

## **GNCOC General Committee Meeting**

March 1, 2023

### **1. Welcome and Introductions**

- a. Wendy LeBlanc opened the meeting at 9:01 am. Attendees introduced themselves.

### **2. Approval of the February 2023 Meeting Minutes**

- a. Wendy LeBlanc presented the February 2023 minutes. Mike Apfelberg made a motion to approve the minutes. Bob Mack seconded the motion. All voted in approval. The motion carries.

### **3. Presentation on Data by Meghan Morrow Raftery, *Institute for Community Alliances***

- a. What is the NH HMIS?
  - i. A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.
  - ii. All federal reporting is required to come from the HMIS. This includes APRs and CAPERs.
  - iii. Each Continuum of Care (CoC) is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.
  - iv. Bitfocus Clarity Human Services is the HMIS for all 3 NH CoCs.
  - v. ICA does not serve clients – the CoCs are their clients. HMIS has 500+ pages of requirements, so their full-time job is to ensure that we are correctly using ours.
- b. Where does the data come from?
  - i. Data is collected by agencies that serve clients in different programs that are dedicated to serving those that are experiencing homelessness or at risk of homelessness including Street Outreach, Emergency Shelter, Safe Haven, Rapid Rehousing, Permanent Supportive Housing, other Permanent Housing, Supportive Services and Coordinated Entry.
- c. Who enters the data?
  - i. Data is entered by staff at those agencies that collect the data. To gain access to the NH HMIS, a new user training is required to be completed. To retain a NH HMIS license, there is required annual trainings, like the HMIS security and Privacy training.
- d. How many HMIS users are there in NH?
  - i. 204 total users in NH – Nashua has 43 users, 21% of NH.
- e. What data is collected?
  - i. Universal Data elements. Examples: Name, DOB, Gender, Race, Disabling Condition, Project start/end date
  - ii. Program Specific Elements. Examples: Income, Non-cash benefits, Health Insurance, Domestic Violence, Current Living Situation, Mental Health
  - iii. Federal Partner Program Data Elements. Examples: PATH status, last grade completed (RHY), Veteran Information (VA), Pregnancy Status (RHY), VAMC Station (VA), Services Provided (HOPWA)
  - iv. Metadata elements. Examples: Date created, Date updated, User identifier, Household identifier, Personal identifier, Information date.

- f. Why is data important?
  - i. The data is important because:
    - 1. It informs the community and agencies about the state of homelessness at the local, State, and National level
    - 2. It shows how projects are doing at serving clients
    - 3. How clients at risk of and experiencing homelessness may be used over time.
- g. What is the data use for?
  - i. Funding – Applying for local, state, and federal funding
  - ii. Case Management – assessing clients’ needs and services for improved client care.
  - iii. Analysis – evaluating how organization can better meet the needs of people with unstable housing.
  - iv. Housing and Shelter – connecting clients with housing, housing services, and shelter services
  - v. Implementing Change – informing policy change at local, state, and federal levels
- h. Federal Reporting: PIT and HIC
  - i. PIT
    - 1. The Point in Time (PIT) count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. HUD requires that CoCs conduct an annual count of people experiencing homelessness who are sheltered in one of the following on a single night:
      - a. Emergency shelter
      - b. Transitional housing
      - c. Safe havens
    - 2. COCs also must conduct a count of unsheltered people experiencing homelessness as well. Each count is planned, coordinated, and carried out locally.
  - ii. HIC
    - 1. Housing Inventory Chart (HIC) is a point-in-time inventory of provider programs within a COC that provide beds and units dedicated to serve people experiencing homelessness (and, for permanent housing projects, where homeless at entry, per the HUD homeless definition). These are categorized by the following Program types:
      - a. Emergency Shelter
      - b. Transitional Housing
      - c. Rapid Re-housing
      - d. Safe Haven
      - e. Permanent Supportive Housing
      - f. Other Permanent Housing
- i. System Performance Measures
  - i. HUD has developed seven system-level performance measures to help communities gauge their progress in preventing and ending homelessness:
    - 1. Measure 1: Length of time persons remain homeless.
    - 2. Measure 2: The extent to which persons who exit homelessness to permanent housing destinations return to homelessness
    - 3. Measure 3: Number of homeless persons

4. Measure 4: Jobs and income growth for homeless persons in CoC Program-funded projects
  5. Measure 5: Number of persons who become homeless for the first time.
  6. Measure 6: Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects. (this measure is not used at this time)
  7. Measure 7: Successful housing placement
- ii. The purpose of these measures is to provide a more complete picture of how well a community is preventing and ending homelessness.
  - iii. How these measures will be used:
    1. There are two primary uses of the system-level performance measures. First HUD uses the data as selection criteria to award projects under future NOFOs. Second, system performance measures data will enable communities to evaluate and improve their performance.
- j. Longitudinal System Analysis (LSA)**
- i. The LSA report, produced from a CoC's HMIS and submitted annually to HUD via the HDX 2.0 provides HUD And CoCs with critical information about how people experiencing homelessness use their system of care. The LSA is used to create the Annual Homeless Assessment Report (AHAR).
- k. Annual Homeless Assessment Report (AHAR)**
- i. Every year, HUD submits an AHAR to United States Congress. The AHAR is a national-level report that provides information about homeless service providers, people and households experiencing homelessness, and various characteristics of that population. The AHAR also looks at patterns of how people experiencing homelessness use different shelter and housing resources. It informs strategic planning for federal, state, and local initiatives designed to prevent and end homelessness. This is the only federal report that includes non HUD data (example: domestic violence data that is not input into HMIS normally due to VAWA/VOCA).
  - ii. What is reported? Demographic characteristics, length of time homeless and patterns of system use, information on specific populations such as veterans or those experiencing chronic homelessness, and housing outcomes for those who exit the homeless services system.
- l. Dashboards**
- i. ICA has multiple dashboards that a CoC can view and use for planning. Current dashboards include:
    1. HUD System Performance Measures Dashboard
    2. PIT Dashboard
    3. NH Monthly Emergency Shelter Dashboard
  - ii. Dashboards coming soon: Monthly CoC level dashboards including:
    1. Length of time homeless
    2. Newly homeless
    3. Returns to homelessness
    4. Total persons experiencing homelessness
    5. Exits to permanent housing
  - iii. Anyone can access the dashboards at any time. Data from previous month is available by end of month.
  - iv. Once new dashboards are complete, they will be announced in the Newsletter.

- v. Doug Howard encouraged everyone to input data to the best of their ability; our outcomes are only as good as the data we input.
- vi. Donna Marceau commented that the system was not user-friendly and can be challenging for emergency shelters that are fast-paced. Doug Howard responded as the Coordinated Entry lead, encouraging anyone struggling with HMIS to reach out to him for support.
- vii. Question about individuals who do not have ID or do not want to give out information in low-barrier shelter situations – how does this skew our data and how can we incentivize them to provide more information for better data? Doug Howard responded that for a Rapid Rehousing Programs across the country required Release of Information, where they consent or not to share that information. You can still input to HMIS for data without any of that information being shared to other programs.
- viii. Becky Gagne shared that when you contact ICA for support they are incredibly helpful and there is no such thing as “dumb questions”.

#### 4. Capacity Updates

- a. Shelters
  - i. NSKS – 4 male and 3 female beds available. Increased availability in new shelter.
  - ii. Rescue Mission/Hope Center – no representative present to report.
  - iii. Bridges shelter is full.
- b. Transitional Housing
  - i. Family Promise - at capacity.
  - ii. Marguerite’s Place – at capacity.
  - iii. Front Door Agency – at capacity.
- c. Permanent Supportive Housing
  - i. Harbor Homes – 28 chronically homeless individuals on list, 11 with vouchers in hand, 13 in process of voucher eligibility process and 4 who we are unable to contact. To date since we began tracking in January 2020, the PH and Mainstream vouchers have housed 182 households with a combined total of 252 individuals.
- d. Rapid Rehousing
  - i. As many spaces as there is available funding. Doug Howard reported has 4 families in Rapid Rehousing Program, 1 family in prevention assistance program (within 14 days of active eviction – were able to stall and keep them housed in order to sustain themselves). Has 1 family in Rapid Rehousing that has a voucher that just got activated yesterday, very exciting. Doug shared thanks to Heather Nelson and the Harbor Homes team for their ongoing support.
- e. Outreach Efforts – Sue Mead shared that outreach is ongoing, and that there are 130 vouchers in NH that are out in clients’ hands who cannot find apartments.
- f. City Welfare shared they are currently housing 7 households in motels. 1 individual, the rest families with children. The SNHS ERAP program is winding down, they are still processing some of the applications that have been pending in the system for rental assistance. Assisting 77 households (individuals and families) in Nashua Motels which is scheduled to end in the beginning of April for individuals and mid-June for families. About half of those families are from outside of Nashua, and half of those are originating from Nashua. City welfare and SNHS are collaborating to solve these issues. SNHS Case managers are guiding individuals in motels towards existing resources.

- g. Pam Wellman, Executive Director of Family Promise of Southern NH shared about their diversion prevention program. It is a formal program run by Joanne Perez, Director of Diversion. It is community-based case management for those who are not eligible for residential programs and available to single adults, families, and people from all walks of life. Joanne works to get them safe and provide them resources. They are not state funded; they raise private funding. Do not give first/last or pay off back rent at this time, but can provide some funding towards back bills to prevent eviction. Trying to raise awareness for this program. Part of Family Promise National which has more than 240 affiliates nationally, so people who are not from greater Nashua they can reach out to affiliates around the country to get them placed where they want to be.
  - i. To access Family Promise's Diversion Program, please call Joanne Perez at 603-883-7338 x 8 or Pam Wellman at 603-883-7338 x 1.
- h. Wrap-Around Services – Wendy reminded everyone that wrap-around services are available if needed.

## 5. Announcements/Discussion

- a. Monahan Manor – Paul Chervenak from Family Promise asked about the new Monahan Manor process. Bob Mack shared that Nashua Housing opened application process and stated that individuals and families need to go in person to pick up a physical application.
- b. Question from the floor: Is there an incentive program for landlords to take vouchers? Answer - it has been discussed for past two years, some applications for funding to support this have been submitted but no formal update yet.
- c. There are 100 individuals statewide with vouchers in the Bridge program, but people are being placed on the waitlist. Less than 10 in Nashua. This program is overseen by Greater Nashua Mental Health locally.
- d. Encampment meeting is being hosted at NSKS Spring Street Shelter.
- e. Adam from St. Patrick's Parish and Day Café, provide funeral services and arrangements for those without next of kin. Adam shared that they are holding a service for a community member next Wednesday morning. Please join.
- f. Bob Keating shared that 20 years ago we began working on the Ending Homelessness Plan, which was adopted in 2004. Last December was the 10<sup>th</sup> anniversary of the 10 years that we would've ended homelessness if we had completed that plan. 20 years ago, we had 800 homeless with 300 chronic homeless, we have significantly reduced this. What we have seen over the last couple years is a leveling off of downward progress. We have made amazing progress, let's keep moving forward.
- g. Donna Marceau from the Nashua Regional Planning Commission shared about their upcoming meeting on Thursday March 23 at 10 am. This meeting will include a presentation about Via Microtransit, which provides rides on fixed routes or paratransit. This meeting will take place at the Nashua Regional Planning Commission located at 30 Temple Ste Suite 310. Donna urged anyone to reach out to her if you have clients in need of transport. Her email is [donnam@nashurpc.org](mailto:donnam@nashurpc.org).
- h. Kerry Miller from Nashua Transit shared a flyer that had updates to their current service interruptions due to the ongoing driver shortage. The length of the interruptions will be extended and they are combining certain routes in order to manage the driver shortage. For more information on current routes, call 603-880-0100 or visit [ridebigblue.com](http://ridebigblue.com).

## 6. Adjourn

- a. Wendy adjourned the meeting at 10:20 am.