

Greater Nashua Continuum of Care Ending Homelessness committee

October 3, 2018

Nashua City Hall, 3rd floor Auditorium

Present in meeting were:

Bob Mack, Richard Rutter, Magaly Rios, Scott Wellman, Rosemarie Dykeman, Nicole Gioffre, John Alciere, Emily Resine, Jessica Lorento, Nick Perricone, Steve Genest, Laurie Goodman, Jeff Bartlett, Pamela Salls, Jessica Karwaske, Patricia Murphy, Joe Frappiea, Kemp Taylor, Julia Duncan, Doug Hauard, Kristy Besada, Juana Fields, Peter Kelleher

Introductions were made by all. Rosemarie Dykeman made a motion to accept the minutes from our September 5th meeting, seconded by Kristy Besada, all were in favor.

Today's meeting was focused on the Coordinated Entry(CE) intake process. Coordinated Entry started about 4 years ago. It was a HUD requirement to have a "no wrong door approach" A form was created to help us direct clients to an appropriate shelter. The state also needed a system so they started using 211 to capture data.

We have an automatic voice mail phone line that a person can dial in and state what their homeless situation is, whether a homeless veteran, homeless family, etc. The person is then to leave a voice mail as the call will get directed to appropriate organization. Once the provider listens to the voice mail, the provider is then to call the person back and ask the questions on the CE intake.

We have changed the CE intake form several times to make it be shorter with less questions that make sense to ask that specific moment so we can them find them a place for a roof for that night for that specific individual/family. An email should be sent to the CE email action group so we all know this caller is being assisted or whether you are having difficulties so then we can all work together to find a place for the night. It was clarifying that we are not to give the caller a list of places for them to call but that we as providers, find the caller housing for the night and then we call them back with the information.

Very important that the date is on there. You do not have to write out the names of each child but the child's age would be helpful as many agencies have an age limit for the children. Social Security numbers are not needed however the last 4 would be helpful for HMIS, as HMIS collects that. The last town of origin is very important as we need to direct them to whatever town they come from. Asking the caller where did you spend the night last night is always a good question as it can lead to solutions for the night until the person is able to connect to services during regular business hours. Coming up with safety plans with the caller such as, asking "Do you have a safe car?" so they can sleep in it if there are no other options. Also asking them, if they belong to a church as sometimes the church community are able to help. The "referred too?" box is super important as we can specify whether the caller rejected the resources given to them or if they accepted it.

Joe Frappiea, Director of 211 stated that if an individual calls from Keene looking for shelter, that caller gets referred directly with Keene's Homeless outreach worker if it's during normal

business hours. People from the seacoast looking for shelter must be connected with an organization called Cross Roads in order to get assistance. He requests to be notified if a person rejects the resources given to them. An open system with 211 would be ideal.

We need to better communicate with other COC's and find out what is their CE phone number. So, in case we do get called from people outside of our GNCOC we can direct them to the proper CE hotline. Looked at a sample CE intake form Doug did so, we can have a better idea on how it should be filled out.

Meeting Adjourned 10:30AM

Minutes Taken by Magaly Rios, Senior Case Manger for Southern NH HIV/AIDS Task Force, PSL