

## GREATER NASHUA CONTINUUM OF CARE MEETING MINUTES

Nashua City Hall Auditorium

May 7, 2014

[www.nashua-coc.org](http://www.nashua-coc.org)

Ana Pancine, Co-Chair called the meeting to order at 8:05AM. Introductions were made by all, and the attendance sheet passed for signatures. Newcomers were asked to add their email to the list if they would like to be added to the GNCOC mailing list. The meeting format that alternates monthly between presentations and committee reports was explained to the group. This month is a presentation month.

**APRIL MEETING MINUTES:** The minutes of April 2014 were reviewed. Changes noted included:

**COMMUNITY RELATIONS:** Sentence beginning "The committee is also working with students from South High School..." changed to "The committee worked with students from North High School..."

A motion to accept the minutes was made by Bob Mack and seconded by Candace Cappio-Gebhart. Minutes were approved.

### **PRESENTATION: Hearth Act Update**

Wendy Leblanc did a presentation to update the group on progress being made towards the implementation of changes to the Hearth Act set to begin this fall. The GNCOC requested and has received 15 hours of technical assistance from HUD to help in this process. Wendy consulted by phone with our technical assistant for approximately two hours prior to the GNCOC's May meeting. A subcommittee of the Executive Committee is meeting regularly as work continues on these changes.

There are three areas where work is being done within the GNCOC to adhere to the interim rule:

1. **BOARD OF DIRECTORS:** Our group needs to transition to a Board of Directors who serve in staggered terms for an uneven number of years. In addition to a mix of representation from both the public and private section, board composition needs to include representatives from designated groups, including the formerly homeless and domestic violence. The GNCOC has been successful in recruiting the proper mix of representatives to meet these guidelines.
2. **GOVERNANCE:** Much work has been done to update the Governance Charter for the GNCOC. The entire group had voted on these updates previously. There are still a few of things that need to be fine-tuned; Candace is reviewing these updates and the document will be reviewed at the May Executive Committee meeting. The final document will be brought to a vote at the June 4, 2014 Greater Nashua Continuum of Care meeting.
3. **COORDINATED ASSESSMENT:** Decisions on how this can/will work in our community will be left to the GNCOC to decide. There is no set deadline for a Coordinated Assessment process to be established. There are a number of different options available that would need to be reviewed against our current "no wrong door" system of bringing those who need services into our system of providing those services. Overarching goal is to develop a system where the process is able to accommodate the unique needs of the individual or family. One identified challenge is developing a way in which we would have real-time knowledge of housing availability throughout our area so people don't have to wander all over town.

The following were offered as possible access models for Coordinated Intake:

1. Centralized: one organization/location doing all the intake and assessments

2. Decentralized: “no wrong door” with multiple access points using the same intake/assessment tools to capture information and use to make referrals. It was mentioned that HUD has a screening tool that we could review.
3. Virtual/Telephone Based: Under this model, intake/assessment would be done by phone with referrals made after information was gathered. 2-1-1 was mentioned; it was noted that they don’t have the resources to assume doing this.

Work will continue on the Coordinated Intake/Assessment process. General consensus is that the current system works but improvements can be made in terms of enhancing communications, reviewing our current assessment tools and developing a process by which what we do at the GNCOC level coordinates with similar efforts on the State level. We have representatives on the state group working on the Coordinate Assessment. The state group hasn’t met recently; they are receiving technical assistance from the same person we are.

The idea has been presented that the Ending Homeless Committee be charged with planning the Coordinated Intake/Assessment process and that in doing so, agency directors and their staff attending the Ending Homeless Committee work closely together as decisions need to be made.

Group discussed how to keep those agencies who don’t receive HUD funding engaged in the work that needs to be done including those members of the faith community who are approached by individuals/families needing help. Those who are new to the system don’t always know where to go as well. This makes it important that all agencies who may encounter someone in search of services know and understand the process of connecting that person to those services.

It was pointed out that when a system is developed that works for everyone, that everyone’s works will be easier. The client will benefit from have a coordinated system because they will only have to tell their story once. There will still be a need for agency-level intake to be done.

The group was encouraged to research how other communities are doing intake and assessment to see if what they are doing could be adapted to our community.

NOTE: Following the meeting, Wendy provided a link to the PowerPoint presentation.

## Announcements

- **HOPWA.** Wendy announced that the program has been re-funded for another three years.
- **Employment Connect:** Tom announced that the Job Fair has been scheduled for September. The Employment Committee will meet at 2:00pm on May 13 at the Adult Learning Center. Tom also announced that **Positive Street Art** is conducting a free dance workshop. He will provide a flyer with more information.
- **Disproportionate Minorities Contact.** There will be a special presentation by the Nashua Prevention Coalition on Keeping Kids Safe from Drugs at Southern New Hampshire Medical Center on May 21. DMC is part of the Juvenile Justice System charged with addressing the overrepresentation of minorities in the juvenile justice system.
- **Vows for Vets:** Cate announced a “running of the bridges” style fundraiser for Harbor Homes Veterans programs to be held on Sunday, May 18 at the Crowne Plaza Hotel.
- **Day of Caring.** United Way will hold a special workshop for those organizations interested in knowing more about Day of Caring and the types of programs that volunteers are available to do on this September’s DOC. It is scheduled for Thursday, June 5 at United Way.

- **Nashua Soup Kitchen and Shelter.** Eileen announced that they have a 2-bedroom transitional apartment available. Support services are also included.
- **Housing Action NH.** Laurel updated the group on bills pending the legislature, including one regarding the treatment by landlords to victims of domestic violence (sent to study commission) and a bill to raise the minimum wage (not expected to pass). As always, the efforts by members of the Greater Nashua Continuum of Care to speak to elected officials about these and other bills, is greatly appreciated.
- **Financial Education Workshops** are scheduled beginning in June. They are offered through the HomeTeam program of Neighborworks Southern New Hampshire.

There being no further business the meeting adjourned at 9:05am.

Minutes taken by Beth Todgham, Southern New Hampshire Services