

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: NH-500 - New Hampshire Balance of State CoC

1A-2. Collaborative Applicant Name: State of New Hampshire

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Harbor Homes Inc.

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	No
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	Yes
Law Enforcement	No	No	No
Local Jail(s)	No	No	No
Hospital(s)	No	No	No
EMT/Crisis Response Team(s)	Yes	Yes	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	No
Public Housing Authorities	Yes	Yes	No
CoC Funded Youth Homeless Organizations	No	No	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	No
School Administrators/Homeless Liaisons	Yes	Yes	No
CoC Funded Victim Service Providers	No	No	No
Non-CoC Funded Victim Service Providers	Yes	Yes	No
Street Outreach Team(s)	Yes	Yes	Yes
Youth advocates	Yes	Yes	No
Agencies that serve survivors of human trafficking	Yes	Yes	No
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	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 CoC has a broad and inclusive structure to engage all organizations working to end homelessness in the State. The CoC is governed by a 7-person Board, elected by the membership, which includes State agencies and representatives from 11 Local Service Delivery Areas (LSDA). Each LSDA is a regional coalition of homeless providers, law enforcement, DV agencies, health care organizations, and others working to end homelessness. The LSDAs send representatives to Statewide CoC bi-monthly membership meetings. Center for Life Management, mental health/substance abuse provider, offers a clinical perspective to the NH BOS Board and to the Chronic, Coordinated Entry, and Data committees to inform service needs and gaps. Concord Coalition to End Homelessness agency, LSDA member, organizes residents and faith-based volunteers to provide a consumer perspective to the planning process and involve private community partners in building a sustainable system to end and prevent homelessness.

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.
Child and Family Services	Yes	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.

Victim Service Provider for Survivors of Domestic Violence (up to 10)	Participated as a Voting Member in at least two CoC Meetings between July 1, 2015 and June 30, 2016	Sat on CoC Board as active member or official at any point between July 1, 2015 and June 30, 2016.
NH Coalition Against Domestic and Sexual Violence	Yes	No
RESPONSE to Sexual and Domestic Violence	Yes	No
The Support Center at Burch House	Yes	No
Starting Point	Yes	No
Voices Against Violence	Yes	No
New Beginnings Without Violence and Abuse	Yes	No
Turning Points Network	Yes	No
Crisis Center of Central NH	Yes	No
WISE	Yes	No
HAVEN	Yes	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 CoC will accept new project proposals from all interested entities. The New Hampshire BoS CoC encourages participation in the CoC meetings and application process from all interested partners. The Collaborative Applicant announces availability of funds via email lists, 11 Local Service Delivery Area meetings, and other public meetings. The BOS CoC Board encourages agencies that are not currently HUD recipients to continue participating in the CoC and to submit applications in response to future RFPs. The Project Review Committee uses a ranking tool that assessed new proposals based on HUD threshold requirements, populations served, program model, CoC participation, and commitment to Housing First implementation. All potential applicants have access to the CoC staff to receive guidance to locate CoC Program education materials and assistance with questions about the submission process and requirements.

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	4
How many Con Plan jurisdictions did the CoC participate with in their Con Plan development process?	4
How many Con Plan jurisdictions did the CoC provide with Con Plan jurisdiction level PIT data?	4
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 BoSCoC overlaps and collaborates with 4 Consolidated Planning jurisdictions, State of NH (CDBG, HOME and ESG), and the cities of Dover, Portsmouth, and Rochester, (CDBG only). NH Housing and Community Development Planning Council (HCDPC) is the Statewide body that approves the State Consolidated Plan. The BOS Collaborative Applicant (CA), NH Bureau of Homeless and Housing Services(BHHS), serves as NH's ESG Grantee and sits on the Steering Committee of HCDPC. BHHS Administrator, the CoC Co-Chair, participates in bi-monthly, 2 hr, HCDPC meetings. CoC staff and member agencies meet at least 3hrs quarterly with the 4 Con Plan jurisdictions to update plans and share data and information. Nonprofit CoC members participate in annual State and local Con Plan hearings. The CA presents CoC data to the Steering Committee, and CoC submits PIT, HIC and AHAR data annually for inclusion in the State and local Con Plans. Communication is by meeting, phone and e-mails.

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 State of New Hampshire, Bureau of Homeless & Housing Services (BHHS) is the only ESG recipient in the CoC, and the NH BHHS Administrator serves as both ESG administrator and CoC co-chair. This connection ensures seamless coordination of ESG and CoC programs. Through the Consolidated Plan process, the BHHS Administrator holds community listening sessions throughout NH, including all 3 CoCs to discuss ESG funding allocation priorities and setting performance standards. Community feedback is solicited, and the program is adjusted taking the feedback into account. All ESG projects use HMIS and participate in the annual PIT, which provides data to measure performance outcomes. The data from HMIS and PIT are reported back to the CoC as part of the performance measure review and CoC members provide feedback on how performance can be measured and improved to meet needs.

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)

NH's Bureau of Homeless and Housing Services administers \$550,000 in annual State funding for the NH Coalition Against Sexual and Domestic

Violence, which sub grants these funds to 12 DV shelters. NH Coalition Director attends CoC meetings to ensure CoC practices keep DV survivors safe. Both DV and other homeless providers participate in referrals and collaborating on planning to ensure safe housing options for people fleeing all forms of DV. NH-211 can take information and make confidential referrals for DV survivors and at intake, all people requesting assistance are asked if they are in immediate danger or currently fleeing a DV situation to ensure they can be quickly connected to the DV 24-hour hotline or the sexual assault 24-hour hotline if necessary. At DV agencies, advocates have information on local ESG, State and CoC resources and refer to the DV or mainstream projects as needed with household consent to ensure personal information is protected.

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
New Hampshire Housing Finance Authority	14.00%	Yes-HCV
Keene Housing Authority	7.00%	No
Dover Housing Authority	15.00%	No
Berlin Housing Authority	22.00%	No
Concord Housing Authority	0.00%	No

If you select "Yes--Public Housing," "Yes--HCV," or "Yes--Both" for "PHA has general or limited homeless preference," you must attach documentation of the preference from the PHA in order to receive credit.

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)

New Hampshire has two programs for people experiencing homelessness that have a diagnosed mental illness targeting those who need housing either because they are unsheltered or because they are temporarily sheltered and ready for discharge (from TH or inpatient treatment). The first program, Housing Bridge, was established in 2008 by the New Hampshire Department of Health and Human Services, Behavioral Health. Housing Bridge provides mental health services and rental subsidies for individuals on waitlists for HCVP vouchers. The second program is a new HUD 811 program. With funds from a \$8.4 million grant, the New Hampshire Housing Finance Authority and the New Hampshire Department of Health and Human Services Behavioral Health are

developing 150 units of project-based subsidized housing for people with a mental illness diagnosis who are experiencing homelessness.

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:	<input checked="" type="checkbox"/>
Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input type="checkbox"/>
No strategies have been implemented	<input type="checkbox"/>
Other:(limit 1000 characters)	
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

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:	<input checked="" type="checkbox"/>
Health Care:	<input type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

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:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input checked="" type="checkbox"/>
None:	<input type="checkbox"/>

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)**

Not applicable

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)**

NH has 8 distinct Coordinated Entry (CE) service regions, each with a local process for intake, assessment and referrals for homeless or at-risk people. Each region has a Local Service Delivery Area group of homeless service providers who participate in the CE process. NH 211 serves as the primary entry point for callers seeking homeless assistance to ensure accessibility. They conduct an initial assessment then refer to the appropriate local system. In 2016 the CoC was awarded a CE program and 9 CE workers reach the most vulnerable to make it quicker and easier to access housing and services. The CE workers conduct onsite assessments for the unsheltered and make referrals to CE process to prioritize people for shelter, housing, or other services. Each region will use the same intake and vulnerability assessments to ensure all people are assessed fairly. The CoC is refining the process for prioritizing housing statewide and continuing to work with projects to remove project barriers.

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	Participate s in Ongoing Planning and Evaluation	Makes Referrals to the Coordinate d Entry Process	Receives Referrals from the Coordinate d Entry Process	Operates Access Point for Coordinate d Entry Process	Participate s in Case Conferenci ng	Does not Participate	Does not Exist
Local Government Staff/Officials	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CDBG/HOME/Entitlement Jurisdiction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law Enforcement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Jail(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMT/Crisis Response Team(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance Abuse Service Organizations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable Housing Developer(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Housing Authorities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Youth Homeless Organizations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School Administrators/Homeless Liaisons	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-CoC Funded Victim Service Organizations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Outreach Team(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homeless or Formerly Homeless Persons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?	22
How many of the renewal project applications are first time renewals for which the first operating year has not expired yet?	1
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?	21
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	<input checked="" type="checkbox"/>
% increases in income	<input checked="" type="checkbox"/>

Monitoring criteria:	
Utilization rates	<input checked="" type="checkbox"/>
Drawdown rates	<input checked="" type="checkbox"/>
Frequency or Amount of Funds Recaptured by HUD	<input checked="" type="checkbox"/>

Need for specialized population services:

Youth	<input type="checkbox"/>
Victims of Domestic Violence	<input type="checkbox"/>
Families with Children	<input checked="" type="checkbox"/>
Persons Experiencing Chronic Homelessness	<input checked="" type="checkbox"/>
Veterans	<input type="checkbox"/>
None:	<input type="checkbox"/>

1F-2a. Describe how the CoC considered the severity of needs and vulnerabilities of participants that are, or will be, served by the project applications when determining project application priority. (limit 1000 characters)

The NH BoS scoring tool provides extra points in its ranking process for projects who serve people with high needs and housing barriers by looking at past admission data and future commitment of available housing openings. Those projects that have dedicated CH beds and prioritized CH beds receive a higher score. The greatest numbers of points are available for projects that dedicate the largest percentage of beds for people experiencing chronic homelessness. Projects committed to Housing First also receive extra points when they commit to assist people with low incomes and criminal records that are causing barriers to housing. In this way, projects that serve high need populations are likely to be ranked above those that serve people with fewer barriers.

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)

On 7/22/16, the review ranking and selection criteria for FY2016 CoC Program Competition that were reviewed and finalized at a CoC meeting were sent by CoC listserv and posted to the Collaborative Applicant's, BHHS, website. The process includes notification of new funding opportunities, ranking tools for selection of new and renewal funds and deadlines. Questions were taken during the CoC meeting from present members, minutes were distributed from the meeting and other potential applicants not present were able to reach CoC staff to ask any clarifying questions. The email distribution was sent to members of CoC listserv who are current members and community stakeholders.

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). 09/02/2016

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.) Yes

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.) 08/15/2016

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)

A COC Program Administrator (PA) monitors performance by annual site visits. A standard monitoring tool is used to review eligibility, fiscal items, utilization rates, housing stability, exit destination, increasing income and connections to benefits outcomes. The PA reviews client files to ensure documentation of participant eligibility is present. 3 months of fiscal records are reviewed, comparing receipts and invoices to CoC billing and General Ledger entries. The PA conducts desk reviews to monitor expenditure allowability, timely draws and APR submissions. The PA uses HMIS and program reports to assess outcomes and utilization, develop corrective action plans and timelines for compliance if necessary. After issuing a Corrective Action Plan (CAP), the PA monitors to ensure agency progress on CAP resolution. Quarterly, the BOS CoC's Housing Committee reviews each project's performance outcomes for housing stability, access to mainstream benefits, increased income, and bed utilization.

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. Governance Charter - p. 5, 7 and 8

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 SYSTEM

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	\$77,996
ESG	\$10,000
CDBG	\$0
HOME	\$0
HOPWA	\$11,172
Federal - HUD - Total Amount	\$99,168

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
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City	\$0
County	\$0
State	\$109,802
State and Local - Total Amount	\$109,802

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	\$0
Other - Total Amount	\$0

2B-2.6 Total Budget for Operating Year	\$208,970
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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): 05/02/2016

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	603	134	431	91.90%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	239	0	141	59.00%
Rapid Re-Housing (RRH) beds	82	0	82	100.00%
Permanent Supportive Housing (PSH) beds	420	0	294	70.00%
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)

Transitional Housing – Three TH projects do not participate and NH Bureau of Homeless and Housing Services as the Collaborative applicant will reach out by letter and phone to each of the 3 TH agencies that do not currently enter data into HMIS, inviting their participation, explaining the benefits of HMIS and offering training and technical assistance to facilitate engagement in the system. Also, the 2016 HIC had a data entry error and 3 TH projects that DO enter HMIS data were marked as not participating. This data entry error will be corrected on the 2017 HIC.

Permanent Supportive Housing - The PSH units that do not participate in HMIS are 116 VA VASH units. The CoC and HMIS have done outreach and offering technical assistance the two local VAMC but they have made a decision not to utilize HMIS for VASH. CoC and HMIS will continue to outreach to encourage participation.

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):	<input type="checkbox"/>
VASH:	<input checked="" type="checkbox"/>
Faith-Based projects/Rescue mission:	<input type="checkbox"/>
Youth focused projects:	<input type="checkbox"/>
Voucher beds (non-permanent housing):	<input type="checkbox"/>
HOPWA projects:	<input type="checkbox"/>
Not Applicable:	<input type="checkbox"/>

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

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	0%	0%
3.2 Social Security Number	0%	2%
3.3 Date of birth	0%	0%
3.4 Race	0%	0%
3.5 Ethnicity	0%	0%
3.6 Gender	0%	0%
3.7 Veteran status	0%	0%
3.8 Disabling condition	0%	0%
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	0%	0%
3.16 Client Location	0%	0%
3.17 Length of time on street, in an emergency shelter, or safe haven	0%	0%

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

CoC Annual Performance Report (APR):	<input checked="" type="checkbox"/>
ESG Consolidated Annual Performance and Evaluation Report (CAPER):	<input checked="" type="checkbox"/>
Annual Homeless Assessment Report (AHAR) table shells:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

None	<input type="checkbox"/>
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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? Monthly

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):	<input checked="" type="checkbox"/>
VA Grant and Per Diem (GPD):	<input type="checkbox"/>
Runaway and Homeless Youth (RHY):	<input checked="" type="checkbox"/>
Projects for Assistance in Transition from Homelessness (PATH):	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

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)

All listed federal partner programs that are present within the NH Balance of State geography are participating in HMIS.

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 Congress and 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)** 01/27/2016
- 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)** 05/02/2016

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:	<input checked="" type="checkbox"/>
Random sample and extrapolation:	<input type="checkbox"/>
Non-random sample and extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

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

HMIS:	<input type="checkbox"/>
HMIS plus extrapolation:	<input type="checkbox"/>
Interview of sheltered persons:	<input checked="" type="checkbox"/>
Sample of PIT interviews plus extrapolation:	<input type="checkbox"/>
	<input type="checkbox"/>

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)

New Hampshire Department of Health and Human Services, Bureau of Homeless and Housing Services (BHHS) staff coordinated the sheltered PIT count. After reviewing HUD/USICH PIT guidance, BHHS prepared a survey

form and trained PIT leads at each shelter by providing written instructions. One hundred percent of required shelters and transitional housing programs completed the survey. To gather subpopulation data, shelters staff interviewed 100% of sheltered person for the required information. BHHS provided technical assistance and support to ensure the most accurate information was collected and reported. Aggregated data is compared to HMIS data to identify discrepancies. BHHS staff investigated and resolved all discrepancies and duplicates. The sheltered PIT methodology was chosen because it is comprehensive and meets the HUD/USICH guidance requirements and provides the mechanism to address any inaccuracies.

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 CoC used the same methodology in 2015 and 2016 to successfully complete a sheltered PIT count.

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)

There was no change in the provider coverage for the 2016 sheltered count.

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:	<input checked="" type="checkbox"/>
Follow-up:	<input checked="" type="checkbox"/>
HMIS:	<input type="checkbox"/>
Non-HMIS de-duplication techniques:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

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)

The CoC made no changes to the implementation of the sheltered PIT between 2015 and 2016. The CoC used the same successful methods in both years to train staff involved and ensure high quality data.

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): 01/27/2016

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): 05/02/2016

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:	<input type="checkbox"/>
Night of the count - known locations:	<input checked="" type="checkbox"/>
Night of the count - random sample:	<input type="checkbox"/>
Service-based count:	<input checked="" type="checkbox"/>
HMIS:	<input type="checkbox"/>
	<input type="checkbox"/>

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

NH Bureau of Homeless and Housing Services, homeless outreach teams and the SAMHSA funded Projects for Assistance in Transition from Homelessness (PATH) coordinate the unsheltered count on behalf of all 3 CoCs in NH. Staff and trained volunteers go to public places where homeless people are known to stay. Unsheltered people are interviewed and counted. BHHS contacts hospitals, soup kitchens, drop-in centers and police stations to identify unsheltered people served on the night of the count. To avoid duplication volunteers completed a form identifying where each person was found, time observed and identifying characteristics. They also ask people if they have spoken to other team counting that night. BHHS creates a unique client identifier when all the data is compiled and a de-duplication process is done. Both a street and service count is done to ensure that the unsheltered homeless count is comprehensive and as inclusive as possible to represent the rural geography of the CoC.

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)

There were no changes to the CoC's successful unsheltered PIT count methodology between 2015 and 2016.

2I-4. Has the CoC taken extra measures to identify unaccompanied homeless youth in the PIT count? Yes

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)

Not applicable - CoC counted unaccompanied youth in 2016 PIT count.

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:	<input checked="" type="checkbox"/>
"Blitz" count:	<input type="checkbox"/>
Unique identifier:	<input checked="" type="checkbox"/>
Survey questions:	<input checked="" type="checkbox"/>
Enumerator observation:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

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)

The CoC did not make any changes to the unsheltered PIT county implementation methods. Staff used the same successful methodology to produce high quality data and train staff who participated in the unsheltered counting effort.

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	718	670	-48
Emergency Shelter Total	489	431	-58
Safe Haven Total	0	0	0
Transitional Housing Total	153	163	10
Total Sheltered Count	642	594	-48
Total Unsheltered Count	76	76	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	2,330
Emergency Shelter Total	2,056
Safe Haven Total	0
Transitional Housing Total	324

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)

Annually, the NH Coalition to End Homelessness publishes The State of Homelessness in NH, analyzing homelessness trends and risk factors for homelessness using variety of sources and partner input such as DOE counts, residential rental cost survey and economic indicators that may lead to increases in homelessness. The NH BOS CoC uses this analysis, CE and HMIS data to identify risk factors that lead to homelessness. NH allocates 40% of ESG funds to prevention activities to assist individuals and families from entering the homeless system. NH's Coordinated Entry includes an assessment tool that screens for risk of homelessness and links households to diversion and prevention whenever possible. This approach has been so successful one agency, Southwest Community Services, was able to close 1 of its 3 shelters. CoC members work closely with stakeholders to identify people who are at risk of homelessness to provide referrals and assistance to prevent entry to the system.

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 BoSCoC, ESG, and state funded homeless assistance programs have coordinated efforts to both reduce the amount of time persons experience homelessness and increase exits from shelter to PH. The average length of stay in emergency shelters in SFY'16 was 63 nights. In SFY'13 BHHS began requiring state funded programs to identify goals related to both reduce the average LOS and increase exits to PH. This effort, combined with an increase in ESG and CoC funding dedicated to RRH has been a key resource. BoS CoC intends to continue efforts in this area and believes the continued development of coordinated entry in NH will help move the longest stayers to PH. Currently, LOS is evaluated during case reviews at the provider level. NH will begin utilizing the CE system to assess LOS within and across Local Service Delivery Areas to inform prioritized referrals to available PH resources.

*** 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	89
Of the persons in the Universe above, how many of those exited to permanent destinations?	87
% Successful Exits	97.75%

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	303
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?	295
% Successful Retentions/Exits	97.36%

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)

According to HMIS data the CoC recidivism rate is approximately 25% within a two year period. This has decreased by 1% as compared to previous year's data. BHHS has developed a RRH assessment, used throughout the CoC, to assess whether RRH interventions are adequate to stabilize households. Case managers use the tool to determine initial intervention and to identify/access additional resources needed to maintain households in housing. All agencies providing permanent housing provide stabilization services for at least 6 months. Many providers, such as community action agencies and mental health organizations, both serve homeless households and offer ongoing community-based services, thereby establishing an ongoing connection with households. NH BHHS monitors returns to homelessness through a quarterly HMIS report showing returns to homelessness. BHHS reviews PSH data bi-monthly to intervene quickly if a program is experiencing higher exits to non-permanent settings.

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)**

In 2016 a strategic plan was implemented to help providers to increase communications around employment linkages and benefits of employment for participants in CoC housing particularly where working and loss of disability benefits have been a primary concern. CoC Housing subcommittee members engage employment agencies to train case managers on training options and employment best practices to formalize collaborations between housing and employment programs. Facilitation of housing case managers support and networking meetings with NH Employment Programs, Veterans Work Program (TH program with 67% employed at exit), NH Employment Security, NH Behavioral Health WORKS Program (supported work for homeless mentally ill individuals) and Vocational Rehab partners are used to identify and share practices across providers. All CoC providers help people apply and maintain mainstream benefits. NH has a single application for multiple mainstream benefits, NH Easy, and SOAR trained case managers.

**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)**

In 2016 a strategic plan was implemented to help providers to increase communications around employment linkages and benefits of employment for participants in CoC housing particularly where working and loss of disability benefits have been a primary concern. CoC Housing subcommittee members engage employment agencies to train case managers on training options and employment best practices to formalize collaborations between housing and employment programs. Facilitation of housing case managers support and networking meetings with NH Employment Programs, Veterans Work Program (TH program with 67% employed at exit), NH Employment Security, NH Behavioral Health WORKS Program (supported work for homeless mentally ill individuals) and Vocational Rehab partners are used to identify and share practices across providers. All CoC providers help people apply and maintain mainstream benefits. NH has a single application for multiple mainstream benefits, NH Easy, and SOAR trained case managers.

**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)**

New Hampshire's community action agencies provide outreach as do SAMHSA funded PATH outreach workers, VA Homeless Outreach staff and SSVF outreach staff to the entire CoC geography. Staff take on core outreach functions: visiting soup kitchens, drop in-centers, emergency shelters and welfare offices; conducting street outreach to known campsites to engage unsheltered individuals and build trust; maintaining contact with law enforcement and health care to be able to conduct an accurate PIT count. Some outreach staff are co-located with CES program and this structure ensures that unsheltered individuals will be both engaged and effectively

connected to available housing and service resources. Staff make referrals to local agencies to meet the needs identified by people found to be unsheltered. Staff work to build a relationship with unsheltered persons to be able to offer available low barrier housing from the persons identified needs.

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)**

Not Applicable - The NH CoC did not exclude any areas from the 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)** 08/11/2016

**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)**

The CoC System Performance Measures were submitted on time to HUD via the HDX.

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	212	213	1
Sheltered Count of chronically homeless persons	175	173	-2
Unsheltered Count of chronically homeless persons	37	40	3

**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)**

The CoC counted a total of 213 people who met the chronic homeless (CH) definition, 173 sheltered and 40 unsheltered. Overall the CH person count increased by one person due to a shift between found persons in the sheltered and unsheltered category. Unsheltered CH persons went up by 3 and sheltered CH person went down by 2. This increase in unsheltered persons is a result of NH's strong outreach and engagement programs to find and engage the neediest people experiencing homelessness. Community action agencies, PATH teams, and Veteran program staff conduct outreach, including street outreach, throughout NH BOS. There were no changes in the PIT count methodology this year.

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.	76	101	25

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)

NH BoS CoC has worked with applicants to strategically increased the number of dedicated beds in most PSH projects in order to prioritization of CH and low barrier threshold approaches to housing. Existing PSH projects increased dedication of beds in the 2015 NOFA and new projects dedicated solely to PSH for CH were added to the housing portfolio.

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 p10 and p20

the page(s) for all documents where the Orders of Priority are found.

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 BOS CoC continues to refine the expedition of CH referrals to open PSH beds through a dedicated staff person at BHHS. As integration of local CE processes into a State-wide system continues the CES is adding a vulnerability assessment tool linked to PSH prioritization. The Co-Chair of NH BOS CoC leads a subcommittee of the Governor’s Interagency Council on Homelessness on “Ending Homelessness for Persons Living in Encampments.” NH Housing Finance Agency and the Department of Health and Human Services secured \$8.4 million in HUD 811 funds to develop PSH for people experiencing homelessness with a diagnosed mental illness with over 30 units coming online in 2016. Two Housing Authorities committed vouchers with agency provided supportive services and NH Housing Trust Fund units will be accessible to the CH. NH homeless service providers share best practices related to: engaging hard to house populations; implementing harm reduction; and learning from successful Housing First projects.

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:	<input checked="" type="checkbox"/>
Number of previous homeless episodes:	<input type="checkbox"/>
Unsheltered homelessness:	<input checked="" type="checkbox"/>
Criminal History:	<input type="checkbox"/>
Bad credit or rental history (including not having been a leaseholder):	<input type="checkbox"/>
Head of household has mental/physical disabilities:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

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)

CoC and ESG providers work to place families within 30 days by enhancing landlord relationships to access units and identifying plans to address identified housing barriers. Families are assessed at shelter entry for income levels and housing needs. RRH projects prioritize families to find maintainable housing with limited income and the establishment of ongoing supports for family stability. Providers work quickly but also take the time to do the work necessary to make sure that permanent housing placements are likely to be permanent and stable. The LOS in NH average is 63 days. The NH Bureau of Homeless and Housing Services administers ESG, COC and State funds for family and domestic violence shelter and contracts requires agencies to identify goals for both housing placement and length of stay to continue to decrease average to 30 days or less. CoC funds continue to be allocated to RRH projects and ESG is used exclusively for prevention and RRH.

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:	9	45	36

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:	<input type="checkbox"/>
There is a method for clients to alert CoC when involuntarily separated:	<input checked="" type="checkbox"/>
CoC holds trainings on preventing involuntary family separation, at least once a year:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
None:	<input type="checkbox"/>

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,		
FY2016 CoC Application		Page 43	09/08/2016

	most recent year conducted)	2016	Difference
Universe: Total PIT Count of sheltered and unsheltered homeless households with children:	107	85	-22
Sheltered Count of homeless households with children:	103	83	-20
Unsheltered Count of homeless households with children:	4	2	-2

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)

Not applicable - NH BOS CoC had a decrease in homelessness among households with children and continues to use the same PIT methodology for sheltered and unsheltered families.

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:	<input checked="" type="checkbox"/>
Increase housing and service options for youth fleeing or attempting to flee trafficking:	<input checked="" type="checkbox"/>
Specific sampling methodology for enumerating and characterizing local youth trafficking:	<input type="checkbox"/>
Cross systems strategies to quickly identify and prevent occurrences of youth trafficking:	<input checked="" type="checkbox"/>
Community awareness training concerning youth trafficking:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

N/A:	<input type="checkbox"/>
------	--------------------------

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:	<input checked="" type="checkbox"/>
Length of time homeless:	<input checked="" type="checkbox"/>
Unsheltered homelessness:	<input checked="" type="checkbox"/>
Lack of access to family and community support networks:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
N/A:	<input type="checkbox"/>

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:	47	53	6

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)

The number of unsheltered youth recorded in HMIS was 47 in FY14 and 53 in FY15. The increase is due to outreach workers and youth providers continuing to actively participate in engagement efforts to serve unaccompanied youth. The CoC works with RHY providers to utilize HMIS to help quantify the level of unaccompanied youth receiving assistance. The CoC will continue to work with providers to identify and connect unaccompanied youth to housing and service

assistance.

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):	\$152,000.00	\$464,923.00	\$312,923.00
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):	\$152,000.00	\$464,923.00	\$312,923.00

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:	12
LEA or SEA meetings or planning events (e.g. those about child welfare, juvenile justice or out of school time) attended by CoC representatives:	14
CoC meetings or planning events attended by youth housing and service providers (e.g. RHY providers):	6

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)

The CoC has strong relationship with the McKinney-Vento educational authorities and school districts through being active participants in NH's Homeless Teen Task Force (TTF), which is chaired by the NH Department of Education (DoE). Over the last year there have been representatives from the CoC at each of the 10 TTF meetings, including a strategic planning meeting focused on improving identification of homeless youth. A BHHS program administrator is on a TTF subcommittee with the DoE focusing specifically on human trafficking. DoE sits on the CoC's education committee. BHHS attends the quarterly DoE homeless liaison meetings to discuss improvements to identifying and serving homeless youth. The DoE has presented to the CoC's CES and PATH workers to educate them about the role of the homeless liaisons. CoC members and the DoE serve on the Governor's Interagency Council on Homelessness and project staff work with school districts to assist children to access education.

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 NH DOE Homeless Coordinator has developed a McKinney-Vento educational rights brochure, which LEAs distribute to homeless service providers and others. The NH BoS CoC requires case managers at CoC and ESG-funded agencies to explain McKinney-Vento educational rights, including the right to choose education in home community or the city/town of temporary residence. Case managers are also required to work with LEAs to request needed transportation and/or transfer to new school. Case managers remain engaged with school and LEA personnel to identify and obtain other needed supports for homeless students. The CoC, LEAs and other youth advocates meet at least 12 times/year as part of the NH Teen Task Force, and these meetings provide a venue for cross-training on CoC and ESG eligibility criteria and how to access educational services. At the local level, LEAs and youth advocates are part of the LSDA meetings and have participated in Coordinated Entry (CE) discussions and roll out of new CE system. They are familiar with CoC and ESG eligibility requirements and use the CE system in each LSDA to connect families or unaccompanied youth to resources. Finally, CoC agencies meet with organizations in their community including juvenile justice nonprofits and youth advocates to ensure that information about resources, eligibility criteria and CE system is widely available. Quarterly Statewide shelter director meetings, homeless outreach meetings and other public meetings, emails and public notices are also used to ensure that all youth serving agencies can get help for homeless youth and families to access education.

**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)**

At this time the CoC and HUD-funded projects do not have formal written agreements with programs providing services to infants, toddlers and youth children. One recipient is the current contract holder for a HeadStart program in NH. Several CoC funded agencies have written contracts with local public schools, access to HeadStart and coordinate child care agreements with local licensed child care facilities for families in need of this service. .

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:	36	25	-11
Sheltered count of homeless veterans:	26	23	-3
Unsheltered count of homeless veterans:	10	2	-8

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)

Not applicable - The NH BOS CoC continues to decrease the number of Veterans experiencing homelessness in our geographic area.

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)

Outreach staff from SSVF and other projects coordinated street Veteran outreach efforts to cover the entire CoC. The Veteran subcommittee worked

with shelter directors to implement a rapid referral system for any Veteran entering shelter to assess eligibility for Veteran specific resources and referred to mainstream resources if ineligible for SSVF or HUD-VASH. The SSVF staff utilizes a shared electronic record with common assessment questions to quickly gather pertinent data as the screen all Veterans. Non-VA projects in local regions can work with the SSVF staff to complete assessment or make a referral directly. The BOS CoC prioritizes veterans ineligible for VA assistance for CoC and ESG-funded services. If a veteran cannot be served through a veteran-specific resource, SSVF outreach workers assume responsibility for re-connecting the veteran to the local region that made the initial referral so that the veteran can be prioritized for assistance, using other CoC resources.

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:	31	25	-19.35%
Unsheltered Count of homeless veterans:	6	2	-66.67%

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)

Representatives from the BOS CoC Veterans Committee, who are mainstream and Veteran service providers, participate in the Statewide Homeless Veterans Committee and on the weekly Governor’s Office status call on Veteran Homelessness. In October 2015, NH BOS CoC secured HUD Vets@Home technical assistance and the committee meets with a TA provider to continue to address Veteran homelessness by working to fully implement the "no wrong door" approach through increased prevention resources, the creation of new housing and employment opportunities, and continued advocacy for veteran and homeless preferences at local housing authorities. New Hampshire Strategic Plan to End Veteran Homelessness called for increased employment access, a Veterans Court for justice involved veterans, and improved coordination and increased housing resources for veterans. Local partnerships

with Housing Authorities have increased access to 20 dedicated HCV that will allow rental units to be affordable for Veterans.

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 Hampshire is a Medicaid expansion state. All NH BOS CoC providers enroll participants in health insurance, working with the 12 regional offices of the Division of Client Services, NH Department of Health and Human Services. Health care partners include Concord Hospital, Cheshire Medical Center, Portsmouth Regional Hospital, Frisbee Memorial Hospital, and Wentworth Douglas Hospital. The Greater Seacoast Coalition to End Homelessness works with 3 of these hospitals to and established two Community Care Teams (CCTs). With representation from hospitals, community health centers,

behavioral health organizations, substance abuse agencies, homeless shelters, meal programs, and coordinated entry, the teams create collaborative treatment plans to address behavioral and/or health problems and related issues. The CCTs have identified highest need users of crisis services and meet weekly to monitor progress and coordinate action to decrease emergency service usage and link to health benefits.

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:	<input checked="" type="checkbox"/>
In-Person Trainings:	<input type="checkbox"/>
Transportation to medical appointments:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
Not Applicable or None:	<input type="checkbox"/>

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:	23
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":	96%

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:	23
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:	96%

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:	<input style="width: 40px; height: 20px;" type="checkbox"/>
--------------------------------	---

Use of phone or internet-based services like 211:	<input checked="" type="checkbox"/>
Marketing in languages commonly spoken in the community:	<input checked="" type="checkbox"/>
Making physical and virtual locations accessible to those with disabilities:	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

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:	46	82	36

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)

Not applicable

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)

Not applicable

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 Assistance 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)

Not applicable

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. Yes

4B-9a. If "Yes" to Question 4B-9, check the box(es) for which technical assistance was requested.

This response does not affect the scoring of this application.

CoC Governance:	<input type="checkbox"/>
CoC Systems Performance Measurement:	<input type="checkbox"/>
Coordinated Entry:	<input type="checkbox"/>
Data reporting and data analysis:	<input type="checkbox"/>
HMIS:	<input type="checkbox"/>

Homeless subpopulations targeted by Opening Doors: veterans, chronic, children and families, and unaccompanied youth:	<input checked="" type="checkbox"/>
Maximizing the use of mainstream resources:	<input type="checkbox"/>
Retooling transitional housing:	<input type="checkbox"/>
Rapid re-housing:	<input type="checkbox"/>
Under-performing program recipient, subrecipient or project:	<input type="checkbox"/>
	<input type="checkbox"/>
Not applicable:	<input type="checkbox"/>

4B-9b. Indicate the type(s) of Technical Assistance 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
Homeless subpopulations: Vets@Home	10/08/2015	5

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	NH-500 Project No...	09/08/2016
02. 2016 CoC Consolidated Application: Public Posting Evidence	Yes	NH-500 CoC Applic...	09/06/2016
03. CoC Rating and Review Procedure (e.g. RFP)	Yes	NH-500 Rating and...	09/06/2016
04. CoC's Rating and Review Procedure: Public Posting Evidence	Yes	NH-500 Rating and...	09/08/2016
05. CoCs Process for Reallocating	Yes	NH-500 Reallocati...	09/08/2016
06. CoC's Governance Charter	Yes	NH-500 Governance...	09/06/2016
07. HMIS Policy and Procedures Manual	Yes	NH BOS CoC HMIS P...	08/29/2016
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	NH-500 PHA Admini...	09/06/2016
10. CoC-HMIS MOU (if referenced in the CoC's Governance Charter)	No		
11. CoC Written Standards for Order of Priority	No	NH-500 Written St...	09/07/2016
12. Project List to Serve Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
13. HDX-system Performance Measures	Yes	NH-500 HDX System...	08/31/2016
14. Other	No		
15. Other	No		

Attachment Details

Document Description: NH-500 Project Notification Materials

Attachment Details

Document Description: NH-500 CoC Application and Project Priority Listing Public Posting

Attachment Details

Document Description: NH-500 Rating and Review Procedure

Attachment Details

Document Description: NH-500 Rating and Review Public Postings

Attachment Details

Document Description: NH-500 Reallocation Process and History

Attachment Details

Document Description: NH-500 Governance Charter and Proof of Approval

Attachment Details

Document Description: NH BOS CoC HMIS Policy and Procedure Manual

Attachment Details

Document Description:

Attachment Details

Document Description: NH-500 PHA Administration Plan Documentation

Attachment Details

Document Description:

Attachment Details

Document Description: NH-500 Written Standards for Order of Priority and CoC Approval

Attachment Details

Document Description:

Attachment Details

Document Description: NH-500 HDX System Performance Measure 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	08/27/2016
1C. Coordination	09/08/2016
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	09/08/2016

1D. CoC Discharge Planning	08/23/2016
1E. Coordinated Assessment	08/23/2016
1F. Project Review	09/08/2016
1G. Addressing Project Capacity	09/08/2016
2A. HMIS Implementation	09/08/2016
2B. HMIS Funding Sources	09/01/2016
2C. HMIS Beds	09/08/2016
2D. HMIS Data Quality	09/07/2016
2E. Sheltered PIT	08/24/2016
2F. Sheltered Data - Methods	09/08/2016
2G. Sheltered Data - Quality	08/11/2016
2H. Unsheltered PIT	08/24/2016
2I. Unsheltered Data - Methods	08/29/2016
2J. Unsheltered Data - Quality	08/29/2016
3A. System Performance	09/08/2016
3B. Objective 1	09/07/2016
3B. Objective 2	09/08/2016
3B. Objective 3	09/01/2016
4A. Benefits	09/02/2016
4B. Additional Policies	09/01/2016
4C. Attachments	09/08/2016
Submission Summary	No Input Required



Jeffrey A. Meyers
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
BUREAU OF HOMELESS AND HOUSING SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9196 1-800-852-3345, Ext. 9196
Fax: 603-271-5139 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 10, 2016

Robert G. Boschen, Jr.
Chief Executive Officer
Tri-County Community Action Program, Inc.
30 Exchange Street
Berlin, NH 03570

Dear Mr. Boschen:

Thank you for your bonus application for funding under the FY 2016 US Department of Housing and Urban Development Notice of Funding Availability for the Balance of State Continuum of Care. The Bureau of Homeless and Housing Services appreciates your participation in this process. Your project was not selected for funding because it did not have the highest score. The maximum score was 49, and your bonus project scored 31.

We wish you the best in your ongoing efforts to assist homeless individuals in New Hampshire, and we encourage you to participate in BHHS activities in the future.

If you have any questions regarding this, please do not hesitate to contact Diane Fontneau at 271-9193, or e-mail her at diane.fontneau@dhhs.nh.gov.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Melissa Hatfield".

Melissa Hatfield, Bureau Administrator
Bureau of Homeless and Housing Services

MH:mry

cc: Dawn Ferrigno



Jeffrey A. Meyers
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
BUREAU OF HOMELESS AND HOUSING SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9196 1-800-852-3346, Ext. 9196
Fax: 603-271-5139 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 10, 2016

Peter Kelleher, President and CEO
Harbor Homes, Inc.
45 High Street
Nashua, NH 03060

Dear Peter:

Congratulations! Your application was selected to submit for funding under the FY 2016 U.S. Department of Housing and Urban Development Notice of Funding Availability Bonus Project for the Balance of State Continuum of Care. The maximum score was 49 points, and your project scored 35. The Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with you on the project.

The amount of your award is \$172,626., including admin, for one year. This award and final amount is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

If you have any questions regarding this, please do not hesitate to contact Diane Fontneau at 271-9193, or e-mail her at diane.fontneau@dhhs.nh.gov.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Mel Hatfield".

Melissa Hatfield, Bureau Administrator
Bureau of Homeless and Housing Services

MH:mry

cc: Vanessa Talasazan

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence.*



Jeffrey A. Meyers
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
BUREAU OF HOMELESS AND HOUSING SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9196 1-800-852-3345, Ext. 9196
Fax: 603-271-5139 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

August 10, 2016

Ralph Littlefield, Executive Director
Community Action Program Belknap-Merrimack Counties, Inc.
P.O. Box 1016
2 Industrial Park Drive
Concord, NH 03302-1016

Dear Ralph:

Congratulations! Your application was selected to submit for funding under the FY 2016 U.S. Department of Housing and Urban Development Notice of Funding Availability Reallocation Project for the Balance of State Continuum of Care. The maximum score was 49 points, and your project scored 39. The Bureau of Homeless and Housing Services appreciates your participation in this process and looks forward to working with you on the project.

The amount of your award is \$118,602., including admin, for one year. This award and final amount is dependent on actual Federal funds availability and approval by Governor and Council. Any award amount authorized is subject to change.

If you have any questions regarding this, please do not hesitate to contact Diane Fontneau at 271-9193, or e-mail her at diane.fontneau@dhhs.nh.gov.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Mel Hatfield", with a long horizontal flourish extending to the right.

Melissa Hatfield, Bureau Administrator
Bureau of Homeless and Housing Services

MH:mry

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence.*

From: Fontneau, Diane [<mailto:Diane.Fontneau@dhhs.nh.gov>]

Sent: Wednesday, August 24, 2016 3:20 PM

To: acampbell@straffordcap.org; acrroberts@comcast.net; ADunn@riverbendcmhc.org; aking@friendsprogram.org; alabrie@bm-cap.org; Alavall2@uvm.edu; aliceaa@gnmhc.org; Amanda.Lewis@USE.SalvationArmy.Org; Amy.Brady@va.gov; Ana Pancine; bandrewsparker@straffordcap.org; Bernier, Adina; bguinther@nhhfa.org; BOHoffman@BM-Cap.org; bguimby@clmnh.org; bridgehouseinc@gmail.com; Calvin.Smith@va.gov; cathybentwood@gmail.com; chenderson@scshelps.org; Cindy Lopez; Cathy Kuhn; clemke@genesisbh.org; cmartin@northernhs.org; cmeaney@lact.org; crobicheau@straffordcap.org; d.curley@harborhomes.org; Danielle.Clivio@bmchp-wellsense.org; David.Gaeta@va.gov; davidandlindy@myfairpoint.net; dferringo@tccap.org; Donati, Michael; Ellen@concordhomeless.org; Emily Reisine; fdiggs63@gmail.com; Fontneau, Diane; gschneider@snhs.org; Harlan, Michele; Hatfield, Melissa; heatherwames@aol.com; homeless.resource@gmail.com; jill@cccnh.org; jlaundis@smhc-nh.org; jmackay@northernhs.org; jmadden@friendsprogram.org; jmanning@scshelps.org; johnrauscher@veteransinc.org; jperkins@communitypartnersnh.org; jroillard@tccap.org; julian.long@rochesternh.net;

Katharine.Winder@doe.nh.gov; KatieMae.Stewart@ppnne.org; katymcd35@gmail.com; kbavaro@urteachers.org; Kyle Beaulieu; KELLER, LINDY; KellyE@cfsnh.org; kgiles@genesisbh.org; khussey@clmnh.org; kletendre@TCCAP.ORG; KLowe@lact.org; kw Walton@ci.salem.nh.us; Lane, Julie; laurel@housingactionnh.org; lcampbell@nh-cc.org; leclair.s@rochesterschools.com; LHazelTine@BM-Cap.org; Linda D Graham; lisa.jacobus@va.gov; LNfries@comcast.net; Lorrie.Dale@use.salvationarmy.org; lroy@genesisbh.org; LTyler@scshelps.org; m.pendry@harborhomes.org; madams@straffordcap.org; Manning, Patricia; Martha@crossroadshouse.org; martha@veteranhomestead.org; mary@thewayhomenh.org; Maureen Beauregard; Merilynn@Listencs.org; Merrifield, Kenneth; mfreeman@scshelps.org; michelle@veteranhomestead.org; mpritchard@genesisbh.org; msillari14@gmail.com; Mark Stokes; Nicole.Ligor@BMCHP-wellsense.org; p.kelleher@harborhomes.org; PAM@NHCADSV.org; pastorjon8675@hotmail.com; Paul.H.Cote@nhdoc.state.nh.us; pcannon@fellowshiphousing.org; pdriscoll@smhc-nh.org; pthyngge@communitypartnersnh.org; pwyzik@mfs.org; ray@veteranhomestead.org; Richard, Diana; RLittlefield@BM-Cap.org; Robert.Mottola@va.gov; roberts.angela@jobcorps.org; Rodler, Robert; rshea@communitypartnersnh.org; Scott.McNeil@USE.SalvationArmy.org; scpinsonneault@gmail.com; sfordhcsc@metrocast.net; sftsnh@gmail.com; sgregoire@BM-Cap.org; sihnnh@comcast.net; silentwarriorsnhvt@gmail.com; SMITH, TERRY; SMorrison@communitypartnersnh.org; Stephanie Savard; stephen.warren@USE.salvationarmy.org; sturner@familiesfirstseacoast.org; sue.thistle@headrest.org; tccapandy@gmail.com; tccapmike@gmail.com; ted.tighe@uvm.edu; Lynda Thistle Elliott; v.talasz@nhpartnership.org; MCoC VISTA; vmcclure@mvap.org
Cc: 'Lopez, Cynthia E'; Yuhasz, Amy E; 'lynn.morrow@hud.gov'; Lynda Thistle Elliott
Subject: CoC ranking results

Good Afternoon,

The following FY2016 ranking/scoring results is for your information only.

The document was distributed at the Balance of State Continuum of Care meeting this morning and will be published on the BHHS state website today.

Thank you all for your participation in this process; we count on all of you for input and collaboration to make this process as fair and as productive as possible.

Also, today I announced that I'll be leaving BHHS effective 9/9/16. It was a pleasure to work with each of you and I admire the work you do with the homeless in NH. I've had the opportunity to learn from each of the organizations BHHS collaborates with and it is my gain.

I'll be returning to the community level; working directly with programs and persons suffering from Substance Use Disorders as I've recently obtained my NH LADC. As many of you know, this is my passion and I'm excited to return to the field of counseling.

Thanks for all you do!

Diane Fontneau

Diane Fontneau, MS
CoC Program Administrator
Bureau of Homeless & Housing Services
129 Pleasant St.
Concord, NH 03301
P: (603) 271-9193
F: (603) 271-5139
E: diane.fontneau@dhhs.nh.gov

NH-500 SCREEN SHOT OF PROJECT RANKING POSTING BEFORE 15 DAY DEADLINE

The screenshot shows a web browser window displaying the New Hampshire Department of Health and Human Services (DHHS) website. The page is titled "Bureau of Homeless & Housing Publications" and features a navigation menu with categories like Families & Children, Women, Teens, Adults, Seniors, and People with Disabilities. A sidebar on the left contains a "Translate this page" button and a list of links including Home, About DHHS, Divisions/Offices, Media, Statistics, Online Tools, Vendors / RFP, Job Opportunities, Topics A to Z, and Contact Us. The main content area is titled "2016 NOFA Documents" and contains the following text: "On Monday, August 22, 2016 the members of the Executive Committee who DO NOT have an application being ranked for renewal met and determined the final ranking order for the 2016 NOFA. The document below lists the final project ranking order for the 2016 NOFA application." Below this text, there are four links: "NH-500 Ranking Scores FY2016 Final", "NH-500 Ranking Scoring Procedure", "NH BOSCOE New Project Scoring Tool", and "NH BOSCOE Renewal Project Scoring Tool". A "Program Information" section on the right lists various services such as Homeless & Housing Services, Access to Permanent Housing, Homelessness, Homeless Data, Housing Services, Shelter Services, and Contact Homeless & Housing Services. A "DHHS Events Calendar" is also visible, showing dates from 4 to 30. The browser's address bar shows the URL "http://www.dhhs.nh.gov/dcbcs/bhhs/publications.htm". The Windows taskbar at the bottom indicates the time is 5:50 PM on 8/29/2016.

<http://www.dhhs.nh.gov/dcbcs/bhhs/publications.htm>
Publications | Bureau of Ho... x

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New Hampshire Department of
HEALTH AND HUMAN SERVICES

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[Women](#)
[Teens](#)
[Adults](#)
[Seniors](#)
[People with Disabilities](#)

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- [Media](#)
- [Statistics](#)
- [Online Tools](#)
- [Vendors / RFP](#)
- [Job Opportunities](#)
- [Topics A to Z](#)
- [Contact](#)

[DHHS Home](#) > [Division of Community Based Services](#) > [Bureau of Homeless & Housing Services](#) >

Bureau of Homeless & Housing Publications

2016 NOFA Documents

As required by the 2016 Housing and Urban Development NOFA release, NH-500 Balance of State CoC is publishing the DRAFT application and DRAFT project priority listing. Please review and submit any feedback by Tuesday, September 6, 2016 at 5pm EST to Melissa Hatfield at melissa.hatfield@dhhs.nh.gov.

- [FY 2016 NH BOS CoC Application DRAFT](#)
- [FY 2016 Project Priority Listing DRAFT](#)

On Wednesday, August 24, 2016 the Balance of State CoC met and reviewed the Written Standards for the CoC. The document linked below is the final draft that was voted on and approved by CoC members in attendance.

- [NH BOS Written Standards FINAL](#)

On Monday, August 22, 2016 the members of the Executive Committee who DO NOT have an application being ranked for renewal met and determined the final ranking order for the

DHHS Events Calendar

			1	2	3
4	5	6	7	8	9
11	12	13	14	15	16
18	19	20	21	22	23
25	26	27	28	29	30

Program Information

- [Homeless & Housing Services](#)
- [Access to Permanent Housing](#)
- [Homelessness](#)
- [Homeless Data](#)
- [Housing Services](#)
- [Shelter Services](#)
- [Contact Homeless & Housing Services](#)



1:26 PM
9/2/2016

Lane, Julie

From: Lane, Julie
Sent: Friday, September 02, 2016 12:50 PM
To: 'a.pancine@harborhomes.org'; 'acampbell@straffordcap.org';
'achappell@friendsprogram.org'; 'acroberts@comcast.net';
'ADunn@riverbendcmhc.org'; 'alabrie@bm-cap.org'; 'Alavall2@uvm.edu';
'aliceaa@gnmhc.org'; 'Amanda.Lewis@USE.SalvationArmy.Org'; 'Amy.Brady@va.gov';
'Amy.E.Yuhasz@hud.gov'; 'angela@concordhomeless.org';
'ashleykitchell@veteransinc.org'; 'bandrewsparker@straffordcap.org'; Bernier, Adina;
'bguinther@nhhfa.org'; 'bquimby@clmnh.org'; 'bridgehouseinc@gmail.com';
'c.sementa@harborhomes.org'; 'Calvin.Smith@va.gov'; 'cary.gladstone@graniteuw.org';
'cathybentwood@gmail.com'; 'chenderson@scshelps.org'; 'ckuhn@fitnh.org';
'clemke@genesishb.org'; 'cmartin@northernhs.org'; 'cmeaney@lactl.org'; 'Connor-
Belcourt@USE.SalvationArmy.Org'; 'crobicheau@straffordcap.org';
'Cynthia.E.Lopez@hud.gov'; 'd.curley@harborhomes.org'; 'danward@veteransinc.org';
'davidandlindy@myfairpoint.net'; 'dferringo@tccap.org'; Richard, Diana; Fontneau,
Diane; Osterhoudt, Douglas; 'ellen@concordhomeless.org'; 'Emily.Reisine@va.gov';
'ephinney@lactl.org'; 'flyfisherman.robert@gmail.com'; 'gschneider@snhs.org';
'heatherwames@aol.com'; 'hildegard.ojibway@headrest.org';
'jackie@concordhomeless.org'; 'jallie@communitypartnersnh.org';
'Jennifer.lasalle@wellsense.org'; 'jlaundis@smhc-nh.org'; 'jmackay@northernhs.org';
'jmadden@friendsprogram.org'; 'jmanning@scshelps.org'; 'jmorris@snhs.org';
'JRauscher@eastersealsnh.org'; 'jrider@scshelps.org'; 'jrobillard@tccap.org';
'julian.long@rochesternh.net'; Lane, Julie; 'KatieMae.Stewart@ppnne.org'; 'katymcd35
@gmail.com'; 'kbates@rcaction.org'; 'kbavaro@urteachers.org'; 'kbeaulieu@fitnh.org';
'KellyE@cfsnh.org'; Merrifield, Kenneth; 'kgiles@genesishb.org'; 'khussey@clmnh.org';
'kletendre@TCCAP.ORG'; 'kmorris@somersworth.com'; 'ksiksi10@gmail.com';
'kstlaurent@genesishb.org'; 'kwalton@ci.salem.nh.us'; 'laurel@housingactionnh.org';
'lberman@straffordcap.org'; 'lcampbell@nh-cc.org'; 'leclair.s@rochesterschools.com';
'LHazeltine@BM-Cap.org'; KELLER, LINDY; Boucher, Lisa; 'lisa@veteranhomestead.org';
'LNfries@comcast.net'; 'lroy@genesishb.org'; 'LTyler@scshelps.org'; ThistleElliott, Lynda;
'm.pendry@harborhomes.org'; 'madams@straffordcap.org';
'Martha@crossroadshouse.org'; 'martha@veteranhomestead.org';
'mary@thewayhomenh.org'; 'mbeau@fitnh.org'; Hatfield, Melissa;
'Merilynn@Listencs.org'; 'mfreeman@scshelps.org'; 'michelle@veteranhomestead.org';
'mpritchard@genesishb.org'; 'msillari14@gmail.com'; 'mstokes@fitnh.org';
'Nicole.Ligor@BMCHP-wellsense.org'; 'p.kelleher@harborhomes.org';
'PAM@NHCADSV.org'; Manning, Patricia; 'pastorjon8675@hotmail.com';
'Paul.H.Cote@nhdoc.state.nh.us'; 'pcannon@fellowshiphousing.org'; 'pdriscoll@smhc-
nh.org'; 'pthyng@communitypartnersnh.org'; 'pwyzik@mfs.org';
'ray@veteranhomestead.org'; 'rboschen@tccap.org'; 'RLittlefield@BM-Cap.org';
'Robert.Mottola@va.gov'; Rodler, Robert; 'Roberts.angela@jobcorps.org'; Pitzer, Roger;
'rshea@communitypartnersnh.org'; 'Scott.McNeil@USE.SalvationArmy.org';
'scpinsonneault@gmail.com'; 'scrocker@clmnh.org'; 'sford@myfriendsplacenh.org';
'sftsnh@gmail.com'; 'sgregoire@BM-Cap.org'; 'sihnnh@comcast.net';
'silentwarriorsnhvt@gmail.com'; 'SMorrison@communitypartnersnh.org';
'ssavard@fitnh.org'; 'stephen.warren@USE.salvationarmy.org';
'sturner@familiesfirstseacoast.org'; 'Sue@concordhomeless.org';
'tccapandy@gmail.com'; 'tccapmike@gmail.com'; 'ted.tighe@uvm.edu';
'teresa@concordhomeless.org'; SMITH, TERRY; 'tm33782004@gmail.com';
'v.talasazan@nhpartnership.org'; 'vista@mcocnh.org'; 'vmcclure@mvpap.org';

To: 'bonnie.l.rice.civ@mail.mil'; O'Connor, Betsy
Cc: 'mmondello@tacinc.org'
Subject: 2016 NOFA Draft posted

As required by the 2016 Housing and Urban Development NOFA release, NH-500 Balance of State CoC is publishing the DRAFT application and DRAFT project priority listing. These documents can be found at <http://www.dhhs.nh.gov/dcbcs/bhhs/publications.htm>. Please review and submit any feedback by Tuesday, September 6, 2016 at 5pm EST to Melissa Hatfield at melissa.hatfield@dhhs.nh.gov and Diane Fontneau at diane.fontneau@dhhs.nh.gov.

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Homeless & Housing Services
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9197
F: (603)271-5139

Please note that my email address has changed to Melissa.Hatfield@dhhs.nh.gov

NEW HAMPSHIRE BALANCE OF STATE COC **Project Application Ranking Process**

The following policy and procedure guides the CoC Project Review team, CoC Board and Collaborative Applicant in activities required to review and prioritize CoC Program applications submitted in response to the annual Notice of Funding Availability (NOFA) for the Housing and Urban Development (HUD) Continuum of Care Program (CoC). This process defines methods to ensure the scoring and ranking of CoC Program applications are conducted in a fair, transparent, and unbiased manner.

Ranking Team:

A CoC Project Review team will be developed to review renewal and new CoC Program project applications. The CoC Project Review team membership will include people who are not competing for funding or affiliated with an organization who is competing for funding (i.e, Provider Agency Board Member). Each year the CoC Project Review team members will certify they have no conflict of interest in the regard to any discussions or determinations of specific project applications and/or applicants. Members will be recruited annually through an e-mail request for volunteers.

Ranking Process:

Prior to each year's project review and ranking meeting the full CoC or its designee will review, approved and publish the current scoring criteria.

The CoC Project Review team will meet to review each CoC project application against the approved scoring criteria which will include: minimum grant threshold requirements, objective scoring criteria, performance data and CoC priorities. These combined factors will inform the CoC Project Review team and CoC Board in the determination of a CoC project ranking list and, if applicable, any necessary funding reductions to one or more projects.

The CoC Project Review Team and CoC Board may consider application adjustments and propose changes to project scope or budget for such issues as HUD incentives, bonus funding, program requirements, geographic distribution, identified community needs. The BHHS NOFA team based the CoC Project Review Team recommendations determines the rank and funding levels of all CoC projects considering all available and objective information and HUD incentives and priorities.

Ranking Tool:

Each year the CoC Project Application Scoring Tool(s) will be reviewed and any proposed edits will be presented to the CoC or its designee for approval. The final tool will be posted to the CoC website for public access. The tool will also be distributed to all members and stakeholders via the CoC's listserv which is open to the public.

The following minimum elements will be present in all project application scoring tools for applications proposing to serve participants:

- Housing Type

- Reporting performance which may include but is not limited to HMIS & APR reports
- Project Performance, and
- Target Population.

Homeless Management Information System (HMIS) grants will be reviewed for threshold criteria and will be placed as the second to last full project in Tier 1.

Any SSO - CES applications will be reviewed for threshold criteria and will be placed as the last full project in Tier 1.

Project Determinations and Appeals Process: Applications which do not meet the minimum threshold requirements will not be included in the CoC Consolidated Application submitted to HUD. If more applications are submitted than the CoC has money to fund, the BHHS NOFA team will rank the grants in order of an agreed upon priority as approved by CoC and recommended by the CoC Project Review Team recommendations.

The Collaborative Applicant will send formal, written notification of a preliminary determination to each project applicant along with: individual project ranking summary report, individual project ranking number, and any potential budget reduction. The Collaborative Applicant will provide all appeals to the BHHS NOFA team to make a final determination. Final results will be posted to CoC website.

2016 CoC Renewal Project Application Scoring Tool

NH-500 Balance of State CoC

Agency: _____

Agency Contact: _____

Program Name: _____

Reviewer's Name: _____

Total Score: _____

All renewal projects must meet HUD threshold requirements.

1 Project proposes to serve an eligible population for the project type

Yes No

2. Match is greater than or equal to 25%

Yes No

3. Project agrees to participate in CoC Coordinated Entry System (CES) and Homeless Management Information System (HMIS) or other comparable system for DV providers.

Yes No

If any of the above answers are No project does not meet threshold, is not eligible for funding consideration.

1. Project Type

Permanent Supportive Housing: 10 points

Rapid Re-Housing: 10 points

SSO (CES): 10 points

Transitional Housing: 5 points

SSO: 1 point

2. Population Served

HUD's priority population is chronically homeless individuals and families.

Percentage of participants served this year that were chronically homeless upon program entry?

85-100%: 10 points

76-84%: 5 points

70-75%: 2 points

65-69%: 1 point

0-64%: 0 Points

Upon turnover, how many currently non-dedicated CH PSH units will you prioritize for a CH individual or family?

95-100%: 10 points

90-94%: 8 points

80-89%: 5 points

70-79%: 1 point

0-69%: 0 points

3. Program Capacity

Did your PSH, RRH, TH or SSO program serve the number of individuals/families you proposed to serve in your FY 2014 application?

If the project is in its first operating year and did not operate for at least six months prior to this review, full points will be awarded..

If the project is in its first operating year and operated for six months or more, the number served as of 6/30/2016 will be obtained from HMIS to determine if the project is on track to serve the number proposed in the original application. Points will be awarded based on the scale below.

90-100%: 10 points

85-89%: 5 points

80-84%: 3 points

65-79%: 2 points

60-64%: 1 point

0-59%: 0 points

4. Program Measurements

INCREASED HOUSING STABILITY (PSH PROGRAMS ONLY) (HUD goal 80%)

Percentage of individuals and families who stayed in PSH at end of program operating year or who exited to other PH?

90-100%: 10 points

85-89%: 8 points

75-84%: 5 points

50-74%: 1 point

0-49%: 0 points

TRANSITIONED TO HOUSING STABILITY (RRH, TH and SSO only) (HUD goal 80%)

Percentage of individuals and families who transitioned from TH or SSO programs to PH by the end of the program operating year?

90-100%: 10 points

85-89%: 8 points

75-84%: 5 points

60-74%: 2 points

50-59%: 1 point

0-49%: 0 points

INCREASED PROJECT PARTICIPANTS EARNED INCOME (ALL PROJECTS) (HUD goal 20%)

Percentage of individuals whose income from employment increased from program entry date to program exit date or end of operating year?

20-100%: 10 points

15-19%: 5 points

10-14%: 2 points

0-9%: 0 points

INCREASED PROJECT PARTICIPANTS' UNEARNED INCOME (ALL PROJECTS) (HUD goal 54%)

Percentage of participants whose income increased from sources other than employment from program entry to program exit date or end of operating year?

54-100%: 10 points

45-53%: 5 points

25-44%: 1 point

0-24%: 0 points

INCREASED NUMBER OF PARTICIPANTS OBTAINING NON-CASH MAINSTREAM BENEFITS (HUD goal 56%)

Percentage of participants' who obtained non-cash mainstream benefits from program entry to program exit or end of operating year?

56-100%: 10 points

50-55%: 5 points

25-49%: 2 points

0-24%: 0 points

5. Financial

How often does the program invoice expenses on the project or draw down funds from HUD?

Monthly: 10 points

Bi-monthly: 5 points

Quarterly or less frequently: 0 points

What percentage of the grant was expended for the last full operating year?

95-100%: 10 points

90-94%: 8 points

85-89%: 6 points

75-84%: 4 points

Less than 75%: 0 points

6. HMIS Participation

Percentage of HMIS client records with “null or missing values” for each Universal Data Element –
*BHHS will provide report for each renewal project.

0-9%: 10 points

10-15%: 2 points

16-100%: 0 points

7. Leveraging

This year, all projects must provide a minimum of 150% leverage in order to be included in the New Hampshire Balance of State application. Pending HUD’s final guidance; if no HUD guidance is given leveraging will be required at 100% per CoC project.

What percentage of leveraging will you provide for the 2016 NOFA funding?

150% or more: 3 points

100-149%: 1 point

0-99%: 0 points

8. CoC Participation (BoS Meetings – 9/15, 9/30, 11/10, 1/12, 3/8)

What number of BoSCoC meetings in the past year (July 1, 2015 – June 30, 2016) was your organization/agency represented?

5 meetings: 10 points

4 meetings: 8 points

3 meetings: 2 points

2 meetings or less: 0 points

9. Policy Priorities

Housing First is an approach where homeless persons are provided **immediate access to housing** and then offer the supportive services that may be needed to foster long-term stability and prevent a return to homelessness. This approach removes unnecessary barriers and assumes that supportive services are more effective in addressing needs when the individual or family is housed – when the daily stress of being homeless is taken out of the equation. Key components of this model include a simple application process, a harm-reduction approach, and no conditions of tenancy beyond those included in the lease. Sobriety, mental health services, medication stability, sexual orientation, vulnerability to illness, vulnerability to victimization, vulnerability to physical assault, trafficking, or sex work are not required for entry into Housing First. **ATTACH a copy of your project policy, rules and any other standard participant agreement to your project application.**

The following points will be determined by reviewing the project application and attached project policies supporting the project application. If a project does not attach a copy of the project policy,

rules or any other standard participant agreement, no more than ½ the points in each question for yes may be awarded.

The following questions will provide the scoring team with indicators as to whether your project is using a Housing First Model as defined by HUD.

Will your project serve a high percentage of people with significant barriers to stability?

- Having little or no income (2 points)*
- Active or history of substance abuse (2 points)*
- Having a criminal record with exception of state-mandated restrictions (2 points)*

Will your project ensure participants are not terminated for the following reasons?

- Failure to participate in supportive services (2 points)*
- Failure to make progress on a service plan (2 points)*
- Loss of income or failure to improve income (2 points)*
- Being a victim of domestic violence (2 points)*
- Any other activity not covered in a lease agreement typically found in the region (2 points)*

2. Experience and Leveraging

Has the applicant been previously awarded HUD McKinney-Vento, State or other Federal grants for PSH or RRH projects?

Yes: 5 points

No: 0 points

This year, all projects must provide a minimum of 150% leverage in order to be included in the New Hampshire Balance of State application. Pending HUD's final guidance; if no HUD guidance is given leveraging will be required at 100% per CoC project.

What percentage of leveraging did you provide for the 2016 NOFA funding?

150% or more: 3 points

100-149%: 1 point

0-99%: 0 points

3. CoC Participation (BoS Meetings - 9/15, 9/30, 11/10, 1/12, 3/8).

What number of BoSCoC meetings in the past year (July 1, 2015 – June 30, 2016) was your organization/agency represented?

5 meetings: 10 points

4 meetings: 8 points

3 meetings: 2 points

2 meetings or less: 0 points

4. Policy Priorities

Housing First is an approach where homeless persons are provided **immediate access to housing** and then offer the supportive services that may be needed to foster long-term stability and prevent a return to homelessness. This approach removes unnecessary barriers and assumes that supportive services are more effective in addressing needs when the individual or family is housed – when the daily stress of being homeless is taken out of the equation. Key components of this model include a simple application process, a harm-reduction approach, and no conditions of tenancy beyond those included in the lease. Sobriety, mental health services, medication stability, sexual orientation, vulnerability to illness, vulnerability to victimization, vulnerability to physical assault, trafficking, or sex work are not required for entry into Housing First.

The following questions will provide the scoring team with indicators as to whether your project is using a Housing First Model as defined by HUD.

Will your project serve a high percentage of people with significant barriers to stability?

___ Having little or no income (2 points)

___ *Active and/or history of substance abuse (2 points)*

___ *Having a criminal record with exception of state-mandated restrictions (2 points)*

Will your project ensure participants are not terminated for the following reasons?

___ *Failure to participate in supportive services (2 points)*

___ *Failure to make progress on a service plan (2 points)*

___ *Loss of income or failure to improve income (2 points)*

___ *Being a victim of domestic violence (2 points)*

___ *Any other activity not covered in a lease agreement typically found in the region (2 points)*

Did your agency reallocate a Transitional Housing project this year?

(Yes: 5 points)

(No: 0 points)

NH-500 BALANCE OF STATE CONTINUUM OF CARE FY2016 NOFA COMPETITION

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Martha Young
Bureau of Homeless and Housing Services

Chief Operating Officer
Tri-County Community Action Programs, Inc.
30 Exchange Street
Berlin, NH 03570
603.752.7001
603.752.7607 fax

"Our aim is not only to relieve the symptom of poverty, but to cure it and, above all, prevent it."- Lyndon B. Johnson 1964

From: Fontneau, Diane [<mailto:Diane.Fontneau@dhhs.nh.gov>]

Sent: Friday, July 22, 2016 10:27 AM

To: Manning, Patricia; bquimby@clmnh.org; chenderson@scshelps.org; ckuhn@fitnh.org; clemke@genesishb.org; Ellen Groh; jlaundis@smhc-nh.org; jrider@scshelps.org; Ltyler@SCSHELPS.ORG; Manning, Patricia; Martha Stone; mfreeman@scshelps.org; mstokes@fitnh.org; Pamela Thyng; PDriscoll@smhc-nh.org; Ralph Littlefield; Sandra Beaudry; ssavard@fitnh.org; Steve Gregoire; Vanessa Talasazan; acampbell@straffordcap.org; acrobotts@comcast.net; ADunn@riverbendcmhc.org; aking@friendsprogram.org; alabrie@bm-cap.org; Alavall2@uvm.edu; aliceaa@gnmhc.org; Amanda.Lewis@USE.SalvationArmy.Org; Amy.Brady@va.gov; Ana Pancine; bandrewsparker@straffordcap.org; Bernier, Adina; bguinther@nhhfa.org; BHoffman@BM-Cap.org; bridgehouseinc@gmail.com; Calvin.Smith@va.gov; cathybentwood@gmail.com; Cindy Lopez; cmartin@northernhs.org; cmeaney@laclt.org; crobicheau@straffordcap.org; d.curley@harborhomes.org; Danielle.Clivio@bmchp-wellsense.org; David.Gaeta@va.gov; davidandlindy@myfairpoint.net; Donati, Michael; Emily.Reisine@va.gov; fdiggs63@gmail.com; Fontneau, Diane; gschneider@snhs.org; Harlan, Michele; Hatfield, Melissa; heatherwames@aol.com; homeless.resource@gmail.com; jill@cccnh.org; jmackay@northernhs.org; jmadden@friendsprogram.org; jmanning@scshelps.org; johnrauscher@veteransinc.org; jperkins@communitypartnersnh.org; jrobillard@tccap.org; julian.long@rochesternh.net; Katharine.Winder@doe.nh.gov; KatieMae.Stewart@ppnne.org; katymcd35@gmail.com; kbavaro@urteachers.org; kbeaulieu@fitnh.org; KELLER, LINDY; KellyE@cfsnh.org; kgiles@genesishb.org; khussey@clmnh.org; kletendre@TCCAP.ORG; KLowe@laclt.org; kw Walton@ci.salem.nh.us; Lane, Julie; laurel@housingactionnh.org; lcampbell@nh-cc.org; leclair.s@rochesterschools.com; LHazzeltine@BM-Cap.org; Linda D Graham; lisa.jacobus@va.gov; LNfries@comcast.net; Lorrie.Dale@use.salvationarmy.org; Lroy@genesishb.org; m.pendry@harborhomes.org; madams@straffordcap.org; Martha@crossroadshouse.org; martha@veteranhomestead.org; mary@thewayhomenh.org; mbeau@fitnh.org; Merilynn@Listencs.org; Merrifield, Kenneth; MFP368@aol.com; michelle@veteranhomestead.org; mpritchard@genesishb.org; msillari14@gmail.com; Nicole.Ligor@BMCHP-wellsense.org; p.kelleher@harborhomes.org; PAM@NHCADSV.org; pastorjon8675@hotmail.com; Paul.H.Cote@nhdoc.state.nh.us; pcannon@fellowshiphousing.org; pthyng@communitypartnersnh.org; pwyzik@mfs.org; ray@veteranhomestead.org; Richard, Diana; Robert.Mottola@va.gov; roberts.angela@jobcorps.org; Rodler, Robert; rshea@communitypartnersnh.org; Scott.McNeil@USE.SalvationArmy.org; scpinsonneault@gmail.com; sfordhcsc@metrocast.net; sftsnh@gmail.com; sihnnh@comcast.net; silentwarriorsnhvt@gmail.com; SMITH, TERRY; SMorrison@communitypartnersnh.org; stephen.warren@USE.salvationarmy.org; sturner@familiesfirstseacoast.org; sue.thistle@headrest.org; tccapandy@gmail.com; tccapmike@gmail.com; ted.tighe@uvm.edu; ThistleElliott, Lynda; vista@mcocnh.org; vmcclure@mvap.org; Young, Martha

Cc: Hatfield, Melissa; Young, Martha; 'cgibbs@genesishb.org'

Subject: FY2016 NOFA New and Renewal Project Applications attached

Good Morning!

Attached are the project applications for new and renewal projects for the FY2016 NOFA competition. Please complete and return to me via e-mail and/or USPS by noon on Friday July 29, 2016.

The 2016 final HUD approved GIW is also attached for your reference.

Although I will be away in DC for most of next week (July 25-28), I will have access to e-mail from time to time and will be available to answer any questions that arise.

Please feel free to e-mail questions and I'll get back to you ASAP!

search this site

DHHS Events Calendar

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DHHS Home > Division of Community-Based Services > Bureau of Homeless & Housing Services >
Bureau of Homeless & Housing Publications

2016 NOFA Documents
 As required by the 2016 Housing and Urban Development NOFA release, the NH-500 Balance of State CoC voted on and adopted the new and renewal project ranking tools that are posted below. These ranking tools will be used by the ranking committee to score all applications, which will then be ranked by the CoC ranking committee, in consultation with the BHHS NOFA team.

- > [NH-500 Ranking Scoring Procedure](#)
- > [NH BOSOC New Project Scoring Tool](#)
- > [NH BOSOC Renewal Project Scoring Tool](#)
- > [EEE & West Nile Management Plan](#)
- > [Homeless Housing and Access Revolving Loan Fund](#)
- > [Housing Providers](#)
- > [NH Homeless Veterans Plan](#)
- > [Housing Security Guarantee Program](#)

Adobe Acrobat Reader format. You can download a free reader from Adobe.

- Program Information**
- > Homeless & Housing Services
 - > Access to Permanent Housing
 - > Homelessness
 - > Homeless Data
 - > Housing Services
 - > Shelter Services
 - > Contact Homeless & Housing Services

- Related Resources**
- > Homeless & Housing Rules
 - > NH Coalition to End Homelessness
 - > SAMHSA

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Bureau of Homeless and Housing Services

NH-500 Reallocation History Summary

September 2016

Supporting documentation from submitted Project Priority Listing follows this chart

FY13 Reallocation = \$0

FY14 Reallocation = \$0

FY15 Reallocation = \$707,079*

Total Funds Reallocated- \$707,079

FY13 ARD = \$3,299,704*

Percentage of Funding (%) Reallocated = $707,079/3,299,704 = 21\%$ **

**Supporting documentation from submitted Project Priority Listing follows this chart*

***Calculated per formula published in e-snaps FAQ 2942*

Funding Summary

Instructions

For additional information, carefully review the "CoC Priority Listing Instructions" and the "CoC Priority Listing" training guide, both of which are available at: <https://www.onecpd.info/e-snaps/guides/coc-program-competition-resources/>.

This page contains the total budget summaries for each of the project listings for which the Collaborative Applicant approved and ranked or rejected project applications. The Collaborative Applicant must review this page to ensure the totals for each of the categories is accurate. The "Total CoC Request" indicates the total funding request amount the Collaborative Applicant will submit to HUD for funding consideration. As stated previously, 1 UFA Cost project and only 1 CoC Planning project can be submitted and only the Collaborative Applicant is eligible to request these funds.

Title	Total Amount
Renewal Amount	\$3,025,297
New Amount	\$274,407
Reallocated Amount	\$0
CoC Planning Amount	\$38,563
UFA Costs	
Rejected Amount	\$0
TOTAL CoC REQUEST	\$3,338,267

Maximum CoC project planning amount: \$41,246

6. Reallocation: Balance Summary

6-1 Below is the summary of the information entered on the reallocated forms. The last field "Remaining Reallocation Balance" should equal '0'. If there is a positive balance remaining, this means that more funds are being eliminated or reduced than the new project(s) requested. If there is a negative balance remaining, this means that more funds are being requested for the new reallocated project(s) than have been reduced or eliminated from other eligible renewal projects.

Reallocation Chart: Reallocation Balance Summary

Reallocated funds available for new project(s):	\$0
Amount requested for new project(s):	
Remaining Reallocation Balance:	\$0

6. Reallocation: Balance Summary

Instructions

For guidance on completing this form, please reference the FY 2015 CoC Priority Listing Detailed Instructions. Submit technical question to the e-snaps HUD Exchange Ask A Question (AAQ) at <https://www.hudexchange.info/get-assistance/>

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Reallocation Chart: Reallocation Balance Summary

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Amount requested for new project(s):	\$707,079
Remaining Reallocation Balance:	\$0

FY 2013 Continuum of Care (CoC) Program Competition: CoC Annual Renewal Demand (ARD) and ARD Less 5 Percent

CoC Number and Name	ARD	ARD less 5%
MO-500 - St. Louis County CoC	\$1,020,002	\$969,002
MO-501 - St. Louis City CoC	\$11,828,441	\$11,237,019
MO-503 - St. Charles, Lincoln, Warren Counties CoC	\$313,767	\$298,079
MO-600 - Springfield/Greene, Christian, Webster Counties CoC	\$945,455	\$898,182
MO-602 - Joplin/Jasper, Newton Counties CoC	\$622,420	\$591,299
MO-603 - St. Joseph/Andrew, Buchanan, DeKalb Counties CoC	\$1,136,340	\$1,079,523
MO-604 - Kansas City/Independence/ Lee's Summit/Jackson County CoC	\$9,540,532	\$9,063,505
MO-606 - Missouri Balance of State CoC	\$4,758,398	\$4,520,478
MS-500 - Jackson/Rankin, Madison Counties CoC	\$1,828,842	\$1,737,400
MS-501 - Mississippi Balance of State CoC	\$3,515,581	\$3,339,802
MS-503 - Gulf Port/Gulf Coast Regional CoC	\$736,128	\$699,322
MT-500 - Montana Statewide CoC	\$2,755,398	\$2,617,628
NC-500 - Winston Salem/Forsyth County CoC	\$1,825,831	\$1,734,539
NC-501 - Asheville/Buncombe County CoC	\$1,117,689	\$1,061,805
NC-502 - Durham City & County CoC	\$990,256	\$940,743
NC-503 - North Carolina Balance of State CoC	\$5,131,738	\$4,875,151
NC-504 - Greensboro/High Point CoC	\$1,768,826	\$1,680,385
NC-505 - Charlotte/Mecklenburg County CoC	\$3,797,482	\$3,607,608
NC-506 - Wilmington/Brunswick, New Hanover, Pender Counties CoC	\$771,019	\$732,468
NC-507 - Raleigh/Wake County CoC	\$2,611,039	\$2,480,487
NC-509 - Gastonia/Cleveland, Gaston, Lincoln Counties CoC	\$931,379	\$884,810
NC-511 - Fayetteville/Cumberland County CoC	\$816,914	\$776,068
NC-513 - Chapel Hill/Orange County CoC	\$547,494	\$520,119
NC-516 - Northwest North Carolina CoC	\$286,529	\$272,203
ND-500 - North Dakota Statewide CoC	\$2,060,027	\$1,957,026
NE-500 - Nebraska Balance of State CoC	\$1,940,767	\$1,843,729
NE-501 - Omaha/Council Bluffs CoC	\$3,696,745	\$3,511,908
NE-502 - Lincoln CoC	\$1,961,670	\$1,863,587
NH-500 - New Hampshire Balance of State CoC	\$3,299,704	\$3,134,719
NH-501 - Manchester CoC	\$1,283,369	\$1,219,201
NH-502 - Nashua/Hillsborough County CoC	\$1,845,624	\$1,753,343
NJ-500 - Atlantic City & County CoC	\$470,647	\$447,115
NJ-501 - Bergen County CoC	\$2,186,670	\$2,077,337
NJ-502 - Burlington County CoC	\$637,583	\$605,704
NJ-503 - Camden City/Camden, Gloucester, Cumberland Counties CoC	\$2,876,173	\$2,732,364
NJ-504 - Newark/Essex County CoC	\$4,792,298	\$4,552,683
NJ-506 - Jersey City/Bayonne/Hudson County CoC	\$3,494,973	\$3,320,224
NJ-507 - New Brunswick/Middlesex County CoC	\$1,620,768	\$1,539,730
NJ-508 - Monmouth County CoC	\$3,243,901	\$3,081,706
NJ-509 - Morris County CoC	\$1,781,522	\$1,692,446
NJ-510 - Lakewood Township/Ocean County CoC	\$496,587	\$471,758
NJ-511 - Paterson/Passaic County CoC	\$2,619,281	\$2,488,317
NJ-512 - Salem County CoC	\$146,161	\$138,853
NJ-513 - Somerset County CoC	\$392,954	\$373,306
NJ-514 - Trenton/Mercer County CoC	\$3,049,578	\$2,897,099
NJ-515 - Elizabeth/Union County CoC	\$4,250,233	\$4,037,721
NJ-516 - Warren, Sussex Hunterdon Counties CoC	\$1,024,306	\$973,091

**State of New Hampshire
Balance of State Continuum of Care (BoSCoC)
Governance Charter**

Article 1. BoSCoC Membership

The BoSCoC Membership is representative of relevant organizations within the State of New Hampshire to carry out all roles and responsibilities of the BoSCoC in the effort to prevent and end homelessness throughout New Hampshire. The BoSCoC Membership is open to all interested stakeholders in preventing and ending homelessness; including all recipients and sub recipients of CoC Program projects, the State of New Hampshire Bureau of Homeless and Housing Services, homeless and formerly homeless individuals, nonprofit homeless assistance providers, local property managers, victim services providers, faith-based organizations, other state and local government officials, businesses, policy advocates, public housing agencies, school district personnel, social service providers, mental health providers, hospitals, universities, affordable housing developers, and local law enforcement.

Article 2. Meeting Frequency

Meetings of the full BoSCoC Membership will take place at a minimum of six (6) times per year. Meetings will include a published agenda that will be posted publicly and distributed to all members prior to the meeting.

Article 3. Solicitation of New Members

At a *minimum* of once a year, a written invitation will be publicized seeking new members who are interested in reducing and ending homelessness within the geographic area to join the BoSCoC. The invitation will include the advance agenda, time, and location of the next BoSCoC meeting. The invitation will be made publicly available and distributed electronically within the geographic area. There will be minutes and a record of the meeting made public.

Article 4. BoSCoC Geographic Area

The BoSCoC Membership's geographic area will at minimum represent the following communities: Dover; Portsmouth; Rochester; Belknap County; Carroll County; Cheshire County; Coos County; Grafton County; Hillsborough County*; Merrimack County; Rockingham County; Strafford County; Sullivan County *Only Antrim, Bedford, Bennington, Deering, Frankestown, Goffstown, Greenfield, Greenville, Hancock, Hillsboro, Lyndeboro, New Boston, New Ipswich, Pelham, Peterborough, Sharon, Temple, Weare, Wilton, and Windsor.

Article 5. Executive Committee/BoSCoC Board

The Executive Committee, who acts as the Board for the BoSCoC, develops overall goals and strategies for the BoSCoC and acts on behalf of the BoSCoC. Representation consists of seven (7) members selected by the BoSCoC membership, and must include a representative from the Bureau of Homeless and Housing Services (BHHS) and a homeless or formerly homeless individual.

Section 1. Officers and Duties. The officers shall be 2 Co-Chairs. These officers shall perform the duties prescribed by the Governance Charter. The Co-Chairs shall be responsible for chairing and convening all Executive Committee meetings. One Co-Chair shall be a BoSCoC member and represent homeless service providers or private entity and one Co-Chair shall be a member and represent the State of New Hampshire, Bureau of Homeless and Housing Services (BHHS). The Co-Chairs or an appointment designee, shall assure that minutes are taken and distributed for all meetings and be responsible for keeping the attendance records of the Executive Committee.

Section 2. Elections and Terms of Office. The Executive Committee members shall elect all officers through a majority vote. The non-State of NH, BHHS Co-Chair shall serve for a two-year term and may serve up to two consecutive terms. The remainder of the Board membership will be BoSCoC members that were voted in by a majority of the full BoSCoC membership and are seconded by a majority of the Executive Committee members. The Board Selection process will be reviewed, updated, and approved by the BoSCoC at least once every 5 years.

Section 3. Executive Committee/Board Composition. The Executive Committee is made up of 7 members – the 2 Board Officers (Co-Chairs) and 5 additional members. It represents the following groups:

- State of New Hampshire– BHHS
- Homeless Services Provider Representatives (Individual, Family, Veteran)
- Homeless Advocacy
- Homeless or Formerly Homeless Individual

Section 4. Removal/Vacancies. The Administrator of BHHS or a majority vote from the Executive Committee may remove a member of the Executive Committee. An Executive Committee member may

also resign their membership on the Board by providing written notice to BHHS staff and the Executive Committee. BHHS staff will work to coordinate the filling of a vacancy in collaboration with the Executive Committee.

Section 5. Executive Committee/Board Responsibilities. The Board will conduct the following activities:

- Leadership to leverage and prioritize the effective use of public/private resources
- Coordinate the BoSCoC's activities to further implementation efforts of the NH Plan to End Homelessness
- Prioritization of new and renewal projects funded through the US Department of Housing and Urban Development's Continuum of Care Program
- Oversight of the operation of the Continuum of Care in accordance with HUD's Continuum of Care Regulations
- Oversight of the BoSCoC's Homeless Management Information System (HMIS)
- Oversight of Continuum of Care Planning in accordance with HUD's Continuum of Care regulations

Section 6. Executive Committee/Board Meetings.

The Executive Committee will meet quarterly to conduct business. BHHS staff will provide meeting information and an agenda one week in advance of the meeting. The Co-Chairs also have the authority to call a special meeting in person or via other means (telephone, web cast) with 3 days' notice of the meeting. The Co-Chairs can also authorize a vote to be taken via electronic mail if necessary.

Article 6. Other Subcommittees

Subcommittees will be appointed as demand for specific subcommittee is needed. For example when the CoC Program Interim Rule was published in July 2012, the BoSCoC created several new subcommittees to address emerging mandates for the BoSCoC under the new CoC Program. There are no membership terms for subcommittees. The BoSCoC will add and delete subcommittees as they become necessary or irrelevant through a majority vote of the BoSCoC. The chairs and members are voluntary for an unlimited amount of time. The following Subcommittees are currently active within the BoSCoC:

- ***Legislative Action Subcommittee:*** This group works cooperatively with other advocacy and education groups such as the NH Coalition to End Homelessness, the NH Coalition Against

Domestic and Sexual Violence, and other homeless service providers to track proposed legislative and policy initiatives relating to issues that may impact New Hampshire's homeless citizens. Representation may include any interested BoSCoC member.

- ***HMIS Data Subcommittee:*** This group provides statistical support to the BoSCoC. The support will include review of the Annual Homeless Assessment Report (AHAR), review of BoSCoC data from the statewide Point-in-Time survey, analysis of gaps in needs, census information, and review of data quality reports from the New Hampshire Homeless Management Information System (NH-HMIS). The Subcommittee will include representation from NH-HMIS, BHHS, and NH-HMIS users.
- ***Housing Subcommittee:*** This group meets 6 times a year to address current challenges, barriers and problems in homeless and housing opportunities. The group is staffed and supported by the BHHS and may include representation from any interested BoSCoC member.
- ***Education Subcommittee:*** This group addresses the issue of children's homelessness. They examine what already exists for services, what direction the BoSCoC should go in, and what steps the BoSCoC needs to go through to promote better services for homeless children in New Hampshire.
- ***Chronic Homelessness Subcommittee:*** This group addresses the issue of Chronic Homelessness and looks to identify chronically homeless people and identify effective solutions to serving this population and creating Permanent Supportive Housing.
- ***Evaluation and Project Ranking Subcommittee:*** This group creates processes for reviewing, scoring and ranking projects based on HUD's policy priorities and directions for the annual HUD CoC NOFA.

Article 7. LOCAL SERVICE DELIVERY AREAS

Local Service Delivery Areas (LSDA) consists of a group of service agencies and stakeholders, in a specific geographic area within the state. The LSDA includes organizations, individuals and service provider agencies that regularly strategize and coordinate the delivery of services to people experiencing homelessness or at risk of becoming homeless. Other common terms synonymous with LSDA include; local COC, local service consortiums, and coalitions. The LSDA use a peer-to-peer support system and well as resource sharing with other LSDAs and the BoSCoC to develop strategies to increase local involvement. The following is a current list of the LSDAs in New Hampshire, but does not preclude other LSDAs from forming in the future to meet local need. The existing LSDAs are as follows; Belknap County, Carroll County- Conway, Cheshire County, Coos County- Berlin/Colebrook/Whitefield, Grafton County- Littleton, Hillsborough County- West, Merrimack County- Concord Coalition to End Homelessness, Rockingham County East- Seacoast, Rockingham County West- Derry, Strafford County, Sullivan County- Claremont, Upper Valley- Lebanon, and Western Rockingham County.

Article 8. BoSCoC Responsibilities

The BoSCoC is responsible for the planning, performance and implementation of federal and local goals of preventing and ending homelessness. The following overarching responsibilities are encompassed within the BoSCoCs operations through various subcommittees, Executive Committee and are ultimately approved by the BoSCoC ;

- Development of annual goals and strategies to prevent and end homelessness
- Continually monitor the implementation of the activities surrounding these goals and provide support and action as necessary
- Approve the goals for the current year, which are identified in annual CoC Program Consolidated Application through the HUD Notice of Funding Availability.
- Coordination and collaboration with Emergency Solutions Grant recipient (BHHS) and sub recipients to evaluate project outcomes and performance
- Development of annual CoC Program Consolidated Application
- Implementation of a state-wide coordinated assessment and intake system
- Establish written standards for providing assistance (both with local funds and CoC Program assistance) that include:
 - Policies and procedures for evaluating eligibility for assistance

- Policies and procedures for determining and prioritizing eligible participants in transitional housing programs
- Policies and procedures for determining and prioritizing eligible participants in rapid re-housing programs, including standards for rapid re-housing programs
- Policies and procedures for determining and prioritizing eligible participants in permanent supportive housing programs

Article 9. Code of Conduct/Recusal Process

Executive Committee Members and State employees that support the operation of the BoSCoC shall abide by all section of the code of conduct below. Failure to act in accordance with the code of conduct may result in removal from the membership of the Executive Committee.

Section 1. Conflict of Interest. The necessity for the fair and impartial administration of state and federal funds and the enforcement of the funder program requirements makes the avoidance of any conflict of interest of primary importance. A conflict of interest is a situation in which an employee or Executive Committee’s member’s private interest, usually financial, conflicts or raises a reasonable question of conflict with his or her official duties and responsibilities.

When an Executive Committees member’s interests compete with the state of New Hampshire’s or the Public’s interests, the State or the Public’s interests take precedence, even if that means the member might be disadvantaged or inconvenienced. Executive Committee members must not use their office for personal gain in any manner. The following outline recusal process for Executive Committee members:

(a) No Executive Committee member may request or receive, in any manner whatsoever, compensation or anything else of value: (i) for performance of his or her duties; or (ii) for influencing or appearing to influence such performance.

(b) Executive Committee members must not accept money or anything of value from anyone, or the promise of money or anything of value, for the performance of their duties within the BoSCoC or the failure to perform their duties. This is basic public policy, and every Executive Committee member

should be on his or her guard to recognize an attempt to influence the performance of his or her duties by the giving of money or gifts.

(c) No Advisory Board member may participate in any matter relating to any entity in which, to his or her knowledge, the employee, or a member of his or her immediate family, or his or her business partner or any business organization in which he serves as an officer, director, trustee, or employee, or any person or organization with whom he or she is negotiating or has any arrangement concerning prospective employment, has a financial interest.

(d) Executive Committee members have an obligation scrupulously to avoid the potential conflicts of interest which exist in their role as a voting member of the BoSCoC or as a member of its Executive Committee. If their duties require them to participate in a particular matter in which they have a financial interest, they have a duty to disclose and report promptly the existence or possible existence of a conflict of interest to their appointing authority. The appointing authority has the responsibility to determine whether there should be a transfer to another member of a vote which involves them, their immediate family, or any person with whom or entity in which they have some personal or financial involvement, or whether the appointing authority should assume responsibility for the particular matter, or whether to issue a written determination that the interest is not so substantial as to affect the integrity of the member.

(e) Executive Committee member shall recuse themselves from all discussions or voting that is or could be perceived to be an organizational conflict of interest. Per the US Department of Housing and Urban Development Continuum of Care Regulations (24 CFR 578.95), an organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or sub-recipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under HUD's Continuum of Care Program, objectively in performing work with respect to any activity assisted under this part.

Article 10. BoSCoC Homeless Management Information System (HMIS)

The Balance of State Continuum of Care through its lead agency BHHS agrees to serve, as the HMIS Lead Agency for the BoSCoC. The parties further agree the HMIS Lead Agency BHHS will ensure that the HMIS Lead Agency requirements to establish, support, and manage the HMIS in a manner that will meet

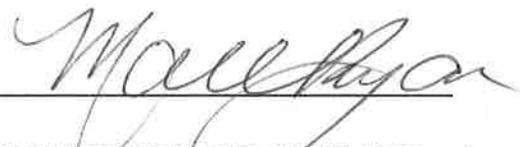
HUD's standards for minimum data quality; privacy, security and other HUD requirements for organizations participating in an HMIS are met.

BHHS as the lead agency will: coordinate the CoC's implementation of the HMIS software; provide assistance and guidance to all CoC project applicants; lead the CoC's efforts to assess and improve HMIS implementation, compliance and data quality; inform CoC members of training opportunities; and develop a Data Quality Plan, a Privacy Policy and a Security Plan.

In addition to above listed HMIS responsibilities, the BoSCoC will follow the requirements outlined in the separate HMIS governance charter (Appendix A).

Article 11. Amendments

This Charter is a working document and can be amended by the BoSCoC regularly with a majority vote of the BoSCoC. At a minimum, this Charter will be reviewed and updated at least annually.

Authorized Signature 

Title: NH BHHS BUREAU ADMINISTRATOR and
BoSCoC Co- Chair

Date 11/10/15

BALANCE OF STATE CONTINUUM OF CARE
EXECUTIVE COMMITTEE MEETING
June 27, 2014

ATTENDING: Maureen Ryan, Mark Stokes, Mary Sliney, Martha Stone, Barry Quimby, Cathy Bentwood, Martha Young

In reviewing the Balance of State (BoS) Governance Charter, it was decided that:

ARTICLE 5: EXECUTIVE COMMITTEE/BoS BOARD

Section 2. Elections and Terms of Office: Language should say "staggered terms of two and three years." The following will be the terms of the current Executive Committee:

Barry Quimby	2 years;
Mary Sliney	2 years;
Cathy Bentwood	2 years;
Mark Stokes	3 years;
Susan Ford	3 years; and
Martha Stone	3 years.

Article 6: OTHER SUBCOMMITTEES

If a specific subcommittee does not seem to be working, the Executive Committee will discuss this and then bring up to the BoS for a majority vote of whether to keep that specific subcommittee active.

Article 7: Local Service Delivery Areas

At the end of the fifth line and beginning of sixth it should say "peer-to-peer support system as well as a resource sharing . . ." instead of the current language.

There were no further changes to the Charter. Martha Stone made a motion to approve the Governance Charter as amended, Barry seconded, and the remainder of the group agreed.

Maureen noted that it was important that the Executive Committee be fully staffed and that a new Co-Chair was needed to facilitate the BoS meetings. Mary made a motion to nominate Martha Stone as Co-Chair, Barry seconded, and the remainder of the group agreed.

The Committee members agreed to meet on a quarterly basis at 10:30 a.m. in different locations around the state. Martha Young will send out a few dates for the October meeting in Concord. The schedule of meetings will include:

Families in Transition	Concord	October
Bridge House	Plymouth	January
Center for Life Management	Derry	April
Location?	Portsmouth	July

Maureen distributed copies of information on the “Home At Last” Program approved in the 2013 NOFA. The only project BHHS could apply for was for chronically homeless individuals. It is possible to do a statewide program, but it would be difficult for a case manager to cover statewide, so covering counties like Rockingham, Merrimack, Cheshire, or the county with the greatest need makes sense. BHHS is very pleased about receiving this funding, but it will be challenging.

Barry said the project needs to be somewhere where housing can be found, as it is difficult to find housing for this population.

The amount of the project is \$164,985, but there is 2.6% admin. It is for one year, but there is a chance for renewal.

Maureen said one agency would need to be the prime agency, but they might be able to collaborate with another agency in some way.

The new project will require an RFP which will probably be released at the end of July. Maureen said that an Executive Committee member should think about volunteering for the Ranking Committee if their agency is not applying for funding.

Martha said she would be interested in hearing from people dealing with serious mental illness. It was suggested that someone who represents this population be on the housing barriers session at the fall homeless conference and/or have this as a topic at one of BHHS’ trainings.

Martha Young
Bureau of Homeless and Housing Services



STATE OF NEW HAMPSHIRE

NH-HMIS

(New Hampshire Homeless Management Information System)

Policies and Procedures Manual

July 2016

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1. HMIS Participation Policy

1 (a) Responsibilities

Beginning with the 2003 Continuum of Care (CoC) and Emergency Shelter Grants (ESG), and continuing with the Emergency Solutions Grant Homeless Prevention and Rapid Re-Housing Programs, the United States Department of Housing and Urban Development (HUD) requires all grantees and sub-grantees to participate in their local Homeless Management Information System (HMIS). This policy is consistent with the Congressional Direction for communities to provide data to HUD on the extent and nature of homelessness and the effectiveness of its service delivery system in preventing and ending homelessness.

The HMIS and its operating policies and procedures are structured to comply with the most current HUD *HMIS Data Standards Manual*. Recognizing that the Health Insurance Portability and Accountability Act (HIPAA) and other Federal, State and local laws may further regulate agencies, the NH-HMIS may negotiate its procedures and/or execute appropriate business agreements with Partner Agencies so they are in compliance with applicable laws.

2. Participation Requirements

2 (a) Mandated Participation

All designated agencies that are funded to provide homeless services by the State of New Hampshire (NH), Bureau of Homeless and Housing Services (BHHS), City of Manchester, Housing Opportunities for Persons with AIDS (HOPWA), Runaway and Homeless Youth (RHY), Projects for Assistance in Transition from Homelessness (PATH)*, Supportive Services for Veteran Families (SSVF), and/or HUD in the State of NH must meet the minimum HMIS participation standards as defined by this Policy and Procedures manual. These designated programs include: outreach, seasonal, emergency and transitional shelter, and permanent housing programs for people experiencing homelessness, Homelessness Prevention, and Rapid Re-Housing programs. These participating agencies will be required to comply with all applicable operating procedures and must agree to execute and comply with an HMIS Agency Participation Agreement.

2 (b) State Coordinated Entry System

On August 1, 2015, the State of NH implemented a Coordinated Entry system, with a goal of improving access to services for our homeless population, while improving communication between service providers in order to ensure the client's needs are being met in the most appropriate way. For this purpose, NH has 8 district regions, which are covered by the 3 Continuums of Care. Providers enter Coordinated Entry data into HMIS in order to track diversion and returns to homelessness.

2 (c) Voluntary Participation

Although non-funded agencies who agree to participate will meet minimum participation standards, NH-HMIS and each CoC strongly encourages non-funded agencies to fully participate with all of their homeless programs.

While each CoC cannot require non-funded providers to participate in the HMIS, the CoC works closely with non-funded agencies to articulate the benefits of the HMIS and to strongly encourage their participation in order to achieve a comprehensive and accurate understanding of homelessness in the State of New Hampshire.

** NOTE: The PATH Program begins July 1, 2016.*

3. Minimum Participation Standards

- Collect all of the universal data elements, as defined by HUD, for all programs operated by the Agency that primarily serve persons who are homeless, formerly homeless, or at risk of becoming homeless.
- For all programs, enter federally required client-level data into the HMIS.
- For all programs funded by NH Dept. of Health and Human Services, City of Manchester, Supportive Services for Veteran Families (SSVF), HOPWA, PATH, RHY, and the Bureau of Homeless and Housing Services enter federally-required AND state-required client [level data](#).

~~level data.~~

- Complete data entry within specific timeframes, depending on the type of program (see Section 9. HMIS Data Quality Policies and Procedures).
- Comply with all HUD regulations for HMIS participation.

The NH-HMIS uses all submitted data for analytic and administrative purposes, including the preparation of NH-HMIS reports to funders, the Continuum's participation in the Federal Annual Homeless Assessment Report (AHAR), and CoC applications.

4. HMIS Agency Participation Requirements

HMIS Agencies are required to do the following:

- Authorized Agency users must directly enter client-level data into the HMIS database. Users have rights to access data for clients served by their Agency and use HMIS functionality based on their user level privileges. The Agency's data is stored in the HMIS central database server, which is protected by several levels of security to prevent access from unauthorized users.
- Each Agency must designate at least one Agency Administrator who is the

Agency's

point person/specialist regarding HMIS. The Agency Administrator is responsible for:

1. Providing and maintaining Agency specific information for the Executive Director and Agency Administrator (i.e.: name, address, email address and contact phone number).
2. Organizing its Agency's users.
3. Making sure proper training has taken place for the users and that all HMIS policy is being followed by all users from that Agency.
4. Notifying the NH-HMIS Lead Agency of any staff turnover within 5 working days
5. Notifying the NH-HMIS Lead Agency of any Project changes within 5 working days.

5. Hardware, Connectivity and Computer Security Requirements

5 (a) Workstation Specification

The minimum desktop specifications for ServicePoint 5 are:

- **Computer** – PC only (Bowman does NOT officially support Macintosh).
- **Mobile Devices** – The only mobile device that is officially supported by Bowman Systems is the Apple iPad running the latest version of iOS. At the time of this writing, testing has been completed with version 8.1.2. However, many mobile devices may be able to run ServicePoint, but if the device does not support Java, or does not run Java version 7 release 76, then it will not run ART. ServicePoint will not display correctly on a screen smaller 1024 pixels wide, and may be too small to on screens less than 7 inches.
- **OS/Memory**
 - **Windows XP**
 - As of April 24, 2014 Microsoft has ended all support for Windows XP.
As a result of the discontinued support, Microsoft is no longer providing updates to this operating system. This can result in security vulnerabilities that could render the installation unstable or even insecure. Because Microsoft is no longer supporting Windows XP, Bowman Systems cannot recommend using Windows XP with ServicePoint.
 - **Windows Vista** – 4 GB recommended (2 GB minimum)
 - Currently, there is a known issue using Internet Explorer 9 with Windows Vista. If using this configuration, it is impossible to download reports from ReportWriter. However, other versions of Internet Explorer allow the report to download fine, and Internet Explorer 9 will allow report download in other Operating Systems.
 - **Windows 7** – 4 GB recommended (2 GB minimum)

- Currently, Windows 7 is the most stable operating system for both ServicePoint and ART. Both architectures, 32bit and 64bit, run ServicePoint very well. However, if running the 64bit version of Windows 7 with Chrome, be sure to use the 32bit version of Java (see Java in Browsers Section). Chrome will not run 64bit Java.
 - **Windows 8** – 1 GB (32 bit), 2 GB (64 bit)
 - There should be no issue with running Windows 8 as long as the most current version of Java that is installed is version Java 7 release 76. Be aware that within windows 8, there are 2 different versions of Internet Explorer. There is the "Modern" version of the browser as well as the classic "Desktop" version. The "Modern" version, that runs from the Live Tile interface, is not compatible with ART, however the classic desktop version is, as long as the proper version of Java is installed. Internet Explorer "Modern" version can cause the pop-ups to appear in difficult to read locations while in split screen mode as well as causing the browser to close unexpectedly. This is not a complete incompatibility issue, but it is a bug that can cause frustration. If the window unexpectedly closes before data can be saved, the data will have to be re-entered into the system upon re-load.
 - **Windows 8 RT**
 - Windows 8 RT, which is a version of Windows 8 for tablet devices, is not compatible with ART. This is because there is no other browser on the operating system except for the incompatible "Modern" version of Internet Explorer. Windows 8 RT only allows apps to be installed that are available in the Windows App store. Currently, no other browser is allowed in the Microsoft App store, making the incompatible version of Internet Explorer the only browser allowed to run on Windows 8 RT. Microsoft has begun to phase out Windows RT and it is being replaced with Windows 8.1.
 - **Windows 10 – 4 GB recommended (2 GB minimum)**
 - Windows 10 is supported.
- **Java**
 - Java is a required component for the Advanced Reporting Tool (ART). However, not all versions of Java are compatible with ART. Currently, Java version 7 release 76 (32 bit) is the only version of Java that is recommended by Bowman Systems in order to run ART. If you need to download the correct version of Java, open a ticket with NH HMIS. Earlier versions of Java are not recommended due to other issues with Java itself that make it unstable, but versions back to version 6 release 45 can be used, although they are not recommended. If newer versions of Java are installed on your system, we recommend that they be uninstalled, and Java version 7 release 76 (32 bit) be installed. We also recommend disabling

the "automatic update" feature to prevent unwanted updates to an incompatible version.

- **Monitor**
 - Screen Display - 1024 x 768 (XGA)
- **Processor**
 - A Dual-Core processor is recommended. Avoid machines with single core processors, which are usually much older computers.
- **Internet Connection**
 - Broadband
- **Browser**
 - ServicePoint is designed to be compatible with the newest versions of Google Chrome, Mozilla Firefox, and Apple Safari
 - **Browser Performance:** In the context of ServicePoint 5, there are three factors that outweigh all others: data transfer efficiency, memory management, and machine speed.
 - **Data Transfer** - We have observed that transfer efficiency may quickly become an issue if the user's machine's internet connection or their browser has abnormalities. A very bad internet connection will have different effects in different browsers.
 - **How to find out if you have data transfer problems:**
 - If things are fast, you don't have data transfer problems.
If pages seem to load slowly or not at all, you may have data transfer problems; or you may have browser problems. At this point, a transfer problem is not certain, but may be possible.
 - **Memory Management** - Some browsers handle memory differently than others. The best practice for determining the best browser is to see if you experience any of the following issues.
 - **Effects of poor memory management:**
 - Your overall system performance may degrade.
 - Your browser may suddenly seem to completely stop working. Blank pages may appear or certain page components won't work.
 - Your browser may run more and more slowly.
 - **What to do:**
 - If you suspect that you may have poor browser memory management, try updating your browser to a more recent version before switching to a different brand of browser. More than likely, any major issue will have been fixed with a more current release. If you still have issues, try switching to one of the other 3 major browsers. If you need help updating your browser, contact your IT Department.
 - **Machine Speed** - Avoid machines with single core processors,

which are usually much older computers. If your computer is a single-core machine operating at less than 2 GHZ, and you are not content with its performance:

- Switch to one of the fastest browsers. Chrome is recommended, Firefox is a good alternate; Internet Explorer versions 8, 9 and 10 are acceptable (see below for information regarding Internet Explorer version 11).
- Run no unnecessary programs while using ServicePoint.
- Monitor your CPU usage in Task Manager. If it is frequently at 100%, you need a more capable machine.
- Think about getting more RAM. But before you buy enough RAM to max out your computer, consider replacing your old computer with a new or used dual-core machine. Even an old dualcore tends to outperform a fully-upgraded, single-core in ServicePoint 5. Buying a used computer may actually cost less than buying a gigabyte or two of obsolete RAM for an older machine.

Note: Bowman Systems is working on a new version 6; it is expected to be a replacement reporting tool that will not require JAVA. Release date TBD.

- **ART Users**
 - The Advanced Reporting Tool (ART) only supports Java 7 release 7 (32 bit). Any higher versions of Java are not currently supported. We do not recommend the 64 bit version of Java because Chrome is a 32 bit only browser and the 64 bit version of Java does not function in Chrome.

5 (b) Internet Connectivity

Participating Program must have Internet connectivity for each workstation accessing the HMIS. To optimize performance, all agencies are encouraged to secure a high speed Internet connection with a cable modem, DSL, FiOS, or T1 line.

5 (c) Security Hardware/Software

All workstations accessing the HMIS need to be protected by a Firewall. If the workstations are part of an Agency computer network, the Firewall may be installed at a point between the network and the Internet or other systems rather than at each workstation. Each workstation also needs to have anti-virus and anti-spyware programs in use and properly maintained with automatic installation of all critical software updates.

Good examples of anti-virus software include McAfee and Symantec (Norton) Security systems, among others.

5 (d) Agency Workstation Access Control

Access to the HMIS will be allowed only from computers specifically identified by the Participating Agency's Executive Director or authorized designee and HMIS Agency Administrator. Laptop computers will require an additional security statement indicating that they will not be used for unauthorized purposes from unauthorized locations. Access to these workstations will be controlled through both physical security measures and a password. Each Agency's HMIS Agency Administrator will determine the physical access controls appropriate for their organizational setting based on HMIS security policies, standards and guidelines. Each workstation, including laptops used off-site, should have appropriate and current firewall, and virus protection as specified above, see *Section 5 (c) Security Hardware/Software*. Devices must only access secured, password-protected wi-fi with non-public access.

6. HMIS User Implementation

6 (a) Eligible Users

Each Participating Agency shall authorize use of the HMIS only to users who need access to the system for data entry, editing of client records, viewing of client records, report writing, administration or other essential activity associated with carrying out participating Agency responsibilities.

All Agency Administrations and End Users will be trained – either in person or using the online training materials. After training, users will be required to pass the HMIS certification test. When HMIS verifies the user has passed the test (with a grade of 80% or above), they will be given a password so they can access ServicePoint.

The HMIS Lead shall authorize use of the HMIS only to users who need access to the system for technical administration of the system, report writing, data analysis and report generation, back-up administration or other essential activity associated with carrying out central server responsibilities.

6 (b) User Requirements

Prior to being granted a username and password, users must sign an HMIS User Policy Agreement that acknowledges receipt of a copy of the Agency's privacy notice and that pledges to comply with the privacy notice.

Users must be aware of the sensitivity of client-level data and must take appropriate measures to prevent its unauthorized disclosure. Users are responsible for protecting institutional information to which they have access and for reporting security violations.

Users must comply with all policies and standards described in the following documents:

- *this Policies and Procedures Manual*
- *the User Confidentiality and Privacy Policy*
- *the Security Plan*

Users are accountable for their actions and for any actions undertaken with their username and password.

Agency Administrators must ensure that users have received adequate training prior to being given access to the HMIS database.

6 (c) Setting up a New HMIS User

User licenses are provided to the Agency as determined by NH-HMIS. If the Participating Program wishes to have additional licenses, they will be available for an additional cost to that program via an invoice processed by NH-HMIS.

If the Participating Agency wants to authorize system use for a new user, the Agency's Executive Director or authorized designee must:

- Determine the access level of the proposed HMIS user
- Execute an HMIS User Policy Agreement

The Agency Administrator must:

- Verify that an HMIS user confidentiality agreement has been correctly executed
- Verify that appropriate and sufficient training has been successfully completed
- Secure the new user ID and password in Service Point

Once the user ID is established, the Agency Administrator is responsible for maintaining the user account. If any user leaves the Agency or no longer needs access to the HMIS, the Agency Administrator is responsible for *immediately* terminating user access by deleting or inactivating the user account by using the NH-HMIS Ticket system. To open a Ticket, click the Ticket System tab at <http://nh-hmis.org/> or log on to <http://support.nh-hmis.org>.

Volunteers have the same user requirements as paid staff. They must have an individual user account, go through the same training, and have the same confidentiality and privacy documents signed and on file with the Agency they are serving.

The Executive Director or authorized designee is responsible for ensuring that the user understands and complies with all applicable HMIS policies and procedures.

6 (d) Enforcement Mechanisms

The HMIS Lead will investigate all potential violations of any security protocols. Any user found to be in violation of security protocols will be sanctioned.

Sanctions may include, but are not limited to:

- A formal letter of reprimand to the State of NH, CoC Chair, Data Chair, City of Manchester, SSVF, PATH, HOPWA, RHY, and the Executive Director
- Suspension of system privileges
- Revocation of system privileges

A Participating Agency's access may also be suspended or revoked if serious or repeated violation(s) of HMIS policies and procedures occur by Agency users.

7. HMIS Agency Implementation

(Also see *Section 11. Data Quality Training*)

Prior to setting up a new Participating Agency within the HMIS database, the HMIS System Administrator and CoC shall:

- Verify that the required documentation has been correctly executed and submitted or viewed on site, including:
 - Agency Participation Agreement
 - Admin Agency/Program Configuration Worksheet
 - *NH-HMIS Policies and Procedures Manual*
 - *NH-HMIS Governance Model document*
 - Designation of Agency Administrator
 - Verify funding source
 - License fee, if applicable
- Request and receive approval from the HMIS Lead Agency (see *Section: New Hampshire HMIS Contact Information*) to set up a new Agency.
- Work with the Agency Administrator to input applicable Agency and program information.
- Work with the HMIS Lead to migrate legacy data, if applicable, and within the scope of normal HMIS functions. Data needing additional HMIS or third party vendor intervention will be addressed on a case-by-case basis.
- Follow the HMIS naming conventions (Agency name: **Project**).

7 (a) New Project Implementation

Prior to setting up a new Participating Project within the HMIS database, the Agency shall verify that the required documentation has been correctly executed and submitted or viewed on site, including:

- Admin Agency/Project Configuration Worksheet
- Designation of Agency Administrator
- Verifying funding source

When completing your COC Application budget for a new project, keep in mind that funds will be needed to cover increased HMIS costs to cover HMIS-related tasks and staffing for stability of HMIS operations.

These cost may include, but are not limited to:

- One-time fee for HMIS set-up;
- Fees for adding customized fields or screens for agency-specific purposes;
- Fees for developing and/or generating custom reports for agency-specific use;
- One-time per agency or per user fees for training;
- Contract service fees for specific reports (e.g., fee for comprehensive homelessness report);

- Hourly fees charged to agencies for data entry or data cleanup; and
- Fees for data conversion from a legacy system, or integration with another system.

7 (b) Agency Information Security Protocol Requirements

At a minimum, Participating Agencies must develop rules, protocols or procedures to address the following:

- Policies in the event of a HIPPA breach*
- Internal Agency procedures for complying with the HMIS confidentially requirements and provisions of other HMIS client and Agency agreements
- Posting a sign in the areas of client intake that explains generally the reasons for collecting personal information
- Appropriate assignment of user accounts
- Preventing user account sharing
- Protection of unattended workstations
- Protection of physical access to workstations where employees are accessing HMIS
- Safe storage and protected access to hardcopy and digitally generated client records and reports with identifiable client information
- Proper cleansing of equipment prior to transfer or disposal (i.e. disk shredding)
- Procedures for regularly auditing compliance with the Agency's information security protocol

** NOTE: If an Agency is not in compliance with this policy, they risk losing funding.*

7 (c) User Access Levels

All HMIS users must be assigned a designated user access level that controls the level and type of access the user will have within the system. Each user will only have access to client-level data that is collected by their own Agency unless they participate in Data Sharing groups.

8. HMIS Client Data Policies and Procedures

8 (a) Client Notification Policies and Procedures

The NH-HMIS has prepared standard documents for the HMIS User Policy Agreement and Client Acknowledgement Form. All written consent forms must be stored in a client's case management file for record keeping and auditing purposes. Forms are located on the HMIS website <http://www.nh-hmis.org>.

8 (b) Data Sharing Designated Groups of Common Programs that Share HMIS Data

8 (b) (1) CoC or ESG Homelessness Prevention and Rapid Re-Housing Programs

The NH DHHS Bureau of Homeless and Housing Services (BHHS) is currently contracting with a number of community-based programs to provide Homelessness Prevention and Rapid Re-Housing (RRH) services. These funds

provide assistance to individuals and families who are homeless or at risk of becoming homeless.

NH Prevention CoC or ESG Prevention and Coc or ESG Rapid Re-Housing programs are required to share client level information with other NH Prevention and Rapid Re-Housing programs. Shared information will improve accurate financial and service assessments, eliminate fraud, and result in better services for individuals and families. Each participating Prevention and Rapid Re-Housing program must sign a data sharing agreement that regulates how and when HMIS information is made available to all of these programs. Confidentiality and privacy are covered in the Client Acknowledgement Form that can be found on the HMIS website <http://www.nh-hmis.org>.

8 (b) (2) New Hampshire Emergency Shelters

On March 11, 2013, a network of New Hampshire emergency homeless shelters began sharing basic person-specific data. This action improves safety assessment and accuracy of HMIS records for these emergency shelter programs, and the individuals and families who use them. Each participating emergency shelter program must sign a data sharing agreement that regulates how and when HMIS information is made available to all of these programs. Confidentiality and privacy are covered in the Client Acknowledgement Form that can be found on the HMIS website <http://www.nh-hmis.org>. A list of participating Agencies can also be found on that website.

8 (c) Definitions and Descriptions of Client Notification and Consent Procedures

8 (c) (1) Client Notice

A written notice of the assumed functions of the HMIS must be posted and/or given to each client so that he/she is aware of the potential use of his/her information and where it is stored. See the Client Acknowledgement Form at <http://nh-hmis.org/sites/default/files/forms/client-acknowledgement-consent.pdf>. The client has a right to view a copy of his/her record upon request.

8 (c) (2) Applicability of Consents

The Participating Agency shall uphold Federal and State Confidentiality regulations to protect client records and privacy. If an Agency is covered by the Health Insurance Portability and Accountability Act (HIPAA), the HIPAA regulations prevail.

8 (d) Accountability for NH HMIS Policy

Participating Agencies must establish a regular process of training users on the NH-HMIS policies and procedures outlined in this manual, regularly auditing that the policy is being followed by Agency staff (including employees, volunteers, affiliates, contractors and associates), and receiving and reviewing complaints about potential violations of the policy.

9. HMIS Data Quality Policies and Procedures

The NH-HMIS has prepared the following data quality documents that outline the data quality policies and procedures (see the NH-HMIS website at http://nh-hmis.org/training/NH-HMIS_Data_Quality/):

- *Data Quality - Common Errors and Useful Reports*
- *Data Quality Plan and Best Practices Guide*

Data Quality reports are available on request. Quarterly report cards will be sent to the CoC Chairs by the BHHS Analyst.

9 (a) Data Quality Standard

- All names provided will be accurate
- Blank entries in required data fields will not exceed 5% per month
- Data inconsistencies or missing data will not exceed 10% as per AHAR participation rules
- All services provided will be compatible with providing program
- Data entry must be complete within the timelines specified in *Section 9. HMIS Data Quality Policies and Procedures*
- All PATH SAMHSA-Funded clients who are no longer receiving PATH services or outreach should be exited in the system. If a client has gone sixty (60) days without service or contact, then they must be exited from the system.
- If a client is not enrolled for any reason, once PATH Status Determination information is recorded, and exit from the program should be added to the client record.

9 (a) (1) Responsibility

Each of the three New Hampshire Continua of Care are responsible for implementing these data standards in such a way that:

- Specifies the data quality standard to be used by all participating agencies
- Provides a mechanism for monitoring adherence to the standard
- Provides the necessary tools and training to ensure compliance with the standard
- Includes strategies for working with agencies that are not in compliance with the standard

9 (a) (2) Data Sharing and Data Quality

- For programs that share basic client-specific data, corrections and updates to client information will be made by the most current program. When duplicate information is found, the Agency will notify NH-HMIS via a Ticket so the client data can be merged. To open a Ticket, click the Ticket System tab at <http://nh-hmis.org/> or log on to <http://support.nh-hmis.org>.

9 (b) Data Entry Standards by Type of Program

9 (b) (1) Emergency Shelters (including Seasonal Shelters)

All State funded Emergency shelters are required to be licensed to provide client

level data into the NH-HMIS. Programs shall utilize the entry/exit process for every client entered into NH-HMIS. All ShelterPoint data in a calendar week (Sunday 12:01 a.m. through Saturday 12:00 a.m.) must be entered by 9:00 a.m. of the following Tuesday. Minimum data elements required by HUD, including entry/exit data, must be entered within fourteen (14) days of an individual's entry into the program. ShelterPoint and client exits must be entered within five (5) days; Coordinated Entry requires up-to-date data.

9 (b) (2) Non-Emergency Shelters, Shelter Plus Care, Transitional Housing Programs, Permanent Supportive Housing and other Rental Assistance Programs

All programs in this program type are required to be licensed to provide client level data into the NH-HMIS. Minimum data elements required by HUD, including entry/exit data, must be entered with fourteen (14) days of an individual's entry into the program.

9 (b) (3) All HUD-Funded Outreach Programs

Outreach programs must maintain client level data as required by the State of NH, BHHS. All programs licensed to provide client level data into NH-HMIS. Programs shall utilize the entry/exit process for every client entered into NH-HMIS. Entry/exit dates and service transactions (if applicable) must be completed within forty-five (45) days of initial contact. Outreach providers who are not currently entering client level data into NH-HMIS must provide Homeless Outreach Contact Forms for clients seen the first fifteen days of the month and the last fifteen-sixteen days of the month within five (5) business days to the State of NH, BHHS.

In terms of outreach Data Quality, reporting on data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that when a worker records the engagement date, he/she also reviews all of the Universal Data Elements and applicable Program Specific Data Elements for completeness and accuracy. The initial data collection for outreach clients will be challenging; this is why HUD doesn't consider the data quality until the client is engaged.

9 (b) (4) PATH Programs

PATH-funded programs must maintain client level data as required by the State of NH, BHHS. All programs licensed to provide client level data into NH-HMIS. Programs shall utilize the entry/exit process for every client entered into NH-HMIS. Entry/exit dates and service transactions (if applicable) must be completed within thirty (30) days of initial contact.

In terms of PATH Data Quality, reporting on data quality for street outreach projects is limited to clients with a date of engagement. Therefore, it is important that when a worker records the engagement date, he/she also reviews all of the Universal Data Elements and applicable Program Specific Data Elements for completeness and accuracy. The initial data collection for outreach clients will be challenging; this is why HUD doesn't consider the data quality until the client is engaged.

9 (b) (5) Homelessness Prevention and Rapid Re-Housing Programs

All required data will be entered into HMIS within seven (7) business days of a person's entry into services.

9 (c) Data Quality Monitoring

It is strongly encouraged that Programs run an APR or equivalent annual report (for example, an ESG CAPER) monthly. The NH-HMIS System Administrator will perform regular data integrity checks on the HMIS data, which will include the following steps:

- Run HUD Universal Data Elements, Data Incongruities Reports, and other data quality reports as determined by NH-HMIS, CoC's and the State of NH, BHHS.
- Notify Agency Administrator of findings and timelines for correction.
- Re-run reports for errant agencies/programs, as requested. Follow up with Agency Administrators, if necessary.
- Notify Agency Executive Director if Agency administrators are not responsive to required corrective actions.
- Notify the CoC chair, the Data chair, HMIS Lead, for City of Manchester the CoC Data chair, and the HMIS Grantee (BHHS) regarding any uncorrected data quality issues.

9 (d) Accountability for Data Quality

- Any patterns of error at a Participating Agency will be reported to the Agency Administrator through electronic mail.
- Participating Agencies are expected to correct data errors as soon as possible, but no later than thirty (30) days of notification (unless AHAR or funding reports are due at the same time).
- When patterns of error have been discovered, users will be required to correct their data entry techniques and will be monitored for compliance.
- Programs under contract with NH DHHS BHHS will be considered to be out of compliance with their contract agreements if they do not demonstrate a good faith effort to make necessary data corrections as soon as possible, but no later than (30) thirty days of notification (unless AHAR or funding reports are due at the same time).

This can affect payments, and may place the program in default of the contract.

- If data is not up to date, Harbor Homes (HHI) will take the following steps:
 - A formal letter of notification to the State of NH, CoC Chair, Data Chair, and Executive Director
 - Inclusion of the status of non-compliance of the organization in public reports

10. Data Collection Requirements

10 (a) HUD Universal Data Elements

A Participating Agency is responsible for ensuring that a minimum set of data elements, referred to as the HUD Universal Data Elements (UDEs) as defined by the most current HUD *HMIS Data Standards Manual*, will be collected and/or verified from all clients at their initial program enrollment or as soon as possible thereafter. Participating Agencies are required to enter data into the HMIS as specified in *Section 9. HMIS Data Quality Policies and Procedures*.

The UDEs are all included collectively on the Client Profile, Assessment, and HUD Entry and Exit assessments, which are on the ServicePoint Entry and Exit screens, respectively.

Participating Agencies must report client-level UDEs using the required response categories detailed in the “Required Response Categories for Universal Data Elements”

section of the most current HUD *HMIS Data Standards Manual*. The most current version of this document can be from the NH-HMIS website at <http://www.nh-hmis.org>.

10 (b) Program-Specific Data Elements

All Participating Agencies are also responsible for ensuring that the Program-specific Data Elements, as defined by the most current HUD *HMIS Data Standards Manual*, are collected from all clients that are served by applicable HUD-funded programs. These Program-specific Data Elements must be entered into the HMIS as specified in *Section 9. HMIS Data Quality Policies and Procedures*.

Participating Agencies must provide client-level data for the Program-specific Data Elements using the required response categories detailed in sections “Required Response Categories” and “Program-Specific Data Elements” shown in the most current HUD *HMIS Data Standards Manual*. These standards are already incorporated into the HMIS.

The Program-specific Data Elements are located in the assessments, which are on the ServicePoint Entry and Exit screens, respectively.

10 (c) State Required Data Elements for State-Funded Programs

In addition to the HUD required data elements, the State of New Hampshire BHHS requires the following data elements:

- Is Client Chronically Homeless?
- Employed?
- Employment Tenure

See [APPENDIX B —NH State Required Data for Program-Specific Data Elements for State-Funded Programs](#) later in this document for a description of these data elements.

11. Data Quality Training

11 (a) Requirements

11 (a) (1) End-User Training

It is the responsibility of the Agency Administrator to train the end users in their Agency, as they have the best understanding of their program(s).

Each end user of the HMIS system must complete at least one session of training and pass the certification test with a grade of 80% or above before being given HMIS login credentials.

11 (a) (2) Agency Administrator Training

After completing End-User training, each new Agency Administrator must complete an additional Admin training session. This session will include how to configure and manage an Agency's programs and users in the HMIS. Agency Administrators will participate in subsequent training sessions as designated by the NH-HMIS Lead Agency, such as running the CoC APR, ESG, CAPER and/or other project reports.

11 (a) (3) Reports Training

Reports training for Agency Administrators and other interested users will be made available as needed. This training will include how to use existing canned reports in ServicePoint's ReportWriter and may include opportunities for training on the Advanced Reporting Tool (ART) (this training may require a report license).

NH-HMIS staff strongly encourages Participating Agencies to run their own data quality reports and APR or ESG report monthly so that Participating Agencies can monitor their own data quality and become more effective in serving clients across the Continuum.

12. HMIS Data Access Control Policies

12 (a) User Accounts

Agency Administrators are responsible for managing user accounts for their Agency. They must follow the procedures documented in *Section 6. HMIS User Implementation* for user account set-up including verification of eligibility, the appropriate training, and the establishment of appropriate user type. The assigned user type will determine each user's individual access level to data, and Agency Administrators must regularly review user access privileges.

The Agency Administrator is responsible for removing users from the system. They should discontinue the rights of a user immediately upon that user's termination from any position with access to HMIS by opening a Ticket from the <http://nh-hmis.org/> website or by logging on to <http://support.nh-hmis.org>.

12 (a) (1) User Passwords

Each user will be assigned a unique identification code (User ID), preferably the first initial and last name of the user.

A temporary password will be automatically generated by the system when a new user is created. The NH-HMIS Lead Agency will communicate the system-generated password to the user. The user will be required to establish a new password upon their initial login. This password will need to be changed every 45 days. A password cannot be used again until another password has expired. Passwords should be between 8 and 50 characters long, contain at least two numbers, and should not be easily guessed or found in a dictionary. The password format is alphanumeric and is case-sensitive. Users are prohibited from sharing passwords, even with supervisors.

12 (a) (2) Password Reset

Except when prompted by ServicePoint to change an expired password, users cannot reset their own password. The Agency Administrator and the NH-HMIS Lead Agency have the ability to temporarily reset a password. If an Agency Administrator needs to have his/her password set, they will need to create an HMIS Ticket so that the NH-HMIS Lead Agency can reset their password. To open a Ticket, click the Ticket System tab on the NH-HMIS website at <http://nh-hmis.org/> or log on to <http://support.nh-hmis.org>.

12 (a) (3) System Inactivity

Users must log off from the HMIS application and their workstation if they leave their workstation. Also, HUD requires password-protected screen-savers on each workstation. If the user is logged onto a workstation and the period of inactivity on that workstation exceeds 30 minutes, the user will be logged off the system automatically.

12 (a) (4) Unsuccessful Login

If a user unsuccessfully attempts to log in four times, the User ID will be “locked out”, their access permission will be revoked. They will be unable to regain access until their User ID is reactivated by the Agency Administrator or NH-HMIS Lead Agency. They will need to open an HMIS ticket.

12 (b) HMIS Data Ownership Policies

The client has the right to view and have corrections made on their own data. In the event that the relationship between the NH-HMIS and a Participating Agency is terminated, Participating Agency access is terminated. If another program is assuming the program administration then the data migrates to the new program (fees may apply).

12 (c) HMIS Data Use and Disclosure Policies and Procedures

Each of the HMIS Participating Programs must comply with uses and disclosure standards, as outlined in the HUD *HMIS Data Standards Manual*. The most current HUD data standards document can be found on the NH-HMIS website www.nh-

hmis.org.

12 (d) HMIS Data Release Policies and Procedures

12 (d) (1) Data Release Criteria

HMIS client data will be released only in aggregate, for any purpose beyond those specified in *Section 12 (c) HMIS Data Use and Disclosure Policies and Procedures*, according to the criteria specified below.

12 (d) (2) Aggregate Data Release Criteria

All released data must be anonymous, either by removal of all identifiers and/or all information that could be used to infer an individual or household identity.

13. HMIS Technical Support Policies and Procedures

13 (a) HMIS Application Support

As unanticipated technical support questions on the use of the HMIS application arise, users will follow these procedures to resolve those questions:

During the normal NH-HMIS business hours:

- Review the on-line help in ServicePoint and/or training materials on the HMIS website at <http://nh-hmis.org/content/hmis-training>.
- Direct the technical support question to the Agency Administrator.
- If the question is still unresolved, the Agency Administrator/user can direct the question to the NH-HMIS team by opening a Ticket. To open a Ticket, click the Ticket System tab at <http://nh-hmis.org/> or log on to <http://support.nh-hmis.org>.

After the normal NH-HMIS business hours:

- Review the on-line help in ServicePoint and/or training materials on the HMIS website at <http://nh-hmis.org/content/hmis-training>.
- If the question can wait to be addressed during the following business day, wait and follow the normal business hours procedure outlined above.
- If the question cannot wait, direct the technical support question to the Agency Administrator, if available.

13 (b) HMIS System Availability Policies

Every Wednesday from 10:00PM-11:00PM Eastern (EST) time, ServicePoint is unavailable because Bowman Systems is performing necessary backup and maintenance of the HMIS database when as few people as possible need access to the system. However, when the NH-HMIS receives notice of a planned interruption of service for other reasons or for an abnormal amount of time, the HMIS Lead Agency will notify Agency Administrators and End-Users via email. If there is an unplanned interruption to service, the NH-HMIS System Administrator will communicate with Bowman Systems, and Agency Administrators will be notified of any information

regarding the interruption as it is made available.

If you have any questions about policies and procedures, contact the [HMIS Lead](#), your CoC Data group, or the HMIS Advisory Council.

APPENDIX A — List of Data Elements

Participating Agencies must report client-level detail in the “Required Response Categories” for the HUD Universal Data Elements that are shown in the most current HUD *HMIS Data Standards Manual*.

These standards are already incorporated into the HMIS, and can be accessed from the HMIS website <http://nh-hmis.org/> under the heading “HMIS Reference Materials” in the right column.

APPENDIX B — NH State Required Data for Program-Specific Data Elements for State-Funded Programs

In addition to the HUD required data elements, the State of New Hampshire BHHS requires the following data elements:

- **Employed?** Response choices=Yes/No/Client Doesn’t Know/Client Refused.
- **Employment Tenure:** Response choices=Full- or Part-time.
- **Veteran?** If you are unsure as to whether or not you are a veteran, have you ever received health care benefits from a VA center? Yes/No/Data Not Collected.
- **Receiving Veteran Services?** Yes/No/Data Not Collected.
- **Eligible for Veteran Services?** Yes/No.
- **If No, reason:** Client Not Interested/Client Doesn’t Know/Data Not Collected.

APPENDIX C — New Hampshire Zip Codes per CoC

For some intake forms, it will be important to know the HUD-assigned CoC Code that is assigned to the geographic area where the client or head of household (HOH) is staying at the time of Project entry. The data element “Client Location” is used to link client data to the relevant CoC and is necessary for Projects that operate across multiple CoCs to ensure accurate counts of clients who are served within a CoC. Be aware that if the client moves, the CoC Code will need to be updated.

In New Hampshire, there are the following three CoCs:

1. Greater Nashua CoC - GNCOG
2. Manchester CoC - MCOG
3. Balance of State - BOS

The CoC Code is determined by the Client’s zip code as shown below. For reference, the map shows the counties in New Hampshire.



Greater Nashua COC - GNCOC

- | | |
|------------------|-------------------|
| 03031 Amherst | 03055 Milford |
| 03033 Brookline | 03057 Mont Vernon |
| 03048 Mason* | 03060 Nashua |
| 03049 Hollis | 03061 Nashua |
| 03051 Hudson | 03062 Nashua |
| 03052 Litchfield | 03063 Nashua |
| 03054 Merrimack | 03064 Nashua |

Manchester COC - MCO

- | | |
|------------------|------------------|
| 03101 Manchester | 03107 Manchester |
| 03102 Manchester | 03108 Manchester |
| 03103 Manchester | 03109 Manchester |
| 03104 Manchester | 03111 Manchester |
| 03105 Manchester | |

Balance of State - BOS

03601 Acworth	03816 Center Tuftonboro
03818 Albany	03603 Charlestown
03222 Alexandria	03813 Chatham
03275 Allenstown	03036 Chester
03602 Alstead	03443 Chesterfield
03809 Alton	03258 Chichester
03810 Alton Bay	03817 Chocorua
03216 Andover	03743 Claremont
03440 Antrim	03592 Clarksville (Pittsburg)
03217 Ashland	03576 Colebrook
03441 Ashuelot	03576 Columbia
03811 Atkinson	03590 Columbia
03032 Auburn	03301 Concord
03218 Barnstead	03302 Concord
03825 Barrington	03303 Concord
03812 Bartlett	03304 Concord (Bow)
03740 Bath	03305 Concord
03110 Bedford	03307 Concord (Loudon)
03220 Belmont	03229 Contoocook
03442 Bennington	03818 Conway
03780 Benton (Pike)	03745 Cornish
03785 Benton (Woodsville)	03746 Cornish Flat
03570 Berlin	03773 Croydon (Newport)
03574 Bethlehem	03225 Center Barnstead
03303 Boscawen (Concord)	03226 Center Harbor
03304 Bow	03814 Center Ossipee
03221 Bradford	03227 Center Sandwich
03833 Brentwood	03815 Center Strafford
03575 Bretton Woods	03816 Center Tuftonboro
03264 Bridgewater	03598 Dalton (Whitefield)
03222 Bristol	03230 Danbury
03298 BRM J Jill (Tilton)	03819 Danville
03872 Brookfield	03756 Dartmouth Hitchcock Medical Center
03223 Campton	03037 Deerfield
03285 Campton (Thornton)	03244 Deering
03741 Canaan	03038 Derry
03034 Candia	03576 Dixville
03224 Canterbury	03576 Dixville Notch
03598 Carroll (Whitefield)	03266 Dorchester
03225 Center Barnstead	03820 Dover
03813 Center Conway	03821 Dover
03226 Center Harbor	03822 Dover
03814 Center Ossipee	03604 Drewsville
03227 Center Sandwich	03444 Dublin
03815 Center Strafford	03588 Dummer

03046 Dunbarton	03266 Groton (Rumney)
03824 Durham	03582 Groveton
03861 Durham (Lee)	03754 Guild
03602 East Alstead	03249 Guilford
03231 East Andover	03860 Hales Location (North Conway)
03040 East Candia	03841 Hampstead
03041 East Derry	03842 Hampton
03826 East Hampstead	03843 Hampton
03241 East Hebron	03842 Hampton Beach
03827 East Kingston	03843 Hampton Beach
03605 East Lempster	03844 Hampton Falls
03868 East Rochester	03449 Hancock
03445 East Sullivan	03755 Hanover
03446 East Swanzey	03450 Harrisville
03830 East Wakefield	03812 Harts Location
03580 Easton (Woodsville)	03765 Haverhill
03832 Easton	03241 Hebron
03832 Eaton Center	03242 Henniker
03882 Effingham	03243 Hill
03233 Elkins	03244 Hillsborough
03223 Ellsworth (Campton)	03451 Hinsdale
03266 Ellsworth (Rumney)	03245 Holderness
03748 Enfield	03106 Hooksett
03749 Enfield Center	03229 Hopkinton (Contoocook)
03042 Epping	03845 Intervale
03234 Epsom	03298 J Jill
03579 Errol	03299 J Jill
03750 Etna	03846 Jackson
03833 Exeter	03452 Jaffrey
03835 Farmington	03583 Jefferson
03447 Fitzwilliam	03847 Kearsarge
03043 Francestown	03431 Keene
03580 Franconia	03435 Keene
03235 Franklin	03435 Keene State College
03836 Freedom	03833 Kensington (Exeter)
03044 Fremont	03848 Kingston
03751 Georges Mills	03246 Laconia
03247 Gilford (Laconia)	03247 Laconia
03249 Gilford	03246 Lakeport
03237 Gilmanton	03247 Lakeport (Laconia)
03837 Gilmanton Iron Works	03584 Lancaster
03448 Gilsum	03585 Landaff
03838 Glen	03602 Langdon
03279 Glencliff	03756 Lebanon
03045 Goffstown	03766 Lebanon
03839 Gonic (Rochester)	03824 Lee (Durham)
03581 Gorham	03861 Lee
03752 Goshen	03605 Lempster
03240 Grafton	03251 Lincoln
03753 Grantham	03585 Lisbon
03047 Greenfield	03561 Littleton
03840 Greenland	03252 Lochmere
03048 Greenville (Mason) *	03053 Londonderry
03241 Groton (Hebron)	03307 Loudon

03585 Lyman	03276 Northfield
03768 Lyme	03582 Northumberland
03769 Lyme Center	03583 Northumberland
03082 Lyndeborough	03584 Northumberland
03823 Madbury	03261 Northwood
03849 Madison	03290 Nottingham
03875 Madison (Silver Lake)	03741 Orange
03456 Marlow	03777 Orford
03850 Melvin Village	03864 Ossipee
03253 Meredith	03076 Pelham
03770 Meriden	03275 Pembroke
03887 Middleton	03303 Penacook
03588 Milan	03458 Peterborough
03851 Milton	03779 Piermont
03852 Milton	03780 Pike
03852 Milton Mills	03102 Pinarville
03853 Mirror Lake	03592 Pittsburg
03771 Monroe	03263 Pittsfield
03254 Moultonboro	03781 Plainfield
03255 Mount Sunapee (Newbury)	03865 Plaistow
03589 Mount Washington	03264 Plymouth
03457 Munsonville (Nelson)	03801 Portsmouth
03445 Nelson (Sullivan)	03802 Portsmouth
03457 Nelson	03803 Portsmouth
03070 New Boston	03804 Portsmouth
03854 New Castle	03805 Portsmouth
03855 New Durham	03593 Randolph
03256 New Hampton	03077 Raymond
03071 New Ipswich	03470 Richmond
03257 New London	03461 Rindge
03255 Newbury	03839 Rochester
03272 Newbury	03866 Rochester
03854 Newcastle	03867 Rochester
03856 Newfields	03868 Rochester
03801 Newington	03869 Rollinsford
03805 Newington	03431 Roxbury (Keene)
03857 Newmarket	03266 Rumney
03773 Newport	03870 Rye
03858 Newton	03871 Rye Beach
03859 Newton Junction	03079 Salem
03305 NH Dept of Safety	03268 Salisbury
03107 NH Insurance	03269 Sanbornton
03813 North Chatham	03872 Sanbornville
03258 North Chichester	03873 Sandown
03860 North Conway	03227 Sandwich / Center Sandwich
03862 North Hampton	03874 Seabrook
03774 North Haverhill	03458 Sharon (Peterborough)
03073 North Salem	03581 Shelburne (Gorham)
03590 North Stratford	03875 Silver Lake
03259 North Sandwich	03878 Somersworth
03260 North Sutton	03607 South Acworth
03431 North Swanzey	03813 South Chatham
03609 North Walpole	03819 South Danville
03262 North Woodstock	03882 South Effingham

03827 South Hampton	03608 Walpole
03272 South Newbury	03278 Warner
03273 South Sutton	03279 Warren
03883 South Tamworth	03280 Washington
03462 Spofford	03215 Waterville Valley
03284 Springfield	03281 Weare
03582 Stark (Groverton)	03303 Webster (Concord)
03576 Stewartstown (Colebrook)	03246 Weirs Beach (Laconia)
03274 Stinson Lake	03247 Weirs Beach (Laconia)
03457 Stoddard (Nelson)	03282 Wentworth
03464 Stoddard	03579 Wentworths Location (Errol)
03884 Strafford	03810 West Alton / Alton Bay
03590 Stratford / North Stratford	03466 West Chesterfield
03885 Stratham	03235 West Franklin
03586 Sugar Hill	03784 West Lebanon
03445 Sullivan	03291 West Nottingham
03782 Sunapee	03890 West Ossipee
03275 Suncook	03468 West Peterborough
03431 Surry (Keene)	03284 West Springfield
03221 Sutton (Bradford)	03597 West Stewartstown
03257 Sutton (New London)	03469 West Swanzey
03278 Sutton (Warner)	03467 Westmoreland
03287 Sutton (Wilmont)	03598 Whitefield
03446 Swanzey	03287 Wilmot
03446 Swanzey Center	03287 Wilmot Flat
03886 Tamworth	03086 Wilton
03084 Temple	03470 Winchester
03223 Thornton (Campton)	03087 Windham
03285 Thornton	03244 Windsor (Hillsboro)
03276 Tilton	03289 Winnisquam
03298 Tilton	03579 Wentworths Location (Errol)
03299 Tilton	03894 Wolfeboro
03465 Troy	03896 Wolfeboro Falls
03816 Tuftonboro / Center Tuftonboro	03897 Wonalancet
03850 Tuftonboro	03293 Woodstock
03853 Tuftonboro (Mirror Lake)	03785 Woodsville
03894 Tuftonboro (Wolfeboro)	
03595 Twin Mountain	
03887 Union	
03603 Unity (Charleston)	
03743 Unity (Claremont)	
03773 Unity (Newport)	
03830 Wakefield / East Wakefield	
03872 Wakefield (Sanbornville)	
03887 Wakefield (Union)	

****NOTE: Greenville (BoS) and Mason (GNCoC) share the zip code 03048, but are in different CoC***

Document Revision History

A high-level summary of the changes made each time this document is released are listed in this section. Each year the Advisory Council reviews this document; those changes have also been included.

Description	Section
Changed document date	Cover page, footer
Added, "State Coordinated Entry System – On August 1, 2015 the State of NH implemented a Coordinated Entry system, with a goal of improving access to services for our homeless population, while improving communication between service providers in order to ensure the client’s needs are being met in the most appropriate way. For this purpose, NH has 8 distinct regions, which are covered by the 3 Continuums of Care. Providers enter Coordinated Entry data into HMIS in order to track diversion and returns to homelessness.	Page 6 Section 2 (a)
Under Minimum Participation Standards third bullet point added HOPWA, PATH and RHY.	Page 7 Section 3
Under OS/Memory, Windows 10 -- replaced, "With the soon to be released version of the Windows operating system, Windows 10, we urge all users to not upgrade to this operating system until thorough testing has been completed and all compatibility issues, if any, have been addressed. All users will be notified via a newswire when ServicePoint is compatible with Windows 10," with "4 GB recommended (2 GB minimum) Windows 10 is supported."	Page 8 Section 5 (a)
Under Java , deleted "We do not recommend the 64 bit version of Java because Chrome is a 32 bit only browser and the 64 bit version of Java does not function in Chrome. This version of Java is no longer available from Oracle."	Page 9 Section 5 (a)
Under Java , replaced "contact your Bowman Systems CCS," with "open a ticket with NH HMIS."	Page 9 Section 5 (a)
Under Browser , deleted, "Microsoft Internet Explorer."	Page 9 Section 5 (a)
Under Machine Speed , added "Note: Bowman Systems is working on a new version 6; it is expected to be a replacement reporting tool that will not require JAVA. Release date TBD."	Page 10 Section 5 (a)
Under Enforcement Mechanisms , first bullet point, added, "PATH, HOPWA and RHY."	Page 12, Section 6 (d)
Deleted, "Certification of Initial Implementation Requirements."	Page 13, Section 7
Deleted, "Open System or other."	Page 14, Section 7 (c)
Replaced "Open Systems" with "Data Sharing."	Page 14, Section 8.(b)

Added, "Coc or ESG."	Page 14, Section 8 (b)
Added, "Coc or ESG Prevention and Coc or ESG."	Page 14, Section 8 (b).
Replaced "Open Systems," with "Data Sharing and."	Page 16, Section 9 (a) (2)
Added, "ShelterPoint and client exits must be entered within five (5) days."	Page 16, Section 9 (b) (1)
Replaced, "Centralized intake," with "Coordinated Entry."	Page 16, Section 9 (b) (1)
Replaced, "in ART and/or other ART reports," with ESG, CAPER and/or other project reports."	Page 18, Section 11 (a) (2)
Replaced, "Viewer licenses or ad hoc licenses," with "a report license."	Page 19, Section 11 (a) (3)
Replaced, "16 characters," with "50 characters."	Page 19, Section 12 (a) (1)
Added: "Open an HMIS ticket."	Page 20, Section 12 (a) (4)

Revision D July 2015

Description	Section
Changed document date	Cover page, footer
Moved from front matter to "NH Zip Codes per CoC" to Appendix C.	Front matter, Appendix C
Changed references to "2014 HUD Data Standard" to "most current HUD Data Standard".	Throughout document
Added reference to PATH program	Page 6, Section 2 (a). Mandated Participation
Updated this section with current Bowman system specifications.	Page 7, Section 5 (a) Workstation Specification
Deleted "First time homeless? (all programs, except Homeless Outreach)" question	Page 18, Section 10 (c)
Deleted "Do you have a disability of long duration?" question	Page 18, Section 10 (c)
Deleted "(all programs, except Homeless Outreach)" from "Employed?" Question.	Page 18, Section 10 (c)
Deleted direct link to pdf for HMIS data standard	Page 20, Section 12 (c), Appendix A
Added reference to RHY program	Page 6, Section 2 (a)
Added new section "New Project Implementation". Moved existing items 7 (a) and 7 (b) to 7 (b) and 7 (c).	Page 13, Section 7 (a)

November 2014 (changes since 7-2014 document)

Description	Section
Deleted question "Is Chronically Homeless?"	Appendix B
Changed question from "Do you have a disability of long duration?" to "Does client have a disabling condition?" and updated the definition per the HUD 2014 Data Standard, see page 23.	Appendix B

July 2014 (changes since 8-2013 document)

Description	Section and (Page #)
Removed note about 2013 Data Standards not being finalized.	Appendix A
Changed response choices to the Employed question to "Client Doesn't Know/ Client Refused".	Appendix B
Changed HMIS Sponsor to HMIS Lead.	Throughout

Changed Advisory Committee to Advisory Council.	Throughout
Changed SSVF to Supportive Services for Veteran Families (SSVF).	Throughout
Changed title of <i>HUD Data and Technical Standards 2010</i> to <i>2014 HMIS Data Standards Manual</i> and corrected links to new version of the manual.	Throughout
Changed wording from “Employed? Homeless Outreach only” to “Except for Homeless Outreach”	State Required Data Elements for State-Funded Programs (10c)
Changed wording from “within 30 days” to “no later than 30 days”.	HMIS Data Quality Policies and Procedures (9)
Added Seasonal Shelter.	HMIS Data Quality Policies and Procedures (9)
Added that reports are available quarterly by BHHS analyst..	HMIS Data Quality Policies and Procedures (9)
Added requirement for HIPAA breach and Agency compliance	HMIS Agency Implementation (7a)
Changed naming conventions from “Agency name: Program” to “Agency name: Project”.	HMIS Agency Implementation (7)
Added FIOS to the list.	Internet Connectivity (5)
Added Java 6.45 and ART requirements.	Internet Connectivity (5)
Deleted XP from the list.	Hardware Connectivity (4)
Added note about HOPWAS starting March 1, 2015..	Participation Requirements (2)
Added CoC Codes and zip code chart.	Page vi
Changed the state picture to the HMIS logo.	Front cover

August 2013 (changes since 3-2013 document)

Description	Section and (Page #)
Added City of Manchester and SSVF as designated Agencies.	Mandated Participation (1), Minimum Participation Standards (2), Enforcement Mechanisms (5), Data Quality Monitoring (9)
Bowman does support Ipad with IOS 6 and up on the Safari browser. Bowman does NOT officially support Macintosh.	Workstation Specification (2)
Browser Internet Explorer version changed from 8 to 10.	Workstation Specification (2)
Added caution of using secure, password-protected wi-fi and non-public access.	Agency Workstation Access Control (3)
Clarified “naming conventions” to include Agency name:Program.	HMIS Agency Implementation (5)
Added participation in Open Systems or Data Sharing group	User Access Levels (6)
Corrected website link to Client Acknowledgement Consent PDF file.	Client Notice (7)
Added bullet about data inconsistencies must not exceed 10% per AHAR rules.	Data Quality Standard (7)
Added central intake will require up-to-date data.	Data Entry Standards/Emergency Shelters (8)
Recommendation that Programs run monthly APR or equivalent annual report, such as the ESG CAPER.	Data Quality Monitoring (8)
Data chair added to list of formal notification if data is not up-to-date.	Accountability for Data Quality (9)
The Employed question is for Homeless Outreach only.	State Required Data Elements (9)
Users must pass the certification test with grade of 80% or higher.	Data Quality Training Requirements (10)
Encouraged to run APR reports monthly.	Data Quality Training on Reports (10)
Correct the link to the 2004 Data Standards document.	HMIS Data Use and Disclosure (12)
First step is to contact the Agency Admin.	HMIS Application Support (12)
Bowman Systems performs backups every Wednesday 10-11:00 Eastern time.	HMIS System Availability Policies (13)

Element list removed since this will change with the new Data Standards when they are released.	Appendix A List of Data Elements (14)
Changed the definition of Chronically Homeless per email from One CPD.	Appendix B NH State Required Data for Program-Specific Data for State-Funded Programs (15)
Question “If currently employed, select tenure” changed to “Employment Tenure.”	Appendix B NH State Required Data for Program-Specific Data for State-Funded Programs (16)
Added section “History of Changes.”	Pages 16-17

March 2013 (changes since 5-2012 document)

Description	Section
Added Open Systems text. For Emergency Shelter programs that share basic client-specific data, corrections and updates to client information will be made by the current program. When duplicate information is found, the Agency will notify NH-HMIS via a Ticket so the client data can be merged.	Open Systems Data Quality
Required Data Elements (RDEs) changed to Universal Data Elements (UDEs).	HUD Universal Data Elements
Added new data elements. In addition to the HUD required data elements, the State of New Hampshire BHHS requires the following data elements: <ul style="list-style-type: none"> • First Time Homeless (all programs except Homeless Outreach) • Is Client Chronically Homeless? • Do you have a disability of long duration? • Employed? • If currently employed, select tenure 	State Required Data Elements
Optimal configuration for computers upgrading from SP4 to SP5.	Hardware Requirements
Added text. All Agency Administrations and End Users will be trained – either in person or using the online training materials. After training, users will be required to pass the HMIS certification test. When HMIS verifies the user has passed the test (with a grade of 80% or above), they will be given a password so they can access ServicePoint.	Eligible Users

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1C.4 Public Housing Authorities Preference Status Attachment



federally declared disasters designated by the Board of Directors who are Section 8 voucher holders or public housing residents in another jurisdiction. Once this need is met, households who are non-participants will be eligible for this preference.

- (e) Participants whose rental assistance was terminated due to insufficient funds.
- (f) The following will have equal weight: Terminally ill; CFI (Choices for Independence formerly known as HCBC) preference; DHHS Transitional Preference; Transitional Housing; Family Break Up and Income Targeting.
- (g) Rent Burdened/At Risk of Becoming Homeless.
- (h) All others without a preference.

6.3.2 Preferences

- (a) **Singles Preference:** Singles have equal status preference with all other applicants.
- (b) **Terminal Illness:** Applicants with a family member who has an illness that can be documented by a medical professional as being terminal will receive a preference. Terminal illness is defined as an illness that will result in death within 24 months.
- (c) **CFI (Choices for Independence, formerly known as HCBC):** Applicants with a family member who is eligible for services through the CFI Program will receive a preference. A copy of the CFI award letter and a signed verification from the family member's CFI service provider will be required to receive this preference.
- (d) **DHHS Transitional Preference:** Persons with disabilities transitioning from institutional settings into community-based living who have case management services through DHHS will receive a preference. An institutional setting is defined as a psychiatric hospital.
- (e) **Transitional Housing:** Transitional Housing programs which provide individual case management services, including service coordination and implementation of Transitional Housing case plans, will be given a preference.
- (f) **Rent Burdened/At Risk of Becoming Homeless:** A preference is given to applicants who are:
 - (1) Paying more than 50% of their gross income for rent and utilities.
 - (2) Lacking a fixed, regular and adequate nighttime residence.
 - (3) Temporarily living with friends or relatives.
 - (4) Living in a substandard living situation or other temporary placement.
- (g) **Family Break Up:** Preference will be given to current program participants who as a result of domestic violence or other family break up, need to leave the residence and would not be eligible for subsidy because the remaining family member retains the voucher. However, if the person leaving the household demonstrates that they qualify for protection under the Violence Against Women Act (VAWA) the voucher will be awarded

to them. If both parties leave the residence, one party would receive the original voucher and the other would receive a preference for a voucher. The individual being placed on the waiting list must meet all Housing Choice Voucher eligibility requirements. To award an additional voucher there must be subsidy available at the time and the other qualified household member must have met all lease and program requirements, including having lived in the unit for 12 months before requesting the preference.

- (h) **Project Based Voucher movers:** If funding is not available when a Project Based Voucher resident wishes to exercise the move option after one year at the property, the participant will be given a preference.
- (i) **VASH turnover vouchers:** If funding is not available when a VASH turnover occurs, the participant will be placed on the waiting list.

6.3.3 Special Admissions

A sub-list will be maintained for applicants wishing to participate in a special program that is funded by a specific voucher allocation. Sub-lists will be maintained by date and time of application.

6.3.4 Income Targeting requirement

In accordance with HUD's mandate to admit 75% of applicants at 30% of median income, NHHFA will give a preference to those applicants at or below 30% of median income when the admit percentage falls below an acceptable level (to be determined by calculating the point in time in the fiscal year and the projected number of admits for the time period remaining). Applicants with incomes above 30% of area median will be placed back on the waiting list until the percentage of admissions reaches the acceptable level.

6.4 Notification of Selection (five day letter)

Applicants are notified of an available subsidy by written correspondence. This correspondence requires the applicant to call the Authority's toll free number within five business days from the date of the letter to confirm their interest in participating in the program. Failure of an applicant to call within this time period results in follow up correspondence advising the applicant that their application for assistance has been inactivated. Should an applicant respond to the inactivation correspondence within 14 calendar days from the date of the letter, the application will be reactivated and they will be placed back on the waiting list as of their original application date. If there is subsidy available, the individual will be marketed immediately; otherwise they will be placed back on the waiting list with their original application date. If the applicant responds after 14 days, they will need to reapply for assistance. If an applicant's failure to respond was caused by the applicant's disability, NHHFA will provide reasonable accommodation to the applicant and will reactivate their application and allow the applicant to retain their original application date if the reason for their failure to respond was due to their disability. Any requests for reasonable accommodation should be directed to the Director of

- Keene Housing Authority – Not Applicable – no preferences in place
- Dover Housing Authority - Not Applicable – no preferences in place
- Berlin Housing Authority - Not Applicable – no preferences in place
- Concord Housing Authority - Not Applicable – no preferences in place

**NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE
CONTINUUM OF CARE PROGRAM and EMERGENCY SOLUTIONS GRANT**

WRITTEN STANDARDS

September 2016

CoC Co-Chair (print name): Melissa Hatfield

CoC Co-Chair (title): BHHS Bureau Administrator

CoC Co-Chair (signature): Mel Hatfield

DATE: 8-24-2016

Adopted on August 24, 2016

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Introduction

These standards are a reference for all Continuum of Care Program (CoC) and Emergency Solutions Grant (ESG) recipients and subrecipients regarding the established community-wide expectations. They clarify the NH BoS CoC's priorities and outline the current minimum standards for all CoC and ESG funded projects within the CoC's geography. All projects receiving CoC and ESG funding are required to abide by these written standards. The CoC strongly encourages projects that do not receive CoC or ESG funding to accept and utilize these standards.

These standards are to be reviewed regularly in order to ensure the system of providing assistance is transparent, ensure priorities are clear to all recipients, and as a CoC that limited resources are being used strategically.

All Project Types

1. Projects must have written policies and procedures and consistently apply them to all participants.
2. Projects must serve eligible participants and keep written documentation of eligibility criteria and decisions.
3. Community Partnership
 - a. Projects must coordinate with other targeted homeless services within the CoC.
 - b. Projects must coordinate with mainstream resources in the CoC including housing, social services, employment, education and youth programs for which participants may be eligible.
4. Educational Services for Children
 - a. Projects serving families with children must demonstrate that they are:
 - i. Establishing policies and practices that are consistent with the education subtitle of McKinney-Vento Act and other laws relating to education and related services to homeless people (e.g. Head Start, Individuals with Disabilities Education Act, Higher Education Act), including:
 1. Informing homeless families and youth of their eligibility for McKinney Vento education services during the intake process;
 2. Not requiring that children enroll in new schools as a condition of entry;
 3. Not establish program requirements that prohibit children from remaining in their school of origin; and
 4. Develop relationships with colleges to access Higher Education Services specifically for homeless youth (Higher Education Act).
 - b. Projects serving families with children must designate a staff person to ensure that children are enrolled in school and connected to services in the community including programs such as:
 - i. Head Start
 - ii. Part C of the Individuals with Disabilities Education Act and
 - iii. McKinney-Vento education services.The designated staff person should participate in service planning where there are extensive or significant unmet educational needs.
 5. Assistance with accessing Mainstream Benefits, including health insurance access

- a. Case managers shall systematically assist clients in completing applications for mainstream benefits.
 - b. Projects shall supply transportation assistance either directly or through referral to participants to attend mainstream benefit appointments, employment training, or jobs
 - c. Projects shall have staff systematically follow-up to ensure mainstream benefits are received by participants.
 - d. Projects are required to provide support and assist eligible participants to apply for healthcare options available through the Affordable Care Act and other funding sources.
6. Nondiscrimination Requirements
- a. CoCs, recipients and subrecipients must continue to comply with the nondiscrimination provisions of Federal civil rights laws, including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and Titles II or III of the Americans with Disabilities Act, as applicable.
7. Coordinated Entry System (CES)
- a. All ESG and CoC projects must participate in the CoC's Coordinated Entry System (CES). All admissions will be originated by a referral from the CES. See Coordinated Entry policy and procedure manual for details.
8. Data and Reporting
- a. Projects must participate in the CoC's Homeless Management Information System (HMIS) or submit data from a comparable database if they are a designated domestic violence services provider.
 - b. Projects must submit an Annual Performance Report (APR) to the Department of Housing and Urban Development (HUD) and the CoC each year.
 - c. Projects must respond to requests from the HMIS Lead or CoC to improve data quality and support the annual submission of CoC Performance Measure results.
9. Project Recordkeeping Requirements for Recipients and Subrecipients (CoC Projects)
- a. Projects will follow applicable record keeping requirements in 24 CFR 578.103.
 - b. Homeless Documentation
 - i. Recipients must maintain and follow written intake procedures to ensure compliance with the definition of chronically homeless¹ and homeless² for their CoC project. These procedures establish the order of priority for obtaining evidence as:
 - 1. Third-party documentation;
 - 2. Intake worker observations; and
 - 3. Certification from the person seeking assistance.
 - 4. NOTE: Records contained in an HMIS or comparable database used by victim service or legal service providers are acceptable evidence of third-party documentation and intake worker observations if the HMIS retains an auditable history of all entries, including the person who entered the data, the date of entry, and the change made; and if the HMIS prevents overrides or changes of the dates entries are made.
 - c. Disability Documentation, if applicable to project eligibility, must be obtained from a qualified third party who is licensed by the state to diagnose and treat the condition being

¹ <https://www.hudexchange.info/resource/4847/hearth-defining-chronically-homeless-final-rule/>

² <https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/>

documented. Intake staff-recorded observation of disability that within 45 days of the date of application for assistance is confirmed by a licenses professional as stated above. NOTE: Use of the option to document disability after program admission must be used cautiously due to possible financial impact if documentation is not obtained as expected.

d. **Property Standards**

- i. Housing Quality Standard (HQS) compliance documentation must be present for all CoC projects receiving leasing, rental assistance and operating assistance.
- ii. Habitability Standards compliance documentation must be present for all ESG rental assistance. (See Appendix A for standards)
- iii. Environmental Review³ compliance documentation must be present for all projects.
- iv. Lead Based Paint Visual Assessment for all residential properties built before 1978 where a child under the age of six or a pregnant woman is, or will be, living in the unit must be present.

Homeless Prevention Projects

ESG homeless prevention funds may be used to provide housing relocation and stabilization services and short-term rental assistance necessary to prevent an individual or family from moving into an emergency shelter or another place described in paragraph (1) of the “homeless” definition in §576.2. This assistance may be provided to individuals and families who meet the criteria under the “at risk of homelessness” definition, or who meet the criteria in paragraph (2), (3), or (4) of the “homeless” definition in §576.2 and have an annual income below 30 percent of median family income for the area, as determined by HUD.

Eligibility Criteria

- See Appendix C

Minimum Standard of Assistance

10. Project staff must be familiar with and adhere to all project requirements of ESG as stated in Title 24 of the Code of Federal Regulations, Part 576⁴.
11. Project staff must provide assistance to participants to help avoid falling into homelessness.
12. Projects are required to have written policies and procedures regarding length of project enrollment and safeguards to meet the safety and shelter needs of special populations, e.g., victims of domestic violence/sexual assault; and families who have the highest barriers to housing and are likely to be homeless the longest.
13. Projects are required to have written policies and procedures regarding how participant’s needs for prevention services are determined and prioritized.
14. ESG funded projects are required to enter reporting data into NH HMIS and use NH HMIS to provide reports to the Department of Health and Human Services Bureau of Homeless and Housing Services. Programs may also be required to submit additional data that will be reported in HUD’s Integrated

³ <https://www.hudexchange.info/resource/4045/coc-program-environmental-review-flow-chart/>

⁴ <https://www.hudexchange.info/programs/esg/esg-law-regulations-and-notices/>

Disbursement and Information System (IDIS) and the Annual Performance Report to the NH Consolidated Plan (CAPER).

15. ESG grants are subject to federal cost principles, including 2 CFR Part 200 if it is a non-profit entity, educational institution, or hospital, and Public Law 102-550 if it is a state or local government entity. Federal grant funds may be used only for expenses clearly related and necessary to carry out the approved activities, including both direct costs that can be specifically identified with the project, and allowable and allocable indirect costs.

Emergency Shelter Projects

Essential services of emergency shelter may include but are not limited to: case management, education services, employment assistance and job training, outpatient health services, legal services, life skills training, child care, food, personal care items, mental health services, substance abuse treatment services, transportation, and services for special populations. These services may be provided directly or through referral to another agency.

Eligibility Criteria

- Participants must meet the applicable HUD definition of homelessness⁵

Currently, each individual shelter/program has its own eligibility criteria. At entry, this may be based on the sub-population served, i.e. – age, gender, family composition, severity of behavioral health issues, etc.

Minimum Standard of Assistance

16. Projects must provide shelter for participants.
17. Project staff must provide assistance to participants to transition to permanent housing.
18. Projects are required to have written policies and procedures regarding length of stay, if any, and safeguards to meet the safety and shelter needs of special populations, e.g., victims of domestic violence/sexual assault; and families who have the highest barriers to housing and are likely to be homeless the longest.
19. Projects are required to have written policies and procedures regarding how residents' needs for essential services are determined and prioritized.
20. If the shelter provides services to families with children under 18, the age of the child may not be used as a basis for denying family's admission.
21. Termination of Shelter
 - a. Terminations may only occur for violations of program requirements, conditions of occupancy or being no longer eligible under the written guidelines for continued assistance.

Transitional Housing Projects

Transitional Housing (TH) is designed to provide homeless individuals and families with interim stability and support to successfully move to and maintain permanent housing.

⁵ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

Eligibility Criteria

- Participants must meet the applicable HUD definition of homelessness⁶

Minimum Standards of Assistance

22. Participant length of stay cannot exceed 24 months⁷.
23. Project staff must provide assistance to participants to transition to permanent housing.
24. Support services must be provided throughout the duration of stay in transitional housing.
25. Project participants in transitional housing must enter into a lease agreement for a term of at least one month. The lease must be automatically renewable upon expiration, except on prior notice by either party, up to a maximum term of 24 months⁸.
26. Termination of Housing
 - a. Terminations may only occur in the most severe cases after a project has examined all extenuating circumstances regarding violations.
 - b. The project staff will work closely with participant and other housing providers to assess other viable housing options.
27. All TH programs are encouraged to incorporate Housing First Principles whenever possible.

Rapid Re-Housing Projects

Rapid Re-Housing is available to help those who are literally homeless be quickly and permanently housed. Rapid Re-Housing Projects (RRH) provide housing relocation and stabilization services and short or medium term rental assistance as needed to help a homeless individual or family move as quickly as possible to permanent housing and achieve stability in that housing. Please note, Rapid Re-Housing funds are available through both CoC and ESG.

Eligibility Criteria (ESG)

- Participants must meet the applicable HUD definition of homelessness⁹
- Participants must have combined income below 30% Area Median Income (AMI)
- Participant lacks identifiable financial resources and/or support networks
- See Appendix C for additional criteria

Minimum Standards of Assistance (ESG)

28. Rental assistance may be provided for a maximum of 9 months in a 3 year period.

⁶ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

⁷ A homeless individual or family may remain in transitional housing for a period longer than 24 months, if permanent housing for the individual or family has not been located or if the individual or family requires additional time to prepare for independent living. However, HUD may discontinue assistance for a transitional housing project if more than half of the homeless individuals or families remain in that project longer than 24 months. (CoC Program Interim Rule, 578.79, <https://www.hudexchange.info/resource/2033/hearth-coc-program-interim-rule/>)

⁸ See previous footnote on extension of TH stays.

⁹ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

29. Maximum dollar amount of rental assistance per household is up to \$9,000 which includes any rental arrearages payments.
30. Payments of rental arrears can occur in a one-time payment for up to 3 months.
31. Housing Stability Case Management may not exceed 30 days during the housing search period.
32. Follow-up will occur at minimum monthly while participants are receiving assistance.
33. Follow-up will occur at six months after discharge if resources are available.
34. ESG funded projects are required to enter reporting data into NH HMIS and use NH HMIS to provide reports to the Department of Health and Human Services Bureau of Homeless and Housing Services. Programs may also be required to submit additional data that will be reported in HUD's Integrated Disbursement and Information System (IDIS) and the Annual Performance Report to the NH Consolidated Plan (CAPER).
35. ESG grants are subject to federal cost principles, including 2 CFR Part 200 if it is a non-profit entity, educational institution, or hospital, and Public Law 102-550 if it is a state or local government entity. Federal grant funds may be used only for expenses clearly related and necessary to carry out the approved activities, including both direct costs that can be specifically identified with the project, and allowable and allocable indirect costs.

Eligibility Criteria (CoC)

- Participants must meet the applicable HUD definition of homelessness.
- Participants lack identifiable financial resources and/or support networks

Minimum Standards of Assistance (CoC)

36. Admission priority will be provided to homeless families and individuals with the most urgent need.
37. Projects may provide a rental subsidy for up to 24 months.
38. Each project will establish a policy and procedure to determine the percentage or amount of rent each program participant must pay.
39. Each project will establish a policy regarding any limits in the amount of rental assistance a participant may receive.
40. Housing First Principles must be followed by all RRH projects.

Permanent Supportive Housing Projects

Permanent Supportive Housing (PSH) is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist individuals experiencing homelessness who also have a disability or families with an adult or child member with a disability achieve housing stability.

Eligibility Criteria

- Participants must meet the applicable HUD definition of homelessness¹⁰
- PSH can only provide assistance to individuals with disabilities and families in which at least one adult or child has a disability.

¹⁰ Homeless definition standards can be found in the project rule, local RFPs, and NOFA documents as applicable.

Minimum Standards of Assistance

41. No Designated Length of Stay - Program participants will be provided housing without a designated length of stay that permits them to live as independently as possible.
42. Lease Agreement - The program participant must be the tenant on a lease for a term of at least one year that is renewable and is terminable only for cause. The lease must be renewable for terms that are a minimum of one month long.
43. Supportive Services
 - a. Supportive services will be designed to meet the needs of program participants and must be made available to the program participants.
 - b. Supportive services to enable program participants to live as independently as possible must be provided throughout the duration of their time in the project.
 - c. Supportive service participation will not be required as a condition to maintain housing.
 - d. Projects will conduct an annual review of individual participants' service need and offer additional services if necessary.
 - e. Projects will conduct an annual review of the service needs of the project and should adjust services accordingly¹¹. Unmet needs identified and brought to the local and Balance of State CoC meeting for discussion.
44. Housing Units
 - a. Two individuals in a shared housing situation will have their own lease and their own bedroom unless the two individuals are presented together as a household.
45. Termination of Housing
 - a. Terminations may only occur in the most severe cases after a project has examined all extenuating circumstances regarding violations.
 - b. Termination of occupancy of housing may only occur in cases of noncompliance with the lease or failure of tenant to carry out obligations under landlord and tenant law.
 - c. Legal court eviction proceedings will be used in order to terminate tenancy from a housing unit.
 - d. Participants may not be terminated involuntarily from housing for refusal to participate in services or for violating program rules that are not related to lease compliance.
 - e. Provider will work closely with participant and other housing providers to assess other viable housing options if termination is unavoidable.
46. Housing First Principles will be incorporated into all PSH program by **2017**.
 - a. Housing First is a programmatic and systems approach that centers on providing people experiencing homelessness with housing quickly and then providing services as needed.
 - b. Separation of Housing and Treatment: Housing is not contingent on compliance with services – participants are expected to comply with a standard lease agreement and are provided with services and supports to help maintain housing and prevent eviction.
 - c. Participants have choice from available housing options in an integrated community setting.

¹¹ CoC Program Interim Rule, 578.53 (a) (2) <https://www.hudexchange.info/resource/2033/hearth-coc-program-interim-rule/>

Prioritization of Housing Resources

These standards establish the community-wide expectations of how resources are to be targeted with the community separate from meeting eligibility requirements, and specific to prioritizing assistance according to highest needs and greatest barriers towards obtaining and maintaining housing on their own. The NH BOS CoC has adopted HUD Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing¹². Standards for compliance with the notice are listed below in PSH Availability section.

Minimum Standards of Assistance

47. Recipients and subrecipients must exercise due diligence when conducting outreach and assessment to ensure that persons are prioritized for assistance based on the project specific criteria contained in these standards.
48. Documentation standards for showing outreach due diligence include:
 - a. Written project intake procedures showing the adoption of the written standards.
 - b. Documentation of the process and results used to determine the severity of service needs.
 - c. Documentation of the determination that no higher prioritized population members were present or willing to accept the project bed including:
 - i. Written evidence of outreach efforts to locate eligible persons
 - ii. Specific numbers of eligible participants that refused assistance
 - iii. Attempts to engage person who refused assistance.
49. PSH Availability for Dedicated or Prioritized Beds
 - a. Turnover beds in PSH projects will be prioritized for persons experiencing chronic homelessness based on the length of time they have resided in a place not meant for human habitation, a safe haven, or an emergency shelter and the severity of the service needs as determined by a standardized tool.
50. PSH Availability for Non-Dedicated or Non-Prioritized Beds
 - a. Priority 1 – Persons with a disability and who resided in a place not meant for human habitation, a safe haven, or an emergency shelter with fewer than 4 episodes that cumulatively total at least 12 months (i.e. not chronically homeless) and has been identified as having severe service needs.
 - b. Priority 2 – Persons with a disability who resided in a place not meant for human habitation, a safe haven, or an emergency shelter that have been identified as having severe service needs and are not Priority 1 households.
 - c. Priority 3 - Persons with a disability who resided in a place not meant for human habitation, a safe haven, or an emergency shelter that have not been identified as having severe service needs.
 - d. Priority 4 - Persons with a disability who resided in transitional housing including persons fleeing or attempting to flee domestic violence.
51. RRH Bed Availability – to be developed
52. TH Bed Availability – to be developed

¹² <https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/>

53. ES Bed Availability – to be developed

Appendices

Appendix A: Habitability Standards (ESG Projects Only)

The habitability standards that must be followed are outlined below:

- a. State and local requirements. Each provider must ensure that housing occupied by a household receiving ESG assistance is in compliance with all applicable state and local housing codes, licensing requirements, and any other requirements in the jurisdiction in which the housing is located regarding the condition of the structure and the operation of the housing or services.
- b. Unless less stringent variations are approved by HUD, housing occupied by the household receiving ESG funding must meet the following minimum requirements:
 1. Structure and Materials. Structures must be structurally sound so as not to pose any threat to the health and safety of the occupants and so as to protect the residents from the elements.
 2. Access. Housing must be accessible and capable of being utilized without unauthorized use of other private properties. Structures must provide alternate means of egress in case of fire.
 3. Space and Security. Each household must be afforded adequate space and security for themselves and their belongings. Each resident must be provided an acceptable place to sleep.
 4. Interior Air Quality. Every room or space must be provided with natural or mechanical ventilation. Structures must be free of pollutants in the air at levels that threaten the health of residents.
 5. Water Supply. The water supply must be free from contamination.
 6. Sanitary Facilities. Residents must have access to sufficient sanitary facilities that are in proper operating condition, may be used in privacy, and are adequate for personal cleanliness and the disposal of human waste.
 7. Thermal Environment. The housing must have adequate heating and/or cooling facilities in proper operating condition.
 8. Illumination and Electricity. The housing must have adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of residents. Sufficient electrical sources must be provided to permit use of essential electrical appliances while assuring safety from fire.
 9. Food Preparation and Refuse Disposal. All food preparation areas must contain suitable space and equipment to store, prepare, and serve food in a sanitary manner.
 10. Sanitary Condition. The housing and any equipment must be maintained in sanitary condition.
 11. Fire Safety.
 - (i) Each unit must include at least one battery-operated or hard-wired smoke detector, in proper working condition on each occupied level of the unit. Smoke detectors must be located, to the extent practicable, in a hallway adjacent to a bedroom. If hearing-impaired persons occupy the unit, smoke detectors must have an alarm system designed for hearing-impaired persons in each bedroom occupied by a hearing-impaired person.
 - (ii) The public areas of all housing must be equipped with a sufficient number, but not less than one for each area, of battery-operated or hard wired smoke detectors. Public areas include, but are not limited to, laundry rooms, community rooms, day care centers, hallways, stairwells, and other common areas.
- c. Lead-based paint remediation and disclosure. The Lead-Based Paint Poisoning Prevention and Disclosure Act (42 U.S.C. 4821-4846), the Residential Lead Based Paint Hazard Reduction Act of

1992 (42 U.S.C.4851-4856), and implementing regulations in CFR part 35, subparts A, B, H, J, K, M, and R apply to all shelters assisted under ESG Program and all housing occupied by program participants.

Appendix B: HUD Program Guidelines for Assessing Cultural Competence

The following guidelines are used in assessing ESG programs' cultural competence.

Experience or track record of involvement with the target population – The applicant organization should have a documented history of positive programmatic involvement with the population/community to be served; e.g., a history of involvement with the target population or community.

Training and staffing – The staff of the organization should have training in gender/age/cultural competence. Attention should be placed on staffing the initiative with people who are familiar with, or who are themselves members of, the population/community.

Language – If an organization is providing services to a multi-linguistic population, there should be multi-linguistic resources, including use of skilled bilingual and bicultural individuals whenever a significant percentage of the target population/community is more comfortable with a language other than English.

Materials – It should be demonstrated that material and products such as audio-visual materials, PSA's, training guides and print materials to be used in the project are gender/age/culturally appropriate or will be made consistent with the population/community to be served.

Evaluation – Program evaluation methods and instrument(s) should be appropriate to the population/community being served. There should be rationale for the use of the evaluation instrument(s) that are chosen, and the rationale should include a discussion of the validity of the instrument(s) in terms of the gender/age/culture of the group(s) targeted. The evaluators should be sensitized to the culture and familiar with the gender/age/culture whenever possible and practical.

Community representation – The population/community targeted to receive services should be a planned participant in all phases of program design. There should be an established mechanism to provide members, reflective of the target group to be served, with opportunities to influence and help shape the project's proposed activities and interventions. A community advisory council or board of directors of the organizations (with legitimate and working agreements) with decision-making authority should be established to affect the course and direction of the proposed project. Members of the targeted group should be represented on the council/board.

Implementation – There should be objective evidence/indicators in the application that the applicant organization understands the cultural aspects of the community that will contribute to the program's success and which will avoid pitfalls.

Appendix C: ESG Eligible Participants and Activities

The HUD funded ESG Rapid Re-Housing and Housing Relocation and Stabilization Services Program is intended to serve New Hampshire households that are homeless and/or at risk of becoming homeless to include individuals, families and veterans.

Housing Relocation and Stabilization Services will consist of: Housing Search and Placement Services; Financial Assistance such as rental application fees, last month's rent, utility deposits, utility payments, and/or moving costs; Housing Search and Placement Services; and Housing Stability Case Management. Housing relocation services will be provided for approximately one month to assist the household to identify and obtain suitable housing. Housing stability and case management services will be provided for the period financial assistance is provided, and for up to six months after financial assistance has concluded.

Eligible Households

Individuals and families must meet the following criteria:

- Must have an initial consultation with a case manager or other assessment professional and providing information for federal reporting requirements;
- Must sign a written agreement for program participation which includes striving toward achieving housing stability and sustainability through program participation and engaging in activities that promote self sufficiency;
- Must continue to work with a housing stability case manager for six months after financial assistance ends; and
- Meet specific criteria for eligibility outlined in 24 CFR part 576 Homeless Emergency Assistance and Rapid Transition to Housing: Emergency Solutions Grants Program and Consolidated Plan Conforming Amendment; in particular, 576.2, definitions of "At Risk of Homelessness" and "Homeless". These criteria are also outlined in the attached recordkeeping checklist, which must be included in each client file.

Eligible Activities

ESG funds may be used to provide housing relocation and stabilization services and medium-term (nine-months) rental assistance necessary to: prevent an individual or family from moving into an emergency shelter and achieve stability in their housing; or to assist a homeless individual or family that is homeless move as quickly as possible from a homeless shelter into permanent housing and achieve stability in that housing. No more than 40% of the program budget may be utilized for prevention services/financial assistance.

Within each Rapid Re-Housing or Prevention project component, the categories of assistance are Housing Relocation and Stabilization Services and Rental Assistance, which have specific allowable activities.

Housing Relocation and Stabilization Services

Financial Assistance:

ESG funds may be used to pay housing owners, utility companies, and other third parties for the following costs:

- Rental application fees;
- Security deposits;
- Last month's rent;
- Utility deposits;
- Utility payments; and
- Moving cost assistance.

Services:

Housing Search and Placement

Services or activities necessary to assist program participants in locating, obtaining and retaining suitable permanent housing, which may include the following:

- Assessment of housing barriers, needs and preferences;
- Development of an action plan for locating housing;
- Housing search;
- Outreach and negotiation with owners;
- Assistance with submitting rental applications and understanding leases;
- Assessment of housing for compliance with ESG requirements for habitability, lead based paint, and rent reasonableness;
- Assistance obtaining utilities and making moving arrangements; and
- Tenant counseling.

Housing Stability Case Management

ESG funds may be used to pay cost of assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who resides in permanent housing or to assist a program participant in overcoming immediate barriers to obtaining housing. This assistance may not exceed 30 days during which the program participant is searching for housing, and cannot exceed 15 months during the period the participant is living in permanent housing. Eligible activities under this component include:

- Use of a coordinated assessment system to evaluate households for eligibility;
- Conducting the initial evaluation including verifying and documenting eligibility;
- Counseling;
- Developing, coordinating and securing services and obtaining benefits;
- Monitoring and evaluating program participants progress;
- Providing information and referrals to other providers;
- Developing an individualized service and housing plan including a plan for achieving housing stability; and
- Conducting participant evaluations and reevaluations.

Additional eligible activities include mediation, legal services, and credit repair that is necessary to either prevent the program participant from losing their housing, or is necessary to allow the participant to access permanent housing.

NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE

8/24/16 MEETING NOTES

WELCOME AND INTRODUCTIONS –

Martha Stone welcomed everyone. Introductions.

COC WRITTEN STANDARDS REVIEW AND APPROVAL –

Melany – reviewed her role with TAC and the NOFA. Reviewed administrative documents and functions. One of the holes that was found was the written standards. This is a requirement in the program rule. HUD wants common rules, policies, procedures that include documentation that clarifies how you will prioritize your housing resources. Program guide/policy manual is different and still important. Goal is to have a final document by the end of the meeting so that we can answer “yes” on the NOFA application.

Prioritization area for projects will be used for all admissions going forward once voted on. These documents can be updated along the way.

Programs that receive ESG or CoC funds absolutely MUST follow these standards. The hope is that these standards will be adopted by other programs in NH. Many of these other agencies likely refer to programs that receive these funds so it is important to develop a clear referral process.

Will not be reading through line by line – will be focusing on newer items or items that are in the program rule that have been missed in the past. Prioritization and Housing First policies are being measured by HUD, and programs are being penalized by HUD for not following these practices.

The document was sent out about a week ago. Once voted in, this document goes live 9/1/2016 .

The recipient (BHHS) generally would have the policies and procedures on a broad level. Many sub-recipients have their own internal policies and procedures.

Item #4 regarding McKinney-Vento Act is a requirement in the rule.

Item #5 – took language straight from HUD application.

Item #7 – Coordinated Entry participation is required.

Item #8 –this is what we are already doing. Must use HMIS (with the exception of DV agencies)

Item #9 – one of HUD’s biggest audit findings. You MUST document proof of homelessness. Document your attempts to verify status from a third party source before you use self-certification.

*** When CH sub-committee reconvenes, look at Jackie’s documents for tracking chronic homelessness episodes

Will add hyperlink to HUD rules, etc so you can go directly to the source.

Disability documentation – don’t recommend using self-certification for this because someone could lose their housing. Bureau has always had rule that you must have the documentation prior to allowing someone to move in. Discussion about whether or not we want to allow for the 45 day window of opportunity to obtain documentation. How does this fit with Housing First? Housing First does not exempt programs from following the funder mandated rules. DX documentation does affect emergency shelters

because it will impact their ability to exit clients into permanent housing. Could text be added with an explanation and impact statement?

Emergency Shelter Projects:

Projects do not provide childcare. Education services makes it sounds like the shelters are actually providing education. Educational referrals make more sense to providers. Edits made to document with group input.

Transitional Housing

Item #22 – 24 month minimum is challenging because of lack of affordable housing.

Item #27 – by next year's application CoC will require everyone that applies to operate under Housing First policies. Revisions made with group.

- Discussion – Housing First feels like it applies to chronically homeless and TH has a different mission.
- Practice that seems to be working across the country.
- HUD is scoring heavily on this. Tier 2 projects that don't do Housing First will not get funded.
- As a consultant, this is what is recommended.
- Currently have 1 TH program in the CoC.
- Housing First is still part of ranking/scoring tool, and programs will still be judged on this principle.

Rapid Rehousing.

This should be re-visited in a year after we get more experience with CoC funded RRH programs.

**Check Item #32 for complete sentence.

Whatever you state in your application is what you are held to for program operations.

PSH projects

Item #44 – clients cannot be terminated for not following through with case management. Just because the client fires you does not mean you cannot still do outreach to them. Your responsibility to offer services does not end. Still have to certify income, do inspection, etc.

Bullets d & e are fit into the program rule at the very end. Does not mean you are going to solve the problems, you are going to discuss the gaps.

Item #47 (c) affordable housing does not exist. Emphasis should be on the participant choice.

Prioritization of Housing Resources

Item #49 – CE standards will guide how housing is allocated. HUD wants documented due diligence, they do not want you holding a bed open for months. Took from HUD prioritization notice.

HUD – revised prioritization notice and released recently. Have to encourage CoC to adopt prioritization notice as HUD has released it. Took the language from the new notice. Items #50 and #51 will put us in compliance with the HUD prioritization notice for all PSH beds to increase points this year. Can add up to 5 points on application. We did not adopt this last year. If you are serving those who are chronically homeless, you already have this challenge.

Martha Stone proposed vote on adopting HUD prioritization notice CPD-16-11.

Susan Ford – motioned. Julian Long – seconded

Vote – all in favor

HUD has said that dedicated CH beds can be filled with non-CH clients if no CH client is available after an exhaustive search, community effort and attempts to offer the housing to all qualified CH clients. – be VERY careful with documentation about attempts and efforts to locate. See HUD prioritization notice <https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/> for guidance. Specific guidance within notice is provided at III.A.4 and V.C. (a).

Martha Stone proposed vote to adopt these with edits made today.

Martha Stone made a motion to accept the CoC Written Standards document as written with edits, and Barry Quimby seconded. All in favor.

COORDINATED ENTRY SYSTEM UPDATE AND ACTION STEPS – Not being voted on today.

High level procedure manual. Standard language pulled from HUD CE policy brief.

Stages of assessment – ideal system. Stage 1 is what happens when you answer the phone. Stage 2 gets skipped a lot. Some materials need to be considered at committee level. Stage 3 we are very weak. We need to develop prioritization process. Must create lists to focus on the longest homeless/most vulnerable.

Talk about role of each access point. What has each access point committed to?

Requested people to review and send feedback to Melissa. Will review in September. CE workgroup will reconvene to work through CE manual, review vulnerability and prioritization.

Melany will send copy with highlighted points to discuss. Local Access points need to be updated.

2016 NOFA

Tricia – reviewed performance measures. Final was submitted in advance of deadline. Data quality was good, there were software updates that corrected the reports so the numbers changed slightly. Not being judged on numbers yet. Next year we will be judged on progress. Numbers were verified through other people and with APRs. Need to match or beat next year.

Diane – final ranking and scoring was handed out. It will be published this afternoon on BHHS website. Reviewed ranking committee’s standards. Remained consistent throughout each application. Executive committee members who do not have an application being ranked met on Monday to make final decisions. One TH project has been reallocated to the new RRH project. A Couple of renewals in Tier 2 but feel confident that HUD will fund highly ranked PH projects in Tier 2.

Diane announced her resignation.

NEXT FULL BOSCOG MEETING – September 19, 2106

3 vacancies on executive committee for 2 year terms.

Melissa Hatfield
of Homeless and Housing Services

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		2039		73			35	
1.2 Persons in ES, SH, and TH		2297		104			44	

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	362	52	14%	19	5%	9	2%	80	22%
Exit was from ES	585	92	16%	41	7%	31	5%	164	28%
Exit was from TH	79	6	8%	7	9%	3	4%	16	20%
Exit was from SH	0	0		0		0		0	
Exit was from PH	41	2	5%	3	7%	1	2%	6	15%
TOTAL Returns to Homelessness	1067	152	14%	70	7%	44	4%	266	25%

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	689	718	29
Emergency Shelter Total	459	489	30
Safe Haven Total	0	0	0
Transitional Housing Total	168	153	-15
Total Sheltered Count	627	642	15
Unsheltered Count	62	76	14

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		2330	
Emergency Shelter Total		2056	
Safe Haven Total		0	
Transitional Housing Total		324	

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)		155	
Number of adults with increased earned income		10	
Percentage of adults who increased earned income		6%	

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)		155	
Number of adults with increased non-employment cash income		76	
Percentage of adults who increased non-employment cash income		49%	

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)		155	
Number of adults with increased total income		79	
Percentage of adults who increased total income		51%	

Metric 4.4 – Change in earned income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		156	
Number of adults who exited with increased earned income		26	
Percentage of adults who increased earned income		17%	

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)		156	
Number of adults who exited with increased non-employment cash income		47	
Percentage of adults who increased non-employment cash income		30%	

Metric 4.6 – Change in total income for adult system leavers

	Previous FY	Current FY	Difference
Universe: Number of adults who exited (system leavers)		156	
Number of adults who exited with increased total income		70	
Percentage of adults who increased total income		45%	

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.		2016	
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.		414	
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)		1602	

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.		2420	
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.		481	
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.)		1939	

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		1722	
Of persons above, those who exited to temporary & some institutional destinations		793	
Of the persons above, those who exited to permanent housing destinations		369	
% Successful exits		67%	

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		2323	
Of the persons above, those who exited to permanent housing destinations		1212	
% Successful exits		52%	

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		373	
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations		361	
% Successful exits/retention		97%	