

1. Call to Order

- a. Scott Wellman called the meeting to order at 9:02 am and led attendees in a round of introductions.

2. Approval of the Minutes

- a. Scott Wellman asked for a motion for August minutes to be approved. Bob Mack made the motion, seconded by Mike Apfelberg. All voted in favor, and the motion carried.

3. Presentations on Community Stabilization Services

- a. Front Door Agency – Maryse Wirbal
 - i. Front Door Agency has been offering a holiday program to families in need since 1989. In 1989 they supported six families. They quickly realized that many families needed holiday support. In 1996 they partnered with the Telegraph for the Santa Fund and supported 1000+ children per year. Between them and the Salvation Army, the program grew to support 2000+ children every year. They now partner with United Way and Share MILFORD has joined, serving about 500 children per year.
 - ii. Applications are available online on September 18. Families schedule an appointment, have to meet income guidelines and bring birth certificates/IDs.
 - iii. Maryse requested that if programs are supporting their families with gifts that we send them a list of the families we are serving so that there isn't duplication.
 - iv. The program is first come, first serve for 500 families participating. If there is an emergency case after registration closes, please have the case manager reach out to see if they can support that family.
- b. Southern NH Services – Fatima Masic
 - i. Fatima Masic is the Energy and Crisis Coordinator for Southern NH Services. The Energy programs include Fuel Assistance, Electric Assistance, Weatherization and the "Neighbors Helping Neighbors" Fund.
 - ii. Fuel Assistance is starting to take applications, pre-registration now and it opens on December 1. Applications can be found online or can be picked up at any of their ten offices in Hillsborough and Rockingham County.
 - iii. The Fuel Assistance Program has had large benefits for participants in the last few years, given the increased costs of propane and oil. Funds can range from \$243 - \$2019 per season, depending on the number of people in household and their income.
 - iv. Fuel Assistance program begins on December 1 (when they receive the funding from the state), and they pay bills through April 30. Last few years they paid bills through May as well and opened earlier on November 1.

- v. They have been short-staffed the past few years but completed last year with 15,000 applicants within both counties.
 - vi. Application online at SNHS.org. They accept walk-ins, but scheduling an appointment is preferable. If there is an emergency (such as disconnection of service), individuals can walk in and get support.
 - vii. Question: Is 15,000 served consistent or an increase? An increase. The State created additional programs for fuel assistance given increased need, for those who are slightly over income for the program. This consisted of a one-time benefit of \$450, called the State Emergency Fuel Assistance. They served 2500 applicants just for that program.
 - viii. Question: If clients have heat included in their rent should they also apply? Yes – if they do not have subsidized rent, they can qualify for a heating voucher. They get a voucher for rent. Does this apply to a rooming house situation? Yes.
 - ix. Question: If you have a client who applied last year do they automatically get paperwork to renew? They will receive an application in the mail. They just sent out about 7,000 applications. They do need to provide documents every year.
- c. United Way of Greater Nashua – Mike Apfelberg
- i. United Way is the fundraising engine for the Santa Fund in partnership with the Telegraph.
 - ii. Food Delivery – UW partners with several food pantries in the community to help deliver food to those who are in need but unable to access it physically, utilizing community volunteers.
 - iii. Support for Outreach – United Way supports existing outreach efforts by providing resources such as tents, backpacks, sleeping bags, air mattresses, etc. They provide these supplies via their emergency fund to provide support from behind the scenes.
 - iv. Have a brand new “Little Free Pantry” in partnership with Crossway Christian Church. 24/7 open access, filled with non-perishable food items and hygiene items. Stocked through weekly food drives at grocery stores.
 - v. Participate actively in the Financial Assistance Network (FAN). Goes through the Welfare Office; client has identified need and if there isn’t funding to support need, application goes through, and members of FAN come together to fund the need.
 - vi. Resources for Youth:
 - 1. LEARN UNITED Tutoring – Started fall 2020 in response to learning loss from the Pandemic. All volunteer based. Students are referred by Teachers/or self-referral. Tutoring occurs at Boys and Girls Club, United Way, Girls Inc. Always a third party in the room to ensure children are safe. Very flexible, no curriculum, tailored to student’s needs.

2. School Supply Pantry – A bunch of organizations do backpack programs (NSKS does 1500+!), so the back-to-school portion of the academic year is well covered for the community. However, the United Way’s School Supply Pantry exists for December when supplies run out and students are still in need. It is open year-round, fully stocked with supplies. It is not open to public walk-ins, but is open to school staff. If Guidance Counselor/Teacher identifies they have a student in need, they can go to the United Way and get what they need. Not meant to stock full classrooms, meant to support individual students.
 3. Youth Homeless Fund – primarily funded by the Skydiving fundraiser. Very flexible fund, only restricted to supporting housing insecure young people in our community. Example: Stepping Stones called saying we need a new freezer, and can fund this. Shelby (McKinney Vento Liaison), will call with a specific need for a housing insecure youth, and they can support certain requests via this fund.
 4. Rosie’s Pantry Feminine Hygiene Supplies – initiative to address period poverty in our community. Partner with school districts to supply them via supply drives with tampons, pads, leggings, undergarments, so that their young people are not going without. Snap and other benefits do not pay for menstrual hygiene needs. Pantry is located at Girls Inc. People from community can walk in and get what they need. Open during their hours.
 5. Slattery Homeless Youth Scholarship Fund – named after UW Board Member who passed away. Used this for Homeless Youth to support pursuit of education/career advancement. Flexible in what those type of educational programs can be. Not restrictive age-wise, generally up to 25.
 6. To donate to school supplies or to Rosie’s Pantry, please bring them over to United Way offices on 20 Broad Street.
 7. United Way Sleep Out is coming up soon, on September 22, 2023.
- d. Family Promise of Southern NH Diversion Program - Joanne Perez
- i. Joanne Perez is the Director of Diversion and Prevention for Family Promise of Southern NH
 - ii. The mission of Family Promise is to end homelessness, one family at a time. Through safe housing and education, Family Promise guides families as they break the cycle and rise from homelessness to sustainable independence. Interfaith and Volunteerism are two principles of the Family Promise mission.
 - iii. Family Promise is a National Program, but residential programs are funded locally.

- iv. Joanne's job is to support community-based families or individuals on a waitlist or in need of assistance for other support. With their own funding, they are able to assist in needs of families that other agencies are not able to assist with. Examples: tires, a car. In the past two months, we as a community have assisted 12 families to prevent eviction. Family Promise assisted with a few motel stays (not normally what they do but if the need is there), and also were able to assist a woman who needed haircuts with her kids.
- v. Family Promise's Diversion Program consists of community case management for individuals and families, in our communities, who do not meet eligibility requirements for residential and supportive housing programs. Intake process to include evaluation and assessing appropriate housing opportunities, resources, and addressing the needs of individuals, as well as families. Provides a unique service to colleague agencies in our communities. FPSNH is one of the primary resources for diversion/prevention services, addressing financial assistance, landlord relations, available housing, and appropriate community services. Served hundreds throughout the years, most notably since formalizing the program on Crown Street, we have served over 300 families and individuals. Work collaboratively with colleague agencies across city.
- vi. In partnership with FAN Network, they have been able to support many families to keep people avoiding eviction. 12 families avoiding eviction within two months. Providing weekly/biweekly case management to 5 of these families, as additional support. It is voluntary.
- vii. Family Promise supports families across Southern NH. Try to direct people to resources in the community where they are calling from. Utilize National network to help people get to other States and locations. Tries to meet with folks in person when at all possible.
- viii. Bob Mack – this fulfills a big gap in community needs; lots of case management in the community but often limited to specific demographics. This fills gaps for those who do not qualify for other programs.
- ix. Length of stay at residential program? Averages one year.
- e. Gateways Community Services – Latanya Muccioli
 - i. Latanya Muccioli - Director for Adult Services
 - ii. Choices for Independence Case Management
 - 1. NH Medicaid Waivered programs
 - a. Choices for Independence
 - b. Developmental Disability
 - c. Acquired Brain Disorder
 - d. In home support for children with developmental disabilities
 - 2. What is Choices for Independence Program? The program serves individuals who are financially eligible for Medicaid coverage and

clinically eligible for long-term-services and supports, who choose to live in community rather than in a program/nursing home.

- a. Services offered through CFI include: Adult Family Care, In Home Care, Adult Day, Environmental Accessibility, Home-delivered Meals, Home Health Aide, Homemaker, Non-Medical Transportation, Personal Care, Personal Emergency Response System, Residential Care, Respite Care, Skilled Nursing, Specialized Medical Equipment, Supportive Housing, Community Transition, Financial Management, Participant Directed and Managed Services, Supportive Employment, Targeted Case Management
3. Eligibility and How to Apply
 - a. Applying for CFI – Complete NH Medicaid Application, select Home and Community Based Services. Can do this through NH Easy, Local DHHS District Office, or Local Service Link Resource Center
 - b. Financial Eligibility – Goss Monthly Income < \$2,472/mo., resource limit = \$2500
 - c. Medical Eligibility is determined by skilled professional medical personnel.
4. Role of Case Manager – develops person-centered care plan. Coordinate and monitor CFI services. Monthly contact with participants, including home visit every 60 days. Assist participants in accessing additional community resources, such as housing, utilities, food, medical and more.
5. Catchment Areas include Hillsborough County, Merrimack County, Cheshire County, Belknap County, Stafford County, Limited coverage in Grafton County.
6. Multicultural approach – have bilingual Spanish speaking case management available, can use other translation services.
7. Any waitlist? No – there are a bunch of different case management agencies throughout the state. The State has a random assignment referral, they will assign to whatever case management company covers that catchment area.
8. How available are assisted living apartments? The Medicaid reimbursement rate is much lower than the private rates that assisted living/nursing homes make from insurance or otherwise, making these units usually capped. Easier to find placement in assisted living facilities up north than Manchester in Nashua. Most facilities are facing staffing shortages so can only take on clientele they can adequately support.
9. Are there limitations based on past legal issues, sex offense, etc.? Some facilities don't look at criminal history, some do. Can be

very difficult to find placement for these individuals. They are also limited in the NH shelter system, because some do not accept sex offenders and other cannot accept people with significant physical limitations.

- f. McKinney Vento Act – Shelby Brown, McKinney Vento Coordinator (presented by Doug Howard, who had this job in the past!)
 - i. A McKinney Vento Resource Guide with FAQ can be found on the NAEHCY website.
 - ii. McKinney Vento is part of the “Every Student Succeeds Act.”
 - iii. McKinney Vento defines Student Homelessness as any child who lacks a fixed, regular, and/or adequate nighttime residence. Any of these scenarios makes a student eligible for McKinney Vento services. McKinney Vento protects educational rights of all children, ensuring they have equal access to education regardless of what their housing situation is.
 1. Examples: Sharing the housing of others due to loss of housing, economic hardship, or similar reason. Living in motels, cars. Living in shelter programs.
 - iv. Fixed: attached to the ground, Adequate – heat, lights, kids not sleeping on couch, floor, Regular – can go there every night/Keys? Come and go as they please?
 - v. Unaccompanied homeless youth – definition is child or youth who meets the McKinney-Vento definition and is not in the physical custody of a parent or guardian. Doug reports that they only often find that youth are experiencing homelessness once children turn 18, out of fear of DCYF involvement, consequences, or protection of their families. There are high percentages of LGBTQ+ youth experiencing homelessness.
 - vi. Rights of Homeless Students
 1. Receive a free, appropriate public education.
 2. Enroll in school immediately and attend classes while school gathers required documents.
 3. Free breakfast and free lunch
 4. Enroll in local school where they are living, OR remain in their original school
 5. Receive transportation to their original school, if requested
 6. Receive comparable services as housed students, including special education services.
 7. Categorically eligible for services such as Head Start and Title One services
 8. Right to Dispute
 9. Financial assistance for before and after school care, vacation and summer camps, field trips, sport fees; referrals to medical counseling and housing services; tutoring.
 - vii. How to Support Homeless Students in person

1. Be a trusting adult
 2. Address concerns regarding housing/residency privately
 3. Refer student and parents to building/district homeless liaison
 4. Assist family with getting connected to resources at school
 5. Have community resources available
- viii. Question – Does the “Right to School Choice” provision of McKinney Vento include charter and private schools? Depends – Charter and Private schools are not legally required to follow McKinney Vento so it depends on whether the school chooses to honor McKinney Vento guidelines.
- ix. Nashua Public Schools recently won a McKinney Vento Grant, which can support transportation funds to take families to school conferences, concerts, etc.
- x. There are restrictions to what McKinney Vento can fund, like “gas cards”. Youth Homelessness fund at United Way can support these needs not funded by McKinney Vento.
- xi. Mike Apfelberg plugged the Youth Homelessness Committee, which takes place tomorrow and every first Thursday of the Month.

4. HUD NOFO Update

- a. Ashley Jackson gave a brief update on the HUD NOFO (notice of funding opportunity). This year we had 8 renewal projects, all Harbor Care PSH projects. We had two new projects; NSKS applying for Coordinated Entry Project, and our Second new COC Project, Harbor Care’s Domestic Violence Rapid Rehousing Program in collaboration with Bridges. We are hoping to get those two new projects funded.
- b. Our first draft was due last Friday, and sometime at the end of next week she will be sending out a draft of Exhibit One for us all to review.

5. Capacity Updates

- a. Permanent Supportive Housing Capacity Updates
 - i. Harbor Care -
 1. As of August 1, 18 individuals defined as chronically homeless. We have 7 with vouchers in hand, 2 who are in process of being qualified for the program. We do not have any waiting on documentation. We have 9 individuals who we are working to contact. Have currently housed 200 households since January 2021, representing 277 individuals housed.
 2. Out of 18, 10 are male, 8 are female. 15 are 25 – 61, 3 are 62+. 62+ not eligible for mainstream voucher, so prioritizing these for PSH placement. Lost 6 PSH units last year’s NOFO, so those 6 had to be transitioned into other programs which paused taking new clients on.
 - ii. Nashua Soup Kitchen and Shelter – has 11 Section 8 vouchers coming with case management. 10 studios, 1 1 BR. These are hopefully opening very soon!

- b. Emergency Shelter Capacity Updates
 - i. Denise from NSKS reports there are 2 upper bunks for females open at NSKS.
 - ii. Mark from Southern NH Rescue Mission – 3 in men’s shelter, not sure exact number for women’s shelter but they have been full.
- c. Transitional Housing
 - i. Family Promise is full and working off waitlist. 12 families on waitlist.
 - ii. Marguerite’s Place has one vacancy currently, but only due to renovation needs. The unit is already designated for a family who will be moving in shortly.
 - iii. Front Door – don’t have any available units currently but anticipate a few opening up shortly. If we are working with families applying to their transitional housing program, after they apply have them check their email. If they respond to the email quickly then the process will go a lot smoother.
- d. Rapid Rehousing
 - i. Doug from Front Door Agency shared that he has been having a lot of conversation with Sharon Brodeur from Harbor Care around our Community’s Prioritization list. Doug plugged the CoC Coordinated Entry subcommittee – have a meeting on the 15th where they will be going over some of the other meetings that have been happening beyond the Coordinated Entry Subcommittee, so that we understand who is where and being prioritized by whom.
- e. Outreach
 - i. Emily Martuscello from City of Nashua thanked participants who assisted in the Temple Street encampment cleanout last week. It will be cleaned out by the property owner. Currently there are 50 people in this encampment who will be displaced. They removed almost 25 yards of waste. She met with NSKS to discuss Winter Shelter options. We should all be preparing for the encampment displacement coming up. There will be a firmer timeline on when this happening after the next encampment meeting. As part of outreach, Police Department has helped identify names and disabling conditions, and have been coordinating with CoC agencies to get as many into HMIS as possible. There is not a one-size-fits all solution for all in the encampment; interagency collaboration has been crucial.
 - ii. Doug Howard shared that all those who are being discussed at case conferencing meetings have signed HMIS Partnership Agreements.
 - iii. Joanne Perez reminded everyone to reach out if people are looking to return to communities of origin; Family Promise is able to leverage their national network to assist in these scenarios.
 - iv. Maryse – for those moving into Monahan Manor, please know that there is a wait/turnaround time required for security deposit support at Front Door so advise any of our clients who may need this to plan accordingly.

- v. Question on encampment: Is the issue to accessing shelter substance use? NPD officer responded that there is a high percentage (90%+) of individuals in the encampment with SUD, and mental health is also prevalent.
- vi. There are three main encampments currently in Nashua – Temple Street Encampment, At End of Crown Street, Lock Street Encampment (along the river). Right now, the unhoused population that we are currently looking at is about 85 people. Larger than PIT Count reported. Not counting those on their own or car campers. Looking at 85 – 100 people.

6. Presentations for Next CoC Meeting

- a. The next GNCoc meeting will take place on October 4 at 9 am. Presentations will be on the topic of “Serving Diverse Populations”, and we are seeking presenters to talk about serving BIPOC, LGBTQ, Immigrant Populations, and more. If you would like to present, please reach out to Wendy LeBlanc at Harbor Care.

7. Announcements

- a. NAIC will be holding Mayoral Candidate/Aldermen Panel on Housing – on October 2 at 7:30 pm, at the UU Church
- b. Nashua Public Health is currently conducting their Community Health Assessment, and will meet tomorrow in Litchfield at 6 pm – 7:30 pm at their town library.
- c. A Multicultural Festival will be this Sunday September 10 from 10 am - 2pm. You are all invited and encouraged to attend to welcome others and celebrate our community’s diversity. It will take place at the Nashua Public Library.
- d. NSKS is replacing their floors and this Saturday the pantry will be emptying all of its contents (including food and furniture) to accommodate. They are working to limit interruption to services. This Saturday dinner will be in the parking lot and breakfast will be at St. Pat’s Café. Dinner will feature food from Soel Sisters. There won’t be a takeout option due to increase of trash in encampments, but bag lunches will be available.
- e. Sue Mead – Veterans Stand Down will be this Saturday 10 – 2 at 700 Elm Street Manchester. This is a Veterans Resource Fair.
- f. Alderman Tom Lopez shared that the upcoming Employment Connect event will take place at the Nashua Public Library on 9/12/2023 at 9:30 am. It will include “First Impressions” Interview Clothing Support, Job Preparation, Hair Cuts, Headshots, and more. Employers will be present. Please refer applicants from our programs to help make it a successful event!

8. Adjournment

- a. Scott Wellman asked for a motion to adjourn the September GNCoc Meeting. Bob Mack made the motion, and Sue Mead seconded the motion. There was no discussion and the motion carried. The Meeting adjourned at 10:35 am.