

Before Starting the CoC Application

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for reviewing the following:

1. The FY 2018 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2018 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
3. All information provided to ensure it is correct and current.
4. Responses provided by project applicants in their Project Applications.
5. The application to ensure all documentation, including attachment are provided.
6. Questions marked with an asterisk (*), which are mandatory and require a response.

1A. Continuum of Care (CoC) Identification

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 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: Bureau of Housing Supports

1B. Continuum of Care (CoC) Engagement

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1B-1. CoC Meeting Participants. For the period from May 1, 2017 to April 30, 2018, using the list below, applicant must: (1) select organizations and persons that participate in CoC meetings; and (2) indicate whether the organizations and persons vote, including selecting CoC Board members.

Organization/Person Categories	Participates in CoC Meetings	Votes, including selecting CoC Board Members
Local Government Staff/Officials	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes
Law Enforcement	No	No
Local Jail(s)	Yes	Yes
Hospital(s)	No	No
EMS/Crisis Response Team(s)	No	No
Mental Health Service Organizations	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes
Disability Service Organizations	Yes	Yes
Disability Advocates	Yes	Yes
Public Housing Authorities	Yes	Yes
CoC Funded Youth Homeless Organizations	Not Applicable	No
Non-CoC Funded Youth Homeless Organizations	Yes	Yes
Youth Advocates	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes
CoC Funded Victim Service Providers	Not Applicable	No
Non-CoC Funded Victim Service Providers	Yes	Yes
Domestic Violence Advocates	Yes	Yes
Street Outreach Team(s)	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	No	No
LGBT Service Organizations	No	No
Agencies that serve survivors of human trafficking	Yes	Yes
Other homeless subpopulation advocates	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes
Mental Illness Advocates	Yes	Yes
Substance Abuse Advocates	Yes	Yes

Other:(limit 50 characters)		
n/a		

1B-1a. Applicants must describe the specific strategy the CoC uses to solicit and consider opinions from organizations and/or persons that have an interest in preventing or ending homelessness. (limit 2,000 characters)

1. BOSCOc added a COC Systems Admin(COC-SA)in 2017 who is integrated into the community to solicit feedback, share updates & increase awareness of BOSCOc actions to end/prevent homelessness. COC-SA attends all county based housing meetings (regional/county coalitions to end homelessness, Local Service Delivery Area groups) to share info & solicit feedback on BOSCOc efforts to implement federal guidance, respond to identified needs & prioritize resources & reports feedback to the BOSCOc either directly in meetings, or through the BOSCOc co-chair. BOSCOc members are members of NH’s Governor’s Interagency Council on Homelessness (ICH), which includes elected officials, housing providers, developers, Public Housing Authorities, Education, & Faith based providers. BOSCOc provides verbal updates during quarterly ICH meetings, and requests feedback on BOSCOc efforts to prevent and end homelessness. 2. COC-SA attends meetings in person & emails local leaders to request agenda time before meetings. COC-SA sends relevant policy, procedures, federal guidance, or local documents to the local leaders to share w/community groups for comment. BOSCOc email distribution list includes local leaders who are asked to share w/members info about upcoming decisions. The BOSCOc through listserv and the COC-SA invites and encourages non-participating community members to attend BOSCOc meetings to provide direct feedback into decisions impacting the homeless response system. 3. The COC-SA reports back to the BOSCOc co-chair/BHS Administrator biweekly in order to ensure that all information gathered is shared in a timely manner. The outreach has led to identification of new members from an under-served area’s housing coalition to help inform CoC Planning. Relevant updates are included in BHS weekly newsletters or shared on social media and included on future BOSCOc agendas to inform decision-making. Feedback from these efforts is discussed with membership before decisions are finalized.

1B-2.Open Invitation for New Members. Applicants must describe:

- (1) the invitation process;**
 - (2) how the CoC communicates the invitation process to solicit new members;**
 - (3) how often the CoC solicits new members; and**
 - (4) any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC.**
- (limit 2,000 characters)**

1. COC System Admin attends local community groups focusing on regional homeless/housing issues & provides dates & locations of BOSCOc meetings,

encouraging people to attend, give input and/or be new CoC members. During COC Program monitoring, subrecipients are asked to refer program participants to the BOSCOG as members. BOSCOG publishes dates of COC general & subcommittee meetings in a bi-weekly newsletter sent to BOSCOG listserv, w/statement encouraging any interested parties to attend, & asking that the newsletter be shared widely w/local groups. 2. BOSCOG communicates the invitation process in writing & verbally. Written invitations occur in the electronic bi-weekly Bureau of Housing Supports (BHS) newsletter. BHS posts an open invitation for new members using Facebook & the BOSCOG section of the BHS website. Verbal invitations occur during regional meetings w/homeless/housing services providers, during COC monitoring visits, and during other program specific meetings that BOSCOG members attend. 3. Per BOSCOG Governance Charter formal written invitations using Facebook & the BHS website occur once annually. The open invitations for anyone to join remain present during weekly BHS newsletters sent to the BOSCOG membership, including non-COC funded providers. Verbal invitations happen throughout the month during regional meetings.

4. BOSCOG conducted special outreach to engage homeless/formerly homeless youth during early 2018 to apply for Youth Homelessness Demonstration Program. Using the Child Welfare Adolescent Specialist, the BOSCOG extended invitations to homeless or formerly homeless youth in foster care or aging out of residential services. A small number of these youth expressed an interest in joining the BOSCOG. BOSCOG makes targeted attempts to connect w/clients receiving services through COC & non-COC funded homeless services during program monitoring visits to encourage their involvement in the BOSCOG.

1B-3.Public Notification for Proposals from Organizations Not Previously Funded. Applicants must describe how the CoC notified the public that it will accept and consider proposals from organizations that have not previously received CoC Program funding, even if the CoC is not applying for new projects in FY 2018, and the response must include the date(s) the CoC publicly announced it was open to proposals. (limit 2,000 characters)

1. The BOSCOG does an email distribution to the BOSCOG membership email list, uploads project application materials to the BHS website and posted on Facebook along with the statement “The BoSCoC encourages all eligible applicants to submit an application, even if your agency has not applied or received funds in the past. Please pass along this funding opportunity to your mailing lists and other eligible applicants.” Announcements asks that the message be forwarded to all local homeless services groups. The announcement includes a Request for Proposals detailing due dates and method to submit an application, funding amounts, and eligible project types. New and renewal project scoring tools, Rank and Review policy, Reallocation policy, and a New Project application form are distributed publically. 2. The BOSCOG Rank and Review policy guides the determination process for inclusion of project applications. The requirements for inclusion are: meeting application deadlines and submission instructions, passing threshold criteria review and being prioritized after review and scoring by a rank and review committee that has no conflicts of interest. The committee scores all projects with standardized tool approved by CoC membership and published as part of application process. Projects are ranked according to score, CoC priorities and

to maximize CoC funding award. Projects are notified in writing and have an appeal process to have the decision reviewed by the CoC Board before a final project list is published. Applications that do not meet threshold criteria are not considered for funding 3. The BOSCOG publically announced on 7/19/18 through email distribution lists, Facebook, and the BHS website the availability of bonus funds that were available through this competition. The BOSCOG became aware on 7/25/19 of the availability of reallocation funds, and the BOSCOG public announcement was sent that day using the same process as above. 4. N/A

1C. Continuum of Care (CoC) Coordination

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1C-1. CoCs Coordination, Planning, and Operation of Projects. Applicants must use the chart below to identify the federal, state, local, private, and other organizations that serve individuals, families, unaccompanied youth, persons who are fleeing domestic violence who are experiencing homelessness, or those at risk of homelessness that are included in the CoCs coordination, planning, and operation of projects.

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation 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
Funding Collaboratives	Yes
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	

1C-2. CoC Consultation with ESG Program Recipients. Applicants must describe how the CoC:
 (1) consulted with ESG Program recipients in planning and allocating ESG funds; and
 (2) participated in the evaluating and reporting performance of ESG Program recipients and subrecipients.
 (limit 2,000 characters)

1. The Bureau of Housing Support (BHS) is the Collaborative Applicant for the Balance of State CoC (BOSCO), and is the sole ESG Program Recipient in the BOSCO. The ESG program is 3 years into the 5 year Consolidated Plan. For the purposes of the current Consolidated Plan, BHS conducted 6 listening

sessions in the BOSCOG geography with stakeholders such as prior and current ESG subrecipients, public housing authorities, housing and supportive services providers, emergency shelter staff, developers, elected officials, and other interested parties. BHS solicited feedback and invited the public to the listening sessions through use of email notification sent to the BOSCOG listserv and notification in statewide newspapers. Topics included ESG Rapid Re-Housing and Prevention program design, use of ESG to support the HMIS system, how to allocate funding to cover the entire BOSCOG, and the use of ESG funds to support a dedicated Rapid Re-Housing and Prevention program for veterans who are not eligible for Veteran’s Administration funding or SSVF support. 2. BHS, in partnership with the BOSCOG, adopted ESG policies and procedures, which the BOSCOG adopted into the BOSCOG Written Standards. Included in the ESG policies and procedures are details about how program monitoring will occur. Draft policies and procedures were shared with the BOSCOG and ESG subrecipients, and a deadline was set for submission of feedback. BHS, in collaboration with NH Housing and Finance Authority and the Community Finance and Development Authority, prepares an annual report and Consolidated Annual Performance and Evaluation Report (CAPER), which is shared widely with the BOSCOG and ESG recipients and subrecipients to evaluate the use of funds and outcomes for the projects.

1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. Did the CoC provide Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area? Yes to both

1C-2b. Providing Other Data to Consolidated Plan Jurisdictions. Did the CoC provide local homelessness information other than PIT and HIC data to the jurisdiction(s) Consolidated Plan(s)? Yes

1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors. Applicants must describe:

- (1) the CoC’s protocols, including the existence of the CoC’s emergency transfer plan, that prioritizes safety and trauma-informed, victim-centered services to prioritize safety; and**
 - (2) how the CoC maximizes client choice for housing and services while ensuring safety and confidentiality.**
- (limit 2,000 characters)**

1. BOSCOG screens for safety at intake to determine if a person is fleeing DV. Per BOSCOG Coordinated Entry System (CES), when households actively fleeing DV present to CES entry point, the agency connects w/NH Coalition Against Domestic & Sexual Violence (NHCADSV). If a household is at imminent risk due to DV the intake worker immediately connects the person w/24 hr crisis #. The call is made w/household & plans are made to tend to their immediate transportation & security needs. All BOSCOG funded agencies are required to

comply w/Violence Against Women Act (VAWA) & BOSCO policies were updated to include provisions for protection of victims of DV, dating violence, sexual assault, sexual battery/stalking, regardless of sex, gender identity, gender expression or actual or perceived sexual orientation. BOSCO has a policy for emergency transfers. Program participants who qualify for emergency transfer under VAWA have priority over all applicants for available housing at another provider w/in the CES, provided the individual or family meets all eligibility criteria for such assistance when a safe unit is not immediately available for an internal emergency transfer. NHCADSV trains the BOSCO 2x annually to ensure the COC is educated in trauma informed care & victim centered services. 2. From intake on a DV household is given options of available housing (COC PSH, TH, & RRH, & ESG RRH, DOJ funded services through NHCADSV) & services to help them reach & maintain safety as quickly as possible. Once housing needs are identified by the survivor, households are involved in the housing search & have final say on housing location to ensure they are meeting their self-identified needs for safety. DV providers do not enter data into HMIS, but instead use a VAWA approved database to ensure survivors' confidentiality. Survivors are included as de-identified entries on the CE by-name list if they choose, to be prioritized for housing resources.

1C-3a. Applicants must describe how the CoC coordinates with victim services providers to provide annual training to CoC area projects and Coordinated Entry staff that addresses best practices in serving survivors of domestic violence, dating violence, sexual assault, and stalking. (limit 2,000 characters)

1. The NH Coalition Against Domestic and Sexual Violence (NHCADSV) is a member of the BOSCO, and NHCADSV staff attend every BOSCO meeting to provide the perspective of survivors, and DV services providers to COC decisions to ensure policies do not impede survivors safety and that confidentiality is at the forefront of system development. A NHCADSV staff member is a member of the BOSCO Executive Committee, and provides detailed insight into gaps in not only the services in the BOSCO, but also the knowledge base of staff to be able to serve survivors in a trauma-informed and victim-centered way. A staff member from the NHCADSV provides training at least twice annually on trauma informed care and a victim-centered approach for all BOSCO project staff, and presents annually at the NH Homeless Service Providers conference. NHCADSV also provides targeted training to specific programs that have outdated policies, have had complaints regarding their ability to serve survivors, or that have new staff that need in depth training on the DV system in the BOSCO. 2. The NHCADSV provides annual training for the Coordinated Entry (CES) staff in a group format in order to ensure that CES outreach staff are trained on trauma informed care and a victim-centered approach to working with survivors of domestic and sexual violence. The NHCADSV has been meeting every other month with the BOSCO leadership and 211-NH to ensure that 211-NH Information & Referral Specialists are fully trained on how to screen for domestic violence, and how to determine whether or not a caller is actively fleeing a DV situation. NHCADSV collaborated on the development of the CES manual and the VAWA transfer plan, which informs how the CE system in the BOSCO operates.

1C-3b. Applicants must describe the data the CoC uses to assess the

scope of community needs related to domestic violence, dating violence, sexual assault, and stalking, including data from a comparable database. (limit 2,000 characters)

The BOSCOG collaborates with the NH Coalition Against Domestic and Sexual Violence (NHCADSV) to serve victims and survivors of domestic violence, dating violence, sexual assault, and stalking. The NHCADSV coordinates 13 crisis centers in NH, with 12 shelters for survivors of domestic and sexual violence. NHCADSV provides de-duplicated, de-identified aggregate data from the Access database used by NHCADSV to the BOSCOG at the end of each State Fiscal Year (SFY), for the number of people served in the DV crisis shelters, which are funded by the Bureau of Housing Supports. This data is analyzed to prioritize how much state funding is allocated to each regional DV crisis center/shelter. NHCADSV reported serving 479 individuals, while 1032 adults and 822 children were turned away from shelter due to lack of available resources. Identification of gaps such as this is used by the CoC to requests more state funds and build partnerships to apply for DV specific projects to help dedicate resources to keep DV survivors safe. NHCADSV also reports on the percentage of people that move from DV shelter into PH to help the CoC assess how many people are reaching stable housing with the current system resources. The BOSCOG also uses aggregate data collected through the Coordinated Entry intake process where history of domestic violence and safety are assessed to help inform stakeholders and funder about the unique needs of people fleeing DV. Within the Homeless Management Information System 22% of people stated they had in the past or were current fleeing DV. Showing this prevalence helps the CoC focus training on confidentiality and trauma-informed practices.

**1C-4. DV Bonus Projects. Is your CoC Yes
 applying for DV Bonus Projects?**

1C-4a. From the list, applicants must indicate the type(s) of DV Bonus project(s) that project applicants are applying for which the CoC is including in its Priority Listing.

SSO Coordinated Entry	<input type="checkbox"/>
RRH	<input checked="" type="checkbox"/>
Joint TH/RRH	<input type="checkbox"/>

1C-4b. Applicants must describe:

- (1) how many domestic violence survivors the CoC is currently serving in the CoC’s geographic area;**
 - (2) the data source the CoC used for the calculations; and**
 - (3) how the CoC collected the data.**
- (limit 2,000 characters)**

1. The NH Coalition Against Domestic & Sexual Violence (NHCADSV) & their 13 crisis centers served a total of 8,602 survivors of domestic violence (DV) in the BOSCOG geography through supportive services including housing support, assistance w/court processes including obtaining orders of protection,

counseling, & community referrals during State Fiscal Year 2018. Of those 8,602, 863 survivors of DV were served through CoC & ESG Programs, w/an additional 479 people served in 156 state funded DV crisis shelter beds in the BOSCO. 2. Data for the CoC & ESG-funded Programs is from the Homeless Management Information System (HMIS). Per the Universal Data Standards, participants are asked basic demographics and if they are a DV victim/survivor, how long ago the DV occurred, & if they are actively fleeing. DV dedicated projects & victim service providers (VSP) don't enter data into HMIS. NHCADSV VSP data is reported to the BOSCO in aggregate from their ACCESS database providing flexibility & integrity to statewide data collection, w/security & confidentiality protocols in place to protect survivor info. The database is VAWA compliant. 3. At intake, DV survivors are interviewed to collect info. People are asked if they are fleeing DV & if the participant answers affirmatively, a further assessment is done to provide options to meet their safety needs, which may include a referral to DV providers. Non-VSP projects enter data into HMIS w/household permission to ensure informed consent. DV shelters enter data weekly into the database and keep minimal paper records. Data entry training including confidentiality requirements is provided twice a year for the DV shelters/crisis centers & ongoing support and technical assistance is offered. NHCADSV collects de-identified survivor data from members quarterly, including crime type, victim demographics & services provided to be able to provide statewide aggregate reports. This data is provided to the BOSCO in aggregate annually.

1C-4c. Applicants must describe:

- (1) how many domestic violence survivors need housing or services in the CoC's geographic area;**
 - (2) data source the CoC used for the calculations; and**
 - (3) how the CoC collected the data.**
- (limit 2,000 characters)**

1. NH Coalition Against Domestic & Sexual Violence served 8,602 de-duplicated DV survivors in State Fiscal Year (SFY) 2018 through services including crisis shelter, case management, court assistance, counseling, & community referrals. There are 156 dedicated DV crisis shelter beds in the BOSCO, & 0 PH beds dedicated to survivors. During SFY 2018, those beds were full, while 1,032 adults & 822 children eligible for DV services were turned away from shelter due to lack of available beds. At a minimum, there were 8,602 DV survivors in need of housing or services in the BOSCO. 2. Data for CoC & ESG-funded Programs is from Homeless Management Info System (HMIS). Per the Universal Data Standards, participants are asked basic demographics & if they are a DV victim/survivor, how long ago the DV occurred, & if they are actively fleeing. DV dedicated projects & victim service providers (VSP) don't enter data into HMIS. NHCADSV VSP data is reported to the BOSCO in aggregate from an ACCESS database providing flexibility & integrity to statewide data collection, w/security & confidentiality protocols in place to protect survivor info. The database is VAWA compliant. 3. At intake DV survivors are interviewed to collect info. People are asked if they are fleeing DV & if the participant answers affirmatively, a further assessment is done to provide options to meet their safety needs, which may include a referral to VSPs. Non-VSP projects enter data into HMIS w/household permission to ensure informed consent. DV shelters enter data weekly & keep minimal paper records. Data entry training including confidentiality requirements is provided

2x/year for DV shelters/crisis centers & ongoing support & technical assistance is offered. NHCADSV collects de-identified survivor data from members quarterly, including crime type, victim demographics and services provided to be able to provide statewide aggregate reports. This data is provided to the BOSCOG in aggregate annually.

1C-4d. Based on questions 1C-4b. and 1C-4c., applicant must:

(1) describe the unmet need for housing and services for DV survivors, or if the CoC is applying for an SSO-CE project, describe how the current Coordinated Entry is inadequate to address the needs of DV survivors;

(2) quantify the unmet need for housing and services for DV survivors;

(3) describe the data source the CoC used to quantify the unmet need for housing and services for DV survivors; and

(4) describe how the CoC determined the unmet need for housing and services for DV survivors.

(limit 3,000 characters)

1. BOSCOG needs dedicated rapid rehousing (RRH) & services to help DV survivors find safe housing. There are 0 BOSCoC RRH projects serving only DV/SV survivors. NH Coalition Against Domestic & Sexual Violence (NHCADSV) provides some housing navigation & case management through DV trauma informed services, community & mainstream resource connections, & general support, they continue to turn away people yearly who need support to achieve/maintain safety. 2. In State Fiscal Year 2018 NHCADSV served 8,602 individuals. Of that #, 2,333 were eligible for crisis shelter bed & only 479 individuals were served in the 156 available crisis shelter beds in the BOSCOG. 1,032 adults & 822 children, 1,854 people, were not able to obtain housing support, financial assistance or supportive services to locate & maintain housing to increase safety due to lack of resources. 20% of survivors who presented w/need for DV shelter bed were served in the DV system. 3. Data for CoC & ESG-funded Programs is from Homeless Management Info System (HMIS). Per Universal Data Standards participants are asked basic demographics & if they are a DV victim/survivor, how long ago DV occurred, & if they are actively fleeing. DV dedicated projects & victim service providers (VSP) don't enter data into HMIS. NHCADSV VSP data is reported to BOSCOG in aggregate from their ACCESS database providing flexibility & integrity to statewide data collection, w/security & confidentiality protocols in place to protect survivor info. The database is VAWA compliant. 4. BOSCOG determined the unmet need for DV survivor housing & services using aggregate data & by assessing currently available survivor services & housing in BOSCOG & comparing those #s to the aggregate number of survivors served through shelter programs or have been turned away from shelter programs due to lack of available shelter beds. Any survivor that didn't obtain housing assistance or services through NHCADSV is considered an unmet need.

1C-4e. Applicants must describe how the DV Bonus project(s) being applied for will address the unmet needs of domestic violence survivors. (limit 2,000 characters)

The rapid rehousing (RRH) project will provide utility, security deposits, & rent along w/case management for up to 2 years for survivors to obtain & remain in permanent housing (PH). RRH staff will help survivors locate safe housing of

their choice, maintain housing & increase safety through planning & trauma-informed resources. RRH staff will assist survivors w/increasing safety, regaining control & independence, offering connections to community resources to meet needs for housing, food, mental health & medical care, help applying for Victim's compensation funds, & legal support. RRH staff assist w/applying for mainstream benefits(SNAP, TANF, Section 8),connect w/employment & education resources, credit counseling & repair, & financial security trainings to increase housing stability. Households w/children will be connected to education resources & childcare as needed. NH Coalition Against Domestic & Sexual Violence (NHCADSV) intends to serve 16 households & 45 survivors who would not otherwise obtain PH w/assistance. The lack of affordable housing in NH & the financial obstacles survivors face in establishing independent lives have created a critical gap in their ability to independently secure PH resulting in longer shelter stays or returns to abusive partners. NHCADSV has demonstrated 91% of the population who received victim-centered assistance remained in PH at the end of 2 years due to dedicated resources to secure safe, sustainable housing. This project will provide staff to support victims in obtaining & maintain PH, along w/rental assistance to help move survivors quickly into PH. RRH funding dedicated to people fleeing DV will meet a critical gap in the BOSCOG geography as there are no fully dedicated projects for this subpopulation. The subrecipient can offer access to the Office of Victim Crime grant which can assist survivors w/overcoming obstacles in maintaining PH, employment or education, such as fixing a vehicle, or back payments on utilities.

1C-4f. Applicants must address the capacity of each project applicant applying for DV bonus projects to implement a DV Bonus project by describing:

- (1) rate of housing placement of DV survivors;**
 - (2) rate of housing retention of DV survivors;**
 - (3) improvements in safety of DV survivors; and**
 - (4) how the project applicant addresses multiple barriers faced by DV survivors.**
- (limit 4,000 characters)**

1. BHS as the project applicant, has funded 13 DV crisis shelters for approximately 20 years. BHS has worked closely with The NH Coalition Against Domestic and Sexual Violence (NHCADSV) and its members who will be the subrecipient for this project. NHCADSV has steadily improved the rate of securing PH for people fleeing DV from 35% in 2013 to 55% in 2017. The NH Coalition Against Domestic and Sexual Violence (NHCADSV) is in the first year of operating a Department of Justice funded supportive services pilot project that follows the Housing First principles to help people fleeing domestic violence (DV) quickly locate housing and then work on longer term service needs once the household is in a safe place. Using these funds, NHCADSV has supported 75 families, of which 27% that were homeless due to domestic violence were able to find, secure, and maintain permanent housing (PH). Bureau of Housing Supports (BHS) serves fewer DV survivors but still secured PH for 39% of people that self-identified as DV survivors. 2. In the BOSCOG, in 2017, the NHCADSV demonstrated that 91% of survivors remained in permanent housing at the end of 2 years by dedicating resources to secure safe, sustainable housing. Of the people fleeing domestic violence who were served in BHS non-DV dedicated projects through CoC Program or Emergency Shelter Grant

(ESG) only 3.85% of people fleeing DV returned to homelessness after leaving for a housing destination. 3. NHCADSV will be directly working with participants with BHS providing administrative oversight. NHCADSV and its member programs provide people with a survey upon their exit from DV crisis shelter. The survey specifically asks people whether or not they feel safer after working with a crisis center. Safety is defined by the survivor, and can include increased coping skills, increased support system, increased independence, improved safety plan, and others. In the most recent 6 month period where surveys have been analyzed, 76% of responding clients reported feeling safer after working with a NHCADSV member program. 4. NHCADSV and its member agencies' shelter staff and crisis center staff work with DV survivors to determine the financial support that is required to find and maintain safe housing, connect them to landlords, provide access to services, & provide ongoing case management. In addition, advocates help victims identify their own goals for financial independence & connect them to resources to accomplish their goals. This may include providing short & long term financial planning & life skills training as well as connecting them w/ microloan programming to improve credit, career training opportunities, homeless service providers and other community supports. Advocates also support victims in screening for eligibility for mainstream programs such as SSI/SSDI, TANF, etc. This is all done in partnership with the household to make sure the process is self-directed and increases their feeling of safety. In addition to directly working with participants NHCADSV provides community education to law enforcement, educational systems, service providers, and others in order to educate the community about the unique challenges faced by DV survivors. NHCADSV, in partnership with the NH Attorney General's office, hosts an annual 2-day conference specifically focused on training the community on the needs and barriers for DV survivors. NHCADSV engages with the community at many different points of entry through its DV providers in order to secure safe shelter for survivors.

1C-5. PHAs within CoC. Applicants must use the chart to provide information about each Public Housing Agency (PHA) in the CoC's geographic areas:

- (1) Identify the percentage of new admissions to the Public Housing or Housing Choice Voucher (HCV) Programs in the PHA who were experiencing homelessness at the time of admission;**
- (2) Indicate whether the PHA has a homeless admission preference in its Public Housing and/or HCV Program; and**
- (3) Indicate whether the CoC has a move on strategy. The information should be for Federal Fiscal Year 2017.**

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2017 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g. move on?
NH Housing and Finance Authority	15.00%	No	No
Keene Housing Authority	12.00%	No	No
Portsmouth Housing Authority	41.00%	No	No
Lebanon Housing Authority	20.00%	No	No
Berlin Housing Authority	12.50%	No	No

1C-5a. For each PHA where there is not a homeless admission preference in their written policy, applicants must identify the steps the CoC has taken to encourage the PHA to adopt such a policy. (limit 2,000 characters)

1. Bureau of Housing Supports staff, under the supervision of the BHS Administrator, conduct strategic outreach on approximately a bi-monthly basis with the Public Housing Authorities in the Balance of State COC geographic region. This outreach most often occurs during regional housing coalition meetings, where BHS staff provide education to PHA directors and other community providers about the benefits of providing a homeless admission preference. BHS also provides this information at the NH Housing and Community Development Planning Council (HCDPC) quarterly meeting, of which the BHS Admin is a chair in partnership with NH Housing and Finance Authority. The HCDPC membership includes PHA directors from across the BOSCOG geography. BOSCOG members meet individually with PHA directors in their regions. Several regions have adopted informal agreements over the past year in an effort to pilot a homeless preference, with BOSCOG programs providing the supportive services to assist people in completing housing applications. Another effort made by the BOSCOG has been through presentations to the NH Interagency Council on Homelessness (ICH), providing education on the Housing First approach and the importance of moving individuals and families into housing quickly in order to more effectively address their other needs. The BHS Administrator/BOSCOG co-chair is a subcommittee chair for the NH ICH, and is working with the subcommittee to identify system housing and services gaps, and to propose changes to address the system gaps. The lack of a homeless admission preference in most of the PHAs in NH is a considerable gap that is being discussed by the NH ICH subcommittee led by the BHS Administrator. 2. N/A The CoC does work with PHAs in the geographic areas.

1C-5b. Move On Strategy with Affordable Housing Providers. Does the CoC have a Move On strategy with affordable housing providers in its jurisdiction (e.g., multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs)? No

1C-6. Addressing the Needs of Lesbian, Gay, Bisexual, Transgender (LGBT). Applicants must describe the actions the CoC has taken to address the needs of Lesbian, Gay, Bisexual, and Transgender individuals and their families experiencing homelessness. (limit 2,000 characters)

The Balance of State CoC has widely shared the Equal Access in Accordance with an Individual's Gender Identity in Community Planning and Development Programs Final Rule with BOSCOG members through email distribution. BHS, as the Collaborative Applicant for the BOSCOG, has amended contracts to

include language that requires projects to be in accordance with the 2012 Equal Access Rule, and any future variations of the rule. BOSCOG subrecipients accept the stated gender of an applicant, offer accommodations that honor a person's identity, and help connect with different providers if a project is unable to meet an individual's needs based on the choice of the individual. BOSCOG subrecipients accept families as they present themselves, and do not require proof of marriage in order to serve two people as a family. At the BHS annual conference on homelessness on September 28, 2017, the True Colors Fund presented a day-long training on LGBTQ youth homelessness. The training included lectures on topics such as The Prevalence and Unique Needs of LGBTQ Youth Experiencing Homelessness, Using Personal Gender Pronouns, and How Systems of Oppression Perpetuate the Cycle of Homelessness for LGBTQ Youth. The BOSCOG has partnered with youth serving organizations to provide education to the BOSCOG subrecipients about resources available to LGBT individuals and families. Homeless shelters located within the BOSCOG that are funded through BHS using state of NH general funds are also obligated to comply with the Equal Access Rule of 2012 per the State Administrative Shelter Rules.

1C-6a. Anti-Discrimination Policy and Training. Applicants must indicate if the CoC implemented a CoC-wide anti-discrimination policy and conducted CoC-wide anti-discrimination training on the Equal Access Final Rule and the Gender Identity Final Rule.

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement the Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity (Equal Access Final Rule)?	Yes
3. Did the CoC conduct annual CoC-wide training with providers on how to effectively implement Equal Access to Housing in HUD Programs in Accordance with an Individual's Gender Identity (Gender Identity Final Rule)?	Yes

1C-7. Criminalization of Homelessness. Applicants must select the specific strategies the CoC implemented to prevent the criminalization of homelessness 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"/>
Engaged/educated local business leaders:	<input checked="" type="checkbox"/>
Implemented communitywide plans:	<input checked="" type="checkbox"/>
No strategies have been implemented:	<input type="checkbox"/>
Other:(limit 50 characters)	<input type="checkbox"/>

	<input type="checkbox"/>
	<input type="checkbox"/>

1C-8. Centralized or Coordinated Assessment System. Applicants must:
(1) demonstrate the coordinated entry system covers the entire CoC geographic area;
(2) demonstrate the coordinated entry system reaches people who are least likely to apply homelessness assistance in the absence of special outreach;
(3) demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner; and
(4) attach CoC’s standard assessment tool.
(limit 2,000 characters)

1. BOSCOG Coordinated Entry (CES) coordinates access to housing for people who are homeless/at risk of homelessness in the entire BOSCOG in coordination w/ 2 other CoCs in NH. Each region has implemented a local process to meet people in person, conduct assessment & referral in collaboration w/BOSCOG process. 211-NH is a single access point for people who are homeless/at risk & emergency shelters operate as regional CES walk-in centers. 2.All outreach under ESG, PATH, or CoC program are linked to CES where staff serve people who are literally homeless/at-risk of homelessness through visits to emergency shelters, outreach to unsheltered, identifying people who are experiencing chronic homelessness(CH) to help quickly move into housing. Outreach staff are tasked w/locating & engaging the hardest to reach homeless, including unsheltered, people w/substance use disorder or mental illness, and those w/criminal history. Limited English Proficiency plans on file at CES access points to ensure the ability to serve people who speak English as a 2nd language, are deaf/hard of hearing, have limited vision, or any other communication access challenge. 3. All people who walk in/call CES complete a Prevention & Diversion tool. If not diverted from homelessness, a Housing Barriers Assessment is done to determine barriers to exiting homelessness, and then people are assessed for vulnerabilities & severity of needs using the VI-SPDAT. The CoC’s adoption of HUD’s Notice CPD 16-11, to prioritize people experiencing chronic homelessness & other vulnerable populations is applied to all project types to ensure those most in need get access to available resources. Through a By Name List, people are prioritized & referred based on vulnerability score which considers disability status, substance use, criminal records, income & length of time homeless. All other households receive community referrals& basic housing search assistance to help them exit homelessness.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1D-1. Discharge Planning–State and Local. Applicants must indicate whether the CoC has a discharge policy to ensure persons discharged from the systems of care listed are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).

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-2. Discharge Planning Coordination. Applicants must indicate whether the CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).

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"/>

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

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

1E-1. Project Ranking and Selection. Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2018 CoC Program Competition:

- (1) objective criteria;**
- (2) at least one factor related to achieving positive housing outcomes;**
- (3) a specific method for evaluating projects submitted by victim services providers; and**
- (4) attach evidence that supports the process selected.**

Used Objective Criteria for Review, Rating, Ranking and Section	Yes
Included at least one factor related to achieving positive housing outcomes	Yes
Included a specific method for evaluating projects submitted by victim service providers	Yes

1E-2. Severity of Needs and Vulnerabilities. Applicants must describe:

- (1) the specific severity of needs and vulnerabilities the CoC considered when reviewing, ranking, and rating projects; and**
- (2) how the CoC takes severity of needs and vulnerabilities into account during the review, rating, and ranking process.**

(limit 2,000 characters)

1. New projects have established threshold criteria to commit to Housing First approach despite barriers. If this is not met an application is not eligible & is not considered for ranking. New projects are reviewed for population they will serve (higher points for higher % of proposed chronic homeless (CH) dedicated beds) & how they will serve people w/history of DV. Renewal project applications are reviewed for Housing First commitment to serve people despite barriers, % of CH people served during operating year, % of people with no income at entry, % of youth served, % of people served w/disabilities including substance use. 2. Severity of needs & vulnerabilities are considered to inform rating & review by awarding points to projects that serve people w/higher needs & more vulnerabilities to ensure housing resource are available. Score is the primary factor of project ranking for inclusion in BOSCO application. New project must commit to Housing First or the project is not eligible for review. Renewal applicants stating they following Housing First provide their existing policies to ensure Housing First is present & that lack of income, history of substance use, criminal records, & current/historical mental health challenges are not reasons for discharge from a project & to ensure refusal to participate in case

management, failure to make progress on service plan, loss of income/failure to improve income, being a victim/survivor of DV, or any other activity not typically covered in a lease in the region cannot be reasons for discharge from a project. These items are assigned a point value in the renewal tool. New project applicants received higher points for a higher % of proposed CH dedicated beds, Renewal projects receive higher points for new participants who enter as CH and higher % of people entering with no income to help offset possible point losses on the performance measure questions around increasing income.

1E-3. Public Postings. Applicants must indicate how the CoC made public:

- (1) objective ranking and selection process the CoC used for all projects (new and renewal);**
- (2) CoC Consolidated Application—including the CoC Application, Priority Listings, and all projects accepted and ranked or rejected, which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the CoC Program Competition application submission deadline; and**
- (3) attach documentation demonstrating the objective ranking, rating, and selections process and the final version of the completed CoC Consolidated Application, including the CoC Application with attachments, Priority Listing with reallocation forms and all project applications that were accepted and ranked, or rejected (new and renewal) was made publicly available, that legibly displays the date the CoC publicly posted the documents.**

Public Posting of Objective Ranking and Selection Process		Public Posting of CoC Consolidated Application including: CoC Application, Priority Listings, Project Listings	
CoC or other Website	<input type="checkbox"/>	CoC or other Website	<input type="checkbox"/>
Email	<input type="checkbox"/>	Email	<input type="checkbox"/>
Mail	<input type="checkbox"/>	Mail	<input type="checkbox"/>
Advertising in Local Newspaper(s)	<input type="checkbox"/>	Advertising in Local Newspaper(s)	<input type="checkbox"/>
Advertising on Radio or Television	<input type="checkbox"/>	Advertising on Radio or Television	<input type="checkbox"/>
Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>	Social Media (Twitter, Facebook, etc.)	<input type="checkbox"/>

1E-4. Reallocation. Applicants must indicate whether the CoC has cumulatively reallocated at least 20 percent of the CoC’s ARD between the FY 2014 and FY 2018 CoC Program Competitions.

Reallocation: Yes

1E-5. Local CoC Competition. Applicants must indicate whether the CoC:

- (1) established a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline—attachment required;**
- (2) rejected or reduced project application(s)—attachment required; and**
- (3) notify applicants that their project application(s) were being rejected or**

**reduced, in writing, outside of e-snaps, at least 15 days before FY 2018
CoC Program Competition Application deadline—attachment required. :**

(1) Did the CoC establish a deadline for project applications that was no later than 30 days before the FY 2018 CoC Program Competition Application deadline? Attachment required.	Yes
(2) If the CoC rejected or reduced project application(s), did the CoC notify applicants that their project application(s) were being rejected or reduced, in writing, outside of e-snaps, at least 15 days before FY 2018 CoC Program Competition Application deadline? Attachment required.	Yes
(3) Did the CoC notify applicants that their applications were accepted and ranked on the Priority Listing in writing outside of e-snaps, at least 15 before days of the FY 2018 CoC Program Competition Application deadline?	Yes

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2A-1. Roles and Responsibilities of the CoC and HMIS Lead. Does your CoC have in place a Governance Charter or other written documentation (e.g., MOU/MOA) that outlines the roles and responsibilities of the CoC and HMIS Lead? Attachment Required. Yes

2A-1a. Applicants must:
(1) provide the page number(s) where the roles and responsibilities of the CoC and HMIS Lead can be found in the attached document(s) referenced in 2A-1, and
(2) indicate the document type attached for question 2A-1 that includes roles and responsibilities of the CoC and HMIS Lead (e.g., Governance Charter, MOU/MOA).

1) Pages 5-6, 9-10, 14 and 18-25 2) NH BoSCoC Governance Charter and NH HMIS Governance Model MOU

2A-2. HMIS Policy and Procedures Manual. Does your CoC have a HMIS Policy and Procedures Manual? Attachment Required. Yes

2A-3. HMIS Vender. What is the name of the HMIS software vendor? Mediware Information Systems, Inc.

2A-4. HMIS Implementation Coverage Area. Using the drop-down boxes, applicants must select the HMIS implementation Coverage area. Statewide HMIS (multiple CoC)

2A-5. Bed Coverage Rate. Using 2018 HIC and HMIS data, applicants must report by project type:
(1) total number of beds in 2018 HIC;
(2) total beds dedicated for DV in the 2018 HIC; and

(3) total number of beds in HMIS.

Project Type	Total Beds in 2018 HIC	Total Beds in HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ESG) beds	509	123	363	94.04%
Safe Haven (SH) beds	0	0	0	
Transitional Housing (TH) beds	128	0	117	91.41%
Rapid Re-Housing (RRH) beds	148	0	148	100.00%
Permanent Supportive Housing (PSH) beds	486	0	311	63.99%
Other Permanent Housing (OPH) beds	0	0	0	

2A-5a. To receive partial credit, if the bed coverage rate is 84.99 percent or lower for any of the project types in question 2A-5., applicants must provide clear steps on how the CoC intends to increase this percentage for each project type over the next 12 months. (limit 2,000 characters)

1. In the BOSCOG, VASH beds are the only PSH beds not entering into HMIS, accounting for the 63.99% HMIS bed coverage rate. Over the next 12 months the BOSCOG will meet with local VA center decision makers and the administering Housing Authorities (PHA) to provide education on CoC System Performance Measures and the importance of entering PSH data into HMIS. The Bureau of Housing Supports (BHS), Collaborative Applicant for the BOSCOG, will first approach the Housing Authority that administers VASH vouchers and make a specific request that VASH beds get entered into HMIS immediately. BHS will spend the first 3 months exploring specific barriers for the Veteran’s Administration Medical Center and/or PHA to entering VASH beds into HMIS. Months 4-6 will be spent developing a collaborative action plan between the BOSCOG and the VA to overcome the identified barriers to entering data into HMIS. Months 7-12 will be spent implementing the action plan, and assessing the outcomes.

2. The BOSCOG will implement the steps described above through the veteran subcommittee to engage the VA data conversations. The veteran subcommittee includes members of all 3 Continuums of Care in NH, SSVF providers, and the VA. The TA provider assisting NH to end Veteran homelessness is assisting with the conversation HMIS data entry and System Performance Measures importance. BHS, HMIS lead agency, is bringing in a new HMIS subrecipient in 2018, Institute for Community Alliances (ICA), who has experience in partnering with COCs and VA centers in order to effectively capture homeless veteran data. ICA currently serves as the HMIS lead agency for 31 COCs in 11 states and will be a resource for the Veteran subcommittee work. Quarterly Data subcommittee meetings will re-evaluating the BOSCOG’s progress on improving HMIS bed coverage. Progress reports from the subcommittee will be shared at BOSCOG meetings and veteran subcommittees in order to ensure that progress is being monitored by all groups.

2A-6. AHAR Shells Submission: How many 2017 Annual Housing Assessment Report (AHAR) tables shells did HUD accept? 7

2A-7. CoC Data Submission in HDX. 04/30/2018
Applicants must enter the date the CoC submitted the 2018 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). (mm/dd/yyyy)

2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

2B-1. PIT Count Date. Applicants must enter the date the CoC conducted its 2018 PIT count (mm/dd/yyyy). 01/24/2018

2B-2. HDX Submission Date. Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy). 04/27/2018

2C. Continuum of Care (CoC) Point-in-Time (PIT) Count: Methodologies

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

**2C-1. Change in Sheltered PIT Count Implementation. Applicants must describe any change in the CoC’s sheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018. Specifically, how those changes impacted the CoC’s sheltered PIT count results.
 (limit 2,000 characters)**

Not Applicable

2C-2. Did your CoC change its provider coverage in the 2018 sheltered count? Yes

2C-2a. If “Yes” was selected in 2C-2, applicants must enter the number of beds that were added or removed in the 2018 sheltered PIT count.

Beds Added:	33
Beds Removed:	101
Total:	-68

2C-3. Presidentially Declared Disaster Changes to Sheltered PIT Count. Did your CoC add or remove emergency shelter, transitional housing, or Safe Haven inventory because of funding specific to a Presidentially declared disaster, resulting in a change to the CoC’s 2018 sheltered PIT count? No

2C-3a. If “Yes” was selected for question 2C-3, applicants must enter the number of beds that were added or removed in 2018 because of a Presidentially declared disaster.

Beds Added:	0
Beds Removed:	0
Total:	0

2C-4. Changes in Unsheltered PIT Count Implementation. Did your CoC change its unsheltered PIT count implementation, including methodology and data quality changes from 2017 to 2018? If your CoC did not conduct an unsheltered PIT count in 2018, select Not Applicable. Not Applicable

2C-5. Identifying Youth Experiencing Homelessness in 2018 PIT Count. Did your CoC implement specific measures to identify youth experiencing homelessness in its 2018 PIT count? Yes

2C-5a. If “Yes” was selected for question 2C-5., applicants must describe: (1) how stakeholders serving youth experiencing homelessness were engaged during the planning process; (2) how the CoC worked with stakeholders to select locations where youth experiencing homelessness are most likely to be identified; and (3) how the CoC involved youth experiencing homelessness in counting during the 2018 PIT count. (limit 2,000 characters)

1. The Balance of State COC leadership engaged the statewide Youth Subcommittee, which includes COC funded programs, child protection and juvenile justice staff, NH’s Runaway and Homeless Youth programs (administered by Child and Family Services – CFS), and members of the former NH Homeless Teen Task Force, State Representatives, the Department of Education, and school district McKinney Vento homeless liaisons to increase PIT count participation by youth centered providers. BOSCOG staff provided training and solicited feedback from these members on the chosen process and tools during in-person meetings and phone outreach. The Youth Subcommittee and Data subcommittee strategized how to enhance street outreach efforts to find youth. Providers were notified in person and via email, Facebook and the BHS website on the PIT instructions, and the Youth Count Survey. 2. During meetings on 12/17/17 and 1/18/18, BOSCOG staff met with the Youth Subcommittee to discuss PIT planning, community youth engagement and where to find youth experiencing homelessness. The Youth Subcommittee recommended conducting the counts in the schools with McKinney Vento homeless liaisons and School Resource Officers, at Child Protection district offices, and with the RHY street outreach teams. A BOSCOG funded agency in the western part of NH engaged with the local university to present to students about youth experiencing homelessness. Students were asked to participate in the count, and to provide feedback on locations that youth experiencing homelessness could be found. 3. The BOSCOG partnered with the RHY funded agency to solicit feedback from current and formerly homeless youth while it fully develops its Youth Action Board. CFS has a youth advisory board, which was given the opportunity to engage in the planning of the 2018 PIT. The BOSCOG developed a list of lessons learned from the 2018 PIT to will help inform the 2019 PIT in order to further engage youth in planning and the count night.

2C-6. 2018 PIT Implementation. Applicants must describe actions the CoC implemented in its 2018 PIT count to better count:

- (1) individuals and families experiencing chronic homelessness;**
- (2) families with children experiencing homelessness; and**
- (3) Veterans experiencing homelessness.**

(limit 2,000 characters)

1. For the 2018 PIT, Balance of State COC staff started planning on 8/5/17 by engaging the Data Subcommittee to review and approve the current methodologies, training needs, and data sharing in order to fulfill PIT requirements. On 11/17/17 and 1/9/18 there were PIT trainings held during full BOSCOG meetings, where time was dedicated to educating the BOSCOG on the Chronic Homelessness definition. Trainings were also provided to shelter directors and street outreach teams on the Chronic Homelessness definition. The BOSCOG also used HMIS data to cross reference data to verify self-reported Chronic Homelessness with the use of HMIS algorithms and reports. 2. The BOSCOG Data Subcommittee presented to the youth subcommittee to provide education on the definition of homeless that is used for the PIT, and to clarify any confusion between the definition of homelessness used for CoC Program NOFA versus the definition of homelessness used within the school districts. The BOSCOG increased coordination with the Division for Children, Youth & Families to capture data on youth that have aged out of foster care and juvenile justice into homelessness. 3. The BOSCOG utilized the existing Veterans By Name List, which is updated bi-weekly, as a reference to locate homeless veterans in their known locations. The BOSCOG partnered with SSVF providers and the 2 Veteran Administration (VA) centers that serve NH to ensure that all veterans contacted that day were counted. Throughout the year, the Veteran subcommittee has presented to the BOSCOG, the Governor's Interagency Council on Homelessness, local Veterans of Foreign Wars (VFWs) and American Legions, and DHHS groups to provide education on the definition of Veteran per the VA, SSVF, and other veteran service groups to ensure that all who served are counted.

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. First Time Homeless as Reported in HDX. In the box below, applicants must report the number of first-time homeless as reported in HDX.

Number of First Time Homeless as Reported in HDX.	1,746
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3A-1a. Applicants must:

- (1) describe how the CoC determined which risk factors the CoC uses to identify persons becoming homeless for the first time;**
- (2) describe the CoC’s strategy to address individuals and families at risk of becoming homeless; and**
- (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)**

1. The BoSCoC decreased the number of first time homeless for all COC project types by 41 people from FY 16 to 17. The BoSCoC reviewed local data about people entering homelessness and reviewed national diversion tools to determine characteristics and risk factors of those who are at risk for becoming homeless. The primary risk factors identified are current eviction notice, doubled up status for any length of time, DV risk, families with children, and lack of available financial or supportive resources. The BOSCoC trialed the National Alliance to End Homelessness’ Initial Prevention & Diversion Tool (PDT) guided assessment, which assesses for risk factors above, to gather data about people entering homelessness and confirmed the risk factors listed above are relevant to our geographic area. The CoC continues to use the PDT in coordinated entry to gather data about any changes in risk factors for our area. 2. The BOSCoC strategy is to divert people presenting for homeless services to other available resources within the COC and fund prevention activities. The BOSCoC implemented the PDT guided assessment to identify risk factors determined to impact entry into the local homeless response system and based on the results of the PDT interview providers identify which available service is most appropriate for each person or household to prevent homelessness. This method increased the number of people diverted from entering the homeless system by connecting them with state funded intervention services, including security deposit and first month’s rent assistance. 40% of Emergency Solutions Grant (ESG) funds, from Bureau of Housing Supports who is the CoC Collaborative Applicant and ESG recipient, support prevention activities including rental subsidies, case management and landlord mediation to prevent evictions. 3. The BHS Administrator/BOSCoC co-chair is responsible for oversight of these activities and strategies.

3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:
 (1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
 (2) describe the CoC’s strategy to reduce the length-of-time individuals and persons in families remain homeless;
 (3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
 (4) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the length of time individuals and families remain homeless.
 (limit 2,000 characters)

1. The average length of time (LOT) homeless for people in ES, SH, & TH projects was 115 days. 2. To reduce the LOT homeless, the BOSCOG prioritizes people experiencing chronic homelessness (CH) & if there aren't eligible CH households, BOSCOG prioritizes by length of homelessness, disability, & severe service needs. To enforce this practice the CoC adopted Notice CPD 16-11: Prioritizing Persons Experiencing Chronic Homelessness & Other Vulnerable Homeless Persons in PSH into the BOSCOG Written Standards, requiring all PH, RRH, and TH to prioritize the longest time homeless for housing openings. These standards are used to determine referrals from Coordinated Entry (CE) for project openings and in compliance monitoring. The COC allocates ESG Rapid Re-housing funding to cover each CoC county to quickly house people & reduce the LOT homeless. In addition, housing navigation services are offered to help people locate housing units, programs offering security deposit & first month’s rent assistance are allocated to cover the entire BOSCOG geography, & local areas cultivate landlord relationships to help increase access to units for people who do not have a perfect rental history. Local Community Action Programs offer utility assistance which assists individuals w/poor credit history in securing utilities, which is often a barrier in obtaining housing. 3. People are assessed upon entry into homeless service system through CE for LOT homeless and it is documented on the By Name List to be used as a prioritization factor for available housing resources. PSH projects house those with the longest LOT homeless by notifying CE of openings and requesting a referral which is prioritized by CH and then LOT homeless if not CH. Referred households are contacted by the project to determine eligibility and then assisted with housing search and placement. 4. The BHS Administrator/BOSCOG co-chair is responsible for oversight of these activities and strategies.

3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX. Applicants must:
 (1) provide the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations; and
 (2) provide the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations.

	Percentage
Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.	51%

Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	95%
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3A-3a. Applicants must:

**(1) describe the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations; and
 (2) describe the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.**

(limit 2,000 characters)

1. BOSCO emergency shelters (ES), transitional housing (TH) projects & rapid rehousing (RRH) projects have staff that help people identify housing barriers & solutions in order to move to permanent housing (PH). Strategies include COC notification of PH openings, referrals from the By Name List, (prioritized following Notice CPD 16-11), Written Standards requiring projects to terminate only for the most severe violations, annual project compliance monitoring & linking to services & financial assistance resources such as security & utility deposits, to provide one-time or on-going assistance to successfully exit to PH. Joint bimonthly meetings to share info about local housing resources that are not yet connected w/BOSCO. Projects develop relationships w/landlords to gain access to available units for people to quickly move into & retain after project exit. 2. The strategy to increase the rate that people in PH retain housing or exit to PH is the implementation of Written Standards requiring projects to terminate for only the most severe violations, annual project compliance monitoring for discharges, mediation services for tenants/landlords to resolve conflicts before eviction, & state funded prevention assistance to maintain housing in emergency situations. Case managers develop service plans w/people to identify ways to increase housing stability & they assist people to apply for Housing Choice Vouchers/public housing options. BOSCO co-chair speaks quarterly w/PHAs through the Housing Community Development & Planning Council (HCDPC) about homeless preferences & move-on preferences for households that need ongoing rental assistance but no longer need supportive services. 3. COC Admin is responsible for the strategy to increase the rate at which people in ES, SH, TH and RRH exit to PH destinations. 4. COC Admin is responsible for the strategy to increase the rate at which people in PH projects, other than RRH retain their PH or exit to PH destinations.

3A-4. Returns to Homelessness as Reported in HDX. Applicants must report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX.

	Percentage
Report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX	4%

3A-4a. Applicants must:

(1) describe how the CoC identifies common factors of individuals and persons in families who return to homelessness;

- (2) describe the CoC’s strategy to reduce the rate of additional returns to homelessness; and**
- (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the rate individuals and persons in families returns to homelessness.**
(limit 2,000 characters)

1. The BOSCOG has implemented the use of the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SDAT). The VI-SPDAT assessment is given to all homeless individuals and families upon entry into the homeless services system. When an individual or family returns to homelessness, they are reassessed using the VI-SPDAT, which is entered into HMIS. All homeless individuals and families that have completed a VI-SDPAT are tracked on the By Name List, which is updated at minimum monthly. All individuals and families that have returned to homelessness are sorted, and an HMIS report is run giving an aggregate summary of the VI-SPDAT responses, which allows the BOSCOG to identify trending factors for these individuals. 2. The BOSCOG’s strategy to reduce the rate of returns to homelessness includes BOSCOG Written Standards which restrict projects from terminating housing to only the most severe violations, and offering mediation services between landlords and tenants prior to eviction. Emergency Solutions Grant funding is strategically allocated for Homeless Prevention funding to cover the entire BOSCOG geography to provide assistance if housing is in jeopardy and state funding for short-term rental assistance to maintain housing units. BHS conducts project monitoring at least annually to ensure compliance with the above strategies and requires projects to notify them before termination to avoid returns to homelessness. The COC data subcommittee reviews system performance measures, including returns to homelessness, to identify system-level issues contributing to returns. The BHS data analyst provides individual providers their data quality and performance outcomes so improvements can be made. 3. The Bureau of Housing Supports, under the supervision of the BHS Administrator, is responsible for overseeing the BOSCOG’s strategy for reducing the rate that individuals and persons in families return to homelessness.

3A-5. Job and Income Growth. Applicants must:

- (1) describe the CoC’s strategy to increase access to employment and non-employment cash sources;**
- (2) describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and**
- (3) provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment.**
(limit 2,000 characters)

1. The strategy to increase access to employment and non-employment cash sources includes increasing coordination at the state level between departments that fund service resources to connect people to employment training and job placement and provide support in applying for mainstream cash sources such as SSI/SSDI. The BOSCOG requires all programs to provide assistance in applying to mainstream services including SSI/SSDI, TANF, SNAP, and Medicaid. TANF and Medicaid programs have employment requirements, including support in accessing training and employment opportunities. BOSCOG partners with DHHS, where these mainstream services

are housed, in order to facilitate access for individuals experiencing homelessness. Bureau of Housing Supports (BHS) conducts annual CoC project monitoring, & monthly performance reviews to identify projects struggling w/accessing employment & non-employment resources. Struggling projects are provided assistance from BHS CoC Program Admin to identify local & State resources. 2. Employment programs are invited to COC mtgs to educate projects on their resources and 211 staff are trained to assess and refer to resources to increase income. All BOSCOG Programs help participants apply and maintain benefits through NH's single benefit application for cash assistance, medical, SNAP, childcare, medical beneficiary, and long term supports and services, that is accessible in paper and electronically. Staff are required to assist w/appeals if initial apps are denied. The COC System Administrator is SOAR trained, and all BOSCOG funded projects have at least one SOAR trained staff person that assists clients with their SSI applications. BOSCOG programs provide assistance in accessing employment programs through their supportive services, which assists individuals with increasing their cash income. 3. The COC Administrator at BHS is responsible for overseeing the BOSCOG's strategy to increase job and income growth from employment.

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy) 05/31/2018

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

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

- 3B-1. DedicatedPLUS and Chronically Homeless Beds. In the boxes below, applicants must enter:**
- (1) total number of beds in the Project Application(s) that are designated as DedicatedPLUS beds; and**
 - (2) total number of beds in the Project Application(s) that are designated for the chronically homeless, which does not include those that were identified in (1) above as DedicatedPLUS Beds.**

Total number of beds dedicated as DedicatedPLUS	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	253
Total	253

3B-2. Orders of Priority. Did the CoC adopt the Orders of Priority into their written standards for all CoC Program-funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing? Attachment Required. Yes

3B-2.1. Prioritizing Households with Children. Using the following chart, applicants must check all that apply to indicate the factor(s) the CoC currently uses to prioritize households with children during FY 2018.

History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>
Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad credit or rental history	<input checked="" type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

3B-2.2. Applicants must:

- (1) describe the CoC’s current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;**
 - (2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and**
 - (3) provide the organization name or position title responsible for overseeing the CoCs strategy to rapidly rehouse families with children within 30 days of becoming homeless.**
- (limit 2,000 characters)**

1. The CoC’s strategy to rapidly rehouse families w/children includes building a system to identify family’s needs to quickly exit homelessness, allocation of housing resources to exit homelessness and prevention funds to reduce returns to homelessness. At intake families w/children are assessed for housing needs & barriers, income levels, and supports needed to return to housing w/in 30 days. Families in shelter or living in places not meant for human habitation are tracked on a by-name list so each area can link to available housing & services. All BOSCOG & state funded homeless services staff assist families in housing search, navigating the housing market, completing paperwork & learning skills to maintaining housing. Regions develop landlord relationships to increase access to units and each have family PSH & RRH allocations. Regions conducts outreach to PHAs requesting preferences for families, resulted in 50 Housing Choice Vouchers dedicated to rapid rehousing families who need longer term subsidy. ESG RRH covers every CoC county and is available to families. 2. Per the BOSCOG Written Standards, families who enter RRH are eligible for case management services during & after (up to 6 months) housing payments end to support families in maintaining good tenant/landlord relationships & resolving barriers . Projects assist families in applying for mainstream services such as TANF, SSI/SSDI, SNAP, & Medicaid, as well as family centered services such as Home Visiting, WIC services & other early supports/services that help families maintain housing. Many COC implementation agencies also house a variety of family centered services as well as employment services and access to basic needs such as food pantries. Prevention funds are available in each county if participants are in danger of reentering the homeless system. 3. The Bureau of Housing Supports is responsible for overseeing the BOSCOG strategy to rapidly rehouse families w/children w/in 30 days of homelessness

3B-2.3. Antidiscrimination Policies. Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent supportive housing (PSH and RRH) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status, or disability when entering a shelter or housing.

CoC conducts mandatory training for all CoC and ESG funded service providers on these topics.	<input type="checkbox"/>
CoC conducts optional training for all CoC and ESG funded service providers on these topics.	<input type="checkbox"/>
CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	<input type="checkbox"/>
CoC has worked with ESG recipient(s) to identify both CoC and ESG funded facilities within the CoC geographic area that may be out of compliance, and taken steps to work directly with those facilities to come into compliance.	<input type="checkbox"/>

CoC has sought assistance from HUD through submitting AAQs or requesting TA to resolve non-compliance of service providers.

3B-2.4. Strategy for Addressing Needs of Unaccompanied Youth Experiencing Homelessness. Applicants must indicate whether the CoC's strategy to address the unique needs of unaccompanied homeless youth includes the following:

Human trafficking and other forms of exploitation	Yes
LGBT 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

3B-2.5. Prioritizing Unaccompanied Youth Experiencing Homelessness Based on Needs. Applicants must check all that apply from the list below that describes the CoC's current strategy to prioritize unaccompanied youth based on their needs.

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
Unsheltered Homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad Credit or Rental History	<input checked="" type="checkbox"/>

3B-2.6. Applicants must describe the CoC's strategy to increase:
(1) housing and services for all youth experiencing homelessness by providing new resources or more effectively using existing resources, including securing additional funding; and
(2) availability of housing and services for youth experiencing unsheltered homelessness by providing new resources or more effectively using existing resources.
(limit 3,000 characters)

1. The Balance of State Continuum of Care formed the Youth Subcommittee approximately one year ago. The purpose of the BOSCO Youth Subcommittee is to coordinate providers of homeless services for youth, other youth serving professionals (including the education community), and community members to identify the scope of youth homelessness, and to develop a collaborative strategy to prevent and end youth homelessness including requesting more funding. New youth services providers have come to the table, along with additional McKinney Vento homeless liaisons which allowed the BOSCO to do an informed full resource assessment. This enabled the BOSCO to identify the gaps or homeless youth in the BOSCO, which include emergency shelter, permanent housing options, and supportive services. Funding opportunities are was widely shared with youth providers,

which resulted in one agency applying for and being included in the FY18 CoC's CoC Program Project Listing for a youth Rapid re-housing project. The BOSCOB submitted a funding request with DHHS-NH for \$600,000 per state fiscal year to support and expand an RRH program for youth experiencing homelessness.

2. There is one program in the BOSCOB that provides street outreach specifically for unsheltered homeless youth, funded through the Runaway and Homeless Youth (RHY) grant. The RHY street outreach program partners with Coordinated Entry outreach, PATH outreach, SSVF outreach, and healthcare for the homeless outreach in order to engage unsheltered homeless youth. By engaging unsheltered youth, the youth are able to undergo a CES assessment in order to determine their eligibility for available housing resources. The Youth RRH bonus application intends to serve unsheltered youth with a minimum of 50% of funded beds. BOSCOB submitted a funding request with DHHS-NH for \$200,000 per state fiscal year to support and expand a street outreach program for unsheltered homeless youth.

3B-2.6a. Applicants must:

(1) provide evidence the CoC uses to measure both strategies in question 3B-2.6. to increase the availability of housing and services for youth experiencing homelessness;

(2) describe the measure(s) the CoC uses to calculate the effectiveness of the strategies; and

(3) describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of the CoC's strategies.

(limit 3,000 characters)

1. The BOSCOB will continue to analyze PIT data on number of homeless youth within the COC, and housing inventory data to determine if the resources are starting to meet the need. The BOSCOB will collect data from the BOSCOB youth Subcommittee meetings to determine if available housing will meet the current needs seen in specific communities across the state. This will help determine allocation of any additional, supplemental funds requested in the current state budget for youth. Stakeholders including implementing agencies and Youth representatives will provide feedback on improvements and how to best serve Youth within the BOSCOB.

2. The BOSCOB collaborates with the Runaway and Homeless Youth (RHY) funded provider on activities and outcomes to measure effectiveness of serving unsheltered youth. The RHY program manager, the Youth Subcommittee co-chair, is responsible for the process and outcome measures. The BOSCOB utilizes the RHY outcomes looking at who is connected to services and who enters permanent housing for youth served by street outreach and RHY funded transitional living programs. The BOSCOB utilizes aggregate data within the System Performance Measures to determine the effectiveness of the COC's Strategies to serve the homeless population. The BOSCOB utilizes stakeholder feedback as an important subjective mechanism to determine the effectiveness of services provided.

3. The measures used by the CoC are appropriate because they provide a three tiered approach to self assessment. First they measure the actual change in youth homelessness through the PIT and the actual increase in dedicated

resources through the housing inventory. While the CoC continues to build out the youth response system, stakeholder feedback is appropriate because youth homelessness is difficult to measure and is sometimes hidden within larger system measures. RHY outcomes for outreach are important to make sure engaged youth find their way to housing and out of homelessness.

3B-2.7. Collaboration–Education Services. Applicants must describe how the CoC collaborates with:

- (1) youth education providers;**
 - (2) McKinney-Vento State Education Agency (SEA) and Local Education Agency (LEA);**
 - (3) school districts; and**
 - (4) the formal partnerships with (1) through (3) above.**
- (limit 2,000 characters)**

1. The BOSCOG collaborates with youth education providers, McKinney-Vento LEA and SEA, and school districts through a variety of partnerships. The Department of Education Director of the Office of Homeless Education, multiple school district McKinney-Vento homeless liaisons, and other youth education providers such as Head Start directors and school guidance counselors/social workers are members of the BOSCOG Youth Subcommittee. The Youth Subcommittee meets monthly, with a focus on developing a coordinated community response to preventing and ending youth homelessness. Education providers are BOSCOG members, and are invited and encouraged to review policies and procedures to ensure that the needs of youth experiencing homelessness are appropriately considered and addressed. CoC providers connect families w/children to homeless liaisons at intake, educate them on McKinney- Vento law, facilitate communication w/school districts, & follow-up to ensure education needs are being met.

2. The BOSCOG has formal partnerships with the Bureau of Child Development, Headstart Collaboration, the NH Department of Education Office of Homeless Education, and school district McKinney-Vento homeless liaisons formal partnerships are through the formation of the BOSCOG Youth Subcommittee. With a shared mission to develop a coordinated community response to prevent and end youth homelessness, all Youth Subcommittee members have formally agreed to pursue the US Interagency Council on Homelessness benchmarks to End Youth Homelessness.

3B-2.7a. Applicants must describe the policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.
(limit 2,000 characters)

Per the BOSCOG Written Standards, all projects serving families with children must demonstrate that they have established policies and practices that are consistent with the McKinney-Vento Act, and other laws relating to education and related services for homeless individuals. This includes requirements to inform homeless families and youth of their eligibility for McKinney Vento education services during program intake, not requiring children to enroll in new schools as a condition of program entry, not establishing program requirements that prohibit children from remaining in their school of origin, and developing

relationships with colleges to access higher education services specifically for homeless youth per the Higher Education Act. The BOSCOG Written Standards also require projects serving families with children to designate a staff person to ensure that children are enrolled in school and connected to services in the community including Head Start, Part C of the Individuals with Disabilities Education Act, and McKinney-Vento education services. The Department of Education Director for the Office of Homeless Education is a member of the BOSCOG Youth Subcommittee, along with several McKinney-Vento homeless liaisons from NH school districts. Through this partnership, the BOSCOG has received training on education services available to students experiencing homelessness.

3B-2.8. Does the CoC have written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”. Applicants must select “Yes” or “No”, from the list below, if the CoC has written formal agreements, MOU/MOA’s or partnerships with providers of early childhood services and support.

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	Yes
Head Start	No	Yes
Early Head Start	No	Yes
Child Care and Development Fund	No	Yes
Federal Home Visiting Program	No	Yes
Healthy Start	No	Yes
Public Pre-K	No	Yes
Birth to 3 years	No	Yes
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		

3B-3.1. Veterans Experiencing Homelessness. Applicants must describe the actions the CoC has taken to identify, assess, and refer Veterans experiencing homelessness, who are eligible for U.S. Department of Veterans Affairs (VA) housing and services, to appropriate resources such as HUD-VASH, Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 2,000 characters)

1. BoSCoC programs lead the effort in NH to proactively ask everyone if they (or a family member) has ever served in the military. BOSCOG providers immediately identify veteran status to prevent /divert veterans from homelessness if possible, and use a housing first approach to quickly rehouse vets & their families. This identifies all veterans & through CES immediately refers them SSVF & VA outreach programs. SSVF & VA/HUD-VASH partners work closely w/the CoC to house veterans, provide case management & to refer veterans to other services as needed. SSVF partners w/CE & PATH outreach to identify & serve hard-to-find veterans. 2. Once veterans are identified in the BOSCOG, they are outreached & offered assistance accessing all housing,

shelter, employment & financial support services they could be eligible for. A housing needs assessment is conducted, along w/CES intake in order to determine program eligibility and available resources. BOSCO works closely w/SSVF to ensure identified veterans are assessed on the same day, and are given housing options or provided w/immediate shelter if needed. 3. Through the Vet Subcommittee, the BOSCO implemented a collaborative agreement & protocol w/the other 2 CoCs in NH where any homeless veteran is immediately referred to SSVF & offered PH. If the veteran doesn't qualify for SSVF, they are referred to other RRH services, as well as all shelter or housing services in NH. SSVF workers facilitate the coordination of veteran service providers to ensure proper referrals are made for each veteran including referrals to VASH. Many veterans are housed w/in a few days. BOSCO collaborates w/2 VA medical centers and veteran services providers statewide, working on the plan to end veteran homelessness in NH. For 3 years, BoSCoC has held weekly Veteran case conferencing calls & uses a by-name list, drastically reducing the number of homeless veterans, quickly offering permanent housing, and effectively ending veteran homelessness in NH.

3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC? Yes

3B-3.3. Is the CoC actively working with the VA and VA-funded programs to achieve the benchmarks and criteria for ending Veteran homelessness? Yes

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach? Yes

3B-5. Racial Disparity. Applicants must: Yes
 (1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance;
 (2) if the CoC conducted an assessment, attach a copy of the summary.

3B-5a. Applicants must select from the options below the results of the CoC's assessment.

People of different races or ethnicities are more or less likely to receive homeless assistance.	<input type="checkbox"/>
People of different races or ethnicities are more or less likely to receive a positive outcome from homeless assistance.	<input checked="" type="checkbox"/>

There are no racial disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>
The results are inconclusive for racial disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>

3B-5b. Applicants must select from the options below the strategies the CoC is using to address any racial disparities.

The CoC's board and decisionmaking bodies are representative of the population served in the CoC.	<input type="checkbox"/>
The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.	<input type="checkbox"/>
The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.	<input type="checkbox"/>
The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups	<input type="checkbox"/>
The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.	<input type="checkbox"/>
The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.	<input type="checkbox"/>
The CoC has staff, committees or other resources charged with analyzing and addressing racial disparities related to homelessness.	<input type="checkbox"/>
The CoC is educating organizations, stakeholders, boards of directors for local and national non-profit organizations working on homelessness on the topic of creating greater racial and ethnic diversity.	<input type="checkbox"/>
The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.	<input type="checkbox"/>
The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system.	<input type="checkbox"/>
The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.	<input type="checkbox"/>
Other:	<input type="checkbox"/>

4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

Instructions:

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

- 4A-1. Healthcare. Applicants must indicate, for each type of healthcare listed below, whether the CoC:**
- (1) assists persons experiencing homelessness with enrolling in health insurance; and**
 - (2) assists persons experiencing homelessness with effectively utilizing Medicaid and other benefits.**

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

- 4A-1a. Mainstream Benefits. Applicants must:**
- (1) describe how the CoC works with mainstream programs that assist persons experiencing homelessness to apply for and receive mainstream benefits;**
 - (2) describe how the CoC systematically keeps program staff up-to-date regarding mainstream resources available for persons experiencing homelessness (e.g., Food Stamps, SSI, TANF, substance abuse programs); and**
 - (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy for mainstream benefits. (limit 2,000 characters)**

1. The Bureau of Housing Supports (BHS), BOSCoC Collaborative Applicant, is part of NH government that is working to ensure that access to mainstream and upstream services are coordinated. BHS Admin meets with program managers biweekly in the State’s Bureau of Family Assistance (BFA), the Bureau of Employment Support, Bureau of Child Support Services, and the Bureau of Child Development and Head Start Collaboration who are responsible for TANF, food stamps, Childcare, Medicaid and SSI eligibility, and work requirements programs. This keeps the BHS Admin current on available mainstream resources, which are then shared to the BOSCO through the newsletter and meeting updates. The BOSCO has specifically educated TANF, Food Stamps, and Behavioral Health programs, which include

Substance Use Disorder treatment programs, on challenges faced by people experiencing homelessness, on Coordinated Entry referrals, and has collaborated to improve sharing of information to prevent people from losing mainstream benefits as a direct result of their homelessness. 2. The BOSCO, through a partnership with NH's Department of Health and Human Services (DHHS), provides training opportunities to its membership on mainstream program options, eligibility, and application process in order to assist persons experiencing homelessness. BHS staff are directly connecting mainstream program staff with BOSCO project staff in order to streamline the application process, and to clarify confusion about program eligibility. Mainstream benefit staff present at BOSCO meetings to share changes in programs and eligibility. Updates on mainstream programs are shared with the BOSCO through the biweekly BHS newsletter, and through quarterly trainings offered to street outreach, ESG, and COC Program staff. 3. The Bureau of Housing Supports is responsible for overseeing the BOSCO's strategy for mainstream benefits. Specifically the Bureau Chief, the COC Administrator, and the COC Systems Administrator.

4A-2.Housing First: Applicants must report:

- (1) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition; and**
- (2) total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.**

Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition.	24
Total number of new and renewal CoC Program Funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC is applying for in FY 2018 CoC Program Competition that have adopted the Housing First approach—meaning that the project quickly houses clients without preconditions or service participation requirements.	23
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects in the FY 2018 CoC Program Competition that will be designated as Housing First.	96%

4A-3. Street Outreach. Applicants must:

- (1) describe the CoC's outreach;**
- (2) state whether the CoC's Street Outreach covers 100 percent of the CoC's geographic area;**
- (3) describe how often the CoC conducts street outreach; and**
- (4) describe how the CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance. (limit 2,000 characters)**

1. BOSCO Coordinated Entry (CE) street outreach works with SSVF for Veterans, PATH for people with a disability, Healthcare for the Homeless (HCH) outreach, and Runaway and Homeless Youth (RHY) outreach and conducts outreach in teams in each county ensuring all unsheltered persons are identified, engaged and rapidly connected to resources. Outreach can happen on evenings/weekends and referrals are welcome from any source. Street

outreach includes encampments, libraries, grocery store parking lots, soup kitchens, commuter parking lots, campgrounds and any other place where they may find persons in need. 211 NH is the primary point of CE system entry and they directly refer unsheltered callers to an outreach worker based on location or population. 2. 100% of the BOSCOG geography is covered by street outreach by CE outreach, PATH, SSVF, RHY, and HCH outreach. 3. Street outreach in the BOSCOG occurs daily in the urban areas and weekly to monthly in more rural areas by coordinated efforts of the outreach teams who make strategic efforts to conduct targeted outreach to known encampments and newly reported encampments on at least a biweekly basis.

4. Outreach workers training includes evidence based practices such as motivational interviewing, trauma informed treatment, and person centered approaches to case management to build skills to connect with those least likely to request assistance. Outreach staff go to places libraries, food pantries, and town offices to identify people who are not directly engaged with the homeless system. BOSCOG trains highway rest area staff, State & local law enforcement, Dept of Education, Hospitals, Municipal welfare, and others on outreach efforts and services available to ensure referrals. All outreach providers have a Limited Eng Proficiency plan detailing how to provide language accommodations to meet population's needs, including interpreters, Language Line, sign language interpreters, & others as appropriate in their community.

4A-4. Affirmative Outreach. Applicants must describe:

(1) the specific strategy the CoC implemented that furthers fair housing as detailed in 24 CFR 578.93(c) used to market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status or disability; and

(2) how the CoC communicated effectively with persons with disabilities and limited English proficiency fair housing strategy in (1) above.

(limit 2,000 characters)

1. The BOSCOG strategy includes training, access to legal services and contractual requirements, and notice of services available to ensure knowledge and implementation of fair housing practices. The BOSCOG and NH Housing and Finance Authority provide annual fair housing training that is in compliance with 24 CFR 578.93 (c). NH Legal Assistance (NHLA), with NH state general funds, assists with fair housing training and provides legal assistance to any person that reports a violation of fair housing. BOSCOG partnered with Granite United Way to produce marketing materials that are available in English and Spanish, NH's two most common languages. The BOSCOG adapted the policies and procedures required of all subrecipients to include client rights, fair housing info, grievance polices, NHLA referral information and 24 CFR 578.93 (c) compliance. The Bureau of Housing Supports (BHS) is the recipient for all but 1 BOSCOG grant, and all subrecipients are required to enter into contracts with NH DHHS, which requires agencies to be in compliance with all anti-discrimination laws specific to the project area. Agencies are required to have an approved Limited English Proficiency Plan on file with their contract to ensure that BOSCOG projects are available to all eligible persons regardless of race, color, national origin, religion, sex, gender identify, sexual orientation, age, familial status, or disability. 2. BHS receives annual training from the Office of Health Equity (formerly the Office of Minority Health), on Communication Access, Interpretation Services, Deaf and Hard of Hearing services, low vision

resources, and translation services (for written materials). BHS as the Collaborative Applicant requires all subrecipients to have an approved Limited English Proficiency Plan on file with their contracts with NH DHHS. BHS includes a Communication Access statement on public notices, directing individuals to a BHS staff member to request communication assistance as needed.

4A-5. RRH Beds as Reported in the HIC. Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2017 and 2018.

	2017	2018	Difference
RRH beds available to serve all populations in the HIC	138	148	10

4A-6. Rehabilitation or New Construction Costs. Are new proposed project applications requesting \$200,000 or more in funding for housing rehabilitation or new construction? No

4A-7. Homeless under Other Federal Statutes. Is the CoC requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other Federal statutes? No

4B. 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
1C-5. PHA Administration Plan–Homeless Preference	No		
1C-5. PHA Administration Plan–Move-on Multifamily Assisted Housing Owners' Preference	No		
1C-8. Centralized or Coordinated Assessment Tool	Yes	NH-500 Coordinate...	09/06/2018
1E-1. Objective Criteria–Rate, Rank, Review, and Selection Criteria (e.g., scoring tool, matrix)	Yes	NH 500 Objective ...	09/09/2018
1E-3. Public Posting CoC-Approved Consolidated Application	Yes		
1E-3. Public Posting–Local Competition Rate, Rank, Review, and Selection Criteria (e.g., RFP)	Yes	NH 500 Public Pos...	09/09/2018
1E-4. CoC's Reallocation Process	Yes	NH 500 Reallocati...	09/05/2018
1E-5. Notifications Outside e-snaps–Projects Accepted	Yes	NH 500 Projects A...	09/09/2018
1E-5. Notifications Outside e-snaps–Projects Rejected or Reduced	Yes	NH 500 Projects R...	09/09/2018
1E-5. Public Posting–Local Competition Deadline	Yes	NH 500 Public Pos...	09/09/2018
2A-1. CoC and HMIS Lead Governance (e.g., section of Governance Charter, MOU, MOA)	Yes	COC and HMIS Lead...	09/06/2018
2A-2. HMIS–Policies and Procedures Manual	Yes	NH 500 HMIS Polic...	09/04/2018
3A-6. HDX–2018 Competition Report	Yes	NH 500 HDX 2018 C...	09/04/2018
3B-2. Order of Priority–Written Standards	No	NH 500 Order of P...	09/10/2018

3B-5. Racial Disparities Summary	No	NH 500 Racial Dis...	09/05/2018
4A-7.a. Project List–Persons Defined as Homeless under Other Federal Statutes (if applicable)	No		
Other	No		
Other	No		
Other	No		

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description: NH-500 Coordinated Entry Tool

Attachment Details

Document Description: NH 500 Objective Criteria - Rate, Rank, Review

Attachment Details

Document Description:

Attachment Details

Document Description: NH 500 Public Posting Local Competition Rate,

Rank, Review & Selection Criteria

Attachment Details

Document Description: NH 500 Reallocation Process

Attachment Details

Document Description: NH 500 Projects Accepted

Attachment Details

Document Description: NH 500 Projects Rejected or Reduced

Attachment Details

Document Description: NH 500 Public Posting Local Competition
Deadline

Attachment Details

Document Description: COC and HMIS Lead Governance

Attachment Details

Document Description: NH 500 HMIS Policies and Procedures Manual

Attachment Details

Document Description: NH 500 HDX 2018 Competition Report

Attachment Details

Document Description: NH 500 Order of Priority - Written Standards

Attachment Details

Document Description: NH 500 Racial Disparity Summary

Attachment Details

Document Description:

Attachment Details

Document Description:

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	08/07/2018
1B. Engagement	09/10/2018
1C. Coordination	09/10/2018
1D. Discharge Planning	07/23/2018
1E. Project Review	09/10/2018
2A. HMIS Implementation	09/10/2018
2B. PIT Count	07/30/2018
2C. Sheltered Data - Methods	08/30/2018
3A. System Performance	09/10/2018
3B. Performance and Strategic Planning	09/06/2018
4A. Mainstream Benefits and Additional Policies	08/30/2018
4B. Attachments	Please Complete

FY2018 CoC Application	Page 52	09/10/2018
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Submission Summary

No Input Required

NH-500

FY18 CoC Program NOFA

1C-8. Centralized or Coordinated Assessment Tool Attachment Summary

This file contains the five assessment tools used by NH-500.

- 1) NH Coordinated Entry Initial Prevention and Diversion Tool
- 2) Barriers to Housing Stability Assessment
- 3) VI-SPDAT Individual
- 4) VI-SPDAT Family
- 5) VI-SPDAT Transition Age Youth



NH Coordinated Entry Initial Prevention and Diversion Tool

Date: [8/23/2018 3:18 PM](#)

Walk-In

Call

Client Name:

Phone:

Agency:

Staff Name:

Begin Script: To determine what services may be available for you, I will need to collect some basic information about your current situation. This information is confidential and will only be used to assist you in accessing appropriate resources. You may refuse to answer any question, but doing so may mean you will not be referred to available resources that might best help you in your current situation. Do I have your permission to collect this information?

Do I have your permission to make a referral on your behalf to agencies that may be able to assist you?

Yes No

Do I have your permission to enter the information you provide into HMIS, including a by-name list, and share it with agencies that may be providing you with assistance? Yes No

Instructions for the person administering the tool are in red.

Introductory Questions

1. Are you homeless (living on the street, staying in an emergency shelter, fleeing domestic violence) or at-risk of homelessness?

Yes No

If the household is not homeless or at-risk, refer to other mainstream resources

List referrals:

2. Where did you stay last night?

With a friend/family member/doubled up situation *(If yes, skip to Diversion Question)*

A hospital

Jail/prison

Juvenile detention facility

In a hotel/motel

In foster care/group home

In a substance abuse treatment facility

In my own housing – rental

In my own housing – own

Skip to Prevention Questions

Refer household to foreclosure prevention resources if necessary.

In other housing (please specify)

3. What brought on your housing crisis?

Problems with landlord

If yes, ask what specific issues are: Interpersonal, Disputes about the unit, Problems being caused by the tenant, not paying rent? Make note of the answer. Use this to determine what kind of mediation or conflict resolution is necessary.

Rental Arrears?

Amount: \$

Utility Arrears?

Amount: \$

Evicted or in the process of being evicted from a private dwelling or housing provided by family or friends

Victim of foreclosure or rental property

If yes, skip to Diversion Questions

Living in housing that has been condemned

If yes, skip to Diversion Questions

Unable to pay rent

Experiencing high overcrowding

If situation seems untenable, skip to Diversion Questions

Violence or abuse occurring in the family's household

If in immediate danger, refer them to law enforcement and/or the appropriate local domestic violence provider

Other (please specify)

Diversion Questions

4. Are you safe in your current living situation?

Yes

No

If no, but household is otherwise eligible for diversion, divert them to a location other than where they are currently staying and make sure that it is somewhere where the household feels safe

5. Is there anyone else you and your family could stay with for at least the next three (3) to seven (7) days if you were able to receive case management services/ transportation/ limited financial support?

Yes

No

Help family think through potential places – with family, friends, co-workers. Have them identify what barriers they think exist to staying in a certain location and how they might overcome

If answer to this question is yes, household qualifies for diversion assistance. Skip to Concluding Questions.

If answer to this questions is no and shelter diversion has therefore been ruled out, go to Prevention Questions

Prevention Questions

6. Are you safe in your current living situation?

Yes

No

If no, and the household is in immediate danger, refer them to law enforcement and/or the appropriate local domestic violence provider

If no, and there is no immediate danger, admit or refer to emergency shelter

7. Do you believe you will become homeless within the next seven(7) days?

Yes No

8. Household Income is at or below 30% of AMI?

Yes No

9. Have you ever been to a shelter or another homeless assistance program before?

Yes No

If answer is YES to ALL 3 questions (7, 8, 9), provide prevention assistance

a. If you answered yes to the previous question(9), what was the name of the program?

When were you last there?

10. Has the household experienced homelessness in the last 12 months?

Yes

No

Concluding Questions – Case Manager Only

1. Does client qualify for diversion assistance?

Yes

No

If no, attempt to make appropriate referrals to other available community/mainstream resources

2. If YES, what kind of assistance do they need initially to be successfully diverted?

Landlord mediation

Conflict resolution with potential roommate

Rental assistance - Amount \$

Utility assistance - Amount \$

Other financial assistance - Amount \$

Other assistance - Specify:

3. Does client qualify for prevention assistance?

Yes

No

If no, attempt to make appropriate referrals to other available community/mainstream resources

4. If so, what kind of assistance do they need initially to be successfully prevented?

Landlord mediation

Conflict resolution with potential roommate

Rental assistance - Amount \$

Utility assistance - Amount \$

Other financial assistance - Amount \$

Other assistance (please specify):

This concludes the assessment.

See next page for the follow-up form.

Follow-Up Form

(Regional Access/ Outreach/ Housing Navigator Staff Only)

1. Was the household diverted from entering shelter? (If no, skip to question two).

Yes No

If yes, to where:

Friend's house

Family member's housing

Previous housing

Other assistance (please specify):

2. How long were they in this housing?

Number of days:

3. Did the household receive prevention assistance?

Yes No

What type?

Utility assistance - Amount \$

Rental assistance - Amount \$

Security deposit - Amount \$

Moving costs - Amount \$

Other - Amount \$

After 30 Days...

1. Did they find permanent housing?

Yes No

After 90 Days...

1. Have they come back to shelter/the homeless assistance system since being diverted?

Yes No

2. Are there whereabouts known?

Yes No

3. If they are known, where do they live currently?

Remained in initial housing

Relocated to different permanent housing unit

In homeless assistance system

4. If they “remained in initial housing” or “relocated to different permanent housing unit,” how long have they been there?

a. Number of Days:

Barriers to Housing Stability Assessment

COMPLETE FOR HEAD OF HOUSEHOLD, SINGLES, AND UNACCOMPANIED YOUTH

AGENCY:	DATE:
CLIENT NAME:	

1. TENANT SCREENING BARRIERS TO GETTING HOUSING		
TENANT SCREEING BARRIERS (Check one)		
<input type="checkbox"/> Barriers <i>(Complete below)</i> <input type="checkbox"/> No Barriers <i>(Skip to next section)</i> <input type="checkbox"/> Barriers not assessed/NA <i>(Skip to next section)</i>		
1A. RENTAL HISTORY		
Number of evictions or unlawful detainers:	Poor reference from current/prior landlords: <i>(Y/N/NA)</i>	Lack of rental history: <i>(Y/N/NA)</i>
1B. CREDIT HISTORY		
Unpaid rent or utility bills: <i>(Y/N/NA)</i>	Lack of or poor credit history: <i>(Y/N/NA)</i>	
1C. CRIMINAL HISTORY		
One or more misdemeanors: <i>(Y/N/NA)</i>	Critical felony (sex crime, arson, drugs): <i>(Y/N/NA)</i>	Other felony: <i>(Y/N/NA)</i>

2. PERSONAL BARRIERS TO GETTING OR KEEPING HOUSING	
PERSONAL BARRIERS (Check one)	
<input type="checkbox"/> Barriers <i>(Complete below)</i> <input type="checkbox"/> No Barriers <i>(Skip to next section)</i> <input type="checkbox"/> Barriers not assessed <i>(Skip to next section)</i>	
2A. CHEMICAL HEALTH	
Chemical use has resulted in housing loss: <i>(Y/N/NA)</i>	Chemical use currently affects housing: <i>(Y/N/NA)</i>
2B. MENTAL HEALTH	
Mental health has resulted in housing loss: <i>(Y/N/NA)</i>	Mental health currently affects housing: <i>(Y/N/NA)</i>
2C. DOMESTIC VIOLENCE/ABUSE	
Domestic violence/abuse resulted in housing loss: <i>(Y/N/NA)</i>	Domestic violence/abuse currently affects housing: <i>(Y/N/NA)</i>
2D. PHYSICAL/MEDICAL CONDITION	
Medical/Physical Condition has resulted in housing loss: <i>(Y/N/NA)</i>	Medical/Physical currently affects housing: <i>(Y/N/NA)</i>

3. INCOME BARRIERS TO GETTING OR KEEPING HOUSING		
INCOME BARRIERS (Check one)		
<input type="checkbox"/> Barriers <i>(Complete below)</i> <input type="checkbox"/> No Barriers <i>(Skip to next section)</i> <input type="checkbox"/> Barriers not assessed <i>(Skip to next section)</i>		
3A. INCOME		
Needs temporary assistance to get or keep housing: <i>(Y/N/NA)</i>	If housed: percent of income spent on housing:	If not housed: amount able to spend on housing:
3B. OTHER INCOME—RELATED		
Lacks steady, full time employment: <i>(Y/N/NA)</i>	Lacks high school diploma or GED: <i>(Y/N/NA)</i>	Job barrier: limited English proficiency: <i>(Y/N/NA)</i>
Job barrier: lack of reliable transportation: <i>(Y/N/NA)</i>	Job barrier: lack of reliable/affordable child care: <i>(Y/N/NA)</i>	

**Vulnerability Index -
Service Prioritization Decision Assistance Tool
(VI-SPDAT)**

Prescreen Triage Tool for Single Adults

AMERICAN VERSION 2.01

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1 (800) 355-0420 info@orgcode.com www.orgcode.com

**COMMUNITY
SOLUTIONS**



Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

Current versions available:

- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 1.0 for Youth

All versions are available online at

www.orgcode.com/products/vi-spdatt/

SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer.

Current versions available:

- SPDAT V 4.0 for Individuals
- SPDAT V 2.0 for Families
- SPDAT V 1.0 for Youth

Information about all versions is available online at

www.orgcode.com/products/spdat/

SPDAT Training Series

To use the SPDAT, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

Current SPDAT training available:

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

Other related training available:

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

<http://www.orgcode.com/product-category/training/spdat/>

Administration

Interviewer's Name _____	Agency _____	<input type="checkbox"/> Team <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer
Survey Date DD/MM/YYYY ___/___/____	Survey Time ___:___	Survey Location _____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” “No,” or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question or the assessor does not understand the question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

First Name _____	Nickname _____	Last Name _____
In what language do you feel best able to express yourself? _____		
Date of Birth DD/MM/YYYY ___/___/____	Age _____	Social Security Number _____
		Consent to participate <input type="checkbox"/> Yes <input type="checkbox"/> No

IF THE PERSON IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.

SCORE:

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)

- Shelters
- Transitional Housing
- Safe Haven
- Outdoors**
- Other (specify):**

Refused

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1.

SCORE:

2. How long has it been since you lived in permanent stable housing? _____

Refused

3. In the last three years, how many times have you been homeless? _____

Refused

IF THE PERSON HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1.

SCORE:

B. Risks

4. In the past six months, how many times have you...

a) Received health care at an emergency department/room? _____

Refused

b) Taken an ambulance to the hospital? _____

Refused

c) Been hospitalized as an inpatient? _____

Refused

d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? _____

Refused

e) Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? _____

Refused

f) Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? _____

Refused

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR EMERGENCY SERVICE USE.

SCORE:

5. Have you been attacked or beaten up since you've become homeless? Y N Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF HARM.

SCORE:

7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live? Y N Refused

IF "YES," THEN SCORE 1 FOR LEGAL ISSUES.

SCORE:

8. Does anybody force or trick you to do things that you do not want to do? Y N Refused

9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF EXPLOITATION.

SCORE:

C. Socialization & Daily Functioning

10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money? Y N Refused

11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that? Y N Refused

IF "YES" TO QUESTION 10 OR "NO" TO QUESTION 11, THEN SCORE 1 FOR MONEY MANAGEMENT.

SCORE:

12. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled? Y N Refused

IF "NO," THEN SCORE 1 FOR MEANINGFUL DAILY ACTIVITY.

SCORE:

13. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that? Y N Refused

IF "NO," THEN SCORE 1 FOR SELF-CARE.

SCORE:

14. Is your current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted? Y N Refused

IF "YES," THEN SCORE 1 FOR SOCIAL RELATIONSHIPS.

SCORE:

D. Wellness

15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? Y N Refused
16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? Y N Refused
17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? Y N Refused
18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? Y N Refused
19. When you are sick or not feeling well, do you avoid getting help? Y N Refused
20. *FOR FEMALE RESPONDENTS ONLY:* Are you currently pregnant? Y N N/A or Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **PHYSICAL HEALTH**.

SCORE:

21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? Y N Refused
22. Will drinking or drug use make it difficult for you to stay housed or afford your housing? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE**.

SCORE:

23. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:
- a) A mental health issue or concern? Y N Refused
- b) A past head injury? Y N Refused
- c) A learning disability, developmental disability, or other impairment? Y N Refused
24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **MENTAL HEALTH**.

SCORE:

IF THE RESPONDENT SCORED 1 FOR **PHYSICAL HEALTH** AND 1 FOR **SUBSTANCE USE** AND 1 FOR **MENTAL HEALTH**, SCORE 1 FOR **TRI-MORBIDITY**.

SCORE:

VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

SINGLE ADULTS

AMERICAN VERSION 2.01

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? Y N Refused

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication? Y N Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR MEDICATIONS.

SCORE:

27. **YES OR NO:** Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced? Y N Refused

IF "YES", SCORE 1 FOR ABUSE AND TRAUMA.

SCORE:

Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/1	Score: Recommendation: 0-3: no housing intervention 4-7: an assessment for Rapid Re-Housing 8+: an assessment for Permanent Supportive Housing/Housing First
A. HISTORY OF HOUSING & HOMELESSNESS	/2	
B. RISKS	/4	
C. SOCIALIZATION & DAILY FUNCTIONS	/4	
D. WELLNESS	/6	
GRAND TOTAL:	/17	

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___ : ___ or _____
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

Appendix A: About the VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using “gut instincts” in lieu of solid evidence. Communities need practical, evidence-informed tools that enhance their ability to satisfy federal regulations and quickly implement an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

The VI-SPDAT

The VI-SPDAT was initially created by combining the elements of the Vulnerability Index which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and the SPDAT Prescreen Instrument that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research and development, and testing. The development process included the direct voice of hundreds of persons with lived experience.

The VI-SPDAT examines factors of current vulnerability and future housing stability. It follows the structure of the SPDAT assessment tool, and is informed by the same research backbone that supports the SPDAT - almost 300 peer reviewed published journal articles, government reports, clinical and quasi-clinical assessment tools, and large data sets. The SPDAT has been independently tested, as well as internally reviewed. The data overwhelmingly shows that when the SPDAT is used properly, housing outcomes are better than when no assessment tool is used.

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Version 2

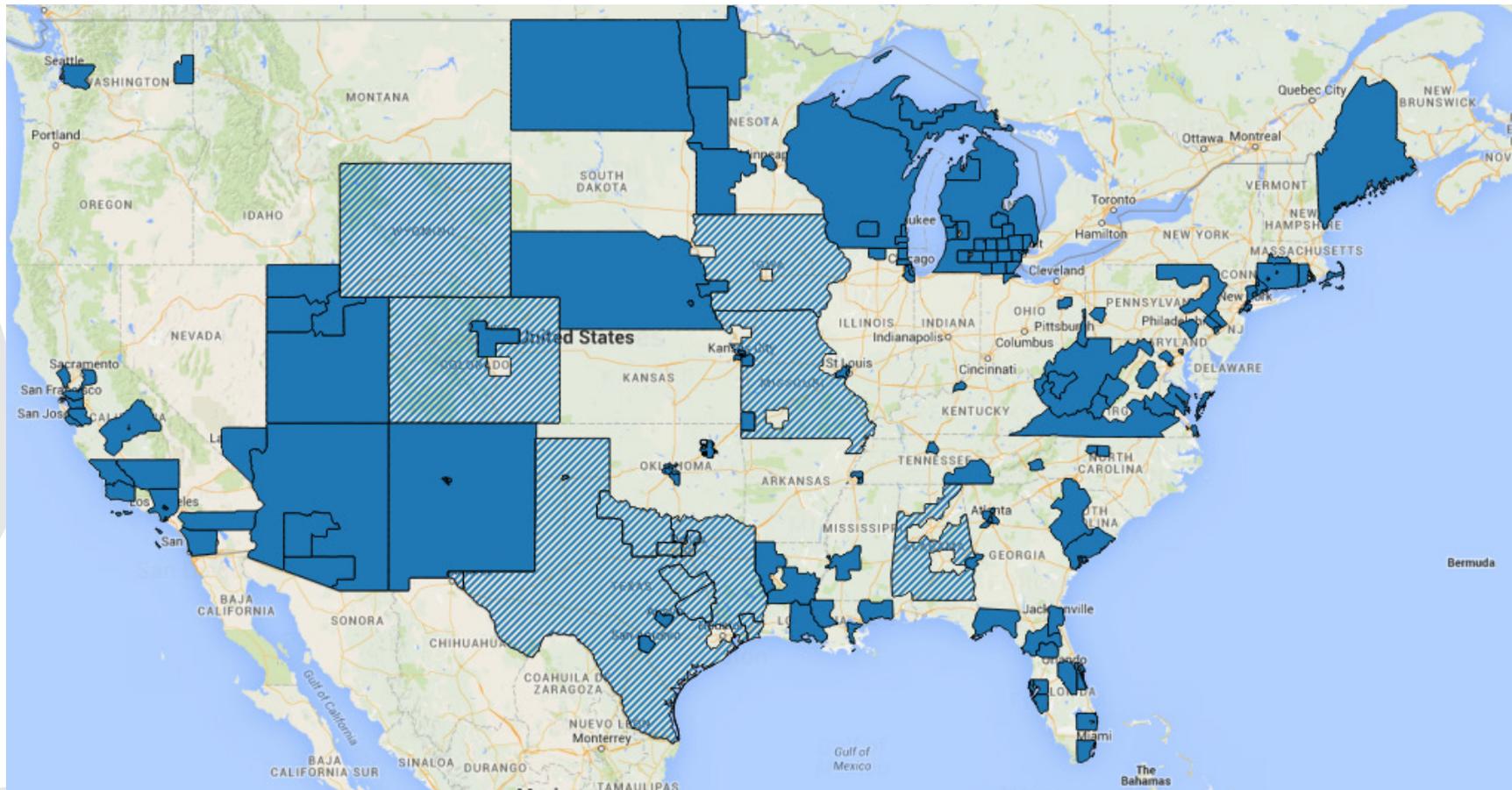
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- Fresno/Madera County
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- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
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- Baton Rouge
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- Cape Cod Islands
- Springfield/Holyoke/Chicopee/Westfield/Hampden County

Maryland

- Baltimore City
- Montgomery County

Maine

- Statewide

Michigan

- Statewide

Minnesota

- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

Missouri

- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/Lee's Summit/Jackson County
- Parts of Missouri Balance of State

Mississippi

- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

North Carolina

- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

North Dakota

- Statewide

Nebraska

- Statewide

New Mexico

- Statewide

Nevada

- Las Vegas/Clark County

New York

- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

Ohio

- Toledo/Lucas County
- Canton/Massillon/Alliance/Stark County

Oklahoma

- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

Pennsylvania

- Philadelphia
- Lower Marion/Norristown/Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

Rhode Island

- Statewide

South Carolina

- Charleston/Low Country
- Columbia/Midlands

Tennessee

- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

Texas

- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

Utah

- Statewide

Virginia

- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

Washington

- Seattle/King County
- Spokane City & County

Wisconsin

- Statewide

West Virginia

- Statewide

Wyoming

- Wyoming Statewide is in the process of implementing

**Vulnerability Index -
Service Prioritization Decision Assistance Tool
(VI-SPDAT)**

Prescreen Triage Tool for Families

AMERICAN VERSION 2.0

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1 (800) 355-0420 info@orgcode.com www.orgcode.com

**COMMUNITY
SOLUTIONS**



Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

Current versions available:

- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 2.0 for Youth

All versions are available online at

www.orgcode.com/products/vi-spdatt/

SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer.

Current versions available:

- SPDAT V 4.0 for Individuals
- SPDAT V 4.0 for Families
- SPDAT V 4.0 for Youth

Information about all versions is available online at

www.orgcode.com/products/spdat/

SPDAT Training Series

To use the SPDAT, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

Current SPDAT training available:

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

Other related training available:

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

<http://www.orgcode.com/product-category/training/spdat/>

Administration

Interviewer's Name _____	Agency _____	<input type="checkbox"/> Team <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer
Survey Date DD/MM/YYYY ___/___/____	Survey Time ___:___	Survey Location _____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” “No,” or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

PARENT 1	First Name _____	Nickname _____	Last Name _____
	In what language do you feel best able to express yourself? _____		
	Date of Birth DD/MM/YYYY ___/___/____	Age _____	Social Security Number _____
			Consent to participate <input type="checkbox"/> Yes <input type="checkbox"/> No
PARENT 2	<input type="checkbox"/> No second parent currently part of the household		
	First Name _____	Nickname _____	Last Name _____
	In what language do you feel best able to express yourself? _____		
	Date of Birth DD/MM/YYYY ___/___/____	Age _____	Social Security Number _____
			Consent to participate <input type="checkbox"/> Yes <input type="checkbox"/> No
IF EITHER HEAD OF HOUSEHOLD IS 60 YEARS OF AGE OR OLDER, THEN SCORE 1.			SCORE: <div style="border: 1px solid white; width: 40px; height: 20px; margin: 0 auto;"></div>

Children

1. How many children under the age of 18 are currently with you? _____ Refused
2. How many children under the age of 18 are not currently with your family, but you have reason to believe they will be joining you when you get housed? _____ Refused
3. **IF HOUSEHOLD INCLUDES A FEMALE:** Is any member of the family currently pregnant? Y N Refused
4. Please provide a list of children's names and ages:

First Name	Last Name	Age	Date of Birth
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

IF THERE IS A SINGLE PARENT WITH 2+ CHILDREN, AND/OR A CHILD AGED 11 OR YOUNGER, AND/OR A CURRENT PREGNANCY, THEN SCORE 1 FOR **FAMILY SIZE**. **SCORE:**

IF THERE ARE TWO PARENTS WITH 3+ CHILDREN, AND/OR A CHILD AGED 6 OR YOUNGER, AND/OR A CURRENT PREGNANCY, THEN SCORE 1 FOR **FAMILY SIZE**.

A. History of Housing and Homelessness

5. Where do you and your family sleep most frequently? (check one)
 - Shelters
 - Transitional Housing
 - Safe Haven
 - Outdoors**
 - Other (specify):** _____
 - Refused**

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1. **SCORE:**

6. How long has it been since you and your family lived in permanent stable housing? _____ Refused
7. In the last three years, how many times have you and your family been homeless? _____ Refused

IF THE FAMILY HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1. **SCORE:**

B. Risks

8. In the past six months, how many times have you or anyone in your family...

- a) Received health care at an emergency department/room? Refused
- b) Taken an ambulance to the hospital? Refused
- c) Been hospitalized as an inpatient? Refused
- d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? Refused
- e) Talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told them that they must move along? Refused
- f) Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? Refused

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR EMERGENCY SERVICE USE.

SCORE:

- 9. Have you or anyone in your family been attacked or beaten up since they've become homeless? Y N Refused
- 10. Have you or anyone in your family threatened to or tried to harm themselves or anyone else in the last year? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF HARM.

SCORE:

- 11. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live? Y N Refused

IF "YES," THEN SCORE 1 FOR LEGAL ISSUES.

SCORE:

- 12. Does anybody force or trick you or anyone in your family to do things that you do not want to do? Y N Refused
- 13. Do you or anyone in your family ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone they don't know, share a needle, or anything like that? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF EXPLOITATION.

SCORE:

C. Socialization & Daily Functioning

14. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you or anyone in your family owe them money? **Y** **N** Refused

15. Do you or anyone in your family get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that? **Y** **N** Refused

IF "YES" TO QUESTION 14 OR "NO" TO QUESTION 15, THEN SCORE 1 FOR MONEY MANAGEMENT. **SCORE:**

16. Does everyone in your family have planned activities, other than just surviving, that make them feel happy and fulfilled? **Y** **N** Refused

IF "NO," THEN SCORE 1 FOR MEANINGFUL DAILY ACTIVITY. **SCORE:**

17. Is everyone in your family currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that? **Y** **N** Refused

IF "NO," THEN SCORE 1 FOR SELF-CARE. **SCORE:**

18. Is your family's current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused your family to become evicted? **Y** **N** Refused

IF "YES," THEN SCORE 1 FOR SOCIAL RELATIONSHIPS. **SCORE:**

D. Wellness

19. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family? **Y** **N** Refused

20. Do you or anyone in your family have any chronic health issues with your liver, kidneys, stomach, lungs or heart? **Y** **N** Refused

21. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you or anyone in your family? **Y** **N** Refused

22. Does anyone in your family have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? **Y** **N** Refused

23. When someone in your family is sick or not feeling well, does your family avoid getting medical help? **Y** **N** Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR PHYSICAL HEALTH. **SCORE:**

VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT)

FAMILIES

AMERICAN VERSION 2.0

24. Has drinking or drug use by you or anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past? Y N Refused

25. Will drinking or drug use make it difficult for your family to stay housed or afford your housing? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SUBSTANCE USE**.

SCORE:

26. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:

a) A mental health issue or concern? Y N Refused

b) A past head injury? Y N Refused

c) A learning disability, developmental disability, or other impairment? Y N Refused

27. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed? Y N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **MENTAL HEALTH**.

SCORE:

28. *IF THE FAMILY SCORED 1 EACH FOR PHYSICAL HEALTH, SUBSTANCE USE, AND MENTAL HEALTH:* Does any single member of your household have a medical condition, mental health concerns, **and** experience with problematic substance use? Y N N/A or Refused

IF "YES", SCORE 1 FOR **TRI-MORBIDITY**.

SCORE:

29. Are there any medications that a doctor said you or anyone in your family should be taking that, for whatever reason, they are not taking? Y N Refused

30. Are there any medications like painkillers that you or anyone in your family don't take the way the doctor prescribed or where they sell the medication? Y N Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR **MEDICATIONS**.

SCORE:

31. *YES OR NO:* Has your family's current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you or anyone in your family have experienced? Y N Refused

IF "YES", SCORE 1 FOR **ABUSE AND TRAUMA**.

SCORE:

E. Family Unit

32. Are there any children that have been removed from the family by a child protection service within the last 180 days? **Y** N Refused

33. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR FAMILY LEGAL ISSUES.

SCORE:

34. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation? **Y** N Refused

35. Has any child in the family experienced abuse or trauma in the last 180 days? **Y** N Refused

36. **IF THERE ARE SCHOOL-AGED CHILDREN:** Do your children attend school more often than not each week? Y **N** N/A or Refused

IF "YES" TO ANY OF QUESTIONS 34 OR 35, OR "NO" TO QUESTION 36, SCORE 1 FOR NEEDS OF CHILDREN.

SCORE:

37. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that? **Y** N Refused

38. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR FAMILY STABILITY.

SCORE:

39. Do you have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that? Y **N** Refused

40. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult...

a) 3 or more hours per day for children aged 13 or older? **Y** N Refused

b) 2 or more hours per day for children aged 12 or younger? **Y** N Refused

41. **IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER:** Do your older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, or anything like that? **Y** N N/A or Refused

IF "NO" TO QUESTION 39, OR "YES" TO ANY OF QUESTIONS 40 OR 41, SCORE 1 FOR PARENTAL ENGAGEMENT.

SCORE:

Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/2	Score: Recommendation: 0-3 no housing intervention 4-8 an assessment for Rapid Re-Housing 9+ an assessment for Permanent Supportive Housing/Housing First
A. HISTORY OF HOUSING & HOMELESSNESS	/2	
B. RISKS	/4	
C. SOCIALIZATION & DAILY FUNCTIONS	/4	
D. WELLNESS	/6	
E. FAMILY UNIT	/4	
GRAND TOTAL:	/22	

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ____ : ____ or _____
Is there a phone number and/or email where someone can safely get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the adult at some point in the future
- safety planning

Appendix A: About the VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using “gut instincts” in lieu of solid evidence. Communities need a practical, evidence-informed way to satisfy federal regulations while quickly implementing an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

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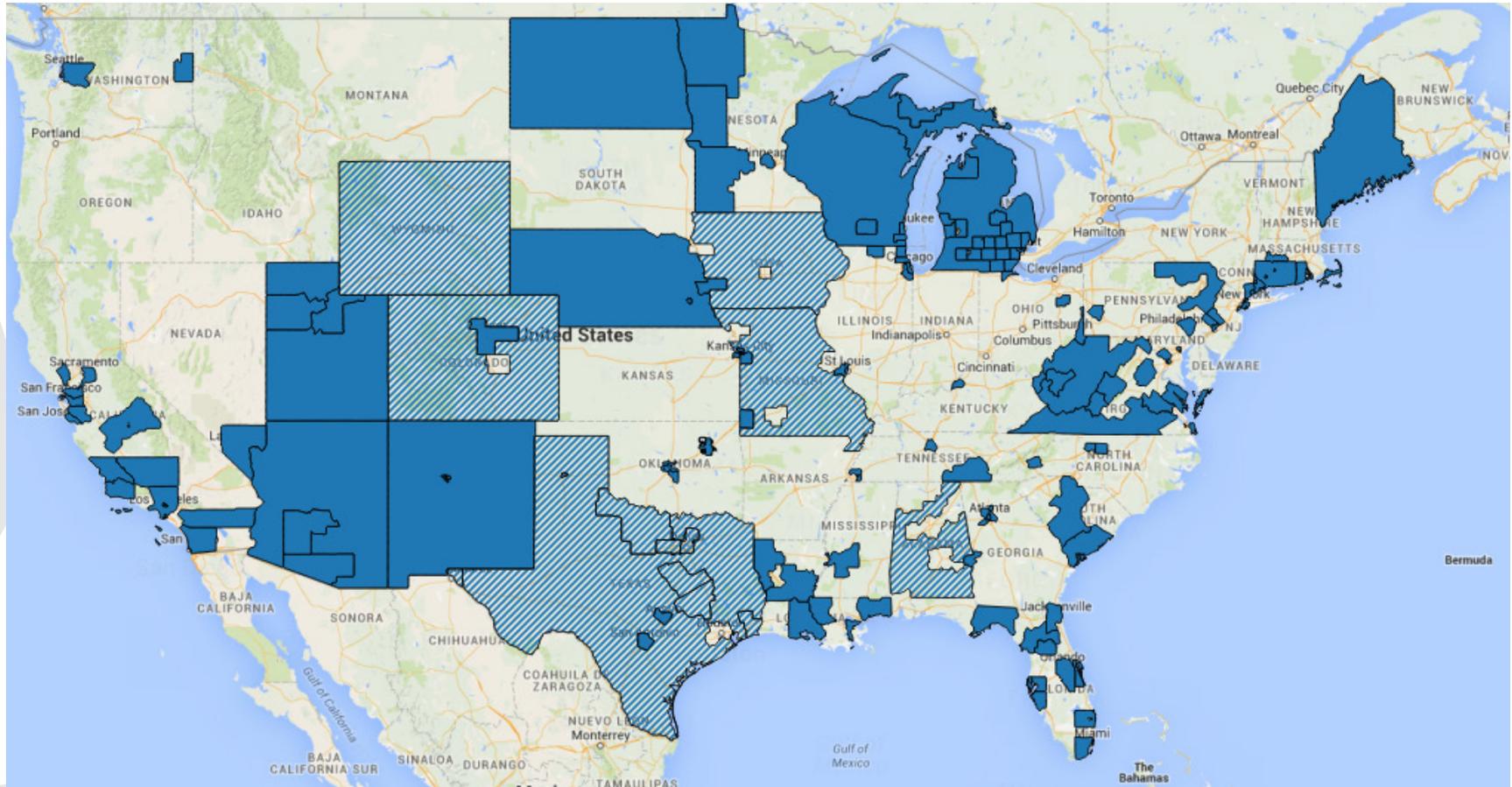
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- Richmond/Contra Costa County
- Watsonville/Santa Cruz City & County
- Fresno/Madera County
- Napa City & County
- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
- Bakersfield/Kern County
- Pasadena
- Riverside City & County
- Glendale
- San Luis Obispo County

Colorado

- Metropolitan Denver Homeless Initiative
- Parts of Colorado Balance of State

Connecticut

- Hartford
- Bridgeport/Stratford/Fairfield
- Connecticut Balance of State
- Norwalk/Fairfield County
- Stamford/Greenwich
- City of Waterbury

District of Columbia

- District of Columbia

Florida

- Sarasota/Bradenton/Manatee, Sarasota Counties
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- Gainesville/Alachua, Putnam Counties
- Jacksonville-Duval, Clay Counties
- Palm Bay/Melbourne/Brevard County
- Ocala/Marion County
- Miami/Dade County
- West Palm Beach/Palm Beach County

Georgia

- Atlanta County
- Fulton County
- Columbus-Muscogee/Russell County
- Marietta/Cobb County
- DeKalb County

Hawaii

- Honolulu

Illinois

- Rockford/Winnebago, Boone Counties
- Waukegan/North Chicago/Lake County
- Chicago
- Cook County

Iowa

- Parts of Iowa Balance of State

Kansas

- Kansas City/Wyandotte County

Kentucky

- Louisville/Jefferson County

Louisiana

- Lafayette/Acadiana
- Shreveport/Bossier/Northwest
- New Orleans/Jefferson Parish
- Baton Rouge
- Alexandria/Central Louisiana CoC

Massachusetts

- Cape Cod Islands
- Springfield/Holyoke/Chicopee/Westfield/Hampden County

Maryland

- Baltimore City
- Montgomery County

Maine

- Statewide

Michigan

- Statewide

Minnesota

- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

Missouri

- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/Lee's Summit/Jackson County
- Parts of Missouri Balance of State

Mississippi

- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

North Carolina

- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

North Dakota

- Statewide

Nebraska

- Statewide

New Mexico

- Statewide

Nevada

- Las Vegas/Clark County

New York

- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

Ohio

- Toledo/Lucas County
- Canton/Massillon/Alliance/Stark County

Oklahoma

- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

Pennsylvania

- Philadelphia
- Lower Marion/Norristown/Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

Rhode Island

- Statewide

South Carolina

- Charleston/Low Country
- Columbia/Midlands

Tennessee

- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

Texas

- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

Utah

- Statewide

Virginia

- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

Washington

- Seattle/King County
- Spokane City & County

Wisconsin

- Statewide

West Virginia

- Statewide

Wyoming

- Wyoming Statewide is in the process of implementing

**Transition Age Youth -
Vulnerability Index -
Service Prioritization Decision Assistance Tool
(TAY-VI-SPDAT)**

“Next Step Tool for Homeless Youth”

AMERICAN VERSION 1.0

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**COMMUNITY
SOLUTIONS**



Eric Rice, PhD

USC
SCHOOL OF
SOCIAL WORK



Welcome to the SPDAT Line of Products

The Service Prioritization Decision Assistance Tool (SPDAT) has been around in various incarnations for over a decade, before being released to the public in 2010. Since its initial release, the use of the SPDAT has been expanding exponentially and is now used in over one thousand communities across the United States, Canada, and Australia.

More communities using the tool means there is an unprecedented demand for versions of the SPDAT, customized for specific client groups or types of users. With the release of SPDAT V4, there have been more current versions of SPDAT products than ever before.

VI-SPDAT Series

The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) was developed as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT assessment for every client. It was made in collaboration with Community Solutions, creators of the Vulnerability Index, as a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity. The use of this survey can help prioritize which clients should be given a full SPDAT assessment first. Because it is a self-reported survey, no special training is required to use the VI-SPDAT.

Current versions available:

- VI-SPDAT V 2.0
- Family VI-SPDAT V 2.0
- Next Step Tool for Homeless Youth V 1.0

All versions are available online at

www.orgcode.com/products/vi-spdat/

SPDAT Series

The Service Prioritization Decision Assistance Tool (SPDAT) was developed as an assessment tool for front-line workers at agencies that work with homeless clients to prioritize which of those clients should receive assistance first. The SPDAT tools are also designed to help guide case management and improve housing stability outcomes. They provide an in-depth assessment that relies on the assessor's ability to interpret responses and corroborate those with evidence. As a result, this tool may only be used by those who have received proper, up-to-date training provided by OrgCode Consulting, Inc. or an OrgCode certified trainer.

Current versions available:

- SPDAT V 4.0 for Individuals
- F-SPDAT V 2.0 for Families
- Y-SPDAT V 1.0 for Youth

Information about all versions is available online at

www.orgcode.com/products/spdat/

SPDAT Training Series

To use the SPDAT assessment product, training by OrgCode or an OrgCode certified trainer is required. We provide training on a wide variety of topics over a variety of mediums.

The full-day in-person SPDAT Level 1 training provides you the opportunity to bring together as many people as you want to be trained for one low fee. The webinar training allows for a maximum of 15 different computers to be logged into the training at one time. We also offer online courses for individuals that you can do at your own speed.

The training gives you the manual, case studies, application to current practice, a review of each component of the tool, conversation guidance with prospective clients – and more!

Current SPDAT training available:

- Level 0 SPDAT Training: VI-SPDAT for Frontline Workers
- Level 1 SPDAT Training: SPDAT for Frontline Workers
- Level 2 SPDAT Training: SPDAT for Supervisors
- Level 3 SPDAT Training: SPDAT for Trainers

Other related training available:

- Excellence in Housing-Based Case Management
- Coordinated Access & Common Assessment
- Motivational Interviewing
- Objective-Based Interactions

More information about SPDAT training, including pricing, is available online at

<http://www.orgcode.com/product-category/training/spdat/>

The TAY-VI-SPDAT – The Next Step Tool for Homeless Youth

OrgCode Consulting, Inc. and Community Solutions joined forces with the Corporation for Supportive Housing (CSH) to combine the best parts of products and expertise to create one streamlined triage tool designed specifically for youth aged 24 or younger.

Administration

Interviewer's Name _____	Agency _____	<input type="checkbox"/> Team <input type="checkbox"/> Staff <input type="checkbox"/> Volunteer
Survey Date DD/MM/YYYY ___/___/____	Survey Time ___ : ___	Survey Location _____

Opening Script

Every assessor in your community regardless of organization completing the VI-SPDAT should use the same introductory script. In that script you should highlight the following information:

- the name of the assessor and their affiliation (organization that employs them, volunteer as part of a Point in Time Count, etc.)
- the purpose of the VI-SPDAT being completed
- that it usually takes less than 7 minutes to complete
- that only “Yes,” “No,” or one-word answers are being sought
- that any question can be skipped or refused
- where the information is going to be stored
- that if the participant does not understand a question that clarification can be provided
- the importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal

Basic Information

First Name _____	Nickname _____	Last Name _____
In what language do you feel best able to express yourself? _____		
Date of Birth DD/MM/YYYY ___/___/____	Age _____	Social Security Number _____
		Consent to participate <input type="checkbox"/> Yes <input type="checkbox"/> No

IF THE PERSON IS 17 YEARS OF AGE OR LESS, THEN SCORE 1.

SCORE:

A. History of Housing and Homelessness

1. Where do you sleep most frequently? (check one)

- Shelters **Couch surfing** **Other (specify):**
 Transitional Housing **Outdoors**
 Safe Haven **Refused**

IF THE PERSON ANSWERS ANYTHING OTHER THAN "SHELTER", "TRANSITIONAL HOUSING", OR "SAFE HAVEN", THEN SCORE 1. **SCORE:**

2. How long has it been since you lived in permanent stable housing? _____ Refused

3. In the last three years, how many times have you been homeless? _____ Refused

IF THE PERSON HAS EXPERIENCED 1 OR MORE CONSECUTIVE YEARS OF HOMELESSNESS, AND/OR 4+ EPISODES OF HOMELESSNESS, THEN SCORE 1. **SCORE:**

B. Risks

4. In the past six months, how many times have you...

- a) Received health care at an emergency department/room? _____ Refused
- b) Taken an ambulance to the hospital? _____ Refused
- c) Been hospitalized as an inpatient? _____ Refused
- d) Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? _____ Refused
- e) Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along? _____ Refused
- f) Stayed one or more nights in a holding cell, jail, prison or juvenile detention, whether it was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? _____ Refused

IF THE TOTAL NUMBER OF INTERACTIONS EQUALS 4 OR MORE, THEN SCORE 1 FOR EMERGENCY SERVICE USE. **SCORE:**

5. Have you been attacked or beaten up since you've become homeless? **Y** N Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR RISK OF HARM. **SCORE:**

NEXT STEP TOOL FOR HOMELESS YOUTH

SINGLE YOUTH

AMERICAN VERSION 1.0

7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live? **Y** N Refused
8. Were you ever incarcerated when younger than age 18? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **LEGAL ISSUES**.

SCORE:

9. Does anybody force or trick you to do things that you do not want to do? **Y** N Refused
10. Do you ever do things that may be considered to be risky like exchange sex for money, food, drugs, or a place to stay, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **RISK OF EXPLOITATION**.

SCORE:

C. Socialization & Daily Functioning

11. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money? **Y** N Refused
12. Do you get any money from the government, an inheritance, an allowance, working under the table, a regular job, or anything like that? Y **N** Refused

IF "YES" TO QUESTION 11 OR "NO" TO QUESTION 12, THEN SCORE 1 FOR **MONEY MANAGEMENT**.

SCORE:

13. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled? Y **N** Refused

IF "NO," THEN SCORE 1 FOR **MEANINGFUL DAILY ACTIVITY**.

SCORE:

14. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that? Y **N** Refused

IF "NO," THEN SCORE 1 FOR **SELF-CARE**.

SCORE:

15. Is your current lack of stable housing...

- a) Because you ran away from your family home, a group home or a foster home? **Y** N Refused
- b) Because of a difference in religious or cultural beliefs from your parents, guardians or caregivers? **Y** N Refused
- c) Because your family or friends caused you to become homeless? **Y** N Refused
- d) Because of conflicts around gender identity or sexual orientation? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **SOCIAL RELATIONSHIPS**.

SCORE:

- e) Because of violence at home between family members? **Y** N Refused
- f) Because of an unhealthy or abusive relationship, either at home or elsewhere? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **ABUSE/TRAUMA**.

SCORE:

D. Wellness

- 16. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? **Y** N Refused
- 17. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart? **Y** N Refused
- 18. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? **Y** N Refused
- 19. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? **Y** N Refused
- 20. When you are sick or not feeling well, do you avoid getting medical help? **Y** N Refused
- 21. Are you currently pregnant, have you ever been pregnant, or have you ever gotten someone pregnant? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR **PHYSICAL HEALTH**.

SCORE:

NEXT STEP TOOL FOR HOMELESS YOUTH

SINGLE YOUTH

AMERICAN VERSION 1.0

22. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? **Y** N Refused
23. Will drinking or drug use make it difficult for you to stay housed or afford your housing? **Y** N Refused
24. If you've ever used marijuana, did you ever try it at age 12 or younger? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR SUBSTANCE USE.

SCORE:

25. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of:

- a) A mental health issue or concern? **Y** N Refused
- b) A past head injury? **Y** N Refused
- c) A learning disability, developmental disability, or other impairment? **Y** N Refused

26. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, THEN SCORE 1 FOR MENTAL HEALTH.

SCORE:

IF THE RESPONENT SCORED 1 FOR PHYSICAL HEALTH AND 1 FOR SUBSTANCE USE AND 1 FOR MENTAL HEALTH, SCORE 1 FOR TRI-MORBIDITY.

SCORE:

27. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? **Y** N Refused
28. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication? **Y** N Refused

IF "YES" TO ANY OF THE ABOVE, SCORE 1 FOR MEDICATIONS.

SCORE:

Scoring Summary

DOMAIN	SUBTOTAL	RESULTS
PRE-SURVEY	/1	Score: Recommendation: 0-3: no moderate or high intensity services be provided at this time 4-7: assessment for time-limited supports with moderate intensity 8+: assessment for long-term housing with high service intensity
A. HISTORY OF HOUSING & HOMELESSNESS	/2	
B. RISKS	/4	
C. SOCIALIZATION & DAILY FUNCTIONS	/5	
D. WELLNESS	/5	
GRAND TOTAL:	/17	

Follow-Up Questions

On a regular day, where is it easiest to find you and what time of day is easiest to do so?	place: _____ time: ___ : ___ or
Is there a phone number and/or email where someone can get in touch with you or leave you a message?	phone: (____) _____ - _____ email: _____
Ok, now I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Refused

Communities are encouraged to think of additional questions that may be relevant to the programs being operated or your specific local context. This may include questions related to:

- military service and nature of discharge
- ageing out of care
- mobility issues
- legal status in country
- income and source of it
- current restrictions on where a person can legally reside
- children that may reside with the youth at some point in the future
- safety planning

Appendix A: About the TAY-VI-SPDAT

The HEARTH Act and federal regulations require communities to have an assessment tool for coordinated entry - and the VI-SPDAT and SPDAT meet these requirements. Many communities have struggled to comply with this requirement, which demands an investment of considerable time, resources and expertise. Others are making it up as they go along, using “gut instincts” in lieu of solid evidence. Communities need practical, evidence-informed tools that enhance their ability to satisfy federal regulations and quickly implement an effective approach to access and assessment. The VI-SPDAT is a first-of-its-kind tool designed to fill this need, helping communities end homelessness in a quick, strategic fashion.

The VI-SPDAT

The VI-SPDAT was initially created by combining the elements of the Vulnerability Index which was created and implemented by Community Solutions broadly in the 100,000 Homes Campaign, and the SPDAT Prescreen Instrument that was part of the Service Prioritization Decision Assistance Tool. The combination of these two instruments was performed through extensive research and development, and testing. The development process included the direct voice of hundreds of persons with lived experience.

The VI-SPDAT examines factors of current vulnerability and future housing stability. It follows the structure of the SPDAT assessment tool, and is informed by the same research backbone that supports the SPDAT - almost 300 peer reviewed published journal articles, government reports, clinical and quasi-clinical assessment tools, and large data sets. The SPDAT has been independently tested, as well as internally reviewed. The data overwhelmingly shows that when the SPDAT is used properly, housing outcomes are better than when no assessment tool is used.

The VI-SPDAT is a triage tool. It highlights areas of higher acuity, thereby helping to inform the type of support and housing intervention that may be most beneficial to improve long term housing outcomes. It also helps inform the order - or priority - in which people should be served. The VI-SPDAT does not make decisions; it informs decisions. The VI-SPDAT provides data that communities, service providers, and people experiencing homelessness can use to help determine the best course of action next.

The Youth – Transition Age Youth Tool from CSH

Released in May 2013, the Corporation for Supportive Housing (CSH) partnered with Dr. Eric Rice, Assistant Professor at the University of Southern California (USC) School of Social Work, to develop a triage tool that targets homeless Transition Age Youth (TAY) for permanent supportive housing. It consists of six items associated with long-term homelessness (five or more years) among transition-aged youth (age 18-24).

Version 2 of the VI-SPDAT

Version 2 builds upon the success of Version 1 of the VI-SPDAT with some refinements. Starting in August 2014, a survey was launched of existing VI-SPDAT users to get their input on what should be amended, improved, or maintained in the tool.

Analysis was completed across all of these responses. Further research was conducted. Questions were tested and refined over several months, again including the direct voice of persons with lived experience and frontline practitioners. Input was also gathered from senior government officials that create policy and programs to help ensure alignment with guidelines and funding requirements.

The TAY-VI-SPDAT – The Next Step Tool for Homeless Youth

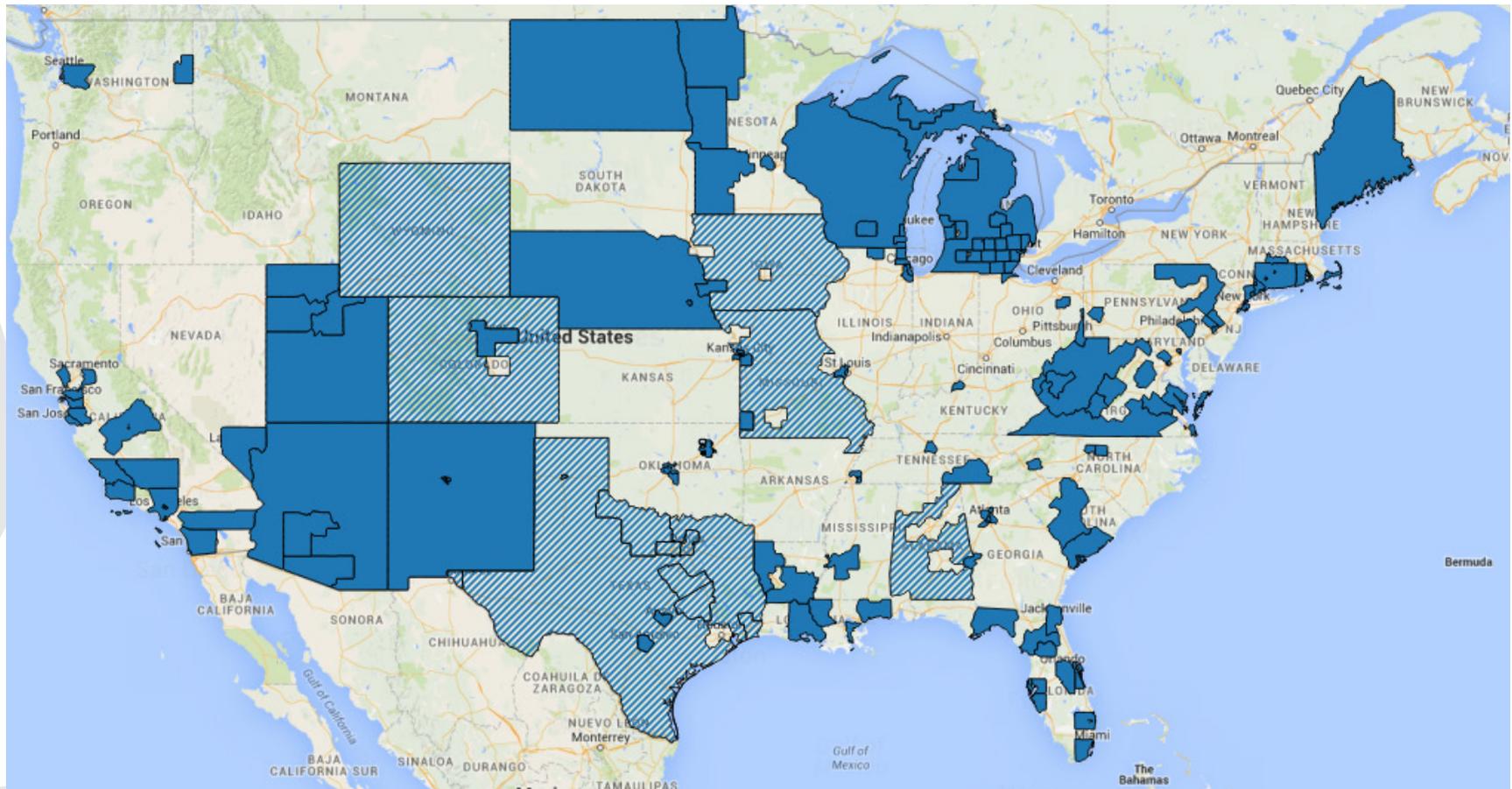
One piece of feedback was the growing concern that youth tended to score lower on the VI-SPDAT, since the Vulnerability Index assesses risk of mortality which is less prevalent among younger populations. So, in version 2 of the VI-SPDAT, OrgCode Consulting, Inc. and Community Solutions joined forces with CSH to combine the best parts of the TAY, the VI, and the SPDAT to create one streamlined triage tool designed specifically for youth aged 24 or younger.

If you are familiar with the VI-SPDAT, you will notice some differences in the TAY-VI-SPDAT compared to VI-SPDAT version 1. Namely:

- it is shorter, usually taking less than 7 minutes to complete;
- subjective elements through observation are now gone, which means the exact same instrument can be used over the phone or in-person;
- medical, substance use, and mental health questions are all refined;
- you can now explicitly see which component of the full SPDAT each VI-SPDAT question links to; and,
- the scoring range is slightly different (Don't worry, we can provide instructions on how these relate to results from Version 1).

Appendix B: Where the VI-SPDAT is being used in the United States

Since the VI-SPDAT is provided completely free of charge, and no training is required, any community is able to use the VI-SPDAT without the explicit permission of Community Solutions or OrgCode Consulting, Inc. As a result, the VI-SPDAT is being used in more communities than we know of. It is also being used in Canada and Australia.



A partial list of continua of care (CoCs) in the US where we know the VI-SPDAT is being used includes:

Alabama

- Parts of Alabama Balance of State

Arizona

- Statewide

California

- San Jose/Santa Clara City & County
- San Francisco
- Oakland/Alameda County
- Sacramento City & County
- Richmond/Contra Costa County
- Watsonville/Santa Cruz City & County
- Fresno/Madera County
- Napa City & County
- Los Angeles City & County
- San Diego
- Santa Maria/Santa Barbara County
- Bakersfield/Kern County
- Pasadena
- Riverside City & County
- Glendale
- San Luis Obispo County

Colorado

- Metropolitan Denver Homeless Initiative
- Parts of Colorado Balance of State

Connecticut

- Hartford
- Bridgeport/Stratford/Fairfield
- Connecticut Balance of State
- Norwalk/Fairfield County
- Stamford/Greenwich
- City of Waterbury

District of Columbia

- District of Columbia

Florida

- Sarasota/Bradenton/Manatee, Sarasota Counties
- Tampa/Hillsborough County
- St. Petersburg/Clearwater/Largo/Pinellas County
- Tallahassee/Leon County
- Orlando/Orange, Osceola, Seminole Counties
- Gainesville/Alachua, Putnam Counties
- Jacksonville-Duval, Clay Counties
- Palm Bay/Melbourne/Brevard County
- Ocala/Marion County
- Miami/Dade County
- West Palm Beach/Palm Beach County

Georgia

- Atlanta County
- Fulton County
- Columbus-Muscogee/Russell County
- Marietta/Cobb County
- DeKalb County

Hawaii

- Honolulu

Illinois

- Rockford/Winnebago, Boone Counties
- Waukegan/North Chicago/Lake County
- Chicago
- Cook County

Iowa

- Parts of Iowa Balance of State

Kansas

- Kansas City/Wyandotte County

Kentucky

- Louisville/Jefferson County

Louisiana

- Lafayette/Acadiana
- Shreveport/Bossier/Northwest
- New Orleans/Jefferson Parish
- Baton Rouge
- Alexandria/Central Louisiana CoC

Massachusetts

- Cape Cod Islands
- Springfield/Holyoke/Chicopee/Westfield/Hampden County

Maryland

- Baltimore City
- Montgomery County

Maine

- Statewide

Michigan

- Statewide

Minnesota

- Minneapolis/Hennepin County
- Northwest Minnesota
- Moorhead/West Central Minnesota
- Southwest Minnesota

Missouri

- St. Louis County
- St. Louis City
- Joplin/Jasper, Newton Counties
- Kansas City/Independence/Lee's Summit/Jackson County
- Parts of Missouri Balance of State

Mississippi

- Jackson/Rankin, Madison Counties
- Gulf Port/Gulf Coast Regional

North Carolina

- Winston Salem/Forsyth County
- Asheville/Buncombe County
- Greensboro/High Point

North Dakota

- Statewide

Nebraska

- Statewide

New Mexico

- Statewide

Nevada

- Las Vegas/Clark County

New York

- New York City
- Yonkers/Mount Vernon/New Rochelle/Westchester County

Ohio

- Toledo/Lucas County
- Canton/Massillon/Alliance/Stark County

Oklahoma

- Tulsa City & County/Broken Arrow
- Oklahoma City
- Norman/Cleveland County

Pennsylvania

- Philadelphia
- Lower Marion/Norristown/Abington/Montgomery County
- Allentown/Northeast Pennsylvania
- Lancaster City & County
- Bristol/Bensalem/Bucks County
- Pittsburgh/McKeesport/Penn Hills/Allegheny County

Rhode Island

- Statewide

South Carolina

- Charleston/Low Country
- Columbia/Midlands

Tennessee

- Chattanooga/Southeast Tennessee
- Memphis/Shelby County
- Nashville/Davidson County

Texas

- San Antonio/Bexar County
- Austin/Travis County
- Dallas City & County/Irving
- Fort Worth/Arlington/Tarrant County
- El Paso City and County
- Waco/McLennan County
- Texas Balance of State
- Amarillo
- Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties
- Bryan/College Station/Brazos Valley
- Beaumont/Port Arthur/South East Texas

Utah

- Statewide

Virginia

- Richmond/Henrico, Chesterfield, Hanover Counties
- Roanoke City & County/Salem
- Virginia Beach
- Portsmouth
- Virginia Balance of State
- Arlington County

Washington

- Seattle/King County
- Spokane City & County

Wisconsin

- Statewide

West Virginia

- Statewide

Wyoming

- Wyoming Statewide is in the process of implementing

NH-500

FY18 CoC Program NOFA

1E-1 Objective Criteria – Rate, Rank, Review and Selection Criteria

This file contains the three documents supporting the NH-500 use of objective criteria, housing outcomes, evaluation of projects victim service provider (VSP) and those serving DV

- 1) New Project Scoring Tool
 - a. Objective – all
 - b. Housing Outcomes – Question 12
 - c. VSP projects – Question 5, 8, and 12
- 2) Renewal Project Scoring Tool
 - a. Objective – all
 - b. Housing Outcomes – Question 11 all parts
 - c. VSP projects – Question 5, 11b
- 3) NH-500 CoC Program Rank and Review Policy

2018 New CoC Program Project Application Scoring TOOL

NH-500 Balance of State CoC

Agency: _____

Agency Contact: _____

Program Name: _____

Program Type (circle as applicable): PSH RRH Joint TH-RRH

Reviewer's Name: _____

Total Score: _____

All new projects must meet HUD threshold requirements.

- | | | |
|--|-----|----|
| 1. Project proposes to serve an eligible population for the project type | Yes | No |
| 2. Project proposes to use eligible costs for the project type | Yes | No |
| 3. Project applicant and subrecipient(s) are eligible entities | Yes | No |
| 4. Match is greater than or equal to 25% | Yes | No |
| 5. Project agrees to participate in CoC Coordinated Entry System (CES), and demonstrates participation in the Homeless Management Information System (HMIS) or other comparable system for DV providers. | Yes | No |
| 6. Project agrees to use Housing First principles and be low barriers | Yes | No |

If any of the above answers are NO, the project does not meet threshold, and is therefore not eligible for funding consideration and will be rejected.

Population Served

NH BoSCoC's priority population is chronically homeless individuals and families.

- | | |
|--|------------------------|
| 7. Percentage of participants projected to be 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 |

Experience

- | | | |
|--|------|----------|
| 8. Does the applicant have experience in effectively utilizing HUD, State or other Federal grants for the proposed activities? | Yes: | 5 points |
| | No: | 0 points |

DV projects must also address how participant safety has been improved in the past

9. Does applicant describe basic organization and management structure to successfully implement the project? Up to 4 points ____

Project Description and Budget

10. Does the project application provide a clear description of the project type, scale, location and supportive services to obtain or remain in permanent housing? Up to 7 points ____

11. Is outreach plan adequate and clear to engage target population? Up to 3 points ____

12. Project clearly describes how participants will be assisted in obtaining and maintaining permanent housing? Up to 7 points ____

*DV projects must also address past experience in housing survivors in PH
DV projects must also address how safety outcomes will be obtained in the future*

13. Project clearly describes how linkages to employment and Mainstream resources and services will occur? Up to 7 points ____

14. Is the proposed budget clear and realistic to carryout proposed activities? Up to 7 points ____

CoC Participation (BoS Meetings – 7/11/17, 8/1/17, 9/12/17, 11/14/17, 1/9/18, 5/15/18)

15. What number of BoSCoC meetings in the past year (July 1, 2017 – June 30, 2018) was your organization/agency represented?
5 meetings: 5 points
4 meetings: 4 points
3 meetings: 3 points
2 meetings or less: 0 points

REALLOCATION

16. Did your agency reallocate a project this year?
Yes: 10 points
No: 0 points

DV BONUS PROJECTS ONLY

17. Is your agency a Victim Service Provider Agency?
Yes: 2 points
No: 0 points

2018 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. Project proposes to use eligible costs for the project type | Yes | No |
| 3. Project applicant and subrecipient(s) are eligible entities | Yes | No |
| 4. Match is greater than or equal to 25% | Yes | No |
| 5. Project agrees to participate in CoC Coordinated Entry System (CES), and demonstrates participation in the 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 and is not eligible for funding consideration.

Project Type

6. What is project type?

Permanent Supportive Housing: *6 points*

Rapid Re-Housing: *6 points*

Transitional Housing: *3 points*

Population Served

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

- | | | |
|---|---|-----------------|
| 7. Percentage of NEW participants served in most recently completed grant year that were experiencing chronically homelessness upon program entry? | <i>85-100% or no new participants entered</i> | <i>6 points</i> |
| | <i>76-84%:</i> | <i>3 points</i> |
| | <i>70-75%:</i> | <i>1 points</i> |
| | <i>0-69%:</i> | <i>0 point</i> |

8. Percentage of beds served in most recently completed grant year that were youth (18-24) upon program entry?	20% and above:	3points
	19-10%:	2 points
	Below 10%:	0 Points
9. Percentage of beds served in most recently completed grant year that were Veterans?	40% and above:	3points
	30-39%:	2points
	20-29%:	1 points
	Below 20%:	0 points

Program Utilization

10. Did the project serve the number of participants/ households it proposed to serve in the most recently completed operating year?	90-100%:	8 points
	85-89%:	5 points
	80-84%:	3 points
	65-79%:	1 points
	Below 65%:	0 point

Program Measurements

HUD is increasingly looking at System Performance Measures, and individual program performance when considering funding.

11. HOUSING STABILITY

ALL PROJECTS EXCEPT DV dedicated administered by VICTIM SERVICE PROVIDERS (VSP)

11a. INCREASED HOUSING STABILITY

i. Percentage of individuals and families who stayed in PSH at end of program operating year or who exited to other PH from PSH, RRH, TH or SSO only?	90-100%:	6 points
	85-89%:	4 points
	75-84%:	2points
	50-74%:	1 point
	Below 50%:	0 points
ii. Percentage of leavers who moved to their own housing unit at exit (permanent tenure)?	80-100%:	4points
	Below 80%:	0 point

PROJECTS DEDICATED TO SURVIVORS OR RUN BY VICTIM SERVICE PROVIDERS (VSP)

11b. INCREASED HOUSING STABILITY

i. Percentage of individuals and families who stayed in PSH at end of program operating year or who exited to other PH from PSH, RRH, TH or SSO only?	80-100%:	6 points
	70-79%:	5 points
	60-69%:	3 points
	50-59%:	1 point
	0- 49%:	0 points
ii. Safety of Survivors Improved?	90-100%:	4 points
	80-89%:	3 points
	79% or less	0 points

12. INCREASED PROJECT PARTICIPANTS EARNED INCOME (ALL PROJECTS)

Percentage of individuals whose income from <u>employment</u> increased from program entry date to program exit date or individuals who participated in program for over a year?	20-100%:	7 points
	15-19%:	3 points
	10-14%:	1 point
	0-9%:	0 points

13. INCREASED PROJECT PARTICIPANTS' UNEARNED INCOME (ALL PROJECTS)

Percentage of participants whose income increased from <u>sources other than employment</u> from program entry to program exit date, or for individuals who participated in program for over a year?	54-100%:	7 points
	45-53%:	3 points
	25-44%:	1 point
	0-24%:	0 points

14. INCREASED NUMBER OF PARTICIPANTS OBTAINING NON-CASH MAINSTREAM BENEFITS

Percentage of participants' who obtained non-cash mainstream benefits from program entry to program exit or end of operating year?	56-100%:	7 points
	50-55%:	4 points
	25-49%:	2 points
	0-24%:	0 points

15. REDUCING RECIDIVISM

Percentage of all leavers who exited to shelter, streets or unknown	10% or less:	2 points
	Over 10%:	0 points

16. SEVERITY OF NEEDS AND VULNERABILITY

a. ADMISSION INCOME: Percentage of households/ individuals who had zero income at entry?	20-100%:	2 points
	10-19%:	1 point
	Below 10%:	0 points

b. PEOPLE ENTERING WITH A DISABLING CONDITION	20-100%:	2 points
	10-19%:	1 point
	Below 10%:	0 points

Financial

It is expected that all programs will submit invoices on a monthly basis. These questions will be answered based on BHS financial records.

17. How often does the program invoice expenses on the project (according to BHS policy 15 th of each month) or draw down funds from HUD?	Monthly:	6 points
	Bi-monthly:	3 points
	Quarterly or less frequently:	0 points

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

95-100%:	7 points
90-94%:	5 points
85-89%:	4 points
75-84%:	3 points
Less than 75%:	0 points

HMIS Participation

19. Percentage of HMIS client records with “null or missing values” for each Universal Data Element – *BHS will provide report for each renewal project. If the project is required by law to use a comparable database (eg. victim service providers), the same data standards apply based on the data reporting provided to the CoC.

0-9%: 6 points

10-15%: 1points

16-100%: 0 points

20. Timeliness of data entry into HMIS or comparable database as required by victim service providers.

80% and above of records entered in 4-6 days:

3points

79% or less of records entered in 4-6 days:

0 points

21. Timeliness of APR submittals to BHS 30 days after the close of the grant term (subrecipient) or submission to HUD before 90 day deadline (direct recipient)?

Yes: 5 points

NO: 0 points

CoC Participation (BoS Meetings – 7/11/17, 8/1/17, 9/12/17, 11/14/17, 1/9/18, 5/15/18)

22. What number of BoSCoC meetings in the past year (July 1, 2017 – June 30, 2018) was your organization/agency represented?

6 meetings: 6 points

5 meetings: 5 points

4meetings: 4 points

3 meetings or less: 0 points

Policy Priorities

Housing First is an approach where homeless persons are provided **immediate access to housing** and then offered 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/ occupancy agreement. Participants’ shall not be exclude from entry into Housing First due to 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 agreements to your project application.

The following points will be determined by reviewing the project application and attached policies supporting the project application. If an applicant 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 a “yes” response 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.

23. Will your project serve a high percentage of people with significant barriers to stability based on specific population focus in FY2017 project application?

- Having little or no income (1 points)*
- Active or history of substance abuse (1 points)*
- Having a criminal record with the exception of state-mandated restrictions (1points)*
- Active or history of mental illness (1 points)*

24. Will your project ensure participants are not terminated for the following reasons Has your program terminated any participants' in the last year for any of the following?

- Failure to participate in supportive services (1 points)*
- Failure to make progress on a service plan (1 points)*
- Loss of income or failure to improve income (1 points)*
- Being a victim of domestic violence (1 points)*
- Any other activity not covered in a lease agreement typically found in the region (1 points)*

NH-500 Balance of State Continuum of Care (BoSCoC) CoC Program Rank & Review Policy FINAL

Purpose:

As the NH BoSCoC Collaborative applicant, the NH Bureau of Housing Supports is responsible for coordinating the Balance of State Continuum of Care's annual application through the HUD Notice of Funding Availability (NOFA) process. A required component to this process is the review and ranking of submitted new and renewal project applications.

Reviewer selection:

BHS will request reviewers for the CoC New Project Ranking team throughout the year in order to maintain a list of eligible reviewers to select from once the NOFA is released.

The new project review team will have at least 3 external reviewers.

Reviewers may not work for an agency, its affiliates or decision making bodies, or have a financial interest in a project that is submitting an application for renewal funding. If a potential reviewer's agency is not submitting a new project application, the person may sit on the new project review team.

Distribution of Documents:

Upon release of the NOFA, the BoSCoC will finalize the New and Renewal project ranking tools through a vote. BHS will distribute the ranking tools via email, and will post the documents on the BoSCoC website.

BHS will distribute new project applications to the BoSCoC via the distribution email list, and the documents will be posted on the BoSCoC website.

An application timeline will be developed based on the requirements of the NOFA. The timeline will be distributed via email, and will be posted on the BoSCoC website. Project applications received after the published due date will not be accepted.

BHS will distribute project application packets to reviewers either in person, or via email, depending on the reviewer's physical location, and the available timeframe.

New Application Procedure

The review process will be facilitated by the BHS CoC Program Administrator, who will provide financial records, HMIS data quality reports, CoC meeting participation, and other data as required by the ranking tools and the NOFA.

Ranking teams will review this document prior to starting their review in order to be consistent in their reviews of applications.

Reviewers will score applications based on what is in the application, and what is provided by the CoC Program Administrator, not based on their personal knowledge of a program.

If the reviewers need further clarification, the project application will be set aside without a final score. The CoC Program Administrator will record the review team's questions, and will reach out to the applicant(s) for clarification. Applicants will be given 1 business day to provide requested information. The review team will meet via conference call as soon as possible to finalize the scores.

The CoC Program Administrator will list all applicants in order by score, from highest to lowest. The BoSCoC Executive Committee will review the order and will make final recommendations based on the specific requirements in the NOFA and to ensure maximum funding for the BoSCoC.

The final Project Ranking will be distributed to the BoSCoC via email, and will be published on the BoSCoC website.

Renewal Application Procedure:

Renewal ranking will be based on objective data obtained through HMIS and financial records, as defined in the renewal ranking tool.

The BoSCoC Administrator will assemble the information into a document that shows each subrecipient's score. This information will be sent to the subrecipients, who will have a period of time (to be determined by the NOFA schedule) to respond in writing if they disagree with their score.

The CoC Program Administrator will list all applicants in order by score, from highest to lowest. The BoSCoC Executive Committee will review the order and will make final recommendations based on the specific requirements in the NOFA and to ensure maximum funding for the BoSCoC.

The final Project Ranking will be distributed to the BoSCoC via email, and will be published on the BoSCoC website.

HMIS and Coordinated Entry renewal projects will automatically be fully included in Tier 1 as the last two full projects, and will not be included in the ranking process.

Grievance Procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Project Ranking

Project ranking will follow the order below unless it is changed by CoC membership or Executive Committee vote that is documented in the CoC meeting minutes.

- Renewal projects in rank order
- HMIS and Coordinated Entry renewal projects will automatically be fully included in Tier 1 as the last two full projects, and will not be included in the rating process.
- New reallocation and bonus projects in rank order
- DV Bonus Projects

The CoC Planning grant is included in the application packet submitted to HUD but is not ranked.

NH-500

FY18 CoC Program NOFA

1E-5 Public Posting – Local Competition Deadline

This file contains the documents of public posting about the local competition deadline.

The CoC was informed of two voluntary reallocations after the publication of the RFP and extended the deadline for submission to submit applications after the second notification

- 1) E-mail notice with RFP attachment containing the deadline
- 2) Collaborative Applicant public website posting RFP file containing the deadline
- 3) Facebook posting with link to RFP file containing the deadline
- 4) Request for Proposals (RFP) with deadlines for submission
 - a. Deadlines on page 7 of this attachment
- 5) E-mail notice announcing the extended deadline due to late voluntary application
- 6) Facebook posting with link to RFP file containing the revised deadline due to late voluntary application.

From: Hatfield, Melissa
To: mdoyle@genesishb.org; cracine@BM-Cap.org; K Pio@BM-Cap.org; lbrown@friendsprogram.org; h.nelson@nhpartnership.org; lauren.mcginley@graniteuw.org; joe.frappiea@211nh.org; William.Sherry@Graniteuw.org; m.reagan@nhpartnership.org; mdoyle@genesishb.org; npaul@friendsprogram.org; m.brien1@nhpartnership.org; amoran@clmnh.org; Lynne.Goodwin@lebcity.com; L.gravel@nhpartnership.org; dfoxwell@clmnh.org; cthomas@bethany.org; c.spitz@crossroadshouse.org; lancasterm@cfsnh.org; rhwson@tccap.org; barrtown@metrocast.net; Kendra.Veroff@use.salvationarmy.org; kwilliams@concordnh.gov; Harlan.Michele; cameron.ford@headrest.org; a.pancine@harborhomes.org; acrroberts@comcast.net; ADunn@riverbendcmhc.org; Amy.E.Yuhasz@hud.gov; angela@concordhomeless.org; bandrewsparker@straffordcap.org; bguinther@nhhfa.org; bquimby@clmnh.org; bridgehouseinc@gmail.com; vmcclure@mvp.org; Calvin.Smith@va.gov; cary.gladstone@graniteuw.org; cathybentwood@gmail.com; chenderson@scshelps.org; ckuhn@fitnh.org; clemke@genesishb.org; cmeaney@laclt.org; Connor-Belcourt@USE.SalvationArmy.Org; johnperson@veteransinc.org; dferringo@tccap.org; ellen@concordhomeless.org; Emily.Reisine@va.gov; flyfisherman.robert@gmail.com; gschneider@snhs.org; heatherwames@aol.com; hildegard.ojlbway@headrest.org; jallie@communitypartnersnh.org; Jennifer.lasalle@wellsense.org; jmanning@scshelps.org; jmorris@snhs.org; JRauscher@eastersealsnh.org; jrider@scshelps.org; jrobillard@tccap.org; julian.long@rochesterern.net; KatieMae.Stewart@ppnne.org; katymcd35@gmail.com; kbates@rcaction.org; kbeaulieu@fitnh.org; KellyE@cfsnh.org; kqiles@genesishb.org; ksiksi10@gmail.com; lberman@straffordcap.org; leclair.s@rochesterschools.com; LHazeltime@BM-Cap.org; KELLER, LINDY; Boucher, Lisa; lisa@veteranhomestead.org; ThistleElliott, Lynda; m.pendry@harborhomes.org; Martha@crossroadshouse.org; martha@veteranhomestead.org; mary@thewayhomeh.org; mbeau@fitnh.org; Hatfield, Melissa; Merilynn@Listencs.org; mfreeman@scshelps.org; mpritchard@genesishb.org; mstokes@fitnh.org; Nicole.Ligor@BMCHP-wellsense.org; p.kelleher@nhpartnership.org; PAM@NHCADSV.org; pastorjon8675@hotmail.com; pthyng@communitypartnersnh.org; pwyzik@mfs.org; ray@veteranhomestead.org; Robert.Mottola@va.gov; Rodler, Robert; Pitzer, Roger; Scott.McNeil@USE.SalvationArmy.org; scpinsonneault@gmail.com; sford@myfriendsplacenh.org; sftsnh@gmail.com; sgregoire@BM-Cap.org; sihnnh@comcast.net; SMorrison@communitypartnersnh.org; ssavard@fitnh.org; Richard.Starkey@USE.salvationarmy.org; sturner@familiesfirstseacoast.org; Sue@concordhomeless.org; tm33782004@gmail.com; v.talasz@nhpartnership.org; vista@mcoch.org; vmcclure@mvp.org; cathybentwood@gmail.com; amy.frechette@va.gov; marie@nhcadsv.org; jenny.connor-belcourt@use.salvationarmy.org; EBerry@nhla.org; CWellington@nhla.org; d.curley@nhpartnership.org; brendonmeathey@veteransinc.org; linda@nhcadsv.org; d.mitchell@crossroadshouse.org; clorentz@laclt.org; KGrenier@fitnh.org; rweeks@uppervalleyhaven.org; sarak@uppervalleyhaven.org; director@annemariehouse.org; director@newgennh.org; paula@cccnh.org; elissa@housingactionnh.org; jmackay@northernhs.org; JohnNadeau@bm-cap.org; ctowne@tccap.org; starleton@straffordcap.org; Melany Mondello
Cc: Jewell, Mark; Lane, Julie; Lamprey, Regina; O'Connor, Betsy; Petzold, Heidi; Pitzer, Roger; Robbins, Nicole; Schott, Kristiane
Subject: NH-500 Balance of State Continuum of Care – FY18 CoC Program Funds Available
Date: Thursday, July 19, 2018 1:22:51 PM
Attachments: [NH-500 FY18 CoC Program NOFA RFP FINAL 2018 07 18.docx](#)
[NH-500 FY18 New Project Scoring Tool - FINAL 7.11.18.doc](#)
[NH-500 FY18 Renewal Project Scoring Tool - FINAL 7.16.18.doc](#)
[NH 500 Rank Review policy - FINAL 7.10.18.docx](#)
[NH 500 Reallocation Policy - FINAL 7.18.18.docx](#)
[NH-500 FY18 CoC Program NEW Project Application Locked 2018 07 18.docx](#)

The NH-500 Balance of State Continuum of Care (BoSCoC) is seeking new and renewal project applications for the FY18 Continuum of Care Program competition. Attached you will find the following documents for NH-500 BOSCO competition:

- Request for Applications with details regarding funding available, how to apply and due dates
- New Project Scoring Tool
- Renewal Project Scoring Tool
- Rank and Review Policy
- Reallocation Policy
- New Project Application Form

These documents will also be available on the BHS website at <https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm> by the end of the day.

The BoSCoC encourages all eligible applicants to submit an application, even if your agency has not applied or received funds in the past. Please pass along this funding opportunity to your mailing lists and other eligible applicants.

If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194, or myself at the contact info listed below.

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Housing Supports
129 Pleasant St.
Concord, NH 03301
P: 603-271-9197
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<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>
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Bureau of Housing Supports



If you are experiencing a housing crisis, call [NH 2-1-1](tel:6032312111), or contact your local city or town welfare office. To find your local office, go to the [NH Municipal Association web site](#) and choose "Municipal Directory" from the Resource menu.

July 20, 2018

The HUD FY 2018 CoC Program Competition is now open

The due date is September 18, 2018 by 8pm

The NH-500 Balance of State Continuum of Care held a NOFA prep meeting in the Brown Auditorium at 129 Pleasant St in Concord on July 10, 2018 from 9am - 12pm.

The NH-500 Balance of State Continuum of Care (BoSCoC) is seeking new and renewal project applications for the FY18 Continuum of Care Program competition. Please use the following documents for the NH-500 BOSCOC competition:

- Request for Applications Includes details regarding funding available, how to apply, and due dates
- New Project Scoring Tool
- Renewal Project Scoring Tool
- Rank and Review Policy
- Reallocation Policy
- New Project Application Form

The BoSCoC encourages all eligible applicants to submit an application, even if your agency has not applied or received funds in the past. Please pass along this funding opportunity to your mailing lists and other eligible applicants.

More information will be passed along as we prepare our documents. Please direct any questions about this competition to Kriani Schott at kristiane.schott@dhhs.nh.gov.

search this site

DHHS Events Calendar

			1	2	3
4	5	6	7	8	9
10	11	12	13	14	15
16	17	18	19	20	21
22	23	24	25	26	27
28	29	30			

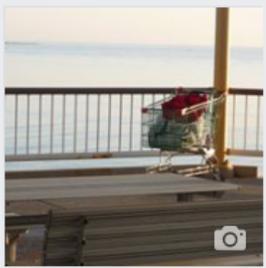
Program Information

- About BHS
- Access to Permanent Housing
- Homelessness
- Homeless Data
- Housing Services
- Balance of State Continuum of Care
- Publications
- Sentinel Event Reporting
- Shelter Services
- Contact Homeless & Housing Services

Related Resources

- Homeless & Housing Rules
- HUD
- National Alliance to End Homelessness
- NH Coalition to End Homelessness
- NH Housing Authority
- SAMHSA

----->
 This was the date for the final full submission, not the project applications.
 Project application due date was 8/7/18 and was included in Request for Applications



NH Bureau of Housing Supports @NHBHHS

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NH Bureau of Housing Supports Just now

The NH-500 Balance of State Continuum of Care (BoSCoC) is seeking new and renewal project applications for the FY18 Continuum of Care Program competition. On the BHS website you will find the following documents for NH-500 BOSCOC competition:

- Request for Applications with details regarding funding available, how to apply and due dates
- New Project Scoring Tool
- Renewal Project Scoring Tool
- Rank and Review Policy
- Reallocation Policy
- New Project Application Form

<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

The BoSCoC encourages all eligible applicants to submit an application, even if your agency has not applied or received funds in the past. Please pass along this funding opportunity to your mailing lists and other eligible applicants.

If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194.

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The Bureau of Homeless and Housing Services works with NH communities to develop programs and services for NH's homeless populations.

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NH Bureau of Housing

CONTACTS

- Kristi Trudel
- David Bogacz
- Jessica Clark
- Jen Hart
- Jason Bogacz
- Shelby Allard
- Marlaina O'Reilly
- Katie Sokol
- Nicole Havey
- Oriana Filiault
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Turn on Active Status to see who's available.

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New Hampshire Balance of State Continuum of Care (NH BoSCoC)

Notice of Funding Availability for the FY 2018 Continuum of Care (CoC) Program Competition

Published 7/19/18

The US Department of Housing and Urban Development (HUD) has released the FY 2018 Notice of Funding Availability (NOFA) for the CoC Program Competition. The Bureau of Housing Supports (BHS) is the collaborative applicant responsible for completing and submitting an annual application for CoC Program funding application on behalf of the NH BoSCoC which will include project applications funded under this RFP. The geography includes: Dover; Portsmouth; Rochester; Belknap County; Carroll County; Cheshire County; Coos County; Grafton County; Hillsborough County*; Merrimack County; Rockingham County; Strafford County; Sullivan County, Antrim, Bedford, Bennington, Deering, Frankestown, Goffstown, Greenfield, Greenville, Hancock, Hillsboro, Lyndeboro, New Boston, New Ipswich, Pelham, Peterborough, Sharon, Temple, Weare, Wilton, and Windsor.

BHS is soliciting request for projects and is providing notice that there are funds available through the NH-500 Balance of State Continuum of Care FY 2018 NOFA Competition. Available funding amounts and deadlines are found below.

The following guidance applies to all new and renewal CoC Program project applications.

I. ELIGIBLE APPLICANTS and COSTS

- A. Eligible project applicants for the CoC Program Competition are non-profit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies, as such term is defined in 24 CFR 5.100, without limitation or exclusion.
- B. Provisions at 24 CFR 578.37 through 578.63 identify the eligible costs for which funding may be requested under the CoC Program¹.
- C. No Awards to Debarred and Suspended Parties: BHS will not make any subrecipient award or permit any award to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension." All recipients are responsible for checking subrecipient status in the SAM system.

II. PROJECT APPLICATIONS TYPES

- A. Renewal projects
- B. New Bonus projects
- C. New Reallocation funding projects
- D. New Domestic Violence Bonus projects

¹ <https://www.hudexchange.info/resource/2035/coc-program-interim-rule-formatted-version/>

III. RENEWAL PROJECTS

- A. BHS Subrecipients - BHS will work directly with all eligible renewal projects to complete renewal applications that accurately reflect the project activities. BHS will be sending out project applications for each subrecipient to review by **July 24, 2018**.
- B. Renewal application feedback, changes or suggestions from BHS subrecipients and renewal applications from all other recipients must be sent to BHS, Kristi Schott, electronically, by **July 31, 2018 by 4:00pm**.
- C. POTENTIAL RENEWAL PROJECT CHANGES:
- 1) Expanding projects - Renewal projects are eligible to expand units, beds, persons or services through creation of a new project application for reallocation, Bonus or DV Bonus funding. *(NOTE: this will require development and submission of a new project application per the instructions below. The project will be competitively ranked with other new projects.)*
 - 2) Existing PSH projects – Renewal projects can change to 100% DedicatedPLUS to serve people who fall under the DedicatedPLUS criteria (see definitions end of this document for details). This includes former PSH Bonus and Samaritan Housing Initiative projects from past competitions who committed to serve 100% chronically homeless population.
 - 3) RRH eligible population expansion – expanded options of eligible populations for RRH (see definitions end of this document for details)
 - 4) Transition Grant – A renewal project can work with CoC staff to determine if submitting a transition grant to change the program component of the grant is feasible. Please see the FY18 CoC Program NOFA for detailed instructions and restrictions.
 - 5) Consolidation – HUD is allowing eligible renewals to consolidate two or more eligible renewal projects (but no more than four projects) in one project application. Please see the FY18 CoC Program NOFA for detailed instructions and restrictions.

IV. NEW PROJECTS

Applications for new projects will be accepted from eligible entities that have submitted an application by the CoC deadline and are proposing projects, in alignment with the CoC and HUD priorities.

- A. NEW APPLICATION PROCESS: The application process is a two-step process.
1. Initial project application packets must be submitted electronically to BHS, Kristi Schott, CoC Program Administrator.
Deadline: July 31, 2018 by 4:00 pm.
The initial new project application must be submitted on the Word template that can be found at BHS's website: <https://www.dhhs.nh.gov/dcbcs/bhhs/>
 2. A final project application, for projects chosen for funding, must be submitted electronically by the project applicant to the BHS CoC Collaborative Applicant profile, through HUD's e-snaps² electronic application system.
Deadline: August 7, 2018, by 4:00 pm

² <https://esnaps.hud.gov/grantium/frontOffice.jsf>

Information about submitting new project applications through e-snaps is available on HUD Exchange at:

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

PLEASE NOTE: Failure to submit applications in e-snaps by the deadline means the project may not be included in the final project list for the 2018 NH BoSCoC Program funding.

B. New Application Funding Sources

1. Bonus and Reallocation funds: Bonus is approximately **\$225,090** and Reallocation is approximately **\$0** this year.

BoSCoC may shift funds in whole or part from existing renewal projects to create one or more new reallocation projects.

Eligible project types include:

- a) Permanent Supportive Housing (PSH) that will serve 100% chronically homeless individuals and families, including unaccompanied youth OR DedicatedPLUS eligible participants;
- b) Rapid Re-housing (RRH) that will serve:
 - 1) individuals and families, including unaccompanied youth, residing in a place not meant for human habitation or emergency shelter, persons fleeing domestic violence situations, and other persons meeting the criteria of paragraph (4) of the definition of homelessness
 - 2) individuals or families leaving a transitional housing project what was eliminated
 - 3) people residing in a TH funded by Joint TH-RRH projects; OR
 - 4) People receiving services through a VA-funded homeless assistance program AND met one of the above criteria at initial intake to the VA homeless assistance system.
- c) Joint Transitional Housing (TH) and Rapid Re-Housing (RRH) that will serve:
 - 1) individuals and families, including unaccompanied youth, residing in a place not meant for human habitation or emergency shelter, persons fleeing domestic violence situations, and other persons meeting the criteria of paragraph (4) of the definition of homelessness
 - 2) individuals or families leaving a transitional housing project what was eliminated
 - 3) people residing in a TH funded by Joint TH-RRH projects; OR
 - 4) People receiving services through a VA-funded homeless assistance program AND met one of the above criteria at initial intake to the VA homeless assistance system.
- d) HMIS expansion from current HMIS Lead
- e) Coordinated Entry from current Coordinated Entry Lead

2. Domestic Violence Bonus funds: Approximately **\$250,944** is available this year. The CoC may fund up to one project in each of the following categories.

- a. Rapid Re-housing (RRH) that will serve survivors of domestic violence, dating violence, sexual assault, or stalking as defined in paragraph (4) at 24 CFR 578.3.
- b. Joint TH-RRH that will serve survivors of domestic violence, dating violence, sexual assault, or stalking as defined in paragraph (4) at 24 CFR 578.3.
- c. Coordinated Entry System for people experiencing DV from the current Coordinated Entry Lead

V. MATCH REQUIREMENT

The recipient or subrecipient must match all CoC Program grant funds, except for leasing funds, with no less than 25% of cash or in-kind contributions from other sources in accordance with 24 CFR 578.73. Match is not required to be provided by budget line item, but instead as an aggregate sum. For more information on match requirements, please contact Kristi Schott, CoC Program Administrator.

VI. PROJECT APPLICATION ATTACHMENTS – NEW AND RENEWAL

- Documentation of Applicant and Subrecipient Eligibility
- Applicant Code of Conduct – verify if listed on HUD website, if not listed attach updated file that is in compliance with 2 CFR 200 requirements to project application
- The following are listed as attachments in the NOFA but are now built into e-snaps
- SF-424 Application for Federal Assistance (*built into e-snaps*)
- SF-424 Supplemental, Survey on Ensuring Equal Opportunities (*built into e-snaps*)
- Form HUD-2880 dated between May 1, 2018 and September 18, 2018 (*built into e-snaps*)
- Form HUD-50070, Certification for Drug-Free Workplace (*built into e-snaps*)
- SF-LLL, Disclosure of Lobbying Activities (*built into e-snaps*).

VII. FUNDING NOTIFICATION and ORDER FOR NEW AND RENEWAL PROJECTS

- A. All accepted, reduced and rejected project applications will be notified in writing outside of the e-snaps system by the BoSCoC. Rejected or reduced projects notices will include an explanation for rejection or reduction as applicable.
- B. Projects will be funded per the order defined in the CoC Rank and Review Policy, which is available on the BHS website.

VIII. APPEALS

- A. NH BoSCoC will accept written appeals submitted in accordance with the published policies and procedures of the CoC. If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within two business day of the list being published/distributed.
- B. The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee’s decision in writing by the CoC Program Administrator within one business day of the meeting.

FOR MORE INFORMATION

- Additional information on the NH BOS CoC FY18 CoC Program competition can be found at:
<https://www.dhhs.nh.gov/dcbcs/bhhs/>
<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/>
- Additional information on the CoC Program rules and requirements can be found at:
<https://www.hudexchange.info/programs/coc/>

If you have questions about the CoC Program or the FY18 competition process, please contact:

Kristi Schott, CoC Program Administrator
Bureau of Housing Supports
NH Department of Health & Human Services
129 Pleasant St., Concord, NH 03301

P: (603)271-9194

Kristiane.Schott@dhhs.nh.gov

Definition Excerpts from FY18 CoC Program NOFA – see full NOFA for additional information

1. DedicatedPLUS is a new participant eligibility category for new and renewal PSH that can serve individuals with a disability and families in which one adult or child has a disability, including unaccompanied youth with a disability that are:
 - Experiencing chronically homeless;
 - Residing in transitional housing (TH) that will be eliminated in FY17 and were experiencing chronically homelessness at TH entry;
 - In place not meant for human habitation, shelter or safe haven BUT were experiencing chronically homelessness AND had been in permanent housing (PH) project within last year and were unable to maintain housing placement ;
 - Residing in TH funded by Joint TH-RRH component project AND were experiencing chronically homelessness prior to entering the project;
 - In place not meant for human habitation, shelter or safe haven for at least 12 months in the last 3 years BUT has not done so on four separate occasions ; OR
 - In a Department of Veteran Affairs (VA)-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system.
2. Housing First prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness. Additionally, CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
3. *Joint TH and PH-RRH Component Project.* The Joint TH and PH-RRH component project includes two existing program components—TH and RRH—in a single project to serve individuals and families experiencing homelessness. If funded, HUD will limit eligible costs as follows:
 - 1) capital costs (i.e., new construction, rehabilitation, or acquisition), leasing of a structure or units, and operating costs to provide transitional housing;
 - (2) short- or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project;
 - (3) supportive services;
 - (4) HMIS; and
 - (5) project administrative costs.

When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants. A program participant may choose to receive only the transitional housing unit or the assistance provided through the PH-RRH component, but the recipient or subrecipient must make both types of assistance available.

4. Rapid Re-housing (RRH)

- Residing in places not meant for human habilitation or emergency shelter
- Fleeing DV or other persons meeting criteria of paragraph (4) of definition of homelessness
- In a TH project to be eliminated in FY18
- In TH funded by a TH-RRH
- Receiving services through VA-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system

From: Hatfield, Melissa
To: paige_farmer814@gmail.com; mduoye@genesishb.org; cracine@BM-Cap.org; lbrown@friendsprogram.org; h_nelson@nhpartnership.org; lauren.mcginley@graniteuw.org; joe_frappiea@211nh.org; William.Sherry@Graniteuw.org; m_reagan@nhpartnership.org; mduoye@genesishb.org; npaul@friendsprogram.org; m_brien1@nhpartnership.org; amoran@clmnh.org; Lynne.Goodwin@lebcity.com; L_gravel@nhpartnership.org; dfoxwell@clmnh.org; cthomas@bethany.org; c.spitz@crossroadhouse.org; lancaster@cfsnh.org; rhwson@tccap.org; barrtown@metrocast.net; Kendra.Veroff@use.salvationarmy.org; kwilliams@concordnh.gov; Harlan_Michele; cameron.ford@headrest.org; a_pancine@harborhomes.org; acrroberts@comcast.net; ADunn@riverbendcmhc.org; Amy.E.Yuhasz@hud.gov; angela@concordhomeless.org; bandrewsparker@straffordcap.org; bguinther@nhhfa.org; bquimby@clmnh.org; bridgehouseinc@gmail.com; vmcclure@mvap.org; Calvin.Smith@va.gov; cary.gladstone@graniteuw.org; cathybentwood@gmail.com; chenderson@scshelps.org; ckuhn@fitnh.org; clemke@genesishb.org; cmeaney@laclt.org; Connor-Belcourt@USE.SalvationArmy.Org; johnperson@veteransinc.org; dferringo@tccap.org; ellen@concordhomeless.org; Emily.Reisine@va.gov; flyfisherman.robert@gmail.com; gschneider@snhs.org; hildegard_ojibway@headrest.org; jallie@communitypartnersnh.org; Jennifer.lasalle@wellsense.org; jmanning@scshelps.org; jmorris@snhs.org; JRauscher@eastersealsnh.org; jrider@scshelps.org; jrobbillard@tccap.org; julian.long@rochesternh.net; KatieMae.Stewart@ppnne.org; katymcd35@gmail.com; kbates@rcaction.org; kbeaulieu@fitnh.org; KellyE@cfsnh.org; kgiles@genesishb.org; ksiksi10@gmail.com; lberman@straffordcap.org; LHazeltime@BM-Cap.org; KELLER_LINDY; Boucher_Lisa; ThistleElliott_Lynda; m.pendry@harborhomes.org; Martha@crossroadhouse.org; martha@veteranhomestead.org; mary@thewayhomenh.org; mbeau@fitnh.org; Merilynn@Llistencs.org; mfreeman@scshelps.org; mpritchard@genesishb.org; mstokes@fitnh.org; Nicole.Ligor@BMCHP-wellsense.org; p.kelleher@nhpartnership.org; PAM@NHCADSV.org; pastorjon8675@hotmail.com; pthyng@communitypartnersnh.org; pwyzik@mfs.org; ray@veteranhomestead.org; Robert.Mottola@va.gov; Rodler_Robert; Pitzer_Roger; Scott.McNeil@USE.SalvationArmy.org; scpinsonneault@gmail.com; sford@myfriendsplacenh.org; sftsnh@gmail.com; sgregoire@BM-Cap.org; sihnnh@comcast.net; SMorrison@communitypartnersnh.org; ssavard@fitnh.org; Richard.Starkey@USE.salvationarmy.org; sturner@familiesfirstseacoast.org; Sue@concordhomeless.org; tm33782004@gmail.com; v.talasazan@nhpartnership.org; vista@mcoconh.org; vmcclure@mvap.org; cathybentwood@gmail.com; amy.frechette@va.gov; marie@nhcadsv.org; jenny.connor-belcourt@use.salvationarmy.org; EBerry@nhla.org; CWellington@nhla.org; d.curley@nhpartnership.org; brendonmeatney@veteransinc.org; linda@nhcadsv.org; d.mitchell@crossroadhouse.org; clorentz@laclt.org; KGrenier@fitnh.org; rweeks@uppervalleyhaven.org; sarak@uppervalleyhaven.org; director@annemariehouse.org; director@newgennh.org; paula@cccnh.org; elissa@housingactionnh.org; jmackay@northernhs.org; JohnNadeau@bm-cap.org; ctowne@tccap.org; starleton@straffordcap.org; Melany.Mondello; sgregoire@bm-cap.org
Cc: Lane_Julie; Lamprey_Regina; O'Connor_Betsy; Petzold_Heidi; Pitzer_Roger; Robbins_Nicole; Schott_Kristiane
Subject: NH-500 BOSCO NEW Project Application deadline extended

The NH-500 Balance of State Continuum of Care (BoSCoC) continues to seek new project applications for the FY18 Continuum of Care Program competition. **The deadline for NEW project applications has been extended until Friday, August 10, 2018 at 12pm.**

Funds available from the BoSCoC are as follows:

Bonus funds are approximately **\$225,090** and

Reallocation funds are approximately **\$218,775** this year.

Domestic Violence Bonus funds are approximately **\$250,944** is available this year.

When developing new project please note that you may request a project that utilizes both reallocation funds and regular bonus funds in one project. This is a change from previous CoC Program competitions. *Note: DV bonus funds must still be separate applications.*

As a reminder attached you will find the following documents for NH-500 BOSCO competition on the BHS website at <https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>.

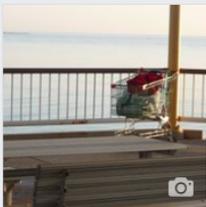
- Request for Applications with details regarding funding available, how to apply and due dates (Revised 7/25 to include reallocation funds)
- New Project Scoring Tool
- Renewal Project Scoring Tool

- Rank and Review Policy
- Reallocation Policy
- New Project Application Form

The BoSCoC encourages all eligible applicants to submit an application, even if your agency has not applied or received funds in the past. Please pass along this funding opportunity to your mailing lists and other eligible applicants.

If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194, or myself at the contact info listed below.

Melissa Hatfield, MSW
Bureau Administrator
Bureau of Housing Supports
129 Pleasant St.
Concord, NH 03301
P: 603-271-9197
F: 603-271-5139
melissa.hatfield@dhhs.nh.gov
<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>
<https://www.facebook.com/NHBHHS/>



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If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194

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CONTACTS

- David Bogacz
- Kristi Trudel 5m
- James Merz 1m
- Jen Hart 31m
- Jessica Clark
- Mariaina O'Reilly 1m
- Christine Lavoie 3h
- Jason Bogacz 48m
- Katie Sokol 42m
- Shelby Allard 20m
- Melissa Tammaro-T... 1m

GROUP CONVERSATIONS

Turn on Active Status to see who's available.

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NH-500 Balance of State Continuum of Care (BoSCoC) CoC Program Reallocation Policy FINAL

Purpose:

HUD strongly encourages CoCs to reallocate funds away from underperforming or redundant programs to create a new project that serves new participants. Newly formed projects must be Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), Rapid Re-Housing/Transitional Housing (RRH/TH) (as defined by the annual Notice of Funding Availability - NOFA), HMIS, or Support Services Only – Coordinated Entry. The Reallocation policy will serve as a mechanism to help the NH BoSCoC match project inventory to the needs of the homeless population in NH, as demonstrated by the annual Point In Time count.

CoC program funds may be reallocated either by a voluntary process, or an involuntary process as decided by the CoC Executive Committee.

Performance Measures:

HUD is increasingly focusing on System Performance Measures and Annual Performance Reports when making funding decisions. Please see HUD'S System Performance Measures: An Introductory Guide at <https://www.hudexchange.info/programs/coc/system-performance-measures/> for more information on performance expectations.

Voluntary Reallocation:

- CoC Program recipients are able to voluntarily reallocate their CoC renewal funds in order to create new projects.
- CoC Program recipients wishing to voluntarily reallocate their funds must inform the CoC Program Administrator at BHHS in writing as soon as they have made the decision to reallocate, and NO LATER than 1 week after the annual release of the NOFA.
- CoC Program recipients that voluntarily reallocate their funding are eligible to apply for a new project using the reallocated funds if the proposed project meets HUD's eligible new project guidelines as established by the NOFA, and will fill an identified local need.
- CoC Program recipients that voluntarily reallocate their funds and wish to apply for a new project (if HUD provides bonus funds) will be required to participate in a competitive process with other CoC Program applicants that apply for new projects.

Involuntary Reallocation:

- CoC Program-funded projects will be monitored by the CoC Program Administrator at BHHS at least annually. Results of annual monitoring visits will be made available to the BoSCoC during bi-monthly CoC meetings. Details to be made public will be limited to HUD's expected

performance measures, percentage of grant spent down, and HMIS data quality (specifically the percentage of data with null or missing values for any of the universal data elements).

- The CoC will establish a threshold for acceptable performance and ranking scores based on the System Performance Measures.
- If a program is deemed to be underperforming based on CoC program monitoring, a corrective action plan will be issued, with one year for the project to make improvements.
- If the project is still underperforming during the following CoC Program NOFA rank and review process, they will not be eligible to submit a renewal application and the project funds will be made available for a new reallocation project application through a local competitive process.

Executive Committee:

The BoSCoC Executive Committee shall review and approve all reallocation decisions. Due to possible time constraints during the NOFA process, Executive Committee meetings may happen either in person or via conference call. All Executive Committee meetings will be documented in meeting minutes, which will be distributed to the CoC through email, and will be posted on the BoSCoC page of the BHHS website.

Conflict of Interest:

Any Executive Committee member whose agency receives CoC Program funding through the BoSCoC shall recuse themselves from the reallocation decision process.

Revision History

Revised:

July 18, 2018

NH-500

FY18 CoC Program NOFA

1E-5. Notifications Outside e-snaps – Projects Accepted

- 1) August 15, 2018 – initial determinations and initial project list
- 2) August 27, 2018 – final project lists – Same projects, recipient agencies and amounts but it reflects an appeal that was approved that changed ranking and grant consolidations were removed.

From: Schott, Kristiane <Kristiane.Schott@dhhs.nh.gov>
Sent: Wednesday, August 15, 2018 4:09 PM
To: 'paige.farmer814@gmail.com'; 'mdoyle@genesisbh.org'; 'cracine@BM-Cap.org'; 'lbrown@friendsprogram.org'; 'h.nelson@nhpartnership.org'; 'lauren.mcginley@graniteuw.org'; 'joe.frappiea@211nh.org'; 'William.Sherry@Graniteuw.org'; 'm.reagan@nhpartnership.org'; 'mdoyle@genesisbh.org'; 'npaul@friendsprogram.org'; 'm.brien1@nhpartnership.org'; 'amoran@clmnh.org'; 'Lynne.Goodwin@lebcity.com'; 'l.gravel@nhpartnership.org'; 'dfoxwell@clmnh.org'; 'cthomas@bethany.org'; 'c.spitz@crossroadshouse.org'; 'lancasterm@cfsnh.org'; 'rhewson@tccap.org'; 'barrtown@metrocast.net'; 'Kendra.Veroff@use.salvationarmy.org'; 'kwilliams@concordnh.gov'; Harlan, Michele; 'cameron.ford@headrest.org'; 'a.pancine@harborhomes.org'; 'acroberts@comcast.net'; 'ADunn@riverbendcmhc.org'; 'Amy.E.Yuhasz@hud.gov'; 'angela@concordhomeless.org'; 'bandrewsparker@straffordcap.org'; 'bguinther@nhhfa.org'; 'bquimby@clmnh.org'; 'bridgehouseinc@gmail.com'; 'vmcclure@mvap.org'; 'Calvin.Smith@va.gov'; 'cary.gladstone@graniteuw.org'; 'cathybentwood@gmail.com'; 'chenderson@scshelps.org'; 'ckuhn@fitnh.org'; 'clemke@genesisbh.org'; 'cmeaney@lactl.org'; 'Connor-Belcourt@USE.SalvationArmy.Org'; 'johnperson@veteransinc.org'; 'dferringo@tccap.org'; 'ellen@concordhomeless.org'; 'Emily.Reisine@va.gov'; 'flyfisherman.robert@gmail.com'; 'gschneider@snhs.org'; 'hildegard.ojibway@headrest.org'; 'jallie@communitypartnersnh.org'; 'Jennifer.lasalle@wellsense.org'; 'jmanning@scshelps.org'; 'jmorris@snhs.org'; 'JRauscher@eastersealsnh.org'; 'jirider@scshelps.org'; 'jrobillard@tccap.org'; 'julian.long@rochesternh.net'; 'KatieMae.Stewart@ppnne.org'; 'katymcd35@gmail.com'; 'kbates@rcaction.org'; 'kbeaulieu@fitnh.org'; 'KellyE@cfsnh.org'; 'kgiles@genesisbh.org'; 'ksiksi10@gmail.com'; 'lberman@straffordcap.org'; 'LHazeltime@BM-Cap.org'; KELLER, LINDY; Boucher, Lisa; ThistleElliott, Lynda; 'm.pendry@harborhomes.org'; 'Martha@crossroadshouse.org'; 'martha@veteranhomestead.org'; 'mary@thewayhomenh.org'; 'mbeau@fitnh.org'; Hatfield, Melissa; 'Merilynn@Listencs.org'; 'mfreeman@scshelps.org'; 'mpritchard@genesisbh.org'; 'mstokes@fitnh.org'; 'Nicole.Ligor@BMCHP-wellsense.org'; 'p.kelleher@nhpartnership.org'; 'PAM@NHCADSV.org'; 'pastorjon8675@hotmail.com'; 'pthyng@communitypartnersnh.org'; 'pwyzik@mfs.org'; 'ray@veteranhomestead.org'; 'Robert.Mottola@va.gov'; Rodler, Robert; Pitzer, Roger; 'Scott.McNeil@USE.SalvationArmy.org'; 'scpinsonneault@gmail.com'; 'sford@myfriendsplacenh.org'; 'sftsnh@gmail.com'; 'sgregoire@BM-Cap.org'; 'sihnnh@comcast.net'; 'SMorrison@communitypartnersnh.org'; 'ssavard@fitnh.org'; 'Richard.Starkey@USE.salvationarmy.org'; 'sturner@familiesfirstseacoast.org'; 'Sue@concordhomeless.org'; 'tm33782004@gmail.com'; 'v.talasazan@nhpartnership.org'; 'vista@mccocnh.org'; 'vmcclure@mvap.org'; 'cathybentwood@gmail.com'; 'amy.frechette@va.gov'; 'marie@nhcadsv.org'; 'jenny.connor-belcourt@use.salvationarmy.org'; 'EBerry@nhla.org'; 'CWellington@nhla.org'; 'd.curley@nhpartnership.org'; 'brendonmeatney@veteransinc.org'; 'linda@nhcadsv.org'; 'd.mitchell@crossroadshouse.org'; 'clorentz@lactl.org'; 'KGrenier@fitnh.org'; 'rweeks@uppervalleyhaven.org'; 'sarak@uppervalleyhaven.org'; 'director@annemariehouse.org'; 'director@newgennh.org'; 'paula@cccnh.org'; 'elissa@housingactionnh.org'; 'jmackay@northernhs.org'; 'JohnNadeau@bm-cap.org'; 'ctowne@tccap.org'; 'starleton@straffordcap.org'; Melany Mondello; 'sgregoire@bm-cap.org'
Cc: Melany Mondello; Hatfield, Melissa; Kelly, Beth; Lamprey, Regina; Lane, Julie; O'Connor, Betsy; O'Hara, Amy; Petzold, Heidi; Pitzer, Roger; Robbins, Nicole
Subject: NH BosCoC FY18 CoC Program Project Award List
Attachments: FY 18 NH-500 Project Ranking List 8.15.18.pdf

FY18 CoC Program project applicants, subrecipients and CoC members,

The NH BoS CoC Ranking Committee met to review, score and rank the submitted FY18 CoC Program project applications. The NH Balance of State Continuum of Care (NH BoSCoC) has selected the projects on the attached [FY18 NH-500 Project Ranking List] to be submitted as part of NH BoSCoC FY2018 CoC Program Consolidated Application.

The attached document includes a list of projects to be submitted to HUD and it includes the:

- applicant name,
- project name,
- project score,
- project rank, and
- project award amount.

Congratulations to the chosen projects! The NH BoSCoC appreciates your participation in this process and looks forward to working with your agency on these projects. As in previous years, final award and final funding levels is dependent on actual Federal funds availability and awards made to the NH BoSCoC applicants.

If your project application was rejected for funding or had its' budget reduced from its original requested amount you will receive a separate e-mail specific to your project.

APPEALS/ GRIEVANCE: If you wish to submit an appeal, please notify Kristi Schott by **August 17, 2018, by 4:30pm.**

Per the NH-500 BoSCoC Program Rank & Review Policy:

Appeals/ Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed. The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2018 CoC Program Competition NOFA, page 12:

<https://www.hudexchange.info/resources/documents/FY-2018-CoC-Program-Competition-NOFA.pdf>

Solo Applicants. Per 24 CFR 578.35(c), project applicants that believe they were denied the opportunity to participate in the local CoC planning process in a reasonable manner and were rejected or reallocated by the CoC may appeal the rejection directly to HUD by submitting a Solo Applicant project application in *e-snaps* prior to the application deadline of **September 18, 2018 by 8:00 PM Eastern time**. Any project applicant that intends to submit as a Solo Applicant must adhere to the Solo Applicant submission information outlined in Section X.C of this NOFA to be considered. HUD will not consider any Solo Applicant that does not meet all requirements outlined in Section X.C of this NOFA.

If you have any questions regarding this notification or process, please contact me at, (603) 271-9194.

Thank you,

Kristi Schott, MA
CoC Program Administrator
Bureau of Housing Supports
Division of Economic and Housing Stability
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

<https://www.facebook.com/NHBHHS/>

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NH-500 BOSCO PROGRAM PROJECT RANKING + SCORES FY2018				Tier 1 - 94% ARD	\$ 3,526,406
				Tier 2 (Remaining ARD+Bonus)	\$ 450,180
				Total Projects	\$ 4,340,075
Applicant Name	Project Name	Score	Rank	Amount	Consolidated Grants
State of NH	TCCAP PSH I	105	1	\$15,523	
State of NH	BMCAP RRH	101	2	\$172,972	
State of NH	CLM Shelter Plus Care	90	3	\$312,540	
State of NH	CLM Supportive Housing	n/a	C3		\$692,392
State of NH	Families in Transition Permanent Housing Program - Concord	81	4	\$70,343	
State of NH	CLM PH I	77	5	\$302,427	
State of NH	Families in Transition Concord Community Permanent Housing Program	76	6	\$105,244	
State of NH	FIT Concord Community PSH	n/a	C6		\$204,246
State of NH	Next Steps Permanent Housing Program	72	7	\$88,819	
State of NH	SCS Steps PSH		C7		\$206,339
State of NH	FIT Concord Community Leasing II	72	8	\$99,002	
State of NH	CLM Shelter Plus Care II	71	9	\$77,425	
State of NH	SCS Permanent Housing Project	70	10	\$84,752	
State of NH	SCS Shelter Plus Care	69	11	\$274,012	
State of NH	SCS Rapid Re-Housing Program	67	12	\$114,054	
State of NH	FIT: Dover Permanent Housing	67	13	\$104,856	
State of NH	Home At Last	66	14	\$171,729	
State of NH	Central Street PHP	62	15	\$70,948	
State of NH	Sullivan County Fresh Steps PH Program	62	16	\$117,520	
State of NH	McGrath Street Permanent Housing	62	17	\$99,862	
State of NH	LRMHC PSH		C17		\$139,944
State of NH	CLM FAMILY HOUSING I	60	18	\$267,865	
State of NH	Genesis Behavioral Health-Summer Street Project	58	19	\$42,013	

Footnote: As a Tie Breaker, the actual percentage of Housing Stability Achieved was utilized for projects that had the same score.

NH-500 BOSCO PROGRAM PROJECT RANKING + SCORES FY2018				Tier 1 - 94% ARD	\$ 3,526,406
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Applicant Name	Project Name	Score	Rank	Amount	Consolidated Grants
State of NH	CRH/CCEH Supportive Housing Expansion	57	20	\$381,869	
State of NH	Homeless Management Information System - Balance of State	n/a	21	\$77,996	
State of NH	NH Coordinated Entry	n/a	22	\$351,403	
Northern Human Services	Gilpin House	57	23	\$123,232	
			Tier 1	\$3,526,406	
Northern Human Services	Gilpin House	57	23	\$6,303	
State of NH	TCCAP PSH I Expansion (new project)	54	24	\$75,761	
Child and Family Services	Child and Family Services RRH (new project)	40	25	\$195,525	
State of NH	NH Coordinated Entry Expansion (new project)	n/a	26	\$172,591	
			Tier 2	\$450,180	
State of NH	NHCADSV Housing First Rapid Rehousing Program (DV Bonus)	n/a	27	\$250,944	
State of NH	Planning Grant FY18	n/a	n/a	\$112,545	
			Total	\$4,340,075	

Footnote: As a Tie Breaker, the actual percentage of Housing Stability Achieved was utilized for projects that had the same score.

From: Hatfield, Melissa
To: paigne_farmer814@gmail.com; m_doyle@genesisbh.org; cracine@BM-Cap.org; lbrown@friendsprogram.org; h_nelson@nhpartnership.org; lauren_mcginley@graniteuw.org; joe_frappiea@211nh.org; William_Sherry@Graniteuw.org; m_reagan@nhpartnership.org; m_doyle@genesisbh.org; npaul@friendsprogram.org; m_brien1@nhpartnership.org; amoran@clmnh.org; Lynne_Goodwin@lebcity.com; L_gravel@nhpartnership.org; dfoxwell@clmnh.org; cthomas@bethany.org; c_spitz@crossroadshouse.org; lancaster@cfsnh.org; rhwson@tccap.org; barrtown@metrocast.net; Kendra_Veroff@use.salvationarmy.org; kwilliams@concordnh.gov; Harlan_Michele; cameron.ford@headrest.org; a_pancine@harborhomes.org; acrroberts@comcast.net; ADunn@riverbendcmhc.org; Amy_E_Yuhasz@hud.gov; angela@concordhomeless.org; bandrewsparker@straffordcap.org; bguinther@nhhfa.org; bquimby@clmnh.org; bridgehouseinc@gmail.com; vmcclure@mvap.org; Calvin_Smith@va.gov; cary_gladstone@graniteuw.org; cathybentwood@gmail.com; chenderson@scshelps.org; ckuhn@fitnh.org; clemke@genesisbh.org; cmeaney@laclt.org; Connor-Belcourt@USE.SalvationArmy.Org; johnperson@veteransinc.org; dferringo@tccap.org; ellen@concordhomeless.org; Emily_Reisine@va.gov; flyfisherman.robert@gmail.com; gschneider@snhs.org; hildegard_ojibway@headrest.org; jallie@communitypartnersnh.org; Jennifer_lasalle@wellsense.org; jmanning@scshelps.org; jmorris@snhs.org; JRauscher@eastersealsnh.org; jrider@scshelps.org; jrobbillard@tccap.org; julian.long@rochesternh.net; KatieMae.Stewart@ppnne.org; katymcd35@gmail.com; kbates@rcaction.org; kbeaulieu@fitnh.org; KellyE@cfsnh.org; kgiles@genesisbh.org; ksiksi10@gmail.com; lberman@straffordcap.org; LHazeltime@BM-Cap.org; KELLER_LINDY; Boucher_Lisa; ThistleElliott_Lynda; m.pendry@harborhomes.org; Martha@crossroadshouse.org; martha@veteranhomestead.org; mary@thewayhomenh.org; mbeau@fitnh.org; Hatfield_Melissa; Merilynn@Listencs.org; mfreeman@scshelps.org; mpritchard@genesisbh.org; mstokes@fitnh.org; Nicole.Ligor@BMCHP-wellsense.org; p.kelleher@nhpartnership.org; PAM@NHCADSV.org; pastorjon8675@hotmail.com; pthyng@communitypartnersnh.org; pwyzik@mfs.org; ray@veteranhomestead.org; Robert.Mottola@va.gov; Rodler_Robert; Pitzer_Roger; Scott.McNeil@USE.SalvationArmy.org; scpinsonneault@gmail.com; sford@myfriendsplacenh.org; sftsnh@gmail.com; sgregoire@BM-Cap.org; sihnnh@comcast.net; SMorrison@communitypartnersnh.org; ssavard@fitnh.org; Richard.Starkey@USE.salvationarmy.org; sturner@familiesfirstseacoast.org; Sue@concordhomeless.org; tm33782004@gmail.com; v.talaszanz@nhpartnership.org; vista@mcoconh.org; vmcclure@mvap.org; cathybentwood@gmail.com; amy.frechette@va.gov; marie@nhcadsv.org; jenny.connor-belcourt@use.salvationarmy.org; EBerry@nhla.org; CWellington@nhla.org; d.curley@nhpartnership.org; brendonmeatvey@veteransinc.org; linda@nhcadsv.org; d.mitchell@crossroadshouse.org; clorentz@laclt.org; KGrenier@fitnh.org; rweeks@upervalleyhaven.org; sarak@upervalleyhaven.org; director@annemariehouse.org; director@newgennh.org; paula@cccnh.org; elissa@housingactionnh.org; jmackay@northernhs.org; JohnNadeau@bm-cap.org; ctowne@tccap.org; starleton@straffordcap.org; Melany_Mondello; sgregoire@bm-cap.org
Cc: Lane_Julie; Lamprey_Regina; O'Connor_Betsy; Petzold_Heidi; Pitzer_Roger; Robbins_Nicole; Schott_Kristiane; Little_Brittany
Subject: NH-500 Project Ranking List
Date: Monday, August 27, 2018 2:26:52 PM
Attachments: [FY18 NH-500 Project Ranking List 8.27.18.pdf](#)

Attached you will find the NH-500 Project Ranking List for the FY18 Continuum of Care Program Competition. This information will be posted on the BHS website as well at the following link:

<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

and on our Facebook page at:

<https://www.facebook.com/NHBHHS/>

Melissa Hatfield, MSW
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<https://www.facebook.com/NHBHHS/>

NH-500 BOSCOB COC PROGRAM PROJECT RANKING FY2018					Tier 1 - 94% ARD	\$ 3,526,406
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State of NH	Planning Grant FY18		n/a	\$112,545	
			Total	\$4,340,075	

Footnote: As a Tie Breaker, the actual percentage of Housing Stability Achieved was utilized for projects that had the same score.

From: Schott, Kristiane
To: [Hatfield, Melissa](#); [Donna Marsh](#)
Subject: NH BoSCoC FY18 CoC Program Project Notification
Date: Wednesday, August 15, 2018 4:14:10 PM

Dear Ms. Marsh,

Thank you for your application for funding to the NH Balance of State Continuum of Care (NH BoSCoC) as part of our FY 18 CoC Program competition.

Your project, **New Generation Permanent Supportive Housing**, was not selected for funding. The project did not pass HUD's threshold requirements and therefore is not eligible for funding consideration and was rejected by the Ranking committee of the BoSCoC. The project proposed ineligible costs by combining rental assistance and operations.

You may contact me if you would like more specifics on your project application. I will be sending further feedback at a later date.

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and we encourage you to continue to participate in NH BoSCoC activities in the future.

APPEALS/ GRIEVANCES: If you wish to submit an appeal, please notify Kristi Schott by **August 17, 2018, by 4:30pm.**

Per the NH-500 BoSCoC Program Rank & Review Policy:

-

Appeals/ Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2018 CoC Program Competition NOFA, page 12:

<https://www.hudexchange.info/resources/documents/FY-2018-CoC-Program-Competition-NOFA.pdf>

Solo Applicants. Per 24 CFR 578.35(c), project applicants that believe they were denied the opportunity to participate in the local CoC planning process in a reasonable manner and were rejected or reallocated by the CoC may appeal the rejection directly to HUD by submitting a Solo Applicant project application in *e-snaps* prior to the application deadline of **September 18, 2018 by 8:00 PM Eastern time**. Any project applicant that intends to submit as a Solo Applicant must adhere to the Solo Applicant submission information outlined in Section X.C of this NOFA to be considered. HUD will not consider any Solo Applicant that does not meet all requirements outlined in Section X.C of this NOFA.

Thank you,

Kristi Schott, MA
CoC Program Administrator
Bureau of Housing Supports
Division of Economic and Housing Stability
NH Department of Health & Human Services
129 Pleasant St.
Concord, NH 03301
P: (603)271-9194
<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

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From: Schott, Kristiane
To: [Craig Henderson](#); [Hatfield, Melissa](#)
Subject: NH BoSCoC FY Project Reduction Notification
Date: Wednesday, August 15, 2018 4:10:14 PM

Melissa Hatfield and Craig Henderson,

Thank you for your renewal application for funding to the NH Balance of State Continuum of Care (NH BoSCoC) as part of our FY 18 CoC Program competition.

Your project, **Southwestern Community Services Shelter Plus Care**, funding was reduced by \$12. As this project has an actual rent rental assistance budget line item, adjustments were made to ensure that none of the actual rent was above FMR for any of the units for either county. Due to the adjustments, \$12 of your budget will be reallocated.

The NH BoSCoC and Bureau of Homeless and Housing Services appreciates your participation in this process and we encourage you to continue to participate in NH BoSCoC activities in the future.

APPEALS/GRIEVANCES: If you wish to submit an appeal, please notify Kristi Schott by **August 17, 2018, by 4:30pm.**

Per the NH-500 BoSCoC Program Rank & Review Policy:

-

Appeals/ Grievance procedure:

If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within one business day of the list being published/distributed.

The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee's decision in writing by the CoC Program Administrator within one business day of the meeting.

Secondly, per the FY 2018 CoC Program Competition NOFA, page 12:

<https://www.hudexchange.info/resources/documents/FY-2018-CoC-Program-Competition-NOFA.pdf>

Solo Applicants. Per 24 CFR 578.35(c), project applicants that believe they were denied the opportunity to participate in the local CoC planning process in a reasonable manner and were rejected or reallocated by the CoC may appeal the rejection directly to HUD by submitting a Solo Applicant project application in *e-snaps* prior to the application deadline of **September 18, 2018 by 8:00 PM Eastern time**. Any project applicant that intends to submit as a Solo Applicant must adhere to the Solo Applicant submission information outlined in Section X.C of this NOFA to be considered. HUD will not consider any Solo Applicant that does not meet all requirements outlined in Section X.C of this NOFA.

Thank you,

Kristi Schott, MA

CoC Program Administrator
Bureau of Housing Supports
Division of Economic and Housing Stability
NH Department of Health & Human Services
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NH-500

FY18 CoC Program NOFA

1E-5 Public Posting – Local Competition Deadline

This file contains the documents of public posting about the local competition deadline.

The CoC was informed of two voluntary reallocations after the publication of the RFP and extended the deadline for submission to submit applications after the second notification

- 1) E-mail notice with RFP attachment containing the deadline
- 2) Collaborative Applicant public website posting RFP file containing the deadline
- 3) Facebook posting with link to RFP file containing the deadline
- 4) Request for Proposals (RFP) with deadlines for submission
 - a. Deadlines on page 7 of this attachment
- 5) E-mail notice announcing the extended deadline due to late voluntary application
- 6) Facebook posting with link to RFP file containing the revised deadline due to late voluntary application.

From: Hatfield, Melissa
To: mdoyle@genesishb.org; cracine@BM-Cap.org; K Pio@BM-Cap.org; lbrown@friendsprogram.org; h.nelson@nhpartnership.org; lauren.mcginley@graniteuw.org; joe.frappiea@211nh.org; William.Sherry@Graniteuw.org; m.reagan@nhpartnership.org; mdoyle@genesishb.org; npaul@friendsprogram.org; m.brien1@nhpartnership.org; amoran@clmnh.org; Lynne.Goodwin@lebcity.com; L.gravel@nhpartnership.org; dfoxwell@clmnh.org; cthomas@bethany.org; c.spitz@crossroadshouse.org; lancasterm@cfsnh.org; rhwson@tccap.org; barrtown@metrocast.net; Kendra.Veroff@use.salvationarmy.org; kwilliams@concordnh.gov; Harlan.Michele; cameron.ford@headrest.org; a.pancine@harborhomes.org; acrroberts@comcast.net; ADunn@riverbendcmhc.org; Amy.E.Yuhasz@hud.gov; angela@concordhomeless.org; bandrewsparker@straffordcap.org; bguinther@nhhfa.org; bquimby@clmnh.org; bridgehouseinc@gmail.com; vmcclure@mvp.org; Calvin.Smith@va.gov; cary.gladstone@graniteuw.org; cathybentwood@gmail.com; chenderson@scshelps.org; ckuhn@fitnh.org; clemke@genesishb.org; cmeaney@laclt.org; Connor-Belcourt@USE.SalvationArmy.Org; johnperson@veteransinc.org; dferringo@tccap.org; ellen@concordhomeless.org; Emily.Reisine@va.gov; flyfisherman.robert@gmail.com; gschneider@snhs.org; heatherwames@aol.com; hildegard.ojlbway@headrest.org; jallie@communitypartnersnh.org; Jennifer.lasalle@wellsense.org; jmanning@scshelps.org; jmorris@snhs.org; JRauscher@eastersealsnh.org; jrider@scshelps.org; jrobbillard@tccap.org; julian.long@rochesterh.net; KatieMae.Stewart@ppnne.org; katymcd35@gmail.com; kbates@rcaction.org; kbeaulieu@fitnh.org; KellyE@cfsnh.org; kqiles@genesishb.org; ksiksi10@gmail.com; lberman@straffordcap.org; leclair.s@rochesterschools.com; LHazeltime@BM-Cap.org; KELLER, LINDY; Boucher, Lisa; lisa@veteranhomestead.org; ThistleElliott, Lynda; m.pendry@harborhomes.org; Martha@crossroadshouse.org; martha@veteranhomestead.org; mary@thewayhomeh.org; mbeau@fitnh.org; Hatfield, Melissa; Merilynn@Listencs.org; mfreeman@scshelps.org; mpritchard@genesishb.org; mstokes@fitnh.org; Nicole.Ligor@BMCHP-wellsense.org; p.kelleher@nhpartnership.org; PAM@NHCADSV.org; pastorjon8675@hotmail.com; pthyng@communitypartnersnh.org; pwyzik@mfs.org; ray@veteranhomestead.org; Robert.Mottola@va.gov; Rodler, Robert; Pitzer, Roger; Scott.McNeil@USE.SalvationArmy.org; scpinsonneault@gmail.com; sford@myfriendsplacenh.org; sftsnh@gmail.com; sgregoire@BM-Cap.org; sihnnh@comcast.net; SMorrison@communitypartnersnh.org; ssavard@fitnh.org; Richard.Starkey@USE.salvationarmy.org; sturner@familiesfirstseacoast.org; Sue@concordhomeless.org; tm33782004@gmail.com; v.talaszan@nhpartnership.org; vista@mcoch.org; vmcclure@mvp.org; cathybentwood@gmail.com; amy.frechette@va.gov; marie@nhcadsv.org; jenny.connor-belcourt@use.salvationarmy.org; EBerry@nhla.org; CWellington@nhla.org; d.curley@nhpartnership.org; brendonmeathey@veteransinc.org; linda@nhcadsv.org; d.mitchell@crossroadshouse.org; clorentz@laclt.org; KGrenier@fitnh.org; rweeks@uppervalleyhaven.org; sarak@uppervalleyhaven.org; director@annemariehouse.org; director@newgennh.org; paula@cccnh.org; elissa@housingactionnh.org; jmackay@northernhs.org; JohnNadeau@bm-cap.org; ctowne@tccap.org; starleton@straffordcap.org; Melany Mondello
Cc: Jewell, Mark; Lane, Julie; Lamprey, Regina; O'Connor, Betsy; Petzold, Heidi; Pitzer, Roger; Robbins, Nicole; Schott, Kristiane
Subject: NH-500 Balance of State Continuum of Care – FY18 CoC Program Funds Available
Date: Thursday, July 19, 2018 1:22:51 PM
Attachments: [NH-500 FY18 CoC Program NOFA RFP FINAL 2018 07 18.docx](#)
[NH-500 FY18 New Project Scoring Tool - FINAL 7.11.18.doc](#)
[NH-500 FY18 Renewal Project Scoring Tool - FINAL 7.16.18.doc](#)
[NH 500 Rank Review policy - FINAL 7.10.18.docx](#)
[NH 500 Reallocation Policy - FINAL 7.18.18.docx](#)
[NH-500 FY18 CoC Program NEW Project Application Locked 2018 07 18.docx](#)

The NH-500 Balance of State Continuum of Care (BoSCoC) is seeking new and renewal project applications for the FY18 Continuum of Care Program competition. Attached you will find the following documents for NH-500 BOSCO competition:

- Request for Applications with details regarding funding available, how to apply and due dates
- New Project Scoring Tool
- Renewal Project Scoring Tool
- Rank and Review Policy
- Reallocation Policy
- New Project Application Form

These documents will also be available on the BHS website at <https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm> by the end of the day.

The BoSCoC encourages all eligible applicants to submit an application, even if your agency has not applied or received funds in the past. Please pass along this funding opportunity to your mailing lists and other eligible applicants.

If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194, or myself at the contact info listed below.

Melissa Hatfield, MSW
Bureau Administrator
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Concord, NH 03301
P: 603-271-9197
F: 603-271-5139
melissa.hatfield@dhhs.nh.gov
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Bureau of Housing Supports



If you are experiencing a housing crisis, call [NH 2-1-1](tel:6032312111), or contact your local city or town welfare office. To find your local office, go to the [NH Municipal Association web site](#) and choose "Municipal Directory" from the Resource menu.

July 20, 2018

The HUD FY 2018 CoC Program Competition is now open

The due date is September 18, 2018 by 8pm

The NH-500 Balance of State Continuum of Care held a NOFA prep meeting in the Brown Auditorium at 129 Pleasant St in Concord on July 10, 2018 from 9am - 12pm.

The NH-500 Balance of State Continuum of Care (BoSCoC) is seeking new and renewal project applications for the FY18 Continuum of Care Program competition. Please use the following documents for the NH-500 BOSCO competition:

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- New Project Application Form

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More information will be passed along as we prepare our documents. Please direct any questions about this competition to Krisi Schott at kristiane.schott@dhhs.nh.gov.

search this site

DHHS Events Calendar

			1	2	3
4	5	6	7	8	9
10	11	12	13	14	15
16	17	18	19	20	21
22	23	24	25	26	27
28	29	30			

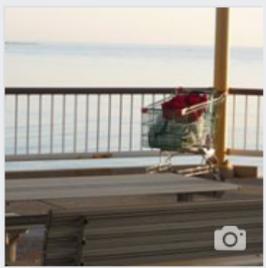
Program Information

- About BHS
- Access to Permanent Housing
- Homelessness
- Homeless Data
- Housing Services
- Balance of State Continuum of Care
- Publications
- Sentinel Event Reporting
- Shelter Services
- Contact Homeless & Housing Services

Related Resources

- Homeless & Housing Rules
- HUD
- National Alliance to End Homelessness
- NH Coalition to End Homelessness
- NH Housing Authority
- SAMHSA

----->
 This was the date for the final full submission, not the project applications.
 Project application due date was 8/7/18 and was included in Request for Applications



NH Bureau of Housing Supports

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The NH-500 Balance of State Continuum of Care (BoSCoC) is seeking new and renewal project applications for the FY18 Continuum of Care Program competition. On the BHS website you will find the following documents for NH-500 BOSCO C competition:

- Request for Applications with details regarding funding available, how to apply and due dates
- New Project Scoring Tool
- Renewal Project Scoring Tool
- Rank and Review Policy
- Reallocation Policy
- New Project Application Form

<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

The BoSCoC encourages all eligible applicants to submit an application, even if your agency has not applied or received funds in the past. Please pass along this funding opportunity to your mailing lists and other eligible applicants.

If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194.

DHHS.NH.GOV
NH Bureau of Homeless and Housing Services | Division of Community Based Care Services | New Hampshire Department of Health and Human Services

The Bureau of Homeless and Housing Services works with NH communities to develop programs and services for NH's homeless populations.

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YOUR GAMES



YOUR PAGES

NH Bureau of Housing

CONTACTS

- Kristi Trudel
- David Bogacz
- Jessica Clark
- Jen Hart
- Jason Bogacz
- Shelby Allard
- Marlaina O'Reilly
- Katie Sokol
- Nicole Havey
- Oriana Filiault
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New Hampshire Balance of State Continuum of Care (NH BoSCoC)

Notice of Funding Availability for the FY 2018 Continuum of Care (CoC) Program Competition

Published 7/19/18

The US Department of Housing and Urban Development (HUD) has released the FY 2018 Notice of Funding Availability (NOFA) for the CoC Program Competition. The Bureau of Housing Supports (BHS) is the collaborative applicant responsible for completing and submitting an annual application for CoC Program funding application on behalf of the NH BoSCoC which will include project applications funded under this RFP. The geography includes: Dover; Portsmouth; Rochester; Belknap County; Carroll County; Cheshire County; Coos County; Grafton County; Hillsborough County*; Merrimack County; Rockingham County; Strafford County; Sullivan County, Antrim, Bedford, Bennington, Deering, Frankestown, Goffstown, Greenfield, Greenville, Hancock, Hillsboro, Lyndeboro, New Boston, New Ipswich, Pelham, Peterborough, Sharon, Temple, Weare, Wilton, and Windsor.

BHS is soliciting request for projects and is providing notice that there are funds available through the NH-500 Balance of State Continuum of Care FY 2018 NOFA Competition. Available funding amounts and deadlines are found below.

The following guidance applies to all new and renewal CoC Program project applications.

I. ELIGIBLE APPLICANTS and COSTS

- A. Eligible project applicants for the CoC Program Competition are non-profit organizations, States, local governments, and instrumentalities of State and local governments, and public housing agencies, as such term is defined in 24 CFR 5.100, without limitation or exclusion.
- B. Provisions at 24 CFR 578.37 through 578.63 identify the eligible costs for which funding may be requested under the CoC Program¹.
- C. No Awards to Debarred and Suspended Parties: BHS will not make any subrecipient award or permit any award to any party which is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs under Executive Order 12549, "Debarment and Suspension." All recipients are responsible for checking subrecipient status in the SAM system.

II. PROJECT APPLICATIONS TYPES

- A. Renewal projects
- B. New Bonus projects
- C. New Reallocation funding projects
- D. New Domestic Violence Bonus projects

¹ <https://www.hudexchange.info/resource/2035/coc-program-interim-rule-formatted-version/>

III. RENEWAL PROJECTS

- A. BHS Subrecipients - BHS will work directly with all eligible renewal projects to complete renewal applications that accurately reflect the project activities. BHS will be sending out project applications for each subrecipient to review by **July 24, 2018**.
- B. Renewal application feedback, changes or suggestions from BHS subrecipients and renewal applications from all other recipients must be sent to BHS, Kristi Schott, electronically, by **July 31, 2018 by 4:00pm**.
- C. POTENTIAL RENEWAL PROJECT CHANGES:
- 1) Expanding projects - Renewal projects are eligible to expand units, beds, persons or services through creation of a new project application for reallocation, Bonus or DV Bonus funding. *(NOTE: this will require development and submission of a new project application per the instructions below. The project will be competitively ranked with other new projects.)*
 - 2) Existing PSH projects – Renewal projects can change to 100% DedicatedPLUS to serve people who fall under the DedicatedPLUS criteria (see definitions end of this document for details). This includes former PSH Bonus and Samaritan Housing Initiative projects from past competitions who committed to serve 100% chronically homeless population.
 - 3) RRH eligible population expansion – expanded options of eligible populations for RRH (see definitions end of this document for details)
 - 4) Transition Grant – A renewal project can work with CoC staff to determine if submitting a transition grant to change the program component of the grant is feasible. Please see the FY18 CoC Program NOFA for detailed instructions and restrictions.
 - 5) Consolidation – HUD is allowing eligible renewals to consolidate two or more eligible renewal projects (but no more than four projects) in one project application. Please see the FY18 CoC Program NOFA for detailed instructions and restrictions.

IV. NEW PROJECTS

Applications for new projects will be accepted from eligible entities that have submitted an application by the CoC deadline and are proposing projects, in alignment with the CoC and HUD priorities.

- A. NEW APPLICATION PROCESS: The application process is a two-step process.
1. Initial project application packets must be submitted electronically to BHS, Kristi Schott, CoC Program Administrator.
Deadline: July 31, 2018 by 4:00 pm.
The initial new project application must be submitted on the Word template that can be found at BHS's website: <https://www.dhhs.nh.gov/dcbcs/bhhs/>
 2. A final project application, for projects chosen for funding, must be submitted electronically by the project applicant to the BHS CoC Collaborative Applicant profile, through HUD's e-snaps² electronic application system.
Deadline: August 7, 2018, by 4:00 pm

² <https://esnaps.hud.gov/grantium/frontOffice.jsf>

Information about submitting new project applications through e-snaps is available on HUD Exchange at:

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

PLEASE NOTE: Failure to submit applications in e-snaps by the deadline means the project may not be included in the final project list for the 2018 NH BoSCoC Program funding.

B. New Application Funding Sources

1. Bonus and Reallocation funds: Bonus is approximately **\$225,090** and Reallocation is approximately **\$0** this year.

BoSCoC may shift funds in whole or part from existing renewal projects to create one or more new reallocation projects.

Eligible project types include:

- a) Permanent Supportive Housing (PSH) that will serve 100% chronically homeless individuals and families, including unaccompanied youth OR DedicatedPLUS eligible participants;
- b) Rapid Re-housing (RRH) that will serve:
 - 1) individuals and families, including unaccompanied youth, residing in a place not meant for human habitation or emergency shelter, persons fleeing domestic violence situations, and other persons meeting the criteria of paragraph (4) of the definition of homelessness
 - 2) individuals or families leaving a transitional housing project what was eliminated
 - 3) people residing in a TH funded by Joint TH-RRH projects; OR
 - 4) People receiving services through a VA-funded homeless assistance program AND met one of the above criteria at initial intake to the VA homeless assistance system.
- c) Joint Transitional Housing (TH) and Rapid Re-Housing (RRH) that will serve:
 - 1) individuals and families, including unaccompanied youth, residing in a place not meant for human habitation or emergency shelter, persons fleeing domestic violence situations, and other persons meeting the criteria of paragraph (4) of the definition of homelessness
 - 2) individuals or families leaving a transitional housing project what was eliminated
 - 3) people residing in a TH funded by Joint TH-RRH projects; OR
 - 4) People receiving services through a VA-funded homeless assistance program AND met one of the above criteria at initial intake to the VA homeless assistance system.
- d) HMIS expansion from current HMIS Lead
- e) Coordinated Entry from current Coordinated Entry Lead

2. Domestic Violence Bonus funds: Approximately **\$250,944** is available this year. The CoC may fund up to one project in each of the following categories.

- a. Rapid Re-housing (RRH) that will serve survivors of domestic violence, dating violence, sexual assault, or stalking as defined in paragraph (4) at 24 CFR 578.3.
- b. Joint TH-RRH that will serve survivors of domestic violence, dating violence, sexual assault, or stalking as defined in paragraph (4) at 24 CFR 578.3.
- c. Coordinated Entry System for people experiencing DV from the current Coordinated Entry Lead

V. MATCH REQUIREMENT

The recipient or subrecipient must match all CoC Program grant funds, except for leasing funds, with no less than 25% of cash or in-kind contributions from other sources in accordance with 24 CFR 578.73. Match is not required to be provided by budget line item, but instead as an aggregate sum. For more information on match requirements, please contact Kristi Schott, CoC Program Administrator.

VI. PROJECT APPLICATION ATTACHMENTS – NEW AND RENEWAL

- Documentation of Applicant and Subrecipient Eligibility
- Applicant Code of Conduct – verify if listed on HUD website, if not listed attach updated file that is in compliance with 2 CFR 200 requirements to project application
- The following are listed as attachments in the NOFA but are now built into e-snaps
- SF-424 Application for Federal Assistance (*built into e-snaps*)
- SF-424 Supplemental, Survey on Ensuring Equal Opportunities (*built into e-snaps*)
- Form HUD-2880 dated between May 1, 2018 and September 18, 2018 (*built into e-snaps*)
- Form HUD-50070, Certification for Drug-Free Workplace (*built into e-snaps*)
- SF-LLL, Disclosure of Lobbying Activities (*built into e-snaps*).

VII. FUNDING NOTIFICATION and ORDER FOR NEW AND RENEWAL PROJECTS

- A. All accepted, reduced and rejected project applications will be notified in writing outside of the e-snaps system by the BoSCoC. Rejected or reduced projects notices will include an explanation for rejection or reduction as applicable.
- B. Projects will be funded per the order defined in the CoC Rank and Review Policy, which is available on the BHS website.

VIII. APPEALS

- A. NH BoSCoC will accept written appeals submitted in accordance with the published policies and procedures of the CoC. If an applicant disagrees with their score, or placement on the ranking list, they may express their grievance in writing to the CoC Program Administrator within two business day of the list being published/distributed.
- B. The BoSCoC Executive Committee will hold an emergency conference call to discuss the grievance, and to make a final decision. The applicant will be notified of the Executive Committee’s decision in writing by the CoC Program Administrator within one business day of the meeting.

FOR MORE INFORMATION

- Additional information on the NH BOS CoC FY18 CoC Program competition can be found at:
<https://www.dhhs.nh.gov/dcbcs/bhhs/>
<https://www.hudexchange.info/programs/e-snaps/fy-2018-coc-program-nofa-coc-program-competition/>
- Additional information on the CoC Program rules and requirements can be found at:
<https://www.hudexchange.info/programs/coc/>

If you have questions about the CoC Program or the FY18 competition process, please contact:

Kristi Schott, CoC Program Administrator
Bureau of Housing Supports
NH Department of Health & Human Services
129 Pleasant St., Concord, NH 03301

P: (603)271-9194

Kristiane.Schott@dhhs.nh.gov

Definition Excerpts from FY18 CoC Program NOFA – see full NOFA for additional information

1. DedicatedPLUS is a new participant eligibility category for new and renewal PSH that can serve individuals with a disability and families in which one adult or child has a disability, including unaccompanied youth with a disability that are:
 - Experiencing chronically homeless;
 - Residing in transitional housing (TH) that will be eliminated in FY17 and were experiencing chronically homelessness at TH entry;
 - In place not meant for human habitation, shelter or safe haven BUT were experiencing chronically homelessness AND had been in permanent housing (PH) project within last year and were unable to maintain housing placement ;
 - Residing in TH funded by Joint TH-RRH component project AND were experiencing chronically homelessness prior to entering the project;
 - In place not meant for human habitation, shelter or safe haven for at least 12 months in the last 3 years BUT has not done so on four separate occasions ; OR
 - In a Department of Veteran Affairs (VA)-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system.
2. Housing First prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions. CoC Program funded projects should help individuals and families move quickly into permanent housing, and the CoC should measure and help projects reduce the length of time people experience homelessness. Additionally, CoCs should engage landlords and property owners, remove barriers to entry, and adopt client-centered service methods.
3. *Joint TH and PH-RRH Component Project.* The Joint TH and PH-RRH component project includes two existing program components—TH and RRH—in a single project to serve individuals and families experiencing homelessness. If funded, HUD will limit eligible costs as follows:
 - 1) capital costs (i.e., new construction, rehabilitation, or acquisition), leasing of a structure or units, and operating costs to provide transitional housing;
 - (2) short- or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid rehousing portion of the project;
 - (3) supportive services;
 - (4) HMIS; and
 - (5) project administrative costs.

When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants. A program participant may choose to receive only the transitional housing unit or the assistance provided through the PH-RRH component, but the recipient or subrecipient must make both types of assistance available.

4. Rapid Re-housing (RRH)

- Residing in places not meant for human habilitation or emergency shelter
- Fleeing DV or other persons meeting criteria of paragraph (4) of definition of homelessness
- In a TH project to be eliminated in FY18
- In TH funded by a TH-RRH
- Receiving services through VA-funded homeless assistance program AND met one of the above at initial intake to the VA homeless assistance system

From: Hatfield, Melissa
To: paige_farmer814@gmail.com; m_doyle@genesisbh.org; cracine@BM-Cap.org; lbrown@friendsprogram.org; h_nelson@nhpartnership.org; lauren_mcginley@graniteuw.org; joe_frappiea@211nh.org; William_Sherry@Graniteuw.org; m_reagan@nhpartnership.org; m_doyle@genesisbh.org; npaul@friendsprogram.org; m_brien1@nhpartnership.org; amoran@clmnh.org; Lynne_Goodwin@lebcity.com; L_gravel@nhpartnership.org; dfoxwell@clmnh.org; cthomas@bethany.org; c_spitz@crossroadhouse.org; lancaster@cfsnh.org; rhwson@tccap.org; barrtown@metrocast.net; Kendra_Veroff@use.salvationarmy.org; kwilliams@concordnh.gov; Harlan_Michele; cameron.ford@headrest.org; a_pancine@harborhomes.org; acrroberts@comcast.net; ADunn@riverbendcmhc.org; Amy_E_Yuhasz@hud.gov; angela@concordhomeless.org; bandrewsparker@straffordcap.org; bguinther@nhhfa.org; bquimby@clmnh.org; bridgehouseinc@gmail.com; vmcclure@mvap.org; Calvin_Smith@va.gov; cary_gladstone@graniteuw.org; cathybentwood@gmail.com; chenderson@scshelps.org; ckuhn@fitnh.org; clemke@genesisbh.org; cmeaney@laclt.org; Connor-Belcourt@USE.SalvationArmy.Org; johnperson@veteransinc.org; dferringo@tccap.org; ellen@concordhomeless.org; Emily_Reisine@va.gov; flyfisherman.robert@gmail.com; gschneider@snhs.org; hildegard_ojibway@headrest.org; jallie@communitypartnersnh.org; Jennifer_lasalle@wellsense.org; jmanning@scshelps.org; jmorris@snhs.org; JRauscher@eastersealsnh.org; jrider@scshelps.org; jrobillard@tccap.org; julian.long@rochesternh.net; KatieMae.Stewart@ppnne.org; katymcd35@gmail.com; kbates@rcaction.org; kbeaulieu@fitnh.org; KellyE@cfsnh.org; kgiles@genesisbh.org; ksiksi10@gmail.com; lberman@straffordcap.org; LHazeltime@BM-Cap.org; KELLER_LINDY; Boucher_Lisa; ThistleElliott_Lynda; m.pendry@harborhomes.org; Martha@crossroadhouse.org; martha@veteranhomestead.org; mary@thewayhomenh.org; mbeau@fitnh.org; Merilynn@Llistencs.org; mfreeman@scshelps.org; mpritchard@genesisbh.org; mstokes@fitnh.org; Nicole.Ligor@BMCHP-wellsense.org; p.kelleher@nhpartnership.org; PAM@NHCADSV.org; pastorjon8675@hotmail.com; pthyng@communitypartnersnh.org; pwyzik@mfs.org; ray@veteranhomestead.org; Robert.Mottola@va.gov; Rodler_Robert; Pitzer_Roger; Scott.McNeil@USE.SalvationArmy.org; scpinsonneault@gmail.com; sford@myfriendsplacenh.org; sftsnh@gmail.com; sgregoire@BM-Cap.org; sihnnh@comcast.net; SMorrison@communitypartnersnh.org; ssavard@fitnh.org; Richard.Starkey@USE.salvationarmy.org; sturner@familiesfirstseacoast.org; Sue@concordhomeless.org; tm33782004@gmail.com; v.talasazan@nhpartnership.org; vista@mcoconh.org; vmcclure@mvap.org; cathybentwood@gmail.com; amy.frechette@va.gov; marie@nhcadsv.org; jenny.connor-belcourt@use.salvationarmy.org; EBerry@nhla.org; CWellington@nhla.org; d.curley@nhpartnership.org; brendonmeatney@veteransinc.org; linda@nhcadsv.org; d.mitchell@crossroadhouse.org; clorentz@laclt.org; KGrenier@fitnh.org; rweeks@uppervalleyhaven.org; sarak@uppervalleyhaven.org; director@annemariehouse.org; director@newgennh.org; paula@cccnh.org; elissa@housingactionnh.org; jmackay@northernhs.org; JohnNadeau@bm-cap.org; ctowne@tccap.org; starleton@straffordcap.org; Melany_Mondello; sgregoire@bm-cap.org
Cc: Lane_Julie; Lamprey_Regina; O'Connor_Betsy; Petzold_Heidi; Pitzer_Roger; Robbins_Nicole; Schott_Kristiane
Subject: NH-500 BOSCO NEW Project Application deadline extended

The NH-500 Balance of State Continuum of Care (BoSCoC) continues to seek new project applications for the FY18 Continuum of Care Program competition. **The deadline for NEW project applications has been extended until Friday, August 10, 2018 at 12pm.**

Funds available from the BoSCoC are as follows:

Bonus funds are approximately **\$225,090** and

Reallocation funds are approximately **\$218,775** this year.

Domestic Violence Bonus funds are approximately **\$250,944** is available this year.

When developing new project please note that you may request a project that utilizes both reallocation funds and regular bonus funds in one project. This is a change from previous CoC Program competitions. *Note: DV bonus funds must still be separate applications.*

As a reminder attached you will find the following documents for NH-500 BOSCO competition on the BHS website at <https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>.

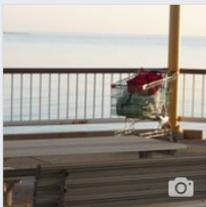
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- New Project Scoring Tool
- Renewal Project Scoring Tool

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If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194, or myself at the contact info listed below.

Melissa Hatfield, MSW
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If you have any questions, please contact Kristi Schott at Kristiane.schott@dhhs.nh.gov or 603-271-9194

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71 people like this and 76 people follow this Jack Hatfield and 7 other friends

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- Kristi Trudel 5m
- James Merz 1m
- Jen Hart 31m
- Jessica Clark
- Mariaina O'Reilly 1m
- Christine Lavoie 3h
- Jason Bogacz 48m
- Katie Sokol 42m
- Shelby Allard 20m
- Melissa Tammaro-T... 1m

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2A-1. CoC and HMIS Lead Governance Attachment
(e.g. section of Governance Charter , MOU, MOA)
NH-500, FY18 CoC Program NOFA

This document is a combination of the following three governance documents of NH-500.

- 1) New Hampshire Balance of State Continuum of Care Governance Charter
- 2) NH HMIS Governance Model Memorandum of Understanding
- 3) New Hampshire HMIS Governance Model

The HMIS roles and responsibilities are found on the following pages of this document:

Page 5-6, 9-10, 14, 18-25

NEW HAMPSHIRE BALANCE OF STATE CONTINUUM OF CARE

GOVERNANCE CHARTER

MAY 2017

CoC Co-Chair (print name): Melissa Hatfield

CoC Co-Chair (title): BHHS Bureau Administrator

CoC Co-Chair (signature): 

DATE: 5/9/17

Adopted on May 9, 2017

**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.

Minutes of each meeting shall be written and distributed via email to the BoSCoC prior to the next meeting, and officially voted on and approved at said 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.

- During an election year, nominees will be solicited during the March meeting. The draft ballot will be sent out with the agenda for the May meeting.
- Voting will take place in person at the May meeting.
- The results will be emailed to the BosCoC members by the end of May.
- Newly elected Executive Committee members will begin their terms on July 1 of the year they are elected.

Please see Appendix A for list of Executive Committee members and their term expiration date. Please see Appendix B for BoSCoC Election Guidelines.

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:

- **Coordinated Entry Subcommittee:** This group is working to align NH's coordinated entry system with HUD notice CPD-17-01, Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System, which prioritizes persons experiencing Chronic Homelessness and other vulnerable persons into permanent supportive housing.
- **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.
- **Youth Subcommittee:** In June of 2014, HUD issued the FY 2016 Policy Priority to End Youth Homelessness. In this policy, HUD established the goal of ending youth homelessness by 2020. In response to this release, the BoSCoC voted to change the Education Subcommittee to a Youth Subcommittee in an effort to focus on the HUD policy. The goal of this subcommittee is to identify and engage key partners, effectively identify and efficiently utilize resources available, and determine how to involve each in decision making about youth homelessness.

- ***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.

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

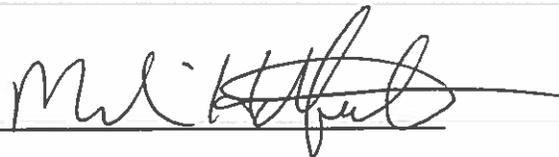
develop a Data Quality Plan, a Privacy Policy and a Security Plan.

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 May 9, 2017



**State of New Hampshire
Balance of State Continuum of Care (BoSCoC)
Appendix A – Executive Committee membership**

<u>Position</u>	<u>Name</u>	<u>Term end date</u>
<u>Co-Chair (BHHS)</u>	Melissa Hatfield	N/A
<u>Co-Chair (Provider – 3 year)</u>	Martha Stone	June 30, 2020
<u>Member (3 year term)</u>	Mark Stokes	June 30, 2020
<u>Member (3 year term)</u>	Dawn Feringo	June 30, 2020
<u>Member (2 year term)</u>	Barry Quimby	June 30, 2018
<u>Member (2 year term)</u>	Arolyn Chappell	June 30, 2018
<u>Member (2 year term)</u>	Vacant	June 30, 2018

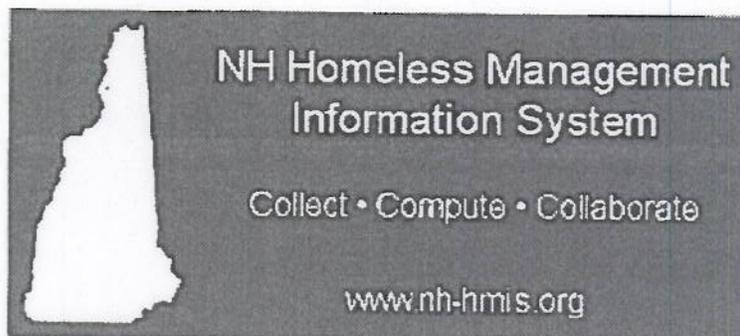
State of New Hampshire
Balance of State Continuum of Care (BoSCoC)
Appendix B – Executive Committee Election Protocols

Purpose:

The election protocols were adapted to provide specific details on the Executive Committee election process. These protocols will supplement the Balance of State Continuum of Care Governance Charter

Protocol:

1. Votes shall be taken on paper ballots
2. Pre-election nominees shall be listed on the ballots
 - a. Those who self-nominate on the day of the election may be written in on the ballots.
3. In the event that there is only one nominee for a Member position and they do not get the majority vote, that position shall remain empty.
 - a. All vacancies post-election shall be voted on at the next meeting.
4. In the instance of a tie, votes shall be recast at the next meeting, and every meeting thereafter until a nominee receives the majority of the votes.
5. Votes shall be collected by a BHHS staff member
6. Votes shall be counted post-meeting by the BHHS staff member.
7. Results shall be emailed to the BoSCoC mailing list with the meeting minutes following the meeting.
8. Each organization in attendance shall have one vote only.
9. Representatives shall be required to state which organization they are authorized to vote for on their ballot.
10. The person voting should have decision making authority for their programs within their organization.



Homeless Management Information System (HMIS) Governance Model

MEMORANDUM OF UNDERSTANDING (MOU)

Between

[Balance of State COC – Party A]

and

[New Hampshire HMIS – Party B]

This is an agreement between *Balance of State COC* hereinafter called BOS and *New Hampshire HMIS*, hereinafter called NH HMIS.

I. PURPOSE & SCOPE

The purpose of this MOU is for both parties to agree to the roles and responsibilities that have been defined in the HMIS Governance model (see attached).

In particular, this MOU is intended to be an agreement for the HMIS Governance model which:

- Provides guidance to CoC;
- Defines the relationship between the HMIS implementation and the CoC;
- Establishes organizational requirements for the HMIS implementation;
- Formalizes leadership and oversight expectations; and
- Provides structure for decision-making.

See the NH-HMIS website at <http://nh-hmis.org> for a link to the NH-HMIS Governance document (link is located on the top right side of the page).

II. BACKGROUND

The HMIS Governance model was created by the HMIS Advisory Committee based on the HUD document HMIS Grant and Project Information Governance Handout. HUD requires that each CoC define governance in a manner that addresses the unique roles and relationships within the HMIS implementing jurisdiction.

III. RESPONSIBILITIES UNDER THIS MOU

NOW, THEREFORE, it is hereby agreed by and between the parties as follows:

Both parties commit to work together to achieve stated project goals.

The CoC agrees to provide representation to the NH HMIS Advisory Council, for the purpose of ensuring HMIS policy and practice (as defined in the NH-HMIS Policies and Procedures Manual) that is both consistent with federal and state requirements, and with the local needs of the Continuum. See the NH-HMIS website at <http://nh-hmis.org> for a link to this manual (located on the top right side of the page).

NH HMIS agrees to respond to recommendations by each CoC as provided by them through the NH HMIS Advisory council.

IV. IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

Parties should revisit The Governance Model on an annual basis to confirm the Agreement's continued relevance and appropriateness.

This MOU constitutes the entire agreement between the parties hereto. This MOU may be modified, altered, revised, extended or renewed by mutual written consent of all parties through the issuance of a written amendment, signed and dated by all the parties.

Any party to this MOU may terminate their participation in this MOU by giving not less than ninety (90) calendar days' prior written notice of intent to terminate to each of the parties.

V. EFFECTIVE DATE AND SIGNATURE

This MOU shall be effective upon the signature of Parties A and B authorized officials. It shall be in force from August 1, 2018 to July 31, 2019. (Maximum of 2 years allowed.)

Parties indicate agreement with this MOU by their signatures.

Melissa Hathfield
Printed name of CoC Chair

Mel Hathfield
Signature

5/18/18
Date

Martha Stone
Printed name of CoC Co-Chair

Martha Stone
Signature

5/29/18
Date

DANA CULLEY
Printed name of NH-HMIS/Lead Agency

Dana Culley
Signature

5/16/18
Date

New Hampshire HMIS Governance Model



The NH-HMIS governance model:

- Defines the relationship between the HMIS implementation and the CoC;
- Establishes organizational requirements for the HMIS implementation;
- Formalizes leadership and oversight expectations; and
- Provides structure for decision-making.

June 2018

NH-HMIS Governance Model
Revision E

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NH-HMIS Governance Model

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The New Hampshire Homeless Management Information System (NH-HMIS) Governance model is developed and formally documented between the HMIS Lead, Grantee, and Continuums of Care (CoC). It ensures that a formal agreement outlining management processes, responsibilities, decision-making structures, and oversight of the HMIS project has been executed (as evidence by a Memorandum of Understanding (MOU)). In order to be approved, the HMIS Advisory Council creates the Governance model; then looks to the CoC leadership for full agreement and sign off. This is the same process as used for changes to the *HMIS Policies and Procedures* document.

NH-HMIS policy is agreed upon and revised when necessary through CoC representation on the statewide NH-HMIS Advisory Council. The Council evaluates information regarding policy recommendations provided from each CoC. The Council reaches consensus on policy decisions and provides those to each CoC for review and approval. Once the recommendations are approved by all NH CoCs, they are incorporated into NH HMIS policy.

The tables in this document show the responsible entities that govern the following HMIS activities:

- [Planning and Software Selection](#)
- [HMIS Management and Operations – Governance and Management](#)
- [HMIS Management and Operations – Compliance Monitoring](#)
- [HMIS Management and Operations – Data Quality](#)
- [HMIS Policy Development and Oversight](#)
- [Other Federal Requirements](#)

[Appendix A](#) defines HMIS terms in more detail.

NOTE: Be sure to check the NH-HMIS website at <http://nh-hmis.org/> to ensure you have the most up-to-date version of this document. On the right side of the home page, see the link under the heading "NH HMIS Governance".

NH-HMIS Governance Model

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HMIS Grantee: The State of New Hampshire
 CoC Names: BOS (Balance of State), MCOC (Manchester), GNCOC (Greater Nashua)
 CoC Subcommittee / Working Group Name: New Hampshire HMIS Advisory Council
 HMIS Lead / Grantee Name: State of New Hampshire, Department of Health & Human Services (DHHS),
 Bureau of Housing Supports (BHS)
 HMIS Lead Agency: Harbor Homes, Inc. (HHI)

Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
Planning and Software Selection						
HMIS Planning and Strategic Activities – Ensures that activities related to HMIS growth and use are developed, reviewed regularly, and are in accordance with the CoC's goals.	X	X	X	X		
HMIS Program Milestones Development – Identifies general milestones for project management, including training, expanded system functionality, etc.	X	X	X	X		
Universal Data Elements – Ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Universal Data Elements as outlined in the Current HMIS Data Standard.			X			
Project-Specific Data Elements – Ensures that the HMIS is able to manage the collection of each data variable and corresponding response categories for the Project-specific data elements as outlined in the Current HMIS Data Standard..			X			
Unduplicated Client Records -Ensures the HMIS is able to generate a summary report of the number of unduplicated client records that have been entered into the HMIS.			X			
APR & CAPER Reporting – Ensures the HMIS is consistently able to produce a reliable Annual Performance Report (APR) and Consolidated Annual Performance and Evaluation Report (CAPER).	X	X	X		X	

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<p>HMIS Reports – Ensures the HMIS generates other client served, utilization summary, and demographic reports both at the system and program levels for purposes of understanding the nature and extent of homelessness in the CoC.</p>	X	X	X			
Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
HMIS Management and Operations – Governance and Management						
<p>HMIS Governance Structure – Ensures a HMIS governance model is developed and formally documented between the HMIS Lead Agency/grantee and the community planning body(ies). Ensures that a formal agreement that outlines management processes, responsibilities, decision-making structures, and oversight of the HMIS project as been executed (as evidence by a Memorandum of Understanding, Letter of Agreement, or similar such documentation). Regularly monitors the HMIS Lead/Grantee and the CoC HMIS Advisory Council and Data Committee on adherence to the agreement.</p>	X	X	X	X		
<p>HMIS Oversight Inclusive Participation – Ensures membership of the HMIS Advisory Council is inclusive of decision makers representing the CoC and community.</p>	X	X		X		Community/ Clients
<p>HMIS Technical Support – Provides technical expertise commensurate with the general HMIS program oversight; provides timely support on high level technical matters; reviews and authorizes HMIS software changes in response to the changing requirements of participating Agencies; and, generally reviews and authorizes special issues brought to it by participating Agencies.</p>		X	X			HUD, NERHMIS, HMIS Vendor
<p>HMIS Software Technical Support – Provides technical expertise commensurate with the requirements of the HMIS software and/or system; provides timely support on software technical matters; is responsible for implementation of authorized changes to the HMIS software and processes; and, generally implements resolutions to any special issues authorized by the HMIS Technical Support Entity within the software and/or overall system.</p>		X	X			HUD, NERHMIS
<p>HMIS IT Issue Tracking – Maintains a regularly updated list of HMIS system service requests, activities, deliverables, and resolutions.</p>			X			

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HMIS IT Issue Monitoring (Community Level) – Regularly reviews HMIS System service requests, activities, deliverables and resolutions. Provides authoritative support when necessary to expedite IT issue resolution.		X	X			
HMIS Staff Organization Chart – Maintains a current and accurate organization chart that clearly identifies all team members, roles and responsibilities, and general work activities/functions. Organization chart is available for review (see Appendix B: Organization Chart).			X			
HMIS Software Training – Provides regular training on software usage, software and data security, and data entry techniques to participating Agencies. Develops, updates, and disseminates data entry tools and training materials, includes train the trainer. Monitors and ensures system and data security.			X			HMIS Vendor
HMIS User Feedback – Manages and maintains mechanisms for soliciting, collecting, and analyzing feedback from end users, program managers, agency executive directors, and homeless persons. Feedback includes impressions of operational milestones and progress, system functionality, and general HMIS operations. Examples of feedback include satisfaction surveys, questionnaires, and focus groups.			X	X	X	Community/ HMIS End Users
System Operation and Maintenance – Responsible for the day-to-day operation and maintains the HMIS System.			X			

Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
HMIS Management and Operations – Compliance Monitoring						
HMIS Management Issues – Ensures that the HMIS is managed in accordance to CoC policies, procedures, and goals.	X	X	X	X		
HMIS Program Milestones Monitoring – Monitors milestones, notes variances, and reports variances to CoC membership.	X	X	X	X		
Agency and Program HMIS Participation – Regularly monitors program and agency-level participation in HMIS via comparison of point-in-time census of beds/slots versus clients served and reports findings to CoC on a regular basis. Evidence of monitoring reports are available for review.	X	X	X	X	X	

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Participation in NOFA, LSA and Systems Performance Measures – Ensures participation in the NOFA (Notice of Funding Availability), LSA (Longitudinal System Analysis) and Systems Performance Measures.	X	X	X	X	X	
Client Acknowledgement – Ensures the completion and documentation of client acknowledgement, as appropriate with the CoC’s Client Acknowledgement Policies and Protocols.	X	X	X	X	X	Community/ Clients
Data and System Security – Ensures adherence by agency staff with the HMIS data and system security protocols as outlined by the CoC and the Current HMIS Data Standard.			X		X	

Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
HMIS Management and Operations - Data Quality						
Data Quality Standards – Develops and enforces community level data quality plan and standards.	X	X	X	X		HUD
Universal Data Elements – Ensures the collection of each data variable and corresponding response categories on all clients served by HUD,VA, other federally funded partners, FYSB, HOPWA, PATH, the State of NH, the City of Manchester, and non-funded participating projects.	X	X	X	X	X	
Project-Specific Data Elements – Ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by HUD, VA, other federally funded partners, FYSB, HOPWA, PATH, the State of NH, the City of Manchester, and non-funded participating programs.	X	X	X	X	X	
Data Quality Reports – Regularly runs and disseminates data quality reports to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.	X	X	X		X	
Data Quality Reports – Provides technical assistance and training in response to data quality reports disseminated to participating programs that indicate levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.	X	X	X		X	

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Data Quality Reports – Regularly runs and disseminates data quality reports to the community planning entity that indicate cross program levels of data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.	X	X	X		X	
Data Quality Reports – Regularly reviews data quality reports on data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.	X	X	X	X	X	Community/ HMIS End Users

Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
HMIS Policy Development and Oversight						
Client Confidentiality and Privacy Training – Provides regular training on client confidentiality and privacy requirements to intake staff, data entry staff and reporting staff at participating Agencies. Ensures all Agencies have sufficient privacy policies and protocols in place.			X		X	HMIS Vendor
CoC System Performance Measurement Training – Provides regular training and guidance on program performance measurement.			X			HUD
CoC Community Planning Goals and Objectives Training – Provides training and regularly reviews the progress of the Community Planning Goals and Objectives.	X		X			
Business Practices Training – Provides training and guidance on business practices to support CoC and HMIS policies (CoC-specific protocols, ethnics, strategies for communication, etc.).			X	X		
Program Funding Training and Orientation – Program Funding Training and Orientation – All required HMIS participants (programs that target homelessness, such as ESG, SHP, RHY, SSVF, HOPWA, PATH, SGIA and S+C) have received training and orientation on regulations pertaining to their funding..	X	X	X			HUD
Participating Agency Documentation – Maintains documentation of the number of participating Agencies (utilizing the HMIS system) is up-to-date. A comparative analysis of planned versus actual deployments at the project level is highly desired but not compulsory.	X	X	X			

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Participation Rates –Regularly reviews and monitors the HMIS coverage rates of the CoC. If coverage rates have not achieved a 75% level of participation, can provide an explanation for the barriers to implementation at specific Agencies. Ensures that ongoing engagement activities and barrier resolution are occurring with non-participating Agencies.	X	X	X	X		Housing Inventory Count (HIC)
Participation Rates – Provides regular reports on HMIS participation rates to CoC Data Subcommittee. An analysis of agency-specific barriers with potential solutions is highly desired but not compulsory.			X			
Policies and Procedures –Ensures the existence and use of HMIS Policies and Procedures.	X	X	X	X	X	HMIS End Users
Agency Participation Agreement – Ensures and maintains written agreements with participating Agencies that describes the protocols for participation in the HMIS.	X	X	X	X		
Data Sharing Agreements – Ensures and maintains written agreements with participating Agencies who share client level data that describes the level of data element or program information sharing among the data sharing HMIS Agencies.			X		X	
HMIS End-User Agreement – Ensures and maintains a written agreement with each authorized user of the HMIS that defines participation protocols, including training criteria, consent protocols, system use, and privacy and security standards.			X	X	X	
Client Acknowledgement – Ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented client Acknowledgement protocol for use as a baseline practice among all participating HMIS users.	X	X	X	X	X	
Data Release – Ensures that the CoC and/or implementing jurisdiction geography of the HMIS grantee has a defined and documented HMIS data release protocol that governs release of all data from the HMIS.	X	X	X	X	X	

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Governance Area	Responsible Entity					
	CoC	HMIS Grantee	HMIS Lead Org	HMIS Advisory Council	Participating Agency	Other
Other Federal Requirements						
Drug-Free Workplace – The HMIS Grantee has adopted a drug-free workplace policy. The policy is posted and available for review.		X	X		X	
Homeless Client Participation – At least one homeless person or formerly homeless person participates in policymaking. Participation can include but is not limited to Advisory Council leadership, advisory committees, staff positions, and sub-committee positions.	X	X	X	X		Community/ Clients
Conflict of Interest – The HMIS Grantee has adopted a conflict of interest policy for board members, staff, and volunteers.		X				
Equal Opportunity and Non-Discrimination Policy – The HMIS Grantee has adopted an equal opportunity and non-discrimination policy.		X				

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Appendix A: NH-HMIS Governance Model Definitions

Annual Performance Report (APR) – A report that tracks program progress and accomplishments in HUD’s competitive homeless assistance programs. The APR provides the grantee and HUD with information necessary to assess each grantee’s performance.

Bed Utilization – An indicator of whether shelter beds are occupied on a particular night or over a period of time.

Coordinated Entry System – A centralized or coordinated process designed to make program participant intake, assessment, and provision of referrals more efficient.

Consolidated Annual Performance and Evaluation Report (CAPER) -- Analysis of need within a community and identification of HUD-sponsored grants – Community Development Block Grant (CDBG), the HOME Investment Partnerships Program (HOME), the Emergency Solutions Grant (ESG), and the Housing Opportunities for Persons with AIDS Grant (HOPWA) -- which will best meet those needs.

Chronic Homelessness – HUD defines a chronically homeless person as

(1) A “homeless individual with a disability,” as defined in the Act, who:

(i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and

(ii) Has been homeless (as described above) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months

- Occasions separated by a break of at least seven nights
- Stays in institution of fewer than 90 days do not constitute a break

(2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or

(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

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Client Acknowledgement – This Acknowledgement embodies the element of informed Acknowledgement in a written form. A client completes and signs a document acknowledging that they have an understanding of the options and risks of participating or sharing data in an HMIS system. The signed document is then kept on file at the agency.

Continuum of Care (CoC) – A community with a unified plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. HUD funds many homeless programs and HMIS implementations through Continuums of Care grants.

Coverage – A term commonly used by CoCs or homeless providers that refers to the number of beds represented in an HMIS divided by the total number of beds available.

Data Quality – The accuracy and completeness of all information collected and reported to the HMIS.

Data Standards – See the current HUD HMIS Data Standard.

Disabling Condition – A disabling condition in reference to chronic homelessness is defined by HUD as a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A disabling condition limits an individual's ability to work or perform one or more activities of daily living.

Emergency Shelter – Any facility whose primary purpose is to provide temporary shelter for the homeless in general, or for specific populations of the homeless.

Emergency Solutions Grant (ESG) – A federal grant program which provides short-term assistance to persons at imminent risk of losing their own housing due to eviction, foreclosure, or utility shutoffs. ESG focuses on both Homelessness Prevention (HP) and Rapid Rehousing (RRH).

Family Youth Services Bureau (FYSB) – A federal program under HHS that supports organizations and communities that work to put an end to youth homelessness, adolescent pregnancy and domestic violence.

Homeless Management Information System (HMIS) – Computerized data collection tool designed to capture client-level information over time on the characteristics and service needs of men, women, and children experiencing homelessness.

HMIS Data Standards – This document describes the Project Description Data Elements, Universal Data Elements, and Project-Specific Data Elements that are used in the HMIS electronic data collection system.

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HMIS Grantee – The State of New Hampshire.

HMIS Lead Organization – An organization designated to operate the CoC’s HMIS on its behalf. In New Hampshire, Harbor Homes, Inc. is the Lead Organization.

Current HMIS Data Standard Manual – This document provides information about the regulations issued by HUD via the Federal Register describing the requirements for implementing HMIS and contains rules about who needs to participate in HMIS, what data to collect, and how to protect client information.

Inferred Acknowledgement – Once clients receive a verbal explanation of HMIS, acknowledgement is assumed for data entry into HMIS.

Informed Acknowledgement – A client is informed of participating in an HMIS system and then specifically asked to acknowledge and sign the Client Acknowledgement form.

Longitudinal System Analysis (LSA) – A report to the U.S. Congress on the extent and nature of homelessness in America. The report is prepared by the Department of Housing and Urban Development (HUD) and provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons. The report is based primarily on Homeless Management Information Systems (HMIS) data about persons who experience homelessness during a 12-month period.

McKinney-Vento Act – The McKinney-Vento Homeless Assistance Act was signed into law by President Ronald Reagan on July 22, 1987. The McKinney-Vento Act funds numerous programs providing a range of services to homeless people, including the Continuum of Care Programs: the Supportive Housing Program, the Shelter Plus Care Program, and the Single Room Occupancy Program, as well as the Emergency Solutions Grant Program.

NERHMIS –New England Regional Homeless Management Information System (NERHMIS).

NOFA – Notice of Funding Availability (NOFA) establishes the funding criteria for the Continuum of Care (CoC) Programs.

Participating Agency – An agency that uses HMIS to collect data.

RHY -- A federal program under HHS that supports organizations and communities that work to put an end to youth homelessness, adolescent pregnancy and domestic violence.

SAMHSA – Substance Abuse and Mental Health Services Administration.

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SGIA -- State Grant-in-Aid is a subsidy furnished by the state to a local government; it is designed to help improve the quality of existing emergency shelters for the homeless, to make available additional shelters, to meet the costs of operating shelters, to provide essential social services to homeless individuals, and to help prevent homelessness.

Shelter Plus Care Program – A program that provides grants for rental assistance for homeless persons with disabilities through four component programs: Tenant, Sponsor, Project, and Single Room Occupancy (SRO) Rental Assistance.

Single Room Occupancy (SRO) – A residential property that includes multiple single room dwelling units. Each unit is for occupancy by a single eligible individual. The unit need not, but may, contain food preparation or sanitary facilities, or both. It provides rental assistance on behalf of homeless individuals in connection with moderate rehabilitation of SRO dwellings.

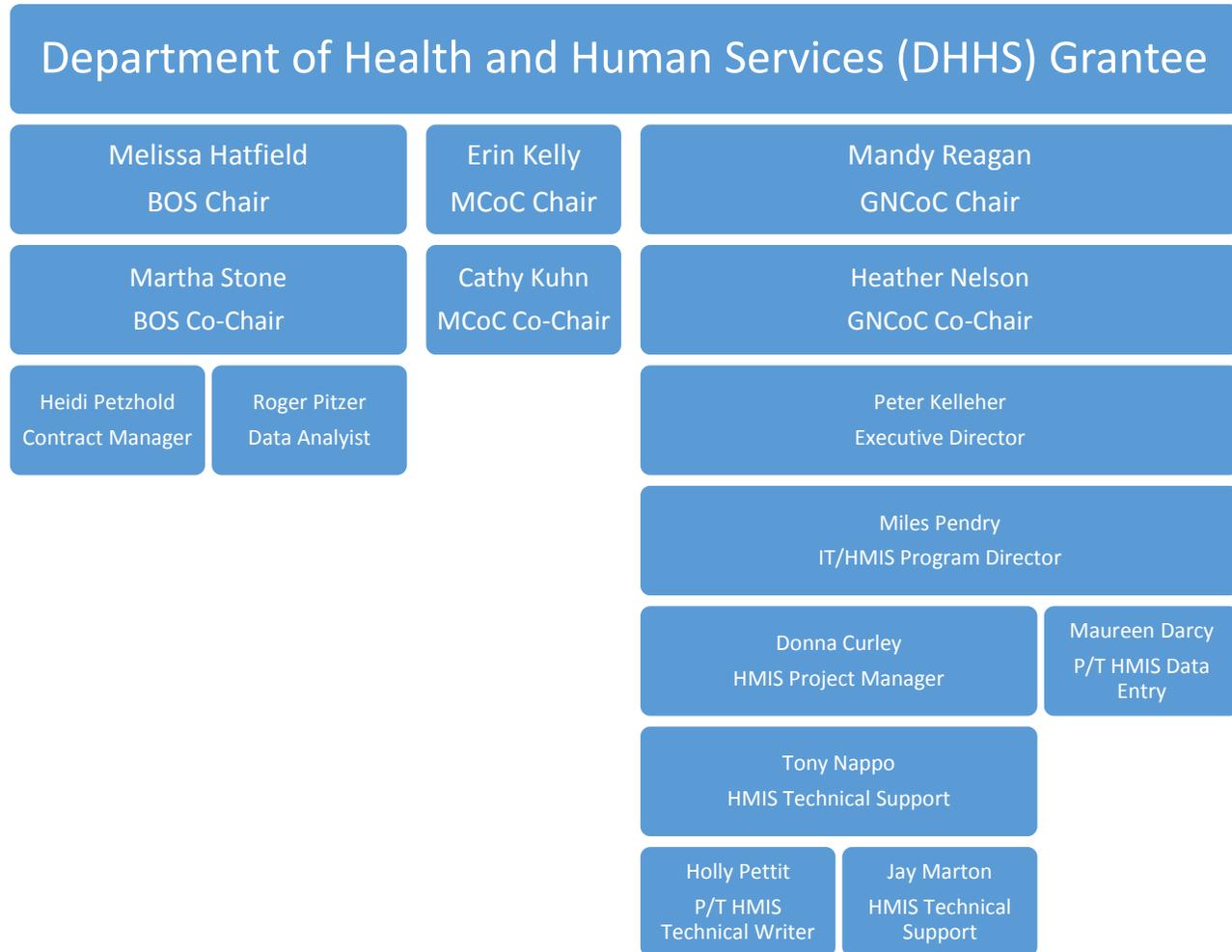
System Performance Measures – A set of selection criteria for HUD to use in awarding funding. System Performance Measures require CoCs to report their system level performance to HUD, as opposed to submitting an assortment of results from various independent programs.

Unduplicated Count – The number of people who are homeless within a specified location and time period. An unduplicated count ensures that individuals are counted only once regardless of the number of times they entered or exited the homeless system or the number of programs in which they participated. Congress directed HUD to develop a strategy for data collection on homelessness so that an unduplicated count of the homeless at the local level could be produced.

Universal Data Elements (UDE) – Data required to be collected from all clients serviced by homeless assistance programs using an HMIS. These data elements include date of birth, gender, race, ethnicity, veteran`s status, and Social Security Number (SSN). These elements are needed for CoCs to understand the basic dynamics of homelessness in their community and for HUD to meet the Congressional mandate.

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Appendix B: HMIS Lead Agency Staff Organization Chart



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Document Revision History

The tables below contain high-level summaries of the changes made each time this document is released. Changes made before 2015 are indicated by date only. Revisions made after 2015 are indicated by letter revision and date.

Revision	Description	Section
August 2013	Added cover page	Page 1
	Added City of Manchester and non-funded participating programs	In description of “Universal Data Elements” and “Program-Specific Data Elements”, Page 6
	Deleted SRO and HOPWA	In description of “Program Funding Training and Orientation”, Page 7
	Changed Client Consent to Client Acknowledgement	Pages 8 and 10
	Added definition of Central Intake Coordinated Assessment	Appendix A
	Updated the definition of Chronic Homelessness as per HUD’s definition	Appendix A
	Rewrote definition of HMIS Data Standards	Appendix A
	Rewrote definition of HUD HMIS Data Standards Final Notice	Appendix A
	In description of Inferred Acknowledgement , changed oral explanation to verbal explanation	Appendix A
	In definition of McKinney-Vento Act , changed Emergency Shelter Grant Program to Emergency Solutions Grant Program	Appendix A
	Added History of Changes section	Page 17

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June 2014 (changes since August 2013 document)

Revision	Description of Changes	Section
June 2014	Added Table of Contents	Page 2
	Changed Program-specific to Project-Specific	throughout
	Replaced Consumers with Clients	throughout
	Changed title 2010 Data and Technical Standards to 2014 Data Standard	throughout
	Changed Annual Progress Report to Annual Performance Report	Appendix A
	Added definition of NOFA	Appendix A
	Added Appendix B: HMIS Lead Agency Staff Organization Chart	Appendix B
	Updated History of Changes	Page 16

Revision	Date	Description of Changes	Section
C	07/2015	Changed document date to current.	Throughout

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		<p>Revised note text at the bottom of the page from</p> <p>“NOTE: Be sure to check the NH-HMIS website at http://nh-hmis.org/ to ensure you have the most up-to-date version of this document. On the right side of the home page, see the link under the heading “HMIS Reference Materials”.</p> <p>to</p> <p>NOTE: Be sure to check the NH-HMIS website at http://nh-hmis.org/ to ensure you have the most up-to-date version of this document. On the right side of the home page, see the link under the heading “NH HMIS Governance”.</p>	Page 3
		<p>Changed various specific references to the 2014 HMIS Data Standard throughout the document to a general “current HMIS Data Standard reference” to avoid recurring editing of these sections.</p>	Throughout

Revision	Date	Description of Changes	Section
D	05/2016	<p>Changed document date to current.</p>	Throughout
		<p>Revised:</p> <p>APR Reporting – Ensures the HMIS is consistently able to produce a reliable Annual Performance Report (APR).</p> <p>to</p> <p>APR & CAPER Reporting – Ensures the HMIS is consistently able to produce a reliable Annual Performance Report (APR) and Consolidated Annual Performance and Evaluation Report (CAPER).</p>	Page 4
		<p>Revised:</p>	Page 7

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		<p>Universal Data Elements – Ensures the collection of each data variable and corresponding response categories on all clients served by HUD, the State of NH, the City of Manchester, and non-funded participating projects.</p> <p>to</p> <p>Universal Data Elements – Ensures the collection of each data variable and corresponding response categories on all clients served by HUD,VA, other federally funded partners, FYSB, HOPWA, the State of NH, the City of Manchester, and non-funded participating projects.</p>	
		<p>Revised:</p> <p>Project-Specific Data Elements – Ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by HUD, the State of NH, the City of Manchester, and non-funded participating programs.</p> <p>to</p> <p>Project-Specific Data Elements – Ensures the collection of each data variable and corresponding response categories specific to their program type on all clients served by HUD, VA, other federally funded partners, FYSB, HOPWA, the State of NH, the City of Manchester, and non-funded participating programs.</p>	<p>Page 7</p>
		<p>Revised:</p> <p>Performance Measurement Training – Provides regular training and guidance on program performance measurement.</p> <p>to</p> <p>CoC System Performance Measurement Training – Provides regular training and guidance on program performance measurement.</p>	<p>Page 8</p>

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		<p>Revised:</p> <p>Program Funding Training and Orientation – All required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, and S+C, projects that target homeless) have received training and orientation on regulations pertaining to McKinney Vento funding.</p> <p>to</p> <p>Program Funding Training and Orientation – All required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, RHY, SSVF, HOPWA, PATH, and S+C, projects that target homeless) have received training and orientation on regulations pertaining to McKinney Vento funding.</p>	<p>Page 8</p>
		<p>Added:</p> <p>Consolidated Annual Performance and Evaluation Report (CAPER) -- Analysis of need within a community and identification of HUD-sponsored grants – Community Development Block Grant (CDBG), the HOME Investment Partnerships Program (HOME), the Emergency Solutions Grant (ESG), and the Housing Opportunities for Persons with AIDS Grant (HOPWA) - - which will best meet those needs.</p>	<p>Page 11</p>
		<p>Revised:</p> <p>Chronic Homelessness – HUD defines a chronically homeless person as</p> <p>(1) An individual who:</p> <ul style="list-style-type: none"> (i) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and (ii) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year, or on at least four separate occasions in the last 3 years; and (iii) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 	<p>Page 11</p>

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		<p>102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; or</p> <p>(2) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or</p> <p>(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.</p> <p>to</p> <p>Chronic Homelessness – HUD defines a chronically homeless person as</p> <p>(1) A “homeless individual with a disability,” as defined in the Act, who:</p> <p style="padding-left: 40px;">(i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and</p> <p style="padding-left: 40px;">(ii) Has been homeless (as described above) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months</p> <ul style="list-style-type: none"> • Occasions separated by a break of at least seven nights • Stays in institution of fewer than 90 days do not constitute a break <p>(2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or</p>	
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		(3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.	
		Added: Family Youth Services Bureau (FYSB) – A federal program under HHS that supports organizations and communities that work to put an end to youth homelessness, adolescent pregnancy and domestic violence.	Page 13
		Revised: HMIS Lead Agency Staff Organization Chart – Thomas Kelly has been replaced by Jay Marton as P/T HMIS Technical Support. Lisa Tsiopras has been replaced by Holly Pettit as P/T HMIS Technical Writer.	Page 15

Revision	Date	Description of Changes	Section
E	4/18/2017	Changed date to current.	Throughout
		Corrected Table of Contents so that Document Revision History is listed as page 16.	Page 2
		Amended:	Page 7

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	<p>NOFA and AHAR Participation – Ensures participation in the NOFA (Notice of Funding Availability) and AHAR (Annual Homeless Assessment Report).</p> <p>To read:</p> <p>Participation in NOFA, AHAR and Systems Performance Measures – Ensures participation in the NOFA (Notice of Funding Availability), AHAR (Annual Homeless Assessment Report) and Systems Performance Measures.</p>	
	<p>Amended:</p> <p>Program Funding Training and Orientation – All required HMIS participants (McKinney-Vento funded programs such as ESG, SHP, RHY, SSVF, HOPWA, PATH, and S+C, projects that target homeless) have received training and orientation on regulations pertaining to McKinney-Vento funding.</p> <p>To read:</p> <p>Program Funding Training and Orientation – All required HMIS participants (programs that target homelessness, such as ESG, SHP, RHY, SSVF, HOPWA, PATH, SGIA and S+C) have received training and orientation on regulations pertaining to their funding.</p>	Page 9
	<p>Amended:</p> <p>Emergency Solutions Grant (ESG) – A federal grant program designed to help improve the quality of existing emergency shelters for the homeless, to make available additional shelters, to meet the costs of operating shelters, to provide essential social services to homeless individuals, and to help prevent homelessness.</p> <p>To read:</p> <p>Emergency Solutions Grant (ESG) – A federal grant program which provides short-term assistance to persons at imminent risk of losing their own housing due to eviction, foreclosure, or utility shutoffs. ESG focuses on both Homelessness Prevention (HP) and Rapid Rehousing (RRH).</p>	Appendix A
	<p>Added:</p>	Appendix A

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		SAMHSA – Substance Abuse and Mental Health Services Administration.	
		Added: SGIA -- State Grant-in-Aid is a subsidy furnished by the state to a local government; it is designed to help improve the quality of existing emergency shelters for the homeless, to make available additional shelters, to meet the costs of operating shelters, to provide essential social services to homeless individuals, and to help prevent homelessness.	Appendix A
		Added: System Performance Measures – A set of selection criteria for HUD to use in awarding funding. System Performance Measures require CoCs to report their system-level performance to HUD, as opposed to submitting a basket of results from various programs.	Appendix A
		Updated HMIS Lead Agency Staff Organizational Chart as follows: BOS Chair: Maureen Ryan revised to Melissa Hatfield. MCOG Chair: Mary Sliney revised to Erin Kelly. Contract Manager: Trisha Manning revised to Heidi Petzold. Data Analyst: John Moore revised to Roger Pitzer.	Appendix B

Revision	Date	Description of Changes	Location
F	6/19/2018	Date changed from June 2017 to June 2018	Throughout
F	6/19/2018	“Bureau of Homeless & Housing Services (BHHS)” revised to “Bureau of Housing Supports (BHS).”	Throughout
F	6/19/2018	“Annual Homeless Assessment Report (AHAR)” revised to “Longitudinal System Analysis (LSA).”	Throughout
F	6/19/2018	“ System Performance Measures – Ensures participation in” removed.	Page 7
F	6/19/2018	Client Acknowledgement: “CoC” and “HMIS Grantee” added to checklist.	Page 7
F	6/19/2018	“PATH” added to programs listed under “ Universal Data Elements, ” and “ Project-Specific Data Elements. ”	Page 7

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F	6/19/2018	Data Quality Reports – Regularly runs and disseminates data quality reports to participating programs... : “CoC” added to checklist.	Page 7
F	6/19/2018	Data Quality Reports – Provides technical assistance and training...: “CoC” and “Participating Agency,” added to checklist.	Page 8
F	6/19/2018	Data Quality Reports – Regularly runs and disseminates data quality reports to the community planning entity... : “CoC” and “Participating Agency,” added to checklist.	Page 8
F	6/19/2018	“ Data Quality Reports – Regularly reviews data quality reports at community planning level on data entry completion, consistency with program model, and timeliness as compared to the community data quality standards,” revised to “ Data Quality Reports – Regularly reviews data quality reports on data entry completion, consistency with program model, and timeliness as compared to the community data quality standards.”	Page 8
F	6/19/2018	Data Quality Reports – Regularly reviews data quality reports...: “Participating Agency” added to checklist.	Page 8
F	6/19/2018	Drug-Free Workplace : “HMIS Lead Org” and “Participating Agency,” added to checklist.	Page 10
F	6/19/2018	“ Central Intake Coordinated Assessment ” changed to “ Coordinated Entry System. ”	Page 11 Appendix A
F	6/19/2018	Under Chronic Homelessness , “conti8nuously” changed to “continuously.”	Page 11 Appendix A
F	6/19/2018	RHY : A federal program under HHS that supports organizations and communities that work to put an end to youth homelessness, adolescent pregnancy and domestic violence,” added.	Page 13 Appendix A
F	6/19/2018	“Ana Pancine, GNCOC Chair” changed to “Mandy Reagan, GNCOC Chair.” “Heather Nelson, GNCOC Co-Chair” added. “Martha Stone, BOS Co-Chair” added. “Cathy Kuhn, MCOC Co-Chair” added.	Page 15 Appendix B



STATE OF NEW HAMPSHIRE

NH-HMIS

(New Hampshire Homeless Management Information System)

Policies and Procedures Manual

June 2018

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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 Housing Support (BHS), 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) New Hampshire 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. HMIS data provides the best overview available of homelessness in a CoC, and this information is used to redirect services, funding, and resources as needed.

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 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, +ESG and the Bureau of Housing Support, enter federally-required AND state-required client 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), System Performance Measures (SPM), Longitudinal Systems Analysis (LSA) 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

NOTE: Mediware is working on a new version 6; NH-HMIS expects it to be a replacement reporting tool that will not require JAVA. Release date TBD.

5 (a) Workstation Specification

The minimum desktop specifications for ServicePoint 5 are:

- **Computer** – PC only (Mediware does NOT officially support Macintosh).
- **Mobile Devices** – The only mobile device that is officially supported by Mediware 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 Vista**
 - As of April 11, 2017 Microsoft has ended all support for Windows Vista.

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 Vista, Mediware cannot recommend using Windows Vista with ServicePoint.
 - **Windows 7 – 8 GB recommended (4 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 – 8 GB recommended (4 GB minimum)**
 - 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 -- 8 GB recommended (4 GB minimum)**
 - 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 – 8 GB recommended (4 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 Mediware 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.

- **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. Users will be required to take and pass the HMIS certification test within two (2) weeks of training. 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, send an email to tickets@nh-hmis.org, 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, ESG, 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 costs may include all or some of the following, and are not limited to:

- One-time fee for HMIS project 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 CoC customized comprehensive homelessness report);

- Hourly fees charged to agencies for data entry or data cleanup; and
- Vendor fees for data conversion from a legacy system, integration with or import of 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 does not comply 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 Housing Support (BHS) 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 demographic 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 BHS 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 ninety (90) 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 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, email tickets@nh-hmis.org, 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 Shelter (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 the NH-HMIS. All ShelterPoint data in a calendar week (Sunday 12:01 a.m. through Saturday 12:00 p.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) 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, BHS. 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, BHS.

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, BHS. 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, BHS.
- 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 (BHS) 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 LSA 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 BHS 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 LSA 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 BHS requires the following data elements:

- 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 via email at tickets@nh-hmis.org, 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, send an email to tickets@nh-hmis.org, 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 Medidata 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 Medidata, 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 BHS 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 Eligible Due To Discharge Type/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 - MCOC
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.

Revision G June 2018

Description	Location
Changed “Bureau of Homeless and Housing Services” to “Bureau of Housing Support.”	Throughout
Changed “BHHS” to “BHS.”	Throughout
Added “ESG” to “SSVF, PATH, HOPWA, RHY.”	Throughout
Changed “to open a Ticket, click the Ticket System tab at http://nh-hmis.org/or log on to http://support.nh-hmis.org ,” to “to open a Ticket, email tickets@nh-hmis.org , click the Ticket System tab at http://nh-hmis.org/or log on to http://support.nh-hmis.org .”	Throughout
Changed “State Coordinated Entry System,” to “New Hampshire Coordinated Entry System.”	p. 6 – Section 2(b)
Changed, “the Federal Annual Homeless Assessment Report (AHAR) and CoC Applications,” to “the Federal Annual Homeless Assessment Report (AHAR), System Performance Measures (SPM), Longitudinal Systems Analysis (LSA) and CoC applications.”	p.7 – Section 3
Moved “ <i>NOTE: Mediware is working on a new version 6; NH-HMIS expects it to be a replacement reporting tool that will not require JAVA. Release date TBD,</i> ” from page 10 [bottom of Section 5(a)] to page 8 [top of Section 5(a)].	p.8 – Section 5
Changed “after training, users will be required to pass the HMIS certification test,” to “users will be required to take and pass the HMIS certification test within two (2) weeks of training.”	p.12 – Section 6(a)
Changed “these costs may include, but are not limited to,” to “these costs may include all or some of the following, and are not limited to.”	p.14 – Section 7(a)
Changed “HMIS set-up” to “HMIS project set-up.”	p.14 – Section 7(a)
Changed “fee for comprehensive homelessness report,” to “fee for CoC customized comprehensive homelessness report.”	p.14 – Section 7(a)
Changed “fees for data conversion from a legacy system, or integration with another system,” to “vendor fees for data conversion from a legacy system, integration with or import of another system.”	p.15 – Section 7(a)
Changed “basic person-specific data,” to “demographic person-specific data.”	p.16 – Section 8(b)
Changed “sixty (60) days” to “ninety (90) days.”	p.17 – Section 9(a)
Changed “necessary tools and training,” to “necessary training.”	p.17 – Section 9(b)
Changed “unless AHAR or funding reports are due at the same time,” to “unless LSA or funding reports are due at the same time.”	p.19 – Section 9(d)

Revision F June 2017

Description	Location
Changed date to current and revision to “F”.”	Throughout
Changed “Bowman” and “Bowman Systems” to “Mediware.”	Throughout
Changed “45 High Street, Nashua, NH 03060” to “77 Northeastern Boulevard, Nashua, NH 03062-3128.”	p.5
Changed: (PATH)* to (PATH) and deleted: * <i>NOTE: The PATH Program begins July 1, 2016.</i>	p.6 -- Section 2(a)
<p>Changed:</p> <p>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.</p> <p>To:</p> <p>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. HMIS data provides the best overview available of homelessness in a CoC, and this information is used to redirect services, funding, and resources as needed.</p>	p.7 -- Section 2(c)
<p>Removed:</p> <p>Windows XP</p> <ul style="list-style-type: none"> ▪ 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, Mediware cannot recommend using Windows XP with ServicePoint. 	p.8 -- Section 5(a)
<p>Changed:</p> <p>Windows Vista – 4 GB recommended (2 GB minimum)</p> <ul style="list-style-type: none"> <input type="checkbox"/> 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. <p>To:</p> <p>Windows Vista</p> <ul style="list-style-type: none"> <input type="checkbox"/> As of April 11, 2017 Microsoft has ended all support for Windows Vista. As a result of the discontinued support, Microsoft is 	p.8 -- Section 5(a)

<p>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 Vista, Mediaware cannot recommend using Windows Vista with ServicePoint.</p>	
<p>Set memory requirements to “8 GB recommended (4 GB minimum)” for all operating systems.</p>	<p>p.8 -- Section 5(a)</p>
<p>Removed: “<i>Non-Emergency Shelters.</i>”</p>	<p>p.18 -- Section 9(b)(2)</p>
<p>Removed:</p> <p><i>9 (b) (3) All HUD-Funded Outreach Programs</i></p> <p>Outreach programs must maintain client level data as required by the State of NH, BHS. 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, BHS.</p> <p>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</p>	<p>p.18 -- Section 9(b)(3)</p>
<p>Removed “Is Client Chronically Homeless?”</p>	<p>p.20 -- Section 10(c)</p>
<p>Amended:</p> <p>If No, reason: Client Not Interested/Client Doesn’t Know/Data Not Collected.</p> <p>To Read:</p> <p>If No, reason: Client Not Eligible Due To Discharge Type/Client Not Interested/Client Doesn’t Know/Data Not Collected.</p>	<p>p.24 – Appendix B</p>

Revision E July 2016

Description	Location
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 Mediware 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: Mediware 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	Location
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 Mediware 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	Page 13, Section 7 (a)

November 2014 (changes since 7-2014 document)

Description	Location
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	Location
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 BHS 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	Location
Added City of Manchester and SSVF as designated Agencies.	Mandated Participation (1), Minimum Participation Standards (2), Enforcement Mechanisms (5), Data Quality Monitoring (9)
Mediware does support Ipad with IOS 6 and up on the Safari browser. Mediware 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)
Mediware 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	Location
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 BHS 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

2018 HDX Competition Report

PIT Count Data for NH-500 - New Hampshire Balance of State CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count	670	767	742
Emergency Shelter Total	431	503	520
Safe Haven Total	0	0	0
Transitional Housing Total	163	154	100
Total Sheltered Count	594	657	620
Total Unsheltered Count	76	110	122

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	213	106	135
Sheltered Count of Chronically Homeless Persons	173	50	76
Unsheltered Count of Chronically Homeless Persons	40	56	59

2018 HDX Competition Report

PIT Count Data for NH-500 - New Hampshire Balance of State CoC

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	85	114	95
Sheltered Count of Homeless Households with Children	83	100	92
Unsheltered Count of Homeless Households with Children	2	14	3

Homeless Veteran PIT Counts

	2011	2016	2017	2018
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	36	25	37	35
Sheltered Count of Homeless Veterans	32	23	29	28
Unsheltered Count of Homeless Veterans	4	2	8	7

2018 HDX Competition Report

HIC Data for NH-500 - New Hampshire Balance of State CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2018 HIC	Total Beds in 2018 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	509	123	363	94.04%
Safe Haven (SH) Beds	0	0	0	NA
Transitional Housing (TH) Beds	128	0	117	91.41%
Rapid Re-Housing (RRH) Beds	148	0	148	100.00%
Permanent Supportive Housing (PSH) Beds	486	0	311	63.99%
Other Permanent Housing (OPH) Beds	0	0	0	NA
Total Beds	1,271	123	939	81.79%

2018 HDX Competition Report

HIC Data for NH-500 - New Hampshire Balance of State CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	101	137	134

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC	2018 HIC
RRH units available to serve families on the HIC	14	34	28

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC
RRH beds available to serve all populations on the HIC	82	138	148

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Summary Report for NH-500 - New Hampshire Balance of State CoC

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)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES and SH	1793	1800	84	85	1	44	42	-2
1.2 Persons in ES, SH, and TH	2000	2021	111	115	4	53	51	-2

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added 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.

The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

2018 HDX Competition Report
FY2017 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2016	FY 2017	Submitted FY 2016	FY 2017	Difference	Submitted FY 2016	FY 2017	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	1819	1807	115	196	81	53	93	40
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	2025	2032	146	221	75	66	104	38

2018 HDX Competition Report

FY2017 - 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.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns	FY 2017	% of Returns
Exit was from SO	393	54	14%	11	3%	7	2%	72	18%
Exit was from ES	751	123	16%	50	7%	34	5%	207	28%
Exit was from TH	101	19	19%	0	0%	8	8%	27	27%
Exit was from SH	0	0		0		0		0	
Exit was from PH	564	23	4%	7	1%	19	3%	49	9%
TOTAL Returns to Homelessness	1809	219	12%	68	4%	68	4%	355	20%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

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

	January 2016 PIT Count	January 2017 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	670	767	97
Emergency Shelter Total	431	503	72
Safe Haven Total	0	0	0
Transitional Housing Total	163	154	-9
Total Sheltered Count	594	657	63
Unsheltered Count	76	110	34

Metric 3.2 – Change in Annual Counts

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

	Submitted FY 2016	FY 2017	Difference
Universe: Unduplicated Total sheltered homeless persons	2037	2056	19
Emergency Shelter Total	1814	1805	-9
Safe Haven Total	0	0	0
Transitional Housing Total	264	293	29

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

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

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	166	170	4
Number of adults with increased earned income	13	17	4
Percentage of adults who increased earned income	8%	10%	2%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	166	170	4
Number of adults with increased non-employment cash income	43	65	22
Percentage of adults who increased non-employment cash income	26%	38%	12%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults (system stayers)	166	170	4
Number of adults with increased total income	53	76	23
Percentage of adults who increased total income	32%	45%	13%

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	143	154	11
Number of adults who exited with increased earned income	31	29	-2
Percentage of adults who increased earned income	22%	19%	-3%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	143	154	11
Number of adults who exited with increased non-employment cash income	27	29	2
Percentage of adults who increased non-employment cash income	19%	19%	0%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2016	FY 2017	Difference
Universe: Number of adults who exited (system leavers)	143	154	11
Number of adults who exited with increased total income	54	55	1
Percentage of adults who increased total income	38%	36%	-2%

2018 HDX Competition Report

FY2017 - 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

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	1723	1756	33
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.	367	385	18
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)	1356	1371	15

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

	Submitted FY 2016	FY 2017	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	2241	2209	-32
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.	454	463	9
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.)	1787	1746	-41

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

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 FY2017 (Oct 1, 2016 - Sept 30, 2017) reporting period.

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

	Submitted FY 2016	FY 2017	Difference
Universe: Persons who exit Street Outreach	935	151	-784
Of persons above, those who exited to temporary & some institutional destinations	428	35	-393
Of the persons above, those who exited to permanent housing destinations	241	33	-208
% Successful exits	72%	45%	-27%

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

2018 HDX Competition Report

FY2017 - Performance Measurement Module (Sys PM)

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	1936	1897	-39
Of the persons above, those who exited to permanent housing destinations	1038	976	-62
% Successful exits	54%	51%	-3%

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

	Submitted FY 2016	FY 2017	Difference
Universe: Persons in all PH projects except PH-RRH	401	376	-25
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	378	356	-22
% Successful exits/retention	94%	95%	1%

2018 HDX Competition Report FY2017 - SysPM Data Quality

NH-500 - New Hampshire Balance of State CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports in order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2018 HDX Competition Report FY2017 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017	2013-2014	2014-2015	2015-2016	2016-2017
1. Number of non-DV Beds on HIC	354	350	411	382	249	204	239	184	398	432	420	497	115	46	82	138				
2. Number of HMIS Beds	326	330	371	360	221	157	119	145	297	296	259	315	115	46	54	138				
3. HMIS Participation Rate from HIC (%)	92.09	94.29	90.27	94.24	88.76	76.96	49.79	78.80	74.62	68.52	61.67	63.38	100.00	100.00	65.85	100.00				
4. Unduplicated Persons Served (HMIS)	2020	2015	1768	1778	455	441	413	347	366	389	384	397	429	701	684	624	49	468	272	83
5. Total Leavers (HMIS)	1738	1726	1456	1482	184	187	169	131	85	100	68	85	161	581	507	386	38	413	232	61
6. Destination of Don't Know, Refused, or Missing (HMIS)	330	240	156	109	12	13	6	8	3	4	3	4	2	10	15	16	13	311	106	26
7. Destination Error Rate (%)	18.99	13.90	10.71	7.35	6.52	6.95	3.55	6.11	3.53	4.00	4.41	4.71	1.24	1.72	2.96	4.15	34.21	75.30	45.69	42.62

2018 HDX Competition Report

Submission and Count Dates for NH-500 - New Hampshire Balance of State CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2018 PIT Count	1/24/2018	

Report Submission Date in HDX

	Submitted On	Met Deadline
2018 PIT Count Submittal Date	4/27/2018	Yes
2018 HIC Count Submittal Date	4/30/2018	Yes
2017 System PM Submittal Date	5/31/2018	Yes

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

CoC Co-Chair (print name): Melissa Hatfield

CoC Co-Chair (title): BHS Bureau Chief

CoC Co-Chair (signature): ,

DATE: 9/10/18

Adopted on August 24, 2016
Updated July 21, 2017, September 7, 2018

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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, and must follow all policies and procedures as described in the HMIS Policies and Procedures Manual and the HMIS Governance Charter.
 - 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,

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/>

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 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.

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/>

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 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

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

- 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.

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)

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.

- 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.
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.

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

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.

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.
 - b. All projects will comply with local, city, state, and federal regulations, ordinances, and enforcements as applicable in regards to all housing units.
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.

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

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

- 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.

Prioritization of Housing Resources

These standards establish the community-wide expectations of how resources are to be targeted within 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 BOSCoC 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 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. Availability of PSH Dedicated or Prioritized units, RRH units, and TH beds
- a. Turnover units in the projects listed above will be prioritized for persons experiencing chronic homelessness based on the length of time they have resided in a place not meant

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

for human habitation, a safe haven, or an emergency shelter and the severity of the service needs as determined by a standardized tool.

50. Availability of PSH Non-Dedicated or Non-Prioritized Beds, RRH units, and TH 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. ES Bed Availability – to be developed

52. Availability of Youth Beds for PSH, RRH, TH

- a. The prioritization above also applies to youth housing resources and it includes looking at homeless episodes and length of time a person is experiencing homelessness.
- b. The BoSCoC adopted CPD-16-11 which includes prioritization by severity of service needs. The CoC utilizes the assessment tools which include questions to help identify and prioritize youth who have a high risk of continued trauma or a high risk of harm or exposure to very dangerous living situations. The CoC also prioritizes youth who have significant housing barriers due to poor/no rental history, low income, and/or criminal history.

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
CONTINUUM OF CARE PROGRAM and EMERGENCY SOLUTIONS GRANT**

Racial Disparity Summary

July 2018

At the end of the NH State Fiscal Year 2018 (June 30, 2018), the Balance of State Continuum of Care conducted a brief analysis of the racial demographics of the population served by homeless and housing services within the BOSCOG.

	NH Census 2010	National Homeless Statistics	BOSCOG
White	93.90%	47.10%	89.00%
Black or African American	1.10%	40.00%	6.70%
Asian	2.20%	1.20%	0.01%
American Indian and Alaska Native	0.20%	3.00%	0.02%
Native Hawaiian or Pacific Islander	0.00%	1.30%	0.01%
Two or more races	1.60%	6.50%	0.05%
Other race	0.90%		0.00%
Hispanic	3.00%	21.60%	7.80%

Noted in the chart above is a breakdown of the general demographics in NH based on the 2010 census, the National Homeless Statistics as reported in the 2017 Annual Homeless Assessment Report (AHAR) to Congress, and the racial demographics of clients served in the BOSCOG as reported in HMIS. There are clear disparities among Black or African American and Hispanic individuals served by the BOSCOG homeless service system and the general population in NH.

Over the next fiscal year, the BOSCOG intends to collaborate with the DHHS Office of Health Equity (formerly Office of Minority Health), and with the University of NH Master's in Social Work program to provide trainings and workshops on racism, and the intersection of racism and homelessness. The BOSCOG will also work with COG Programs to identify if these disparities are specific to certain regions or counties, or if the disparities exist across the BOSCOG.