

## **Greater Nashua Continuum of Care Ending Homelessness Committee**

*November 7, 2018*

Nashua City Hall, 3rd floor Auditorium

Present in meeting were:

Bob Mack, Magaly Rios, Scott Wellman, Rosemarie Dykeman, Melissa Johnstone, Kristy Besada, Mandy Reagan, Donald Pare, Rachel Duffy, Mike Apfelberg, Kristi Schott, Ashley Gauthier, Silvia Gale, Maureen Magro, Doug Howard, Nick Perricone, Juana Fields

Introductions were made by all. Bob made some minor adjustments to October's minutes. Mandy made a motion to accept the minutes as corrected from our October 3rd meeting, seconded by Rosemarie, all were in favor.

Coordinated Entry(CE): It looks like we are going back to giving callers many different numbers for them to try to call to see if they find shelter for the night. The providers answering the call needs to gather information and then call the caller back with a resource.

The Rescue Mission is now answering phones on Monday, Tuesday and Wednesday, The Nashua Soup Kitchen is answering calls on Thursday, Harbor Homes Inc. is answering phones on Fridays, after 5pm during weekdays and on Saturdays and Sunday the Mobile Crisis Team is answering the calls.

CE intake forms have been worked on and made more user friendly and more direct. The CE email loops goes out to all the Shelter programs. If you are a Shelter program and you are not in this email loop, please let Bob know and he will add you to it. The goal to having a CE hot line is to have immediate housing for the day. Once that individual/families gets into that shelter, then they can access additional services such as getting on all the different housing waiting list, and getting them connected to appropriate organizations for long term housing.

The phone system seems to be working well however a report from the phone company that can show us how many people are calling and what option they are dialing would be very helpful and would give us data. We have a lot of data but we are not doing anything with it. 211 enters their callers into HMIS. 211 also emails agencies attaching the CE form. On the note box they write what referral was made or if there was no referral. Then it's up to us as providers to follow up with that caller to try to further assist

The Nashua Soup Kitchen and Shelter suggested that CE workers need to know what is available in order to assist the caller. Finding it hard to communicate with some organizations, as many won't pick up the phones. You are left leaving a voice mail, therefore, no resources to give the caller.

What gets very challenging is the lack of resources we have and when we don't have any resources to give the caller. CE workers try to help the caller find a temporary solution such as if the caller has some money that can keep them in a motel for the night. Or if they have a car, you can assist the caller by telling them a safe spot to park their car and not have to worry about getting kicked out.

The BSCOC is having a diversion pilot. They are getting people into housing. In August they were able to assist 59 people get into Permanent Housing (PH). This included talking to landlords to prevent evictions.

Many people have no choice but to move out of Nashua due to the lack of resources and due to the fact that it's very expensive to live here. People are moving to Milford or places like Wilton. The Front Door agency's ESG program allows 30 days for the individual to find an apartment if not the person must get discharged from the program. They can extend it for another 30 days but that's it. Folks have the resources to move into an apartment, the issue is there are no apartments available or many landlords want a perfect credit score for the person/families to move in, making things very frustrating for both the client and the provider advocating calling all around town to try to find an apartment.

People staying in Transitional Housing programs are not moving because they cannot find a place.

We are lacking affordable housing in the City of Nashua. This is a huge problem. Another problem here is the fact that we do not have a homeless outreach worker like we use to have many years ago. That outreach worker was great and assisted many to come off the streets.

Meeting Adjourned 10:03AM