GNCoC General Committee Minutes

March 6, 2024

1. **Call to Order** 
   1. Wendy LeBlanc began the meeting at 9 am and led attendees in introductions.
2. **Approval of Minutes**
   1. Wendy LeBlanc presented the February 2024 GNCoC General Committee minutes and asked for a motion to approve. The motion was made by Mike Apfelberg and was seconded by Heather Nelson. There was no discussion and the motion passed unanimously.
3. **Presentations** 
   1. **Harbor Care Veterans Services – Daniel Santiago**
      1. Veterans First Overview
         1. GDP (Grant Per Diem) Program
            1. Buckingham Place- 20 transitional beds; 46 Spring St. Serves Men, Women, and Families.
            2. Dalianis House – 35 Beds (all male), 59 Factory St
            3. BAE House – 20 Beds in Manchester. 20 transitional housing, 6 permanent apartments – accessible by VASH Voucher
            4. Pay 30% of household income. Must pursue employment, further education, improve health care, and skills. Need to be independent. 2-year max, 1-year average transition. Required to participate with Case Management, follow rules, and follow their treatment plans. Funded by VA, HUD, VAMC, NH Housing
            5. Contact: [K.way@harborcarenh.org](mailto:K.way@harborcarenh.org) – 603-566-5963
         2. HVRP (Homeless Veterans Reintegration Program)
            1. Department of Labor Grant
            2. Help with resumes, job hunting, certifications and tools if needed
            3. Referrals come from all our veterans Services
            4. We track the Veterans for 1 year after exiting the program
            5. At least 1 Day of Active Duty
            6. Contact info: Andrea May, Program Manager
         3. Supportive Services for Veterans Families
            1. VA Funded
            2. Designed for very low-income Veteran families and those experiencing risk of homelessness
            3. Model is progressive engagement – minimal assistance to avoid homelessness
            4. Eligibility anything but dishonorable discharge, income AMI 80% (RRH)
            5. Services Provided – case management, outreach, housing counseling, , landlord negotiations, financial counseling, heath care navigation, social security assistance, legal services, shallow subsidy, temporary financial assistance, and returning home.
            6. Goal is to help 270 Veterans Families a year
            7. Contact: hope@ harborcarenh.org; intake line 603-305-1122
         4. SSG Fox Suicide Prevention Program
            1. Program named after Army Sniper Staff Sergeant Fox who took his own life in 2020 at the age of 25
            2. VA Funded, and enables the VA to meet the needs of Veterans and Families
            3. Eligibility – no dishonorable or court martialed
            4. Take the psychosocial and Columbia Suicide Screening
            5. Family can’t start until Veteran is enrolled
            6. Services, outreach, Mental Health Screening, Education and Risk Prevention, Peer Support, and assist with public benefits
            7. [SSGfoxintake@harborcarenh.org](mailto:SSGfoxintake@harborcarenh.org) – intake line 603-514-0941
         5. Boulder Point
            1. Permanent Housing in Plymouth NH
            2. 25 Single Rooms and 5 two bedrooms
            3. Managed by Harbor Care
            4. VAHUD VASH
            5. Designed for Veterans coming out of homelessness
            6. 60% = 42k a year for single, 48k a year for family of 2; maximum income
            7. Community has employment opportunities, and is a nice place to fish, hike, sightsee and swim
            8. Considered independent living/Lease Agreement
            9. VA Reps onsite
      2. To access Veterans Services at Harbor Care, use central phone line to refer: 603-305-1122
      3. Each program has a different definition of what it means to be a Veteran (24 months of service, 1 day of service. Intake line will help distinguish. Each program is grant funded and each federal funder has a different definition of what a Veteran is). Harbor Care recommends rather than asking if someone is a veteran, ask if someone has served in the military because not everyone self-defines as a Veteran.
   2. **GNMH Veterans Services – Alicia Somers**
      1. Quick recap of GNMH history
         1. Started as “Community Welfare Council” in 1920 to meet community needs: monitoring streetcars for proper behavior and sanitation, chaperoning dances, teaching English to immigrants.
         2. Then focused on eradicating infant mortality, fresh air camps, implemented a central index, Mental Hygiene Clinic, Polio Clinic, Clinic for the Blind for injured mill workers.
         3. 1924 – became the Community Council of Nashua
         4. 1967 – JFK passed the Community Mental Health Act, establishing mental health agencies. First CMO and CEO were hired at GNMH.
      2. Today
         1. GNMH offers: 24/7 mobile crisis response, individual, family and group therapy, psychiatric eval and medication management, supported employment services, statewide deaf and hard of hearing services, mental health in schools, community support services, IOP for Sub use for adults and adolescents, child impact programs, veterans’ services and more
         2. Serve region 6, Greater Nashua
      3. In 2022, GNMH was awarded a 4-year SAMHSA Grant called CCBHC. As CCBHC are required to provide 9 core services, which led to development of Veteran Services program. Have been provisionally certified as a CCBHC by the State of NH.
      4. Who Our Veterans Services Team Serves
         1. Team of 3, Therapist and two case managers
         2. Serve Veterans
         3. Direct relations of a veteran who have identified the impact of their loved one’s services as the primary factor for treatment.
         4. Can work with community partners to walk with client through eligibility process.
      5. What do we do?
         1. Goal is to connect Veterans with the services and support they deserve. The team works tirelessly to make connections with other organizations to increase community collaboration, improve access to resources, and provide stability for the Veterans in our community.
         2. Connect to supports such as housing, financial services, social supports, health care, care coordination, vocational services.
         3. Question: What is financial assistance? Helping them to access financial benefits they may be eligible for. Connecting with other organizations who can help them with back rent, etc.
         4. Program is new and focused on community collaboration.
      6. Community Connections
         1. Alicia is a founding member of the Community Coalition for Veteran Suicide Prevention. Meets in Milford but is for all of Greater Nashua. Open to new members. It is providers trying to figure out how to best meet needs of veterans. Meets in Milford, last Monday of Every month.
         2. Additional Community Connections: NH Suicide Prevention Coalition, NAADAC Military and Veterans Advisory Committee, Hillsborough County Coalition for Mental Health and Justice
   3. **City Welfare – Bob Mack and Pat Murphy** 
      1. Bob Mack, Nashua City Welfare, Pat Murphy, Merrimack Welfare
      2. Municipal General Assistance, based on NH Local Welfare Administrators Association
      3. NH Local Welfare History
         1. NH communities were required under English 1600’s Poor La to aid the poor in each community
         2. 1718 NH Law for each town to tax for aid to indigent residents
         3. Poor houses, work houses, Labor Auctions, no privacy (Town Reports and Meetings showed names)
      4. Federal Assistance
         1. 1935 Social Security Act
         2. 1946 National School Lunch Program
         3. 1962 Aid to Families with Dependents
      5. The Basic Legal Duty – solidified in 1979
         1. RSA 165:1: Whenever a person in any town is poor and unable to support himself, he shall be relieved and maintained by the overseers of public welfare of such town whether…
      6. What we do not do:
         1. Housing
         2. Benefits Program (food stamps, cash benefits, health insurance)
         3. Legal assistance
         4. Mental health or substance use treatment
         5. Case management
      7. Guidelines:
         1. RSA 165:1, II Guidelines are a statutory requirement:
            1. The local governing body… of every town and city in the state shall adopt written guidelines relative to general assistance.
         2. Model Welfare Guidelines – NHLWAA puts together guidelines for towns to base their guidelines off of
      8. The Process
         1. Application/Intake – need to verify ID, Social Security Card, and other requirements depending on request
         2. Interview/Budget – appt to meet with Welfare Specialist/Case Technician who will complete an eligibility interview
         3. Eligibility Determination – can be general assistance from municipality of payment towards landlord, utility company, etc. Explore alternative resources
         4. Notice of Decision – Written notice of decision; have a certain period of time to issue written notice of decision, that can be used with referral to other programs
      9. Basic Needs vs. Client Expenses
         1. Each local municipality’s guidelines provide definitions and amounts for allowable basic need expenses and compares them to client expenses (financial standards)
         2. Examples: basic needs shall include hosing, utilities, food, household goods, transportation. Client expenses that may not be considered basic needs are cable, internet, telephones, credit cards, car payments, car insurance, etc.
      10. Available Assets and Income
          1. Types of assets:
             1. 401k
             2. IRA
             3. 2nd home/trailer
             4. 2nd vehicle
             5. Recreational vehicle
             6. etc.
          2. Income:
             1. Net pay
             2. Bank and debit account balances
             3. Cash on hand
             4. Gifts and loans
             5. Income tax returns
      11. Eligibility Determination
          1. Made in accordance with your municipality’s *Guidelines* and *Financial Standards*:
             1. Allowable basic need expenses – income and resources = amount of assistance
          2. Process of analyzing information provided by the applicant weighed against alternative and available resources.
          3. Case-by-case basis
      12. Notice of Decision
          1. Assistance Granted
          2. Assistance Denied
          3. Suspension
          4. Decision Pending
      13. Notification and Forms
          1. Notice of Decision
          2. First Notice of Requirements
          3. Process for Appeal
      14. Verification Requirements
          1. Income and Resources
          2. Expenses
          3. Application or Assistance from other programs
          4. Rental information
          5. Medical disability
      15. Conditions of Future Assistance
          1. Assistance can be redetermined on a daily, weekly or monthly basis
             1. Use income and resources on basic needs first
             2. Job search
             3. Affordable housing search
             4. Work program (in some municipalities)
             5. Application to other assistance programs
             6. Comply with other assistance programs
             7. Attend appointments for re-determination
             8. Verifications of income/resources and expenses
      16. Contact: Pat Murphy – 603-424-2331 - [pmurphy@merrimacknh.gov](mailto:pmurphy@merrimacknh.gov) ; Bob Mack – 603-589-4555 - [mackb@nashuanh.gov](mailto:mackb@nashuanh.gov)
      17. Jennifer Rogers – AmeriHealth Caritas shared that if people don’t qualify for a safe link phone and are a client of AmeriHealth Caritas they can receive a phone and monthly bill payment through AmeriHealth. Contact Jennifer for more information: 603-851-4676, [jrogers3@amerihealthcaritasnh.com](mailto:jrogers3@amerihealthcaritasnh.com)
4. **Adjournment**
   1. Wendy LeBlanc adjourned the meeting at 10:28 am.