

General Assembly Meeting

Date and Time

Thursday, April 15, 2021, 9:00AM-10:30AM

Location

Zoom Meeting

Attendees:

Erin Kelly, Ellie Huot, Stephanie Savard, Matthew Bouchie, Mark Stokes, Lorrinda Estabrook, Bianka Beaudoin, Katie Tovar, Julia Vieira, Andrea Reed, Meghan Morrow Raftery, Maria Devlin, Kristi Schott, Tyler Wands, Melissa Hatfield, Adam Schrier, Adam Smith, Erin Segaloff, Mary Chevalier, Stephanie Dahlberg, Robyn Malchanoff, Katie Haley, Jen Gallo, Brian Mooney, Mandy Reagan, Elizabeth DIMaggio, Stacey Lazzar, Dee Santoso, Christina Shephard, Jocelyne Pinsonneault, Germano Martins, Thomas Carter, Zanetta Barchi, Chertina Walker, Candace Cappio Gebhart, Larry Nice, Kelli Rafferty, Nicole St. Hilaire, Victoria Bagshaw, Betsy Benito, Jamie Blackburn, Jessica Vaughn-Martin & Patti Ardizzoni

9:00 Meeting begins

Greetings and Introductions

Chair Erin Kelly started the meeting by sharing her screen and showing the new Manchester Continuum of Care's website. The website can be accessed by www.manchester-coc.org

Special Election

Chair Erin Kelly introduced two nominees for the MCoC Leadership Committee to serve as Member's-at-Large - Kelli Rafferty and Nicole St. Hilaire. Kelli is the Director of Philanthropy and Community Engagement for Elliot Health Services. Nicole is the Director of Member Engagement at AmeriHealth Caritas. Both nominees gave short descriptions as to why they were interested in becoming Members-at-Large and then organizations voted anonymously utilizing electronic polling survey with one vote per organization. Both Kelli and Nicole were elected as Members-at-Large to the Manchester Continuum of Care Leadership Committee.

Potential Switch of HMIS Providers

General Assembly member Meghan Morrow Raftery gave a presentation on an Invitational Request for Proposal that was completed with HMIS providers. Meghan, on the behalf of Institute for Community Alliances (ICA), made the recommendation that the MCoC switch HMIS providers from WellSky to Bitfocus. The Invitational RFP was sent out to vendors that other CoC's throughout the country utilize. Five vendors participated in the RFP; Bitfocus, Client Track, Foothold, Case Worthy and WellSky. A team was put together to engage in demonstrations provided by the potential vendors to rank and score based on different categories. The team sat through a reporting demo and a user experience demo for each of the vendors and gave a score out of a possible 76. Bitfocus was the highest with a score of 73 and WellSky, MCoC's current provider, scored a score of 52. Meghan provided detail surrounding the upgrades that the Bitfocus system utilizes and asked if the General Assembly members had any questions. Cost of the programming was discussed, and ICA reported that they can negotiate with Bitfocus but did anticipate a slight increase in the licensure cost. Chair Erin Kelly asked that organizations write in the chat their vote. The options were yes, no with an explanation as to why and, abstain if the organization was not a HMIS user. Bitfocus was voted in as the new HMIS provider for the Manchester Continuum of Care.

Council on Housing Stability Planning Session

Vice Chair Stephanie Savard gave an update on the Council. This is a statewide initiative that was created in December 2020 by the Governor. Stephanie and Melissa Hatfield co-chair a subcommittee from the Council that was tasked with creating a new State Plan. The last State Plan was created in 2006. Stephanie and Melissa have been working with Jamie Blackburn and Betsy Benito from CSH, a consulting firm that is helping. An action plan is due to the Governor by June 1st. The team has taken many steps in order to collect as much information as possible to create a plan that will enact positive change for the state of New Hampshire and its citizens. There was a Stakeholder survey created for individuals to give feedback and a Lived Experience survey for individuals to provide feedback. The team intends to meet with the Youth Success Project to gain insight from them. The team held Feedback sessions with the Balance of State CoC and Nashua CoC. The rest of the meeting was held to have a feedback session with the MCoC. Jamie Blackburn led the discussion. The majority of the discussion was held around identifying priority areas on a System level and through Direct intervention. Below is what the General Assembly identified.

System Level:

- **Person-Centered System Design** – *Who is experiencing homelessness in NH? What are the racial disparities? Crimimal History creating barriers. Considerations for Families. Eviction records as a barrier. Longer-term supports for DV.*
- **Funding and Policy** - *Lack of Services and Operating funding for PSH. FMR not reflective of actual rent cost. Policy response for youth homelessness. Landlord engagement. Low wages driving homelessness.*
- **Cross-System Collaboration** – *Better healthcare collaboration (prevent discharge to homelessness). Local welfare. Better collaboration between police and homeless service providers relating to camps. Housing SURGE partnerships for unsheltered folks? Corrections. Media presentation on homelessness.*
- **Provider Capacity and Quality.** – *Job training opportunities for clients.*

Direct Intervention:

- **Housing Stability through Prevention** - *(no recommendations)*
- **Housing creation and matching** – *More affordable units. Medical respite, Tiny homes, home-sharing. Substance Use Harm reduction housing. More PSH, better access for other populations. Diversity of housing options and models.*

10:30 Meeting Concludes

Next Meeting: June 17, 2021

**Minutes Prepared By:
Ellie Huot – Waypoint
MCoC Clerk**