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 2016 CoC Program Competition NOFA in its entirety for specific application and program requirements.
- Using the CoC Application Detailed Instructions while 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 this keep in mind:

- This year, CoCs will see that a few responses have been imported from the FY 2015 CoC Application.
- For some of the questions HUD has provided documents to assist Collaborative Applicants in completing responses.
- For other questions, the Collaborative Applicant must be aware of responses provided by project applications in their Project Applications.
- Some questions require the Collaborative Applicant to 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 CoC Application Detailed Instructions click here.

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1A-1. CoC Name and Number: NM-500 - Albuquerque CoC

1A-2. Collaborative Applicant Name: City of Albuquerque

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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange 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.

Organization/Person Categories	Participates in CoC Meetings	Votes, including electing CoC Board	Sits on CoC Board
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	No	No	No
Local Jail(s)	No	No	No
Hospital(s)	Yes	No	No
EMT/Crisis Response Team(s)	No	No	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	Yes
Public Housing Authorities	Yes	No	No
CoC Funded Youth Homeless Organizations	Not Applicable	No	Not Applicable
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
School Administrators/Homeless Liaisons	No	No	No
CoC Funded Victim Service Providers	Yes	Yes	Yes
Non-CoC Funded Victim Service Providers	No	No	No
Street Outreach Team(s)	Yes	Yes	Yes
Youth advocates	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	No	No	No
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
Medicaid Managed Care Organization (MCO)	Yes	No	Yes
Organizations that serve veterans (VA, SSVF providers, PSH program that serves vets who do not qualify for VASH)	Yes	Yes	Yes
Agencies that serve homeless families with children	Yes	Yes	Yes

1B-1a. Describe in detail how the CoC solicits and considers the full range of opinions from individuals or organizations with knowledge of homelessness or an interest in preventing and ending homelessness in the geographic area. Please provide two examples of organizations or individuals from the list in 1B-1 to answer this question.

The Albuquerque CoC holds monthly meetings at a regular date, time and location. The meetings are open to all organizations and individuals interested in ending homelessness in Albuquerque, regardless of whether they are a formal member of the CoC. The NM Coalition to End Homelessness, which helps the City of Albuquerque coordinate the monthly CoC meetings, maintains an email list for this group that includes both CoC members and non-members. A meeting agenda is emailed out a few days before every meeting. The meetings cover both CoC related business and other issues. SAFE House sits on the CoC board and participates in CoC meetings to ensure the needs of domestic violence survivors are met. CLNkids sits on the CoC board and participates in CoC meetings to ensure the needs of homeless children are met.

**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.**

Youth Service Provider (up to 10)	RHY Funded?	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 20, 2016.	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 20, 2016.
YDI	Yes	No	No
New Day Youth and Family Services	Yes	No	Yes
Casa Q	No	Yes	No

**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.**

	Participated as a	Sat on CoC Board as

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	active member or official at any point between July 1, 2015 and June 30, 2016.
SAFE House	Yes	Yes
Enlace	No	No

1B-2. 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 new projects in 2016. (limit 1000 characters)

The NM Coalition to End Homelessness (NMCEH) helps coordinate the CoC. In 2016 the NMCEH sent 2 emails before the NOFA was released to almost 600 people, stating that there would be an opportunity to apply for PH bonus funds and offering to help interested applications develop a project. The Independent Review Committee released an RFP to solicit proposals for new PH projects once the NOFA was released. The RFP stated that the NMCEH could review draft proposals up to the deadline as a way to help support new applicants to the CoC. Two applicants that do not currently receive CoC funding submitted a draft proposal for review, received feedback from NMCEH and submitted final proposals. The 3 proposals that were received by the deadline were evaluated by the IRC. The scored criteria include extent to which project uses Housing First, relevant experience, plan for providing services and financial stability. All three proposals were selected to apply to HUD for new CoC funding.

1B-3. 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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. Does the CoC coordinate with 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.

Funding or Program Source	Coordinates with Planning, Operation and Funding of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Housing and service programs funded through Federal, State and local government resources.	Yes

1C-2. The McKinney-Vento Act, requires CoC's 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 the CoC to 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)(2) requires the State and local Con Plan jurisdiction(s) consult with the CoC. The following chart asks for the 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.

	Number
Number of Con Plan jurisdictions with whom the CoC geography overlaps	1
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	1
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	1
How many of the Con Plan jurisdictions are also ESG recipients?	1
How many ESG recipients did the CoC participate with to make ESG funding decisions?	1
How many ESG recipients did the CoC consult with in the development of ESG performance standards and evaluation process for ESG funded activities?	1

1C-2a. Based on the responses provided 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 and type of interactions between the CoC and the Consolidated Plan jurisdiction(s). (limit 1000 characters)

The City of Albuquerque (ABQ) is the Consolidated Plan jurisdiction for the ABQ CoC and is also the Collaborative Applicant for the ABQ CoC. The City of ABQ participates in the 1.5 hour monthly CoC meetings and also has a representative on the Albuquerque CoC Board which meets quarterly for 1 hour.The City specifically engages the CoC when developing the Consolidated Plan, and CoC members participate in the development of this Plan. In 2012 the City of Albuquerque developed their 2013-2017 Consolidated Plan. The City held a series of focus groups which many CoC members attend. The City also did an online survey which was completed by many CoC members and CoC clients. The City held a Public Hearing for its 2016 Action Plan on 9/22/15. CoC members were invited to attend this meeting and 10 attended. The City developed draft written standards for ESG projects in August 2015; these were presented at the September CoC member meeting for feedback and approval.

1C-2b. Based on the response 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 Governance Charter includes a process for monitoring ESG recipients. The City contracts with the NM Coalition to End Homelessness, a member of the CoC, to evaluate and monitor ESG sub-recipients. NMCEH evaluates performance outcomes for those ESG programs using HMIS data. CoC members participate in the public process for allocating ESG funds. The City held a Public Hearing for its 2016 Action Plan, which includes it plans for spending ESG funds, on 9/22/15. 10 CoC members attended and at least 1 member submitted written comment. The City presented draft written standards for ESG projects in August 2015; these were presented at the September CoC member meeting. The CoC provides PIT count and HMIS data to the City for its Consolidated Plan, as well as annual performance data on specific ESG projects.

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 has worked with victim services providers in 2015 to develop a system where victims of domestic violence (DV) can access all of the available CoC funded housing using Coordinated Assessment anonymously. If a victim of DV

asks for assistance at a non-DV agency, they are given the option to be referred to a DV agency or to do the assessment 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 a appropriate housing situation becomes available for the household the Coordinated Assessment staff connect the housing agency with the victim services provider using a code name for the participant. 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 July 1, 2015 and June 30, 2016 and indicate whether the PHA has a homeless admissions preference in its Public Housing and/or Housing Choice Voucher (HCV) program.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program from 7/1/15 to 6/30/16 who were homeless at entry	PHA has General or Limited Homeless Preference
Albuquerque Housing Authority		Yes-HCV
Bernalillo County Housing Department	6.00%	No

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 City of Albuquerque funds a Housing First Permanent Supportive Housing Program for people experiencing chronic homelessness(240 units) using General Fund dollars. The City uses some HOME dollars to provide Tenant Based Rental Assistance vouchers (45 units) for homeless households. The state of NM funds Linkages, which provides housing vouchers for people experiencing homelessness with mental illness (38 units). NM also gives priority to Low Income Tax Credit housing projects that set aside units for special needs populations, including people experiencing homelessness. The Albuquerque Housing Authority (AHA) and Bernalillo County Housing Department administer VASH vouchers (271 units) and Albuquerque has two programs that administer Supportive Services for Veteran Families (SSVF) funds (47 units).

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.

Engaged/educated local policymakers:	X
Engaged/educated law enforcement:	X
Implemented communitywide plans:	
No strategies have been implemented	
Other:(limit 1000 characters)	
Decriminalizing homeless was decided to be a major policy priority for the NM Coalition to End Homelessness in 2016 at our policy retreat in May 2016. NMCEH has worked on various aspects of decriminalizing homelessness in the past and we are convening a Task Force to research current issues and develop strategies to address the most pressing issues.¿	X

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Select the system(s) 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.

Foster Care:	X
Health Care:	
Mental Health Care:	X
Correctional Facilities:	X
None:	

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

Foster Care:	X
Health Care:	X
Mental Health Care:	X
Correctional Facilities:	X
None:	

1D-2a. If the applicant did not check all boxes in 1D-2, explain why there is no coordination with the institution(s) that were not selected and explain how the CoC plans to coordinate with the institution(s) to ensure persons

**discharged are not discharged into homelessness.
(limit 1000 characters)**

1E. Centralized or Coordinated Assessment (Coordinated Entry)

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The CoC Program Interim Rule requires CoCs to establish a Centralized or Coordinated Assessment System which HUD refers to as the Coordinated Entry Process. Based on the recent Coordinated Entry Policy Brief, HUD's primary goals for the coordinated entry process are that assistance be allocated as effectively as possible and that it be easily accessible no matter where or how people present for assistance.

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)

Homeless households can access the Coordinated Assessment System (CAS) at over 30 organizations by completing the CAS's common assessment tool (the VI-SDPAT) at these locations. This includes all CoC and ESG programs, 2 drop-in centers, 3 street outreach providers, a PATH provider, a hospital, the VA, metro court and Title 1. The VISDPAT is then entered in to the NM HMIS to be scored, and the CAS generates a by name list which is prioritized by VI SDPAT score (and length of homelessness for PSH). CoC funded housing programs are required to use the list created in HMIS to select people for housing openings. People with higher VI/SPDAT scores are prioritized for PSH, those with medium scores are offered RRH or TH. The CAS staff assist in housing navigation during the referral process and work with housing agencies to ensure they do not have high barriers to entry.

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 there are other organizations or persons who participate but are not on this list, enter the information in the blank text box, click "Save" at the bottom of the screen, and then select the applicable checkboxes.

Organization/Person Categories	Participates in Ongoing Planning and Evaluation	Makes Referrals to the Coordinated Entry Process	Receives Referrals from the Coordinated Entry Process	Operates Access Point for Coordinated Entry Process	Participates in Case Conferencing	Does not Participate	Does not Exist
Local Government Staff/Officials	X	X		X			
CDBG/HOME/Entitlement Jurisdiction	X	X		X			
Law Enforcement						X	
Local Jail(s)		X		X			
Hospital(s)		X		X			
EMT/Crisis Response Team(s)		X					
Mental Health Service Organizations	X	X	X	X	X		
Substance Abuse Service Organizations	X	X	X	X	X		
Affordable Housing Developer(s)	X		X				
Public Housing Authorities							
Non-CoC Funded Youth Homeless Organizations	X						
School Administrators/Homeless Liaisons		X		X			
Non-CoC Funded Victim Service Organizations						X	
Street Outreach Team(s)	X	X	X	X	X		
Homeless or Formerly Homeless Persons	X						
SSVF programs	X	X	X	X	X		
NM VA	X	X		X	X		
Medicaid Managed Care Organization (MCO)	X	X		X			

At least one box must be checked for each row.

1F. Continuum of Care (CoC) Project Review, Ranking, and Selection

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1F-1. For all renewal project applications submitted in the FY 2016 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 2016 CoC Program Competition?	23
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	3
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 2016 CoC Program Competition?	20
Percentage of APRs submitted by renewing projects within the CoC that were reviewed by the CoC in the 2016 CoC Competition?	100.00%

1F-2 - In the sections below, check the appropriate box(es) for each selection to indicate how project applications were reviewed and ranked for the FY 2016 CoC Program Competition. Written documentation of the CoC's publicly announced Rating and Review procedure must be attached.

Performance outcomes from APR reports/HMIS:	
% permanent housing exit destinations	X
% increases in income	X
Monitoring criteria:	
Utilization rates	X
Drawdown rates	X
Frequency or Amount of Funds Recaptured by HUD	X
Need for specialized population services:	

Youth	X
Victims of Domestic Violence	X
Families with Children	X
Persons Experiencing Chronic Homelessness	X
Veterans	X

None:	

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)

Renewal projects are scored on several criteria, and their cumulative score determines their ranking. One of the scored criteria is the percentage of participants with a high vulnerability score. Vulnerability score is determined by the Coordinated Assessment System's common assessment tool, the VI-SPDAT, and takes into account history of victimization, behavioral health, length/number of episodes of homelessness and medical issues among other factors. When evaluating the projects, the Independent Review Committee compares the outcomes for each project to the outcomes for projects that serve similar populations, and considers specific vulnerabilities like substance abuse history and chronic homelessness. The IRC uses scored criteria to determine which projects can apply for NEW funding, and use of Housing First is worth the most points. New projects are ranked in order of their score. This way new projects that screen in highly vulnerable populations are given highest ranking.

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. Evidence of the public posting must be attached. (limit 750 characters)

The Independent Review Committee (IRC) established written review & ranking criteria & process for renewal projects (with input from CoC) on 7/19/16 and updated the criteria/process on 8/5/16. NM Coalition to End Homelessness (NMCEH) helps the City coordinate the CoC. The FY16 Evaluation & Ranking Criteria for Renewal Projects document was posted to NMCEH website on 7/21/16 and updated version was posted on 8/9/16. CoC members were notified via email on 7/21/16 and 8/7/16 that this document was on the NMCEH website. For PH Bonus projects, the IRC emailed a local RFP for new PH Bonus Projects to over 450 people on 7/7/16. The RFP had threshold and scored criteria for reviewing, ranking and selecting which new projects would selected.

1F-4. On what date did the CoC and Collaborative Applicant publicly post all parts of the FY 2016 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).	
1F-5. Did the CoC use the reallocation process in the FY 2016 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.)	No
1F-5a. If the CoC rejected project application(s), on what date did the CoC and Collaborative Applicant notify those project applicants that their project application was rejected? (If project applications were rejected, a copy of the written notification to each project applicant must be attached.)	
1F-6. In the Annual Renewal Demand (ARD) is the CoC's FY 2016 CoC's FY 2016 Priority Listing equal to or less than the ARD on the final HUD-approved FY2016 GIW?	Yes

1G. Continuum of Care (CoC) Addressing Project Capacity

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1G-1. Describe how the CoC monitors the performance of CoC Program recipients.
(limit 1000 characters)

The City of Albuquerque contracts with the NM Coalition to End Homelessness (NMCEH) to monitor CoC recipients. NMCEH has a risk analysis system to prioritize monitoring visits and uses a standard monitoring tool. NMCEH reviews a sample of client files to ensure the recipient is serving eligible participants and is in compliance with HUD regulations. NMCEH also assesses housing stability, destination upon exit, increase in mainstream benefits/income, utilization rates and compliance with HMIS, Coordinated Assessment System and CoC Common Standards. The CoC Independent Review Committee also monitors the performance of ALL CoC recipients during the annual evaluation/ranking process. The IRC examines utilization rates, HUD and financial audits, housing stability and income outcomes, returns to homelessness, length of homelessness, utilization of the CoC's HMIS and Coordinated Assessment System, drawdown rates and history of unexpended funds, and whether APRs were submitted on time.

1G-2. 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

Intructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange 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/MOA? In all cases, the CoC's Governance Charter must be attached to receive credit, In addition, if applicable, any separate document, like an MOU/MOA, 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 attached MOU/MOA.	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 Organization (CHOs)?	Yes
2A-4. What is the name of the HMIS software	Service Point

used by the CoC (e.g., ABC Software)?

2A-5. What is the name of the HMIS software 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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange 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

Funding Source	Funding
CoC	$163,714
ESG	$61,000
CDBG	$0
HOME	$0
HOPWA	$0
Federal - HUD - Total Amount	$224,714

2B-2.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	$0
Department of Health and Human Services	$0
Department of Labor	$0
Department of Agriculture	$0
Department of Veterans Affairs	$0
Other Federal	$0
Other Federal - Total Amount	$0

2B-2.3 Funding Type: State and Local

Funding Source	Funding

City	$57,640
County	$0
State	$12,500
State and Local - Total Amount	$70,140

2B-2.4 Funding Type: Private

Funding Source	Funding
Individual	$0
Organization	$0
Private - Total Amount	$0

2B-2.5 Funding Type: Other

Funding Source	Funding
Participation Fees	$11,400
Other - Total Amount	$11,400

2B-2.6 Total Budget for Operating Year	$306,254

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

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2C-1. Enter the date the CoC submitted the 2016 HIC data in HDX, (mm/dd/yyyy): 04/29/2016

2C-2. Per the 2016 Housing Inventory Count (HIC) Indicate the number of beds in the 2016 HIC and in HMIS for each project type within the CoC. If a particular project type does not exist in the CoC then enter "0" for all cells in that project type.

Project Type	Total Beds in 2016 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	367	75	180	61.64%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	665	271	270	68.53%
Rapid Re-Housing (RRH) beds	233	11	216	97.30%
Permanent Supportive Housing (PSH) beds	1,434	0	704	49.09%
Other Permanent Housing (OPH) beds	0	0	0	

2C-2a. If the bed coverage rate for any project type is below 85 percent, describe how the CoC plans to increase the bed coverage rate for each of these project types in the next 12 months.
(limit 1000 characters)

The HMIS Lead Agency and CoC Collaborative Applicant will work together to encourage non-ESG or CoC funded agency to use HMIS, and to provide technical assistance and support to any agency that decides it wants to do so. Possible new participating programs include the NM VA VASH (which would increase the bed coverage for PSH), St. Martin's Transitional Housing (which would increase the bed coverage for transitional housing) and Good Shepherd Center (which would increase the bed coverage for emergency shelter).

will work with the NM Veterans Administration on possibly entering VASH (which is 288 beds) into HMIS, given the new guidance HUD released on this in August 2015. This will increase ES and PH coverage. The City of Albuquerque is considering requiring Good Shepherd to enter its 77 emergency shelter beds into HMIS. Albuquerque Health Care for the Homeless has begun using HMIS for its emergency motel voucher beds. The HMIS Lead Agency will continue to

2C-3. If any of the project types listed in question 2C-2 above have a coverage rate below 85 percent, and some or all of these rates can be attributed to beds covered by one of the following program types, please indicate that here by selecting all that apply from the list below.

VA Grant per diem (VA GPD):	
VASH:	X
Faith-Based projects/Rescue mission:	X
Youth focused projects:	X
Voucher beds (non-permanent housing):	X
HOPWA projects:	
Not Applicable:	

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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange 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" within the last 10 days of January 2016.

Universal Data Element	Percentage Null or Missing	Percentage Client Doesn't Know or Refused
3.1 Name	1%	2%
3.2 Social Security Number	0%	14%
3.3 Date of birth	0%	3%
3.4 Race	0%	5%
3.5 Ethnicity	0%	4%
3.6 Gender	0%	0%
3.7 Veteran status	0%	1%
3.8 Disabling condition	0%	3%
3.9 Residence prior to project entry	0%	0%
3.10 Project Entry Date	0%	0%
3.11 Project Exit Date	0%	0%
3.12 Destination	0%	0%
3.15 Relationship to Head of Household	5%	0%
3.16 Client Location	1%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	1%	0%

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

None	

2D-3. If you submitted the 2016 AHAR, how many AHAR tables (i.e., ES-ind, ES-family, etc) were accepted and used in the last AHAR? 12

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.

VA Supportive Services for Veteran Families (SSVF):	X
VA Grant and Per Diem (GPD):	X
Runaway and Homeless Youth (RHY):	X
Projects for Assistance in Transition from Homelessness (PATH):	X
None:	

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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

The data collected during the PIT count is vital for both CoC's and HUD. HUD needs accurate data to understand the context and nature of homelessness throughout the country, and to provide Congressand the Office of Management and Budget (OMB) with information regarding services provided, gaps in service, and performance. Accurate, high quality data is vital to inform Congress' funding decisions.

2E-1. Did the CoC approve the final sheltered PIT count methodology for the 2016 sheltered PIT count?	Yes
2E-2. Indicate the date of the most recent sheltered PIT count: (mm/dd/yyyy)	01/25/2016
2E-2a. If the CoC conducted the sheltered PIT count outside of the last 10 days of January 2016, 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)	04/29/2016

2F. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2F-1. Indicate the method(s) used to count sheltered homeless persons during the 2016 PIT count:

Complete Census Count:	X
Random sample and extrapolation:	
Non-random sample and extrapolation:	

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

HMIS:	X
HMIS plus extrapolation:	
Interview of sheltered persons:	
Sample of PIT interviews plus extrapolation:	
Agency Survey for Agencies that Don't Use HMIS	X

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 HMIS Lead Agency notified all ES and TH providers that it would be using HMIS to generate a PIT count for their programs. Providers were instructed to enter all data in HMIS for clients staying in their programs on 1/25/16 by a set

date. HMIS and CoC staff reviewed the HMIS PIT count for accuracy. HMIS staff followed-up directly with programs to correct or clarify any incorrect or confusing data. For programs not in HMIS, Agency PIT Count Survey was emailed to these programs. Completed surveys were returned to the NM Coalition to End Homelessness (NMCEH) by a specific date. NMCEH then tallied the results. The NMCEH followed-up with specific agencies if there were any concerns or questions about the data they reported. Our CoC selected this methodology because HMIS is the best way to obtain PIT count data for those programs that use HMIS, while an Agency Survey has proven for our CoC to be the most effective way to obtain data for non-HMIS agencies.

2F-4. Describe any change in methodology from your sheltered PIT count in 2015 to 2016, 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 or change in partners participating in the PIT count). (limit 1000 characters)

The Albuquerque CoC used the same methodology in 2016 that it used in 2015. There were not any changes.

2F-5. Did your CoC change its provider coverage in the 2016 sheltered count? No

2F-5a. If "Yes" in 2F-5, then describe the change in provider coverage in the 2016 sheltered count. (limit 750 characters)

Our 2016 included two new youth providers that were not included in the 2015 count. One of these was Casa Q, a 10 bed emergency shelter. The other was YDI's Casa Hermosa, a 14 bed transitional housing program.

2G. Continuum of Care (CoC) Sheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

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

Training:	
Follow-up:	X
HMIS:	X
Non-HMIS de-duplication techniques:	

2G-2. Describe any change to the way your CoC implemented its sheltered PIT count from 2015 to 2016 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 methods). (limit 1000 characters)

There were not any changes to the way the Albuquerque CoC implemented its sheltered PIT count from 2015 to 2016 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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD requires CoCs to conduct an unsheltered PIT count every 2 years (biennially) during the last 10 days in January; however, HUD also strongly encourages CoCs to conduct the unsheltered PIT count annually at the same time that they conduct annual sheltered PIT counts. HUD required CoCs to conduct the last biennial PIT count during the last 10 days 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 2016, or most recent count, 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):	04/24/2015

2I. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2I-1. Indicate the methods used to count unsheltered homeless persons during the 2016 or most recent PIT count:

Night of the count - complete census:	X
Night of the count - known locations:	
Night of the count - random sample:	
Service-based count:	
HMIS:	X
Survey known locations the 2nd day after the night of the count	X

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

The CoC utilized volunteers/staff to conduct a survey with homeless people at known locations (i.e. parks, streets) and service sites. The surveys were conducted at known outside locations at 4am - 6am on 1/26/15 & 1/27/15. The surveys were conducted at service locations that serve homeless people during high traffic days and times in the 4 days following the night of the PIT count. The PIT count survey asked where the participant stayed the night of 1/26/15 and for demographic information. Albuquerque is a spread-out city and has natural areas where homeless people camp. This makes it challenging to do a complete coverage count on one night. By combining a known location and services count over several days, the CoC felt it could count the most people. The CoC reduced the chances of counting anyone twice by creating a unique identifier for each survey participant based on their survey responses and by including a question that asked if the participant had already taken the survey.

2I-3. Describe any change in methodology from your unsheltered PIT count in 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016, 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 or change in partners participating in the count).
(limit 1000 characters)

The CoC used the same methodology in 2015 that it used in 2014. There were not any changes to the methodology.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count?	No

2I-4a. If the response in 2I-4 was "no" describe any extra measures that are being taken to identify youth and what the CoC is doing for homeless youth.
(limit 1000 characters)

The CoC has three agencies that serve homeless youth. These agencies work with local first responders and public schools to identify and connect homeless youth to services. Two of these agencies work together to conduct street outreach to homeless youth; they go to community spaces such as shelters, food distribution sites, and on the streets to identify and engage homeless youth. The agencies also send staff into schools to educate youth on available services. Agencies that serve homeless youth work closely with CoC and ESG programs as well as other services providers in the city to accept and make referrals for youth experiencing homelessness. Two of the three homeless youth service providers participate in the monthly Albuquerque CoC meetings, where they coordinate planning efforts with other local service providers to ensure that homeless you have adequate programming and services to meet their needs. One youth provider also sits on the CoC Board.

2J. Continuum of Care (CoC) Unsheltered Point-in-Time (PIT) Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2J-1. Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2016 unsheltered PIT count:

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

2J-2. Describe any change to the way the CoC implemented the unsheltered PIT count from 2015 (or 2014 if an unsheltered count was not conducted in 2015) to 2016 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 in actual methodology (e.g. change in sampling or extrapolation method).
(limit 1000 characters)

In 2015, the CoC was able to invest more resources in recruiting community volunteers. We recruited over 200 community volunteers to help conduct the count. In addition we were able to offer a $5 gift card to anyone who participated in the PIT count survey, which may have led to a higher participation rate and thus a higher count.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. Performance Measure: Number of Persons Homeless - Point-in-Time Count.

* 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 2015 and 2016 PIT counts as recorded in the Homelessness Data Exchange (HDX).

	2015 PIT (for unsheltered count, most recent year conducted)	2016 PIT	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1,287	1,222	-65
Emergency Shelter Total	659	674	15
Safe Haven Total	0	0	0
Transitional Housing Total	445	365	-80
Total Sheltered Count	1,104	1,039	-65
Total Unsheltered Count	183	183	0

3A-1b. Number of Sheltered Persons Homeless - HMIS.
Using HMIS data, enter the number of homeless persons who were served in a sheltered environment between October 1, 2014 and September 30, 2015 for each category provided.

	Between October 1, 2014 and September 30, 2015
Universe: Unduplicated Total sheltered homeless persons	2,911
Emergency Shelter Total	2,444
Safe Haven Total	0
Transitional Housing Total	598

3A-2. Performance Measure: First Time Homeless.

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 of becoming homeless.

(limit 1000 characters)

The CoC has prevention programs funded by state dollars, CDBG and SSVF which reduce first homelessness by targeting assistance to low-income households with imminent evictions. The SSVF programs use a Prevention Screening Tool to ensure they are targeting assistance to those households most likely to become literally homeless. The CoC has a well-established Coordinated Assessment System (CAS). Initially, the CAS has focused on connecting homeless households to TH, RRH and PSH. As the CAS expands it will also assist households at risk of homelessness with accessing these prevention programs. The CoC CAS will use HMIS data to analyze which household characteristics can best predict first time homelessness, in order to best target these prevention funds. System Performance Measure data for 10/1/14 to 9/30/15 indicate about 80% of homeless families and individuals in Albuquerque are first time homeless.

3A-3. Performance Measure: Length of Time Homeless.

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 for any household that becomes homeless. The CoC's current average length of homelessness is 88 days (SPM data for 10/1/14 - 9/30/15). The CoC uses HMIS data to monitor length of homelessness. The CoC Coordinated Assessment System (CAS) helps the CoC quickly identify and house homeless households. Length of homelessness is a factor in a household's vulnerability score, which determines their priority for housing. The CoC will help chronically homeless (CH) households obtain housing faster by prioritizing 85% of available beds for the CH. To reduce the length of veteran homelessness, the CAS lead agency coordinates a monthly meeting to review the by-name list of homeless vets. To reduce length of family homelessness, the City allocates RRH ESG funds to a family shelter to help them quickly exit into permanent housing, and several CoC SSO and TH grants reallocated to new RRH programs in the FY15 CoC competition.

*** 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:
Fill in the chart to indicate the extent to which projects exit program

participants into permanent housing (subsidized or non-subsidized) or the retention of program participants in CoC Program-funded permanent supportive housing.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in SSO, TH and PH-RRH who exited	317
Of the persons in the Universe above, how many of those exited to permanent destinations?	214
% Successful Exits	67.51%

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, 2014 and September 31, 2015.

	Between October 1, 2014 and September 30, 2015
Universe: Persons in all PH projects except PH-RRH	800
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?	736
% Successful Retentions/Exits	92.00%

3A-5. Performance Measure: Returns to Homelessness: Describe the CoCs efforts to reduce the rate of individuals and families who return to homelessness. Specifically, describe 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 uses HMIS data to monitor/measure returns to homelessness. HMIS data shows that the % of people who exit PSH, RRH and TH into permanent housing (PH) is high. HMIS data also shows that for those who had exited a shelter or supportive housing program to PH, 22% returned to homelessness within 2 years. Based on the data, the CoC has/will implement the following strategies: 1) Provide technical assistance to programs that have a high rate of participants returning to homelessness. HMIS data shows that one SSVF program in particular is responsible for many of the returns to homelessness. 2) Use the Coordinated Assessment System to identify who most needs supportive housing to remain housed and prioritize them for supportive housing; 3) provide more supportive services for people after they exit to PH, including working with State Medicaid Office to increase use of Medicaid to pay for supportive services.

3A-6. Performance Measure: Job and Income Growth. Performance Measure: Job and Income Growth. Describe the CoC's specific strategies to assist CoC Program-funded projects to increase

program participants' cash income from employment and non-employment non-cash sources.
(limit 1000 characters)

CoC projects have been successful in helping program participants increase their employment and non-employment sources of income. The System Performance Measure data for 10/1/14 to 9/30/15 shows that 31% of system stayers and 37% of system leavers increased their income. To improve these outcomes the CoC has implemented the following strategies: The NM Coalition to End Homelessness (NMCEH) will offer at least 2 trainings per year to CoC members and other homeless service providers on accessing mainstream, non-employment benefits. The NMCEH will continue to offer at least 1 SOAR training annually, provide support to SOAR representatives and build relationships with Social Security Administration to make SOAR successful. St. Martins and Goodwill will create job training opportunities for homeless people. CoC providers will work with these two agencies and other mainstream job training programs (such as Department of Vocational Rehab) to facilitate effective referrals.

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 works with the following mainstream employment organizations to aid homeless households in increasing their income: Career Link (for TANF recipients), Goodwill Industries, Workforce Connections, NM Department of Vocational Rehab and the SSA Ticket to Work Program. These organizations help homeless households increase their income by connecting them to educational opportunities (i.e. community college), by teaching job search skills, by developing relationships with employers and by providing job skills training. An estimated 80% of CoC projects are regularly connecting participants with employment services.

3A-7. What was the 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)

St. Martin's, Molina Health Care, University of NM Hospital Pathways have outreach staff that identify/engage unsheltered homeless throughout the City. St. Martin's and AHCH run drop in centers where unsheltered homeless people can obtain basic necessities and long-term help. Staff with these outreaches/drop in centers complete the common assessment tool (VI-SPDAT) for the CoC'S Coordinated Assessment System (CAS) with clients. Everyone who completes the VISPDAT is entered into the CAS and people are housed in order of vulnerability score. Being unsheltered increases a homeless household's vulnerability score. This means that someone who has limited contact with service providers but is in the Coordinated Assessment System through these outreach efforts can access housing. CAS staff work with housing providers to proactively connect with highly vulnerable individuals, including those that are unsheltered, when there is a housing opening.

3A-7a. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. disasters)?	No

3A-7b. Did the CoC completely exclude geographic areas from the the most recent PIT count (i.e., no one counted there and, for communities using samples the area was excluded from both the sample and extrapolation) where the CoC determined that there were no unsheltered homeless people, including areas that are uninhabitable (e.g. deserts, wilderness, etc.)?
(limit 1000 characters)

No, the CoC did not complete exclude geographic areas from the most recent PIT count.

3A-8. Enter the date the CoC submitted the system performance measure data into HDX. The System Performance Report generated by HDX must be attached. (mm/dd/yyyy)	07/26/2016

3A-8a. If the CoC was unable to submit their System Performance Measures data to HUD via the HDX by the deadline, explain why and describe what specific steps they are taking to ensure they meet the next HDX submission deadline for System Performance Measures data.
(limit 1500 characters)

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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

To end chronic homelessness by 2017, HUD encourages three areas of focus through the implementation of Notice CPD 14-012: Prioritizing Persons Experiencing Chronic Homelessness in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status.

1. Targeting persons with the highest needs and longest histories of homelessness for existing and new permanent supportive housing;
2. Prioritizing chronically homeless individuals, youth and families who have the longest histories of homelessness; and
3. The highest needs for new and turnover units.

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 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

		2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered chronically homeless persons		260	255	-5
Sheltered Count of chronically homeless persons		170	165	-5
Unsheltered Count of chronically homeless persons		90	90	0

3B-1.1a. Using the "Differences" calculated in question 3B-1.1 above, explain the reason(s) for any increase, 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 2016 compared to 2015.
(limit 1000 characters)

Overall we counted 5 fewer chronically homeless people in 2016 than we did in 2015, all due to a small decrease in the sheltered count. This small decrease is due to the fact that all permanent supportive housing providers are now required to prioritize 85% of beds that become available through turnover for chronically homeless households. We did not conduct an unsheltered PIT count in 2016, so the unsheltered count did not change between 2015 and 2016. There was no change in methodology that would explain the decrease.

3B-1.2. 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 2016 Housing Inventory Count, as compared to those identified on the 2015 Housing Inventory Count.

	2015	2016	Difference
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homelessness persons identified on the HIC.	615	690	75

3B-1.2a. Explain the reason(s) for any increase, or no change in the total number of PSH beds (CoC program funded or non-CoC Program funded) that were identified as dedicated for use by chronically homeless persons on the 2016 Housing Inventory Count compared to those identified on the 2015 Housing Inventory Count.
(limit 1000 characters)

There were 75 more dedicated chronic homeless beds in 2016 than there was in 2015. This is because there was a new permanent supportive housing program in the 2016 HIC that is dedicated to serving chronically homeless households. This program, called Almost Home, is administered by St. Martin's and funded by the City of Albuquerque.

3B-1.3. Did the CoC adopt the Orders of Priority into their standards for 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?

Yes

3B-1.3a. If "Yes" was selected for question 3B-1.3, attach a copy of the CoC's written standards or other evidence that clearly shows the incorporation of the Orders of Priority in Notice CPD 14-012 and indicate the page(s) for all documents where the Orders of Priority are found.

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3B-1.4. Is the CoC on track to meet the goal of ending chronic homelessness by 2017? Yes

This question will not be scored.

**3B-1.4a. If the response to question 3B-1.4 was "Yes" what are the strategies that have been implemented by the CoC to maximize current resources to meet this goal? If "No" was selected, what resources or technical assistance will be implemented by the CoC to reach to goal of ending chronically homelessness by 2017?
(limit 1000 characters)**

The CoC is part of the national Zero: 2016 initiative, and is receiving technical assistance and support to reach the goal of ending chronic homelessness by the end of 2017. The CoC monitors its progress in ending chronic homelessness each month using the metrics provided by Zero: 2016. The CoC has a well established Coordinated Assessment System, and uses that system to identify the chronically homeless people in the CoC who need PSH using a by-name list. The CoC's Common Standards for Administering PSH require CoC PSH providers to prioritize 85% of their housing openings for households that are chronically homeless.

3B. Continuum of Care (CoC) Strategic Planning Objectives

3B. Continuum of Care (CoC) Strategic Planning Objectives

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

HUD will evaluate CoC's based on the extent to which they are making progress to achieve the goal of ending homelessness among households with children by 2020.

3B-2.1. What factors will the CoC use to prioritize households with children during the FY2016 Operating year? (Check all that apply).

Vulnerability to victimization:	X
Number of previous homeless episodes:	X
Unsheltered homelessness:	X
Criminal History:	X
Bad credit or rental history (including not having been a leaseholder):	X
Head of household has mental/physical disabilities:	X
No Income and Victim of domestic violence	X
Separation from children (i.e. by child protective services)	X
N/A:	

3B-2.2. Describe the CoC's strategies including concrete steps to rapidly rehouse every household with children within 30 days of those families becoming homeless.
(limit 1000 characters)

The CoC will use its Coordinated Assessment System (CAS) to identify, prioritize and quickly re-house homeless families with the most appropriate supportive housing option. The CoC's CAS uses the VI-SPDAT as its common assessment tool, which gives each household a vulnerability score. Families with high vulnerability scores are prioritized for CoC and ESG Permanent Supportive, Rapid ReHousing and Transitional Housing programs. In this way the CoC ensures those families with significant barriers – and not the least amount of barriers – have access to supportive housing. The CoC is also working to increase the number of Rapid ReHousing beds. In FY15, 5 SSO and TH grants reallocated their funding to 2 new Rapid Rehousing programs for families that will create at least 60 new units. The City also allocates ESG Rapid ReHousing funds to an organization that also operates a family shelter, to ensure that families can quickly exit the shelter into Rapid ReHousing.

3B-2.3. Compare the number of RRH units available to serve families from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve families in the HIC:	30	57	27

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, gender or disability 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
None:	

3B-2.5. Compare the total number of homeless households with children in the CoC as reported by the CoC for the 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

PIT Count of Homelessness Among Households With Children

	2015 (for unsheltered count,		

	most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	121	108	-13
Sheltered Count of homeless households with children:	119	106	-13
Unsheltered Count of homeless households with children:	2	2	0

3B-2.5a. Explain the reason(s) for any increase, or no change in the total number of homeless households with children in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

Overall there were 13 fewer homeless households with children in 2016 than in 2015, all due to a decrease in the sheltered count. The most likely reason for this is the increase in Rapid Rehousing beds during that time. There were no changes in PIT count methodology that would explain the difference. We did not conduct a unsheltered PIT count in 2016, so there was not change in the unsheltered count between 2015 and 2016.

3B-2.6. From the list below select the strategies to the CoC uses to address the unique needs of unaccompanied homeless youth including youth under age 18, and youth ages 18-24, including the following.

Human trafficking and other forms of exploitation?	Yes
LGBTQ youth homelessness?	Yes
Exits from foster care into homelessness?	Yes
Family reunification and community engagement?	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs?	Yes
Unaccompanied minors/youth below the age of 18?	Yes

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:	X
Increase housing and service options for youth fleeing or attempting to flee trafficking:	X
Specific sampling methodology for enumerating and characterizing local youth trafficking:	X
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	
Community awareness training concerning youth trafficking:	X

N/A:	

3B-2.7. What factors will the CoC use to prioritize unaccompanied youth including youth under age 18, and youth ages 18-24 for housing and services during the FY 2016 operating year? (Check all that apply)

Vulnerability to victimization:	X
Length of time homeless:	X
Unsheltered homelessness:	X
Lack of access to family and community support networks:	X
Mental health, substance abuse and medical issues	X
History of physical, emotional or sexual abuse	X
N/A:	

3B-2.8. Using HMIS, compare all unaccompanied youth including youth under age 18, and youth ages 18-24 served in any HMIS contributing program who were in an unsheltered situation prior to entry in FY 2014 (October 1, 2013-September 30, 2014) and FY 2015 (October 1, 2014 - September 30, 2015).

	FY 2014 (October 1, 2013 - September 30, 2014)	FY 2015 (October 1, 2014 - September 30, 2105)	Difference
Total number of unaccompanied youth served in HMIS contributing programs who were in an unsheltered situation prior to entry:	97	155	58

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 2015 is lower than FY 2014 explain why. (limit 1000 characters)

Beginning in October 2014, all RHY projects began fully participating in HMIS. As a result, the number of homeless unaccompanied youth and youth headed households with children in HMIS increased. As a result, we also saw an accompanying increase in the number of youth who were in a unsheltered

situation prior to program entry. The FY15 to FY16 comparison will give us a better sense of whether there has been an actual increase or decrease.

3B-2.9. Compare funding for youth homelessness in the CoC's geographic area in CY 2016 and CY 2017.

	Calendar Year 2016	Calendar Year 2017	Difference
Overall funding for youth homelessness dedicated projects (CoC Program and non-CoC Program funded):	$942,596.00	$1,092,186.00	$149,590.00
CoC Program funding for youth homelessness dedicated projects:	$0.00	$0.00	$0.00
Non-CoC funding for youth homelessness dedicated projects (e.g. RHY or other Federal, State and Local funding):	$942,596.00	$1,092,186.00	$149,590.00

3B-2.10. To what extent have youth services and educational representatives, and CoC representatives participated in each other's meetings between July 1, 2015 and June 30, 2016?

Cross-Participation in Meetings	# Times
CoC meetings or planning events attended by LEA or SEA representatives:	1
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenille justice or out of school time) attended by CoC representatives:	9
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	10

3B-2.10a. Based on the responses in 3B-2.10, describe in detail how the CoC collaborates with the McKinney-Vento local educational authorities and school districts.
(limit 1000 characters)

CoC and ESG agencies work closely with the Albuquerque Public Schools Title 1 Homelessness Project. CoC agencies quickly refer families with school aged children to the Title 1 staff so that they can receive services. Title 1 services include enrollment assistance to reduce barriers to school attendance, transportation to school-of-origin (on a case-by-case basis),and automatic registration in the APS free lunch program. Title 1 staff make facilitated referrals to other agencies within the CoC, including homeless services providers, community behavioral health providers for comprehensive behavioral health services, Special Education Child Fund, and the APS Clothing Bank. Title 1 staff have also been trained in how to conduct the VI SPDAT so they can connect homeless families to the CoC's Coordinated Assessment System for supportive housing. The executive director of CLNkids, a Head Start site, is a CoC member and CoC Board member and attends the monthly CoC meetings.

3B-2.11. How does the CoC make sure that homeless individuals and

families who become homeless 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.
(limit 2000 characters)

The CoC has a policy requiring CoC agencies to have policies/procedures inplace on this matter. The City of Albuquerque, which is the ESG Recipient within the CoC, has adopted written ESG standards that incorporate this same policy. Under the CoC and ESG Policy, each CoC and ESG agency that serves households with children or unaccompanied youth must have policies/procedures 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. Annually, 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. CoC and ESG programs work closely with other youth and educational partners in the community to facilitate referrals between CoC/ESG programs and other types of programs. When CoC and ESG programs receive referrals, they do an initial assessment, part of which includes assessing the educational needs of the children in the household.

3B-2.12. Does the CoC or any HUD-funded projects within the CoC have any written agreements with a program that services infants, toddlers, and youth children, such as Head Start; Child Care and Development Fund; Healthy Start; Maternal, Infant, Early Childhood Home Visiting programs; Public Pre-K; and others?
(limit 1000 characters)

CLNkids has a Continuum of Care Rapid Rehousing grant. CLNkids is an Early Head Start site and receives Early Head Start funding through the City of Albuquerque, which is the CoC's Collaborative Applicant. CLNkids also services families who receive a childcare stipend funded by the state of New Mexico.

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 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

Opening Doors outlines the goal of ending Veteran homelessness by the end of 2016. 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 2016 PIT count compared to 2015 (or 2014 if an unsheltered count was not conducted in 2015).

	2015 (for unsheltered count, most recent year conducted)	2016	Difference
Universe: Total PIT count of sheltered and unsheltered homeless veterans:	188	139	-49
Sheltered count of homeless veterans:	172	123	-49
Unsheltered count of homeless veterans:	16	16	0

3B-3.1a. Explain the reason(s) for any increase, or no change in the total number of homeless veterans in the CoC as reported in the 2016 PIT count compared to the 2015 PIT count. (limit 1000 characters)

Overall there were 49 fewer homeless veterans in 2016 than in 2015, all due to a decrease in the sheltered count. We did not conduct an unsheltered PIT count in 2016, so the unsheltered count of homeless veterans remained the same between 2015 and 2016. The most likely reason for the decrease is the CoC's participation in the Zero: 2016 initiative. With support from Zero: 2016, the CoC has a by name list of homeless veterans which is constantly updated as veterans become newly homeless or housed. This has allowed the CoC to more effectively target supportive housing resources, in collaboration with SSVF providers, Grant per Diem providers, and the New Mexico VA, to homeless veterans who need supportive housing.

3B-3.2. Describe how the CoC identifies, assesses, and refers homeless veterans who are eligible for Veterean's Affairs services and housing to appropriate reources such as HUD-VASH and SSVF. (limit 1000 characters)

When a service provider encounters a homeless vet, the vet is referred to the NM VA main hospital or to the NM VA's regular outreach clinic at Albuquerque Health Care for the Homeless (AHCH) to be assessed for VA services. Vets can complete the Coordinated Assessment System's (CAS) common assessment tool (VI-SPDAT) at one of over 30 organizations, which includes an Addendum to assess if the vet is eligible for VA services. St. Martin's street outreach team conducts outreach to and conducts the VI-SPDAT with the unsheltered homeless. Albuquerque SSVF providers use the CAS to fill SSVF openings. CAS staff will work with the VA when there is a veteran on the by-name list who needs VASH. CAS lead agency conducts a monthly meeting with the VA, SSVF providers and Heading Home to review the by-name list of homeless vets and house those vets at the top of the list. Heading Home provides PSH housing to vets who do not qualify for VASH using City of Albuquerque dollars.

3B-3.3. 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 2016 PIT Count compared to the 2010 PIT Count (or 2009 if an unsheltered count was not conducted in 2010).

	2010 (or 2009 if an unsheltered count was not conducted in 2010)	2016	% Difference
Total PIT Count of sheltered and unsheltered homeless veterans:	236	139	-41.10%
Unsheltered Count of homeless veterans:	74	16	-78.38%

3B-3.4. Indicate from the dropdown whether you are on target to end Veteran homelessness by the end of 2016.

Yes

This question will not be scored.

3B-3.4a. 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 2016? (limit 1000 characters)

The CoC is part of the national Zero: 2016 initiative, and is receiving technical assistance and support to reach the goal of ending veteran by the end of 2016. The CoC monitors its progress in ending veteran homelessness each month using the metrics provided by Zero: 2016. The CoC has a well established

Coordinated Assessment System, and uses that system to identify the homeless veterans in the CoC who need housing. The CAS lead agency leads a monthly meeting with organizations that provide housing to homeless veterans to review the by-name list of homeless vets and to house those veterans at the top of the list.

4A. Accessing Mainstream Benefits

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange 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 program changes that can affect homeless clients? Yes

4A-2. Based on the CoC's FY 2016 new and renewal project applications, what percentage of projects have demonstrated they are assisting project participants to obtain mainstream benefits? This 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?

FY 2016 Assistance with Mainstream Benefits

Total number of project applications in the FY 2016 competition (new and renewal):	24
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 2a, 2b and 2c on Screen 4A. In a New Project Application, "Yes" is selected for Questions 5a, 5b, 5c, 6, and 6a on Screen 4A).	24
Percentage of renewal and new project applications in the FY 2016 competition that have demonstrated assistance to project participants to obtain mainstream benefits:	100%

**4A-3. List the organizations (public, private, non-profit and other) that you collaborate with to facilitate health insurance enrollment, (e.g., Medicaid, Medicare, Affordable Care Act options) for program participants. For each organization you partner with, detail the specific outcomes resulting from the partnership in the establishment of benefits.
(limit 1000 characters)**

New Mexico is a Medicaid expansion state. Albuquerque Health Care for the Homeless (AHCH), which is a member of the CoC, has been leading the effort to facilitate health insurance enrollment. AHCH staffs 2.3 FTE outreach workers/client advocates. Staff conduct outreach, engagement, education and assistance leading to enrollment of those homeless individuals who will become newly eligible for Medicaid. AHCH works with partners to coordinate maximal coverage of location/sites and schedule/hours to reach the population experiencing homelessness in the service area. The plan is monitored and

revised across the partnerships through at least quarterly review meetings and/or correspondence. Local partners include First Nations Community Healthsource and First Choice Community Healthcare, which are two local health centers. Between October 1, 2015 and June 30, 2016, AHCH has submitted
applications for 194 people and of those an estimated 62% (120 people) have been enrolled in Medicaid.

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

Educational materials:	X
In-Person Trainings:	X
Transportation to medical appointments:	X
Not Applicable or None:	

4B. Additional Policies

Instructions:

For guidance on completing this form, please reference the FY 2016 CoC Application Detailed Instructions and the FY 2016 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

4B-1. Based on the CoCs FY 2016 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?

FY 2016 Low Barrier Designation

Total number of PH (PSH and RRH), TH and non-Coordinated Entry SSO project applications in the FY 2016 competition (new and renewal):	24
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 2016 competition:	24
Percentage of PH (PSH and RRH), TH and non-Coordinated Entry SSO renewal and new project applications in the FY 2016 competition that will be designated as "low barrier":	100%

4B-2. What percentage of CoC Program-funded Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), SSO (non-Coordinated Entry) and Transitional Housing (TH) FY 2016 Projects have adopted a Housing First approach, meaning that the project quickly houses clients without preconditions or service participation requirements?

FY 2016 Projects Housing First Designation

Total number of PSH, RRH, non-Coordinated Entry SSO, and TH project applications in the FY 2016 competition (new and renewal):	24
Total number of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications that selected Housing First in the FY 2016 competition:	24
Percentage of PSH, RRH, non-Coordinated Entry SSO, and TH renewal and new project applications in the FY 2016 competition that will be designated as Housing First:	100%

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?

Direct outreach and marketing:	X

Use of phone or internet-based services like 211:	
Marketing in languages commonly spoken in the community:	X
Making physical and virtual locations accessible to those with disabilities:	X
Not applicable:	

4B-4. Compare the number of RRH units available to serve populations from the 2015 and 2016 HIC.

	2015	2016	Difference
RRH units available to serve all populations in the HIC:	81	122	41

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", to 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 the President Obama under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistanct Act, as amended (Public Law 93-288) in the 12 months prior to the opening of the FY 2016 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 since the submission of the FY 2015 application? This response does not affect the scoring of this application.	No

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.

CoC Governance:	☐
CoC Systems Performance Measurement:	☐
Coordinated Entry:	☐
Data reporting and data analysis:	☐
HMIS:	☐
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. Indicate the type(s) of Technical Aassistance that was provided, using the categories listed in 4B-9a, provide the month and year the CoC Program recipient or sub-recipient received the assistance and the value of the Technical Assistance to the CoC/recipient/sub recipient involved given the local conditions at the time, with 5 being the highest value and a 1 indicating no value.

Type of Technical Assistance Received	Date Received	Rate the Value of the Technical Assistance

4C. Attachments

Instructions:

Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site: https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource

Document Type	Required?	Document Description	Date Attached
01. 2016 CoC Consolidated Application: Evidence of the CoC's communication to rejected participants	Yes	Communication	08/16/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes		
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	NM-500 Rating & R...	08/23/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	NM-500 Rating & R...	08/10/2016
05. CoCs Process for Reallocating	Yes	NM-500 Chart & Pr...	08/29/2016
06. CoC's Governance Charter	Yes	HMIS Governance C...	08/11/2016
07. HMIS Policy and Procedures Manual	Yes	HMIS Policy and P...	08/16/2016
08. Applicable Sections of Con Plan to Serving Persons Defined as Homeless Under Other Fed Statutes	No		
09. PHA Administration Plan (Applicable Section(s) Only)	Yes	Letter from Albuq...	08/09/2016
10. CoC-HMIS MOU (if referenced in the CoC's Goverance Charter)	No	CoC-HMIS MOU	08/11/2016
11. CoC Written Standards for Order of Priority	No	NM-500 Standards ...	08/05/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	NM500 2016 SysPM ...	08/02/2016
14. Other	No		
15. Other	No		

Attachment Details

Document Description: Communication

Attachment Details

Document Description:

Attachment Details

Document Description: NM-500 Rating & Review Procedure

Attachment Details

Document Description: NM-500 Rating & Review Public Posting Evidence

Attachment Details

Document Description: NM-500 Chart & Process

Attachment Details

Document Description: HMIS Governance Charter

Attachment Details

Document Description: HMIS Policy and Procedures

Attachment Details

Document Description:

Attachment Details

Document Description: Letter from Albuquerque Housing Authority

Attachment Details

Document Description: CoC-HMIS MOU

Attachment Details

Document Description: NM-500 Standards for Order of Priority

Attachment Details

Document Description:

Attachment Details

Document Description: NM500 2016 SysPM Report

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

Ensure that the Project Priority List is complete prior to submitting.

Page	Last Updated
1A. Identification	08/11/2016
1B. CoC Engagement	08/11/2016
1C. Coordination	08/23/2016

1D. CoC Discharge Planning	08/11/2016
1E. Coordinated Assessment	08/11/2016
1F. Project Review	Please Complete
1G. Addressing Project Capacity	08/11/2016
2A. HMIS Implementation	08/11/2016
2B. HMIS Funding Sources	08/11/2016
2C. HMIS Beds	08/22/2016
2D. HMIS Data Quality	08/11/2016
2E. Sheltered PIT	08/29/2016
2F. Sheltered Data - Methods	08/11/2016
2G. Sheltered Data - Quality	08/11/2016
2H. Unsheltered PIT	08/29/2016
2I. Unsheltered Data - Methods	08/23/2016
2J. Unsheltered Data - Quality	08/11/2016
3A. System Performance	08/12/2016
3B. Objective 1	08/12/2016
3B. Objective 2	08/29/2016
3B. Objective 3	08/16/2016
4A. Benefits	08/23/2016
4B. Additional Policies	08/23/2016
4C. Attachments	Please Complete
Submission Summary	No Input Required

The Albuquerque CoC (NM-500) did not reject any new or renewal Project Applications during the FY16 CoC Competition.

The CoC uses a local RFP process to select who can apply to HUD for the FY16 Permanent Housing (PH) Bonus project. The CoC received three proposals for the PH bonus. The CoC Independent Review Committee selected all three proposals to apply for the PH bonus, but at lower amounts than what they applied for.

The email below shows that the CoC contacted each of the applicants for the PH bonus projects to let them know that their project had been selected to apply for PH bonus funding but at a reduced amount.

Gmail

Lisa Huval <lisa.nmceh@gmail.com>

IRC Decision on New CoC Permanent Housing Bonus Projects

Lisa Huval <Lisa-H@nmceh.org> Sun, Aug 7, 2016 at 5:19 PM
To: lisa-h@nmceh.org
Cc: Lisa Maury <lisa-m@nmceh.org>
Bcc: "Son-Stone, Linda (IHS/ALB)" <linda.son-stone@fnch.org>, Kelley Lee <klee@bernco.gov>, Lisa Simpson <elizabeth.simpson@comcast.net>, Vicky Palmer <vpalmer@smhc-nm.org>, Melissa Fox <mfox@smhc-nm.org>

Dear Bernalillo County, First Nations and St. Martin's:
Thank you for applying for the FY16 permanent housing bonus funding. The CoC independent review committee met on Friday, August 5th to score the proposals and select who could apply to HUD for the bonus funding.

All three proposals were for very strong projects and scored very high. In addition, because of the way HUD scores projects in Tier 2, we have a higher chance of getting at least one new project funded if there is more than one new project.

Therefore the IRC decided to fund all three projects that applied for the bonus funding, but at a reduced amount. The IRC decided to allocate the following amount to each of you. The three bonus projects will be ranked at the bottom of Tier 2, in the order listed below. The ranking and funding amount is relevant to the project's score (i.e. the highest scoring project was awarded the most funding and will be ranked the highest of the three new projects). I have attached the meeting minutes.

St. Martin's	Permanent Housing Bonus Project	PSH	$100,000
Bernalillo County	Permanent Housing Bonus Project	PSH	$90,000
First Nations	Permanent Housing Bonus Project	PSH	$86,429

I know that the amount awarded is significantly less than what each of you applied for, and you may need to consider whether it still makes sense to apply for a project at the reduced amount. **Please confirm by 5:00pm this Friday, August 12th whether you to plan to apply for the reduced amount.**

If you disagree with the IRC's ranking and funding decisions, there is an appeals process. **To appeal, you must email a letter to NMCEH Executive Director Hank Hughes by 5:00pm on Friday, August 12th stating the reason for the email.** Hank's email is hank-h@nmceh.org. The complete appeals process is attached.

Now that you have been selected, you will need to complete a Project Application to HUD via e-snaps. Please refer to the links below for guidance in getting started. I am available to provide any technical assistance you need. **You must submit your Project Application via e-snaps to me by Monday, August 22nd**. That will give me plenty of time to review it and for you to make changes so that we can submit with the entire CoC application to HUD by the deadline.

https://www.hudexchange.info/resource/2909/coc-project-application-instructions-for-new-projects/

https://www.hudexchange.info/resource/4042/new-project-application-detailed-instructions/

Let me know if you have any questions.

Lisa

--
Lisa Huval
Associate Director
New Mexico Coalition to End Homelessness
505 217 9570
www.nmceh.org
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2 attachments

CoC Review, Appeals and Grievance Process Updated Oct 2015.pdf
195K

IRC Minutes 080516.pdf
743K

Reallocation Chart for Albuquerque NM CoC (NM-500)			
	Total ARA	**Amount Reallocated**	**% Reallocated of that year's ARA**
FY13	$4,798,550	$239,928*	5%
FY14	$4,971,616	$0	0%
FY15	$5,092,874	$1,120,056	22%
Total			**27%**

*In the FY13 Priority Listing Funding Summary Page, it shows that $0 were Reallocated and $239,928 were New. The CoC **DID** apply for one new reallocated PSH project that year for $239,928 (NewLife Homes Gateway 66). The FY13 Consolidated Application clearly identifies this as a new reallocated project. This appears to be a glitch with e-snaps.

operation of the project and supportive services for the project. Because the funds are so flexible and the leasing, operating and supportive services funding is renewable year after year, these grants work very well to start new projects.

Fiscal Year 2016 (FY16) Continuum of Care (CoC) Application Process

Each year, the Albuquerque CoC and the Balance of State CoC must evaluate, rank and decide on funding amounts for all current CoC projects that are up for renewal and select new permanent housing bonus and reallocated projects. We will post documents here that the Albuquerque CoC and the Balance of State CoC will use during the FY16 CoC Competition to evaluate, rank, reallocate and select renewal and new projects for each CoC. Once that process is complete, we will also add the final project rankings and the amount of funding that each project was allowed to apply for as part of the 2016 CoC Competition.

Albuquerque CoC

FY16 Albuquerque CoC RFP
FY16 Albuquerque CoC Budget Forms for RFP
Albuquerque CoC Review, Appeals and Grievance Process for New and Renewal Projects
FY16 Evaluation and Ranking Criteria for Albuquerque CoC Renewal Projects
Review of FY16 Albuquerque CoC Renewal Projects
FY16 Albuquerque CoC Renewal Outcomes
Albuquerque CoC Independent Review Committee Meeting Minutes 7-19-16
Albuquerque CoC Independent Review Committee Meeting Minutes 8-5-16
Reallocation Process for Albuquerque CoC

Balance of State CoC

FY16 Balance of State CoC Pre-Application
BOS IRC Minutes 7-11-16
Need for Supportive Housing by County
New Project Ranking Criteria for 2016
Renewal Criteria for 2016 Balance of State CoC
CoC Review Appeals and Grievance Process
Impartial Review Committee Meeting Minutes 8-8-16
Minutes for Special NMCEH Member Meeting for Appeals 8-19-16
Minutes for Special Appeals Committee Meeting 8-23-16
Ranking of Projects Revised by Special Review Committee NM BoS 8-23-16
Reallocation Process for Balance of State CoC

Past CoC Applications

Albuquerque Continuum of Care

Process for Reallocation of CoC Funds for FY 2016

The Albuquerque CoC uses the following process to reallocate funding within the Continuum. The purpose of reallocation is to make sure that resources are being used in the most efficient way possible to assist people who are homeless in the CoC region. There are three ways the funds can be selected for reallocation, voluntary reallocation by an agency, involuntary full reallocation by the Impartial Review Committee, or involuntary partial reallocation.

1. Voluntary reallocation. Agencies may decide to reallocate their CoC funds from an underperforming project to a new project that can be expected to perform better. Voluntary reallocation usually starts when the CoC staff at the New Mexico Coalition to End Homelessness (NMCEH) notify a project that it is underperforming and that reallocation is an option. The CoC's Collaborative Applicant, the City of Albuquerque, contracts with NMCEH to provide technical support to CoC agencies and to assist with the annual application process. The process is then for the agency to work with NMCEH staff to develop a new application that replaces the old project and the NMCEH staff present the new project to the Independent Review Committee for inclusion in the ranking. Voluntary reallocation has been the most common method of reallocation in the CoC.
2. Involuntary full reallocation. When a project is underperforming but the agency that manages the project does not voluntarily seek reallocation, the Independent Review Committee can reallocate part or all of the project to a new project at a different agency. When making the decision to reallocate money away from one agency to another, the Independent Review Committee seeks to minimize the impact on clients that may have been served by the underperforming project. This might involve reallocating funding to a project that serves a similar homeless population in the same geographic region, if possible. Alternatively, the Independent Review Committee might encourage other agencies to fill in gaps created by the reallocation in a future CoC competition.
3. Involuntary partial reallocation. If a CoC project is consistently returning significant amounts of money to HUD, the Independent Review Committee will reallocate part the project funding to new projects.

Albuquerque Continuums of Care
Review, Appeals and Grievance Process for Selection of New and Renewal Projects

Approved June 2014 by the Albuquerque Continuum of Care Membership; Updated October 2015 by the Albuquerque Continuum of Care Membership

1. Overview of Process

In the Albuquerque Continuum of Care, the Independent Review Committee (IRC) establishes the selection criteria for who can apply to HUD for new and renewal funding, and for what amounts, in the annual Albuquerque Continuum of Care Application. The IRC establishes these criteria with input from the Albuquerque CoC membership and Albuquerque CoC Board.

The Albuquerque CoC issues a RFP each year to select new projects prior to the HUD deadline for submission of the Continuum of Care application. New projects include Permanent Housing Bonus projects and projects funded through reallocation. The Independent Review Committees (IRC) reviews and scores all proposals based on the established selection criteria. The project or projects with the highest score(s) will be selected to apply to HUD for a new Bonus or reallocated project.

An exception to this process may be made if an existing CoC applicant voluntarily chooses to reallocate its existing funding to a new Rapid ReHousing, Permanent Supportive Housing or Coordinated Assessment System project that it would operate. In this scenario, the applicant will not need to go through the competitive RFP process if the IRC does not have any concerns about the applicant's capacity to administer the new project.

The IRC evaluates and ranks all renewal projects based on the established criteria, which includes HUD outcome measures and other factors. The IRC will decide whether to: a) fully fund each renewal project or b) whether to reallocate some or all of a renewal project's funds to a new project.

All CoC meetings, including IRC meetings, related to the evaluation, ranking, reallocation or selection of new and renewal projects will be recorded via written meeting minutes. The minutes will contain the date that the meeting took place and will be shared with the CoC membership.

2. Process for Obtaining, and Compiling Data for Renewal Projects

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

a. Albuquerque CoC membership will select an IRC to review the applications for new and renewal projects. The CoC Governance Charter sets the selection process for the IRC.

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 receives CoC funding 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 also ask all CoC renewal projects to submit documents needed to evaluate their projects on the other evaluation criteria, including HUD monitoring reports, financial audits and LOCCS statements. NMCEH staff will analyze these documents and summarize them in a chart for the Review Committees. The staff of NMCEH will distribute this chart to each agency that receives CoC funding for review.

f. The staff of NMCEH will distribute the final charts to all of the CoC agencies in advance of the IRC meeting.

g. The review committees will meet and decide on a ranking of projects and an amount for each project to be included in the application. This includes deciding on whether to reallocate all or some of an existing project's funding to a new project.

h. After the review committee meetings, the staff of NMCEH will distribute the ranking and award amounts to all of the CoC agencies.

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

3. 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.

4. 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).

e. 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.

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

5. 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.

New Mexico Coalition to End Homelessness

New Mexico Homeless Management Information System (HMIS)

Policies and Procedures

Version 3.2

(Update Approved by NM HMIS Governing Committee: 10 March 2015)

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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 Manger. 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

Phone: (505) 982-9000

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 <u>not</u> 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	
NM HMIS SOP	**Section Reference**
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.	• B.7. NM HMIS Agreement Suspension/Termination and Data Ownership
Security and Data Retrieval: Agencies must adhere to all the NM HMIS SOP provisions regarding protection of client data that is retrieved from the HMIS or transmitted to any other source by electronic medium..	• C.2 Data Access Computer Requirements • C.4. Inter-Agency Data Sharing • C.5. Extracted Data • C.10. Public Data Retrieval and Support
Data Collection and Data Quality: Each agency/program is required to collect a series of data elements depending on the type of program it operates. NM HMIS Authorized Agencies and their Users are responsible for the accuracy of their data entry. Authorized Agency leadership will be responsible for ensuring that data entry by users is being conducted in a timely manner and will also ensure the accuracy of the data entered.	• C.3. Required Data Collection • C.8. Data Quality Assurance • C.9. Data Timeliness

HUD Universal Data Elements: SUMMARY

Revised March 2010

Exhibit 1-1: Summary of Program Descriptor Data Elements

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

Exhibit 1-2: Summary of Universal Data Elements

Data Standards	Program Applicability	Subjects			When Collected		
		All Clients	All Adults	All Adults & Unaccompanied Youth	Initial Program Entry Only	Every Program Entry	Every Program Exit
1 Name[1]	All CoC Programs	X			X		
2 Social Security Number[1]	All CoC Programs	X			X		
3 Date of Birth[1]	All CoC Programs	X			X		
4 Race[1]	All CoC Programs	X			X		
5 Ethnicity[1]	All CoC Programs	X			X		
6 Gender[1]	All CoC Programs	X			X		
7 Veteran Status	All CoC Programs		X			X	
8 Disabling Condition	All CoC Programs	X				X	
9 Residence Prior to Program Entry	All CoC Programs			X		X	
10 Zip Code of Last Permanent Address	All CoC Programs			X		X	
11 Housing Status	All CoC Programs	X				X	X (optional for Emergency Shelters)
12 Program Entry Date	All CoC Programs	X				X	
13 Program Exit Date	All CoC Programs	X					X
14 Personal Identification Number	All CoC Programs	X			X		
15 Household Identification Number	All CoC Programs	X				X	

[1] Note that one or more of these personal identifiers may need to be asked on subsequent visits to find and retrieve the client's record. However, this information only needs to be recorded in HMIS on an initial program entry.

Exhibit 1-3: Summary of Program-Specific Data Elements								
			When Collected					
Data Standards	Program Applicability	Subjects	During Client Assessment Near Entry	At Least Once Every Three Months During Program Enrollment[2]	At Least Once Annually During Program Enrollment[3]	Every Exit	Every Contact	Each Instance of Financial Assistance
1 Income and Sources	CoC/HUD Competitive Programs[1] HPRP Programs HOPWA Homeless Programs	All Clients	X		X	X		
2 Non-Cash Benefits	CoC/HUD Competitive Programs HPRP Programs HOPWA Homeless Programs	All Clients	X		X	X		
3 Physical Disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	X		X	X		
4 Developmental Disability	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	X		X	X		
5 Chronic Health Condition	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	X		X	X		
6 HIV/AIDS	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	X		X	X		
7 Mental Health	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	X		X	X		
8 Substance Abuse	CoC/HUD Competitive Programs HOPWA Homeless Programs	All Clients	X		X	X		
9 Domestic Violence	CoC/HUD Competitive Programs HOPWA Homeless Programs	Adults and Unaccompanied Youth	X					
10 Destination	CoC/HUD Competitive Programs[1]	All Clients				X		
	HPRP Programs HOPWA Homeless Programs							
11 Date of Contact	COC/HUD Street Outreach Programs	All Clients					X	
12 Date of Engagement	COC/HUD Street Outreach Programs	All Clients	X					
13 Financial Assistance Provided	HPRP Programs	All Clients		X				X
14 Housing Relocation and Stabilization Services Provided	HPRP Programs	All Clients		X		X		

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

[2] Only collected at least once every three months if the period between program entry and exit exceeds three months.

[3] Only collected at least once annually if the period between program entry and exit exceeds one year.

Exhibit 1-4: Additional Program-Specific Data Elements: Optional Data Elements										
Data Standards	Program Applicability	Subjects					When Collected			
	Optional for All CoC Programs	All Clients	All Clients or All Adults and Unaccompanied Youth	All Females of Child-bearing Age	All Veterans	All Children	Every Entry	At Least Once Annually during Program Enrollment[1]	When Services Provided	Every Exit
15A Employment	X		X				X	X		X
15B Education	X		X				X	X		X
15C General Health Status	X		X				X	X		X
15D Pregnancy Status	X			X			X			
15E Veteran's Information	X				X		X			
15F Children's Education	X					X	X	X		X
15G Reasons for Leaving	X	X								X
15H Services Provided	X								X	
[1] Only collected at least once annually if the period between program entry and exit exceeds one year.										

New Mexico Coalition to End Homelessness

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)
☒ Shelter/Housing ☒ 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 (Fill out capacity question below)

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 a 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 Coalition to End Homelessness

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:

_____
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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: _____

New Mexico Coalition to End Homelessness

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

❑ Refused

Where Did You Stay Last Night? *(choose one)*:

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

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 ❑ Don't Know
❑ More than 1 week, less than 1 month ❑ 1 year or longer ❑ Refused
❑ 1 month to 3 months

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

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

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

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

How Long Have You Been Homeless <u>This Time</u>? *(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?:

❑ Within the past 3 months	❑ More than 1 year ago
❑ 3 to 6 months ago	❑ Don't Know
❑ 6 to 12 months ago	❑ Refused

INCOME & BENEFITS (*For All Individuals and All Family Members)*

Income From Work & Other Sources:

Income Received From Any Source in the Past 30 Days: ❑ Yes ❑ No ❑ Don't Know ❑ Refused

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

	Yes	No
Food Stamps or Money Benefits Card (Supplemental Nutrition Assistance Program (SNAP):	❑	❑
Food Stamps (or SNAP) Amount: $_____		
MEDICAID Health Insurance Program:	❑	❑
MEDICARE Health Insurance Program:	❑	❑
State Children's Health Insurance Program:	❑	❑
Women, Infants and Children (WIC):	❑	❑
Veteran's - VA Medical Services:	❑	❑
TANF Child Care Services:	❑	❑
TANF Transportation Services:	❑	❑
TANF (Other TANF-funded Services):	❑	❑
Section 8, Public Housing, or Other Rental Assistance or Housing Vouchers: (Through What Agency? _____)	❑	❑
Other Benefit Sources: (Through What Agency?)	❑	❑

EDUCATION

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

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' 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	❑ Transportation	❑ Don't Know
❑ Residency requirements	❑ Lack of available preschool programs	❑ Refused
❑ Availability of school records	❑ Immunization requirements	
❑ 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 ❑ Don't Know ❑ Refused

What Branch Did You Serve, or Are Currently Serving?:
❑ Navy ❑ Army ❑ Marines ❑ Coast Guard ❑ National Reserves ❑ Air Force
❑ Don't Know ❑ Refused ❑ Other (Explain):_____

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

Military Service (Check all that apply):

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

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

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

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

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

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

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

HEALTH - *For All Individuals and All Family Members)*

General Health Information (*For All Individuals and All Family Members)*

General Health Rating *(choose one)*: ❑ Excellent ❑ Very Good ❑ Good ❑ Fair ❑ Poor ❑ Don't Know ❑ Refused Currently Pregnant?: ❑ Yes ❑ No ❑ Don't Know ❑ Refused If Yes, What Is The Due Date ?: (mm/dd/yyyy): _____/_____/_____				
Health Information (*For All Individuals and All Family Members)*				
Disabling Condition? Disability Determination?	❑ Yes ❑ Yes	❑ No ❑ No	❑ Don't Know ❑ Don't Know	❑ Refused ❑ Refused
Diagnosed HIV/AIDS:	❑ Yes	❑ No	❑ Don't Know	❑ Refused
(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program? Disability Determination?	❑ Yes ❑ Yes	❑ No ❑ No	❑ Don't Know ❑ Don't Know	❑ Refused ❑ Refused
Substance Abuse Problem: Type of Substance Abuse Problem Disability Determination?	❑ Alcohol Abuse ❑ Yes	❑ Drug Abuse ❑ No	❑ Both Alcohol and Drug Abuse ❑ Don't Know	❑ No ❑ No
(If Yes) Expected To Be of Long-Continued and Indefinite duration and Substantially Impairs Ability to Live Independently?	❑ Yes	❑ No	❑ Don't Know	❑ Refused
(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?	❑ Yes	❑ No	❑ Don't Know	❑ Refused
Mental Health Problems:	❑ Yes	❑ No	❑ Don't Know	❑ Refused
(If Yes) Expected To Be of Long-Continued and Indefinite duration and Substantially Impairs Ability to Live Independently? Disability Determination?	❑ Yes ❑ Yes	❑ No ❑ No	❑ Don't Know ❑ Don't Know	❑ Refused ❑ Refused
(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program?	❑ Yes	❑ No	❑ Don't Know	❑ Refused
Physical/Medical Disability:	❑ Yes	❑ No	❑ Don't Know	❑ Refused
(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program? Disability Determination?	❑ Yes ❑ Yes	❑ No ❑ No	❑ Don't Know ❑ Don't Know	❑ Refused ❑ Don't Know
Developmental Disability:	❑ Yes	❑ No	❑ Don't Know	❑ Refused

(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program? Disability Determination?	❑ Yes ❑ Yes	❑ No ❑ No	❑ Don't Know ❑ Don't Know	❑ Refused ❑ Refused
Chronic Health Condition:	❑ Yes	❑ No	❑ Don't Know	❑ Refused
(If Yes) Currently Receiving Service or Treatment for this Condition or Received Services/Treatment Prior to Exiting the Program? Disability Determination?	❑ Yes ❑ Yes	❑ No ❑ No	❑ Don't Know ❑ Don't Know	❑ Refused ❑ 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: _____

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:

Destination *(choose one)*:

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

If providing service(s):

Service Name # 3: _____
_____

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

If providing service(s):

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, _____
(Participant Name Printed)

☐ DO CONSENT

☐ 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

ALBUQUERQUE HOUSING AUTHORITY
Empowering people in our community through affordable housing and self-sufficiency opportunities

August 5, 2016

Lisa Huval
Associate Director
New Mexico Coalition to End Homelessness

Ms. Huval,

This letter is to inform you that for fiscal year 2017, Albuquerque Housing Authority has plans to issue 50 project based vouchers specifically for households experiencing homelessness.

Sincerely,

Andrew Estocin
Deputy Director
Albuquerque Housing Authority
505.764.3991

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;

- 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

10/6/2015
Date

Isidoro Hernandez
Deputy Director of Programs
New Mexico Mortgage Finance Authority

10/19/15
Date

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

10/15/15
Date

Performance Measurement Module (Sys PM)

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.
Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH		2398		37			22	
1.2 Persons in ES, SH, and TH		2834		88			32	

b. Due to changes in DS Element 3.17, metrics for measure (b) will not be reported in 2016.

This measure includes data from each client's "Length of Time on Street, in an Emergency Shelter, or Safe Haven" (Data Standards element 3.17) response and prepends this answer to the client's entry date effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Previous FY	Current FY	Previous FY	Current FY	Difference	Previous FY	Current FY	Difference
1.1 Persons in ES and SH	-	-	-	-	-	-	-	-
1.2 Persons in ES, SH, and TH	-	-	-	-	-	-	-	-

Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months (0 - 180 days)		Returns to Homelessness from 6 to 12 Months (181 - 365 days)		Returns to Homelessness from 13 to 24 Months (366 - 730 days)		Number of Returns in 2 Years	
		# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns	# of Returns	% of Returns
Exit was from SO	0	0		0		0		0	
Exit was from ES	386	49	13%	33	9%	42	11%	124	32%
Exit was from TH	212	13	6%	7	3%	5	2%	25	12%
Exit was from SH	0	0		0		0		0	
Exit was from PH	968	62	6%	70	7%	65	7%	197	20%
TOTAL Returns to Homelessness	1566	124	8%	110	7%	112	7%	346	22%

Performance Measurement Module (Sys PM)

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	Previous FY PIT Count	2015 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	1254	1287	33
Emergency Shelter Total	614	659	45
Safe Haven Total	0	0	0
Transitional Housing Total	496	445	-51
Total Sheltered Count	1110	1104	-6
Unsheltered Count	144	183	39

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Previous FY	Current FY	Difference
Universe: Unduplicated Total sheltered homeless persons		2911	
Emergency Shelter Total		2444	
Safe Haven Total		0	
Transitional Housing Total		598	

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		320	
Number of adults with increased earned income		12	
Percentage of adults who increased earned income		4%	

Performance Measurement Module (Sys PM)

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		320	
Number of adults with increased non-employment cash income		92	
Percentage of adults who increased non-employment cash income		29%	

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Previous FY	Current FY	Difference
Universe: Number of adults (system stayers)		320	
Number of adults with increased total income		99	
Percentage of adults who increased total income		31%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		246	
Number of adults who exited with increased earned income		21	
Percentage of adults who increased earned income		9%	

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		246	
Number of adults who exited with increased non-employment cash income		77	
Percentage of adults who increased non-employment cash income		31%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		246	
Number of adults who exited with increased total income		92	
Percentage of adults who increased total income		37%	

Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.		2572	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		478	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)		2094	

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Previous FY	Current FY	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.		3427	
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.		664	
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)		2763	

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in 2016.

Performance Measurement Module (Sys PM)

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Previous FY	Current FY	Difference
Universe: Persons who exit Street Outreach		752	
Of persons above, those who exited to temporary & some institutional destinations		50	
Of the persons above, those who exited to permanent housing destinations		10	
% Successful exits		8%	

Metric 7b.1 – Change in exits to permanent housing destinations

	Previous FY	Current FY	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited		2998	
Of the persons above, those who exited to permanent housing destinations		1120	
% Successful exits		37%	

Metric 7b.2 – Change in exit to or retention of permanent housing

	Previous FY	Current FY	Difference
Universe: Persons in all PH projects except PH-RRH		1005	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		952	
% Successful exits/retention		95%	