

Greater Nashua Continuum of Care Meeting

Nashua City Hall 3rd Floor Auditorium - February 7, 2018

www.nashua-coc.org

Call to order 8:06AM. Introductions made by all. Mandy Regan is chairing the meeting today without Heather Nelson. Explained the layout of our monthly meetings to newcomers. Minutes from our January meeting were reviewed. M. Apfelberg made a motion to accept the minutes as corrected, \seconded by B. Mack. Motion carried.

Presentation: William Sherry from 211. 211 is operated by 6 staff members who have each had much experience working for call centers. Their 10-year anniversary is this year. Handouts on information and referral services were given out to all. This explains what is 211 and why it got started. This handout will be emailed out to the full GNCO.

In 2017, 211 made a total of 54,476 referrals. A total of 4,131 were from the Greater Nashua area. The top 5 reasons callers are calling in for right now are for tax related, homeless related, electric payment assistance, undesignated financial assistance and legal counseling. A monthly average of 250-300 calls, however that number has increased and they are now getting about 500-800 calls a day. 211 has multiple databases where they keep track of everyone that calls.

As of December 2017 they have been using HMIS. Met with the Bureau of Homelessness yesterday. Soon they will have a way to work with our Coordinated Entry as there are many moving parts and 211 wants to assist us to better serve our community. 211 has a website and you are encouraged to update your agency's information on there.

General updates:

- Bicycle Co-Op is staying busy. Open every Monday from 3pm -7pm. Has about 200 bikes to donate. One person who has been coming to help fix bikes every week has recently been hired by a local bike shop due to the skills he has learned from this program so, not only is this program helping people keep their jobs but people are learning skills helping them to locate employment. Just got a \$500.00 grant from Southern NH Medical.
- Catholic Charity moved to 3 Crown St. Nashua next to the Infant Jesus Church.
- Employment Connect will be happening in May at the lower level of the Nashua Public Library. Adult learning Center is having a two-day job fair in May so we will be working with them to make it a 3-day series job fair. We are also adding a presentation part to our fair such as "Transportation 101" to make sure folks know the bus route, for example. Next meeting is on Tuesday, February 13th at 2pm at Nashua Public Library.
- Data committee is waiting for confirmation from Greater Nashua Mental Health Center to meet there on Thursday for 1pm.
- United Way is doing their "Over the Edge" program and has about 6-7 spots available. Let Mike know if you are interested in participating.

- Every Monday, United Way hosts a radio talk show from 9am-10am where two non-profits are interviewed. Let Mike Apfelberg know if you are interested in talking about your program.
- A Merrimack warehouse has a lot of furniture that needs to go by Tuesday next week. Let M. Apfelberg know if you are interested in some furniture.
- Miss. Gates is starting a community forum series called Sharing Stories. Community members can go talk about their life story. Her class is going to the Nashua Public Library at 7pm tomorrow to hear Doug's Howards story.