

## Ending Homelessness Committee

April 1, 2015

Present at the meeting were: Wendy LeBlanc, Magaly Rios, Bob Mack, Angela Roberts, Abigail Alicea, Richard Rutter, Pamela Small, Kevin O'Meara, Hilary Keating, Donald Pare, Sandra Delosa, Cherrri Fulton, Ashley Taylor, Juana Field, Maryse Wirbal, Michael Uraine, Maggie Dechene, Robert Mottola. Kathryn Byrne, Chris Gartland

Call to order, Introductions were made by all. B. Mack asked people to add their email information so they can be placed on our email distribution. Reviewed minutes from our last meeting. W. LeBlanc made a motion to accept the minutes second by R. Rutter. All voted in favor.

Coordinated Access (CA) - We have been using CA for over 60 days now. Lots of contact via emails to providers to help the individual/families. We can still utilize the Wrap around services for clients that continue to be in a program and are not moving on, to problem solve with key providers. CA has had about 58 calls in the first 60 days. We don't have set data on the CA but will have some for next month's meeting. We do know that some of these people calling are Veterans and they have been referred to the SSVF program and some families have been referred to motels.

One big problem is that each CA worker does not have access to each other's intake. A client may call one day and speak with one CA worker and call back the next day get the other CA worker who would not realize they have already called and were given resources. The CA workers are not giving clients telephone numbers for them to call but are facilitating connecting people to the resources itself.

The Nashua Soup Kitchen and Shelter staff is not taking clients directly in their shelter unless they call the CA worker even if they know they have a bed available. It was discussed that this was not what was originally planned. We don't want the client to have to do extra work, if you have a client coming in your program and you have the services there is no need to have the client call the 1800 number. Example of NCW facilitating call to CA when clients are in the office and referring them to CA when they are just calling in. It's important that agencies not to change their protocols. It would be ideal if we had a CA worker that works at the Nashua Soup Kitchen and Shelter, as well as at the Maple Arms Shelter. It seems appropriate for agencies providing direct shelter and housing resources to the homeless population to be getting direct CA calls. A suggestion was made to have the CA intake for people getting discharged from the hospitals to be funneled to the shelter programs directly as many require special needs that shelter programs could more fully evaluate and determine appropriateness of the referrals. Respite beds may be available in the near future for folks getting out of the hospital that are homeless.

There is currently one bed available at Maple St Shelter.

Family Promise will be opening in Laconia and in Concord. There will be 5 Family Promise locations in NH in total. You can call Pam Small directly if you have any families in need.

The CA pilot has been expanded to another 30 days. Discussion around the need for more CA workers. The Front Door Agency can only do one day a week now instead of two days. We currently have 3 agencies with 3 CA workers. They cover for each other in case someone calls out sick or on Vacation. This process also needs to be revisited by the CA group.

P. Kelleher mentioned looking at the V-SPDAT tool again which is in use in other parts of the country like Colorado, and is working well there.

Minutes taken by Magaly Rios, Case manager Southern NH HIV/AIDS Task Force