

Ending Homeless Subcommittee for the Greater Nashua Continuum of Care

April 4, 2018

Nashua City Hall, 3rd Floor Auditorium

Present at the meeting were: Wendy LeBlanc, Magaly Rios, Bob Mack, Olga Cruz, Kristy Besada, Mandy Reagan, Donald Pare, Rachel Duffy, Mike Apfelberg, Scott Wellman, John Alciere, Heather Nelson, Melissa Hatfield, Emily Reisine, Taylor Kemp, Susan Mead, Katie Tovar, Kayla Bushway, Peter Kelleher, Sylvia Gale, Rosemarie Dykeman

Call to order, minutes reviewed from February 7th meeting. M. Reagan motioned to approved the minutes as corrected, with R. Dykeman seconding. Motion approved

Coordinated Entry (CE) started approximately 4 years ago and many things have changed to improve the process, however it feels as if we are “going backwards.” Folks are calling the 1-844-800-9911 *CE* hotline and still coming to the city welfare expecting immediate housing assistance. In 2017 HUD gave us a checklist of things they will be looking for, three years after we had already implemented our systems. The State Bureau of Housing Support initiated the idea of utilizing 211 for Statewide *CE* calls but that is not working as well as we had hoped. We need to be clear with everyone that if you have a client from the Greater Nashua area stating they are homeless they should be referred to the local *CE* hotline at 1-844-800-9911. We also need to continue to interface with 211 regarding homeless clients. This is about solidifying a consistent process.

The Coordinated Entry intake form was emailed to the committee prior to this meeting. The NH Coordinated Entry Initial Prevention and Diversion Tool was also emailed to this committee so we could compare the two forms and see what 211 is using. 211 is putting info into HMIS but not everyone is able to see that data. A suggestion was made to try and create a spreadsheet or other way for those responding to CE calls to be able to identify if the person has connected with us previously.

Conversation took place in regards to the challenge of working with homeless households/CE contacts when we have zero resource for an individual or a family, such as when we have the same people coming in for assistance after they have been referred to different programs that they have not complied with or utilized and then come back to those very same resources for help. Wraparound meetings are one option to try to reduce non-compliance with program requirements. When you know your client is not doing well in the program and you have had to speak to them about issues it may be beneficial to hold a wraparound meeting to discuss the challenges with the client and prevent them from getting kicked out. Discussed how Veteran’s Services provide this type of service, however, there are also more resources for the Veteran population. This is a good model to emulate.

Announcements:

Health and Safety Fair is this weekend at Nashua High School North. 9am – 1pm Free of charge

Meeting adjourned at 10:00am.

Minutes taken by Magaly Rios, Southern N.H HIV AIDS Task Force, PSL