

GNCoc General Committee Meeting
August 2, 2023, 9 am – 10:30 am

Minutes:

1. Introductions

- a. Wendy LeBlanc began the meeting at 9:00 am, and led attendees in introductions.

2. Approval of June 2023 Minutes

- a. Wendy LeBlanc requested approval for the June 2023 meeting minutes. Mark Perkins made a motion to approve the minutes. The motion was seconded by Scott Wellman. All voted in favor. No abstentions. The motion carried.

3. Monthly Presentation Topic: Housing Resources

- a. **Front Door Agency** – presented by Doug Howard and Becky Gagne
 - i. Doug Howard shared that FDA has recently undergone a strategic planning process, with a focus on assessing inclusiveness and supporting shifting populations and needs in our community. Their goal is to “meet people where they’re at”.
 - ii. Front Door has three main programs:
 - i. **Housing Stability Program/ Rapid Rehousing**
 - i. Funded through ESG funds via the State.
 - ii. Housing Stability Program supports individuals experiencing homelessness on the street or in shelter and provides them with the opportunity for housing. FDA works directly with landlords to establish placement, and can provide up to 24 months of housing. They provide case management, apartment search assistance, security deposit assistance, moving expenses allowance, utility deposit assistance, referrals, and coordinated entry participation. It is not a long-term subsidy, so they support individuals develop an exit plan or establish a long-term subsidy.
 - b. **Prevention**
 - i. For individuals who are already housed but at risk of homelessness, Front Door supports by mediating with landlords, supporting utilities, etc. Can serve anyone in the community.
 - ii. **Permanent Affordable Housing**
 - a. The agency owns three properties serving low-income families. 48 units for families. FDA recently acquired Mary’s House, which is a permanent housing for homeless women ages 18+. Vouchers through Nashua Housing Authority, voucher is attached to the apartment. They pay 30% of income or \$50 minimum.

- b. FDA also owns 57-59 Marshall Street, which contains two 2-BR units, and a property on Shattuck Street that contains multiple 2 and 3 BR units. These are meant for individuals who do not have access to housing vouchers, and who are not able to make market rent, waiting on access to a more permanent voucher.
 - iii. Transformational Housing
 - a. FDA's Transformational Housing program provides single mothers with the tools they need to stabilize their lives, achieve their educational or career goals, and become financially independent to provide a better future for their families. Participants must be highly motivated, work 30+ hours a week, enroll their children in childcare, and agree to some sort of counseling or self-improvement wellness programming. The TH program has three phases. Phase one is on Concord Street and serves 8 families. This helps families with initial stability as they exit crisis situations, establish financial and familial stability. Families pay \$390/mo in phase one.
 - b. Phase two consists of two properties – one on Pine Street and one on C Street. Cost is \$425/mo. Families are stabilized, working, have goal plans, and working on saving and reducing debt.
 - c. Phase three is on Amherst Street, houses two families. Families pay close to market rent.
 - iii. If someone applies for one of FDA's programs but are ineligible, they are able to assess whether they are a candidate for one of the other programs.
 - iv. In the Housing Stability Program, FDA saw an 185% increase in households served from FY22 to FY23.
- b. **Southern New Hampshire Rescue Mission** – presented by Lloyd Curtis
 - i. The Rescue Mission exists “to share the hope of the gospel of Jesus Christ as well as provide shelter, food, and clothing to the poor and needy in obedience to Him.” Their vision is for “hope and help to the hurting and homeless in Jesus’ name.” Their core values are “Christ centered, servant hearts, and love and respect for all.”
 - ii. History: In 2002, a search initiated to open a gospel centered rescue mission by the AGRM in the Northeast US. In 2003, they purchased the old Canadian Club at 40 Chestnut Street, converted it into the men’s shelter Mercy House, and registered Southern NH Rescue Mission as a 501c3. In 2022, they opened Hope Center for Women at 36 Tolles Street.
 - iii. Staff at the Rescue Mission include Pastor Mark Perkins, Kim Daugirda-Seguín Peter Samiagio, Carolee Churchill, and Lisa Curtis.

- iv. What the Rescue Mission does: serve breakfast 365 days per year, lunch on Monday, Wed, Thurs, Friday, and dinner on weekends. They provide Thanksgiving bags, bi-weekly gift center with free groceries every other Tuesday. This program is open to any community member and serves 60-70 people weekly. Please schedule an appointment if you are sending clients.
 - v. Mercy House has 25 emergency shelter beds for men. Offer up to 60 consecutive nights of shelter, with extensions for those folks who are engaged. Hope Center has 16 emergency shelter beds for women. They are both usually full.
 - vi. Other programs include:
 - i. R12 Life change – A 9-12-month program to assist in spiritual, physical, and mental well-being, seeking self-sufficiency and healthy relationships to God, self and other.
 - ii. Transitional Work program: A 6-9-month program for those employed to assist in spiritual, physical and mental well-being, seeking self-sufficiency and healthy relationships to God, Self, and Others.
 - vii. Volunteerism – Southern NH Rescue mission exists due to support of volunteers, including clothing and hygiene donations for those in need, painting, building, landscaping and more.
- c. **Nashua Soup Kitchen and Shelter** – presented by Jane Goodman
- i. NSKS provides food and shelter to vulnerable individuals and families in Greater Nashua region in a dignified and sustainable manner.
 - ii. Shelter program – provide single men, single women and families with children emergency shelter since 1984.
 - i. The former shelters are located at 58 Ash Street and 29 Kinsley Street. They have sold the property on Kinsley Street and Ash Street is currently under contract.
 - ii. They have recently opened 35 Spring Street Shelter, and are working on a new name for this program to remove stigma. 35 Spring Street houses 18 single men, 14 single women, and 12 families. They have an in-house clinic from Lamprey Health Care, child play space, adult education classes, employment services, and case management.
 - iii. Coming soon, they will also have 11 independent living studio apartments serving those with section 8 vouchers. Have 10 of the 11 units filled, but are waiting on electrical panels. 8 of the 10 units that are filled are by current shelter residents, which will free up emergency beds soon.
 - iv. Shelter is currently full, with one family unit vacant.
 - v. Last year in July 2022 they had 1124 bed nights. This year in June 2023, they have 2023 bed nights.

- iii. Food Services at 2 Quincy Street
 - i. Hot Meals (63k a year): Breakfast Monday – Friday, Dinner Monday - Sunday
 - ii. Food Pantry – 2x a week open for fresh produce and groceries.
 - iii. Other Services: toiletries, diapers, household items, shower, laundry, Street Outreach, Resources, support acquiring IDs, case management in dining room.
- iv. Special Programs
 - i. Back to School Backpack Program – up to 1500 filled backpacks. Distribution is at Elm Street Middle School on August 22, 2023. This year, they have grant funding to purchase age-appropriate Middle School backpacks as well.
 - ii. Nashua Meals for Kids – 18,135 meals sent to schools this year! Take-home style meals for children to take anonymously at Nashua Public Schools.
 - iii. 10 Pop-up produce stands in partnership with the United Way.
- d. **Marguerite’s Place** – presented by Candace Gordon and Kye Sims
 - i. The mission of Marguerite’s Place is to transform the lives of families working to achieve safety, stability and independence by fostering connection and providing holistic, individual and group support offerings, including transitional housing for women and their children, as well as early childhood education, and group-based community programs for all.
 - ii. Transitional Housing
 - i. Phase one consists of 10 private apartments located at main campus on Palm Street, where parents and children can begin to stabilize and rebuild. Here families move from crisis to stability and independence, with the support of case management and holistic goal planning. Families stay an average of two years, but there is not a hard time “cut off”. Focus on being strengths based and trauma informed, and support all members of the family.
 - ii. Phase two (MP Housing) consists of ten condominium units scattered across Nashua. These help to bridge the gap between initial stabilization and long-term housing, as families raise their income to access market rate or wait for a subsidy to become available. Families stay on average five years. Case management continues, but on a less frequent basis.
 - iii. Child Care
 - i. Onsite Child Care program was originally designed to support just the residents of Marguerite’s Place when it opened in 1994, but expanded to the public in 2009. Program focuses heavily on social emotional curriculum, is Granite Steps of Quality rated, and only charges what the State Child Care scholarship reimburses, making it the “lowest cost/highest quality” option in Nashua.

- iv. Community Programs
 - i. MP hosts weekly “Family Empowerment Programming” that supports families in our housing and childcare programs. Topics include educational advancement, economic empowerment, parenting, mental health, wellness, family fun, and accessing community resources. Programs vary weekly. One consistent topic is Family Support Group, where parents meet with a clinician to gain feedback and insight on parenting. All meetings include family style dinner and childcare to reduce barriers to participation. The goal is to provide education as well as space for community connection. Many families served are isolated and lack support network. This program helps build community resiliency.
- e. **Family Promise of Southern New Hampshire** – presented by Melissa Johnstone and Joanne Perez
 - i. The mission of Family Promise is to end homelessness, one family at a time. Through safe housing and education, Family Promise guides families as they break the cycle and rise from homelessness to sustainable independence.
 - ii. Family Promise is the largest national organization serving homelessness with 236 affiliates in 45 states, with 3 in NH (Seacoast, Concord and Southern NH).
 - iii. History – In 2001, Family Promise of Southern NH had its inception as the Greater Nashua Interfaith Hospitality Network. The founding organizations were the NAIC, United Way, and Sisters of Presentation of Mary in Hudson. In 2002 they established Anne Marie House as their static site, which was supported by a network of 250 volunteers. They assumed Family promise of Rockingham County in 2017. In 2020 lease ended with Presentation of Mary, and found their new home at Infant Jesus School.
 - iv. For Infant Jesus School, they contracted with the Diocese of Manchester. It was a 3.7-million-dollar construction project. They launched a 3-year Capital Campaign for 4.5 million dollars and completed their goal within 2 years and 10 months. They received 2.7 million in grants through NHHFA Cares Act Shelter Modification Program. Groundbreaking was in October 2020 and they welcomed their first family in February 15, 2021.
 - v. Family Promise of Southern NH operates three programs:
 - i. Residential Program – provides a warm and safe residence for families to call home for now, providing a circle of care for each child and adult. Criteria: Single fathers, single mothers, full families, veteran families with 50% custody. There are no age restrictions for adults or children. The intake process consists of several in-person interviews, state and federal criminal background checks, substance use screenings, evaluation of work history and

abilities. Once accepted, the average program stay is 12 months. Adults focus on building sustaining careers, and participate in financial literacy, parent and family education programs. They are required to save 70% of disposable income, and work on credit repair, finances, and independent transportation. Children engage in age-appropriate focus groups to address trauma and have healthy social interaction. The capacity is for 100 individuals/24 families. Their after-care program currently supports 16 graduate families. They have served 67 families since opening doors at Infant Jesus School with 85% success rate.

- ii. Diversion and Prevention Program – provides community case management for individuals and families who do not meet eligibility requirements for residential or supportive housing programs. The intake process includes evaluation and assessment of appropriate housing opportunities, accessible resources, and addressing the needs of individuals and families. This program provides a unique service to colleague agencies in the communities, providing financial assistance, landlord mediation, access to available and appropriate housing. They have supported over 300 families through diversion/prevention program since moving to Infant Jesus School. This program is not currently receiving federal/state funding. As an affiliate of a national program, they can help support families looking to relocate to other parts of the country. Family Promise of SNH is the host for the Family Promise Persons with Lived Experience Council, who assists with strategic planning.
- iii. Supportive Housing Program – The Supportive Housing Program consists of residences in the community for individuals or families who are able to sustain sub-market rents. FPSNH leases properties from faith homes and then subleases to tenants. There is an intake process to determine eligibility with promise-to-pay monthly contract.
- vi. Volunteerism is integral to daily operations at FPSNH. They have 26 faith homes in Hillsborough and Rockingham Counties with 120 individual volunteers, corporate and community volunteer groups, and 15 community service partnerships.
- vii. Upcoming Strategic Expansions:
 - i. Acquisition of Vintage Grace Assisted Living Residence in Derry NH, which will support 9 additional families from western Rockingham County. They are working with the Derry Housing Authority and HUD on this project.

- ii. Acquisition of New England College Dormitory in Manchester, which will have capacity for 40 additional families from Hillsborough County.
 - iii. Acquisition of First Church of Nashua Parsonage in Nashua, which will provide 2 3-BR apartments. First Church is funding this project.
 - iv. Working on acquiring a 3-family private home in Salem.
- f. **Greater Nashua Mental Health** – Scott Wellman
 - i. As paraphrased by Scott, the mission of GNMH is to assist and empower clients to enhance their lives and to shed the stigma of mental health. They understand that getting individuals housed makes a substantial impact on one’s mental health.
 - ii. Programs
 - i. “A Place to Live” Housing Program
 - a. GNMH receives an annual fixed amount of state monies to assist qualified clients with a housing subsidy/one-time financial assistance to address homelessness or at-risk of homelessness. Provides one-time financial assistance to qualified clients for:
 - i. Security deposit
 - ii. First month’s rent
 - iii. Utility assistance
 - iv. Rent arrears to avoid eviction
 - b. Qualification for this program – must have the ability to maintain their housing moving forward, sustainability plan must be in place to maintain utilities.
 - c. Eligibility
 - i. Engaged in services at GNMH
 - ii. homeless or at risk of homelessness
 - iii. unable to financially support a stable place to live independently
 - iv. have applied and be on the waitlist for all qualified housing programs BEFORE applying for “A Place to Live” housing program.
 - v. Application must be completed in full with income proofs, benefit verification, proofs of application for HBSP, NHHFA, NHA and other qualified housing programs.
 - ii. Housing Bridge Subsidy Program
 - a. This program is made possible through a partnership between NHHFA and DHHS, bureau of Mental Health.
 - b. The Bridge Program is for persons with severe mental illness (SMI) or severe persistent mental illness (SPMI)

able to live independently with community-based services and successfully transition over to a Section 8 permanent voucher.

- c. Temporary rental assistance tied to the individual.
- d. Supported housing with wrap-around services that will work alongside the community mental health center.
- e. Eligibility
 - i. Must be 18+
 - ii. Lack safe and permanent housing options in the community, and meet one of the following criteria:
 - 1. Priority: ready for discharge from NH hospital, Glencliff Home, or designated receiving facility
 - 2. Has used emergency/crisis line services in last 2 years, been incarcerated due to SMI and ready for release, be unable to access needed community health services within the last two years, be eligible for services from a community mental health facility or the transitional housing services program.

iii. First Step Housing

- a. In 2021, the State of NH tasked each Mental Health Center in the State to provide supported housing to address the needs of individuals connected to Mental Health Centers who are experiencing homelessness.
- b. The priority focus was on clients who are hospitalized and have no housing to return to at time of discharge.
- c. GBMH opened their 6 beds in April of 2022 and expanded to 9 beds in August of that same year. Their program involves three 3-bedroom apartments providing housing for up to 9 individuals, 3 women and 6 men through a shared living environment.
- d. Investigate available housing program options to include Bridge, Housing Choice Voucher, PRA 811 and A Place to Live.
- e. Staff supports exploration in housing options assist in applying for these programs as well as assist with housing searches.
- f. Eligibility:
 - i. client of GNMH
 - ii. SMI or SPMI
 - iii. Currently hospitalized with discharge pending
 - iv. Experiencing or at risk of homelessness

- v. Eligible for Community Support Services level of care at GNMH
 - vi. Must be willing to live in shared living environment, follow house and program rules.
 - vii. Must agree to complete necessary documents.
 - g. Help to identify permanent independent housing options and observe a client's ability to live independently. Work to identify next step within 120 days of entering program.
- iv. Project Rental Assistance 811
- g. **Harbor Care** – presented by Heather Nelson
 - i. Housing Programs include:
 - a. Group Homes, staffed 24/7 on Winter Street and Chestnut Street
 - b. Safe Haven – staffed 24/7 – 14 Amherst street
 - c. Shared independent housing for individuals with disability – Claremont, Antrim, and Salem
 - d. Harbor Care owned independent housing – Allds street, HHO condos, 6 HC owned buildings scattered in Nashua
 - e. Veteran Specific Housing – Boulder Point Veteran Permanent Housing – Plymouth, NH
 - f. Veterans Transitional Housing -Buckingham Place Nashua, Dalianis House Nashua, BAE Manchester
 - ii. Scattered Housing Programs –
 - a. Permanent Supportive Housing – COC funded PSH Housing, 94 GNCOC and GMCOC
 - iii. Mainstream Voucher Program – most vulnerable individuals are housed within the 6 scattered HC owned properties (225)
 - iv. HOPWA – Housing Opportunities for People Living with Aids. Have one residence supporting 31 individuals (full). Another HOPWA grant where they provide permanent supportive housing and short-term housing.
- ii. Housing Eligibility and Referral Process PSH&MS
 - i. Knowing where to make the referral makes the biggest difference with clients!
 - ii. Harbor Care is not able to move anyone into housing unless they are prioritized on the Coordinated Entry list. Harbor Care pulls from the CE list directly to find placements for individuals. Outreach workers and colleague agencies enroll individuals on the CE list. Documentation to verify homelessness is required. In the last few years, we have had more vouchers than individuals on the CE list so all who enter would receive a voucher. However, the number of vouchers left has decreased so now the CE list prioritizes based on need. If someone needs assistance, please ensure they are on the

CE list, within HMIS, and then work on getting necessary documentation of homelessness.

- iii. Residential Group Home come direct referrals from GNMH or a MHC in NH. They must be determined as having Severe and Persistent Mental Illness. Once you have identified someone who may need in help of residential care, get them connected with GNMH. When a bed becomes available, they prioritize whoever is most in need and most vulnerable.
- iv. Veterans transitional housing – Call 211 or Harbor Care’s SSVF in Plymouth do come from VA at White River Junction but can take referrals from our area.
- v. Shared additional tools to understand HUD’s definition of Chronic homelessness for PH – shows documentation standards for chronic homelessness, and a flowchart of HUD’s definition of Chronic Homelessness. See the presentation for more details.
- vi. Disability documentation – shared tool that is used to determine disability, which is a required part of Chronic Homelessness. See the presentation for more details.
- vii. Harbor Care gets many calls for emergency housing, however that is not how they get housed through Harbor Care. This is a common misconception. All Harbor Care referrals need to come through Coordinated Entry through COORDINATED ENTRY – we need to input well into Coordinated Entry for individuals to access HC housing opportunities.

- h. Note from Pam Wellman: Lamprey is also on Family Promise’s parking lot Mondays between 3 – 6 pm, open to the public.

4. **September Meeting**

- a. September presentations will focus on Community Stabilization Resources, including a variety of non-housing specific resources in the community that provide stability to those experiencing homelessness.

5. **COC NOFO Application**

- a. The NOFO is our community application to HUD that we must submit each year to bring funding into our community, primarily Harbor Care’s PSH programs. There are bonus funds available each year. This year there is a group applying for bonus money for the CE process.
- b. This is a community application, currently meeting every Wednesday at 3 pm from now until September to complete the application. Requires information from across the community.
- c. As part of the application to HUD we have to rank the projects. It is a formal process that HUD requires. However, anyone that is applying for funds cannot participate due to conflict of interest. We need volunteers from non-applicant agencies to participate. Wendy will send out an email requesting participation. Please consider supporting the process!

6. Client Feedback Loop

- a. There is a new process for collecting feedback from clients on their experience with CoC funded services and the Coordinated Entry process. It will be available on the homepage of the GNCoC website. If you have a relationship with a client who received services through a CoC funded program or who was part of the Coordinated Entry project, please ask them to participate.

7. General Announcements

- a. Tom Lopez shared that today's agenda states that the next Employment Committee is on Tuesday 8/8 at 9 am, but it is actually at 9:30 am. Will take place at the Nashua Public Library and they will discuss planning the September Employment Connect event.
- b. Wendy LeBlanc shared that within the next months we will give an overview of our committees with the goal of increasing committee participation. Especially looking to increase participation of Persons with Lived Experience of Homelessness and those identifying as BIPOC.
- c. Iraidia Munoz, Equity Officer for City of Nashua shared that the Division of Public Health is seeking help from partners as they complete the Community Health Assessment (CHA). It is a vital component of assessing need in our community, and are looking for partners who will assist in completing it.
- d. Sue Mead shared that Outreach Meeting will take place next Tuesday at St. Patrick's Parish at 10 am.
- e. Jen from Nashua Public Library shared that every Tuesday at 1 pm they show a movie in the theater at the library. It is welcoming to everyone, and they could use more attendance to justify continuing it. Please share with clients, and subscribe to the Nashua Public Library's weekly newsletter for information.

8. Meeting Adjournment

- a. Wendy LeBlanc thanked all for attending and adjourned the meeting at 10:29 am.