

Greater Nashua Continuum of Care Ending Homelessness committee

May 2, 2018

Nashua City Hall, 3rd floor Auditorium

Present in meeting were: Wendy LeBlanc, Magaly Rios, Bob Mack, Olga Cruz, Tom Lopez, Richard Rutter, Melissa Johnstone, Kristy Besada, Mandy Reagan, Heather Nelson, Donald Pare, Rachel Duffy, Scott Wellman, Kristi Schott, Rosemarie Dykeman, Rachel Duffy, Tyler Kemp, Pamela Small, Nicole Robbins, Alyssa Walker

Introductions were made by all. Mandy Reagan made a motion to accept the minutes from our April 4th meeting, seconded by Richard Rutter. All were in favor.

Attendees were asked to please look over contact information on the attendance sheet as it was recently updated.

Coordinated Entry (CE): The phone line is up and running and folks have the option to dial directly to the agency that will assist them. The agency then gets the person's information into the CE intake form which then gets attached and forwarded to the EH action list. 211 is also getting calls and directing callers to call the CE hotline however we need to know where the referrals were made to. We may need to include in the CE intake form a question such as "Was client referred to the CE hotline?" 211 has a new data person working for them and they are working on updating their website. We want to be supportive of HUD giving us new requirements in directing us to work with 211 but it's not working out very well.

Is there follow-up happening with these clients/families? Some conversation took place on how agencies reply to email. Agencies are reaching out if they have a resource for the individual/family. Pam Small from Family Promise asked if they had been removed from the email list as they have not seen any emails in many weeks.

We need additional training on how to have everyone consistently complete these intake forms because this is how we will capture the very important data. H. Nelson will ask the new Partnership for Successful Living attorney about what can be legally shared with other agencies.

Website is being updated. Thanks to Harbor Homes Tech team for helping out with this. The new website is user friendly. If folks are on social media and see someone talking about homeless resources in Nashua, please direct them to the 1-844-800-9911.

Rapid Rehousing- Front Door agency will have additional funding for rapid rehousing next year if everything comes as planned.

Concerns: Discussion in regards to landlords being very strict about tenants they rent too. Some landlords are now requiring people to have a job for more than 2 years; some won't rent to someone with a section 8 voucher or with the bridge program. Some landlords are being too forgiving and letting people fall back on their rent for several months making it even more challenging for the person to get caught up. Many agencies can only help with one month of back rent so people are ended up evicted/homeless.

Hospitals have discharged mothers with infant children to the streets. In some cases, patients may be indicating they have a place to go. People from jails are also getting released to the streets with zero resources. Many of those prisoners have timed out and can no longer remain incarcerated in the jail system custody. We also have very limited shelters or housing programs for sex offenders here

General announcements:

Rapid rehousing meeting is on June 6th.

Path Way of Hope is a new program run by the Salvation Army, folks meet up to 2 hours a week. There is a pastoral piece to this program but it is not required. For more information talk to Rosemarie Dykeman.

Meeting Adjourned at 9:05

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