

Greater Nashua Continuum of Care
Ending Homelessness Committee (EHC)

December 5, 2018

Nashua City Hall, 3rd floor Auditorium

Present: Wendy LeBlanc, Bob Mack, Magaly Rios, Ashley Gauthier, Kristy Besada, Rachel Duffy, Mike Apfelberg, Maureen Magro, Nick Perricone, Juana Fields, Susan Mead, Amy Wilson, Emily Rose Bouffard, Paul Chervenat, Jill O' Neal, Sandra Pratt, Jessica Lorento, Kristen Kittredge, Pam Small, Christine Pattisun, Melbourne Moran

Introductions were made by all. Reviewed November's minutes. Mike A. made a motion to accept, seconded by Kristy B. Motion carried.

Coordinated Entry (CE): We are looking to have better representation from all the homeless shelters as well as CE workers that are answering the phone at this meeting. Bob will be bringing this up to the Executive committee to have them talk to their staff on the importance of attending EHC and making this a priority. A conversation was held in regards to the email flow and how in one day the CE email loop can have up to 40 emails and discussion on how can we prevent that from happening. We all have our other job duties and to add in this additional task can take up a lot of time.

CE workers are going back and giving the caller many resources for the caller to contact. That is not what the CE line was created for. The CE workers are supposed to take the callers information and then call them back with potential resources for the night. A real time system would be ideal, that way we can know what is available at all times, however things can change from one minute to the other and to keep track of that would be challenging. Discussed the importance of the CE worker to have a backup person, so when the CE worker is out for any reason there is always a backup. HUD requires funded agencies to participate in CE so agencies who get HUD funding should be actively participating.

The wrap around services are available to everyone who is interested. This is still available to trouble shoot any issues your homeless client is going through. Agencies working directly with clients should reach out and coordinate wrap-around meetings with the appropriate agency representatives.

The Nashua Soup Kitchen and Shelter is going through many changes in the upcoming months. Some have already happened such as the homeless shelter for males is now at the Ash St. location and families are in the Kinsley St. location due to the need. More shelter space will be available in the future.

Capacity:

- Nashua Soup Kitchen & Shelter is at full capacity however will have people sleep in cots if needed.
- Nashua City Welfare may cover the cost for people to get into a room for the night, if motels have a room available.

- Family Promise is currently serving 12 families. We do not anticipate any graduations until at least end of January; currently serving 17 families in the community in addition to families in residence. We are opening a second Family Promise residence, to be located in Rockingham County. We are also facilitating a third residence in Laconia in the near future.
- Transitional Housing - The Norwell Home will soon have four openings available. Limited short-term rental assistance is available with the Housing First grant that gives Bridges the opportunity to assist those with Domestic Violence. Greater Nashua Mental Health Center has very limited and specific state funds that can assist a person with rent and utilities. Harbor Homes Inc. currently has a waiting list for their program and they have a “by name” list of people who are looking for supportive housing. These names will be added to the VISPDAT, as this programs can tell us who of those names provided are the most in need of this assistance. The Front Door Agency has ESG prevention funding that can help families with a higher income. Must be above 30% of the Federal Poverty Level. Southern NH Services has ESG funds. Open Doors has rapid rehousing funds as does the SSVF program.

A homeless outreach worker would be very helpful. Veterans Services has homeless outreach as does the mental health center. Sue Mead from GNMHC has offered to give us training on how to deescalate difficult situations.

A concerned citizen spoke about her issues. She expressed concerns over homeless people dying due to no shelter or housing resources available.

There are no plans on doing Project Homeless Connect in 2019. Services that were provided through the event are being accomplished in other ways. We are finding that people come to PHC just to take “free stuff” not so much to get connected to resources. We also found that many individuals who come to PHC are already connected to places.

United Methodist Church is open to the homeless from 8AM-10AM for people who are cold or that need a place to charge their phones. Sue has agreed to go to this church and talk to them about the Point-In-Time (PIT) that is coming up in January to help them understand the importance of the PIT and encourage them to participate. The PIT is on January 23rd 2019.

Next month Harbor Homes Inc. will begin a 5 year SAMSA grant to assist youth ages 18-24 with permanent housing. Clients must have a co-occurring disorder to qualify.

Meeting Adjourned 9:57AM.

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