

HMIS HAPPENINGS

SUMMER 2016

Save The Date!

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Mandatory HMIS recertification training for all end users and agency administrators will be held during the week of 10/3/16.

As you have probably heard, the 2014 HMIS Data Standard is being updated. When the data standards change, this means the intake Entry/Exit forms change as well. This takes effect on HUD's calendar year start date of 10/1/2016. Please join us at one of the following locations for mandatory training on these changes:

- **Nashua:** Monday 10/3 at Harbor Homes, (45 High Street)
- **Manchester:** Tuesday 10/4 at Manchester Community Resource Center (434 Lake Avenue)
- **Concord:** Wednesday through Friday 10/5 – 10/7 at DHHS training room (64 South Street)

We will send out more details as they become available.



Email Ticket System

We recently sent an email to everyone with instructions for how to open a ticket via email. Please let us know if you need further assistance. We will be happy to resend the instructions as well as help with your individual questions.



Projects for Assistance in Transition from Homelessness (PATH) Project

Our PATH Project training was held on Thursday, 6/2/2016. We are grateful to everyone who drove to Concord to meet with us that day. Please note that the start date for the new PATH methodology is Friday, 7/1/2016. If you have any questions or concerns, please don't hesitate to contact us 603-816-6374.



Holly Pettit joined the HMIS team as Tech Writer in May. She has several years' experience working with the homeless community as well as with substance abuse clients and persons with traumatic brain injury. As a US Army veteran, she has a keen awareness of issues such as PTSD and brain injury which leave veterans at-risk for homelessness. As Tech Writer she hopes to streamline the forms and documentation used by providers. Clear documentation means providers spend less time with paperwork, and more time with their clients. Holly can be reached at h.pettit@nhpartnership.org or at 603-882-3616 extension 1255.

The HMIS Team Announces Two New Staff Members!

Jay Marton, our new HMIS Support Staff person, joined our team in February. He has three 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. Jay has made IT part of his life for the last 23 years and hopes to add some of his personal strengths to the HMIS team tasks. He can be reached at j.marton@nhpartnership.org or at 603-882-3616 extension 1254.

Jay and Holly join Donna Curley and Tony Nappo in the HMIS Lead Agency at Harbor Homes in Nashua.



System Performance Measures Update from HUD

System performance will be the foundation of HUD's evaluation of Continuums of Care (CoCs).

In July, 2014, HUD published the [System Performance Measures Introductory Guide](#). It is intended to clarify how HUD expects CoCs to calculate and use system-level performance measures. Since then, HUD has updated this guide to clarify some of the measures. It recommends that all stakeholders review this document to understand HUD's intent for system performance measurement and each specific measure.

On the [HUD Exchange](#) you will find the [System Performance Measures Tools](#) page. It will provide tools to help CoCs report on system performance measures. The most recently released resources are:

[System Performance Measures HMIS Programming Specifications](#): This document instructs HMIS vendors how to program their HMIS software to calculate the system performance measures. This document is written specifically for HMIS administrators and vendors to provide very specific instruction on what is included in each measure.

[System Performance Measure Table Shells](#): This document provides a visual representation of how HUD plans on collecting the system performance measures data.

If you would like more information, please watch these System Performance videos: <https://www.hudexchange.info/training-events/system-performance-measures/>

So, how will HUD use these measures? As described in the HEARTH Act, HUD will use the data as part of the selection criteria to award projects under future NOFAs. They will carefully consider which performance measure data is most appropriate and constructive as selection criteria for awarding grants under the CoC program. They will also evaluate how CoCs are IMPROVING their performance from year to year and take into account their unique circumstances and conditions.



Veterans and Functional Zero

Federal, state, and local partners have committed to ending homelessness among Veterans. The goal is to achieve and sustain “Functional Zero” in order to assure that veteran homelessness is rare, brief and non-recurring, and that no Veteran is forced to live on the street. Community Solutions (cmtysolutions.org) defines Functional Zero this way:

AT ANY POINT IN TIME, THE NUMBER OF VETERANS EXPERIENCING SHELTERED AND UNSHELTERED HOMELESSNESS IN A COMMUNITY WILL BE NO GREATER THAN THE AVERAGE MONTHLY HOUSING PLACEMENT RATE FOR VETERANS EXPERIENCING HOMELESSNESS IN THAT COMMUNITY.

In other words, a community will have reached Functional Zero when it never has more homeless veterans in a month than it usually houses in a month. If the community typically houses 4.5 veterans in a month, and it has only 4 veterans who are homeless in a given month, then they have reached Functional Zero for the month.

Important details include the fact that Functional Zero includes veterans living in VA Grant and Per Diem programs (GPD) and other federally funded transition programs who want to exit into permanent housing. **The federal government considers these veterans as homeless.** If your community routinely houses more veterans each month than remain homeless (on streets and in shelters) you have probably satisfied the federal criteria for Functional Zero. It’s considered best practice to maintain a continuously updated by-name list of homeless veterans in your community so that you can easily document your numbers – homeless versus housed.





USICH, HUD, and the VA have adopted specific benchmarks for ending Veteran homelessness. Questions that assess whether your community has achieved the criteria are:

- ◇ Has your community identified all Veterans experiencing homelessness?
- ◇ Does your community provide shelter immediately to any Veteran experiencing unsheltered homelessness who wants it?
- ◇ Does your community only provide service-intensive transitional housing in limited instances?
- ◇ Does your community have the capacity to assist Veterans to swiftly move into permanent housing?
- ◇ Does your community have the resources, plans, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future?

In New Hampshire, Governor Maggie Hassan, Harbor Homes and NHHFA have joined forces to announce the new **Housing Choice Vouchers to Veterans** initiative. Beginning 3/1/2016, NHHFA will provide 25 Housing Choice Vouchers so that veterans served through Harbor Homes transitional housing programs can graduate to permanent housing in the community. This will free up beds for other veterans who are currently homeless.

The program builds on the state's "Ask the Question," campaign with veterans' organizations and service providers across the state. Because there has been some confusion over who qualifies as a Veteran, HMIS has set out criteria for determination.

In HMIS, Veteran Status should be 'Yes' for anyone who has ever been on active duty in the armed forces of the United States, regardless of discharge status or length of service.





Service is considered “active duty” under the following conditions:

- ◇ For members of the Army, Navy, Air Force, Marine Corps, and Coast Guard, active duty begins when a military member reports to a duty station after completion of training.
- ◇ For members of the Reserves and National Guard, active duty is any time spent activated or deployed, either in the United States or abroad.

Veteran Status should be ‘No’ for anyone who has not been on active duty, including:

- ◇ Individuals who attended basic training, officer training school, and/or technical training but were discharged before reporting to a duty station;
- ◇ Members of the Reserves or National Guard who were never activated or deployed.

Additionally: During the Blizzard of 78 the National Guard was activated by the Governor, not the President, so it was not a federal (title 10) deployment. This means it does NOT count as active duty. Katrina DID have some National Guard members deployed under title 10; however, this duty would

More information can be found at the following sources:

- https://www.usich.gov/resources/uploads/asset_library/Questions_To_Assess_Veteran_Progress.pdf
- <https://www.usich.gov/goals/veterans>
- <https://youtu.be/4O8mEwbFops> (a 4-minute video tutorial)
- <http://homelesshub.ca/blog/infographic-what-functional-zero>
- <https://cmtysolutions.org/blog/what-does-it-mean-end-and-prove-you%E2%80%99ve-ended-veteran-homelessness>
- <http://www.npr.org/2015/08/04/427419718/the-u-s-declared-war-on-veteran-homelessness-and-it-actually-could-win>
- <http://governor.nh.gov/media/news/2016/pr-2016-03-08-veterans-housing.htm>

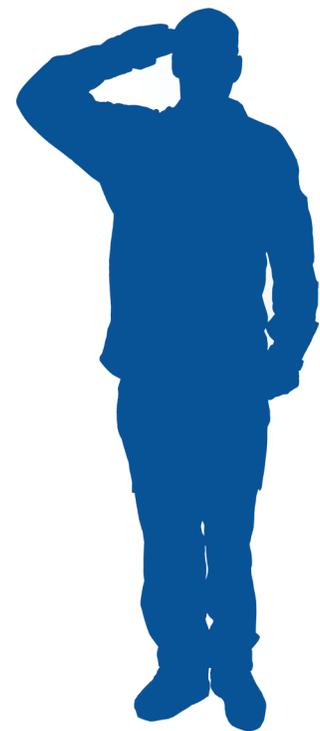


Photo courtesy of Pattymooney under the Creative Commons Attributions Share-Alike 3.0 Unported license. <https://commons.wikimedia.org/wiki/User:Pattymooney>
Art courtesy of Wikimedia Commons: British army soldier saluting mod 45154893.jpg



Bowman Systems is Acquired by Mediware

On May 25, 2016, our HMIS software supplier, Bowman Systems, LLC of Shreveport, LA, was acquired by Mediware Information Systems, Inc. of Lenexa, KS.

Mediware has been providing software solutions to healthcare providers since 1980, and has since then expanded to serve many state and federal agencies. Mediware's portfolio of solutions currently includes long term services and supports, blood solutions, cellular therapy, home care, medication management, rehabilitation, and respiratory therapy. The acquisition of Bowman Systems brings Mediware into the human and social services sector. Bowman's particular strength in the homelessness sector – owing to its 60 percent share of the HUD/CoC market-- is a decisive value added to Mediware's portfolio.



More information can be found at:

<http://www.businesswire.com/news/home/20160525006473/en/Mediware-Acquires-Bowman-Systems-LLC>



HMIS Checkups and Evaluations

HMIS will be sending agency administrators outlinks to SurveyMonkey for the following evaluations shortly.

◇ HMIS Wellness Checkups

HMIS will be sending out preliminary documentation soon to help agencies prepare for the wellness checkup.

◇ HMIS Lead Agency Evaluation

It is recommended the HMIS Lead Agency be evaluated annually. This is a best practice and will help to maintain clear, consistent and transparent communication between the COC's and the HMIS Lead.



◇ HMIS Software Vendor Evaluation

It is recommended the HMIS software vendor be evaluated annually. This is a best practice and will provide helpful feedback to our vendor on "how they are doing."

We look forward to receiving your comments.
We really appreciate your feedback!



NH HMIS Advisory Council

The NH-HMIS Advisory Council advises and supports NH-HMIS operations in the following areas:

- ◇ resource development
- ◇ consumer involvement
- ◇ 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.

More information about the Advisory Council can be found on the New Hampshire HMIS website: <http://nh-hmis.org/content/hmis-advisory-council>.

Council Members

Bureau of Homeless & Housing Services

- ◇ Patricia Manning
- ◇ Roger Pitzer

Balance of State CoC

- ◇ Craig Henderson
- ◇ Barry Quimby
- ◇ Lori Hathaway
- ◇ Susan Ford

HMIS Lead Agency

- ◇ Donna Curley
- ◇ Tony Nappo

Greater Nashua CoC

- ◇ Miles Pendry, Samantha Cassista
- ◇ Sandra Delosa
- ◇ Abigail Alicea

Manchester CoC

- ◇ Cathy Kuhn
- ◇ Barbara Dunn





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 NH-HMIS website: www.nh-hmis.org

New Hampshire HMIS

Harbor Homes

45 High Street

Nashua, NH

www.nh-hmis.org