Annual Homeless Assessment Report 2016

It's AHAR time again!

OnOctober 1, CoC's began submitting their data for the 2016 Annual Homeless Assessment Report (AHAR) to Congress through the Homelessness Data Exchange (HDX). The primary contact for each participating CoC should login at the HDX website (www.hudhdx.info) to review and edit the people who have access to their community's data via the HDX.

The 2016 deadlines for both **Veterans** and **All Persons** data are:

October 31: draft data due to data liaison for review. All AHAR reporting shells should be changed from "In Progress" to "In Review."

December 8: final data due. At midnight PST data will be considered final. All data categories will be marked "complete," and the "confirm" button will appear. Only CoC Primary's account will have authority to press "confirm."

December 12: confirmation of data due. CoC primaries should go into HDX and confirm their data submission. Otherwise data will be auto-confirmed at 11:59pm PST.

Note: The 2016 AHAR reporting requirements are based on the HMIS Data Standard from March, 2010.

CoC's new to AHAR can register by clicking on the "Register as an AHAR" site link on the HDX homepage.

More AHAR Info can be found at:

♦ www.hudexchange.info/news/schedule-and-resources-for-the-2016-annual-homeless-assessment-report/

♦ www.hudexchange.info/programs/hdx/guides/ahar/

♦ If you are feeling lost, or this is your first AHAR, www.hudexchange.info has webinars, training manuals, virtual training, the AHAR FAQ and an error guide available to help you through it.

Point-in-Time Count Changes for 2017

As you probably know, January brings the Point-in-Time (PIT) count. Changes to the 2017 PIT include:

1. HUD is expanding the gender identity options to include an additional option — "doesn't identify as male, female, or transgender."

2. HUD now requires CoC's to report persons experiencing chronic homelessness by household type — persons in households with at least one adult and one child, persons in households without children, and persons in households that contain children but no adults.

3. HUD will no longer require CoC's to report persons who are experiencing chronic homelessness under the subpopulations section of HDX.

4. When reporting on chronically homeless households — with or without children — if one member of the household qualifies as chronically homeless, then all persons in the household should be considered chronically homeless.

Please go to: www.hudexchange.info/news/2017-hic-and-pit-data-collection-notice/ or www.hudexchange.info/programs/hdx/guides/pit-hic/#general-pit-guides-and-tools for more information on changes to this year's PIT count.

ServicePoint 6 — Coming Soon!

Bowman Systems is being very hush-hush about this next release. What we do know, however, is that the new interface will eliminate some of our problem areas, such as the current version's long, list-based pages of data entry. Too often we accidentally skip a question and then are prevented from saving and moving on until the omission is found and corrected. Version 6.0 will present questions singly or in small sets, each of which will gate into the next set — you will be clicking through, not scrolling down. Bowman believes this will eliminate the need for separate workflow documentation.

Other improvements include:

- The new search function will be more powerful and more intuitive.

- Workflows and interface will be customizable to the needs of each individual program.

- ServicePoint6 will be as easy to use on a tablet or phone as it is on your computer, enhancing ability to real-time upload data.

- Taking and uploading client photos will be streamlined.

- The *Save and Continue Later* function will be improved.

- A chat function for users will be included!

> "SERVICEPOINT 6 SOFTWARE WILL BE AS EASY TO USE ON A TABLET OR PHONE AS IT IS ON YOUR COMPUTER... THERE'S EVEN A CHAT FUNCTION FOR USERS!"

Cold Weather Shelter Locations

During the harshest months of the year, cold weather shelters and warming centers give families and individuals a safe place to keep warm — and even sleep — during severe weather.

Here is a partial list of cold weather and warming shelters for the 2016/17 season:

Concord Cold Weather Shelter: 27 Pleasant St. and North Main St.,

Concord

Hundred Nights: 17 Lamson St., Keene, (603) 352-5197

The Homeless Center for Strafford County: www.homelesscenter forstraffco.org/

Greater Falls Warming Shelter: gfwarmingshelter@gmail.com (603) 445-0001 or (802) 869-2566

Don't forget that if you have an overflow of people at your shelter, you can check with your local CoC for the names and locations of the closest sister shelters.

Leading predictions for 2016/17 include an early arrival of winter in our area, as well as heavy snowfall.

Looking back on October's ServicePoint Training

In preparation for the release of ServicePoint 5.12.29, the NH-HMIS team held nine, two-hour training sessions during the first week of October, 2016. In Data Standard Version 5.1, which Servicepoint 5.12.29 is based upon, HUD made significant changes to Living Situation, Veterans' questions and Disabilities as well as other data elements.

All users and Agency Administrators were required to attend one of these sessions — held in Nashua, Manchester and Concord — in order to become familiar with these critical changes.

Afterward, all users were required to complete a certification test, and pass with 80% or better. NH-HMIS supplied a FAQ, including an overview of the answers. Those who received less than 80% or did not complete the test lost their access to ServicePoint. Users who passed were, however, were given access to the new ServicePoint 5.12.29.

HUD HEADQUARTERS IN WASHINGTON, DC

Of 92 attendees who filled out an evaluation form, 22% were at their first training!

NH HMIS User Certification Tests — Most Missed Questions

While grading the User Certification tests, we noticed certain patterns in responses. **Nearly everyone, for instance, missed this question:** "ServicePoint passwords must contain…." The correct answer is, "Between 8 and 50 characters with at least 2 numbers or symbols."

Here are a few other questions that caused problems:

I can get to ServicePoint from: The ServicePoint tab at the top of the NH-HMIS website AND ALSO https://sp5.servicept/ newhampshire (both A and B).

My client gave their consent, who decides if their data can be shared with other agencies? The Client.
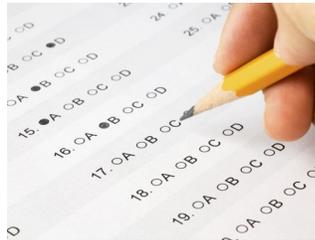
When searching for a client, you see a similar name in the list of possible matches. The date of birth and SSN match the information you have been given but the last name is spelled differently. What should you do? Confirm the DOB and SSN, then click on the link in the list. When the client record opens, type in the correct spelling of the client's name in the Alias field. (leave the misspelled name as the name on the client's record **and note the misspelling on your agency hard file**.)

When a client and family are entering your program, if that family is already created in the system, in most cases you should: Use the family already created, adding any additional family members not already present, **adding an end date** for any members of the family who have left.

Households should be created for: Families, adult couples, single adults, and families with children (All of the above).

Thanks to everyone who participated in testing!

Exploring Hunger, Homelessness and HIV in Children's Books

Not every children's book has superheroes or wizards (though those are good too.) We compiled a list of kids' books that deal with the serious issues our client families face very day.

- *Changing Places: A Kid's View of Shelter Living* by Judy Wallace

- *Maddi's Fridge* by Lois Brandt

- *How to Steal a Dog* by Barbara O'Connor

- *Those Shoes* by Maribeth Boelts

- *A Bike Like Sergio's* by Maribeth Boelts

- *Last Stop on Market Street* by Matt de la Peña.

- *Crenshaw* by Katherine Applegate

- *Esperanza Rising* by Pam Munoz Ryan

- *Coat of Many Colors* by Dolly Parton

- *Great Joy* by Date DiCamillo

- *Lives Turned Upside Down: Homeless Children in Their Own Words and Photographs* by Jim Hubbard

- *Yard Sale* by Eve Bunting

- *Fly Away Home* by Eve Bunting

- *Death by Toilet Paper* by Donna Gephart

- *That Girl is Poison* by Tia Hines

- *HIV Positive* by Bernard Wolf

- *A Kid's Guide to AIDS and HIV* by Rae Simons

While we found few books for kids on HIV/AIDS, we were surprised by the number and quality of books for children about homelessness and hunger.

Enjoy your cozy winter read!

To ensure data being entered into NH-HMIS is secure, ALL staff must complete ALL OF THE FOLLOWING:

- ANNUAL Privacy and Security training

- CHANGING THEIR PASSWORD EVERY 45 DAYS,

- NOT SAVE REPORTS WITH CLIENT IDENTIFYING DATA ON PORTABLE MEDIA.

New Hampshire HMIS

Www.nh-hmis.org

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.

Bureau of Homeless & Housing Services

◊ TBA
◊ Roger Pitzer

HMIS Lead Agency

◊ Donna Curley
◊ Tony Nappo

NH-HMIS Council Members

Greater Nashua CoC

◊ Miles Pendry
◊ Samantha Cassista
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