

**Greater Nashua Continuum of Care Ending Homelessness Committee(EHC)**

*February 6, 2019*

Nashua City Hall, 3rd floor Auditorium

Present in meeting were:

Bob Mack, Mike Apfelberg, Wendy LeBlanc, Kristy Besada, Tom Lopez, Amy Wilson, Rachel Duffy, Mandy Reagan, Magaly Rios, Scott Wellman, Juana Fields, Susan Mead, Pat Kerrigan, Paul Chervenak, Ashley Gauthier, Nick Perricone, Rosemarie Dykeman, Emily Bouffard, Doug Haward, Lloyd Coris, John Alciere, Cliff Bideau, Sandra Pratt.

Bob M. called meeting to order at 8:58AM. Introductions were made by all. Reviewed January 2<sup>nd</sup> minutes. Mandy R. made a motion to accept the minutes as corrected, seconded by Juana F, all were in favor.

**Capacity:**

- BRIDGES is currently at full capacity and closing for renovations. Maple St is full.
- HEARTS peer support center has two respite beds available.
- Kinsley St. Shelter is at full capacity
- Ash St. Shelter is at full capacity.

**Transitional Housing(TH):**

- Some families from the Norwell House TH program are moving out with others lined up to move in to TH.
- BRIDGES TH is at full capacity.

No representation here from Open Doors, Mandy will find out who is currently running that program to invite to this meeting.

Rapid re housing: Julie Davis informed Bob that the RRH program from SNHS has been tapped out and there will be no more funding available until July 1<sup>st</sup>.

Mary's House is a good resource, must go through Nashua Housing Authority to get on the waiting list.

New housing assistance grant through the N.H finance authority.

Discussion in regards to all the different barriers to people getting into apartments. One being the fact that there is a lack of affordable housing here in Nashua, many have a housing voucher but many of these apartment are over the Fair Market Rent. More support from the state may be very helpful.

**Point in Time Count(PIT):** We do not have the final number yet however Greater Nashua Mental Health Outreach worker Sue M. entered a total of 134 people into the PIT. 11 of those individuals were Homeless by HUD's definition. More to come once we have the final numbers.

The local hospitals are discharging people that need medical rehab to homeless shelters. A case was discussed where a police officer dropped off a man to a local shelter and expected the shelter to assist this individual.

**Coordinated Entry (CE):** It has been about 4 years since the inception of the CE process. HUD mandated us to do this with little guidance, and we are getting better and better with time. We now have a phone system in place filtering our calls to the appropriate agency. We are having some callers not get return calls. This maybe because we currently have no CE worker back up so, if a CE worker is out sick or vacation then nobody is listening to the voice mail, making the voice mail option a big barrier. Returning calls by text may be a solution as many people have limited minutes on their cell phones.

We need to advise our clients that if they call the CE hotline and they do not get a call back within one hour then have them call the line back. Currently CE is in English only making it a barrier to other people who don't speak the English language. The referral process has also been challenging as people are getting many referrals to different places or to places they do not qualify for. Safety planning with the caller is very important and it is very important that the CE worker write in the comment section. 211 is giving people who are homeless in our region the CE number.

Meeting Adjourned 9:57AM.

*Minutes Taken by Magaly Rios, Senior Case Manager for Southern NH HIV/AIDS Task Force, PSL*