

# Manchester

## CONTINUUM OF CARE

### MCoC General Assembly Meeting

#### **Date and Time**

Thursday, 11.16.2023

#### **Location**

Zoom Meeting – <https://thehome.zoom.us/j/8085402571>

**Attendees:** Matt M, Autumn N, Kristee McKenney, Matt Bouchie, Dominique Rust, John Larson, Melissa DiNito, Ashley Jackman, Andrew Warner, Ericka Diamond, Adrian Beloin, Lauren Berman, Nicole Frisella, Meena Gyawali, Peter Jenell, Dave Cote, Susan Howland, Sarah Jones, Nicole Murphy, Robyn Malchant, Kelsey MHRA, Lesli Mendenhall, Cherita Walker, Mandy Regan, Daniel Amato, Denise Jones and Harbor care.

#### **9:00 Meeting begins**

#### **Topic 1 Discussion of Coalition system design**

Peter shared some thoughts on the Coalition system design. Positive feedback regarding meeting community leaders and fellow members. Making sure all the elements funded from the COC or not, need to have adequate attention given. Andrew discussed the positive impact that learning what other agencies in other locations have done that worked was brilliant.

Kristen shared that the importance of not neglecting the group of people who are in need of services but will not seek them. All outreach services need to be brought to the COC and be considered. Kristie had positive feedback, regarding this meeting sharing the statistics were enlightening, while there is still so much work to be done as a whole NH COC is doing great work. Adrienne discussed the positive feedback she received from outside providers, the community police and city providers. This meeting helped to unite providers with the common goal. Positive feedback was received on the all topics, and more credit was given to the work that is being done.

It is vital that we ensure we are gathering data, and what ways we gather this data to ensure we have accurate information to present vs the perception people have in the news.

#### **Take backs from the meeting**

Discussion around an overall way to track beds, what are open, what agency and how to get connected to openings. Reorganizing the COC to ensure that we have all the right people on the board, IE contractors. Funding monitoring, as a COC we need to be more robust. Resetting the expectation around how things are done. HUD gives funding to the COCs that show robust funding monitor, this is something we need to do. Assess the coordinated entry process, shelter exits, communicate more effectively so other providers have a better idea of what that is. Is there a better way we can collaborate with other agencies and support one another, how can we

collectively bring that knowledge together to bring change. Provide some feedback to agencies so we can better serve the clients and hold one another accountable.

The data committee will be a crucial committee to ensure we can continue to provide the services. This committee can utilize more members.

“It takes an entire village not just the provider to end homelessness in Manchester”.

### **Topic 2 PIT count**

Matt discussed the general prep needed for starting the PIT count.

What are the benefits to not doing the PIT counts, it would be not taking time from agencies as it is a big project. From a data perspective we have increased in our data collecting which will demonstrate that the numbers have increased when in fact it is due to an increase in date collection not necessary an increase in homeless population. Mandy shared the balance of State is also having the same conversations, as we increase data collection the numbers appear to rise when it is in due to an increase in date collection.

There was discussion on holding more then one PIT to collect more accurate data. it is vital that we coordinate with agencies to collaborate and get the best more accurate data collection.

In the upcoming weeks/months we will be pulling together and having meetings to develop the best way to get a PIT count. Andrew shared the importance of organizing this years PIT count differently then last year. Mandy shared the upbeat outcoming of PIT counts, how brilliant it is to learn about all the organizations that are involved in the cause of ending homelessness. There are many ways to support the PIT counts.

### **Topic 3 NOFO prep 2024**

2023 NOFO was just completed, it is time to start the planning for 2024 NOFO.

The message from the consultation was there are really two things we need to work for our NOFO scoring, 1 was monitoring and how we can do continuous monitoring throughout the year, along with that it is making sure the data we have is representing what we are actually doing. The way we are counting vs the way that HUD counts them does not match which alters the numbers and scores.

### **Topic 4 Recruiting**

A group challenge to look at the list of organizations and provide Matt with a list of missing agencies that could potentially join the COC. Are there more agencies that can come to the meeting and provide insight and views into ending homelessness, landlords or non profits.

If you have thoughts on people/agencies we should add please reach out to Matt and Sarah to navigate a plan to reach out.

### **Topic 5 Winter prep and cross agency support**

Adreinne asked if there are community meals or resources that might be available. Is there a way to collect all “drives, coats, toys, foods etc..”

The ask is if you know any resources please send to Autumn ([anall@thehome.org](mailto:anall@thehome.org)) she will send out an email with the collected data.

**Topic 6 City report out**

Beech street shelter is full and has been, there is a current waitlist. If folks have not arrived by 10pm, their bed is turned over and it is filled from the waitlist. The shelter houses 40 individuals, this is alongside with the engagement center. 7pm -7am is the time allotted for emergency warming at Beech Street, this location will allow for people to come in and out vs Marys 1 in and 1 out.

The engagement center is doing really well and has an increase in the amount of individuals using services and the amount of providers coming to the center. The center is meant to be a HUB and open to all agencies, it is open 7 days a week this is designed to help engage all who are not service engaged. The engagement center will now be providing meals on site, the first United Methodist Church will be helping to provide warm meals around noon in collation with the Foodbank this will be starting mid next week. There will also be hot meals at night this will be strictly for the shelter population not for the engagement center folks. The engagement space will be a “warming” space throughout the winter 9-5pm, this is additional warming that was not available last year.

The city can only provide “overflow warming” Mary from 1269 is the warming coordinator, Manchester was awarded the largest amount of money to provide the warming. 12/1 is when Marys warming begins. 8pm-7am - March 31, the rules will remain the same every hour on the hours, folks can come in, you are only allowed 1 in and 1 out. After 12/1 the emergency operation center through the fire department will be monitoring the cold spells, and medical fatality standpoint, if they feel people beng outside 0 degrees or feels like 0 degrees, people will be notified that and work to prepare individuals and share resources. Mary has capacity for 56, in these extreme conditions there is extended warming being allowed at Beech street. Both will be sitting room only.

Unfortunately due to funding we cannot provide warming when the weather is warmer. There is not an option for cots due to space, and commitment for individuals. Andrew voiced the need for cots, so folks can get sleep vs just sitting up. Cots take up a large amount of space and could alter the number of people allowed to “drop in”. The conversation comes up, how would we know if we have enough cots, do we provide floor space for people? simply cots? does this change zoning at all? Mats vs cots? Adrienne is going to bring the information she gathered, and see what can be done to accommodate the people centered approach at warming. Chertina is going to navigate the HMIS wamrning center, do mats count as beds?

Kristie McKenny discussed the brook st property ,Beacon on Brook st will be operating as an emergency shelter for women and children. The agency is currently looking to hire staff, design policy and procedures that will ensure a successful opening date. The shelter will be opening in January. One side of Brook will be designed for women and children, women living in sobriety while the other side will be for women who are working on their sobriety and have supports to help them meet that goal.

Kristie shared Revive which is on Union Street in Manchester a place for women who are at risk of being trafficked to receive supports. Revive is going to move to Brook street as well, there will be NA, AA meetings just for women, case workers etc. this will be a drop in center. Light house is there housing program, for women who want to “start over” their lives much like a recovery center.

**Subcommittee Updates - Email Autumn an update to save time [anall@thehome.org](mailto:anall@thehome.org)**

- Outreach –
- Coordinated Entry –
- Veterans’ -

- Community Care Team –
- Youth –
- Zero Suicide Homelessness Coalition –

**Open Floor**

**Nothing was added to this.**

**10:30 Meeting Concludes**

***Next Meeting: January 18 2024***

**Minutes Prepared By:**

**Autumn Nall – The Home for Little Wanderers**

**MCoC Clerk**