaller scale. Since New Mexico has opted to expand Medicaid under the Affordable Care Act, many more homeless people are eligible. The clinics above now report that "we can enroll someone in Medicaid in a day." This new resource is making a big difference in the lives of homeless people in New Mexico.

4A-4. What are the primary ways that the CoC ensures that program participants with health insurance are able to effectively utilize the healthcare benefits available?

<table>
<thead>
<tr>
<th>Educational materials:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Person Trainings:</td>
<td></td>
</tr>
<tr>
<td>Transportation to medical appointments:</td>
<td>X</td>
</tr>
<tr>
<td>State Planning Group to help ensure that Medicaid is available to homeless people and can be used for the services they need</td>
<td>X</td>
</tr>
<tr>
<td>Case managers at CoC agencies helping people make connections to necessary care</td>
<td>X</td>
</tr>
</tbody>
</table>

Not Applicable or None:  |   |
## 4B. Additional Policies

### Instructions:
For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

### 4B-1. Based on the CoC's FY 2015 new and renewal project applications, what percentage of Permanent Housing (PSH and RRH), Transitional Housing (TH) and SSO (non-Coordinated Entry) projects in the CoC are low barrier? Meaning that they do not screen out potential participants based on those clients possessing a) too little or little income, b) active or history of substance use, c) criminal record, with exceptions for state-mandated restrictions, and d) history of domestic violence.

**FY 2015 Low Barrier Designation**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2015 competition (new and renewal):</td>
<td>35</td>
</tr>
<tr>
<td>Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications that selected “low barrier” in the FY 2015 competition:</td>
<td>28</td>
</tr>
<tr>
<td>Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2015 competition that will be designated as “low barrier”:</td>
<td>80%</td>
</tr>
</tbody>
</table>

### 4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), RRH, SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2015 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

**FY 2015 Projects Housing First Designation**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2015 competition (new and renewal):</td>
<td>35</td>
</tr>
<tr>
<td>Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2015 competition:</td>
<td>28</td>
</tr>
<tr>
<td>Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2015 competition that will be designated as Housing First:</td>
<td>80%</td>
</tr>
</tbody>
</table>
4B-3. What has the CoC done to ensure awareness of and access to housing and supportive services within the CoC’s geographic area to persons that could benefit from CoC-funded programs but are not currently participating in a CoC funded program? In particular, how does the CoC reach out to for persons that are least likely to request housing or services in the absence of special outreach?

<table>
<thead>
<tr>
<th>Direct outreach and marketing:</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use of phone or internet-based services like 211:</td>
<td></td>
</tr>
<tr>
<td>Marketing in languages commonly spoken in the community:</td>
<td>X</td>
</tr>
<tr>
<td>Making physical and virtual locations accessible to those with disabilities:</td>
<td></td>
</tr>
<tr>
<td>Outreach to unsheltered homeless people during the point in time count to enroll them in Coordinated Assessment</td>
<td>X</td>
</tr>
<tr>
<td>Outreach during veteran stand down events to enroll people in Coordinated Assessment</td>
<td>X</td>
</tr>
</tbody>
</table>

Not applicable: |

4B-4. Compare the number of RRH units available to serve any population from the 2014 and 2015 HIC.

<table>
<thead>
<tr>
<th>RRH units available to serve any population in the HIC:</th>
<th>2014</th>
<th>2015</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>35</td>
<td>123</td>
<td>88</td>
</tr>
</tbody>
</table>

4B-5. Are any new proposed project applications requesting $200,000 or more in funding for housing rehabilitation or new construction? No

4B-6. If "Yes" in Questions 4B-5, then describe the activities that the project(s) will undertake to ensure that employment, training and other economic opportunities are directed to low or very low income persons to comply with section 3 of the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) and HUD’s implementing rules at 24 CFR part 135? (limit 1000 characters)
4B-7. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children and youth defined as homeless under other Federal statutes? No

4B-7a. If "Yes" in Question 4B-7, 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 2500 characters)

4B-8. Has the project been affected 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 2015 CoC Program Competition? No

4B-8a. If "Yes" in Question 4B-8, 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)

4B-9. Did the CoC or any of its CoC program recipients/subrecipients request technical assistance from HUD in the past two years (since the submission of the FY 2012 application)? This response does not affect the scoring of this application. Yes

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested. This response does not affect the scoring of this application.
Applicant: New Mexico Balance of State CoC
Project: NM-501 CoC Registration FY2015

| CoC Governance: |  |  |
| CoC Systems Performance Measurement: |  |  |
| Coordinated Entry: | X |  |
| Data reporting and data analysis: |  |  |
| HMIS: | X |  |
| Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth: |  |  |
| Maximizing the use of mainstream resources: |  |  |
| Retooling transitional housing: |  |  |
| Rapid re-housing: |  |  |
| Under-performing program recipient, subrecipient or project: |  |  |
| Not applicable: |  |  |

4B-9b. If TA was received, indicate the type(s) of TA received, using the categories listed in 4B-9a, the month and year it was received and then indicate the value of the TA to the CoC/recipient/subrecipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

This response does not affect the scoring of this application.

<table>
<thead>
<tr>
<th>Type of Technical Assistance Received</th>
<th>Date Received</th>
<th>Rate the Value of the Technical Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinated Entry</td>
<td>03/06/2014</td>
<td>4</td>
</tr>
<tr>
<td>Health and Housing (H2)</td>
<td>05/14/2015</td>
<td>3</td>
</tr>
</tbody>
</table>
### 4C. Attachments

**Instructions:**

For guidance on completing this form, please reference the FY 2015 CoC Application Detailed Instructions, the CoC Application Instructional Guides and the FY 2015 CoC Program NOFA. Please submit technical questions to the HUDExchange Ask A Question.

For required attachments related to rejected projects, if the CoC did not reject any projects then attach a document that says “Does Not Apply”.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Required?</th>
<th>Document Description</th>
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<td>Yes</td>
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<td>Yes</td>
<td>Posting of Consol...</td>
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<td>03. CoC Rating and Review Procedure</td>
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<td>11/13/2015</td>
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<td>04. CoC's Rating and Review Procedure: Public Posting Evidence</td>
<td>Yes</td>
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<tr>
<td>05. CoCs Process for Reallocating</td>
<td>Yes</td>
<td>Reallocation Proc...</td>
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<tr>
<td>06. CoC's Governance Charter</td>
<td>Yes</td>
<td>CoC Governance Ch...</td>
<td>11/13/2015</td>
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<tr>
<td>08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes</td>
<td>No</td>
<td></td>
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<tr>
<td>09. PHA Administration Plan (Applicable Section(s) Only)</td>
<td>Yes</td>
<td>PHA Administrativ...</td>
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<tr>
<td>11. CoC Written Standards for Order of Priority</td>
<td>No</td>
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<td>12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes</td>
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<td>13. Other</td>
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<td>Invitations to Join</td>
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<td>14. Other</td>
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<td>15. Other</td>
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Attachment Details

Document Description: Communication to Rejected Projects

Attachment Details

Document Description: Posting of Consolidated Application

Attachment Details

Document Description: Rating, Review and Appeals Procedures NM-501

Attachment Details

Document Description: Public Posting and Distribution of Rating and Review

Attachment Details

Document Description: Reallocation Process at Impartial Review Committee Meeting

Attachment Details

Document Description: CoC Governance Charter
Document Description: NM HMIS SOP 2015

Attachment Details

Document Description:

Attachment Details

Document Description: PHA Administrative Plan Statement

Attachment Details

Document Description: HMIS Charter and MOU

Attachment Details

Document Description: Standards for Order of Priority for Homeless People

Attachment Details

Document Description:
Invitations to Join

Attachment Details

Document Description:

Attachment Details

Document Description:
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<td>1A. Identification</td>
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<tr>
<td>1B. CoC Engagement</td>
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<td>1C. Coordination</td>
<td>11/18/2015</td>
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<tr>
<td>1D. CoC Discharge Planning</td>
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<tr>
<td>1E. Coordinated Assessment</td>
<td>11/18/2015</td>
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<td>1F. Project Review</td>
<td>11/17/2015</td>
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<tr>
<td>1G. Addressing Project Capacity</td>
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<tr>
<td>2A. HMIS Implementation</td>
<td>11/13/2015</td>
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<tr>
<td>2B. HMIS Funding Sources</td>
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</tr>
<tr>
<td>2C. HMIS Beds</td>
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<td>2D. HMIS Data Quality</td>
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<tr>
<td>2E. Sheltered PIT</td>
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<tr>
<td>2F. Sheltered Data - Methods</td>
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<td>2H. Unsheltered PIT</td>
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<tr>
<td>3A. System Performance</td>
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<td>3B. Objective 1</td>
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<tr>
<td>4A. Benefits</td>
<td>11/16/2015</td>
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<td>4B. Additional Policies</td>
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<td>4C. Attachments</td>
<td>11/18/2015</td>
</tr>
<tr>
<td>Submission Summary</td>
<td>No Input Required</td>
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</table>
Dear Marsie,

This is to let you know that the Impartial Review Committee decided not to include Esperanza’s Rapid Rehousing Project in the New Mexico Balance of State Continuum of Care application for 2015. Since Esperanza missed the application deadline and did not even submit a late application, the committee decided they could not hold a spot in the ranking chart for the project.

Attached is a copy of the appeals process.

Please feel free to contact me if you have any questions.

Hank

--
Hank Hughes
Executive Director
New Mexico Coalition to End Homelessness
505-982-9000
505-660-8845 (cell)

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CoC Review Appeals and Grievance Process For CoC Approved by BoS CoC Board 6-6-14
ASCEH 6-12-14 and NMCEH 7-11-14.pdf
187K
Silver City Gospel Application

1 message

Hank Hughes NMCEH <Hank-H@nmceh.org>  
To: Christie Wolford <Christie@silvercitygospelmission.org>, scgospelmission <manager@silvercitygospelmission.org>

Tue, Oct 27, 2015 at 1:36 PM

Dear Christie:

This is to let you know that the Impartial Review Committee decided not to include Silver City Gospel Rescue Mission's new project in the New Mexico Balance of State Continuum of Care application for 2015. There were five applications submitted for new projects, but only room to include four within the dollar limit established by the federal government for the application. Silver City Gospel Rescue Mission's lack of an audit and lack of experience with federal grants was of concern to the committee.

The Impartial Review Committee asked me to pass along to you their desire to consider an application from you next year and asked you to consider partnering with another agency in Silver City such as El Refugio or the local mental health center in order to take advantage of the financial capacity of one of these larger organizations.

We very much appreciate your good work in Silver City and your application to provide permanent housing to homeless people in your community.

If you would like help working on an application for next year I would be happy to help.

Attached is a copy of the appeals process.

Please feel free to contact me if you have any questions.

Hank

---

Hank Hughes  
Executive Director  
New Mexico Coalition to End Homelessness  
505-982-9000  
505-680-8845 (cell)

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CoC Review Appeals and Grievance Process For CoC Approved by BoS CoC Board 6-6-14

ASCEH 6-12-14 and NMCEH 7-11-14.pdf  
187K
Proof of Posting of Consolidated CoC Application (CoC Main Application) and Project Priority Listing for New Mexico Balance of State Continuum of Care on 11/17/15

Screen Shots of Posting
The Following Emails Show

Notification to BoS CoC Members of Impartial Review Committee Ranking

Email to CoC Members with Ranking, Impartial Review Committee Minutes and Appeals Process

Notification to CoC Members that the Application was posted as of 11/17/15
Impartial Review Committee Project Ranking

1 message

Hank Hughes NMCEH <hank-H@nmceh.org> Fri, Oct 23, 2015 at 5:07 PM
To: Hank Hughes <hank-H@nmceh.org>
Bcc: Erin Boyd <erinboyd899@gmail.com>, LPerry@taosgov.com, Abode <behuman@msn.com>, Alexandra LaD <agladd@ci.santa-fe.nm.us>, Alexandria Taylor <alexandriat@valenciashelterservices.org>, "AMBROSINO, MARGARET K." <mkambrosino@ci.santa-fe.nm.us>, Arline Quintana <samaritanhouse.inc@hotmail.com>, Betty Baker <betty@socorrophousing.org>, Carol Luna-Anderson <carol@thelifelink.org>, casa milagro <casamilagro@gmail.com>, Catherine Hummel <catherine@dreamtreeproject.org>, Celeste Trujillo <celeste@taoscav.org>, Christie Woford <Christie@silvercitygospelmission.org>, Christine Tom <christine@care66.org>, Cordy Medina <cordy.medina@gmail.com>, Dan Bailey <dbailley@youthshelters.org>, David Block <dblock@youthshelters.org>, Deborah Tang <director@steshelter.org>, Erica Westby <ewcasamilagro@gmail.com>, Father Terry Brennan <frterrybrennan@gmail.com>, "Herrera, Stephanie M" <Stephanie.M.Herrera@hud.gov>, Illyssa Bozza <bozza@ccasfmn.org>, James Walker <Walker1@ccasfmn.org>, Jim Podesta <development@steshelter.org>, John Ames <james@thehousingcoalition.org>, Joyc&hellip; 

Dear Friends,

Thanks for applying for a new or renewal project in the New Mexico Balance of State Continuum of Care.

The Impartial Review Committee met today to select projects to include in the federal application and to rank these projects in priority order (see attached). As a reminder Tier 1 projects are automatically renewed provided that HUD finds no problems with the application. Tier 2 projects must compete with other projects nationally and so are not guaranteed. Since HUD did not provide enough money in Tier 1 for all renewals, some renewals and all new projects are in Tier 2.

Also attached is the appeals process, which explains how to appeal if you feel that your ranking is not right. The meeting to hear appeals will be on November 10.

We will send minutes of the meeting with further explanation on Monday.

Feel free to call or email me if you have questions. If your question cannot wait until Monday then email me and I will respond during the weekend.
We very much appreciate the work of the Impartial Review Committee because it is not easy to have to prioritize projects when every project is needed and important.

Hank

---

Hank Hughes  
Executive Director  
New Mexico Coalition to End Homelessness  
505-982-9000  
505-660-8845 (cell)

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2 attachments

1. 2015 Project Listing From Impartial Review Committee.xlsx  
   21K

   48K
CoC Project Ranking, Impartial Review Minutes and Appeals Process

6 messages

Mon, Oct 26, 2015 at 12:28 PM

Hank Hughes NMCEH <hank-h@nmceh.org>  
To: Hank Hughes <hank-h@nmceh.org>  
Bcc: Erin Boyd <erinboyd999@gmail.com>, LPerry@taosgov.com, Abode <behumane@msn.com>, Alexandra Ladd <agladd@ci.santa-fe.nm.us>, Alexandria Taylor <alexandriat@valenciashelterservices.org>, "AMBROSINO, MARGARET K." <mkambrosino@ci.santa-fe.nm.us>, Arline Quintana <samaritanhouse.inc@hotmail.com>, Betty Baker <betty@socorrohousing.org>, Carol Luna-Anderson <carol@thelifeline.org>, casa milagro <casamilagro@gmail.com>, Catherine Hummel <catherine@dreamtreeproject.org>, Celeste Trujillo <celestet@taoscav.org>, Christie Welford <Christie@silvercitygospelmission.org>, Christine Tom <christine@care66.org>, Cordy Medina <cordy.medina@gmail.com>, Dan Bailey <dбаiley@youthshelters.org>, David Block <dblock@youthshelters.org>, Deborah Tang <director@steshelter.org>, Erica Westby <ewcasamilagro@gmail.com>, Father Terry Brennan <ferrybrennan@gmail.com>, "Herrera, Stephanie M" <Stephanie.M.Herrera@hud.gov>, Ilyssa Bozza <bozza@ccasfnm.org>, James Walker <Walkerj@ccasfnm.org>, Jim Podesta <development@steshelter.org>, John Ames <james@thehousingcoalition.org>, Joyce Arellano <JArellano@housingtrustonline.org>, Julie jacquez <Julie-J@nmceh.org>, Karen Anderson <kanderson@housngnm.org>, Katherine Carrillo <katherine_carrillo@hud.gov>, Kristen A Stasi <Kristen.a.Stesi@hud.gov>, Kurt Sheppard <kurt@valleymidwest.com>, Lara Yoder <lyoder@thelifeline.org>, "Lauren M. Reichelt" <LMReichelt@rio-arriba.org>, Leticia Ibarra <Leticia.Ibarra@hud.gov>, Linda Simon <lismon@sandovalcounty.com>, Lynn Love <love@sjcpartnership.org>, Malinda Williams <malindaw@taoscav.org>, Maria Morales Loebl <executivedirector@eridv.org>, "Mark Z. Oldknow" <marko@nmceh.org>, Marsie Silvestro <director@esperanzashelter.org>, Mary Ann Chavez Lopez <MaryAnn@socorrohousing.org>, Michele <finance@esperanzashelter.org>, Monica Gonzales <Monica.M.Gonzales@hud.gov>, Natalie Zumich Michelback <nmichelback@housngnm.org>, Nicole Martinez <hope@zianet.com>, Pamela Drake <drakep@jcpartnership.org>, Paula Harper <pharper@thehousingcoalition.org>, Rachel Cox <rachcl@taoscav.org>, Rachel Sierra <sheltevdirector@eridv.org>, "Ramirez, Kelley E" <Kelley.E.Ramirez@hud.gov>, "Renee L. King" <ReneeK@sfscha.com>, Robert Garcia <rgarcia@nhsofalb.org>, Roman Seaburgh <Roman-S@nmceh.org>, Sanjay Choudhrie <sanjay@care66.org>, Sharron Welsh <SWelsh@housingtrustonline.org>, Stephanie Lefebvre <Stephanie-L@nmceh.org>, Terrie Rodriguez <atrodiguez@santafenn.gov>, Theresa Armendariz <tarmandariz@lacasainc.org>, Theresa Lee <theresa@care66.org>, Vera Zamora <vzamora@las-cruces.org>, LaVina Ransom <lavinar@vsdns.com>, Roberta Radosевич <roberta@havenhouseinc.org>

Dear Friends:

This is a followup to the email I sent on Friday. Attached are the minutes from the Impartial Review Committee meeting on Friday, the project ranking that was emailed on Friday, and the Appeals and Grievance Process explanation. Please note that the appeals document I emailed on Friday was not the final formatted version.

If you have any questions, please call me or email me.

If you wish to file an appeal to a decision of the Impartial Review Committee, please submit it to me in writing no later than 1 PM on Monday November 2, 2015.

Hank

--
Hank Hughes
Executive Director
New Mexico Coalition to End Homelessness
505-982-9000
505-660-8845 (cell)

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3 attachments

- BoS CoC Impartial Board meeting of 10-23-15.pdf
  206K

- 2015 Project Listing From Impartial Review Committee.pdf
  212K

- CoC Review Appeals and Grievance Process For CoC Approved by BoS CoC Board 6-6-14
- ASCEH 6-12-14 and NMCEH 7-11-14.pdf
  187K
Hank Hughes <hank@speedycomputing.com>

Balance of State CoC Application Now Available to View

1 message

Hank Hughes NMCEH <Hank-H@nmceh.org>  Tue, Nov 17, 2015 at 12:28 PM
To: Erin Boyd <erinboyd999@gmail.com>, LPerry@taosgov.com, Abode <bebehumane@msn.com>, Alexandra Ladd <agladd@ci.santa-fe.nm.us>, Alexandria Taylor <alexandriat@valenciashelterservices.org>, "AMBROSINO, MARGARET K." <mkambrosino@ci.santa-fe.nm.us>, Arline Quintana <samaritanhouse.inc@hotmail.com>, Betty Baker <betty@socorrohousing.org>, Carol Luna-Anderson <carol@theilifeink.org>, casa milagro <casamilagro@gmail.com>, Catherine Hummel <catherine@dreamtreeproject.org>, Celeste Trujillo <celeste@taoscv.org>, Christie Wol福德 <Christie@silvercitygospelmission.org>, Christine Tom <christine@care66.org>, Cordy Medina <cordy.medina@gmail.com>, Dan Bailey <dabaily@youthshelters.org>, David Block <dblock@youthshelters.org>, Deborah Tang <director@steshelter.org>, Erica Westby <ewcasamilagro@gmail.com>, Father Terry Brennan <frerrybrennan@gmail.com>, "Herrera, Stephanie M." <Stephanie.M.Herrera@hud.gov>, Ilyssa Bozza <bozza@ccasfnm.org>, James Walker <Walkerj@ccasfnm.org>, Jim Podesta <development@steshelter.org>, John Ames <james@thehousingcoalition.org>, Joyce Arellano <jarellano@housingtrustonline.org>, Julie jacquez <Julie-J@nmceh.org>, Karen Anderson <kanderson@housingnm.org>, Katherine Carrillo <katherine_carrillo@hud.gov>, Kristen A Stasi <Kristen.a.Stasi@hud.gov>, Kurt Sheppard <kurt@valledelsol.com>, Lara Yoder <lyoder@theilifeink.org>, "Lauren M. Reichelt" <LRReichelt@rio-arriba.org>, Leticia Ibarra <Leticia.Ibarra@hud.gov>, Linda Simon <lsimon@sandovalcounty.com>, Lynn Love <love@sjpartnership.org>, Malinda Williams <malindaw@taoscv.org>, Maria Morales Loeb <executivedirector@eridv.org>, "Mark Z. Oldknow" <mark-o@nmceh.org>, Marsie Silvestro <director@esperanzashelter.org>, Mary Ann Chavez Lopez <MaryAnn@socorrohousing.org>, Michele <finance@esperanzashelter.org>, Monica Gonzales <Monica.M.Gonzales@hud.gov>, Natalie Zamora Michelback <nmichelback@housingnm.org>, Nicole Martinez <hope@zianet.com>, Pamela Drake <drakep@sjpartnership.org>, Paula Harper <pharper@thehousingcoalition.org>, Rachel Cox <rachelc@taoscv.org>, Rachel Sierra <shelternadirector@eridv.org>, "Ramirez, Kelley E." <Kelley.E.Ramirez@hud.gov>, "Renee L. King" <ReneeK@sfcha.com>, Robert Garcia <rgarcia@nhsofalb.org>, Roman Seabourgh <Roman-S@nmceh.org>, Sanjay Choudhrie <sanjay@care66.org>, Sharron Welsh <SWelsh@housingtrustonline.org>, Stephanie Lefebvre <Stephanie-L@nmceh.org>, Terrie Rodriguez <atrodguez@santafenm.gov>, Theresa Armendariz <tarmendariz@casainc.org>, Theresa Lee <theresa@care66.org>, Vera Zamora <vzamora@las-cruces.org>, "Dunmar, Anita" <Anita.Dunmar@centurybnk.com>, "Eva Nevaraz St. John" <estjohn@creativeconsultingsolutions.com>, Henrietta Correa <henrietta.correa@gmail.com>, Kevin Hoover <khoover483@vandykmortgage.com>, "Marcoline, Melissa, HSD" <Melissa.Marcoline@state.nm.us>, "Michael L. Gaylor, Ed.D." <MGaylor@barrettfoundation.org>

Dear NM Balance of State CoC Members:

The Consolidated CoC Application for 2015 is now available to view on our website at the link below. We will submit the application to HUD tomorrow, so if you happen to read it and notice a correction please let me know.

Also on the same web page are the Project Priority Listing and other documents including meeting minutes related to the application process.

Here is the link to the application and related materials:

http://www.nmceh.org/pages/continuumCare.html

Thanks to all of you who helped with this process.
Hank

Hank Hughes
Executive Director
New Mexico Coalition to End Homelessness
505-982-9000
505-660-8845 (cell)

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Renewal Projects will be judged on the following seven 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 with the troubled areas highlighted.

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 fewer 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, as reported to NMCEH by HUD staff, 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 submitting accurate and timely APRs in esnaps using HMIS or a comparable data base. Projects that are not making progress on achieving good data quality (as indicated by their ability to produce an annual progress report) will be considered troubled.

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

5. The extent to which the project is connecting clients to mainstream services. Projects that do not help at least 56% of their clients obtain at least one mainstream benefit between entry and exit will be considered troubled. It is understood that this measure was just introduced by HUD at the end of 2013 and many agencies may not have accurately reported on this measure for the past year.

6. The extent to which the project is connecting clients to employment and other sources of income. Projects that do not help at least 20% of their clients increase income from employment from entry to exit will be considered troubled. Projects that do not help at least 25% of their clients increase their income from other sources between entry and exit will be considered troubled. Projects will not be penalized for serving people with disabilities. It is understood that HUD introduced the measure on non-employment income at the end of 2013 and many agencies may not have accurately reported on this measure for the past year.

7. As required under the CoC Interim Rule, CoC projects must formally agree to be part of the Statewide Coordinated Assessment Project by signing the HMIS Data Sharing Agreement, in order to be eligible for renewal funding in 2015. Domestic violence programs are exempt from
data sharing and will not be graded on participation in Coordinated Assessment in 2015 but will be required to participate by 2016 in accordance with the VAWA and FVPSA laws.

Any agency that is OK in all seven areas will be deemed eligible for renewal unless there are other unusual circumstances brought to the attention of the Impartial Review Committee. Projects that are troubled in one or more areas but deemed to be making progress may be renewed at the discretion of the Impartial Review Committee.

Projects that have been troubled in the same area for two or more years in a row may 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.

After projects have been determined to be eligible for renewal, ranking of Permanent Housing projects will be by percentage of new intakes since October 2014 who were chronically homeless with the highest percentage ranked first.

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 CoC Board. 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 implementation of the plan.

Adopted by the Balance of State CoC Board on June 5, 2015.
Criteria for Screening and Ranking New Balance of State New Mexico Continuum of Care Projects, 2015

System for Ranking Projects:
Projects would be screened to see if they meet threshold requirements and then scored on a point system to assist with the ranking process. The Impartial Review Committee would not be strictly bound to the point scores so that the Committee could also consider balancing the funding geographically and to the various sub-populations of homeless people needing assistance.

Threshold requirements:
- Proposal must serve homeless people that meet HUD’s definition of homelessness and in all other ways meet the HUD criteria for a bonus project or reallocation project as stated in the 2015 Notice of Funding Availability.
- Applicant agency must have an audit that shows they are viable and capable of taking on a new project
- Applicant agency must use HMIS (except DV agencies) or if a new applicant, agree to use HMIS
- Applicant agency must be part of the Coordinated Assessment System, or if a new applicant they must agree to be part.
- Projects that rely on a site must show evidence of site control, a budget prepared by an architect or contractor, and at least 50% of the total funding for the project already committed

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<th>General Principle Set by NMCEH</th>
<th>Proposed Specific Criteria</th>
<th>Points Awarded</th>
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<tbody>
<tr>
<td>The CoC grants are complicated and agencies must be able to demonstrate their ability to manage the grants and all of the requirements that go along with grants such as HMIS and Coordinated Assessment</td>
<td>The applicant agency has a proven and successful track record of managing a CoC grant or equivalent federal grant.</td>
<td>3</td>
</tr>
<tr>
<td>Permanent Housing projects including permanent supportive housing and rapid rehousing are prioritized over other types of projects</td>
<td>Project is a Permanent Supportive Housing or Rapid Rehousing Project</td>
<td>3</td>
</tr>
<tr>
<td>Housing Projects are ranked above supportive services projects in keeping with HUD’s preference for housing projects (funding for admin is not counted either way)</td>
<td>Project is 100% housing funds</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Project is between 80% and 100% housing funding</td>
<td>1</td>
</tr>
<tr>
<td>Projects that will create supportive housing in underserved communities are prioritized, and NMCEH has ranked counties according to need into three groups, high priority, medium priority and low priority.</td>
<td>Project is located in high priority county (County Rankings attached in a separate document)</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Project is located in medium priority county</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Project is located in low priority county</td>
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New projects that are applying for the second or third time are prioritized provided that the application met the threshold requirements each time and the application was otherwise viable each time.

<table>
<thead>
<tr>
<th>Project is applying for the third year in a row</th>
<th>2</th>
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</table>

Project is applying for the second year in a row

Projects that have obtained significant funding from another source and are combining it in a creative way with the CoC funding are likely to be more stable and are prioritized.

<table>
<thead>
<tr>
<th>Proposed project has already committed leverage or match that is at least twice the amount that is being requested in CoC funds</th>
<th>2</th>
</tr>
</thead>
</table>

Proposed project has already committed leverage or match that is at least equal to the amount that is being requested in CoC funds

Projects that serve chronically homeless individuals or chronically homeless difficult to serve families are prioritized over projects that serve groups with fewer barriers.

<table>
<thead>
<tr>
<th>Proposed project targets people or families who are chronically homeless and commits to at least 80% of its clients being chronically homeless</th>
<th>3</th>
</tr>
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</table>

Proposed project targets people or families who are chronically homeless and commits to at least 50% of its clients being chronically homeless

Approved by the NM Balance of State CoC Board on June 5, 2015.
Albuquerque and Balance of State Continuums of Care

Review, Appeals and Grievance Process for Selection of New or Renewal Projects

*Developed by the Balance of State CoC Board and*

*The Albuquerque Strategic Collaborative to End Homelessness*

In Albuquerque, the membership of the Albuquerque Continuum of Care, along with the Albuquerque CoC Board and the Albuquerque CoC Independent Review Committee*, establish the selection criteria for selecting who can apply to HUD for new and renewal funding in the annual Albuquerque Continuum of Care Application. For the Balance of State CoC, the CoC Board, and Balance of State Impartial Review Committee* set the criteria for the evaluation of new and renewal projects. NMCEH issues a request for proposals each year, timed to allow for selection of new projects prior to the HUD deadline for submission of the Continuum of Care application. Renewal projects are reviewed based on the HUD outcome measures. The Independent/Impartial Review Committees (Review Committees) review and score all proposals for their respective CoCs based on the established selection criteria, and other relevant factors. The Review Committees are defined in the charters for each CoC.

1. Process for Obtaining and Compiling Data

The Albuquerque and Balance of State CoC will use the following process for obtaining and compiling the data needed to evaluate program outcomes.

a. Albuquerque CoC membership will select an Independent Review Committee to review the applications for new and renewal projects, and the Balance of State CoC Board selects members for the Impartial Review Committee for the same purpose.

b. The staff of NMCEH will use the annual progress reports (APRs) and HMIS data to prepare a summary chart of renewal project performance using the HUD established performance measures and other performance measures identified by the CoC. Except for VAWA exempted programs, all APRs must be based upon and substantiated by HMIS data.

c. The staff of NMCEH will distribute the performance chart to each agency that is part of the CoC for review.

d. Agencies that wish to challenge data in the performance chart must show that the data was copied incorrectly from the APR or HMIS or that there was a mistake in the APR or HMIS. If the agency wishes to correct data in the APR or HMIS it must make the corrections to the HMIS data and if there is a change to the APR it must submit a corrected APR to HUD. Once the corrections have been made in HMIS and in the APR, the staff of NMCEH will update the chart.

e. The staff of NMCEH will distribute the final performance chart to all of the CoC agencies in advance of the review committee meetings.

f. The review committees will meet and decide on a ranking of projects and an amount for each project to be included in the application.
g. After the review committee meetings, the staff of NMCEH will distribute the ranking and award amounts to all of the CoC agencies.

h. If a CoC agency disagrees with the decision of the IRC, it may file an appeal using the process below.

2. Defining Grievances and Appeals

There are separate processes for grievances and appeals. The appeals process is designed to resolve the ranking and funding decisions for the annual Continuum of Care application. An appeal should be filed if an agency wants the Continuum of Care committees to change a funding or ranking decision and the appeal must be based on facts or data that the Review Committee did not know about or did not take into account when it made the original decision. A grievance should be filed when an agency feels that there is something unfair within the process. Grievances would include complaints that a staff member or committee member was not impartial or a complaint that the process as was carried out was unfair in some way. An agency could submit both an appeal and a grievance arising from the same issue. An appeal is a quick process about changing the CoC application, but a grievance would likely be a longer process if the review system needs adjusting.

3. Appeals Process

Any new or renewal applicant who wishes to file an appeal because their project was not selected to be part of the application or because they do not agree with the amount of funding designated for their project can use this appeals process. If the nature of the complaint is a grievance about the process itself or a person involved in the process, the applicant should file a grievance as outlined in the Grievance Process section.

a. The applicant must email or fax a letter to the Executive Director of the New Mexico Coalition to End Homelessness stating the reason for the appeal within 5 business days of receiving the Review Committee's decision. The appeal must address only factual reasons that the applicant believes the Review Committee made a wrong decision, and the outcome that the applicant is seeking.

b. The applicant will present its appeal at the next scheduled NMCEH membership meeting; the applicant’s presentation must focus on the factual reasons that the applicant believes the Review Committee made a wrong decision, and the outcome that the applicant is seeking. If the next membership meeting will not take place soon enough, the NMCEH will convene a special membership meeting. Members of NMCEH are expected to make a special effort to send a representative to the meeting, since the fairness of the process requires a good turnout.

c. The NMCEH membership, after hearing the applicant’s concerns, can vote whether or not to uphold the Review Committee's original decision. The vote will be conducted in accordance with the NMCEH by-laws with each member agency having one vote. Individual members also have one vote. The chair of the meeting may call for a voice vote or vote by ballot. The recorder of the meeting will record the votes by agency to ensure that each agency represented votes once. Abstentions will also be recorded. Members of the Review Committees who also happen to be voting members of NMCEH must abstain. Members who have a financial stake in the vote must also abstain.

d. If the membership votes not to uphold the Review Committee's original decision, the chair will establish a Special Appeals Committee to come up with a final decision on the subject of the appeal.
The Special Appeals Committee will consider all practical alternatives including the original Review Committee decision and choose the best alternative based on the facts available. Members of the Special Appeals Committee must be impartial with regard to the issue being decided, meaning that members of the Special Appeals Committee may not be in a position where they or their agency could gain or lose funding based on the decision. Members of the Review Committees may not be on the Special Appeals Committee. The Co-Chairs of NMCEH will nominate the members of the Special Appeals Committee, and the membership will vote to appoint the members for the Special Appeals Committee. The Special Appeals Committee will attempt to reach a decision using consensus. If the group is not able to reach a consensus a vote will be taken and the majority will win (50% plus 1).

c. The decision of the Special Appeals Committee will be considered final. In other words the Special Appeals Committee would decide the final ranking and amounts for each CoC project.

d. NMCEH staff and board will set a timeline for an appeals procedure that allows time to meet the CoC application deadline.

4. Grievance Process

If an organization involved in the CoC process has a grievance about the process or about an individual involved in the process, the organization needs to file a grievance with the Board of Directors of the NM Coalition to End Homelessness. It is possible that an agency could file both an appeal and a grievance around the same issue and the appeal and the grievance should be filed simultaneously, if they relate to the same issue. A grievance that is not affected by the CoC funding application can be filed by any CoC agency at any time. Here is the process for filing a grievance.

a. The organization or individual wishing to file a grievance must submit the grievance in writing to the Co-Chairs of the Board of Directors of the New Mexico Coalition to End Homelessness. The written grievance must state the nature of the grievance, the reason for the grievance and may include the remedy that is being sought. If the grievance is related to a Review Committee decision about ranking or funding the grievance must be submitted within 5 working days of receiving the Review Committee decision.

b. The Co-Chairs will appoint a Grievance Committee that shall include at least one board member. All members of the Grievance Committee shall be impartial with regard to the nature of the grievance. No members of the Review Committees may serve on the Grievance Committee.

c. The Grievance Committee will meet in a timely manner in order to resolve the grievance, generally within three weeks of the grievance being filed in writing, although the nature of the grievance may dictate the timing. If the grievance involves CoC funding the Grievance Committee will meet in time to have its findings made available to the committees involved in that process before the final funding decisions are made. The findings of the Grievance Committee will be sent to the appropriate committees or boards for action. Findings of the Grievance Committee can be used as factual evidence during the CoC appeals process.

d. The Grievance Committee will send a written record of its recommendations immediately (within 24 hours) to the appropriate entities. The Board of NMCEH, and other committees or boards as
appropriate will act on the recommendations of the Grievance Committee at their next meetings or at a special meeting.

e. Grievances are not brought to the membership or to an appeals committee. The Grievance Committee can recommend that a process needs to be changed, a committee member removed or a staff member disciplined. The Grievance Committee will not change a Review Committee’s decisions regarding funding or ranking of CoC projects. If an agency wants the decision concerning its funding or ranking to be changed, the agency must also file an appeal.

Approved June 6, 2014 by the Balance of State CoC Board,

Approved June 12, 2014 by the Albuquerque Strategic Collaborative to End Homelessness

Approved July 11, 2014 by Membership of NMCEH
IMPORTANT: Documents Needed to Start CoC Renewal

Dear Renewing NM Balance of State CoC Agencies:

First thanks for the good job all of you are doing at housing people who have been homeless! The rate of homelessness is going down in New Mexico as measured by our point in time data, and this is a direct result of your hard work!

As you know, the Continuum of Care application process will begin soon, and we need to get organized to renew all of your CoC grants, so we can keep reducing homelessness.

Please email the following documents to Stephanie Lefebvre at Stephanie-L@nmceh.org.

Please send everything by Monday June 29. If there is a good reason you cannot get these to us by June 29, please let us know about that.

1. Annual audit
2. Print out from eLOCCS showing the amount of money left in the most recently completed (or almost completed) grant(s) after the final or nearly final draw. This can be the Payment Voucher for the last draw or a separate print out that shows the available balance at the end of the grant. See the attached example.
3. If there is or will be more than 10% of the funding left at the end of the grant, send an email
explanation as to why all the funds were not expended.
4. Monitoring letters from HUD and MFA and your agency responses, from any monitoring visits that occurred within this past year, since July 1, 2014.

For domestic violence agencies please also send:

5. APR, Annual Progress Report, for most recently completed grant. (DV agencies only)

If you have any questions, please feel free to email or call me or Stephanie.

Attached for your information is a list of criteria for renewal that was recently approved by the Balance of State CoC Board.

Thanks!

Hank
--
Hank Hughes
Executive Director
New Mexico Coalition to End Homelessness
505-982-8000
505-360-8845 (cell)

Follow Us on FaceBook

Join Our Email List

2 attachments

38K

Sample End of Grant eLOCCS Voucher.pdf
101K

Nicole Martinez <hope@zianet.com> Mon, Jun 22, 2015 at 1:49 PM
To: Stephanie Lefebvre <Stephanie-L@nmceh.org>
Cc: Hank Hughes NMCEH <Hank-H@nmceh.org>

I have attached all monitorings. We had 0 findings for all MFA and HUD monitorings.

We have 3 HUD grants ending June 30, 2015. We expect to expend all Abode and SSO funds.

We do not expect to expend all S+C 1 funds. This was due to clients paying a portion of the rent so we were unable to expend all Rental Assistance (we will expend all Admin). We were to fill 15 units and we overfilled at 19, but all funds were still not expended.

In February 2015, we requested a consolidation of our S+C 1 and 2 grants (S+C2 ends in Oct) and a line item change to include staff funding. We were told by our HUD rep that she wants to wait until after the renewal to consolidate any grants. We were hoping to move line items to expend funds.

The Fair Market Rent decreased for the upcoming year so we will have less Rental Assistance to work with.
Request for Proposals for New Housing Projects for Homeless People

31 messages

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

Mon, Sep 28, 2015 at 7:37 PM

Having trouble viewing this email? Click here

New Mexico Coalition to End Homelessness

Request for Proposals, Balance of State New Projects that Provide Permanent Supportive Housing or Rapid Re-Housing

The New Mexico Coalition to End Homelessness (NMCEH) is the Collaborative Applicant for federal Continuum of Care Funding for the New Mexico Balance of State region (all of New Mexico except Albuquerque).

NMCEH is seeking applications for new projects to be considered for inclusion in the final New Mexico Balance of State application to the U.S. Department of Housing and Urban Development. Applications can be for projects that provide permanent supportive housing to people who are chronically homeless or for projects that provide rapid re-housing to individuals, families, or youth who are homeless.

New Mexico will be competing for over $650,000 in possible new funding for new projects.

Here are the materials you will need to apply:

- New Project Application Instructions
- Ranking Criteria for New Projects in NM Balance of State
- Need for Supportive Housing by County
- Continuum of Care Interim Rule, Detailed Description of the CoC
- Notice of Funding Availability from HUD for the 2015 CoC Competition
I recommend you spend a few hours reviewing the material above before applying so that you will have a good understanding of the Continuum of Care program as you develop your project and your application.

The due date for applications to NMCEH is **October 16, 2015 at 11:59 PM**.

Applications that are selected for inclusion will need to be entered into the HUD eSNAPS website by the applicant organization and will then be submitted to HUD as part of the national competition.

If you have any questions please email me at Hank-H@nmceh.org or call me at 505-982-9000.

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Hank Hughes NMCEH <Hank-H@nmceh.org>  
To: Hank Hughes <hank-h@nmceh.org>  
Bcc: Erin Boyd <erinboyd99@gmail.com>, LPerry@taosgov.com, Abode <be humane@msn.com>, Alexandra Ladd <agladd@ci.santa-fe.nm.us>, Alexandria Taylor <alexandriat@valenciahousingservice.org>, "AMBROSINO, MARGARET K." <mambrosino@ci.santa-fe.nm.us>, Arline Quintana <samaritanhouseinc@hotmail.com>, Betty Baker <bey@socorrohousing.org>, Carol Luna-Anderson <carol@thehiflink.org>, casa milagro <casamilagro@gmail.com>, Catherine Hummei <catherine@dreamtreeproject.org>, Celeste Trujillo <celeste@taosca.org>, Christie Wolford <christie@silvercitygospelmission.org>, Cordy Medina <cordy.medina@gmail.com>, Dan Bailey <dbai@youthshelters.org>, David Block <dblock@youthshelters.org>, Deborah Tang <director@stshelter.org>, Erica Westby <ewcasamilagro@gmail.com>, Father Terry Brennan <frerrybrennan@gmail.com>, "Herrera, Stephanie M." <stephaniemherrera@hud.gov>, Ilyssa Bozza <bozza@ccasnm.org>, James Walker <walker@ccasnm.org>, Jim Podesta <development@stshelter.org>, John Ames <james@thehousingcoalition.org>, Joyce Arellano <jarellano@housingtrustonline.org>, Julie jacquez <Julie-J@nmceh.org>, Karen Anderson <kanderson@housngmn.org>, Katherine Carrillo <katherine_carrillo@hud.gov>, Kristen A Stasi <Kristen.a.Stasi@hud.gov>, Lara Yoder <lyoder@thehiflink.org>, "Lauren M. Reichelt" <LMreichelt@rio-arriba.org>, Leticia Ibarra <Leticia.Ibarra@hud.gov>, Linda Simon <lsimon@sandovalcounty.com>, Lynn Love <love@sjcpartner.org>, Malinda Williams <malindaw@taosca.org>, Maria Morales Loebl <executivedirector@erid.org>, "Mark Z. Oidnow" <marko@nmceh.org>, Marsie Silvestro <director@esperanzashelter.org>, Mary Ann Chavez Lopez <MaryAnn@socorrohousing.org>, Michele <finance@esperanzashelter.org>, Monica Gonzales <Monica.M.Gonzales@hud.gov>, Natalie Zamora Michelback <nmichelback@housingmn.org>, Nicole Martinez <hope@zianet.com>, Pamela Drake <drakep@sjcpartner.org>, Paula Harper <pharper@thehousingcoalition.org>, Rachel Cox <rachelc@taoscv.org>, Rachel Sierra <rachels@nmceh.org>
Continuum of Care: What is a CoC?

In the 1980s, the U.S. Department of Housing & Urban Development (HUD) created the Continuum of Care (CoC) program, which tracks certain types of programs for people experiencing homelessness. To be eligible for HUD funding, communities organize themselves into a CoC and each CoC annually submits an application to HUD to fund projects within the CoC. In New Mexico, a CoC is composed of representatives from different sectors (e.g., health, housing, criminal justice, and education) that work together to address the needs of people experiencing homelessness. 

HUD’s concept for the Continuum of Care is that each CoC should have a comprehensive array of services available to meet the needs of people experiencing homelessness, including prevention, shelter, rapid re-housing, permanent housing, supportive services, and employment. Each CoC is responsible for planning and coordinating these services within their region. In New Mexico, the Albuquerque CoC and the Santa Fe and Taos CoCs are both coordinated by the New Mexico Coalition to End Homelessness.

CoC grant funds can be used for the acquisition of a building or site, construction, rehabilitation, leasing, renovation of the physical plant, and operating and supportive services for the project. Because the funds are as flexible and the leasing, operating and supportive services funding is renewable year after year, these grants cover a wide variety of costs.

2015 Continuum of Care (CoC) Application Process and Documents

Each year, the Albuquerque CoC, and the Santa Fe CoC, hold a competitive, merit-based process for the allocation of CoC funds. The CoCs are required to use a process that is fair, transparent, and consistent with the requirements of the U.S. Department of Housing and Urban Development (HUD). The process must also take into account the needs of the community and the efficacy of the CoC in addressing those needs. The CoC is responsible for developing a plan for the allocation of funds, and the CoC must provide documentation of the processes used to allocate funds.

Albuquerque CoC

[Insert Albuquerque CoC Application Process and Documents]

Santa Fe CoC

[Insert Santa Fe CoC Application Process and Documents]

Continuum of Care: Application Materials

[Insert Continuum of Care Application Materials]
The Meeting was called to order at 11:05 a.m. at the MFA office in Albuquerque. Present in the room were: Committee Members: Natalie Michelback, Kevin Hoover, Eva Nevarez St John, Anita Dunmar, Melissa Marcoline, and nonvoting staff members: Hank Hughes and Stephanie Lefebvre.

1- HUD rules for the 2015 CoC competition
Renewing projects placed in Tier 1 are mostly guaranteed to receive funding and represent 85% of the dollars available for the renewal.

Renewing projects placed in Tier 2 are not guaranteed funding and represent the remaining 15% plus 15% bonus amount. HUD estimates funding is sufficient for all or most renewal demand but everything in Tier 2 will be very competitive, with transitional housing (TH) having almost no chance if placed in Tier 2. Higher ranking projects in Tier 2 have a have a better chance than lower ranking.

Each CoC is allowed one or more bonus projects that can be permanent supportive housing (PSH) or rapid re-housing (RRH).

2- Review of Renewal Projects
- Esperanza did not submit an on time application or provide information on how much was spent this past year on their CoC grant. Additionally, Esperanza did not submit a recent APR and a recent financial report. The committee decided unanimously that Esperanza was not eligible to be part of the CoC application this year.

- The Mesilla Valley Community of Hope SSO is converting to a coordinated assessment SSO program. HUD no longer wants to fund SSO programs and the conversion will help support the coordinated assessment efforts to include the Southern part of New Mexico.

- The Santa Fe Youth Shelter will switch from TH to RRH and change their program so it better serves their clients.

- El Camino Real has outstanding findings that are serious and hard to fix. Additionally the program did not spend $135,363 out of their $310,000 grant.

3 - Report from HMIS and Coordinated Assessment Impartial Subcommittee
The subcommittee, composed of Natalie Michelback, Catherine Hummel, Lara Yoder and Linda Simon, met October 16. The subcommittee was originally appointed by the Balance of State COC Board to provide an impartial evaluation of the Coordinated Assessment and the HMIS Project grants, administered by the New Mexico Coalition to End Homelessness. The subcommittee recommended for continued funding through the CoC application process.

4 - Review and Selection of New Projects to Include
Five programs are applying for new project funding.

- Valle de Sol, in Sandoval County, is applying for a RRH youth project. The financial health of the organization is questionable.
- Taos Coalition is applying as a collaboration including Dream Tree Project, the Taos Men Shelter and Taos Community Against Violence. The rapid-rehousing project is offering to house people exiting any of these three programs.

- Sandoval County is applying for a permanent housing project. The organization has a favorable housing success history.

- Silver City Gospel is applying for permanent supportive housing in a building they would like to purchase but was not able to demonstrate site-control or provide a financial audit for their permanent housing project.

- Haven House, a DV program in Sandoval County, is applying for a rapid-rehousing project. The program lost their CoC transitional housing grant two years ago but has since hired a new executive director since then.

6 - Committee's Decision of which projects to put in Tier 2
The Committee decided by consensus to place all the renewing transitional housing programs in Tier 1 to secure their funding. The Committee asks for Chuska TH and El Refugio TH to change to RRH or PH to avoid losing these programs in the next year's CoC renewal.

The committee decided unanimously that tier 2 will consist, in rank order, of:
1) El Camino Real Shelter Plus care I (reduced to $290,772),
2) Eastern Plains PSH (program transferred from Southwest Neighborhood to the Life Link),
3) Youth shelter and Family Services, changing from TH to RRH,
4) Sandoval County, new project,
5) Taos Coalition, new project,
6) Haven House, new project
7) Valle del Sol, new project.

7 - Review of final ranking and funding amounts including reallocation
A table is attached, showing the final ranking and the funding amounts. The final ranking takes into account the following reallocations based on the earlier discussion.

Mesilla Valley Community of Hope will reallocate its SSO program and apply for a new Coordinated Assessment SSO Program with the same amount of funding.

Youth Shelters and Family Services will reallocate its TH program and apply for a new RRH program for youth with the same funding.

About $20,000 will be reallocated from El Camino Real, which under-spent their grant, and this will be combined with the amount reallocated from the defunct Esperanza project to allow for the Taos RRH project to be a reallocation project at its full request.

8 - Review of specific concerns and recommendations
The Committee decided to not include the Silver City Gospel project in this application but recommends the project re-applies next year in partnership with El Refugio or the local mental health agency, both of which have experience managing these types of programs.

Other recommendations by the committee included:
- for El Camino Real to partner with PMS for services,
- for the NMCEH to request quarterly spending reports from CoC grantees (especially El Camino Real and any others experiencing problems expending the funds),
- for the NMCEH to provide more monitoring and technical assistance to CoC grantees
- for El Refugio to convert to either scattered site TH such as CAV, or to convert to RRH,
for Chuska to consider converting the PH, to help preserve its funding.

The NMCEH will submit the completed CoC application to HUD by November 20, 2015. NMCEH anticipates HUD will confirm the funding for Tier 1 within 45 days following the submission, and the funding for Tier 2 in Spring 2016.

Adjournment
The meeting adjourned at 2:11 p.m.

Minutes taken by Stephanie Lefebvre, NMCEH Office Manager
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 that are emailed ahead of time, 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 board 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 sub-recipient 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.

Code of Conduct

All members of the CoC Board, employees of NMCEH and members of the CoC must abide by the NMCEH CoC Code of Conduct, incorporated here by reference.
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 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.

New Mexico Coordinated Assessment Project

The New Mexico Coordinated Assessment Project is administered by the New Mexico Coalition to End Homelessness, and is a statewide system for both the New Mexico Balance of State CoC and the Albuquerque CoC. The purpose of the project is to provide uniform assessments to people experiencing homelessness so that they can be placed quickly into appropriate housing. The New Mexico Coalition to End Homelessness may have workgroups as needed to help guide the development of the Coordinated Assessment Project. Specific policies for how coordinated assessment is to be used to prioritize people for CoC housing are in the Standards for
Administering Albuquerque and Balance of State Continuum of Care (CoC) Transitional Housing, Rapid Rehousing and Permanent Supportive Housing Assistance which are incorporated by reference.

**Continuum of Care Planning**

The Continuum of Care Board with the staff of NMCEH will 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.

**Monitoring of ESG Recipients**

The New Mexico Coalition to End Homelessness will work with the New Mexico Mortgage Finance Authority to monitor the performance of ESG recipients in the Balance of State Region. The performance will be monitored through annual reviews of HMIS data submitted by ESG recipients and through regular onsite visits to review performance and provide technical assistance for improving performance.
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.

Standards for Administering Assistance

The New Mexico Standards for Administering Albuquerque and Balance of State Continuum of Care (CoC) Transitional Housing, Rapid Rehousing and Permanent Supportive Housing Assistance adopted September 18, 2015 are incorporated into this charter by reference.

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 10, 2015.

Attached to this version of the Charter are the following, which are part of the Charter:

- Common Standards for Administering Permanent Supportive Housing Assistance
- Common Standards for Administering Transitional Housing Assistance
- Common Standards for Administering Rapid Rehousing Assistance
- Code of Conduct
NMCEH is required to establish policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance. Permanent Supportive Housing (PSH) is targeted to households who need services in order to maintain housing and there is prioritization for people who have been homeless for long periods of time or have experienced repeat episodes of homelessness. At a minimum, candidates for PSH must meet the Eligibility Requirements.

Use of the Common Standards and the Coordinated Assessment System are requirements under the Continuum of Care (CoC) program. The CoC Impartial and Independent Review Committees will evaluate whether CoC programs have adhered to the standards and fully utilized the coordinated assessment system, along with other evaluation criteria, when making annual renewal determinations.

1. **Eligibility Requirements:**
   1. Must meet HUD’s definition of homeless as defined in the HEARTH Homeless Definition Final Rule.¹
   2. Must meet any additional criteria stipulated in the CoC Notice of Funding Availability for the grant year under which the program is operating.
   3. Must have a member of the household with a severe or significant disabling condition.

2. **Prioritization:**
   Albuquerque and Balance of State CoC PSH programs must use the statewide Coordinated Assessment System (CAS) to identify which individual or family they will house when they have an opening. The CAS uses the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) as its common assessment tool. The VI-SPDAT helps determine the vulnerability of a homeless household and which type of supportive housing would best meet their needs. Based on a household’s answers to the VI-SPDAT, the household receives a vulnerability score between 0-20 for individuals and 0-22 for families. The score includes duration of homelessness, physical health, behavioral health, and other factors to come up with an overall assessment of vulnerability. Each household’s VI-SPDAT is entered in the Homeless Management Information System (HMIS), which calculates the score. All agencies that participate in the CAS are able to view in HMIS the homeless households that have completed the VI-SPDAT and are part of the CAS.
   For 2015 and 2016, the Albuquerque and Balance of State CoCs will prioritize homeless veterans and chronically homeless individuals and families for openings in permanent supportive housing. Homeless veterans and chronically homeless people, will be ranked in priority order according to their VI-SPDAT score. The higher the VI-SPDAT score, the higher the priority for the person or family to be placed into housing. Agencies that operate permanent supportive housing projects are asked to house the person on the list with the highest VI-SPDAT score who meets all of their eligibility requirements, and is interested in their housing.

When all of the homeless veterans and chronically homeless people have been housed, the remaining homeless people with disabilities will be ranked according to their VI-SPDAT score.

Since there will be rare occasions when a homeless person or household with a low VI-SPDAT score has other circumstances that make it urgent that they be housed, agencies may have an exception to the prioritization so that they may house the person or household immediately. The process for an exception is that the staff of the agency making the exception will write a letter explaining the reason for the exception and the agency must keep a copy of the letter in their file. Agencies may have exceptions for up to 20% of their intakes in a year and still be in full compliance with the Coordinated Assessment project.

3. Participation in Coordinated Assessment System
All programs that receive CoC funding are required to participate in the Coordinated Assessment System (CAS). In addition to filling housing openings through the CAS, all CoC agencies are also required to conduct VI-SPDATs with household individuals and families that are seeking supportive housing. The overall share of VI-SPDATs that each CoC program is expected to conduct will be worked out at the local level.

4. Documentation of Homelessness and Chronic Homelessness
Under the 2014 CoC NOFA, PSH programs are only allowed to serve households that are coming from the streets, shelter, transitional housing or institutions. Therefore, this section only includes information pertaining to the documentation required for those specific prior living situations.

A. Documentation of Homelessness Status
Evidence of an individual or head of household's current living situation must be documented by a written observation by an outreach worker, a written referral by housing or service provider, or a certification by the household seeking assistance that demonstrates that the individual or head of household is currently homeless and living in a place not meant for human habitation, in an emergency shelter, or a safe haven. Records contained in HMIS are acceptable evidence of third party documentation. The program should print out a screen shoot of the HMIS record and keep it in the client's file. The order of priority for obtaining evidence is third-party documentation first, and certification from the person seeking assistance second.

If an individual qualifies as homeless because he or she resided in an emergency shelter or a place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable documentation is:

- Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution that demonstrate the person resided there for less than 90 days. All oral statements must be recorded by the intake worker; or

- Where the evidence above is not obtainable, a written record of the intake worker’s due diligence in attempting to obtain the evidence described in the paragraph i. above and a certification by the individual seeking assistance that states that they are exiting or have just exited an institution where they resided for less than 90 days; and
Evidence that the individual was homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter, and met the criteria in paragraph (1) of the definition for chronically homeless in 24 CFR 578.3, immediately prior to entry into the institutional care facility.

B. Documentation of Chronic Homelessness Status
When relevant, programs must document that the individual or family is chronically homeless by documenting that the individual or family was homeless for at least one year or had four separate homeless occasions over 3 years. The documentation for these episodes must meet the criteria described in the Documentation of Homelessness Status section above. The order of priority for obtaining evidence is for third-party documentation first, and certification from the person seeking assistance second.

i. Evidence that the homeless occasion was continuous, for at least one year.
Recipients must provide evidence that the homeless occasion was continuous, for a year period, without a break in living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter. A break is considered at least seven or more consecutive nights not residing in a place not meant for human habitation, in shelter, or in a safe haven. At least 9 months of the 1-year period must be documented by one of the following: (1) HMIS data, (2), a written referral, or (3) a written observation by an outreach worker. In only rare and the most extreme cases, HUD would allow a certification from the individual or head of household seeking assistance in place of third-party documentation for up to the entire period of homelessness. Where third-party evidence could not be obtained, the intake worker must obtain a certification from the individual or head of household seeking assistance, and evidence of the efforts made to obtain third-party evidence as well as documentation of the severity of the situation in which the individual or head of household has been living. An example of where this might occur is where an individual has been homeless and living in a place not meant for human habitation in a secluded area for more than 1 year and has not had any contact with anyone during that entire period.

Note: A single encounter with a homeless service provider on a single day within 1 month that is documented through third-party documentation is sufficient to consider an individual or family as homeless for the entire month unless there is any evidence that the household has had a break in homeless status during that month (e.g., evidence in HMIS of a stay in transitional housing).

ii. Evidence that the household experienced at least four separate homeless occasions over 3 years.
Recipient must provide evidence that the head of household experienced at least four, separate, occasions of homelessness in the past 3 years. Generally, at least three occasions must be documented by either: (1) HMIS data, (2) a written referral, or (3) a written observation. Any other occasion may be documented by a self-certification with no other supporting documentation. In only rare and the most extreme cases, HUD will permit a certification from the individual or head of household seeking assistance in place of third-party documentation for the three occasions. that must be documented by either: (1) HMIS data, (2) a written referral, or (3) a written observation. Where third-party evidence could not be obtained, the intake worker must obtain a certification from the individual or head of household seeking assistance, and must document efforts made to obtain third-party evidence, and document of the severity of the situation in which the individual has been living. An example of where this might occur is where an individual has been homeless and living in a place
not meant for human habitation in a secluded area for more than one occasion of homelessness and has not had any contact with anyone during that period.

iii. Transitional Housing and Rapid ReHousing and Chronic Homelessness Status

If a person or family meets HUD’s definition of chronic homelessness because they have been homeless for at least 12 months, and that person or family enters a Transitional Housing Program, they no longer meet HUD’s definition of chronic homelessness. In other words, HUD considers a stay in a Transitional Housing Program a disruption of a continuous episode of homelessness. Likewise, a stay in a Transitional Housing program is not considered an episode of homelessness when determining the number of homeless episodes over the last three years.

Program participants that are receiving Rapid ReHousing Assistance through programs such as the Emergency Solutions Grants (ESG) Program, the Continuum of Care (CoC) Program or the Supportive Services for Veterans Families (SSVF) Program maintain their chronically homeless status for the purpose of eligibility for other permanent housing programs dedicated to serving the chronically homeless, provided they met the definition of chronic homelessness when they entered the Rapid ReHousing Program.

C. Documentation of Disability

Programs must document that the participant has a diagnosis of one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in Section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability. Evidence of this criterion must include one of the following:

i. Written verification of the condition from a professional licensed by the state to diagnose and treat the condition;

ii. Written verification from the Social Security Administration;

iii. Copies of a disability check (e.g., Social Security Disability Insurance check or Veterans Disability Compensation);

iv. Intake staff (or referral staff) observation that is confirmed by written verification of the condition from a professional licensed by the state to diagnose and treat the condition that is confirmed no later than 45 days of the application for assistance and accompanied with one of the types of evidence above; or

5. Operation

A. Length of Stay

There is no maximum length of stay in Permanent Supportive Housing programs. Residents may stay in permanent supportive housing until they find a different permanent housing situation that better meets their needs, provided they abide by the terms of their lease.

B. Client Rent and Occupancy Charges
i. All clients enrolled in permanent supportive housing programs that receive leasing funds may be required to pay an occupancy charge or rent. If rent or occupancy charges are imposed they may not exceed the highest of:
   a) 30 percent of the family’s monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);
   
   (b) 10 percent of the family's monthly income; or
   
   (c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family’s actual housing costs) is specifically designated by the agency to meet the family’s housing costs, the portion of the payments that is designated for housing costs.

ii. All clients enrolled in permanent supportive housing programs that receive rental assistance funds must pay a contribution toward rent in accordance with section 3(a)(1) of the U.S. Housing Act of 1937 (42 U.S.C. 1437a(a)(1)). This statute states that the household must pay the highest of:

   a) 30 percent of the family's monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

   (b) 10 percent of the family's monthly income; or

   (c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family’s actual housing costs) is specifically designated by the agency to meet the family’s housing costs, the portion of the payments that is designated for housing costs.
Standards for Administering
Albuquerque and New Mexico Balance of State Continuum of Care (CoC)
Transitional Housing

Updated September 2015

NMCEH is required to establish policies and procedures for determining and prioritizing which eligible individuals and families will receive Transitional Housing (TH) assistance. TH should be targeted to households that need temporary housing assistance and services in order to maintain housing and have fewer barriers to housing and employment that people who need permanent supportive housing.

Use of the common standards of entry and the coordinated assessment system are requirements under the Continuum of Care (CoC) program. The CoC Impartial and Independent Review Committees will evaluate whether CoC programs have adhered to the standards and fully utilized the coordinated assessment system, along with other evaluation criteria, when making annual renewal determinations.

1. Eligibility Requirements

4. Must meet HUD’s definition of homeless as defined in the HEARTH Homeless Definition Final Rule.²

5. Must meet any additional criteria stipulated in the CoC Notice of Funding Availability for the grant year under which the program is operating.

2. Prioritization

Albuquerque and Balance of State CoC TH programs must use the statewide Coordinated Assessment System (CAS) to identify which individual or family they will house when they have an opening. The CAS uses the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) as its common assessment tool. The VI-SPDAT helps determine the vulnerability of a homeless household and which type of supportive housing would best meet their needs. Based on a household’s answers to the VI-SPDAT, the household receives a vulnerability score between 0-20 for individuals and 0-22 for families. The score includes duration of homelessness, physical health, behavioral health, and other factors to come up with an overall assessment of vulnerability. Each household’s VI-SPDAT is entered in the Homeless Management Information System (HMIS), which calculates the score. All agencies that participate in the CAS are able to view in HMIS the homeless households that have completed the VI-SPDAT and are part of the CAS.

Transitional Housing projects should prioritize households with a VI-SPDAT score above 5. Transitional Housing is usually the most appropriate intervention for households that score between a 5 and 9. If a household receives a score of 10 or greater, they may be more appropriately assisted with permanent supportive housing and it is acceptable to direct a household to permanent supportive housing instead of providing Transitional Housing when it is deemed that this will better

meet the needs of that household. However, Transitional Housing programs may also serve a household with a score above 9 if they feel that household could benefit from Transitional Housing.

The CAS will rank homeless households in priority order according to their VI-SPDAT score. The higher the VI-SPDAT score, the higher the priority for the person or family to be placed into housing. In general, Transitional Housing programs should identify households who scored a 9 and work down the list from there. However, as stated above Transitional Housing programs may also choose to house someone who scores a 10 or higher.

At least 80% of clients should be accepted from the high priority clients on the waiting list in HMIS. Projects are allowed to accept 20% of their clients from those with lower VI/SPDAT scores where other factors justify placing these clients into housing and still be considered to be in full compliance with Coordinated Assessment.

**Special procedures for Domestic Violence agencies**

1. DV agencies with HUD funded programs are required to participate in Coordinated Assessment, but are not required to enter any data into HMIS. DV agencies should do the VI/SPDAT on paper for any potential transitional housing or rapid rehousing clients and compute the VI/SPDAT score manually.

**3. Participation in Coordinated Assessment System**

All programs that receive CoC funding are required to participate in the Coordinated Assessment System (CAS). In addition to filling housing openings through the CAS, all CoC agencies are also required to conduct VI-SPDATs with household individuals and families that are seeking supportive housing. The overall share of VI-SPDATs that each CoC program is expected to conduct will be worked out at the local level.

**4. Documentation of Homeless Status**

**A. Literally Homeless**

Evidence of an individual or head of household’s current living situation must be documented by a written observation by an outreach worker, a written referral by housing or service provider, or a certification by the household seeking assistance that demonstrates that the individual or head of household is currently homeless and living in a place not meant for human habitation, in an emergency shelter, or a safe haven. The order of priority for obtaining evidence is third-party documentation first, and certification from the person seeking assistance second. Records contained in HMIS are acceptable evidence of third party documentation. The program should print out a screen shoot of the HMIS record and keep it in the client’s file.

If an individual qualifies as homeless because he or she resided in an emergency shelter or a place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable documentation is:

1. Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution that demonstrate the person resided there for less than 90 days. All oral statements must be recorded by the intake worker; or
ii. Where the evidence above is not obtainable, a written record of the intake worker’s due diligence in attempting to obtain the evidence described in the paragraph i. above and a certification by the individual seeking assistance that states that they are exiting or have just exited an institution where they resided for less than 90 days; and

iii. Evidence that the individual was homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter, and met the criteria in paragraph (1) of the definition for chronically homeless in 24 CFR 578.3, immediately prior to entry into the institutional care facility.

B. Imminent Risk of Homelessness

i. Evidence of imminent risk of homelessness must be documented by:
   A court order resulting from an eviction action that requires the individual or family to leave their residence within 14 days after the date of their application for assistance; or the equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law; OR

ii. For individuals and families whose primary nighttime residence is a hotel or motel room not paid for by charitable organizations or federal, state, or local government programs for low-income individuals, evidence that the individual or family lacks the resources necessary to reside there for more than 14 days after the date of application for homeless assistance; OR

iii. An oral statement by the individual or head of household that the owner or renter of the housing in which they currently reside will not allow them to stay for more than 14 days after the date of application for homeless assistance. The intake worker must record the statement and certify that it was found credible. To be found credible, the oral statement must either: (I) Be verified by the owner or renter of the housing in which the individual or family resides at the time of application for homeless assistance and be documented by a written certification by the owner or renter or by the intake worker’s recording of the owner or renter’s oral statement; or (II) if the intake worker is unable to contact the owner or renter, be documented by a written certification by the intake worker of his or her due diligence in attempting to obtain the owner or renter’s verification and the written certification by the individual or head of household seeking assistance that his or her statement was true and complete;

AND

iv. Certification by the individual or head of household that no subsequent residence has been identified;

AND

v. Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.

C. Fleeing Domestic Violence, Dating Violence, Sexual Assault, Stalking or Other Dangerous/Life-Threatening Conditions Related to Violence

i. An oral statement by the individual or head of household seeking assistance that they are fleeing that situation, that no subsequent residence has been identified, and that they lack the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other housing.

ii. If the individual or family is receiving shelter or services provided by a victim service provider the oral statement must be documented by either a certification by the individual or head of household; or a certification by the intake worker.

iii. Otherwise, the oral statement that the individual or head of household seeking assistance has not identified a subsequent residence and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain housing, must be documented by
a certification by the individual or head of household that the oral statement is true and complete, and, where the safety of the individual or family would not be jeopardized, the domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening condition must be verified by a written observation by the intake worker; or a written referral by a housing or service provider, social worker, health-care provider, law enforcement agency, legal assistance provider, pastoral counselor, or any another organization from whom the individual or head of household has sought assistance for domestic violence, dating violence, sexual assault, or stalking. The written referral or observation need only include the minimum amount of information necessary to document that the individual or family is fleeing, or attempting to flee domestic violence, dating violence, sexual assault, and stalking. The program should first attempt to obtain a written referral before using a written observation by the intake worker.

5. Operation

A. Length of Stay
The maximum length of stay in transitional housing is 24 months and the maximum length of assistance under a rapid rehousing program is also 24 months. Programs may initially approve homeless households for a shorter length of assistance based on the estimated time for the household to be able to pay rent on their own, and grant extensions as needed.

B. Client Rent and Occupancy Charges
All clients enrolled in transitional housing programs may be required to pay an occupancy charge or rent. If rent or occupancy charges are imposed they may not exceed the highest of:

a) 30 percent of the family's monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

(b) 10 percent of the family's monthly income; or

(c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.
Standards for Administering Albuquerque and New Mexico Balance of State Continuum of Care (CoC) Rapid ReHousing Assistance

Updated September 2015

NMCEH is required to establish policies and procedures for determining and prioritizing which eligible individuals and families will receive Rapid Re-Housing assistance (RRH). RRH should be targeted to households that need temporary housing assistance and services in order to maintain housing and have fewer barriers to housing and employment that people who need permanent supportive housing.

Use of the common standards of entry and the coordinated assessment system are requirements under the Continuum of Care (CoC) program. The CoC Impartial and Independent Review Committees will evaluate whether CoC programs have adhered to the standards and fully utilized the coordinated assessment system, along with other evaluation criteria, when making annual renewal determinations.

1. Eligibility Requirements

6. Must meet HUD’s definition of homelessness as defined in the HEARTH Homeless Definition Final Rule.3

7. Must meet any additional criteria stipulated in the CoC Notice of Funding Availability for the grant year under which the program is operating.

2. Prioritization

Albuquerque and Balance of State CoC Rapid ReHousing programs must use the statewide Coordinated Assessment System (CAS) to identify which individual or family they will house when they have an opening. The CAS uses the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) as its common assessment tool. The VI-SPDAT helps determine the vulnerability of a homeless household and which type of supportive housing would best meet their needs. Based on a household’s answers to the VI-SPDAT, the household receives a vulnerability score between 0-20 for individuals and 0-22 for families. The score includes duration of homelessness, physical health, behavioral health, and other factors to come up with an overall assessment of vulnerability. Each household’s VI-SPDAT is entered in the Homeless Management Information System (HMIS), which calculates the score. All agencies that participate in the CAS are able to view in HMIS the homeless households that have completed the VI-SPDAT and are part of the CAS.

Rapid ReHousing Projects should prioritize households with a VI-SPDAT score above 5. Rapid ReHousing is usually the most appropriate intervention for households that score between a 5 and 9. If a household receives a score of 10 or greater, they may be more appropriately assisted with permanent supportive housing and it is acceptable to direct a household to permanent supportive housing instead of providing rapid rehousing when it is deemed that this will better meet the needs

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3 https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/
of that household. However, Rapid ReHousing programs may also serve a household with a score above 9 if they feel that household could benefit from Rapid ReHousing.

The CAS will rank homeless households in priority order according to their VI-SPDAT score. The higher the VI-SPDAT score, the higher the priority for the person or family to be placed into housing. In general, Rapid ReHousing programs should identify households who scored a 9 and work down the list from there. However, as stated above Rapid ReHousing Programs may also choose to house someone who scores a 10 or higher.

At least 80% of clients should be accepted from the high priority clients on the waiting list in HMIS. Projects are allowed to accept 20% of their clients from those with lower VI/SPDAT scores where other factors justify placing these clients into housing and still be considered to be in full compliance with Coordinated Assessment.

**Special procedures for Domestic Violence agencies**

DV agencies with HUD funded programs are required to participate in Coordinated Assessment, but are not required to enter any data into HMIS. DV agencies should do the VI/SPDAT on paper for any potential transitional housing or rapid rehousing clients and compute the VI/SPDAT score manually.

**3. Participation in Coordinated Assessment System**

All programs that receive CoC funding are required to participate in the Coordinated Assessment System (CAS). In addition to filling housing openings through the CAS, all CoC agencies are also required to conduct VI-SPDATs with household individuals and families that are seeking supportive housing. The overall share of VI-SPDATs that each CoC program is expected to conduct will be worked out at the local level.

**4. Documentation of Homeless Status**

Under the 2014 CoC NOFA, RRH programs are only allowed to serve households that are coming from the streets or shelter. Therefore, this section only includes information pertaining to the documentation required for those specific prior living situations.

Evidence of an individual or head of household’s current living situation must be documented by a written observation by an outreach worker, a written referral by housing or service provider, or a certification by the household seeking assistance that demonstrates that the individual or head of household is currently homeless and living in a place not meant for human habitation, in an emergency shelter, or a safe haven. Records contained in HMIS are acceptable evidence of third party documentation. The program should print out a screen shoot of the HMIS record and keep it in the client’s file. The order of priority for obtaining evidence is third-party documentation first, intake and certification from the person seeking assistance second.

If an individual qualifies as homeless because he or she resided in an emergency shelter or a place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable documentation is:

i. Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the
institution that demonstrate the person resided there for less than 90 days. All oral statements must be recorded by the intake worker; or

ii. Where the evidence above is not obtainable, a written record of the intake worker’s due diligence in attempting to obtain the evidence described in the paragraph i. above and a certification by the individual seeking assistance that states that they are exiting or have just exited an institution where they resided for less than 90 days; and

iii. Evidence that the individual was homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter, and met the criteria in paragraph (1) of the definition for chronically homeless in 24 CFR 578.3, immediately prior to entry into the institutional care facility.

5. Operation

C. Length of Stay
The maximum length of assistance under a rapid rehousing program is also 24 months. Programs may initially approve homeless households for a shorter length of assistance based on the estimated time for the household to be able to pay rent on their own, and grant extensions as needed. Homeless households should be reassessed every three months to determine their need for further assistance.

D. Client Rent
All clients enrolled in permanent supportive housing programs that receive rental assistance funds must pay a contribution toward rent in accordance with section 3(a)(1) of the U.S. Housing Act of 1937 (42 U.S.C. 1437a(a)(1)). This statute states that the household must pay the highest of:

   a) 30 percent of the family’s monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

   (b) 10 percent of the family's monthly income; or

   (c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.
NEW MEXICO COALITION TO END HOMELESSNESS
CODE OF CONDUCT FOR
BOARD, STAFF AND CONTINUUM OF CARE AND OTHER GRANT DECISION MAKERS

The New Mexico Coalition to End Homelessness (NMCEH) is the Collaborative Applicant for the New Mexico Balance of State Continuum of Care. The NMCEH contracts with the Albuquerque Continuum of Care Collaborative Applicant, the City of Albuquerque, to coordinate the Albuquerque Continuum of Care. The Coalition also distributes other grants. These activities are carried out by the employees, directors, officers and membership of the NMCEH and various working committees of each Continuum of Care (CoC). The NMCEH expects its employees, directors, officers, and committee members to conduct business in accordance with the letter, spirit and intent of all relevant laws, to refrain from any illegal, dishonest or unethical conduct, and to adhere to the following code of conduct.

1. No director, staff member or committee member who participates in the decision making process with regard to procurement or disposition of real property, equipment, supplies or services may obtain a personal or financial benefit resulting from a Coalition procurement or disposition for themselves or those with whom they have family or business ties, during their tenure or for one year thereafter.

2. Any director, staff member or committee member who will derive any profit or gain, directly or indirectly, for themselves or their family or business associates by reason of membership on any Continuum of Care Committees shall disclose such interest to the NMCEH and will refrain from participating in any decision on such matters. Consumers and housing participants need only refrain from participating in a decision when the decision directly impacts a specific agency from which they receive services.

3. Employees, directors, and other agents of organizations that are applying for new or renewal funds in a particular Continuum of Care application may not serve on the impartial review committee or independent review committee that make decisions on that Continuum of Care application. This prohibition applies for the year preceding the Continuum of Care due date. Organizational representatives may serve on these committees during years when the organization is not applying for funding. This prohibition does not apply to open membership meetings of the NMCEH or to other committees where all applicants are asked to participate equally.

4. NMCEH prohibits the solicitation and acceptance of gifts or gratuities by its officers, directors, employees, committee members and agents from any organization that is applying for Continuum of Care or other funds for their personal benefit in excess of minimal values. Minimal value is considered the price of lunch or less, or about $10.

5. Compliance with this policy of CoC conduct is the responsibility of every NMCEH director, employee and committee member. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, including possible termination of committee participation.
6. A copy of this code of conduct will be given to each person at the time of employment or election or appointment to the NMCEH board, to a Continuum of Care Committee, or to another committee involved in grant making.

Adopted by the New Mexico Coalition to End Homelessness Board of Directors on August 15, 2014.
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8. NM HMIS Client Consent Form

**New Mexico Homeless Management Information System (NM HMIS)**

**Standard Operating Procedures**

*The guidelines set forth in this document are subject to change.*

*This is version 3.1 effective 15 January 2014.*

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 Guideline

**Policy:** NM HMIS has adopted these guidelines in preparation toward a sustainable data timeliness standard. In order to minimize duplication of services and use of funds, facilitate coordinated assessment and referral, and to promote consistency and constancy of the information managed, NM HMIS recommends 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 should 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, although performance summary is provided in the context of data quality memos. 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.
### Summary of NM HMIS Standard Operating Procedures (SOP) For Users

<table>
<thead>
<tr>
<th>NM HMIS SOP</th>
<th>Section Reference</th>
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</table>
| **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 | • A.5. User Access Security Levels and Account Management |
reset every 45 days.

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<tr>
<th>B.7. NM HMIS Agreement Suspension/Termination and Data Ownership</th>
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**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.

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<thead>
<tr>
<th>C.2 Data Access Computer Requirements</th>
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<tr>
<td>C.4. Inter-Agency Data Sharing</td>
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<tr>
<td>C.5. Extracted Data</td>
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<tr>
<td>C.10. Public Data Retrieval and Support</td>
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**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.

<p>| C.3. Required Data Collection |
| C.8. Data Quality Assurance    |
| C.9. Data Timeliness           |</p>
<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>When collected</th>
<th>When collected</th>
<th>At least annually or more frequently if inventory or coverage changes</th>
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<tr>
<td></td>
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<td>1 Organization Identifier</td>
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<td>3 Program Identifier</td>
<td>All CoC Programs</td>
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<td>4 Program Name</td>
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<td>5 Direct Service Code</td>
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<td>6 Site Information</td>
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<tr>
<td>7 Continuum of Care Number</td>
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<td>8 Program Type Code</td>
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<td>9 Bed and Unit Inventory Information</td>
<td>Residential CoC Programs Only</td>
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<td>10 Target Population A (Optional for all programs)</td>
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<td>11 Target Population B</td>
<td>Residential CoC Programs Only</td>
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<td>12 Method for Tracking Residential Program Occupancy</td>
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<td>13 Grantee Identifier</td>
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Exhibit 1-2: Summary of Universal Data Elements

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<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>Subjects</th>
<th>When Collected</th>
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<td>All Clients</td>
<td>All Adults</td>
</tr>
<tr>
<td>1 Name¹</td>
<td>All CoC Programs</td>
<td>X</td>
<td>X</td>
</tr>
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<td>2 Social Security Number¹</td>
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<td>3 Date of Birth¹</td>
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<td>All CoC Programs</td>
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<td>12 Program Entry Date</td>
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<td>13 Program Exit Date</td>
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<td>14 Personal Identification Number</td>
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<td>15 Household Identification Number</td>
<td>All CoC Programs</td>
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</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.
<table>
<thead>
<tr>
<th>Data Standards</th>
<th>Program Applicability</th>
<th>Subjects</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>
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<td>6 HIV/AIDS</td>
<td>CoC/HUD Competitive Programs</td>
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<td></td>
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<td>CoC/HUD Competitive Programs</td>
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<td>X</td>
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<td>9 Domestic Violence</td>
<td>CoC/HUD Competitive Programs</td>
<td>1</td>
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</tr>
</tbody>
</table>

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>
<th>Every Exit</th>
</tr>
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<tr>
<td></td>
<td>Optional for All CoC Programs</td>
<td>All Clients</td>
<td>All Clients or All Adults and Unaccompanied Youth</td>
<td>Every Entry</td>
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<td></td>
<td></td>
<td></td>
<td>All Females of Childbearing Age</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>All Veterans</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>All Children</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Every Entry</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>At Least Once Annually during Program Enrollment¹</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>When Services Provided</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Every Exit</td>
<td></td>
</tr>
<tr>
<td>15A Employment</td>
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<td>X</td>
<td>X</td>
<td>X</td>
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<td>15B Education</td>
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<td>15C General Health Status</td>
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<td>15D Pregnancy Status</td>
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<td>15E Veteran’s Information</td>
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<td>X</td>
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<tr>
<td>15F Children’s Education</td>
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<td></td>
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<td>X</td>
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<td>15G Reasons for Leaving</td>
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<tr>
<td>15H Services Provided</td>
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<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

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)

Agency Name: ____________________________________________________________

Physical Address: __________________________________________________________

Mailing Address: ____________________________________________________________

Phone: ___________ Fax: ___________ Agency Email: ___________ Website: ___________

Primary Contact
Name: __________________________________________________________ Title: ___________

Phone: ___________ Email: ___________

Secondary Contact
Name: __________________________________________________________ Title: ___________

Phone: ___________ Email: ___________

Operational Information

Hours of operation:

Languages Spoken:

Volunteer Opportunities:

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
Federal Employer ID Number: ______________ DUNS Number: ______________

Legal Status (Non-Profit, Religious...): __________________________ Year of Incorporation: __________

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

**Programs Administered by your Agency**
(Add additional sheets as needed)

### Technical Program Information

- **Grant Number:** __________
- **Program Name:** __________________________

- **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:
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
SAMPLE

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.

Program Entry Date: _____/_____/_______  Exit Date: _____/_____/_______  Program Name/Grant: ________

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):

- Emergency Shelter, including Hotel or Motel Paid for with an Emergency Shelter Voucher, Migrant Shelter
- Foster Care Home or Foster Care Group Home
- Hospital (Non-Psychiatric)
- Hotel or Motel Paid for without an Emergency Shelter Voucher
- Jail or Prison
- Juvenile Detention
- Owned by Client, No Housing Subsidy
- Owned by Client, With Housing Subsidy
- Permanent Housing for Formerly Homeless Persons
- Place Not Meant for Habitation (Car or Other Vehicle, Abandoned Building, Bus/Train/Subway Station/ Airport, Outside Anywhere, Camping)
- Psychiatric Hospital or Other Psychiatric Facility

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

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:

<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></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</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>
</tr>
<tr>
<td>MEDICARE Health Insurance Program:</td>
<td>☐</td>
<td>☐</td>
</tr>
<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>
</tr>
<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:</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(Through What Agency?):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other Benefit Sources: (Through What Agency?): ☐ ☐

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
- 10th Grade
- GED
- Don’t Know
- 5th or 6th Grade
- 11th Grade
- Post Secondary
- Refused
- 7th or 8th Grade
- 12th Grade, No Diploma
- No schooling
- 9th Grade
- High School Diploma

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
- Don’t Know
- Associate’s Degree
- Other Graduate/Professional Degree
- Refused
- Bachelor’s Degree
- Certificate of Advanced Training or Skilled Artisan
- Master’s Degree

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
- Transportation
- Lack of available preschool programs
- Don’t Know
- Availability of school records
- Immunization requirements
- Refused
- Birth certificates not available
- Physical Examination requirements
- Legal guardianship 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

What Branch Did You Serve, or Are Currently Serving?

- Navy
- Army
- Marines
- Coast Guard
- National Reserves
- Air Force

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)
- Korea War:  (Jun 1950 – Jan 1955)
- Between Korean War & Vietnam:  (Feb 1955 – Jul 1964)

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>General Health Rating  (choose one):</th>
<th>□ Excellent</th>
<th>□ Very Good</th>
<th>□ Good</th>
<th>□ Fair</th>
<th>□ Poor</th>
<th>□ Don't Know</th>
<th>□ Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently Pregnant?:</td>
<td>□ Yes</td>
<td>□ No</td>
<td>□ Don't Know</td>
<td>□ Refused</td>
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<tr>
<td>If Yes, What Is The Due Date?: (mm/dd/yyyy):</td>
<td><strong><strong><strong>/</strong></strong></strong>_</td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Information (For All Individuals and All Family Members)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabling Condition?</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
<tr>
<td>Diagnosed HIV/AIDS:</td>
</tr>
<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this</td>
</tr>
<tr>
<td>Condition or Received Services/Treatment Prior to Exiting the</td>
</tr>
<tr>
<td>Program?</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
<tr>
<td>Substance Abuse Problem: Type of Substance Abuse Problem</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Alcohol Abuse</td>
</tr>
<tr>
<td>□ Drug Abuse</td>
</tr>
<tr>
<td>□ Both Alcohol and Drug Abuse</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>(If Yes) Expected To Be of Long-Continued and Indefinite</td>
</tr>
<tr>
<td>duration and Substantially Impairs Ability to Live Independently?</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this</td>
</tr>
<tr>
<td>Condition or Received Services/Treatment Prior to Exiting the</td>
</tr>
<tr>
<td>Program?</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
<tr>
<td>Mental Health Problems:</td>
</tr>
<tr>
<td>(If Yes) Expected To Be of Long-Continued and Indefinite</td>
</tr>
<tr>
<td>duration and Substantially Impairs Ability to Live Independently?</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this</td>
</tr>
<tr>
<td>Condition or Received Services/Treatment Prior to Exiting the</td>
</tr>
<tr>
<td>Program?</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
<tr>
<td>Physical/Medical Disability:</td>
</tr>
<tr>
<td>(If Yes) Currently Receiving Service or Treatment for this</td>
</tr>
<tr>
<td>Condition or Received Services/Treatment Prior to Exiting the</td>
</tr>
<tr>
<td>Program?</td>
</tr>
<tr>
<td>Disability Determination?</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
<tr>
<td>Developmental Disability:</td>
</tr>
<tr>
<td>□ Yes</td>
</tr>
<tr>
<td>□ No</td>
</tr>
<tr>
<td>□ Don't Know</td>
</tr>
<tr>
<td>□ Refused</td>
</tr>
</tbody>
</table>
(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?
Disability Determination?

[ ] Yes [ ] No [ ] Don't Know [ ] Refused

Chronic Health Condition: (If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?
Disability Determination?

[ ] Yes [ ] No [ ] Don't Know [ ] Refused

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

(FOR AGENCY USE ONLY)
If enrolling in // exiting out of housing program: If providing service(s):
1. **Program Name: __________________________**
   - **Entry Date:** __/__/____ (if enrolling)
   - **Exit Date:** __/__/____ (if exiting. **Leave blank** if client **not** exiting out of program)

| Service Name # 1: ______________________________ |
| ______________________________________________ |
| **Entry Date:** __/__/____ |
| **Exit Date:** __/__/____ |
| **Status:** Closed, Identified, or in Progress (check one) |
| **#Units:** __________ |

| Service Name # 2: ______________________________ |
| ______________________________________________ |
| **Entry Date:** __/__/____ |
| **Exit Date:** __/__/____ |
| **Status:** Closed, Identified, or in Progress (check one) |
| **#Units:** __________ |

**If exiting from program:**

- **Reason for leaving (choose one):**
  - [ ] Completed Program
  - [ ] Criminal Activity / Violence
  - [ ] Death
  - [ ] Disagreement with rules/persons
  - [ ] Left for housing opp. Before completing program
  - [ ] Needs could not be met
  - [ ] Non-compliance with program
  - [ ] Non-payment of rent
  - [ ] Other (Please specify) ____________________________________________
  - [ ] Reached maximum time allowed
  - [ ] Unknown / Disappeared

**If providing service(s):**

- **Service Name # 2: ______________________________ **
  - **Entry Date:** __/__/____
  - **Exit Date:** __/__/____
  - **Status:** Closed, Identified, or in Progress (check one)
  - **#Units:** __________
If exiting from program:

<table>
<thead>
<tr>
<th>Destination (choose one):</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deceased</td>
<td>Don’t Know</td>
<td></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>
<td></td>
</tr>
<tr>
<td>Hospital (non-psychiatric)</td>
<td>Hotel or motel paid for without emergency shelter voucher</td>
<td></td>
</tr>
<tr>
<td>Jail, prison or juvenile detention facility</td>
<td>Other (Please specify)</td>
<td></td>
</tr>
<tr>
<td>Owned by client, no housing subsidy</td>
<td>Owned by client, with housing subsidy</td>
<td></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>
<td></td>
</tr>
<tr>
<td>Psychiatric hospital or other psychiatric facility</td>
<td>Refused</td>
<td></td>
</tr>
<tr>
<td>Rental by client, no housing subsidy</td>
<td>Rental by client, other (non-VASH) housing subsidy</td>
<td></td>
</tr>
<tr>
<td>Rental by client, VASH Subsidy</td>
<td>Safe Haven</td>
<td></td>
</tr>
<tr>
<td>Staying or living with family, permanent tenure</td>
<td>Staying or living with family, temporary tenure</td>
<td></td>
</tr>
<tr>
<td>Staying or living with friends, permanent tenure</td>
<td>Staying or living with friends, temporary tenure</td>
<td></td>
</tr>
<tr>
<td>Substance abuse treatment facility or detox center</td>
<td>Transitional housing for homeless persons (including homeless youth)</td>
<td></td>
</tr>
</tbody>
</table>

If providing service(s):

Service Name # 3: ____________________________________________

_________________________________________________________

Entry Date: ___ / ___ / ______
Exit Date: ____ / ____ /_____
Status: Closed, Identified, or in Progress (check one)
#Units: _____________

Service Name # 4: ____________________________________________

_________________________________________________________

Entry Date: ___ / ___ / ______
Exit Date: ____ / ____ /_____
Status: Closed, Identified, or in Progress (check one)
#Units: _____________

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

(Participant Name Printed)  □ DO NOT CONSENT

to have information (demographic, residential, date of birth, social security number and veteran status) that I provided in intake interviews to staff at the agency named below to be shared electronically with the other collaborating agencies using NM HMIS, and to have other personal information (medical, mental health, substance use history, income, housing, goals and outcomes) that I provided in intake and exit interviews to staff at the agency named below to be shared electronically with the New Mexico Coalition to End Homelessness for the purpose of compiling data summaries.

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
November 18, 2015

To Whom It May Concern:

There are no public housing authority administrative plans in the New Mexico Balance of State region that include a preference for homeless people, to our knowledge.

Sincerely,

Hank Hughes
Executive Director
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**

NM HMIS Charter Page 2
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.

Agreed to:

Joseph Montoya  
Deputy Director of Programs  
NM Mortgage Finance Authority  

Date: 1/21/14

Doug Chaplin  
Director  
Department of Family and Community Services  
City of Albuquerque  

Date: 1/13/14

Hank Hughes  
Executive Director  
New Mexico Coalition to End Homelessness  

Date: 2/5/14

*NM HMIS Charter Page 3*
MEMORANDUM OF UNDERSTANDING
FOR THE ADMINISTRATION AND MANAGEMENT
OF A NEW MEXICO HOMELESS MANAGEMENT INFORMATION SYSTEM (NM-HMIS)

This Memorandum of Understanding is entered into this 19th day of October, 2015 by and between the New Mexico Coalition to End Homelessness (NMCEH), the New Mexico Mortgage Finance Authority (MFA), and the City of Albuquerque (COA).

Common Objectives: This Memorandum of Understanding (MOU) is designed to reflect the understandings between the NMCEH, the MFA, and the COA; the parties to this MOU have the common overall objectives of providing an effective and efficient management information system that meets all federal and state-level requirements to collect, store, analyze and report data for homeless clients and client services statewide. Targeted agencies are those serving people who are either currently homeless or at risk of homelessness.

Term: The term of this Agreement shall begin on October 1, 2015, and terminate on September 30, 2016, unless amended or terminated earlier pursuant to its terms.

Review: Review of this MOU shall be made on or before October 1, 2016 at which time this Agreement may be extended, modified or terminated.

Communications: Regular management team meetings of representatives from each party to this MOU shall be held at least once per quarter to review implementation of this MOU and to address issues of mutual concern and policy issues.

NMCEH, MFA, and COA agree to the following allocation of responsibilities under this MOU.

I. NMCEH shall perform as follows:

A. Project Management:

   • provide comprehensive project management and daily administration, including procurement for software, reports and consultants as needed, and retention of system license;

   • develop and maintain, in coordination with MFA, adequate staffing, including consultants, to assure project success, including writing the timeline for the specific hiring window, writing job descriptions, qualifications and conducting interviews;

   • make final hiring decisions among applicants screened by MFA as described below, including requesting MFA to reconsider applicants as needed;

   • develop and maintain, in coordination with MFA and the COA, adequate financing to assure project success, as outlined below in Financial Resources;

2
• provide appropriate agency setup, user training and technical assistance;

• perform needs assessment and customization;

• comply with all required standards, data collection, and reporting responsibilities, including QPR, COC APR, HUD AHAR, bi-annual point in time counts, and reports for COC, ESG and any other reports as scheduled, following the full implementation of the new system;

• verify NM HMIS compliance, in coordination with MFA and COA, as part of regular monitoring reviews;

• communicate monitoring results to MFA and COA to identify agencies in need of technical assistance, to improve participation and data quality;

• monitor and manage application vendor issues;

• maintain documentation of financials, performance, technical assistance and training;

• provide monthly data management reports to MFA and COA on agency compliance with quality data entry to the NM HMIS Management Team;

• assist domestic violence agencies with the ongoing implementation of Osnium software as a comparable database for domestic violence organizations;

• collect agency user fees;

B. System Development:

• develop statewide strategy and governance structure, in coordination with MFA and COA, to include long-term planning;

• support participation and data quality of funded targeted agencies, in coordination with MFA and COA, through incentives, contract requirements and monitoring;

• develop strategy, in coordination with MFA and COA, to increase participation in NM HMIS by non-funded targeted agencies;

• implement a strategy to increase participation in NM HMIS by non-funded targeted agencies, e.g., marketing, demonstrations and other such action items as are identified within the strategy.

II. MFA and COA shall perform as follows:

• assist NMCEH to develop and maintain adequate financing to assure project success;
• assist NMCEH to verify NM HMIS compliance as part of regular monitoring reviews;

• communicate monitoring results to all other parties to this MOU, to identify agencies in need of technical assistance, to improve participation and data quality;

• assist NMCEH to develop statewide strategy and governance structure, including long-term planning;

• assist NMCEH to support participation and data quality of funded targeted agencies through incentives, contract requirements and monitoring;

• assist NMCEH to develop strategy to increase participation in NM HMIS by non-funded targeted agencies;

• assist NMCEH to develop and maintain adequate staffing, including consultants, to manage HMIS by reviewing the written timeline for the specific hiring window, job descriptions, and qualifications.

III. MFA shall further assist NMCEH to develop and maintain adequate staffing, including consultants, to manage HMIS, by screening applicants to ensure they meet minimum technical qualifications, by reviewing resumes and participating in the interview process within the written timeline agreed upon for the specific hiring window. MFA shall reconsider any applicant upon the request of NMCEH.

IV. Financial Resources, MFA and COA shall provide initial financial resources for HMIS management from Homelessness Prevention and Rapid Re-Housing Program (HPRP) funds.

• Ongoing annual resources shall be provided as follows:

• COA will commit $57,640 for operations.

• MFA will commit $11,000 for the cost of the license and $12,500 for operations.

• NMCEH will collect $50 per year from each individual user, $50 per year from each user with an ART report writing license, and to provide $29,050 from the first HUD grant and $122,500 from the second HUD grant for HMIS support towards the cost of operations.

• MFA will commit $50,000 of ESG or State funding, subject to funding availability and applicable regulations, to support the full implementation of HMIS to ESG agencies and of a comparable database for ESG domestic violence agencies.

V. Agency User Fees. All provider agencies must pay a user fee in order to access NM HMIS. The fees are $50 per regular user license and $50 per ART reporting software license.
VI. Termination. This MOU may be terminated only upon the failure of any party to perform as required, and only after that party has received a written notice of the breach and thirty (30) days opportunity from receipt of that notice to cure the breach.

VII. Amendment. This MOU shall not be amended except by written instrument signed and executed by all parties.

VIII. Governing Law. This MOU shall be construed and governed by the laws of the State of New Mexico.

IX. Liability. Each party shall be solely responsible for its own liability under this MOU, subject to the immunities and limitations of the New Mexico Tort Claims Act, §§41-4-1 NMSA 1978 et seq.
IN WITNESS WHEREOF, the parties execute this Agreement as set forth below:

Henry B. F. Hughes  
Executive Director  
New Mexico Coalition to End Homelessness  

Date: 10/6/2015

Isidoro Hernandez  
Deputy Director of Programs  
New Mexico Mortgage Finance Authority  

Date: 10/9/15

Douglas H. Chaplin  
Director  
Department of Family and Community Services  
City of Albuquerque  

Date: 10/15/15
NMCEH is required to establish policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance. Permanent Supportive Housing (PSH) is targeted to households who need services in order to maintain housing and there is prioritization for people who have been homeless for long periods of time or have experienced repeat episodes of homelessness. At a minimum, candidates for PSH must meet the Eligibility Requirements.

Use of the Common Standards and the Coordinated Assessment System are requirements under the Continuum of Care (CoC) program. The CoC Impartial and Independent Review Committees will evaluate whether CoC programs have adhered to the standards and fully utilized the coordinated assessment system, along with other evaluation criteria, when making annual renewal determinations.

1. Eligibility Requirements:

1. Must meet HUD’s definition of homeless as defined in the HEARTH Homeless Definition Final Rule.¹

2. Must meet any additional criteria stipulated in the CoC Notice of Funding Availability for the grant year under which the program is operating.

3. Must have a member of the household with a severe or significant disabling condition.

2. Prioritization:

Albuquerque and Balance of State CoC PSH programs must use the statewide Coordinated Assessment System (CAS) to identify which individual or family they will house when they have an opening. The CAS uses the the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) as its common assessment tool. The VI-SPDAT helps determine the vulnerability of a homeless household and which type of supportive housing would best meet their needs. Based on a household's answers to the VI-SPDAT, the household receives a vulnerability score between 0-20 for individuals and 0-22 for families. The score includes duration of homelessness, physical health, behavioral health, and other factors to come up with an overall assessment of vulnerability. Each household's VI-SPDAT is entered in the Homeless Management Information System (HMIS), which calculates the score. All agencies that participate in the CAS are able to view in HMIS the homeless households that have completed the VI-SPDAT and are part of the CAS. For 2015 and 2016, the Albuquerque and Balance of State CoCs will prioritize homeless veterans and chronically homeless individuals and families for openings in permanent supportive housing. Homeless

¹ https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/
veterans and chronically homeless people, will be ranked in priority order according to their VI-SPDAT score. The higher the VI-SPDAT score, the higher the priority for the person or family to be placed into housing. Agencies that operate permanent supportive housing projects are asked to house the person on the list with the highest VI-SPDAT score who meets all of their eligibility requirements, and is interested in their housing.

When all of the homeless veterans and chronically homeless people have been housed, the remaining homeless people with disabilities will be ranked according to their VI-SPDAT score.

Since there will be rare occasions when a homeless person or household with a low VI-SPDAT score has other circumstances that make it urgent that they be housed, agencies may have an exception to the prioritization so that they may house the person or household immediately. The process for an exception is that the staff of the agency making the exception will write a letter explaining the reason for the exception and the agency must keep a copy of the letter in their file. Agencies may have exceptions for up to 20% of their intakes in a year and still be in full compliance with the Coordinated Assessment project.

3. Participation in Coordinated Assessment System
All programs that receive CoC funding are required to participate in the Coordinated Assessment System (CAS). In addition to filling housing openings through the CAS, all CoC agencies are also required to conduct VI-SPDATs with household individuals and families that are seeking supportive housing. The overall share of VI-SPDATs that each CoC program is expected to conduct will be worked out at the local level.

4. Documentation of Homelessness and Chronic Homelessness,
Under the 2014 CoC NOFA, PSH programs are only allowed to serve households that are coming from the streets, shelter, transitional housing or institutions. Therefore, this section only includes information pertaining to the documentation required for those specific prior living situations.

A. Documentation of Homelessness Status
Evidence of an individual or head of household’s current living situation must be documented by a written observation by an outreach worker, a written referral by housing or service provider, or a certification by the household seeking assistance that demonstrates that the individual or head of household is currently homeless and living in a place not meant for human habitation, in an emergency shelter, or a safe haven. Records contained in HMIS are acceptable evidence of third party documentation. The program should print out a screen shoot of the HMIS record and keep it in the client’s file.

The order of priority for obtaining evidence is third-party documentation first, and certification from the person seeking assistance second.

If an individual qualifies as homeless because he or she resided in an emergency shelter or a place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable documentation is:

Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution that demonstrate the person resided there for less than 90 days. All oral statements must be recorded by the intake worker; or

ii. Where the evidence above is not obtainable, a written record of the intake worker’s due diligence in attempting to obtain the evidence described in the paragraph i. above and a certification by the
individual seeking assistance that states that they are exiting or have just exited an institution where they resided for less than 90 days; and

i. Evidence that the individual was homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter, and met the criteria in paragraph (1) of the definition for chronically homeless in 24 CFR 578.3, immediately prior to entry into the institutional care facility.

B. Documentation of Chronic Homelessness Status
When relevant, programs must document that the individual or family is chronically homeless by documenting that the individual or family was homeless for at least one year or had four separate homeless occasions over 3 years. The documentation for these episodes must meet the criteria described in the Documentation of Homelessness Status section above. The order of priority for obtaining evidence is for third-party documentation first, and certification from the person seeking assistance second.

i. Evidence that the homeless occasion was continuous, for at least one year.
Recipients must provide evidence that the homeless occasion was continuous, for a year period, without a break in living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter. A break is considered at least seven or more consecutive nights not residing in a place not meant for human habitation, in shelter, or in a safe haven. At least 9 months of the 1-year period must be documented by one of the following: (1) HMIS data, (2) a written referral, or (3) a written observation by an outreach worker. In only rare and the most extreme cases, HUD would allow a certification from the individual or head of household seeking assistance in place of third-party documentation for up to the entire period of homelessness. Where third-party evidence could not be obtained, the intake worker must obtain a certification from the individual or head of household seeking assistance, and evidence of the efforts made to obtain third-party evidence as well as documentation of the severity of the situation in which the individual or head of household has been living. An example of where this might occur is where an individual has been homeless and living in a place not meant for human habitation in a secluded area for more than 1 year and has not had any contact with anyone during that entire period.

Note: A single encounter with a homeless service provider on a single day within 1 month that is documented through third-party documentation is sufficient to consider an individual or family as homeless for the entire month unless there is any evidence that the household has had a break in homeless status during that month (e.g., evidence in HMIS of a stay in transitional housing).

ii. Evidence that the household experienced at least four separate homeless occasions over 3 years.
Recipient must provide evidence that the head of household experienced at least four, separate, occasions of homelessness in the past 3 years. Generally, at least three occasions must be documented by either: (1) HMIS data, (2) a written referral, or (3) a written observation. Any other occasion may be documented by a self-certification with no other supporting documentation. In only rare and the most extreme cases, HUD will permit a certification from the individual or head of household seeking assistance in place of third-party documentation for the three occasions. that must be documented by either: (1) HMIS data, (2) a written referral, or (3) a written observation. Where third-party evidence could not be obtained, the intake worker must obtain a certification from the
individual or head of household seeking assistance, and must document efforts made to obtain third-party evidence, and document of the severity of the situation in which the individual has been living. An example of where this might occur is where an individual has been homeless and living in a place not meant for human habitation in a secluded area for more than one occasion of homelessness and has not had any contact with anyone during that period.

iii. Transitional Housing and Rapid ReHousing and Chronic Homelessness Status
If a person or family meets HUD’s definition of chronic homelessness because they have been homeless for at least 12 months, and that person or family enters a Transitional Housing Program, they no longer meet HUD’s definition of chronic homelessness. In other words, HUD considers a stay in a Transitional Housing Program a disruption of a continuous episode of homelessness. Likewise, a stay in a Transitional Housing program is not considered an episode of homelessness when determining the number of homeless episodes over the last three years.

Program participants that are receiving Rapid Re-Housing Assistance through programs such as the Emergency Solutions Grants (ESG) Program, the Continuum of Care (CoC) Program or the Supportive Services for Veterans Families (SSVF) Program maintain their chronically homeless status for the purpose of eligibility for other permanent housing programs dedicated to serving the chronically homeless, provided they met the definition of chronic homelessness when they entered the Rapid ReHousing Program.

C. Documentation of Disability
Programs must document that the participant has a diagnosis of one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in Section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability. Evidence of this criterion must include one of the following:

i. Written verification of the condition from a professional licensed by the state to diagnose and treat the condition;

ii. Written verification from the Social Security Administration;

iii. Copies of a disability check (e.g., Social Security Disability Insurance check or Veterans Disability Compensation);

iv. Intake staff (or referral staff) observation that is confirmed by written verification of the condition from a professional licensed by the state to diagnose and treat the condition that is confirmed no later than 45 days of the application for assistance and accompanied with one of the types of evidence above; or

5. Operation

A. Length of Stay
There is no maximum length of stay in Permanent Supportive Housing programs. Residents may stay in permanent supportive housing until they find a different permanent housing situation that better meets their needs, provided they abide by the terms of their lease.
B. Client Rent and Occupancy Charges

i. All clients enrolled in permanent supportive housing programs that receive leasing funds may be required to pay an occupancy charge or rent. If rent or occupancy charges are imposed they may not exceed the highest of:

a) 30 percent of the family's monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

(b) 10 percent of the family's monthly income; or

(c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.

ii. All clients enrolled in permanent supportive housing programs that receive rental assistance funds must pay a contribution toward rent in accordance with section 3(a)(1) of the U.S. Housing Act of 1937 (42 U.S.C. 1437a(a)(1)). This statute states that the household must pay the highest of:

a) 30 percent of the family's monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

(b) 10 percent of the family's monthly income; or

(c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.
Standards for Administering
Albuquerque and New Mexico Balance of State Continuum of Care (CoC)
Rapid ReHousing Assistance

Updated September 2015

NMCEH is required to establish policies and procedures for determining and prioritizing which eligible individuals and families will receive Rapid Re-Housing assistance (RRH). RRH should be targeted to households that need temporary housing assistance and services in order to maintain housing and have fewer barriers to housing and employment that people who need permanent supportive housing.

Use of the common standards of entry and the coordinated assessment system are requirements under the Continuum of Care (CoC) program. The CoC Impartial and Independent Review Committees will evaluate whether CoC programs have adhered to the standards and fully utilized the coordinated assessment system, along with other evaluation criteria, when making annual renewal determinations.

1. Eligibility Requirements

4. Must meet HUD’s definition of homelessness as defined in the HEARTH Homeless Definition Final Rule.2

5. Must meet any additional criteria stipulated in the CoC Notice of Funding Availability for the grant year under which the program is operating.

2. Prioritization

Albuquerque and Balance of State CoC Rapid ReHousing programs must use the statewide Coordinated Assessment System (CAS) to identify which individual or family they will house when they have an opening. The CAS uses the the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) as its common assessment tool. The VI-SPDAT helps determine the vulnerability of a homeless household and which type of supportive housing would best meet their needs. Based on a household’s answers to the VI-SPDAT, the household receives a vulnerability score between 0-20 for individuals and 0-22 for families. The score includes duration of homelessness, physical health, behavioral health, and other factors to come up with an overall assessment of vulnerability. Each household’s VI-SPDAT is entered in the Homeless Management Information System (HMIS), which calculates the score. All agencies that participate in the CAS are able to view in HMIS the homeless households that have completed the VI-SPDAT and are part of the CAS.

Rapid ReHousing Projects should prioritize households with a VI-SPDAT score above 5. Rapid ReHousing is usually the most appropriate intervention for households that score between a 5 and 9. If a household receives a score of 10 or greater, they may be more appropriately assisted with permanent supportive housing and it is acceptable to direct a household to permanent supportive housing instead of providing rapid rehousing when it is deemed that this will better meet the needs of that household. However, Rapid ReHousing programs may also serve a household with a score above 9 if they feel that household could benefit from Rapid ReHousing.

2 https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/
The CAS will rank homeless households in priority order according to their VI-SPDAT score. The higher the VI-SPDAT score, the higher the priority for the person or family to be placed into housing. In general, Rapid ReHousing programs should identify households who scored a 9 and work down the list from there. However, as stated above Rapid ReHousing Programs may also choose to house someone who scores a 10 or higher.

At least 80% of clients should be accepted from the high priority clients on the waiting list in HMIS. Projects are allowed to accept 20% of their clients from those with lower VI/SPDAT scores where other factors justify placing these clients into housing and still be considered to be in full compliance with Coordinated Assessment.

Special procedures for Domestic Violence agencies

1. DV agencies with HUD funded programs are required to participate in Coordinated Assessment, but are not required to enter any data into HMIS. DV agencies should do the VI/SPDAT on paper for any potential transitional housing or rapid rehousing clients and compute the VI/SPDAT score manually.

3. Participation in Coordinated Assessment System
All programs that receive CoC funding are required to participate in the Coordinated Assessment System (CAS). In addition to filling housing openings through the CAS, all CoC agencies are also required to conduct VI-SPDATs with household individuals and families that are seeking supportive housing. The overall share of VI-SPDATs that each CoC program is expected to conduct will be worked out at the local level.

4. Documentation of Homeless Status
Under the 2014 CoC NOFA, RRH programs are only allowed to serve households that are coming from the streets or shelter. Therefore, this section only includes information pertaining to the documentation required for those specific prior living situations.

Evidence of an individual or head of household's current living situation must be documented by a written observation by an outreach worker, a written referral by housing or service provider, or a certification by the household seeking assistance that demonstrates that the individual or head of household is currently homeless and living in a place not meant for human habitation, in an emergency shelter, or a safe haven. Records contained in HMIS are acceptable evidence of third party documentation. The program should print out a screen shot of the HMIS record and keep it in the client's file. The order of priority for obtaining evidence is third-party documentation first, intake and certification from the person seeking assistance second.

If an individual qualifies as homeless because he or she resided in an emergency shelter or a place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable documentation is:

i. Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution that demonstrate the person resided there for less than 90 days. All oral statements must be recorded by the intake worker; or

ii. Where the evidence above is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in the paragraph i. above and a certification by the individual seeking assistance that states that they are exiting or have just exited an institution where they resided for less than 90 days; and
iii. Evidence that the individual was homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter, and met the criteria in paragraph (1) of the definition for chronically homeless in 24 CFR 578.3, immediately prior to entry into the institutional care facility.

5. Operation

A. Length of Stay
The maximum length of assistance under a rapid rehousing program is also 24 months. Programs may initially approve homeless households for a shorter length of assistance based on the estimated time for the household to be able to pay rent on their own, and grant extensions as needed. Homeless households should be reassessed every three months to determine their need for further assistance.

B. Client Rent
All clients enrolled in permanent supportive housing programs that receive rental assistance funds must pay a contribution toward rent in accordance with section 3(a)(1) of the U.S. Housing Act of 1937 (42 U.S.C. 1437a(a)(1)). This statute states that the household must pay the highest of:

a) 30 percent of the family's monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

b) 10 percent of the family's monthly income; or

c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.
Standards for Administering
Albuquerque and New Mexico Balance of State Continuum of Care (CoC)
Transitional Housing

Updated September 2015

NMCEH is required to establish policies and procedures for determining and prioritizing which eligible individuals and families will receive Transitional Housing (TH) assistance. TH should be targeted to households that need temporary housing assistance and services in order to maintain housing and have fewer barriers to housing and employment that people who need permanent supportive housing.

Use of the common standards of entry and the coordinated assessment system are requirements under the Continuum of Care (CoC) program. The CoC Impartial and Independent Review Committees will evaluate whether CoC programs have adhered to the standards and fully utilized the coordinated assessment system, along with other evaluation criteria, when making annual renewal determinations.

1. Eligibility Requirements

6. Must meet HUD’s definition of homeless as defined in the HEARTH Homeless Definition Final Rule\(^3\).

7. Must meet any additional criteria stipulated in the CoC Notice of Funding Availability for the grant year under which the program is operating.

2. Prioritization

Albuquerque and Balance of State CoC TH programs must use the statewide Coordinated Assessment System (CAS) to identify which individual or family they will house when they have an opening. The CAS uses the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) as its common assessment tool. The VI-SPDAT helps determine the vulnerability of a homeless household and which type of supportive housing would best meet their needs. Based on a household’s answers to the VI-SPDAT, the household receives a vulnerability score between 0-20 for individuals and 0-22 for families. The score includes duration of homelessness, physical health, behavioral health, and other factors to come up with an overall assessment of vulnerability. Each household’s VI-SPDAT is entered in the Homeless Management Information System (HMIS), which calculates the score. All agencies that participate in the CAS are able to view in HMIS the homeless households that have completed the VI-SPDAT and are part of the CAS.

Transitional Housing projects should prioritize households with a VI-SPDAT score above 5. Transitional Housing is usually the most appropriate intervention for households that score between a 5 and 9. If a household receives a score of 10 or greater, they may be more appropriately assisted with permanent supportive housing and it is acceptable to direct a household to permanent supportive housing instead of providing Transitional Housing when it is deemed that this will better meet the needs of that household. However, Transitional Housing programs may also serve a household with a score above 9 if they feel that household could benefit from Transitional Housing.

\(^3\) [https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/]
The CAS will rank homeless households in priority order according to their VI-SPDAT score. The higher the VI-SPDAT score, the higher the priority for the person or family to be placed into housing. In general, Transitional Housing programs should identify households who scored a 9 and work down the list from there. However, as stated above Transitional Housing programs may also choose to house someone who scores a 10 or higher.

At least 80% of clients should be accepted from the high priority clients on the waiting list in HMIS. Projects are allowed to accept 20% of their clients from those with lower VI/SPDAT scores where other factors justify placing these clients into housing and still be considered to be in full compliance with Coordinated Assessment.

**Special procedures for Domestic Violence agencies**

2. DV agencies with HUD funded programs are required to participate in Coordinated Assessment, but are not required to enter any data into HMIS. DV agencies should do the VI/SPDAT on paper for any potential transitional housing or rapid rehousing clients and compute the VI/SPDAT score manually.

**3. Participation in Coordinated Assessment System**

All programs that receive CoC funding are required to participate in the Coordinated Assessment System (CAS). In addition to filling housing openings through the CAS, all CoC agencies are also required to conduct VI-SPDATs with household individuals and families that are seeking supportive housing. The overall share of VI-SPDATs that each CoC program is expected to conduct will be worked out at the local level.

**4. Documentation of Homeless Status**

**A. Literally Homeless**

Evidence of an individual or head of household’s current living situation must be documented by a written observation by an outreach worker, a written referral by housing or service provider, or a certification by the household seeking assistance that demonstrates that the individual or head of household is currently homeless and living in a place not meant for human habitation, in an emergency shelter, or a safe haven. The order of priority for obtaining evidence is third-party documentation first, and certification from the person seeking assistance second. Records contained in HMIS are acceptable evidence of third party documentation. The program should print out a screen shoot of the HMIS record and keep it in the client’s file.

If an individual qualifies as homeless because he or she resided in an emergency shelter or a place not meant for human habitation and is exiting an institution where he or she resided for 90 days or less, acceptable documentation is:

i. Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution that demonstrate the person resided there for less than 90 days. All oral statements must be recorded by the intake worker; or

ii. Where the evidence above is not obtainable, a written record of the intake worker’s due diligence in attempting to obtain the evidence described in the paragraph i. above and a certification by the individual seeking assistance that states that they are exiting or have just exited an institution where they resided for less than 90 days; and
iii. Evidence that the individual was homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter, and met the criteria in paragraph (1) of the definition for chronically homeless in 24 CFR 578.3, immediately prior to entry into the institutional care facility.

B. Imminent Risk of Homelessness

i. Evidence of imminent risk of homelessness must be documented by: A court order resulting from an eviction action that requires the individual or family to leave their residence within 14 days after the date of their application for assistance; or the equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law; OR

ii. For individuals and families whose primary nighttime residence is a hotel or motel room not paid for by charitable organizations or federal, state, or local government programs for low-income individuals, evidence that the individual or family lacks the resources necessary to reside there for more than 14 days after the date of application for homeless assistance; OR

iii. An oral statement by the individual or head of household that the owner or renter of the housing in which they currently reside will not allow them to stay for more than 14 days after the date of application for homeless assistance. The intake worker must record the statement and certify that it was found credible. To be found credible, the oral statement must either: (I) Be verified by the owner or renter of the housing in which the individual or family resides at the time of application for homeless assistance and be documented by a written certification by the owner or renter or by the intake worker’s recording of the owner or renter’s oral statement; or (II) if the intake worker is unable to contact the owner or renter, be documented by a written certification by the intake worker of his or her due diligence in attempting to obtain the owner or renter’s verification and the written certification by the individual or head of household seeking assistance that his or her statement was true and complete;

AND

iv. Certification by the individual or head of household that no subsequent residence has been identified;

AND

v. Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.

C. Fleeing Domestic Violence, Dating Violence, Sexual Assault, Stalking or Other Dangerous/Life-Threatening Conditions Related to Violence

i. An oral statement by the individual or head of household seeking assistance that they are fleeing that situation, that no subsequent residence has been identified, and that they lack the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other housing.

ii. If the individual or family is receiving shelter or services provided by a victim service provider the oral statement must be documented by either a certification by the individual or head of household; or a certification by the intake worker.

iii. Otherwise, the oral statement that the individual or head of household seeking assistance has not identified a subsequent residence and lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain housing, must be documented by a certification by the individual or head of household that the oral statement is true and complete, and, where the safety of the individual or family would not be jeopardized, the domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening condition must be verified by a written observation by the intake worker; or a written referral by
a housing or service provider, social worker, health-care provider, law enforcement agency, legal assistance provider, pastoral counselor, or any another organization from whom the individual or head of household has sought assistance for domestic violence, dating violence, sexual assault, or stalking. The written referral or observation need only include the minimum amount of information necessary to document that the individual or family is fleeing, or attempting to flee domestic violence, dating violence, sexual assault, and stalking. The program should first attempt to obtain a written referral before using a written observation by the intake worker.

5. Operation

C. Length of Stay
The maximum length of stay in transitional housing is 24 months and the maximum length of assistance under a rapid rehousing program is also 24 months. Programs may initially approve homeless households for a shorter length of assistance based on the estimated time for the household to be able to pay rent on their own, and grant extensions as needed.

D. Client Rent and Occupancy Charges
All clients enrolled in transitional housing programs may be required to pay an occupancy charge or rent. If rent or occupancy charges are imposed they may not exceed the highest of:

a) 30 percent of the family's monthly adjusted income (adjustment factors include the number of people in the family, age of family members, medical expenses, and child-care expenses);

(b) 10 percent of the family's monthly income; or

(c) If the family is receiving payments for welfare assistance from a public agency and a part of the payments (adjusted in accordance with the family's actual housing costs) is specifically designated by the agency to meet the family's housing costs, the portion of the payments that is designated for housing costs.
Sign up to be a Member

If you believe in our goal of ending homelessness, and you have time to be an active voting member at our meetings in Albuquerque then please join us. Please print out the attached membership form, and send it with your dues to:

NM Coalition to End Homelessness, PO Box 865, Santa Fe, NM 87504

Ways to help as a Volunteer

If you would like to help us with administration, advocacy, and other projects please contact us at 505-982-9000 or e-mail Hank.H@NMCEH.org.

Sign up to receive Action Alerts

For information on upcoming events and action alerts please sign up for our email list.

Newsletters

On the Following Page is the Annual Email Invitation 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 and all interested individuals to become members of the New Mexico Coalition to End Homelessness. As an organizational or individual 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. The meetings are where we do the important planning to end homelessness and share what is working in our communities.

We have a sliding scale suggested dues structure and new members 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.

Click Here to Join

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
- Manages the new Coordinated Assessment Project in New Mexico

**Click Here to Join**

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.

**Click here to go to the NMCEH online donation page**

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](#)