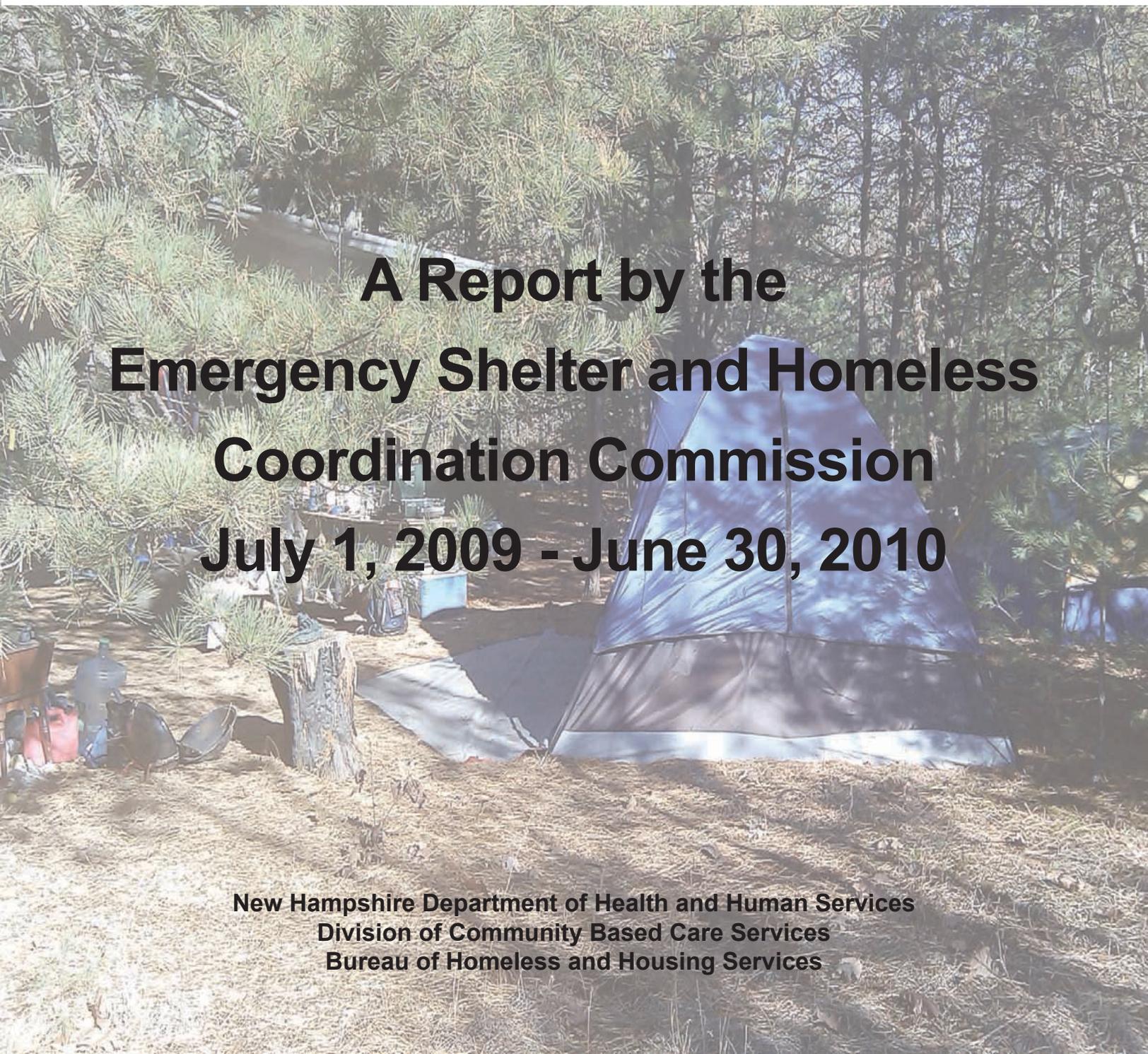


Homelessness in New Hampshire



**A Report by the
Emergency Shelter and Homeless
Coordination Commission
July 1, 2009 - June 30, 2010**

**New Hampshire Department of Health and Human Services
Division of Community Based Care Services
Bureau of Homeless and Housing Services**

Emergency Shelter and Homeless Coordination Commission

*c/o Bureau of Homeless and Housing Services • Governor Hugh J. Gallen State Office Park
105 Pleasant Street • Concord, New Hampshire 03301*

March 14, 2011

Dear Friends:

On behalf of New Hampshire's Emergency Shelter and Homeless Coordination Commission, it is our privilege to present this Annual Report for State Fiscal Year (SFY) 2010, which ended June 30th. The report provides just a glimpse into the problem of homelessness throughout the State of New Hampshire. The information provided details the activities of all homeless programs funded through the New Hampshire Department of Health and Human Services, Bureau of Homeless and Housing Services, as well as the Nashua and Manchester Continua of Care.

In SFY '10 House Bill 1690 was passed making statutory changes required by the repeal of certain non-regulatory boards, commissions, councils, advisory committees, and task forces. The Emergency Shelter and Homeless Coordination Commission was included in that bill and, therefore, as of December 31, 2010, no longer exists. However, we will continue individually to work with the Governor, Legislature and others to advocate for the needs of New Hampshire's homeless population.

Our sincere thanks to all of you who have joined in our efforts to combat homelessness. Your hard work has made a difference in the lives of those less fortunate.

Sincerely yours,
Members of the Commission

Sharon Drake, Chair

Representative Roger Beauchamp

Rick Blais

Senator Sharon Carson

Dean Christon

Senator Martha Fuller Clark

Lance dePlante

Kevin Farrell

Ruth Franks

Keith Kuenning

Representative Priscilla Lockwood

Representative Frances Potter

Erik Riera

Nancy Rollins

Maureen Ryan

Bonnie St. Jean

Commissioner Nicholas Toumpas



State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-4688 FAX: 603-271-4912 TDD ACCESS: 1-800-735-2964

NICHOLAS A. TOUMPAS
COMMISSIONER

March 14, 2011

Dear Friends:

As Commissioner of the New Hampshire Department of Health and Human Services (DHHS), and as a member of the Emergency Shelter and Homeless Coordination Commission, I am pleased to join the Commission in providing you with the latest edition of our Annual Report. This report covers State Fiscal Year 2010, from July 1, 2009, through June 30, 2010.

This report highlights the activities undertaken by state-funded homeless service providers in addressing the issue of homelessness in New Hampshire and reflects the ongoing need for services and housing for our homeless population. The economy and the persistent shortage of affordable housing have resulted in an ongoing demand on homeless shelters and services. In SFY '10, 4,681 persons were sheltered in state-funded programs. Included in this number were 597 families with children making up approximately 18% (854) of those served by state-funded homeless shelters. The average length of stay in a shelter in SFY '10 was 55 days, up 8% from 51 days in SFY '09. It is important that we continue to assist in meeting the challenges of homelessness in New Hampshire.

As we face these difficult times, there have been a number of positive initiatives undertaken by DHHS to increase services for the homeless population of the state. The Bureau of Homeless and Housing Services (BHHS) received \$4,612,322 in funding through the 2009 American Recovery and Reinvestment Act to provide assistance to eligible individuals and families who are homeless or at risk of becoming homeless. The BHHS continues to support and manage innovative programs that provide assistance to homeless individuals and families in obtaining housing, such as the Homeless Housing and Access Revolving Loan Fund and the Housing Security Guarantee Program. A Homeless Work Group, in collaboration with the Veterans Administration and DHHS, released "The New Hampshire Homeless Veterans' Plan" in June of 2010. This is a four-year strategic plan to end homelessness among veterans and their families in New Hampshire.

As Commissioner, I look forward to working with the Governor and the Legislature to continue to strengthen our relationship with our homeless service providers.

Sincerely,


Nicholas A. Toumpas
Commissioner

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Introduction

Homelessness in New Hampshire SFY 2010

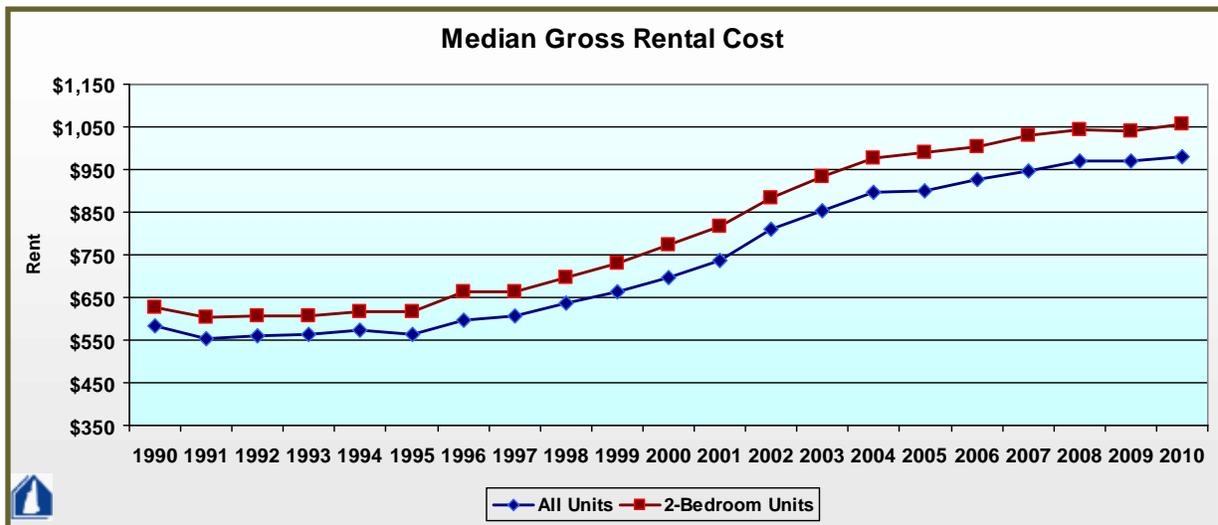
Historically, this report provides information and data on homeless assistance programs funded through the New Hampshire Department of Health and Human Services' Bureau of Homeless and Housing Services (BHHS), which includes all state-funded shelters and programs federally-funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and the US Department of Housing and Urban Development (HUD) through the Balance of State Continuum of Care (BOSCoC). This year, in an effort to present a more complete picture of homelessness in the State, this report is being expanded to report on ALL state and federally-funded homeless service programs, including federally-funded programs in both the Manchester and Greater Nashua CoCs. We are pleased the Greater Nashua and Manchester CoCs agreed to work with us and contribute to this report. This change provides a more detailed and inclusive picture of the situation of homelessness in New Hampshire. Additional information about all three of New Hampshire's CoCs can be found starting on page 15 of this report.

The State of NH Administrative Rules He-M 314 established the following definition of homelessness:

- An individual or family that lacks a fixed, regular, and adequate nighttime residence; or
- An individual or family that has a primary nighttime residence that is:
 1. a supervised publicly or privately operated shelter or transitional housing;
 2. an institute other than a penal facility that provides temporary residence for individuals intended to be institutionalized; or
 3. a public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.

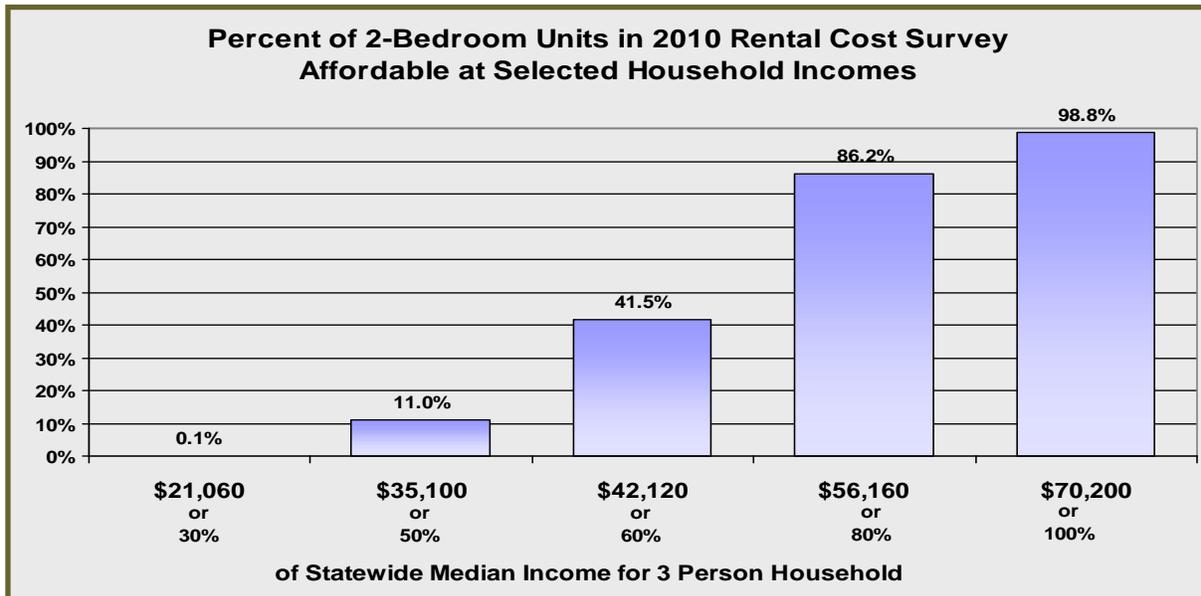
This definition is that of the homeless individual or family we all recognize, but we must not forget that people who meet this definition are only part of the picture. New Hampshire has a growing population of individuals and families who are the "hidden homeless," those folks who do not meet the current state or federal HUD definition of homelessness but who are homeless in the true sense of the word, without a permanent residence. New Hampshire's 2010 Point-in-Time count of the homeless found that on any given night there were more than 532 "hidden homeless" who were temporarily doubled up, "couch surfing," or living precariously in overcrowded or unsafe conditions.

SFY '10 was a year with many challenges. While the economy continued to struggle, New Hampshire saw rental housing costs rise. The NH Housing 2010 Rental Cost Survey reported that the median cost of a two-bedroom apartment in the State in 2010 was \$1,056, a slight increase from 2009.



Source: NH Housing Residential Rental Cost Survey

Affordable housing is defined as housing costs that are 30% of a household’s gross income. By this standard, affordable housing is out of reach, and frankly just not available, for many New Hampshire residents, in particular those whose income is 50% or below the State’s Area Median Income (AMI). At 50% of the AMI, or \$35,100, only 11% of rental units are considered affordable. At 30% of the AMI, or \$21,060, the situation becomes more dire because less than 1% of rental units are affordable to citizens at this income level. In their publication “Out of Reach 2010,” the National Low Income Housing Coalition ranked New Hampshire 42nd in the nation for housing affordability.



Source: NH Housing Residential Rental Cost Survey

In SFY 2010, homeless service providers struggled to do more with less, while BHHS worked to lessen the impact of budget reductions on direct services, including a 75% cut to the Homeless Housing and Access Revolving Loan Fund (from \$200,000 annually to \$50,000). Despite these challenges, it was not all bad news. All three CoCs scored well enough to be awarded bonus funding in 2010 for permanent housing projects through the 2009 HUD SuperNOFA application. These three programs combined will create an additional 12 units of permanent supportive housing for formerly homeless persons across the State.

Statewide homeless shelters again reported data indicating a slight decrease (275 or approximately 5%) in persons served; however, it is believed that this is directly attributable to the American Recovery and Reinvestment Act (ARRA) Homelessness Prevention and Rapid Re-Housing Program (HPRP) which succeeded in diverting 872 persons from homelessness, and homeless shelters, in SFY '10. Had these resources not been available to provide homeless prevention or rapid re-housing services, these persons would have been forced to seek emergency shelter, and New Hampshire would have likely seen a 19% increase in persons served by the emergency shelter system.

	SFY '05	SFY '06	SFY '07	SFY '08	SFY '09	SFY '10
Total Persons Sheltered	6,249	6,435	5,721	5,209	4,956	4,681
Total Bed Nights Provided	300,159	275,460	263,168	263,193	251,046	255,193
Average Length of Stay	48.00 days	42.80 days	47.90 days	50.53 days	50.65 days	54.52 days

New Hampshire also saw successful statewide initiatives addressing homelessness in the State. These include the ARRA HPRP and the development of a State Plan to end homelessness among veterans in New Hampshire. The ARRA provided more than \$4.6 million to New Hampshire dedicated to fund programs assisting individuals and families statewide who were homeless or “but for this assistance” would be homeless. Additional information about the NH HPRP can be found on page 9 of this report.

The development of a State Plan to end homelessness among veterans in New Hampshire was a civilian/military partnership between the Manchester and White River Junction VA Medical Centers, Harbor Homes, Inc., NH DHHS, the NH National Guard, and other community partners. The plan is centered on six key areas: outreach and education; treatment; prevention; housing/support services; income/employment benefits; and community partnerships and can be found on the DHHS website at <http://www.dhhs.nh.gov/dcbcs/bhhs/documents/veterans.pdf>.

Annual data reported to BHHS on the total unduplicated number of veterans in New Hampshire state-funded emergency shelters indicates that the number of homeless veterans in the State has declined over the last decade from a high of almost 600 in 1999, to 268 in 2010. This has been achieved in large part through the successful implementation of transitional and permanent housing programs through the HUD Veterans Administration Supportive Housing Program (VASH) and community partnerships. Given this, we believe with focused effort and collaboration among community partners, the VA and the state, the goal of eliminating homelessness among veterans in New Hampshire will become a reality.

Thank you to all our partners who worked with us to produce this report, and for all the good work you do throughout the year serving some of New Hampshire’s most vulnerable citizens. Special thanks to the members of the Emergency Shelter and Homeless Coordination Commission, whose support and insight have helped create the New Hampshire safety net of services for citizens who are homeless or at risk of becoming homeless.

Maureen Ryan, Administrator
Bureau of Homeless and Housing Services



SFY 2010 New Hampshire Homeless Services Activities Summary

Shelter Service Totals

State - Funded Sheltered Services

4,681 persons sheltered (Emergency and Transitional)
Total includes 673 people sheltered in Domestic Violence Shelters

Of Persons Sheltered There Were

3,145 single adults (67% of total)
682 adults in 597 families (15% of total)
854 children in families (18% of total)

Including¹

1,232 persons with known mental illness
968 persons with alcohol abuse
844 persons with other substance abuse
628 persons with dual diagnosis (mental health and substance abuse)
134 persons with a developmental disability
580 persons with a physical disability
673 victims of domestic violence
268 veterans
16 persons with HIV/AIDS
690 persons who are chronically homeless



Photograph courtesy of Families in Transition

Special Needs Programs

2,680 Homeless Outreach/Intervention Program (Balance of State Continuum of Care only)
103 Transitional Housing persons served
130 Permanent Housing persons served
82 Shelter + Care Housing persons served
733 Housing Security Guarantee Program (households assisted)
116 Homeless Housing and Access Revolving Loan Fund (households assisted)
339 HOPWA HIV/AIDS households served (3/1/09 - 2/28/10) (within Balance of State and Manchester Continuums)
1,388 PATH clients served

Manchester Continuum of Care

Total number served by homeless outreach program
48 Families
134 Individuals
177 Transitional Housing persons served
365 Permanent Housing persons served

Greater Nashua Continuum of Care

395 Total number served by homeless outreach program
444 Transitional Housing persons served
381 Permanent Housing persons served
3 Shelter + Care Housing persons served

¹ These numbers represent self-report.

SFY 2010 Bureau of Homeless and Housing Services Funding Resources

The following outlines New Hampshire Department of Health and Human Services' Bureau of Homeless and Housing Services (BHHS) funding sources. Amounts are approximate because many grants run either on a multi-year term or are on a different cycle than the state's fiscal year. For more detailed information about a particular funding source, please contact BHHS directly.

State of New Hampshire General Funds

Emergency Shelters, Domestic Violence Shelters, Homeless Hotline, Homeless Prevention and Intervention Programs, Housing Security Guarantee Program and Homeless Housing and Access Revolving Loan Fund

Actual Expenditures: \$4,038,766

U.S. Department of Housing and Urban Development (HUD)

Emergency Shelters, Homeless Prevention and Intervention Programs, Homeless Outreach and Intervention Program (HOIP), Transitional and Supportive Housing Programs, Shelter + Care Programs, Housing Opportunities for Persons With AIDS (HOPWA) Program, and the New Hampshire Homeless Management Information Systems (NH-HMIS) Database

Actual Expenditures: \$3,381,673

American Recovery and Reinvestment Act of 2009

Homelessness Prevention and Rapid Re-Housing Program (HPRP) (*Additional information about NH-HPRP can be found on page 9 of this report.*)

Actual Expenditures: \$1,235,173

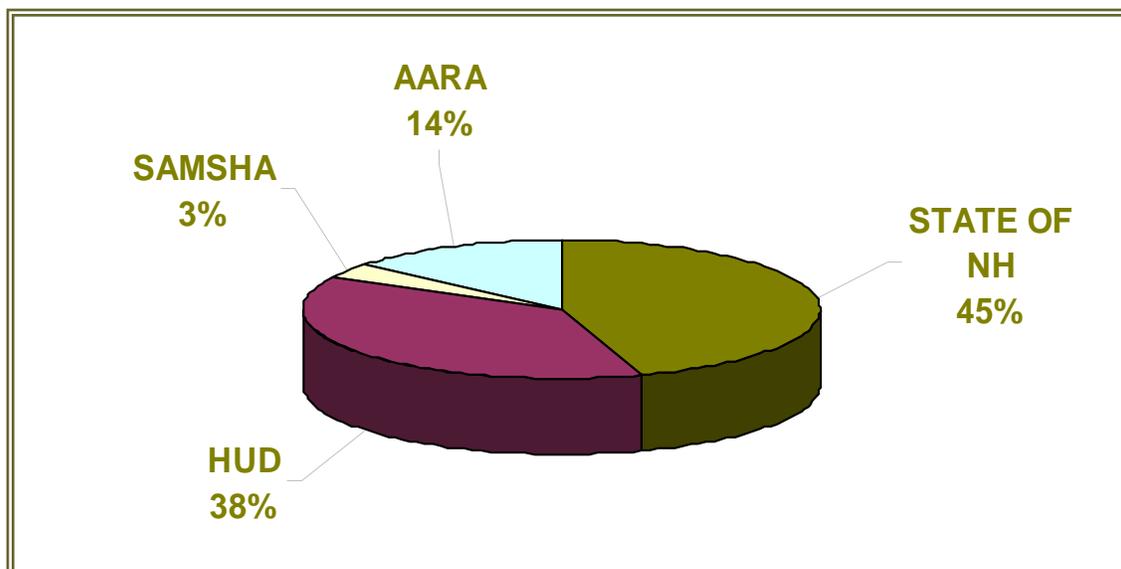
U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA)

Projects for Assistance in Transition from Homelessness (PATH) Outreach Program

Actual Expenditures: \$294,516

Actual Expenditures - SFY 2010

\$8,950,128





Provider Spotlight

Homelessness Prevention and Rapid Re-Housing Program



Bureau of Homeless and Housing Services Program

The HUD Homelessness Prevention and Rapid Re-Housing (HPRP) Program is funded through the American Recovery and Reinvestment Act (ARRA) of 2009, and BHHS was awarded funding totaling \$4,612,322 in July 2009. These funds were made available to assist individuals and families who are homeless or at risk of homelessness, and whose income is 50% or below the Area Median Income. HUD awarded funds through a competitive bidding process, which included submission to HUD of a Substantial Amendment to the 2008 NH Consolidated Plan's Action Plan. Funds must be expended within three years of HUD's execution of the grant agreement with the State of New Hampshire, which began on July 30, 2009.

The HPRP funds were an opportunity for New Hampshire service providers to look creatively at how to develop programming that would either prevent homelessness or rapidly re-house persons who had become homeless. Funds were meant to specifically target persons who were experiencing a temporary setback, such as a layoff, illness or other crisis related to the economic conditions the country was facing, and could be reasonably expected to be able to maintain their housing once the provision of service ended.

BHHS conducted a competitive bidding process and ultimately awarded 10 contracts, nine providing services to homeless and at risk persons, and one to the NH Homeless Management Information Systems (NH-HMIS) project, supporting activities related to required data collection and reporting. HPRP allowable activities include financial assistance, housing relocation and stabilization, data collection/evaluation and administrative costs which were capped at 5% and split equally between BHHS and grantees. Financial assistance includes security deposits, rental assistance, or assistance with utility payments, as well as moving assistance and short-term emergency hotel stays in the event no shelter is available. Programs across the State were given the flexibility to design programs that met the needs of the particular area, with assistance varying from three months to a maximum of 18 months (including arrearages). Housing relocation and stabilization services provide case management, outreach and engagement, housing search and placement, legal assistance, and credit repair assistance.

Like all ARRA-funded programs, HPRP is subject to a high degree of transparency and rigorous reporting requirements on both the state and federal level. Data collection and evaluation is done by the NH-HMIS lead agency. BHHS administers the grant and is responsible for compliance of grantees, with oversight from the NH Office of Economic Stimulus, FederalReporting.gov and HUD. Expenditures may be viewed at any time through the Federal Reporting website at www.recovery.gov.

The Way Home - Helping a Family

The HPRP program prevented the homelessness of a young family of three in rural New Hampshire who were facing a family tragedy of a stillborn baby and financial hardships from added medical costs and lack of work.

"It seemed hopeless and I feared we would now be homeless! I felt we had nowhere to go and that this was it! Our family was about to fall apart!"

They were interviewed at The Way Home for the Homelessness Prevention component of HPRP and worked with The Way Home's Housing Counselor on steps to stabilize their housing - setting family goals and strategies to stretch their budget. They needed help to cover past-due rent to prevent eviction and several months of additional rental assistance to get them back on their feet.

"We were able to focus on other past due bills including our electric bill that was sent every month with the horrifying disconnect notice. . . "

The Mom got a part-time job and the Dad's logging and firewood business started to pick up. They were able to stay in their home and their five-year-old son was able to continue in kindergarten in the same school because of the HPRP rental assistance and housing stabilization case management provided by staff from The Way Home.

In her letter, the Mom concluded with "Thank you – The Way Home! You did more than help us with rent; you changed our lives and allowed us to get through some very difficult times!"

The following community providers received awards that were finalized in September of 2009:

BHHS HPRP PROGRAMS AT A GLANCE

AGENCY	PROGRAM	TARGET	GEOGRAPHIC
BM CAP* Rick Cote 225-1107 or rcote@bm-cap.org	Prevention & Rapid Re- Housing	Individuals & Families	BELKNAP/MERRIMACK COUNTIES
CHILD & FAMILY SERVICES* Stacey Lazzar 518-4201 Lazzars@cfsnh.org	Prevention & Rapid Re- Housing	Youths Ages 18 TO 24	MERRIMACK & ROCKINGHAM COUNTIES
CROSSROADS HOUSE* Chris Sterndale 436-2218 or chris@crossroadshouse.org	Rapid Re- Housing & Some Prevention	Families in Shelter/Doubled Up	ROCKINGHAM/STRAFFORD
FAMILIES IN TRANSITION Laura Kelliher 641-9441 x 253 Lkelliher@fitnh.org	Rapid Re- Housing	Individuals, Families & Victims of DV	STATEWIDE
GREATER NASHUA MENTAL HEALTH Mark Thornton 889-6147 x 3220 or thorntonm@gnmhc.org	Prevention	Individuals w/Mental Illness, Receiving MH Services from GNMH	GREATER NASHUA AREA
HARBOR HOMES Carol Furlong 459-9587 or carolfurlong@harborhomes.org	BBH HOUSING TRANSITION	Severely Mentally Ill from Institutions or Community MH Agencies	STATEWIDE
SOUTHWESTERN COMMUNITY SERVICES* Craig Henderson 352-7512 x 4293 or chenderson@scshelps.org	Rapid Re- Housing	Families (@ full capacity as of 5-10)	CHESHIRE, SULLIVAN AND W. HILLSBOROUGH COUNTIES
THE WAY HOME* Natalie Martin 627-3491 x 220 or natalie@thewayhomenh.org	Prevention & Rapid Re- Housing	Homeless, at Risk of Homelessness, Victims of DV	STATEWIDE (3-month rental assistance limitation)
TRI-COUNTY CAP Housing WIN! Joie Finley Morris Tel. 443-6150 Fax.443-6100 Cell.723-6119 or joiefm@gmail.com	Prevention & Rapid Re- Housing (Security and First Month's Rent)	Hosp./Drug & Alcohol Treatment/Jail, On-the-Job Training, Homeless & Victims of DV	COOS, CARROLL, GRAFTON COUNTIES

*Program at capacity - no longer taking referrals.

Demonstrated Success of HPRP Funding State of New Hampshire

ACCOMPLISHMENTS **(October 1, 2009 through June 30, 2010)**

Total Served

HOMELESS PREVENTION PROGRAM

Total Households Served 166
Total Persons Served 382
Families Served 97

RAPID RE-HOUSING PROGRAM

Total Households Served 236
Total Persons Served 490
Families Served 106

Total Served by Activity

Financial Assistance

PREVENTION

Rental Assistance 141
Security/Utility Deposit 61
Utility Payment 17
Moving Assistance 6
Motel Voucher 4

By Households

Financial Assistance

RAPID RE-HOUSING

Rental Assistance 206
Security/Utility Deposit 188
Utility Payment 10
Moving Assistance 20
Motel Voucher 11

Housing Relocation and Stabilization

PREVENTION

Case Management 166
Outreach & Engagement 2
Housing Search & Placement 2
Credit Repair 2

By Households

Housing Relocation and Stabilization

RAPID RE-HOUSING

Case Management 236
Outreach & Engagement 10
Housing Search & Placement 26
Credit Repair 11

Funds Expended

(October 1, 2009 through June 30, 2010)*

HOMELESS PREVENTION

Total: \$490,106

Financial Assistance Funds
\$320,456

Housing Relocation and Stabilization
\$169,650

RAPID RE-HOUSING

Total: \$647,723

Financial Assistance Funds
\$430,409

Housing Relocation and Stabilization
\$217,314

GRAND TOTAL: \$1,137,829

**Total funds expended do not include Data Collection and Evaluation or Administrative funds.*

**DEMONSTRATED SUCCESS OF HPRP FUNDING
City of Manchester**

**ACCOMPLISHMENTS
(October 1, 2009 through June 30, 2010)**

Total Served

Homeless Prevention Program

Total Households Served 50
Total Persons Served 104

Rapid Re-Housing Program

Total Households Served 19
Total Persons Served 45

Total Served by Activity

Financial Assistance

By Households

PREVENTION

Rental Assistance 41
Security/Utility Dep. 19
Utility Payment 0
Moving Assistance 0
Motel Voucher 0

Financial Assistance

RAPID RE-HOUSING

Rental Assistance 16
Security/Utility Dep. 0
Utility Payment 0
Moving Assistance 0
Motel Voucher 0

Housing Relocation and Stabilization

By Households

PREVENTION

Case Management 49
Outreach & Engagement 13
Housing Search & Placement 17
Legal Services 4
Credit Repair 3

Housing Relocation and Stabilization

RAPID RE-HOUSING

Case Management 19
Outreach & Engagement 0
Housing Search & Placement 0

Credit Repair 0

Funds Expended

(October 1, 2009 through June 30, 2010)

HOMELESS PREVENTION

Total: \$139,542

Financial Assistance Funds
\$78,584

Housing Relocation and Stabilization
\$60,958

RAPID RE-HOUSING

Total: \$60,314

Financial Assistance Funds
\$40,195

Housing Relocation and Stabilization
\$20,119

GRAND TOTAL: \$199,856

** Total funds expended do not include Data Collection & Evaluation
or Administrative funds

Education and Homeless Children

The U.S. Department of Education McKinney-Vento Homeless Assistance Act defines “homeless children and youths” as:

- (a) individuals who lack a fixed, regular, and adequate nighttime residence...; and
- (b) includes-
 - i. children and youths who are sharing the housing of others due to loss of housing, economic hardship, or similar reason; are living in hotels, motels, trailer parks, or campgrounds due to lack of alternative accommodations; are living in emergency or transitional shelters; are abandoned in hospitals; or are awaiting foster care placement;
 - ii. children and youth who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings...;
 - iii. children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and
 - iv. migratory children who qualify as homeless because the children are living in the circumstances described in clauses (i) through (iii).

However, because the circumstances of homelessness vary with each family or unaccompanied youth’s situation, determining the extent to which the family or youth fits the definition must occur on a case-by-case basis.

As part of the McKinney-Vento to Homeless Assistance Act of 2001, all Local Education Agencies (school districts) in New Hampshire are required to appoint a local homeless education liaison. The liaison’s responsibilities include the identification and immediate school enrollment of children and youths living in homeless situations and ensuring they are connected to all educational services they are entitled to receive. Expedient determination of eligibility under McKinney-Vento and immediate school enrollment are critical to the child’s educational continuity. Liaisons also provide information about local and state resources and support available to homeless families and youth.

During the 2009-2010 school year, more than 170 local homeless education liaisons worked to ensure educational access to children and youth in homeless situations. School districts report annually to the NH Department of Education the number of homeless children and youths enrolled in their school district during the academic year. During the 2009-2010 school year, liaisons identified 2,573 homeless children and youths attending their schools. Of that number, 77% were living in a doubled-up situation temporarily sharing the housing of others, 9% were living in hotels or motels, 12% were living in shelters, transitional housing or awaiting foster care, and 2% were unsheltered staying in campgrounds, parks, cars, or some other similar situation.

On Tuesday, October 5, 2010, international relief organization Feed The Children delivered nearly 1,000 backpacks for homeless children to New Hampshire Tile Distributors. The backpacks, filled with school supplies, non-perishable food, personal care items, and books were picked up by local homeless education liaisons, outreach workers, and shelter personnel and delivered to homeless students and students at risk of homelessness. The NH Department of Education (DOE) Homeless Education Office, Title I, and Migrant Education Programs, Rochester School District, Manchester School District, NH Coalition to End Homelessness, DHHS BHHS, and NH Healthy Kids, are some of the partners that collaborated in the distribution event.

Bill Smethurst of New Hampshire Tile Distributors was honored with the Hope Starts Here Education Award at the 2010 New Hampshire Homeless Providers and Education Liaisons Partnership Conference. He was honored for his ongoing commitment to this annual effort, helping to ensure homeless children receive the educational resources they need to start off the school year.



Homeless Children and Youth Carry Adult Burdens on Children's Shoulders

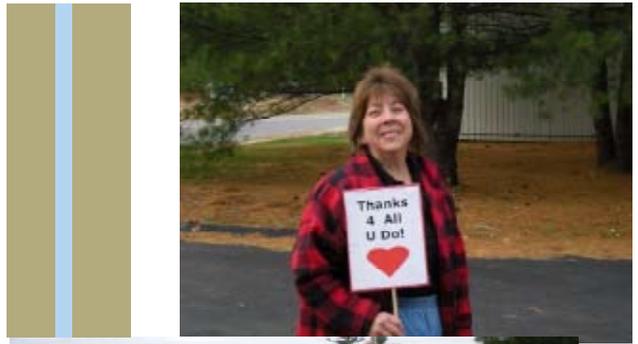
Matt (name changed for privacy), his Mom, and young sister came into town in early winter. Although there were many after school opportunities to take advantage of, Matt, a sixth grader, was always the first out the door at the end of the school day. He never stayed behind to join in sports or other activities, or hang out with his friends. An average student, he was often tired during class, wore the same clothes several days, did not have a warm jacket or hat, and did not talk much about his family or home. School personnel were concerned about him so they contacted the local homeless liaison.

The liaison met with Matt and his mother. They were staying at a shelter. Matt was running home after school each day for two reasons; he needed to care for his younger sister while Mom went out to look for a job, and he needed to give his mother his sneakers. They were sharing one pair of shoes.

The liaison arranged for new shoes and clothes for the family. She also found care for Matt's sister so he could attend the after school program, and spend time with his friends being a kid.

Homeless children often take on the role of caregiver of younger siblings. Sometimes they miss school to take care of a brother or sister while Mom or Dad looks for work and housing.

(Told by a NH Homeless Education Liaison)



Photographs courtesy of the NH Department of Education

*"It is a fact that homelessness is finding its way into the lives of our
friends and families. It's difficult to imagine what that*

must be like... A young boy said,

'I just want my family to have our own house so I can have a space of my own.'

We all need a space of our own."

~ NH Teacher

Service Continuum

Continua of Care

The State of New Hampshire strives to provide a comprehensive safety net of services to assist individuals and families who are homeless or at risk of becoming homeless. Services include a specialized information and referral line, emergency shelter, transitional and permanent housing, and various homeless prevention and intervention services across the State. These services constitute a Continuum of Care (CoC). CoCs are also the entities through which HUD funds Supportive Housing Programs (SHP). New Hampshire has three distinct CoCs, the Balance of State Continuum of Care (BOSCoC), Manchester Continuum of Care (MCoC) and Greater Nashua Continuum of Care (GNCoC).

BOSCoC

The BHHS coordinates the activities of the BOSCoC. The mission of the BOSCoC is to provide a coordinated effort among Local Service Delivery Area members to effectively address homelessness and obstacles to affordable permanent housing for all citizens. Membership is open to all interested in ending homelessness and includes all projects funded through the BOSCoC process. There are three subcommittees of the BOSCoC. They are as follows:

- Executive Subcommittee - develops overall goals and strategies for the BOSCoC;
- Data Subcommittee - provides statistical support to the BOSCoC, including review of the Annual Homeless Assessment Report (AHAR), review of BOSCoC data from the statewide Point-in-Time survey, analysis of gaps in needs, census information, and review of data quality reports from the NH-HMIS; and
- Housing Subcommittee - addresses current challenges, barriers and problems in homeless and housing opportunities.

Primary responsibilities of the BOSCoC include:

- developing annual goals and strategies to implement these goals;
- continually monitoring implementation of the activities surrounding these goals and providing support and action as necessary;
- approving the goals for the current year, which are identified in Exhibit 1 of the HUD Notice of Funding Availability, and providing members with the opportunity to review these goals at a number of BOSCoC meetings to determine the level of commitment the BOSCoC has in accomplishing tasks related to supporting programs for homeless people;
- encouraging coordination and collaboration with statewide CoCs regarding issues of homelessness;
- encouraging participation from all BOSCoC Local Service Delivery Areas to present and share information pertaining to the activity in their area at each BOSCoC meeting; and
- actively involving supporters of programs to support the needs of people experiencing homelessness or at risk of becoming homeless.

CoC Contact Information

Maureen Ryan, Co-Chair
Bureau of Homeless and Housing Services
NH Department of Health and Human Services
Hugh J. Gallen State Office Park
105 Pleasant Street, Concord, NH 03301
(603) 271-5043
maureen.u.ryan@dhhs.state.nh.us

Barry Quimby, Co-Chair
Center for Life Management
10 Tsienneto Road
Derry, NH 03038
(603) 965-0612
bquimby@clmnh.org

MCoC

Established in 1995, the MCoC is an interagency organization that unites efforts in the community to prevent and end homelessness. As members of the MCoC, dozens of agencies, policymakers and concerned citizens work together to develop and implement a comprehensive plan for ending homelessness in the city. Key activities of the MCoC include:

- facilitating broad-based collaboration among service and housing providers, municipal entities, and local businesses;
- coordinating services and other efforts for the local homeless population;
- collecting and utilizing data to accurately measure program performance and to monitor local trends in homelessness;
- educating the community about issues facing homeless populations and raising awareness of programs available to the homeless or at-risk of homelessness;
- researching and identifying diverse resources to support community efforts to prevent and end homelessness; and
- leading the community in defining public policy on issues related to preventing and ending homelessness.

Events and Projects

As the key resource for homeless services in the City of Manchester, the MCoC takes the lead in a number of important initiatives for Manchester's homeless population. Key events and projects include Project Homeless Connect, the Manchester Homeless Service Center, and the annual Point-in-Time Count.

Project Homeless Connect

On one day in December of each year, service providers, local businesses and community volunteers from across the city come together to provide essential services to Manchester's homeless population in one central location. Known as **Project Homeless Connect**, this event has become a principal resource for the homeless in Manchester. Since its initiation in 2007, this event has grown in popularity and attendance. For more information about this event, please contact the MCoC at info@mcoconh.org.

Homeless Service Center

Inspired by Project Homeless Connect, the Homeless Service Center provides daytime shelter, a place to have a free lunch, and access to essential services to homeless guests. Agencies involved in the MCoC collaborate with the Homeless Service Center to provide essential services for daytime guests. For more information, please contact:

Jim Robertson, Director
Homeless Service Center
140 Central Street
Manchester, NH 03103
(603) 232-0615
jim@hh-oc.org

Point-in-Time Count

Manchester's annual Point-in-Time Count provides a snapshot of the homeless population in the city. In addition to providing much needed data on the local level, these counts also help HUD keep track of national trends in the homeless population. The count is conducted on one day during the last week in January and includes information on sheltered and unsheltered homeless populations. For more information about the annual Point-in-Time Count, please contact the MCoC at info@mcoconh.org.

For more information about the MCoC, you can visit its website at www.mcoch.org or email info@mcoch.org.

CoC Contact Information

Maureen Beauregard, Chairperson
Families in Transition
122 Market Street
Manchester, NH 03101
(603) 641-9441

Kyle Beaulieu, Coordinator
Manchester Continuum of Care
122 Market Street
Manchester, NH 03101
(603) 641-9441, Ext. 259
vista@mcoch.org

GNCOC

Founded in 1994, the mission of the GNCOC is threefold: (1) to foster and promote comprehensive, cohesive and coordinated approaches to housing and community resources for homeless persons and families; (2) to identify and address service gaps and risk factors in the community; and (3) to prioritize unmet service needs to develop and oversee a system of prevention, intervention, outreach assessment, direct care and aftercare for homeless individuals and families.

Made up of non-profit housing service providers, federal, state and city governments, hospitals, veterans, social service agencies, homeless and formerly homeless people, police, financial community, private sector representatives, and religious institutions of several denominations, the GNCOC meets monthly to discuss ongoing strategies to ending homelessness in the community, and to share resources to meet specific goals.

Several initiatives related to the ARRA, including a \$2.1 million Neighborhood Stabilization Program, specifically targeted to provide individuals and families with disabilities who earn less than 50% of the Area Median Income with access to quality, residential environmentally-conscious permanent housing in the heart of downtown Nashua where the majority of service providers are located, are managed by GNCOC member agencies. GNCOC endorsed or actively participated in the design and implementation of the programs. All initiatives target individuals and families experiencing or at risk of becoming homeless, and/or those who are classified as special populations.

The HUD-VASH voucher program works with the community through interface/sharing resources. Several member agencies, including Harbor Homes, Southern New Hampshire Services, and Nashua Pastoral Care Center, have made presentations to area veteran organizations/VA Medical Center describing their supportive services available.

Bruce Bissett, the homeless liaison for the VA, attends GNCOC meetings, and the VASH homeless coordinator, Lisa Jacobus, attends GNCOC meetings on a regular basis. Harbor Homes operates three homeless veterans transitional housing programs in Nashua, and, working with member GNCOC agencies, the VA, and other service providers, have used VASH to coordinate a Continuum of Care that has led to a dramatic decrease in area veteran homelessness since 2004.

Due to ARRA funds and conceptual support from GNCOC agencies, as well as ongoing in-kind program support, Harbor Homes opened the area's first and only Health Care for the Homeless clinic, which will provide primary, preventive, and supplementary health care to homeless men, women, and youth. In addition, Harbor Homes also operates an ARRA-initiated SAMHSA Services in Supportive Housing Program which will result in increased services for 300 of Greater Nashua's community members living with severe mental illness, substance use disorders, and/or co-occurring disorders. Again, conceptual support was provided by GNCOC member agencies.

CoC Contact Information

Wendy LeBlanc, Chairperson
Greater Nashua Continuum of Care
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12 Amherst Street
Nashua, NH 03064
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Candace Cappio Gebhart, Co-Chair
Greater Nashua Continuum of Care
Paralegal, NH Legal Assistance
21 East Pearl Street, Suite 2
Nashua, NH 03060-3407
(603) 598-3800, Ext. 2906
cgebhart@nhla.org

Peter Kelleher, Co-Chair
Greater Nashua Continuum of Care
President and CEO, Partnership for Successful Living
45 High Street
Nashua, NH 03060
(603) 882-3616
p.kelleher@harborhomes.org

From the Nashua Soup Kitchen and Shelter

As I was directing traffic when people came out of the backpack program, a Mom came over to me. She thanked me for what we were doing and said it was so important. She told me her older daughter had been getting backpacks for four years . . . from backpacks to college, she said. "My daughter has a full four-year scholarship to Boston University."

On another day I was working at my desk and overheard two children, a little girl and a little boy about eight or nine, playing in our waiting room. Their Mom was being assisted by one of our staff. I saw that the children were play-acting with the little wobbles figures they had. They said to each other:

"Do you have a place to stay tonight?"

"No, I don't think so."

"You can stay at our apartment, we have lots of room."

"Can boys come too?" he asked.

I was struck by this adult conversation coming from these children. We ask folks all the time if they have a place to stay since they might need to come to our shelter. However, this is not what little children should be worrying about or play-acting about. It reminded me – harshly – of the sad reality for some of the children and families we help.



New Hampshire Homeless Hotline

New Hampshire Homeless Hotline (NHHH) provides a critical link for citizens who are homeless or at risk of becoming homeless, often receiving the first call for help from people who do not know where else to turn for assistance. A confidential information and referral line, NHHH is a statewide toll free number operating 24 hours a day from October 1 through April 30, and during regular business hours the rest of the year. NHHH provides assistance to people who are navigating through the State's homeless service system by helping people access shelter, connect with local outreach workers, and provide timely and accurate information about homeless prevention and intervention services in the caller's area.

Homeless
Hotline Number
1-800-852-3388

A local college class came to tour our shelters. Eileen was leading the tour and noticed the professor stepped outside. Eileen also walked out to see what was going on. There was a female student who was crying. Eileen asked if everything was all right and she said tearfully, "I lived here when I was 10." She told Eileen, "I remember the people were really nice and I got an Easter basket which I loved." She had been at the shelter with her dad and other siblings. She soon went to live with a grandparent. She is now a first-year student at a local private college and doing well so far.

(Nashua Soup Kitchen and Shelter)



Homeless Prevention and Intervention

An array of statewide services fall under the Homeless Prevention/Intervention service spectrum which, together with the emergency shelter system, act as a safety net for some of New Hampshire's most vulnerable citizens. Services are provided through six Community Action Agencies and other non-profit service providers across the State and provide interventions that have a direct and positive impact on individuals and families, preventing them from becoming homeless or assisting the homeless in moving on to permanent housing. Services are widely varied to meet the diverse needs of homeless individuals and families and often provide direct financial assistance to avoid eviction or foreclosure, pay overdue utilities when disconnection is eminent, or assist with transportation so someone can continue to work or receive health care or other services. These programs are often the "last resort" for folks facing circumstances that will result in homelessness. Other Prevention/Intervention services include budget counseling or assistance with acquiring other necessary life skills and assistance accessing essential services such as shelter or other human services

Sept 29, 2007

Dear Arilyn + Jean

I just wanted to tell you that
I am now a permanent full time
employee at . . .

I want to thank you and the
rest of the staff for believing in
me, encouraging me, supplying me
with resources, ideas etc, for understanding
the emotional dynamic of what my
daughters and I have been going
through. I want to thank you for
making the sacrifice and exception
in allowing to be here so
we could be together as a family.
That means so very much to me especially
considering what we have gone through.
Finally, we are actually taking
and receiving steps towards living
a free and normal way of being
life. It feels so great. Wow
I have a full time job! I'm
so excited.
may God Bless each one of you.
Thank you! . . .

Letter courtesy of Friends Emergency Housing

Outreach and Intervention

Homeless outreach programs are designed to meet people “where they are at” and assist them in connecting with essential services and programs that will provide for basic needs such as shelter, food, clothing, as well as referrals and assistance in accessing services, including medical care, mental health care, and other human services.

The HUD-funded Homeless Outreach/Intervention Prevention (HOIP) program is a statewide collaborative project among four Community Action Agencies and DHHS’ BHHS. The HOIP is designed to provide aggressive street outreach and intervention services to the unsheltered homeless throughout the State. In the past year, the number of homeless clients served by HOIP workers in the BOSCoC (i.e., excluding Manchester and Nashua) was 2,680. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)

The Projects for Assistance in Transition from Homelessness (PATH) Program is funded through a grant from the SAMHSA branch of HUD with funds contracted to Community Mental Health Centers and a Community Action Agency. PATH outreach provides services to those experiencing homelessness and serious mental illness (SMI) or SMI and a co-occurring substance use disorder. PATH workers assess for immediacy of needs, and continue to work with individuals to enhance treatment and/or housing readiness while linking clients to vital supports such as shelter, health care, mental health treatment, financial assistance and ultimately housing. PATH service workers provided outreach services to 1,376 individuals. Of these, 1,153 or 84% of those receiving outreach services were enrolled as PATH clients.

When a NH PATH outreach worker met Jim (name changed for privacy) more than two years ago, he was staying at a community emergency homeless shelter. Jim was a veteran, homeless, and was living with chronic depression, alcoholism and medical issues. Jim had two small children, but because of his life issues, they were not in his custody.

The PATH worker worked with Jim to link him back to housing and treatment services. The first step was to connect him with the Veterans Administration (VA) in Manchester where his veteran status and current homeless status made him eligible for medical, counseling and other services. He participated in substance abuse treatment sessions, sought medical treatment and was working on clearing up other economic issues that contributed to his homelessness.

The road to recovery is not always a direct one. As Jim experienced slips in his sobriety and mental health care, his involvement with community support systems and the VA also waxed and waned. For a period of time, he left shelter and resumed living in a tent. Through this time Jim’s PATH outreach worker kept in touch and involved. It took about a year, but Jim regained part-time employment. His outreach worker helped him enroll in the VA’s Supportive Housing (VASH) Program. About three weeks later, Jim got the voucher. After that the PATH outreach worker brokered an apartment through a local landlord, connected Jim with other housing support programs, and within six more weeks, Jim had a neighborhood apartment where his children could come and visit.



Homeless Shelter Services

The DHHS, BHHS, provided funding to 42 programs that provided shelter to 4,681 homeless men, women and children in SFY '10. These shelter programs act as a safety net for individuals and families who have run out of options and would otherwise be without a place to sleep. They are a critical component of the local homeless Continua of Care.

Emergency Shelters - These shelters serve more than 677 people (individuals and families) on any given night across the State. Emergency shelters at a minimum provide for basic needs with a warm place to sleep. Many provide much more. Additional services include meals, assistance accessing mainstream resources and benefits, assistance accessing affordable housing, and/or comprehensive case management to assess needs and develop a plan to move forward, out of homelessness. Many shelters also have a transitional shelter component, whereby guests receive additional support around skill building ensuring they will be ready to maintain their new home once permanent housing is obtained.

Transitional Programs - These programs have specific admission requirements guests must meet in order to be admitted and that assist guests in developing the daily living skills needed to be successful in permanent housing. BHHS funds six such programs.

Specialty Shelters - These programs provide emergency shelter to a specific subgroup of the homeless population. Services at these shelters are designed to meet the unique needs of those served. Six specialty shelters in the State serve individuals in recovery from substance abuse (3), homeless youth (1), pregnant women (1), and female ex-offenders (1).

Domestic Violence Shelters - BHHS contracts with the New Hampshire Coalition Against Domestic and Sexual Violence (NHCADSV) to provide funding to 12 Domestic Violence Shelters statewide. NHCADSV is a statewide network of local crisis centers providing safe and empowering environments for victims and survivors of domestic and sexual violence. Homeless victims of domestic violence, predominately women and children, receive emergency and transitional shelter as well as critical support services through these shelters. In SFY '10, 673 individuals were sheltered at domestic violence shelters.

PROGRAM TYPE	NUMBER OF SHELTERS
Emergency Shelters	18
Transitional Programs	6
Specialty Shelters	6
Domestic Violence Shelters	12
TOTAL	42

A Bridge House Family 2009/2010

T, a 28-year-old single mother, entered the Bridge House (BH) with her three young children, ages 4, 5 and 8 years old. From the start, it was obvious she was an excellent parent, but there were complications. She had been battling a rare cancer for two years. Because of her health history and wan appearance, the Director, an RN, immediately obtained a full battery of tests. Initially, T was thought to be in remission.

Through the advocacy of the case manager, T was convinced she could be a great mom and support her family while being gainfully employed. She was hired full-time at a local pharmacy, and her children were enrolled in childcare and school. She worked successfully for several months and received help and connections to community resources. Eventually, she became a manager in training, acquired a car through the Good News Garage and obtained her own apartment.

Soon after moving out of the shelter, T relapsed. BH took her to Dartmouth Medical Center for re-evaluation. Again T was diagnosed with cancer. BH immediately stepped in to transport her to radiation treatments and to help with the children. T was no longer in the shelter, but she was still in the shelter's hearts.

As T became increasingly ill, BH requested a "wraparound" meeting with all identified resources in T and her children's lives, from physicians and family to the school nurse and BH staff. She informed all that the cancer was terminal, and she had little time to live. The team created a plan to insure the children were cared for at all times, transportation was in place, and long-term support provided. However, there was one immediate need.

Through BH's advocacy with First Star, Plymouth Travel, and private donors, T, her three children, the children's father, now reunited with the family, and T's mother went to Disney World in October of 2009. She and the children's father were married at the hotel. They returned committed to providing a healthy family environment for the children for as long as possible. The children's father was hired as a manager at a McDonalds 45 minutes to the north. With help from her mother, BH staff, and the children's pediatrician, T was able to remain in her apartment through Christmas. In February, she was moved to hospice care at her mother's home 75 minutes to the south.

Since then the children, living with their father, continue to excel in school. He's been able to maintain his job because BH supports him by caring for the kids two days a week when he gets up at 4:30 am to open the restaurant. Other support comes from the children's pediatrician (a BH board member) and two neighborhood parents (former BH participants). He took the children to the grandmother's to be with their mom on his time off two days a week. He knows BH is there for him and the children whenever he wishes.

T was 30 on August 18th. Though emaciated in appearance, she was able to greet and interact with family and friends. T's mom felt that T couldn't and didn't want to sustain life much longer. On the morning of October 19th T passed on, with her husband, mother and stepfather by her side.

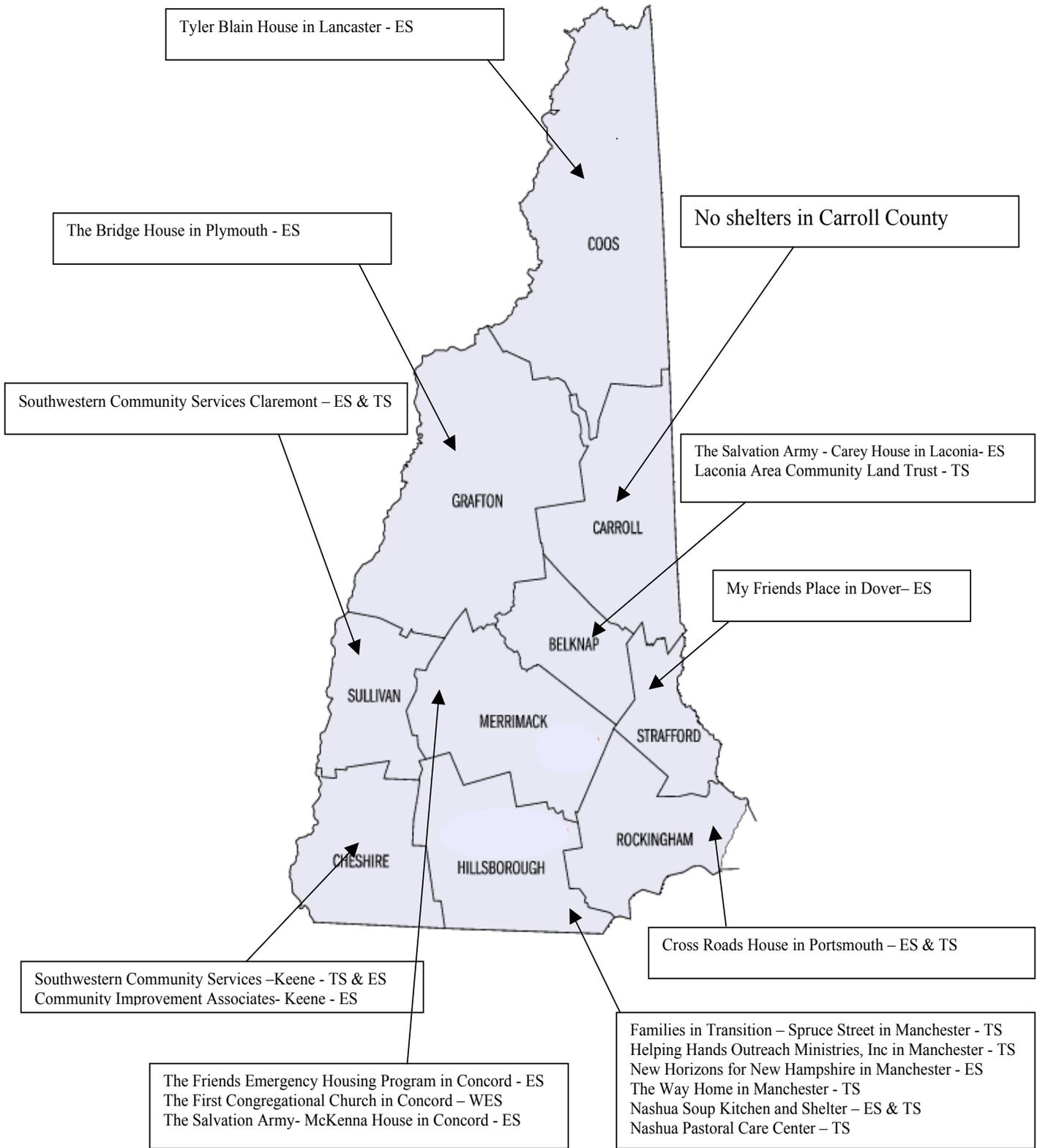
The Bridge House remains committed to the continued partnership with, and advocacy for, this family.

The grandmother's two-minute testimonial about T and the Bridge House can be found archived on NH Public Radio's "Giving Matters." There is also a direct link to it on the BH home page, i.e. tbhshelter.org.

Bridge House puts the participant first. When a motivated individual or family asks for support, BH will do what it takes to encourage their success. For the less motivated individual, BH recognizes, regardless of the length of stay or appearance of success, they have had some impact and made a difference in that person's life.



Photograph courtesy of Bridge House



State Funded Emergency and Transitional Shelters

Emergency Shelter - ES
 Transitional Shelter TS
 Winter Emergency Shelter - WES

US Department of Housing and Urban Development (HUD) Transitional and Permanent Supportive Housing Programs

HUD-funded Supportive Housing Programs (SHP) are an essential service within New Hampshire's homeless Continuum of Care. They are designed specifically to serve individuals and families who are homeless and have a disabling condition that prevents them from living independently. Designed to provide comprehensive case management, these programs meet the needs of the chronically homeless, persons with mental illness, dual diagnosis, Acquired Brain Disorder, and other disabling conditions. Providers include Community Action Agencies, Community Mental Health Centers, New Hampshire Hospital, and several smaller non-profit organizations. Direct services include: case management, assistance with acquiring essential life skills, housing, and other supportive services that will ensure their housing placement is permanent.

Transitional Housing for the Homeless

This is a first stop on the road to permanent housing! For many formerly homeless individuals and families, transitional housing is a crucial step on their journey from homelessness to permanent housing. Transitional housing provides housing plus support services aimed at assisting people in developing life skills necessary to ensure that when they finally acquire housing it will be permanent. Program staff assist folks in accessing health and mental health care, job readiness, and with developing life skills around successful household management skills such as budgeting, and being a good tenant. The goal is to assist homeless individuals and families in transitioning to permanent housing.

BOSCoC Transitional Housing Service Providers

Tri-County Community Action Program
30 Exchange Street
Berlin, NH 03570

Northern Human Services
145 High Street
Littleton, NH 03561

My Friend's Place
368 Washington Street
Dover, NH 03820

Families in Transition
122 Market Street
Manchester, NH 03101

Southwestern Community Services
P.O. Box 603
63 Community Way
Keene, NH 03431

New Hampshire Hospital
36 Clinton Street
Concord, NH 03301

Community Action Program
Belknap-Merrimack Counties
P.O. Box 1016
2 Industrial Park Drive
Concord, NH 03302-1016



MCoC Transitional Housing Service Providers

Helping Hands Outreach Ministries
50 Lowell Street
Manchester, NH 03101

Families in Transition
122 Market Street
Manchester, NH 03101

Child and Family Services of NH
464 Chestnut Street
Manchester, NH 03105

Liberty House
75 West Baker Street
Manchester, NH 03103

The Way Home
214 Spruce Street
Manchester, NH 03103

GNCOC Transitional Housing Service Providers

GNCOC agencies offer several permanent supportive and transitional housing programs funded through the annual SuperNOFA application, as well as various other funding streams. Transitional housing programs include:

Greater Nashua Council on Alcoholism
Keystone Hall
5 Pine Street Extension
Nashua, NH 03060

Marguerite's Place
87 Palm Street
Nashua, NH 03060

Greater Nashua Interfaith Hospitality Network
(Ann-Marie House)
180 Lowell Road
Hudson, NH 03051

Nashua Pastoral Care Center
7 Concord Street
Nashua, NH 03060

Keystone Hall and Marguerite's Place are funded by the HUD SuperNOFA.

A new transitional housing program (non-McKinney-Vento funded) targeted to serve 20 homeless veterans (the program has a total of 40 beds) came on line in July 2010.

Permanent Housing for the Handicapped Homeless

HUD-funded permanent supportive housing providers offer housing and supportive services to homeless persons with disabilities such as mental illness, chronic substance abuse, dual diagnosis, or Acquired Brain Disorder. Residents of permanent housing programs benefit from facilitated access to health, mental health, and social support services offered by the programs and/or within the community. These HUD-supported programs include group homes and individual apartments within the community. These collaborative programs are:

BOSCoC Permanent Housing Service Providers

Center for Life Management
10 Tsienneto Road
Derry, NH 03038

Genesis Behavioral Health
111 Church Street
Laconia, NH 03246

Families in Transition
122 Market Street
Manchester, NH 03101

Community Partners
(Behavioral & Developmental
Services of Strafford County)
113 Crosby Road, Suite 1
Dover, NH 03820

Community Services Council of NH
P.O. Box 2338
Concord, NH 03302

Seacoast Mental Health Center
1145 Sagamore Avenue
Portsmouth, NH 03801

Harbor Homes, Inc.
45 High Street
Nashua, NH 03060

Southwestern Community Services, Inc.
P.O. Box 603
63 Community Way
Keene, NH 03431

MCoC Permanent Housing Service Providers

Helping Hands Outreach Ministries
50 Lowell Street
Manchester, NH 03101

Families in Transition
122 Market Street
Manchester, NH 03101

Manchester Housing and
Redevelopment Authority
198 Hanover Street
Manchester, NH 03104

Veterans Administration
718 Smyth Road
Manchester, NH 03104

Southern New Hampshire Services
40 Pine Street
Manchester, NH 03103

The Way Home
214 Spruce Street
Manchester, NH 03103

GNCOC Permanent Housing Service Providers

Housing Partnership
1555 Islington Street
Portsmouth, NH 03801

MP Housing
87 Palm Street
Nashua, NH 03060

There was an increase of new permanent supportive housing beds for individuals and the chronically homeless in the GNCOC. The number of individual beds increased due to 35 new VASH vouchers (15 targeted to chronically homeless) and two new units from the Permanent Housing X program (two targeted to chronically homeless.)

Shelter + Care

Shelter Plus Care (S + C) programs are designed to provide both housing and support services to individuals or families who are homeless and need support to maintain permanent housing. To be eligible, participants must be homeless and living in an emergency shelter, the streets, or another place not meant for human habitation and have a disabling condition. HUD funding provides for a rental subsidy, and support services are provided through local service agencies, the cost of which serves as the financial “match” for the HUD funding. The program is designed to be flexible in meeting the needs of participants with housing options and varied support services that may include mental health treatment, health care, case management, substance abuse treatment, or assistance with other basic life skills. Program participants are required to pay a portion of their income toward rent and be actively engaged in services.

BOSCoC Shelter + Care Programs

Three S + C programs are funded through the BOSCoC. They are:

Southwestern Community Services, Inc. (one)
P.O. Box 603
63 Community Way
Keene, NH 03431

Center for Life Management (two)
10 Tsienneto Road
Derry, NH 03038

GNCoc Shelter + Care Program

Nashua Housing Authority (one)
40 E. Pearl Street
Nashua, NH 03060

(Nashua Housing Authority is the Grantee and Harbor Homes is the Project Sponsor.)

Homelessness in New Hampshire



In Need of Assistance

A pregnant mother of three, whose husband had left her, came into the Nashua Soup Kitchen and Shelter (NSKS) because the electricity in her home had been shut off. She could not get local assistance because her husband had already received assistance for the family in the past. The mother was so desperate she was ready to write a bad check to get the electricity turned on so she could cook for her children. NSKS staff called the utility company and negotiated a payment plan for her and got the company to turn the electricity on while she applied for benefits.

A woman came into the NSKS who had moved to Nashua. Her U-Haul truck had caught fire on the highway and she had lost everything. We were able to give her emergency food, a backpack for her daughter, toiletries, curtains, blankets and some household items to hold her over until her insurance paid her for her losses.

Nashua Soup Kitchen and Shelter

Housing Opportunities for Persons With AIDS (HOPWA)

HOPWA grants administered by BHHS and provided through the Merrimack Valley Assistance Program bring assistance and extensive support services to persons with HIV/AIDS and their families. The population served includes low and very low income, and those at risk of displacement or of becoming homeless. These projects emphasize stabilizing participants' current housing situations and, whenever possible, maintaining them in their homes where they prefer to reside. Housing solutions, case management, and supportive services are intertwined in maintaining and improving participants' independence, self-sufficiency, quality of life and personal dignity.

In the last reporting year, March 1, 2008 through February 28, 2009, these two programs:

- provided 29 households with tenant-based rent assistance;
- supported 118 households with short-term rent, mortgage or utility assistance; and
- provided 318 households with other supportive services.

In addition, 90% of all participants maintained their permanent housing situation for at least one year.

GNCoc

HOPWA grants administered by the City of Nashua and Harbor Homes, Inc. (with supportive services delivered by the sponsor, Southern NH HIV/AIDS Task Force) provide support as described above to individuals and families living with HIV/AIDS in Greater Nashua.

The City of Nashua grant provides tenant-based rental assistance and supportive services, and in the last fiscal year (May 1, 2009 - April 30, 2010) provided 36 households with tenant-based assistance and supportive services. The Harbor Homes grant provides short-term rent, mortgage and/or utility assistance and supportive services, and in the last fiscal year (October 1, 2009 - September 30, 2010) provided short-term assistance to 25 households and supportive services to a total of 34 households.

Promoting Access to Permanent Housing

Two unique intervention programs promote access to permanent housing, providing opportunities for low-income individuals and families to secure safe, affordable housing in New Hampshire's low vacancy high cost rental market. These programs may serve as both a landlord incentive to rent to someone who may not have a strong housing or credit history, and provide financial assistance in the form of an affordable loan or guarantee to the client. These programs can assist homeless individuals and families to move more quickly out of homelessness than if they were to save up the funds (often first and last month's rent plus the security deposit) necessary to move into an apartment.

Housing Security Guarantee Program (HSGP)

This is a non-cash voucher program that provides a guarantee for the security deposit to the landlord. The agency provides a guarantee for the security deposit to the landlord, while the tenant makes payments to the agency until the total amount of the guarantee is met.

This program assisted 733 households in SFY '10.

Homeless Housing and Access Revolving Loan Fund (HHARLF)

This new program provides loans for the first month of rent and/or security deposit for homeless individuals and families.

This program assisted 116 households in SFY '10.

Homeless Management Information System

A clear and accurate understanding of homelessness in New Hampshire is essential to eliminating homelessness and achieving “permanent, sustainable and adequate housing for every resident in our State.”² The NH-HMIS project is a key tool in developing that understanding. Required by HUD through a Congressional mandate, the NH-HMIS project continues a multi-year collaborative partnership of the three CoCs serving the homeless population of New Hampshire. Having completed the initial implementation of the NH-HMIS system across the state, the system continues to be refined. Currently NH-HMIS has been implemented at 100% of statewide HUD-funded emergency shelters and transitional programs.

This year, Harbor Homes, Inc. became the lead agency responsible for all NH-HMIS training and operations throughout New Hampshire. The NH-HMIS staff at Harbor Homes will continue to focus on speed and accuracy for entering information into NH-HMIS, and on building quality reports from NH-HMIS that can be used at national, state, and local levels. Additional information about NH-HMIS can be accessed through: <http://www.nh-hmis.org/>.

Developments in 2010

A number of developments underway either in SFY '10 or prior to publication deserve mention in this report. They are as follows:

Housing Action New Hampshire, a statewide advocacy coalition for affordable housing established in November of 2009, continues to advocate to increase state and federal investment in the development, preservation and maintenance of housing that is affordable to low-income people in New Hampshire.

A one-day statewide point-in-time count of homeless individuals was administered on January 27, 2010, from 12:00 midnight to 11:59 p.m. and targeted city/town welfare offices, homeless shelters, hospitals, police departments, soup kitchens, food pantries, outreach workers, and other providers serving homeless people in New Hampshire. The count was a coordinated effort between the three local homeless Continuum of Care: Greater Nashua, Manchester and the “Balance of State.” Results of this count revealed that there were 2,144 homeless individuals across the State. Of the total, 1,355 were sheltered, 257 unsheltered, and 532 temporarily doubled-up (residing with family or a friend). Of this count, 358 were families.

On April 11, 2010, the Nashua Soup Kitchen and Shelter held its Annual Run for Food and Shelter 10K and 5K races. The races were “certified green events” for the second year in a row. The race was the first race in New Hampshire to be certified green in 2009.

On May 3, 2010, the Manchester Continuum of Care Homeless Services Center opened at 142 Central Street in Manchester. There are numerous Continuum agencies providing services on a rotating basis. This center offers Manchester’s homeless adults a safe refuge from the elements and, most importantly, an opportunity to access a variety of services in one centralized location. People are served lunch, have access to showers, computers, healthcare and targeted programming. The Center is a one-stop shop for connecting people in need with food, healthcare, mental health, skills development, housing and other services.

On June 18, 2010, a groundbreaking ceremony was held for the Dalianis House in Nashua, a project of Harbor Homes, Inc. A five-story commercial building located in downtown Nashua was renovated to create 40 units of housing for honorably discharged US veterans. Over 200 people attended the event, including Governor John Lynch.

² New Hampshire’s Ten-Year Plan to End Homelessness, p.4: <http://www.hrsa.gov/homeless/statefiles/nh10.pdf>

In 2010, New Hampshire had its largest deployment in the history of the New Hampshire National Guard. Given the importance of making sure services for these men and women and their families are coordinated to ensure safety and stability during deployments and when these soldiers arrive home, the Homeless Veterans Committee was created through collaboration with the Veterans Administration and the NH DHHS. This Committee wrote a plan entitled *The New Hampshire Homeless Veterans Plan* which was released on June 18th. This is a four-year strategic plan to end homelessness among veterans and their families in New Hampshire. It is hoped that coordinating services and resources will have a strong impact on veterans' homelessness in New Hampshire.

On September 22, 2010, the Nashua Soup Kitchen and Shelter received honorable mention from the Alfred P. Sloan Awards for Business Excellence for best practices in workplace flexibility.

On September 24, 2010, the New Hampshire Coalition Against Domestic and Sexual Violence received The Corporate Fund Award for Excellence in Nonprofit Management. The award is presented annually to organizations demonstrating exemplary nonprofit management practices. It was noted by the Chair of The Corporate Fund that "the Coalition was selected because they have ensured that New Hampshire has among the most progressive domestic and sexual violence laws in the country."

On November 18, 2010, the Boys and Girls Club of Greater Nashua recognized the Nashua Soup Kitchen and Shelter with a plaque "For Their Dedication, Commitment, and Service to the Nashua Community."

Headrest received a grant from Mascoma Bank's Foundation in the amount of \$7,500.00 that helped replace the 30 year-old roof on an eight-bed clinically managed residential detox Program. Headrest is a 501(c)(3) non-profit organization that provides addiction and crisis support services, focusing on those who cannot otherwise afford these services. Their services include a hotline for crisis and addiction services, the only crisis hotline staffed 24/7 in New Hampshire and Vermont.

On November 30, 2010, Harbor Homes, Inc. hosted Project Homeless Connect in Nashua. There were also events held in Manchester on December 15, 2010, and in Concord on January 6, 2011. This is an annual event that provides the homeless and those at risk of homelessness with a one-stop access point to area services such as medical, dental, social services, and housing information.

On December 21, 2010, candlelight vigils took place in Claremont, Concord, Conway, Keene, Laconia, Lebanon, Manchester and Nashua. These events are held nationwide and referred to as Homeless Memorial Day. Participants read the names of New Hampshire people who experienced homelessness and died in 2010. The event brings attention to the tragedy of homelessness, provides an opportunity to honor those who have died, and recommits to the task of ending homelessness.

On January 31, 2011, the Concord Coalition to End Homelessness opened a winter family emergency shelter at the Philbrook Center on Fruit Street in Concord. The shelter will serve approximately 10 families (40 beds). It will be open 24 hours a day, seven days a week. The New Hampshire Homeless Hotline will be the contact for referrals.

Activities of the Bureau of Homeless and Housing Services

The DHHS, BHHS, has overall responsibility for supporting statewide homeless service activities. It provides leadership, resources and coordination among a large group of emergency shelter providers. Below are a number of BHHS activities completed in the past year.

NH Homeless Access Survey – In 2010, BHHS continued a consumer survey initiative, the goal of which was obtaining more accurate information about individuals and families experiencing homelessness in New Hampshire. Of particular interest was if, and how, people access social supports and services when they are living in homeless shelters, cars, or in the woods and by the rivers near our towns. Graduate and undergraduate level students from New Hampshire’s university and college system, and local community colleges, interviewed over 230 people in homeless shelters and other sites throughout the State. The students were able to use their work as service/learning components of their course work. Some also folded this into other social research projects. The survey information helped clarify basic issues experienced by people living in poverty and homelessness, and causal links such as unemployment, domestic violence, and prior involvement with the child welfare system.

In collaboration with the Substance Abuse and Mental Health Services Administration, New Hampshire Legal Assistance, and the Center for Social Innovation, BHHS coordinated technical assistance to address legal barriers to housing experienced by people affected by poverty, mental health disorders, or other co-occurring conditions. Monthly technical assistance, which began in June and continued through September of 2010, combined consultation with state and national experts on the issues of disabilities and their effects on access to housing. The sessions also included strategic planning on addressing barriers to housing in specific New Hampshire communities, and increasing access to legal consultation by those providing direct services to people experiencing homelessness.

BHHS, the Division of Family Assistance and the New Hampshire Coalition to End Homelessness continue a collaboration that increases access to DHHS services through electronic applications to people living in disadvantaged situations in the State. Local HOIP and PATH outreach centers, AIDS service organizations, and several New Hampshire homeless shelter programs are connected to the NH Electronic Application System (NH Easy). Local program staff are trained to provide on-site assistance to people who need access to supportive programs provided through DHHS. This dramatically increases early access for people living with homelessness and disabling conditions as they try to access vital DHHS services.

In 2010, BHHS provided the following free trainings to providers:

- Mental Health Awareness Training - assist workers in obtaining the knowledge necessary to engage and work with people in recovery in a shelter setting;
- Substance Abuse Training Part I - raise awareness and understanding of the dynamics and impact of addiction on people whom we serve;
- Case Management Training - assist residents of transitional and emergency shelters to prepare, move into and maintain permanent supportive housing;
- Crisis Prevention Intervention Training - learn how to recognize and respond to the warning signs of a developing crisis situation;
- Substance Abuse Training Part II - initiate conversations about alcohol and other drug use with people who have substance use disorders; and
- Homelessness and Trauma - develop an understanding of the impact of traumatic stress across various areas of people’s lives and discuss practical “next steps” for participants to take to implement trauma-informed practices in their own work and in their organizations.



On October 13, 2010, BHHS and the Department of Education hosted the 2010 NH Homeless Providers and Education Liaisons Partnership Conference. Highlights of the Conference included:

- A presentation of the second New Hampshire Coalition to End Homelessness (NHCEH) Hope Starts Here Scholarship Award was made to Netaya Kevorkian. This award assists high school graduates who have experienced homelessness, but have found the courage and strength to continue their education.
- The NHCEH Hope Starts Here Education Award was presented to Bill Smethurst of New Hampshire Tile Distributors for his ongoing commitment to the annual Feed the Children event that delivers backpacks to homeless students and students at risk of becoming homeless.
- County Commissioner Elizabeth Blanchard received the NHCEH Community Service Award “A Home for Everyone” for her high level of commitment and compassion in assisting people in New Hampshire who are homeless.
- Conference keynotes included Jennifer Ho, Deputy Director of the US Interagency Council on Homelessness, and Barbara Duffield, Policy Director of the National Association for the Education of Homeless Children and Youth. Over 200 providers attended the conference, the majority consisting of homeless providers and homeless school liaisons.



Acknowledgments

Stories, photos and quotes appearing in this report are courtesy of the New Hampshire Department of Education, Families in Transition, Southwestern Community Services, NH Housing, Friends Emergency Housing, The Bridge House, Nashua Soup Kitchen and Shelter, Belknap-Merrimack Community Action Program, Strafford County Community Action Committee, The Way Home, Manchester Continuum of Care, Nashua Continuum of Care, and the New Hampshire Department of Health and Human Services.

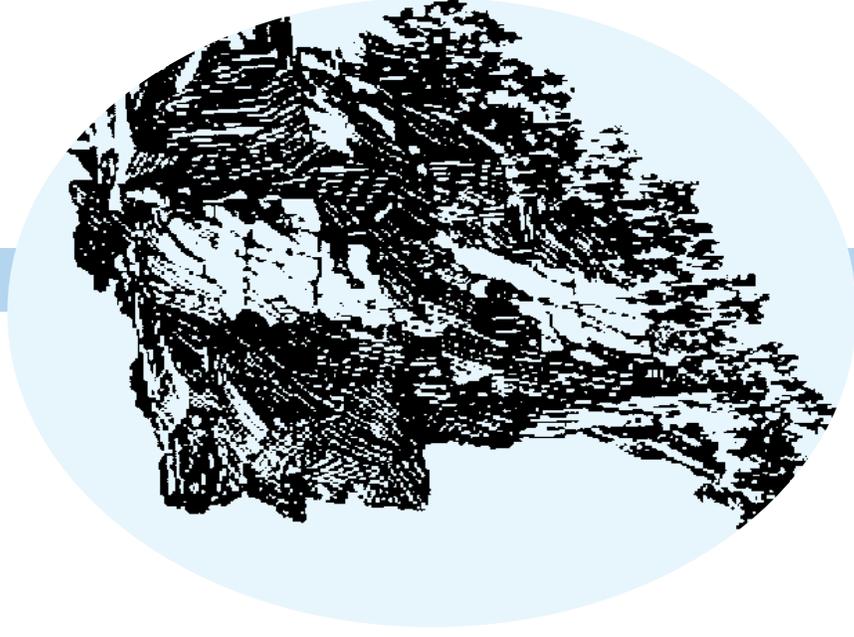
Special thanks to the New Hampshire Department of Health and Human Services Public Information Office for assisting us in the design/layout of the report.

This report was developed by staff of NH DHHS' Bureau of Homeless and Housing Services.

Contact Information

Bureau of Homeless and Housing Services
New Hampshire Department of Health and Human Services
Governor Hugh J. Gallen State Office Park
105 Pleasant Street
Concord, NH 03301
Telephone: 603-271-5059 or 1-800-852-3345 x 5059 (toll-free in-state)
(NH Relay 7-1-1)
<http://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

Service Provider List



Providers and Addresses	Homeless Shelter Services						Homeless Prevention/ Intervention				Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Program	Specialty Shelter	HSGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH			
Tri-County Community Action Program, Inc. • Tyler Blain House 56 Prospect Street Lancaster, NH 03584 (603) 788-2344 (603) 788-2344 (fax) www.tccap.org		X												
GRAFTON COUNTY														
Bridge House, Inc. 260 Highland Street Plymouth, NH 03264 (603) 536-7631 (603) 536-4247 (fax) www.pemibridgehouse.org		X												
Headrest, Inc. 14 Church Street Lebanon, NH 03766-1642 (603) 448-4872 (603) 448-1829 (fax) www.headrest.org				X										
The Support Center at Burch House PO Box 965 Littleton, NH 03561 (603) 444-0624 (603) 444-0646 (fax) www.nhcadsv.org	X													
Tri-County Community Action Program, Inc. • Coos, Carroll, Grafton Counties 30 Exchange Street Berlin, NH 03570 (800) 552-4617 (603) 752-8041 (fax) www.tccap.org					X	X	X							X

Providers and Addresses	Homeless Shelter Services						Homeless Prevention/ Intervention					Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Program	Specialty Shelter	HSGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH					
Voices Against Violence PO Box 53 Plymouth, NH 03264 (603) 536-5999 www.nhcadsv.org	X															
WISE (Women's Information Service) 38 Bank Street Lebanon, NH 03766 (603) 448-5922 (603) 448-2799 (fax) www.wiseftheuppervalley.org	X															
HILLSBOROUGH COUNTY																
Bridges PO Box 217 Nashua, NH 03061-0217 (603) 889-0858 www.bridgesnh.org	X															
Child and Family Services of NH PO Box 448 Manchester, NH 03105 (603) 668-1920 (603) 668-6260 (fax) www.cfsnh.org				X						X						
Families in Transition, Inc. <ul style="list-style-type: none"> • Amherst Street Trans. Shelter • Spruce Street Trans. Shelter • PH VI 122 Market Street Manchester, NH 03101 (603) 641-9441 (603) 641-1244 (fax) www.fitnh.org			X X										X			

Providers and Addresses	Homeless Shelter Services					Homeless Prevention/ Intervention					Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Program	Specialty Shelter	HSGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH				
St. John Neumann Church 708 Milford Road 101-A Merrimack, NH 03054 (603) 880-4689 (603) 881-9668 (fax)						X									
Southern New Hampshire Services, Inc. PO Box 5040 Manchester, NH 03108 (603) 668-8010 (603) 645-6734 (fax) www.snhs.org						X									
The Way Home 214 Spruce Street Manchester, NH 03103 (603) 627-3491 (603) 627-1878 (fax) www.thewayhome1.homestead.com			X		X	X									
YWCA Crisis Service • Emily's Place 72 Concord Street Manchester, NH 03101 (603) 625-5785 (603) 624-4765 (fax) www.nhcadsv.org	X														
MERRIMACK COUNTY															
Community Action Program Belknap-Merrimack Counties, Inc. • New Start Program PO Box 1016 Concord, NH 03302-1016 (603) 225-3295 (603) 228-1898 (fax) www.bm-cap.org					X	X				X					

Providers and Addresses	Homeless Shelter Services					Special Needs Programs					
	Domestic Violence	Emergency Shelter	Transitional Program	Specialty Shelter	HSGP/HHARLF	Prev./Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
ROCKINGHAM COUNTY											
AIDS Response Seacoast 1 Junkins Avenue Portsmouth, NH 03801 (603) 433-5377 (603) 278-7994 (fax) www.aidsresponse.org						X					
Center for Life Management • Beaver Lake Lodge • PH I 10 Tsienneto Road Deery, NH 03038 (603) 434-1577 (603) 434-3101 (fax) www.centerforlifemanagement.org								X X		XX	X
Cross Roads House, Inc. 600 Lafayette Road Portsmouth, NH 03801 (603) 436-2218 (603) 430-9217 (fax) www.crossroadshouse.org		X									
New Generation, Inc. PO Box 676 Greenland, NH 03840 (603) 436-4989 (603) 436-4989 (fax) www.newgennh.com				X							
Rockingham Community Action 4 Cutts Street, Suite 1A Portsmouth, NH 03801 (603) 431-2911 (603) 431-2916 (fax) www.rcaction.org					X						

Providers and Addresses	Homeless Shelter Services						Homeless Prevention/ Intervention					Special Needs Programs					
	Domestic Violence	Emergency Shelter	Transitional Program	Specialty Shelter	HSGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH						
SULLIVAN COUNTY Southwestern Community Services, Inc. (Claremont) • Three (3) Emergency Shelters PO Box 1338 Claremont, NH 03743 (603) 542-9528		XXX			X	X											
Turning Points Network 11 School Street Claremont, NH 03743 (603) 543-0155 www.nhcadsv.org	X																
Veteran Homestead, Inc. 69 High Street Fitchburg, MA 01420 (978) 353-0234 (978) 345-0926 (fax) www.vethospice.com											X						