

Ending Homelessness Committee

May 7, 2014
Nashua City Hall

Present at the meeting were: Wendy LeBlanc, Bob Mack, Kathy Paquette, Abigail Alicea, Cate Sementa, Kimberly Robinson, Lianne Bower, Glenny Liranzo, Peter Kelleher, Rick Rutter, Don Pare, Pamela Deres, Kevin O'Meara, Angela Roberts, Maryse Wirbal, Stephanie Roy, and Vanessa Beauchesne.

Call to order at 9:05am. Introductions were made by all. Minutes from our April meeting were reviewed. A motion was made to accept the minutes by A. Alicea, seconded by K. O'Meara. All voted in favor.

B. Mack began the discussion on the coordinated assessment. There is no deadline currently set by HUD. In developing our coordinated assessment, we should keep in mind what the state and other areas are using, but we need to decide what we want to do and what will work for us.

K. Paquette discussed the increase she's seen in clients with wheelchairs. We need to keep accessibility in mind when creating coordinated assessment and referring clients. A few other client-specific cases were brought up. B. Mack pointed out that, at this point, we need to focus on how coordinated assessment can help clients, rather than focusing on the individual cases themselves.

W. LeBlanc said we need to focus on making a decision on which form of coordinated assessment we want to pursue: centralized, decentralized, or telephone approach. B. Mack suggested we get a list of available agencies and services in the area to try to identify who can be an intake point before we make the decision on which type of approach we will use. A conversation followed during which we discussed having several intake agencies, but having a "no wrong door" approach. Under this approach, any agency can direct a client to one of the several intake points at which the client can have a coordinated assessment and get connected to appropriate services.

Logistics of a coordinated assessment were discussed, including using a software-based system that contains real-time information on program openings and available services. Emphasis was placed on the need to call and confirm the openings before sending a client anywhere – even if the system is "real-time." P. Kelleher shared the success that others have had using a software system that is available to us. Donna Curley has knowledge of this software and can provide a presentation. Another way to move forward is to have agencies perform a self-assessment to decide what type of role they are willing to play in the coordinated assessment. This can help

us find a starting point to work off of. Concerns were brought up regarding releases for private client information and the hesitation of some agencies to enter private information into an open system.

M. Wirbal recalled how last year's committee discussed a centralized form for transitional housing programs that would be put into a "drop box" model for other transitional housing programs to review and decide what program would be the best fit for the client. Perhaps this type of model could be beneficial to us during this process. M. Wirbal also suggested visiting other areas (i.e. Seacoast) that have had success with centralized assessment to learn from their systems.

B. Mack asked about the availability of a comprehensive list of agencies and services from 211. K. Robinson responded that she will look into what is available, but that services change so quickly it is difficult to compile and print an accurate, up-to-date list. B. Mack said this list will just be a starting point to determine which agencies are suited to be intake points. G. Liranzo brought up concerns about agencies who are not required to report to the state and how we can engage them in a coordinated assessment process. W. LeBlanc expressed that the hope is those agencies will see the benefits of it for their clients, themselves, and other agencies, and will choose to participate. We can offer a presentation to encourage agencies, but expect that not everyone will participate.

A motion to adjourn was made, seconded, and approved by all. Meeting adjourned at 10:00am.

Minutes taken by Stephanie Roy, Front Door Agency.