



NH HMIS Happenings

"using Data to better serve our clients"

ServicePoint 5 August Training Registration Closes May 25th

Our team truly believes in the power of using data to better serve our clients. HMIS is the vehicle we can use to help drive additional funding. We look forward to working with you all to help New Hampshire meet and exceed its HMIS goals.

As you know, the ServicePoint HMIS database will be updated to a new release of software in August.

Training for End-users and Admins will be held August 6–10th.

After the free mandatory training, all users will be required to take and pass the HMIS User Certification Test before logging into the updated database. This test has been developed to help make sure our Users (End Users and Agency Administrators) have the proper training. This will also help us identify challenging topics that may not have been well covered during the training. Don't worry; we will have documentation that includes examples to help you answer the questions. We are working to make HMIS as easy as possible, really!

Training will cover subjects such as ClientPoint, ShelterPoint, SkanPoint, Reports (Canned and ART), and the HMIS ticketing system.

So that long commutes won't be an issue, there are three locations: Concord, Manchester, and Nashua.

This training will allow you to ask questions to Bowman representative Tim Wilson, learn the changes in the new version of ServicePoint, and provides

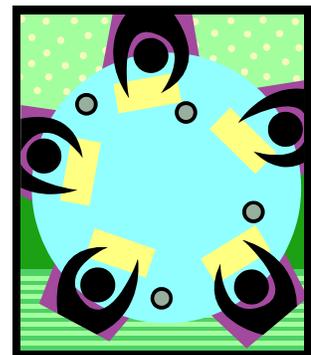
Each user will be working at their own workstation. Since there are a limited amount of workstations at each location, we are running two sessions (each is the same, you will only register for one) — morning OR afternoon. If you did not receive this email, please contact the HMIS team.

Be sure to check your email for the registration sign up — first come first served for each time slot!

hands-on practice of your new knowledge in order to prepare for the Certification Test. You can never know TOO much about HMIS data entry!

Registration through EventBrite is now open. "Save the Date" emails were sent out on Tuesday, 4/24 and another email that provides the link to register was sent out on 5/8.

Don't forget to sign up — registration closes at 5:00PM on Friday May 25th!



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Annual Homeless Assessment Report (AHAR)

THANK YOU AL VITALE !

The State of NH submitted all Regular and Veterans data on time. There are 7 categories for each of the Regular and Veterans data per CoC.

The categories are Emergency Family, Emergency Individual, Transitional Family, Transitional Individual, Permanent Family, Permanent Individual and Summary.

HUD has just announced that they have accepted 20

of our 21 categories for the Regular and 20 of our 21 categories for the Veterans. Our data reviewer commented that we should be very proud of this, we did better than many (States) he review.

Last year HUD accepted 15 of our 21 categories for the Regular, and 16 of our 21 categories for the Veterans data.

Thank you everyone who worked hard to make this possible — we especially

thank Al Vitale, without his dedication to high quality data this would not have been possible.

HMIS has worked to resolve the issue preventing us on reporting the last shell. We hope to be able to submit all shells this year!

This year's Annual Homeless Assessment Report (AHAR) is due out around July. To read more on the AHAR visit: <http://hudhdx.info/PublicReports.aspx>

HMIS is Invited to Participate in PULSE!

Because of the HMIS team's success in reporting to AHAR, we were invited to participate in the Homelessness PULSE Project. See HUDHDX.info for a description.

Unfortunately, PULSE data collection has been suspended until the new changes in Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) are final; however, we plan to participate when the program starts up in the future.

Two New Hires in HMIS Group

We welcome two recent hires to HMIS:

Shane Fisher is from Manchester N.H. He has 3 years of experience in the homeless field and understands the fundamentals of working in a non-profit setting. He understands the concepts of collaboration to maximize efficiency in the workforce. Shane has made IT part of his life for the last 14 years and hopes to add some of his personal strengths to the team along with allow the potential to grow. He can be reached at s.fisher@harborhomes.org or at extension 1254.

In April, Linda Cataldo joined HMIS as a part-time writer. Previously, she worked as a volunteer at Harbor Homes as part of the NH Scrum team who helped Vanessa with updating the Sage processes. As a Technical Writer in a software environment for over 20 years, she researches and writes easy-to-follow procedures for an end-user audience. She also owns Consigning for Good in Milford, a consignment shop that benefits non-profits (including Harbor Homes). She can be reached at l.cataldo@harborhomes.org or at extension 1255.



HMIS News

First Quarter HPRP State and City Reports

For the HPRP reporting period QPR Q11 ending March 31st.

The state served 1,571 persons from 731 households.

The City of Manchester served 23 persons from 9 households.

Prevention—691 persons in 311 households totaling \$1,478,404 were prevented from becoming homeless

**City expenditures paid through 3/31/12 totaled
\$21,559**

Rapid ReHousing—880 persons in 420 households totaling \$2,598,639 were assistant in moving from homelessness to housing stability

**State expenditures paid through 3/31/12 totaled
\$4,077,043**

Please note that the Manchester Rapid Re-Housing program has ended and the prevention program is anticipated to end in June.



ServicePoint 5 Sneak Peek!

The HMIS team attended the ServicePoint 5 System Administration training provided by Tim Wilson from Bowman Systems during the week of May 15th. We were excited to see the new features and sleek look, which is easier to use and more accurate than ServicePoint 4.

If you would like to see the latest ServicePoint 5 release for yourself, we are inviting 25 lucky users for a sneak preview. Contact Shane Fisher in HMIS at s.fisher@harborhomes.org to sign up.



Questions for HMIS?

We will be updating our website, www.nh-hmis.org, to include an “FAQ” section. Here, we will include not only the questions answered in the monthly newsletter, but we will also include others that come in. If yours is not yet answered in the newsletter or website, open a ticket and the HMIS team will do its best to answer it.

Help Keep HMIS Up to Date !

A note to agency administrators... You have a huge role in ensuring the best use of licenses. It is important to remember that you're responsible to contact the HMIS team via the ticket system when users leave HMIS. Not only is this a policy and state contract requirement, but it also ensures that HMIS funds and resources go where they are most needed.

It's very important that our information remain current; we need to have correct contact information. Any unused user accounts on the NH HMIS system take money away from the project itself.

On another note, please be sure to update the team if agency or user email addresses or phone numbers change so that we can update it in the system.



To open a ticket, go to <http://support.nh-hmis.org>.

Thank You!

IMPORTANT : ServicePoint 5 Hardware Upgrade

The software update to ServicePoint 5 will take place during the weekend of August 18th.

All computers MUST be updated to Bowman System's recommended hardware specifications level prior to this update. This is extremely important as users will not be able to log in, enter clients into ClientPoint, or run reports. Please contact HMIS if you have any questions or concerns.

Frequently Asked Questions about Data Entry & HMIS



I have a question or may need support. Who do I go to?

The NH HMIS team is happy to help you out. As much as we like reading emails from all of our users, we currently use a ticket system to answer questions and inquiries. To open To open a ticket, go to <http://support.nh-hmis.org>. You can also print out the [User Guide](#) as a PDF file that describes the ticketing system.

There is a lot going on right now with the reporting season upon us and the new system update coming soon, and thus, this is the most efficient way for us to answer your questions. If you have problems accessing the tool, please contact HMIS Help Desk at hmishelpdesk@nh-hmis.org

How do you add another entry to a household?

There is a "how to" guide on our website. For more detailed information, please check out the link below. <http://www.nh-hmis.org/sites/default/files/reference/HMIS%20adding%20to%20a%20household.pdf>

Tip of the Month:

Head of Household Data Quality Issue

There have been a few cases of individuals who have received data quality report errors when entering youth into a household. We are posting a PowerPoint that should help explain the correct procedure for entering Head of Household (HoH) data into HMIS. This PowerPoint will walk you through, step-by-step, for entering client household data along with screen shots for the process.

If you still have challenges with entering household data into HMIS and the PowerPoint hasn't solved your problem, then please open a support ticket.

[Click here](#) to open the PowerPoint presentation. We think you will find it helpful.

Mid Year AHAR Check!



We're gearing up for AHAR Mid- Year Reporting Data Quality Check here in HMIS. It's our favorite time of the year! Three Key Data Quality Indicators are:

Bed Coverage: the total number of beds in HMIS divided by the number of beds in the CoC Communities must have at least 50% HMIS bed coverage in 1 or more reporting categories.

Bed Utilization: the number of people served on a given night divided by the number of available beds the same night HMIS participating agencies must be recording accurate entry and exit dates for all clients served during the reporting period. Looking for utilization rates between 65%-105%.

Data Completeness: a low rate of missing data across all questions HMIS participating agencies must be collecting the HUD required Universal Data Elements.

Important dates for AHAR drafts are:

⇒ AHAR first draft (All Persons and Veterans) is due November 2012.

⇒ AHAR final draft is due January 2013.

⇒ AHAR final draft (Veterans) is due January 2013.

ServicePoint 5 Updates to HMIS Website

After the Bowman ServicePoint 5 training in August, the HMIS group will be updating the website to include a ServicePoint 5 section that will outline what you need to know about the update.

The website will also include:

- Updated user materials, including videos.
- Reports library, where users can review the types of reports and determine which, if any, they would like to run for the agencies.

NH HMIS Advisory Council

The NH-HMIS Advisory Council advises and supports NH-HMIS operations in the following programmatic areas: resource development, consumer involvement, and quality assurance/accountability.

The Council will support the overall initiative, in particular advising the Management on HMIS operations. The HMIS Advisory Council shall meet at least quarterly, at which time HMIS decisions can be raised for discussion and/or approval. The HMIS Advisory Council shall designate a committee or task group to develop and help enforce the implementation of HMIS policies.

Council Members

Bureau of Homeless & Housing Services

Bernie Bluhm
Al Vitale

Balance of State CoC

Kristina Riera
Craig Henderson
Barry Quimby
Lori Hathaway
Susan Ford

Greater Nashua CoC

Miles Pendry

HMIS Lead Agency

Donna Curley
Tony Nappo

Manchester CoC

Cathy Kuhn
Susan Howland

Harbor Homes is a non profit organization dedicated to creating and providing quality residential and supportive services for individuals and their families who are experiencing mental illness and/or homelessness. The non profit organization became the Homeless Management Information Systems lead agency on August 1, 2010 with the aim to better equip New Hampshire agencies to provide accurate data quality.

For more information, see the New Hampshire HMIS website, www.nh-hmis.org.

New Hampshire HMIS

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