

Manchester

CONTINUUM OF CARE

MCoC General Assembly Meeting

Date and Time

Thursday, May 18, 2023 9 AM to 10:30 AM

Location

Zoom Meeting – <https://waypointnh-org.zoom.us/j/89799682709?pwd=Ykd3cXJpNzlBZllYSnFYk1pUDJmZz09>

Attendees:

Matthew M, Caitlin C, Sarah Jones, Adrienne Beloin, Andrea May, AnnMarie French, Autumn Nall, Charleen Michaud, Chertina Walker, Christina Shepard, Cindy Marsh, Daniel Amato, Elizabeth DiMaggio, Erica Brooks, Erin George-Kelly, Irina Owens, Jen Bryden, Jocelyne Pinsonneault, Joshua Grant, Kadyja Harris, Katie Tovar Paciulan, Kristi Schott, Kristie McKenney, Larry Nice, Lauren Berman-Lefebvre, Leslie Mendenhall, Lindsey Lussier, Mandy Reagan, Mary Chevalier, Matt Bouchie, Meghan Morrow Raftery, Meghan Shea, Peter Janelle, Robyn Malchanoff, Samuel Dahlberg, Stephanie Savard, Thomas Carter

9:00 Meeting begins

Topic 1: Introductions: Matt talked about the number of individuals in the room and the hopes for the session. He also informed the group that a small group from MCoC has started a new TA with HUD regarding data and equity; there is room for more people to join the discussion and he would like to open it up to more people and bring in a variety of voices to the conversation. If you are interested in joining, please let Matt or Sarah know.

Topic 2: MCoC Goals: Matt discussed that we are looking at what the MCoC is doing and how do we move forward. Using previous NOFO scores and thinking about the needs of the city and our clients, the leadership team started thinking about what are our 1, 3, and 5 year goals are. The hope is that having these goals will articulate the purpose and direction of the MCoC, provide more housing and support to unhoused individuals and the city, and to improve our funding for support and housing services.

Goals:

- 1) **CoC Monitoring System:** Develop a more robust and frequent monitoring system for reviewing current CoC funded programs. Develop system supports and technical assistance efforts for funded programs
 - HUD pays attention to these. Part of our responsibility is to ensure that funds are used well and doing what we say we will do. We want to make sure we are getting credit for what we are doing well.
- 2) **Housing Opportunities:** Increase ratio of Rapid Rehousing to Transitional Housing units in Manchester. Work with the city to support development of affordable housing. Develop economic programming and ensure all CoC funded programs are engaged in economic mobility programming.

- Our ratio of Rapid Rehousing to Transitional Housing is off in Manchester. HUD is pushing to have more Rapid Rehousing as part of the system. There are reasons that Manchester doesn't, but there are likely some opportunities to improve these numbers. We don't necessarily want to decrease the number of Transitional Housing units Manchester has, but increase the availability of Rapid Rehousing units.
- 3) **Healthcare Coordination:** Coordinate with hospitals, primary care, urgent care, and other medical professionals to increase participation in the CoC. Develop coordinated health care response with CoC and local providers to ensure a focus on the needs of unhoused and unstably housed individuals are supported by both providers and the homeless serving community.
- How do we get providers to the table? How do we get a well-rounded healthcare response?

Next steps in considering the goals:

- We are looking to develop some work groups to start planning out each goal.
- Each group should have 1-2 people with lived experience minimally.
- All CoC members are welcome to join, not just agency leadership. Staff at all levels are needed.
- Workgroups meet and develop a proposal for the plan to present to the leadership team and general assembly.

Caitlin will send out an email looking for people to be a part of groups. When we see who we have for each group, we can make a plan to move forward.

If there are questions, please let us know.

Topic 3: ICA and Coordinated Entry Training: There will be a mandatory training for all Coordinated Entry users on Tuesday, June 13 from 9 – 11 AM. Sign up is required, there is an email with the link. If you need the link, email Lindsey Lussier so she can get it to you. The training will go through HMIS from a provider lens. This training is required for all licensed Coordinated Entry users and strongly encouraged for others to attend.

Topic 4: City Updates: Adrienne discussed a lot of things going on in the city, and addressed the political climate. She is looking for support around the initiatives they are working on. The current items are:

- Actively providing winter emergency shelter (40 cots at Beech St and 16 beds at the YWCA shelter). The winter efforts are extended to June 30, which is approaching. The individuals working at the shelters are trying to provide any service connection they can so that there can be some positive outcomes for those individuals. Adrienne has a “most vulnerable” list going and will be reaching out to partners with housing solutions.
- Adrienne has proposed the creation of an Engagement Center model to provide a hub in Manchester, like the Resource Center that existed a decade ago. Adrienne noted that the system has learned a lot since that time. At the Engagement Center, people can get mail, service providers can connect with people, people can get connected to jobs and housing, etc. There will be navigators on site to help with service coordination. Some individuals in the city have expressed concern about having centralized services as people see it as enabling, Adrienne has approached this in the opposite manner. She notes that we need to maximize services to help individuals connect with services and housing options. Adrienne noted that the housing crisis has hit hard and continues to impact the

unhoused population. They are looking for a space to have this Engagement Center. Adrienne will be looking for support, especially around the votes.

If people have questions, Adrienne is happy to chat.

Next public comment (3 mins each) at the board meeting on June 6th, 2023.

Topic 5: PIT Count: Sarah has comparisons from the past 2 years. There is an overview of totals for the past 2 years and then there is some more in-depth information as well. She presented an overview of the totals for the 2023 PIT Count:

Individuals in Emergency Shelter increased from 241 people in 2022 to 277 people in 2023.

Safe Haven had 1 person each year.

Unsheltered increased from 116 individuals in 2022 to 124 in 2023.

Sarah notes that while the numbers have increased, they were not necessarily statistically significant, the big change was in Transitional Housing which decreased from 156 to 136.

Sarah will send all the data out to the GA for individuals to look at the data. There is a breakdown of who the people are and where they came from. If people have questions or comments, feel free to reach out.

The chat was active about why Transitional Housing might be shifting.

Discussion regarding what the overall population is, where are we seeing gaps, how does the data relate to the overall population of Manchester? We can each use our own lens and knowledge to see what is different and what still needs to exist.

There was an increase in numbers for young people. Mary from 1269 asked if this was new young people who came to Manchester or if the young people are more easily captured in the data. Sarah J noted that young people tend to hide and weren't being connected to services. When the pandemic started, people spread out, and when the Waypoint shelter in Manchester opened, they were able to have a safe space to be. Erin noted that a lot of young people who previously accessed services were primarily looking for a safe place to sleep. When that wasn't available, they disengaged, and when it came about, they began to re-engage in services.

Topic 6: General Reminders:

- Matthew M noted that we are waiting for the NOFO to drop. The CoC will need to work together to get through this and to coordinate our responses. There have been a lot of changes within the CoC, so we appreciate support from everyone in ensuring that when there is an ask for information that it gets back to those requesting it as quickly as possible. The NOFO determines what kind of funding we have and will lead to funding changes and likely program changes. Matthew hopes that everything will be received back in a timely manner.
 - How do we bring in new programs and make sure that staff get training?
 - Do we need more providers and/or do we need to find ways to get the current providers to be able to provide more services?
 - We do need organizations to support each other.
- Meg Shea spoke about the FIT/Collaborative Applicant. After interviewing three different agencies, FIT contracted with Pathways Community Institute to support the NOFO process. This agency was chosen based on how the agency wants to support the NOFO process. Right now, the agency is going through the past applications and scores and reviewing the ranking and scoring process. Once

the NOFO drops, they will create a timeline that can be shared with everyone. Meg echoed that there will be plenty of opportunities to support the NOFO. They will pull together groups to talk about the process, they will be recorded for review by this agency. The agency does believe the NOFO will be dropped in June, but that is just based on their experience. This agency supports seven other NOFO processes across the country and they have a full team that does this work.

- Stephanie noted that historically, Manchester has relied on one or two people to complete the whole NOFO. The fact that MCoC is bringing in this group of people to do it is seen as a great change and the hope is that everyone will participate in the process, recognizing that change is difficult, because this is a positive and necessary change.
- FIT is thanked for their continued guidance and care to make sure that this process continues to move forward and go well.

Topic 7: Subcommittee Updates

- Outreach – They had the workgroup with all of the Manchester outreach workers. Adrienne spoke with them and answered a lot of questions and the initiatives in the city. Their next meeting is on May 24 at 9 AM. They are going to talk about the Outreach Standards that the BoSCoC and a process to support this within MCoC.

Peter noted that their subcommittee has a monthly meeting for outreach workers and that they are always accepting new members. They met April 21 and Amanda from Gatehouse attended and provided an overview of services they were going to provide. They also discussed that part of the Emergency Rental Assistance Program ended on April 1 and that the rest is ending soon. They also had a wrap up on 1269 finishing the third year of winter warming center and got updates about the other emergency shelter. Their next meeting is on May 19 at 2 PM, if you are interested reach out to Peter Janelle.

- Coordinated Entry – Lindsey gave an update about mandatory training discussed previously. Lindsey noted that they had another case conferencing meeting last week, everything seems to be going well. They are trying to add more providers to the group, reach out to them if you would like to join.
- Veterans – The group hosted an event on May 9 with 35 providers present. They are finalizing the last of the resources and point of contacts to have a guidebook to give veterans in the community. It will be sent out to this group and can be shared with the group as well. Katie is available for questions.

Katie Tovar Paciulan: 603-921-0160 or K.tovar@harborcarenh.org

- September 8, 2023: Homeless Veterans event at the small gym at 2700 N River Rd, Manchester.
- Harbor Care has vans they will use to get their veterans to this event.
- When asked about how Veteran status is determined, Katie noted that the VA has a definition they use (24 months consecutive active duty to receive healthcare from VA, but you can receive other services without 2 years of service). If you bring your DD214 to the VA, they can determine eligibility. Other community providers can do a Squares Report that gives a snapshot of when someone is discharged from service. However, other programs within the city determine Veterans status differently, which increases opportunities for Veterans.
- Community Care Team – It's a wraparound group that discusses cases of some of the most vulnerable people to figure out how to help them. There are several agencies that come and they are always accepting new providers. They have started meeting in person and will be meeting on June 7 at 9 AM. They do meet the first Wednesday of the month at Dartmouth clinic, let Matt B know if you would like to attend. They tend to talk about some of the toughest cases, either those who are homeless or are at-

risk of being homeless. It is a good place to do some brainstorming. Adrienne will attend the next meeting with her Most Vulnerable list.

- Youth – Not present; Matthew M will ask for an update.
- Zero Suicide Homelessness Coalition – Matt B noted that last week a request was sent out to reschedule the meeting to see when people are available to attend. This is in the works.

Open Floor

- Adrienne noted that she loves hearing the committee updates. She wants to make sure services are appreciated and supported and recognized for the work they are doing, and using things like the PIT count are very meaningful in her communications with the political groups who she is seeking support from. She notes that these are underrepresented numbers. She has also been able to talk about what Matt B and Peter have brought together in their outreach work and subcommittee. If other committees have other data for people served and outcomes, Adrienne can use those data points in her work to help people understand the system response that we have and where the gaps are so people can appreciate it. The debate with the vocal minority will point to the lack of data. One of the current debates is around data-driven work to determine funding. It would help Adrienne to further the point if she could use those data reports. Adrienne noted that she is being asked about how many units are available. There was a question about whether a census could be emailed out to providers for the Beech Street and YWCA shelters; Adrienne noted that there is a waitlist but that they have been completely full. Adrienne encouraged providers to still call the shelters and they will do their best to accommodate, but they are full. Adrienne noted a desire to have a city-wide dashboard so that everyone is able to easily access that information. There are limitations to what Adrienne can do because she is the only individual in her department and there is no administrative support for her role.
- Meghan Morrow Raftery discussed that HMIS data can be pulled and ICA can help with that, but that they would need approval from the CoC to enter into an MOU with Adrienne to provide that data. The MOU would need to include what data is wanted, why it is wanted, and what it will be used for. A majority of programs in Manchester do use HMIS and Coordinated Entry. The Coordinated Entry committee should also be involved in the discussion about a community-wide dashboard. Adrienne noted that she would look into this option. There are some agencies who don't enter into the HMIS system, and their data should be included as well. Meghan noted that they are always open to having more agencies join HMIS and that they have template MOUs to utilize if this is wanted.

10:20 Meeting Concludes

Next Meeting: July 20, 2023, 9 AM – 10:30 AM

Minutes Prepared By:

Caitlin Cormier – Waypoint

MCoC Clerk