

**Greater Nashua Continuum of Care**  
 Minutes from Meeting on December 6, 2023

**1. Call to Order**

- a. GNCoC Chair Wendy LeBlanc called the meeting to order at 9:09 am and led attendees in a round of introductions.

**2. Approval of Minutes**

- a. Wendy LeBlanc asked for approval of the November meeting minutes. A motion was made by Mike Apfelberg to approve the November minutes, which was seconded by Hannah Stohler. No discussion was had and the motion carried unanimously.

**3. Action Items**

**a. 2024 GNCoC General Meeting Structure**

- i. Wendy LeBlanc shared an updated structure to our 2024 General Committee meetings. This year, we had monthly presentation topics. Next year, we are going to alternate months of presentation topics with months where attending agencies can share updates, report on activities, and collectively troubleshoot community challenges.
- ii. The January 2024 meeting will focus on the HUD Point in Time (PIT) Count, with presentations by the Institute of Community Alliances (ICA), Sue Mead from Greater Nashua Mental Health and Bobbie Bagley from Department of Public Health.
- iii. The February 2024 meeting will have agency report outs. At the March 2024 meeting, we will have a presentation. Please reach out to Wendy LeBlanc and Ashley Jackson if you would like to present in March.

**b. Updated 2024 Executive Committee and Officers Slate**

- i. Wendy LeBlanc presented the new Executive slate. The Officers (Wendy LeBlanc, Chair, Scott Wellman, Co-Chair, and Hannah Stohler, Clerk) will stay the same as they are in the middle of their two-year term. The Executive Committee will consist of a mix of continuing participants and new participants; some are new attendees, some are new representatives from existing participating agencies, and all committee chairs not already on executive committee will be added. The following is the 2024 Executive Committee:

<b>Officers</b>			
<b>Name</b>	<b>Affiliation</b>	<b>Term End</b>	<b>Officer</b>
Wendy LeBlanc	Harbor Care	December 2024	Chair
Scott Wellman	Greater Nashua Mental Health	December 2024	Vice Chair
Hannah Stohler	Marguerite’s Place	December 2024	Clerk
	<b>Name</b>	<b>Affiliation</b>	
1.	Maryse Wirbal	Front Door Agency	
2.	Henry Och	Harbor Care	

3.	Daniel Santiago	Harbor Care- SSVF- Veterans' Subcommittee Liaison
4.	Shannon Osterhoudt	St. Joseph's Hospital
5.	Pam Wellman	Family Promise of SNH
6.	Tonia Knisley	Consumer (NSKS) and PLE Advisory Board Member
7.	Bob Mack	Nashua City Welfare-Healthcare Coordination Subcommittee Chair
8.	Michael Apfelberg	United Way of Greater Nashua- Youth Subcommittee Chair
9.	Violet Aureli	HEAL
10.	Kathy Farland	Stepping Stones
11.	Shelby Brown/Megan Daniels	McKinney Vento Liaison: Nashua School District
12.	Heather Nelson	Harbor Care/Past Chair
13.	Jane Goodman	NSKS
14.	Bobbie Bagley	City of Nashua- Public Health- Outreach Subcommittee Chair
15.	Meg Caron	City of Nashua
16.	Doug Howard	Front Door Agency- Coordinated Entry Subcommittee Chair
17.	Tom Lopez	Alderman- Employment Subcommittee Chair
18.	Kyle Farrell	Harbor Care- Data Subcommittee Chair
19.	Ashley Jackson	Harbor Care, GNCOC Coordinator/ Ex Officio/ Back up Clerk*

- ii. Wendy asked for a motion to accept the presented Executive Committee Slate. The motion was made by Melissa Johnstone and seconded by Joanne Perez. No discussion was had, and all attendees voted in favor. The motion carried.

**c. Subcommittee Overview and Recruitment**

- i. Wendy shared a list of our various subcommittees, and explained their purpose to aid our collective goal of ending homelessness in our community. Wendy shared that our goal today is to encourage attendees to participate in committees next

year, and circulated sign up sheets. She invited each committee chair to share their committee's purpose and logistics:

- ii. Coordinated Entry Subcommittee – Doug Howard, Chair
  - 1. Doug shared about the Coordinated Entry Subcommittee. Coordinated Entry is our way of prioritizing individuals experiencing homelessness in our area. Each CoC has its own coordinated entry network, and any one person in our area can be added to our Coordinated Entry list. The Coordinated Entry subcommittee ensures that individuals on the Coordinated Entry list are being prioritized correctly with updated information so we can prioritize the most vulnerable individuals in our community. The Coordinated Entry Subcommittee is currently going through a couple hundred individuals, making sure people who need to be on that list are correctly prioritized and those who are no longer in need or in communication are removed from the list, so that the list stays accurate and functional. Attendees are invited to join the committee if they have access to HMIS and are doing community outreach.
  - 2. The committee currently meets twice a month until the list is fully cleaned up, with a varying schedule. To join the committee, reach out to Doug Howard at [dhoward@frontdooragency.org](mailto:dhoward@frontdooragency.org)
- iii. Outreach Subcommittee – Co-Chaired by Bobbie Bagley and Kristen Kitteredge, presentation today by Sue Mead
  - 1. Sue Mead shared about the Outreach Subcommittee. The goal of the Outreach Subcommittee is to coordinate services for individuals in need. The Outreach Subcommittee is in charge of Point in Time (PIT) count, which will take place this year on January 24. Last year we had 33 people from 10 different agencies support the PIT Count. Due to Public Health hiring 8 new outreach workers, we may only use outreach workers this year. Mike from united Way supported the PIT Count with tents, sleeping bags, trash bags, water, gas cards. We currently have 9-10 identified individuals living in cars.
  - 2. Jane Goodman asked Sue Mead if those who are sheltered are also counted in the PIT. The answer is yes, through a separate survey form
  - 3. Beyond the PIT Count, there is a core group of participants who engage with the outreach committee throughout the year, who focus on coordination of services.
  - 4. The committee meets the Fourth Tuesday of the month at the Day Café at St. Pat's Church from 2:30 – 3:30 (except for this month due to the holidays. This month the meeting will occur on 12/19/2023).

iv. Youth Homelessness Subcommittee – Co-Chaired by Mike Apfelberg and Hannah Stohler

1. Mike Apfelberg shared about the Youth Homelessness Subcommittee. The Youth Homelessness Subcommittee meets the first Thursday of the month at 9 am via zoom for 1 hour. All are welcome to join – please email Mike Apfelberg at [mapfelberg@unitedwaynashua.org](mailto:mapfelberg@unitedwaynashua.org) to be added to the list.
2. The Youth Subcommittee has evolved over time. At its inception, we did not have any youth specific homelessness resources in the community. Then we developed the youth homelessness fund, then Stepping Stones opened a drop-in center, and now their transitional housing program.
3. Currently participating in the Youth Homelessness Subcommittee are: Stepping Stones, Transitional Housing Programs, Shelter Programs, Schools, City Welfare, and Nashua Community College. If you regularly come into contact with young people (whether with their families or not) who are experiencing homelessness ages 18-25, please join this committee.
4. The meeting agendas include updates from programmatic work, including the YHDP grant; updates from service providers including Stepping Stones, the Community College, and the School District, and a round-table discussion to troubleshoot emergent and imminent needs. The committee talks tangibly about solutions for individuals experiencing homelessness. Overall the meeting is a combination of long-term strategy and real-time immediate solutions.
5. Iraida Munoz asked if youth serving organizations (PAL, YMCA, Boys and Girls Club, Girls Inc, Youth Council) are participating? Mike said not presently but all are invited to participate. Iraida said she would reach out to them and encourage participation in 2024.
6. Mike Apfelberg added that HEAL, our Youth Action Board, is an active participant in the subcommittee. Wendy LeBlanc shared a flyer for HEAL with all, encouraging agencies to help recruit participation.

v. Employment Subcommittee – Tom Lopez, Chair

1. Tom Lopez shared about the Employment Subcommittee. The Employment Subcommittee has traditionally served the CoC by connecting organizations doing employment coaching with employers.
2. The Employment Subcommittee meets the fourth Wednesday of the month at 9:30 am at Nashua Public Library. There is virtual access via google meet for 45 minutes.

3. The general purpose each month is to compare best practices, update what is happening in the employment field, and share organizational activities around employment. Participating organizations and programs vary, but it is a helpful forum to find out what is happening in real-time regarding employment in our community.
  4. This year, the Employment Subcommittee tried to host two “Employee Connects”, based on an ask from employers to help find candidates. Employee Connect is in its 16<sup>th</sup> year. Employee Connect is an event where individuals can apply directly for jobs. They offer “Suit Yourself for Success”, which allows people to have support with resumes, clothing, and incidental needs prior to meeting with employers so that they have what they need to feel prepared to interview.
  5. The committee focuses on competitive employment, but have started partnering with supportive employment such as The Plus Companies and Gateways. They have recently partnered with the Chamber of Commerce and the City Economic Development Department.
- vi. Health Services Coordination Subcommittee – Bob Mack, Chair, co-chaired by Mark Perkins
1. Bob Mack shared about the Health Services Coordination Committee. The Health Services Coordination Committee came out of identified need from the CoC.
  2. The Health Services Coordination Subcommittee meets the last Thursday of the month at 9 am via zoom. They are not meeting in December due to the holiday.
  3. The Health Services Coordination Subcommittee meets with key community partners (hospitals, shelters, healthcare providers, insurance providers, mental health programs, federally qualified health centers) to discuss particular cases of individuals discharging from hospitals who are not ready to move into a shelter setting. Together the committee works on alternatives, including motel placements, home care services, etc. to stabilize each individual so that they can eventually access shelter or permanent housing resources.
  4. This committee does not replace wrap around services, but is an opportunity to help come up with gap services.
  5. A recent topic that came up was the lack of respite beds in our community. This is being discussed at the state level.
  6. Bob encouraged anyone providing health care services, shelter, or temporary housing to please sign up.
- vii. Veterans Subcommittee, - Katie Tovar-Paciulan, Chair

1. Katie is the Program Manager for SSVF for Harbor Care, replacing Khristyn Way as the Veterans Subcommittee chair. This committee may merge with the rest of the state, as the other two CoC subcommittees have merged.
  2. The Veterans Subcommittee meets the second Tuesday of each month from 1 pm – 2 pm virtually, but will begin to meet in person next year at Harbor Care offices at 77 Northeastern Blvd.
  3. The committee goes through the state byname list with a goal of ending Veteran Homelessness in NH. The work to connect every veteran within 90 days of entering homelessness to housing, and work to ensure any identified veteran is connected to services or an outreach provider. Current participants include Easter Seals, Mental Health, Health Care, Police, Fire, and Department of Health. They have two people with lived experience on the subcommittee.
  4. They host two big events throughout the year – a Summit that occurs in June, which is statewide. Currently there are 121 veterans statewide experiencing homelessness. 71 are currently sheltered through Grant Per Diem locations, and the rest are in shelters or SSVF.
  5. Out of the 75 apartments they have, 18 are vacant. Rules for these apartments require sobriety, and participation in mental health services.
  6. GPD beds are for single males, but they also have units for families.
  7. Tom Lopez asked if veterans are running into a waitlist to access mental health providers, and can private organizers provide mental health or does it have to go directly through the VA? Katie responded that the issue isn't access to services via the VA but willingness to participate in mental health resources. In the program, they sign a contract saying that they will participate in mental health services as a contingency of their housing. They are allowed to utilize community care or private providers.
- viii. Data Subcommittee – Kyle Farrell, Chair; presented by Wendy LeBlanc
1. Wendy shared that Kyle lives out of state so is unable to attend our in person general committee meeting, but will be hosting Data Subcommittee meetings virtually. The Data Subcommittee is newly reforming, recognizing that the NOFO requires data to be successful.
  2. Through collaboration with HMIS providers and other entities, the Data Committee ensures the successful monitoring of CoC and ESG projects, including Point in Time (PIT) count, Housing

Inventory Count (HIC), the AHAR, and ensure that data collection and analysis is timely and action oriented.

3. There will be some crossover between Coordinated Entry and the Data Committee. The Data Committee will also look at using community-based data to paint a fuller picture. We know this data is only from organizations who participate and for those persons who have been able to access our homelessness services network.
4. This meeting will be virtual, on the third Tuesday of each month at 1 pm. Contact Kyle to participate.

#### **4. Program Updates**

##### **a. Capacity Updates**

- i. Mark Perkins from the Southern NH Rescue Mission shared that they have 6 beds for men and 4-5 beds for women.
- ii. Harbor Care shared in Manchester they have 3 apartments and in Nashua they have 15 apartments for Veterans.
- iii. Jane Goodman from NSKS shared they have been operating their winter overflow shelter since last Friday. They had 19 people the previous night and it's only the beginning of December. They will overflow into the conference room, separating men and women. She will send the shelter rules to Ashley Jackson to share with all. Check-in is at Quincy Street. People can take a shower, do laundry, and then they all walk over to Spring Street together. If they find themselves at 10 pm at night without somewhere to stay, they can ring the doorbell at Spring Street and be let in. They will max out nightly at 28 people. Have to check in nightly, but once they are within HMIS the process goes quickly.
- iv. Bridges shared that they have Transitional Housing space.

##### **b. Other Announcements**

- i. Susan Mead asked Bob Mack to put together a list of warming stations. Mike Apfelberg shared that the list has been publicized in the Telegraph and has recently gone out in the Public Health newsletter. It will be shared out monthly on the GNCOC listserv.
- ii. Tom Lopez shared that the Homeless Vigil will take place on December 21 at 6 pm, the longest night of the year. This vigil recognizes individuals who have passed away, and is a helpful opportunity for those who serve the homeless to memorialize and grieve those who may otherwise be forgotten. Meet outside of City Hall, and bring LED candles.
- iii. Iraida Munoz shared that the City of Nashua Sustainability Department is seeking support from partners, and are currently running a survey assessing what the needs are for the city. The survey has been translated into Spanish, and there will be a listening session on Wednesday 12/13 at Arlington Street Community Center at 6 pm to assess needs from the Latinx population. There are gift cards to incentivize people to participate. If you are available to collaborate, please contact Iraida.

- iv. Julian Long shared upcoming funding opportunities. CDBG funding due by 12/8/2023, and can be found on City Website > Urban Programs. The second funding opportunity is the municipal Citizens Advisory Commission Funding, which is due on 1/12/2024. Information can be found on City Website > Citizens Advisory Council.
- v. Donna Marceau shared that the Manchester Bus is now stopping at our downtown Transfer Station. It goes to the airport as well. She shared that the next meeting of the Regional Transportation Council will take place on December 28<sup>th</sup>, with raffles and refreshments.
- vi. Mike Apfelberg encouraged all to attend the Youth Homelessness Subcommittee meeting tomorrow morning on zoom.

**5. Adjournment**

- a. The meeting adjourned at 10:11 am, and guests were invited to stay to enjoy holiday treats and networking.