

Greater Nashua Continuum of Care Ending Homelessness Sub-committee

Nashua City Hall 3rd Floor Auditorium - February 7, 2018

Call to order 9:04am. Introductions made by all.

Present in meeting were: Doug Howard, Richard Rutter, Magaly Rios, Bob Mack, Melissa Johnstone, Tom Lopez, Kristy Bestheda, Mandy Reagan, Donald Pare, Mike Apfelberg, Bette Gioffre, Scott Wellman, Rosemarie Dykeman, Heidi P, Pamela Small, Susan Mead

Minutes from January 3 meeting were reviewed. One correction that The Rescue Mission check in is 7:30pm-9pm during the cold season. Mike made a motion to accept the minutes as corrected. Mandy seconded it. All approved. The Rescue Mission doesn't have winter over flow as they never turn anyone away. Maple St. Shelter had a one-day winter over flow due to cold weather as they don't want anyone sleeping on the streets when it is below zero degrees outside.

Coordinated Entry & Support - 211 is acting as Coordinated Entry (CE) for the State. They are using a CE form in HMIS. 211 has the CE email loop but has not been utilizing it yet. Some people locally are being referred directly to the Nashua Welfare Department instead of calling Coordinated Entry. It is important we direct people to the CE number so the intake screening gets done.

The Front Door requires clients to get a denial from the City in order to apply for assistance. They are getting referrals from the CE line but not sure if the person taking the calls is aware that if the client is calling from the CE line the application needs to be filled out. Kristy B. will be talking to the front desk staff to make sure they are aware of it.

We also need to clarify the CE process for people in our community as things are being misrepresented on social media as people don't know the resources we have here, therefore, the people in our community think we don't have any. We will include the number on our new website. One suggestion is to have a billboard/banner with the number on it. The issue would be funding. Will continue to explore other means of outreach to the community re: CE.

Rapid Rehousing – reviewed presentation from training held by NH DHHS. This shows what RRH looks like in Northern New England. There was a lot of good information shared. Topics included case management services and self-sufficiency.

Wrap around - services can be very beneficial for challenging cases. Wrap around sessions can be coordinated through the EH_Action@nashua-coc.org or Bob M. is happy to assist with coordinating a wrap around meeting.

Salvation Army can help the individual with a credit union loan program for up to \$500.00.

The GNCOC Board will talk about having a Housing Navigator to assist the clients find an apartment and talk to the landlords. Greater Nashua Mental Health has a Housing Navigator for clients in their Bridge program. There are about 30 people on the waiting list. Salvation Army has a program called the Path Way of Hope; they assist families overcome challenges such as unstable housing, lack of education to lead families to stability and self-sufficiency.

Minutes Taken by Magaly Rios, Case Manager Southern NH HIV/AIDS Task Force- PSL