

Greater Nashua Continuum of Care

Nashua City Hall, October 4, 2017

Chair Ana Pancine called the meeting to order at 8:05AM. All made introductions. Ana gave an overview of the meeting structure.

Minutes from the September 6, 2017 meeting were reviewed. Barbara Alves motioned to approve, Mike Apfelberg seconded. The motion passed without objection. Ana let the group know that all minutes are on the GNCOC website and they are going to start posting the meeting agendas as well.

Slate of Officers: Ana presented the slate of officers prepared by the GNCOC Board for approval by the full GNCOC.

| October, 2017- Slate of Officers Presentation | | |
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| | | |
| Terms: 2 Years | | |
| Co-Chair | Heather Nelson - Harbor Homes Inc. | |
| Co-Chair | Mandy Reagan - Harbor Homes Inc. | |
| Co - Vice-Chair | Gary Hooper - Greater Nashua Mental Health Center | |
| Co - Vice-Chair | Rick Rutter - SNHRM | |
| Clerk | Magaly Rios - SNH Taskforce | |
| | | |
| Board Of Directors | | |
| Terms: 3 Years | | |
| Ending -September, 2018 | Ending -September, 2019 | Ending -September, 2020 |
| | | |
| Maryse Wirbal | Pam Small | Magaly Rios |
| Robert Cioppa | Cherrie Fulton | Tom Lopez |
| Rick Rutter | Kevin O'Meara | Jill O'Neil |
| Wendy Leblanc | Bob Mack | Heather Nelson |
| Dawn Reams | Alex Hamel | Mandy Reagan |
| Ana Pancine | Barbara Alves | Gary Hooper |
| | | Michael Reinke |

Mike Apfelberg asked if our bylaws state anything regarding the co-chairs being from the same agency and the answer was provided that no, nothing precludes this from happening. Mike then made a motion to accept this slate of officers. The motion was seconded by Candace Gebhart. The motion passed unanimously.

Presentation:

Mobile Crisis Unit: Presented by Carol Furlong and Jessica Lorento

Jessica gave a PowerPoint presentation about the new program at Harbor Homes that started July 1st. This is a 24-7 program operating out of 12 Amherst Street in Nashua to assist community members experiencing a mental health crisis. The phone # is 816-0101

They work in teams consisting of mental health clinicians, peer support workers and case managers. Anyone calling in will be triaged by a mental health clinician and the team will then respond immediately to provide services as needed to facilitate short-term stabilization. If necessary, they will go to meet the person where they are at in the community, as long as it is a non-life-threatening issue. They work on stabilizing the crisis and then providing case management for up to 30 days to be sure the client is connected to medical and behavioral health care. They also have 4 crisis apartments to house folks for 1-7 days if necessary to help stabilize the client.

There were many questions and answers as well as comments, summarized here:

Is this for anyone in the community or just providers? This number is for anyone to call, the patient, a loved one or community member.

They are also working to coordinate with local police.

They have 2 vans so 2 teams can go out at a time to meet them in the community. The vans are unmarked. This is not the large RV mobile health van, which is used primarily for mobile dental and medical services.

Heather Nelson shared a great experience that a client had with the program.

What if someone under 18 calls? The grant from the State is for those 18 and over but if under 18 the team will still offer assistance.

Carol stated that they can even come to your agency if you have a client in crisis that is escalating in your office.

Mike A asked them to be sure and contact 211 to add their info to the database.

The team works closely with providers to return the client to their medical and behavioral health providers, or to link them if they don't have a current provider.

Do you serve Spanish speaking clients? Yes

Is this a voluntary program? Yes, but we have had to do some Involuntary Emergency Admissions.

Response time is very quick

Services can be billed to insurance or free care is available if they have no insurance.

They have had 5-6 calls per day but expect that to pick up as the word gets out about the program.

Bob asked if Carol could talk a little bit about the Mobile Health Van as well. Carol explained that the van is an extension of Harbor Care Health and Wellness Center and provides primarily dental care for now but can also provide physical and mental health services. They can go anywhere that needs services and has a big enough parking space for the very large RV.

Announcements:

Kristi Schott from BHHS talked about “Built for Zero”, an effort to end chronic and veteran homelessness coordinated by Community Solutions. The idea is to have a “by name” list in HMIS that tracks the chronically homeless by name and can be shared with Coordinated Entry programs. Balance of State COC has approved an “inactive policy” and they are hoping that the MCOC and GNCOC will vote in November to adopt the policy. Send any feedback to Kristi. Donna Marceau from NSKS asked about sharing this list with the DMV because homeless folks struggle to get NH IDs with no documentation of residence. Kristi said that they are working on determining how this will all be shared and be HIPAA compliant.

Alyssa Walker at NSKS shared that the Methodist church is partnering with NSKS to provide Sunday food pantry services. Church volunteers are running the NSKS pantry on Sundays.

Mike Apfelberg from United Way reminded us about the radio show he does every Monday morning to promote non-profits, events and volunteer needs.

Lori Goodman from Harbor Care introduced Rick Barber as their new patient navigator. Also reminded us that open enrolment from the ACA is only six weeks this year from November 1-December 15.

Liz Fitzgerald from United Way said that they need volunteers at Walmart on Monday to collect items for seniors such as trip and fall types of items.

Angela Delyani talked about the need for advocates/volunteers to be court appointed advocates at Nashua family court as they are having an increase in opiate related cases. Please contact casanh.org.

Meeting adjourned at 9:00AM.

Minutes taken by Wendy LeBlanc, Southern NH HIV/AIDS Task Force-PSL