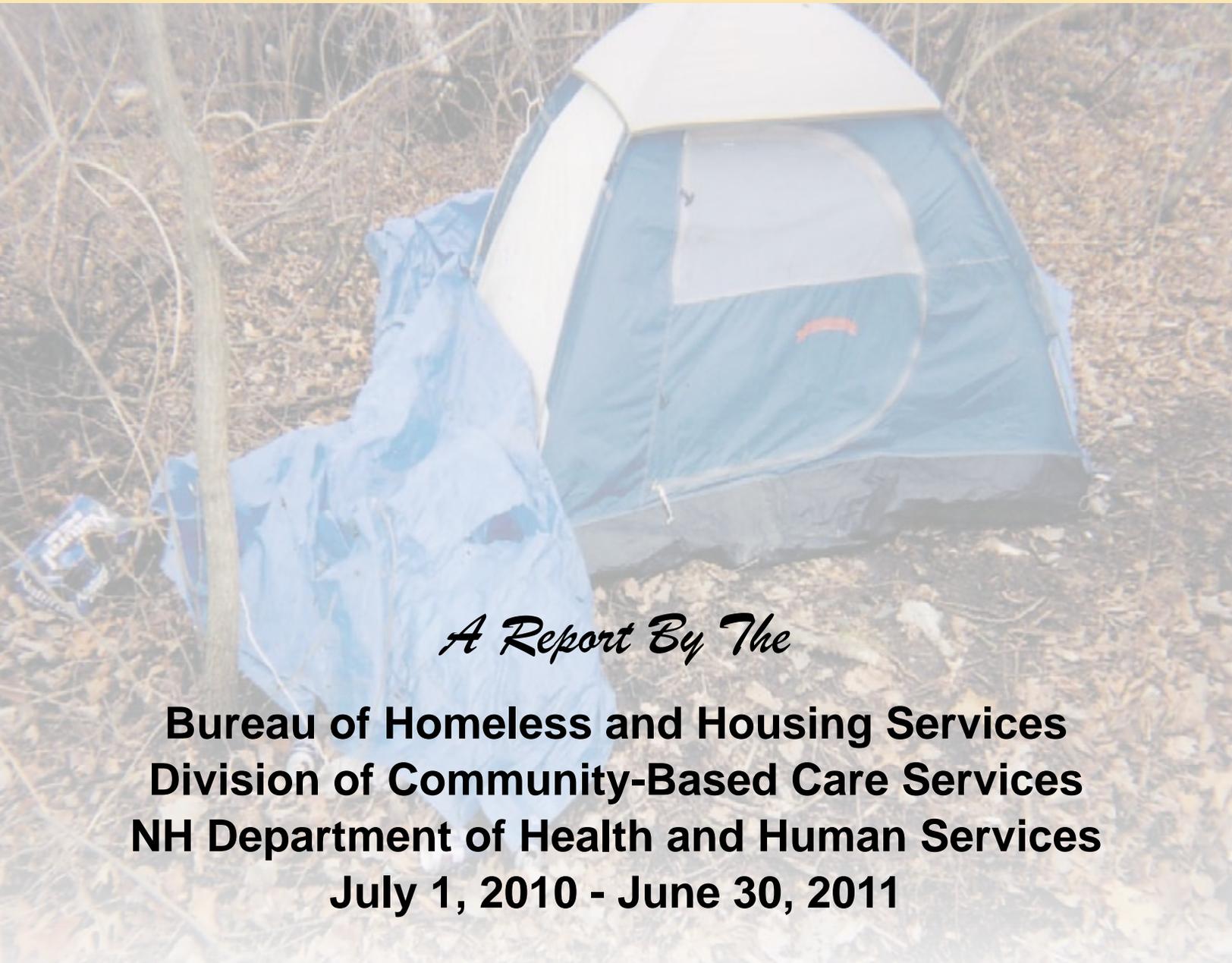


# *Homelessness in New Hampshire*



*A Report By The*

**Bureau of Homeless and Housing Services  
Division of Community-Based Care Services  
NH Department of Health and Human Services  
July 1, 2010 - June 30, 2011**



# State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-9446 Fax: 603-271-4912 TDD Access: 1-800-735-2964

NICHOLAS A. TOUMPAS  
COMMISSIONER

March 13, 2012

Dear Friends:

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. Major challenges continue to face the homeless service system in our State. The economy and the persistent shortage of affordable housing have resulted in a higher demand on homeless shelters and the services they provide. In SFY '11, 4,942 persons were sheltered in state-funded programs. Included in this number were 528 families, including 940 children.

As we face the difficult challenges of these economic times, there continue to be a number of positive initiatives undertaken by our Department to increase services to 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. Through December of 2011, the project, implemented by nine community agencies throughout the State, has provided housing assistance and services to 1,481 people in 690 households, diverting them from homeless shelters and assisting them in maintaining safe affordable housing.

The State of New Hampshire has three separate homeless Continuums of Care that have been successful at bringing in approximately \$5.5 million in federal dollars for supportive housing programs for homeless individuals annually. In the last funding round, the State of New Hampshire qualified for three new permanent housing projects.

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. The BHHS and Veterans Administration co-sponsored a Veterans Summit in May of 2011, to solicit input and assistance from key stakeholders, legislators, state agencies and nonprofits on the implementation of this Plan.

As Commissioner, I look forward to working with the Governor and the Legislature on the challenge to end homelessness in New Hampshire.

Sincerely,

A handwritten signature in black ink that reads "Nicholas A. Toumpas".

Nicholas A. Toumpas  
Commissioner

# Table of Contents

Executive Summary.....	i
SFY 2011 New Hampshire Homeless Services Activities Summary.....	1
SFY 2011 Bureau of Homeless and Housing Services Funding Resources.....	2
2011 New Hampshire Homeless Providers and Education Liaisons Partnership Conference.....	3
New Hampshire Department of Education:	
Children and Youth Homelessness in New Hampshire.....	6
Service Continuum.....	8
Continua of Care.....	8
Balance of State Continuum of Care	
Manchester Continuum of Care	
Greater Nashua Continuum of Care	
Homeless Prevention and Intervention.....	15
New Hampshire Homeless Hotline	
Outreach and Intervention.....	16
Homeless Outreach/Intervention Prevention Program	
Projects for Assistance in Transition from Homelessness	
Homeless Shelter Services.....	18
Emergency Shelters	
Specialty Shelters	
Domestic Violence Shelters	
Transitional Programs	
State-Funded Emergency and Transitional Shelters Map	
US Department of Housing and Urban Development Transitional and Permanent Supportive Housing Programs.....	22
Transitional Housing for the Homeless	
Permanent Housing for the Handicapped Homeless Shelter + Care	
Housing Opportunities for Persons with AIDS.....	26
Promoting Access to Permanent Housing.....	27
Housing Security Guarantee Program	
Homeless Housing and Access Revolving Loan Fund	
Homeless Management Information System.....	28
Developments in 2011.....	29
Activities of the Bureau of Homeless and Housing Services.....	33
Acknowledgments.....	35
Service Provider List.....	36

## *Executive Summary*

### **Homelessness in New Hampshire SFY '11**

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 Department of Housing and Urban Development (HUD) through the Balance of State Continuum of Care (BoSCoC). For the second year in a row, 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 Continua of Care. We are pleased the Greater Nashua and Manchester CoCs agreed to work with us and contribute to this report because it provides a more detailed and inclusive picture of the situation of homelessness in New Hampshire.

In SFY '11, rental costs remained relatively stable compared to the previous year. The NH Housing 2011 Rental Cost Survey reported that the median cost of a two-bedroom apartment in New Hampshire was \$1,050, which is a slight decrease from the 2010 cost of \$1,056, but that does not tell the whole story. Rents in New Hampshire have climbed more than 12% over the last 10 years and are out of reach for many of the very low-income citizens. Affordable housing is defined as housing costs that are 30% of a household's gross income. For a rent of \$1,050 to be considered "affordable," the renter's annual income must be \$42,000. A minimum wage earner in New Hampshire makes \$7.25 an hour and must work 111 hours a week, 52 weeks a year for a rent of \$1,050 to be considered affordable; or the household must have 2.8 minimum wage earners in the household working 40 hours a week. For people on fixed incomes, the housing situation is even more dire. Monthly SSI payments for individuals in the State are approximately \$674, yet the median rental cost for a one-bedroom apartment is \$825. A studio apartment is also not affordable, with a median rent of \$644.

Each evening, State funded emergency shelters provided a warm place to sleep for approximately 692 people who were without a home. Families comprised 33% of those served, with 19% (940) of those served being children. Overall the shelters served 4,942 people in SFY '11, an increase of more than 5% from SFY '10. It is interesting to note that in SFY '10 we reported a 5% *decrease* in persons served by emergency shelters, which was attributed to the American Recovery and Reinvestment Act (ARRA) Homelessness Prevention and Rapid Re-Housing Program (HPRP) which succeeded in diverting 872 persons from homelessness in SFY '10. In SFY '11, many of the HPRP ARRA-funded programs reached capacity, and it is not surprising that without this resource, the shelter census rose in SFY '11.

	SFY '05	SFY '06	SFY '07	SFY '08	SFY '09	SFY '10	SFY'11
<b>Total Persons Sheltered</b>	6,249	6,435	5,721	5,209	4,956	4,681	4,942
<b>Average Length of Stay (nights)</b>	48.00	42.80	47.90	50.53	50.65	54.52	51.11

New Hampshire's 2011 Point-in-Time count of the homeless found that on any given night there are approximately 2,520 people homeless across the State. Of this total, approximately 29% (728) were the "hidden homeless," those persons who are temporarily doubled up, "couch surfing," or living precariously in overcrowded or unsafe conditions.

There is some good news. All three CoCs again scored well enough to be awarded bonus funding in 2011 for permanent housing projects through the 2010 HUD SuperNOFA application. These three programs combined will create an additional 11 units of permanent supportive housing for three homeless families and 11 homeless individuals, including six beds dedicated to chronically homeless veterans.

The data in this report does not include the many other individuals and families housed by private shelters, local welfare, churches, charities, friends and family. Many of New Hampshire's citizens continue to face significant challenges that place them at risk for homelessness.

# SFY 2011 New Hampshire Homeless Services Activities Summary

## Shelter Service Totals

### *State-Funded Shelter Services*

4,942 persons sheltered (Emergency and Transitional)  
Total includes 634 people sheltered in domestic violence shelters

### **Of Persons Sheltered, There Were**

3,311 single adults (67% of total)  
691 adults in 528 families (14% of total)  
940 children in families (19% of total)

### **Including**<sup>1</sup>

1,270 persons with known mental illness  
980 persons with alcohol abuse  
954 persons with other substance abuse  
806 persons with dual diagnosis (mental health and substance abuse)  
139 persons with a developmental disability  
724 persons with a physical disability  
417 victims of domestic violence  
335 veterans  
14 persons with HIV/AIDS  
895 persons who are chronically homeless

### **Special Needs Programs**

2,555 Homeless Outreach/Intervention Program (Balance of State Continuum of Care only)  
93 Transitional Housing persons served  
153 Permanent Housing persons served  
90 Shelter + Care Housing persons served  
717 Housing Security Guarantee Program (households assisted)  
90 Homeless Housing and Access Revolving Loan Fund (households assisted)  
342 HOPWA HIV/AIDS households served (3/1/10 - 2/28/11) (within Balance of State and Manchester Continuums)  
1,077 PATH clients served

### **Manchester Continuum of Care**

443 Outreach  
279 Families  
1,803 Individuals (and individuals in families)

### **Greater Nashua Continuum of Care**

233 Total number served by homeless outreach program  
415 Transitional Housing persons served  
263 Permanent Housing persons served (HHI)  
3 Shelter + Care Housing persons served  
35 HOPWA HIV/AIDS households served in the Greater Nashua Continuum of Care  
40 HPRP households served

---

<sup>1</sup> These numbers represent self-report.

# SFY 2011 Bureau of Homeless and Housing Services Funding Resources

*The following outlines New Hampshire Department of Health and Human 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 at 603-271-5059.*

## **State of New Hampshire General Funds**

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

**Actual Expenditures: \$3,978,660.41**

## **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 (S+C) Programs, Housing Opportunities for Persons With AIDS (HOPWA) Program, and the New Hampshire Homeless Management Information Systems (NH-HMIS) Database

**Actual Expenditures: \$3,333,152.33**

Homelessness Prevention and Rapid Re-Housing Program (HPRP)

**Actual Expenditures: \$2,097,154.83**

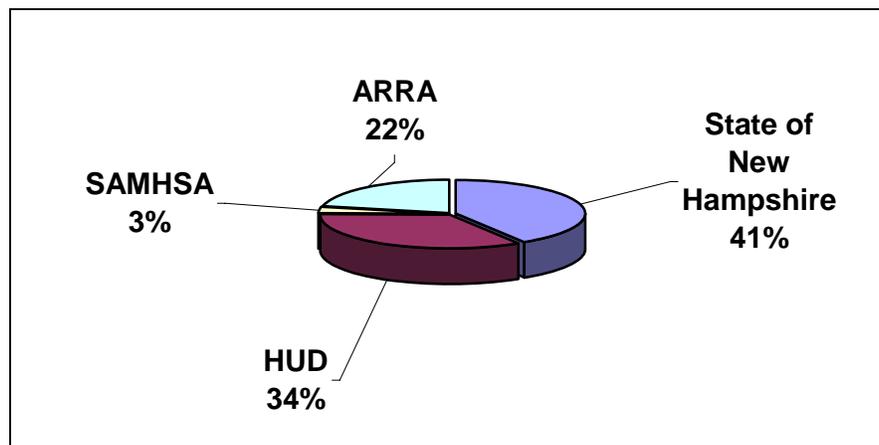
## **U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA)**

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

**Actual Expenditures: \$299,537.47**

## **Actual Expenditures - SFY 2010**

**\$9,708,505.05**



## 2011 New Hampshire Homeless Providers and Education Liaisons Partnership Conference

On October 24th, BHHS and the Department of Education hosted the 2011 New Hampshire Homeless Providers and Education Liaisons Partnership Conference. Highlights of the conference included:

- The third NH Coalition to End Homelessness (NHCEH) Hope Starts Here Scholarship Award was presented to Breanna Ostrander by Governor John Lynch and Department of Education Commissioner Virginia Barry. The award assists high school graduates who have experienced homelessness, but have found the courage and strength to continue their education.



*Breanna Ostrander (center), a senior at Hopkinton High School, received*

*The Hope Starts Here Scholarship Award*

*"I wanted to prove to every person I knew that I could still be a good student, even though I was never in a home for long. Today, I can look at the work I have accomplished, the grades I have received and feel proud."*

*~ Breanna*

- The conference keynote was Anne Mahlum, Founder and President of Back on My Feet. Back on My Feet all started with a single idea. On Anne Mahlum's runs each morning, she would pass by a homeless shelter. After a while, she began to develop a rapport with the men outside on the corner. They built relationships. What started out as waves and smiles from a distance became more intimate as they developed a comfort level with one another. One morning, a simple idea stopped her in her tracks. With a call to the shelter and the astounding support from the community and the media, Back on My Feet was doing well, up and running. Anne gave her story about building Back on My Feet from simple morning runs to a complex non-profit reaching a total of seven cities, with plans on more to come in the future.



*Left to right – Lynda Thistle Elliott, Anne Mahlum and Kathryn Nichol*

- Rebecca Rule, a New Hampshire author, was the luncheon speaker. She brought levity to the day sharing stories about New Hampshire humor, making the audience laugh, and encouraging audience members to share their own humorous stories about life in New Hampshire.



*Rebecca Rule tells a few true-ish stories and reminds the audience that "It was not the cough that carried him off, it was the coffin they carried him off in."*

- The breakout session entitled “In Their Own Voices: Homeless/Formally Homeless Youth Tell Their Stories,” received high praise from attendees. A panel of amazing youth talked about the obstacles and challenges they faced in dealing with homelessness. They shared their stories of resiliency and success.



*Ariel Smith and Lauren Kleiner share their stories about homelessness.*

Over 200 providers attended the conference, the majority consisting of homeless providers and homeless school liaisons.



*Bringing the Providers and Educators Together*



## **New Hampshire Department of Education** ***Children and Youth Homelessness in New Hampshire***

The economic downturn has forced more families and youth to lose their footing and fall into homelessness. Recently released federal data from the US Department of Education (USDOE) on numbers of homeless children and youth show an increase of 41% over the past two years. Consistent with the data released by the USDOE, New Hampshire public schools have reported increases in the numbers of homeless children and youth enrolled in their schools.

Looking back over the past three years of the economic downturn, children and youth in homeless situations reflect the increasing housing distress faced by many families. During the 2008-2009 academic year, New Hampshire public schools identified 2,132 homeless children and youth. In 2009-2010, school liaisons reported 2,573 homeless students enrolled. The most recent report of homeless children and youth (2010-2011 school year) shows yet another substantial increase in the number of homeless children and youth enrolled in New Hampshire public schools, 3,164. These numbers are much higher than the other homeless statistics contained in this report because USDOE utilizes a broader definition of homelessness than HUD, including people who are “doubled up.”

Local homeless education liaisons, the school district personnel responsible for identification and enrollment of homeless children and youth, cited the recent economic downturn as the reason for increases in child and youth homelessness, followed by greater school and community awareness and homelessness associated with the foreclosure crisis.

New Hampshire school districts report many remaining barriers to the education of homeless children and youth. Lack of affordable housing, difficulty identifying homeless students, transportation to the school of origin, and meeting basic needs are the greatest concerns reported by local homeless education liaisons as they try to meet the educational needs of students facing homelessness.



On October 28, 2011, the New Hampshire Department of Education’s Homeless Education program partnered with the Homeless Education and Literacy Program (H.E.L.P.), an outreach program of Feed the Children and the National Association for the Education of Homeless Children and Youth (NAECHY) to distribute nearly 1,000 backpacks to local homeless liaisons. These backpacks

came filled with standard school supplies, food kits and books and will benefit the homeless youth in New Hampshire. Ben Franklin Printers provided a drop off location in Hooksett, New Hampshire for the event, and from 9:00 a.m. to 12:00 noon, homeless liaisons arrived to collect their supplies. This marks the fourth year the Department of Education has hosted this event.

***For additional information, please contact:***

Lynda Thistle Elliott, Ed.D., Director  
Homeless Education/Title I Coordinator/Migrant Ed.  
NH Department of Education  
Telephone Number: (603) 271-3840  
E-mail: [Lynda.ThistleElliott@doe.nh.gov](mailto:Lynda.ThistleElliott@doe.nh.gov)

# 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

**Mission** - 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.

**Subcommittees** - There are four 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;
- Housing Subcommittee – addresses current challenges, barriers and problems in homeless and housing opportunities; and
- Education Subcommittee – addresses the issue of children's homelessness. The Subcommittee examines what already exists for services, what direction the BoSCoC should go in, and what steps the BoSCoC needs to go through to promote better services for homeless children in New Hampshire.

**Primary Responsibilities** - Primary responsibilities 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.

### ***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](mailto: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](mailto:bquimby@clmnh.org)

## **MCoC**

***Mission*** - The MCoC unites community efforts to prevent and end homelessness.

***Subcommittees*** - There are seven subcommittees of the MCoC. They are as follows:

- Leadership Subcommittee – provides oversight and leadership in the day-to-day affairs of the MCoC;
- Data Collection Subcommittee – conducts the Point-in-Time count of homelessness in Manchester and monitors performance measures set by the MCoC;
- Homeless Liaison Subcommittee – acts as the liaison between the MCoC and homeless persons in Manchester and conducts the homeless needs assessment;
- Community Awareness Subcommittee – educates and advocates the public on issues of homelessness, holds an annual public forum on homelessness, and organizes the annual Project Homeless Connect;
- Resource Development Subcommittee – researches and identifies resources for the MCoC and coordinates applications to foundations, state, federal and private resources (which includes the annual application for McKinney-Vento Assistance funds);

- Peer Review Subcommittee – reviews and ranks new and renewal applications (for Manchester, New Hampshire) requesting McKinney-Vento Assistance funds authorized to the CoC; and
- Social Policy Subcommittee – designs plans for eliminating discharges into homelessness from institutions and monitors municipal, state and national policies relating to homelessness.

**Primary Responsibilities** - Established in 1995, the MCoC is an interagency organization that unites efforts in the community to prevent and end homelessness. The members of the MCoC 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/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 and the Point-in-Time Count.

*Project Homeless Connect*

On one winter day 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](mailto:info@mcoconh.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](mailto:info@mcoconh.org).

### ***Contact Information***

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

Pascale Etienne, Coordinator  
Manchester Continuum of Care  
122 Market Street  
Manchester, NH 03101  
(603) 641-9441, Ext. 225  
[vista@mcofnh.org](mailto:vista@mcofnh.org)

For more information about the MCoC, you can visit its website at [www.mcofnh.org](http://www.mcofnh.org) or email [info@mcofnh.org](mailto:info@mcofnh.org).

### ***Manchester Homeless Services Center***

Managed by four collaborating partners, the Manchester Homeless Services Center provides daytime shelter, showers, laundry, lunch and on-site access to representatives of area agencies who offer essential services to homeless guests. Open Monday through Friday, 8:00 a.m. to 4:00 p.m., the Center is supported by the MCoC.

For more information, please contact:

Christopher Emerson, Manager  
Manchester Homeless Services Center  
140 Central Street  
Manchester, NH 03103  
(603) 232-0615  
[chris@hh-cc.org](mailto:chris@hh-cc.org)

### **GNCOC**

***Mission*** - 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, representatives from the 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.

***Subcommittees –***

- General GNCoC – The GNCoC is the overall homeless planning and coordinating entity. The general GNCoC Subcommittee works in collaboration with other subcommittees and member organizations in order to gather information and data to complete the annual McKinney-Vento CoC application;
- Executive Subcommittee – develops strategies to eradicate homelessness and chronic homelessness aligning with the community’s 10-year plan, City and State Consolidated Plans and makes recommendations to the entire GNCoC voting body;
- Ending Homelessness Subcommittee – oversees updates and implementation of the 10-year plan goal to end homelessness, engages the community to increase awareness and coordinates collaborative efforts to meet these goals. Coordinates the annual Project Homeless Connect and Project Employment Connect events to connect homeless and at-risk persons to services;
- Data Gathering Subcommittee – coordinates the annual Point-In-Time homeless census; identifies gaps, determines strategy effectiveness and future needs around data collection. Also, works with HMIS staff to identify challenges in meeting HUD established goals;
- Community Relations Subcommittee – serves as the public relations vehicle for the GNCoC; it is the primary contact with news media; makes presentations to the general public and other community leaders about homeless issues in order to engage the community through outreach and education; and
- Legislative Affairs Subcommittee – reviews current and pending State and Federal legislation on issues related to homelessness to keep GNCoC members abreast of legislative changes that impact clients and programs of GNCoC agencies.

***Primary Responsibilities*** - The primary responsibility of the GNCoC is to submit a collaborative funding application for HUD McKinney-Vento funds through the CoC SuperNOFA process. Additionally, working together to identify service needs in our community, GNCoC members monitor and update the 10-year plan to end homelessness, to identify strategies leading to an increase in affordable housing, as well as more permanent supportive housing.

***Events/Projects***

Several initiatives related to the American Recovery and Reinvestment Act (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.

Veterans Affairs Supportive Housing (VASH) - VASH 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 hospital describing their supportive services available. Harbor Homes, in partnership with New Hampshire Housing Finance Authority, was recently awarded 21 units of Project Based VASH. Tracey Noonan, the local VASH program manager, attends GNCoC member meetings, and the VASH homeless coordinator, Lisa Jacobus, attends GNCoC meetings on a regular basis. Twenty-one individuals have received VASH certificates and reside in the Nashua area. An additional 12 certificates are expected to be made available this year to greater Nashua community members. Harbor Homes operates three homeless veterans' transitional housing programs in Nashua, New Hampshire, and working with member GNCoC agencies, the VA, and other service providers, has 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 federally qualified Healthcare for the Homeless clinic. The client provides primary, preventive and supplementary health care to approximately 600 homeless men, women and youth. In addition, the agency won an ARRA funded SAMHSA Services in Supportive Housing which provides increased services to hundreds of Nashua's permanent supportive housing residents with severe mental illness, substance abuse issues, and/or co-occurring disorders. Again, conceptual support was provided by GNCoC membership agencies, and a large number of referrals come from member agencies.

The Greater Nashua Mental Health Center (GNMHC) expanded an existing program to provide an additional 20 community members living with severe mental illness at risk of becoming homeless with rent subsidies and supportive services in 10 units. Eligibility is based on assessment and treatment needs, as well as the likelihood of the participant to be able to live independently at the end of the 18-month period, or that the participant will receive a Section 8 housing voucher.

Harbor Homes was awarded HPRP funds in combination with the New Hampshire Bureau of Behavioral Health funding to provide 26 individuals exiting an institutional setting/hospital who are homeless with assistance in acquiring and maintaining housing in the community of their choice. This is a seven-year pilot program funded for the first three years through HPRP funding. The Way Home, a non-profit agency located in Manchester, was awarded HPRP funding to provide rapid re-housing services to individuals and families experiencing homelessness with the likelihood of

becoming self-sufficient within 18 months, 38 units of housing will be secured for participants. GNCoc member agencies are encouraged to refer their clients to both The Way Home and GNMHC to access these services. Overall, HPRP funding will provide consumers of GNCoc member agencies with access to rental subsidies and services in approximately 74 total units.

Greater Nashua Council on Alcoholism expanded their services by opening the Cynthia Day family program for pregnant and post-partum women with substance use disorder. In conjunction with childcare services provided by Marguerite's Place, this program has been very successful in providing treatment services to this challenging population. Since the spring of 2011, two participants of the program have graduated to transitional housing programs within the GNCoc.

Each year, the GNCoc offers Project Homeless Connect, a one-day event where individuals and families facing homelessness can receive information about services available in the community as provided by member agencies, as well as haircuts, clothing, health care services and take-away items such as hats and gloves, personal hygiene products, and snacks. Project Employment Connect, an offshoot of Homeless Connect, is an annual job fair including workshops on resume writing and other employment related skills.

#### ***GNCoc Contact Information***

Wendy LeBlanc, Chairperson  
Greater Nashua Continuum of Care  
Asst. Dir., So. NH HIV/AIDS Task Force  
12 Amherst Street  
Nashua, NH 03064  
(603) 595-8464, Ext. 15  
[w.leblanc@aidstaskforcenh.org](mailto:w.leblanc@aidstaskforcenh.org)

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](mailto: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](mailto:p.kelleher@harborhomes.org)

Election of officers took place in October of 2011. Wendy LeBlanc was re-elected as Chairperson and a new Vice-Chair was elected:

Jerry LeClerc, Vice-Chair  
BOD, Greater Nashua Interfaith Hospitality Network  
[leclercjerry@aol.com](mailto:leclercjerry@aol.com)

## 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. Interventions are provided that have a direct and positive impact on individuals and families, preventing them from becoming displaced or assisting the displaced in moving on to permanent housing. Services are widely varied to meet the diverse needs of displaced individuals and families and often provide direct financial assistance to avoid eviction or foreclosure, pay overdue utilities when disconnection is impending, or assist with transportation so someone can continue to work or receive health care or other services. These programs are often the "last resource" for folks encountering circumstances that will result in homelessness. Other Prevention/Intervention services include budget counseling or assistance with acquiring other necessary life skills and assistance accessing imperative services such as shelter or other human services.

A critical component in New Hampshire's continuum of homeless prevention and intervention services is the information and referral service provided by 2-1-1 NH.

### **New Hampshire Homeless Hotline 2-1-1 NH**

Effective July 1, 2011, the New Hampshire Homeless Hotline service previously provided by Community Services Council of New Hampshire is now provided by 2-1-1 NH. 2-1-1 NH provides a specialized information and referral line for homeless individuals and families, available to callers 24 hours a day, 7 days a week, 365 days a year.

For additional information on 2-1-1 NH, please go to [www.211NH.org](http://www.211NH.org).

## **2-1-1 NH**

### ***In New Hampshire:***

From a landline or cell phone, dial 211

### ***From out-of-State or a phone line that requires dialing "9" first:***

Dial 1-866-444-4211 (toll-free)

## Outreach and Intervention

Homeless outreach programs are designed to meet people “where they are at” and assist them in connecting with imperative 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.

### Homeless Outreach/Intervention Prevention Program

The HUD-funded Homeless Outreach/Intervention Prevention Program (HOIP) 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 (excluding Manchester and Nashua) was 2,555. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)



*Outreach in Belknap County*



## Projects for Assistance in Transition from Homelessness (PATH)

The PATH Program is administered by the Center for Mental Health Services, a component of SAMHSA, one of eight Public Health Service agencies within the U.S. Department of Health and Human Services. 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. During SFY 2011, PATH service workers provided outreach services to 1,077 individuals. Of these, 953, or 88% of those receiving outreach services, were enrolled as PATH clients. Of those enrolled and supported by PATH, more than 60% were connected to local mental health treatment resources.

*Tony met his PATH outreach worker on the day he sought help from the community emergency homeless shelter. After running a successful business for decades, early onset of Alzheimer's significantly impaired Tony's ability to keep up with his activities and responsibilities. Tony's inability to recall recent events, people, and places was causing him to be significantly confused, depressed, and anxious. As time went on he lost his business, his home, and then his family. Tony's depression and emerging Alzheimer's also challenged his ability to access mental health treatment. Tony's PATH worker immediately worked with the local shelter to link Tony with NH DHHS supports. Within two weeks, Tony left the shelter for a permanent supportive environment.*

.....

*Mary, a single mom, was referred to a rural PATH outreach worker during the spring of 2010. Mary was experiencing severe depression. She had lost her housing, and was staying at a local emergency homeless shelter. Mary's PATH worker was able to help her back into housing in an apartment in her community. They worked together to re-connect Mary with mental health services. As with so many illnesses, Mary's symptoms returned after a few months. She became homeless again, and her children were staying with family for their safety. Her PATH worker continued to assist her in her recovery of housing and supports. In less than a month, her PATH worker teamed with the local mental health center, shelter program and the town Welfare office to help Mary get back on her feet. With this support, Mary got back into her own two-bedroom apartment. Her children are back with her, and she is now back into supportive services provided through her mental health center. Mary's PATH team worker summed up their work on her behalf by simply stating "This is why we do what we do."*

## Homeless Shelter Services

DHHS, BHHS provided funding to 42 programs that provided shelter to 4,942 homeless men, women and children in SFY '11. 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 CoC.

**Emergency Shelters** – These shelters serve approximately 692 people (individuals and families) on any given night across the State. The people served by emergency shelters are some of the most vulnerable citizens of our State who often have complex and challenging needs. Emergency shelters assists guests to cope with their challenges by providing for their basic needs. 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.



*The newly constructed Families in Transition Lowell Street Program provides 17 units of permanent supportive housing and interim emergency housing for homeless single women and families in Manchester. While at Lowell Street, participants have access to an array of supportive services including case management, evidence-based substance abuse programming, and therapeutic preschool and after school programs, all of which are specifically designed to help ensure long-term housing stability and end the cycle of homelessness. The program opened on August 8, 2011.*

**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. These programs have staff with training and expertise to address the needs of their guests. 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 '11, 634 individuals were sheltered at domestic violence shelters.

**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. Transitional programs are designed for lengthier stays by guests in order to assist them in obtaining these skills. BHHS funds six such programs.

<b>Program Type</b>	<b>Number of Shelters</b>
Emergency Shelters	18
Specialty Shelters	6
Domestic Violence Shelters	12
Transitional Programs	6
<b>TOTAL</b>	<b>42</b>



*Families in Transition, The Family Place, trauma informed pre-school and after-school program for homeless children and families*

## **From Nashua Soup Kitchen and Shelter**

### ***Little things we do -***

*I asked why one of the staff had signed out to Target. I was told that a two-parent family arrived at the shelter with a one-year-old and two-year-old. The two-year-old had no shoes, only socks. The mom thought he wore a size four. Staff bought a size four and a size five in case they were too small. Staff took them back to the shelter and the five fit the two-year-old and the size four fit the one-year-old. The dad said that they had never been homeless before and were so grateful.*

### ***Who is at our shelters -***

*Sometimes people ask whom the homeless are that we serve in the shelters. Picking one day to see who is at the shelters, our Kinsley Street Shelter had one room with a single mom in her 30s with a six-year-old, another room with a single mom in her late 40s with a 16-year-old, and four single women all sharing a room ranging in age from 33 to 53. Our Ash Street shelter had a two-parent family with a two-year-old and a nine-year-old, and another two-parent family with a two-month-old baby. We also had twelve single men ranging in age from 27 to 58. Families share a room. Can you imagine your whole family living in one room for months at a time?*

### ***Success Stories -***

*Two young women (late teens, early 20s) stopped in over the summer. They both were children in families who had come to us regularly for food, toiletries, holiday gifts and other assistance. One of them came from a two-parent family with five children and the other was a single child in a single-parent family. Now both of these young women are working and in college. They are bilingual and have jobs that utilize their skills. Neither family still needs to come to the soup kitchen.*

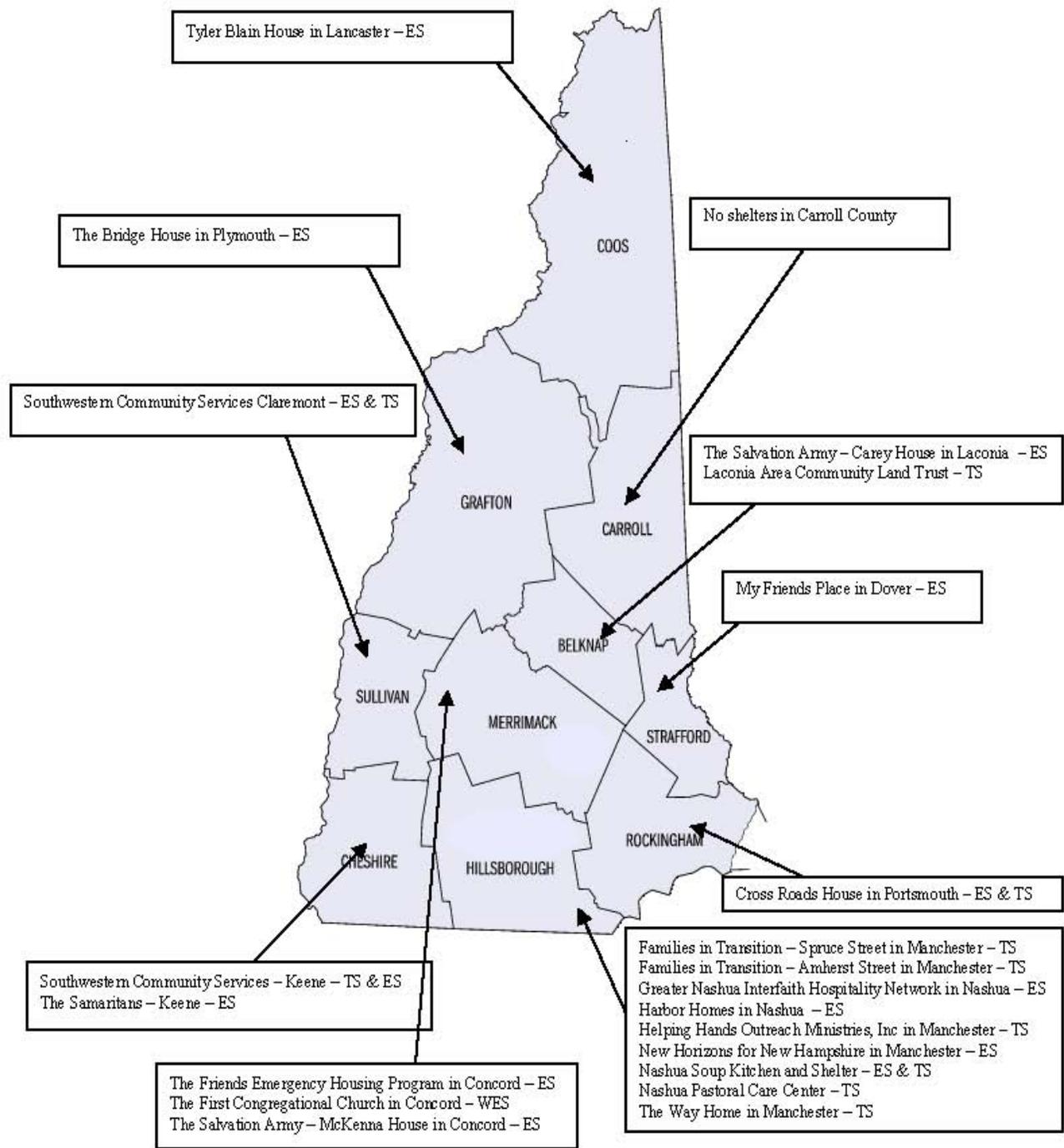
*One of our former transitional housing participants was in the office last week to return to us to cover relief shifts at the shelter. She has a very good state job that she has held for about five years. Her oldest two children (in their 20s) are doing well. The oldest is in a wonderful relationship and just had her first child. They both have some college and plan to finish. Her youngest just graduated from high school and is starting college this year.*

### ***Snippets -***

*Imagine you are a parent of a child starting first grade.... and you are homeless and the shelter is where you live when your child starts school. Our shelter has had kids start school while living there.*

*Think of your elderly mother, homeless and living in a shelter with a lot of strangers. We often have elderly women alone who stay in our shelters.*

*Have teenagers? I had a mother tell me once, with tears in her eyes, that you have no idea what it is like to tell a growing boy he can't have a second glass of milk because you know you have to make the gallon last a week for all of your kids.*



**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) provide essential housing services within New Hampshire's homeless CoC. SHPs provide much needed supports for homeless and disabled individuals and families who are unable to live independently. SHP programs are designed to provide comprehensive case management to meet the needs of the chronically homeless, persons with mental illness, dual diagnosis, Acquired Brain Disorder (ABD), and other disabling conditions. Providers include Community Action Agencies, Community Mental Health Centers, and several non-profit organizations. Direct services include: case management such as assistance with acquiring essential life skills, including activities of daily living, housing stability, counseling services and other supports that help ensure their housing placement is permanent.

### **Transitional Housing for the Homeless**

Transitional Housing (TH) is designed to be the first step on the road to Permanent Housing (PH). For many formerly homeless individuals and families, TH is a crucial step on their journey from homelessness to PH. TH provides temporary adequate housing along with individualized services to assisting participants in gaining necessary skills to acquire and successfully maintain PH. TH program staff assist participants in accessing health care, job readiness skills, and successful household management skills, including budgeting, credit repair and tenancy. The primary goal is to assist homeless individuals and families in transitioning to PH.

#### ***BoSCoC TH Service Providers***

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

Families in Transition  
122 Market Street  
Manchester, NH 03101

Northern Human Services  
145 High Street  
Littleton, NH 03561

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

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

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

***MCoC TH 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 TH 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

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

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

## **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 ABD. Residents of PH 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 PH 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

Housing Partnership  
1555 Islington Street  
Portsmouth, NH 03801

Southwestern Community  
Services, Inc.  
63 Community Way  
Keene, NH 03431

### ***MCoC PH 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 PH Service Providers***

Harbor Homes  
45 High Street  
Nashua, NH 03060

MP Housing  
87 Palm Street  
Nashua, NH 03060

### **Shelter + Care**

Shelter + Care (S+C) programs are designed to provide both housing and support services to individuals or families who are disabled and homeless and need support to maintain permanent housing. Eligible participants must be homeless (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 a financial “match” for HUD funding. S+C programs are designed to be flexible in meeting the needs of participants with housing options and varied support services including 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 S+C Service Providers***

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 S+C Program***

One S+C program is funded through the GNCOC. It is:

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

## **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, 2010, through February 28, 2011, these two programs:

- provided 32 households with tenant-based rent assistance;
- supported 119 households with short-term rent, mortgage or utility assistance; and
- provided 342 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 (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, 2010 – April 30, 2011) provided 35 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, 2010 – September 30, 2011) provided short-term assistance to 26 households and supportive services to a total of 60 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 encouragement to rent to someone who may not have stable housing or credit history, and provide financial assistance in the form of an affordable loan or guarantee to the client. These programs can support homeless individuals and families to move 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 717 households in SFY '11.*

### **Homeless Housing and Access Revolving Loan Fund (HHARLF)**

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

*This program assisted 90 households in SFY '11.*

## 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.”<sup>2</sup> 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% statewide HUD-funded emergency shelters and transitional programs.

This year, Harbor Homes continued as 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/>.

On July 19-20, BHHS staff participated in a training and problem-solving summit provided by NH-HMIS software vendor, Bowman Systems. The summit addressed NH-HMIS activities that include NH-HMIS data standards, Annual Performance Reports for HPRP programs, and the Annual Homelessness Assessment Report (AHAR). BHHS and the NH-HMIS sponsor, Harbor Homes, used this summit as a planning session for upgrading existing software and building greater efficiency into the statewide HMIS, and presented on how they have improved accuracy in all reporting through the NH-HMIS.

---

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

## Developments in 2011

A number of developments underway either in SFY '11 or prior to publication deserve mention in this report. They are as follows:

A one-day point-in-time count of homeless individuals was administered on January 26, 2011 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 CoCs, Nashua, Manchester and the "Balance of State." Results of this count revealed that there were 2,520 homeless individuals across the State. This represents an 18% increase in the number of homeless persons identified in the 2010 PIT count. There was a 58% increase in the number of unsheltered homeless, and a 30% increase in the number of homeless families compared to the 2010 data. In addition, 132 persons were veterans, an increase of 5% from last year.

On April 10, 2011, the Nashua Soup Kitchen and Shelter held its 18th Annual Run for Food and Shelter 10K, 5K, and 3K Walk and Kids Sprint at the Muldoon Fitness Center at Rivier College. Approximately 800 people participated this year and almost \$62,000 was raised. The funds will be used to support all of the programs of the Nashua Soup Kitchen and Shelter.



*Nashua Soup Kitchen and Shelter Backpack Event*

During the month of August, 2011, Nashua Soup Kitchen and Shelter ran a Back to School Backpack Program in which they collected new backpacks and school supplies for families trying to live on minimum wage, staying at the Nashua shelter, or coming to the soup kitchen for food. Over 2,000 kids were able to pick out new backpacks filled with supplies to start school. Over 110 volunteers worked more than 360 hours on the bags.

In October of 2010, The Way Home expanded its campus to include the new Spruce Keys building. Spruce Keys replaced an abandoned multi-unit home that had been a gathering place for local miscreants with new construction. Spruce Keys provides three four-bedroom units of permanent supportive housing for large low-income families.

The first tenant in Spruce Keys was Zaneta Stillwell. Zaneta needed a kidney, and two years earlier, doctors had induced labor three months early because her blood pressure was high enough to endanger the child. Because that child – her daughter Zoe – was so premature, doctors would not release her to the unsafe conditions of the boarding house room Zaneta then shared with her three other children. The Way Home found room for Zaneta’s family in their transitional supportive housing at 214 Spruce Street in Manchester. While she worked with her Steps to Success coach, her children watched the construction across the lawn, and they all took residence there soon after the ribbon was cut.



*Spruce Keys - Zaneta and Family with Governor John Lynch*

The Way Home has taken up the cause of veteran homelessness in Manchester. The agency’s security deposit lending program has facilitated the housing of over 20 HUD-VASH tenant-based voucher recipients in their catchment area, and in collaboration with Elm Grove Properties, Manchester Housing and Redevelopment Authority, and the Manchester VAMC, The Way Home secured project-based vouchers that will dedicate nine large apartments to housing homeless veteran families. Additionally, The Way Home officially took ownership of the property at 85-87 Laurel Street in Manchester in late 2010. Plans are in place to demolish the abandoned building currently occupying that lot and replace it with Laurel Keys, a 3-unit building providing permanent supportive housing to five homeless veterans. The Community Development Finance Authority awarded The Way Home \$287,500 in New Hampshire State tax credits to fund construction of Laurel Keys, and the City of Manchester will provide over \$100,000 in HOME funds, as well as bridge financing while tax credits are sold.



*Laurel Keys – Anticipated opening – Summer of 2012*

Harbor Homes' Harbor Care Health and Wellness Center officially became a Federally Qualified Health Center, recognized and funded through the US Department of Health Resources Services Administration. This is Greater Nashua's only "healthcare for the homeless" clinic, offering primary, preventive, and supplementary health care to adolescents and adults who are homeless, living "doubled up" or temporarily with family or friends, and residing in emergency, transitional, or other kinds of temporary housing and living arrangements. Services are offered on a sliding fee basis, based on a person's ability to pay, with no one turned away due to an inability to pay.

Harbor Homes was once again awarded a Department of Labor Homeless Veterans Reintegration Program grant. Through this program, Harbor Homes offers homeless veterans an array of services directly and through collaboration with other local community-based service providers. The program is employment focused – and veterans receive employment and training services – but supportive services such as clothing, shelter, referral to medical or substance abuse treatment, and transportation assistance may also be provided to meet the needs of homeless veterans.

HUD recently awarded Harbor Homes with funding to support two units of permanent supportive housing for individuals or families who are chronically homeless or living with some form of a disability. This program has a preference for veterans experiencing homelessness, in conjunction with goals outlined in New Hampshire's Homeless Veterans Plan, a four-year plan to end homelessness among veterans in our state adopted by Governor Lynch in 2010.

Harbor Homes recently became recognized as a Certified Housing Development Organization in Hillsborough County, or CHDO, by HUD through a formal process overseen by the New Hampshire Housing Finance Authority. A CHDO is a private, nonprofit, community-based service organization whose primary purpose is to provide and develop decent, affordable housing for the community it serves. CHDOs adhere to strict guidelines and processes designed to ensure commitment and accountability to low and moderate-income community members.

Harbor Homes, in partnership with New Hampshire Housing Finance Authority, US Department of Veteran Affairs, Manchester Veteran Affairs Medical Center, and HUD is creating 21 units of project-based VASH for homeless veterans and their families in Nashua. This type of housing provides eligible veterans with access to safe, comfortable affordable housing, supportive services, and case management. This program compliments Harbor Homes' existing Veterans FIRST program, which provides transitional housing for homeless veterans and their families in Nashua. Harbor Homes will be expanding its Veterans FIRST program to Manchester, with the goal of opening a new transitional housing facility in the summer of 2012.

On December 21, 2011, a candlelight vigil was held in Concord referred to as Homeless Memorial Day. This event is an annual event held nationwide that includes participants reading the names of New Hampshire people who experienced homelessness and who died in 2011. The event brings attention to the tragedy of homelessness,

provides an opportunity to honor those that have died, and recommits to the task of ending homelessness. A proclamation from the Governor was read which proclaimed December 21, 2011 Homeless Memorial Day in New Hampshire and urged all citizens of the state have adequate shelter. The event was held in several locations around the state including Manchester, Nashua, Keene, Laconia, and Newport.

In recognition of their work to end homelessness, Marguerite's Place, Inc. was honored with a \$25,000, Q4 Champions in Action award from Citizen's Bank and WMUR-TV. Marguerite's Place, Inc., a transitional housing program for homeless women with children, will use this grant award to support their on-site programs that include affordable housing, daily child care for up to 30 children, 24/7 security staffing, case management and other supportive services. The program has ten units of transitional housing and, combined with the childcare service, typically serves 85 to 100 individuals annually. The Champions in Action funding will assist the agency in maintaining the high quality programming that promotes an average annual success rate of over 85% of residents who are able to move on to permanent housing options. In addition, the Champions in Action award included volunteer support, marketing materials, a professional media campaign that included television coverage on WMUR, website recognition, and quality brochures and publicity at all New Hampshire Citizen's Bank branches and ATMs. Far reaching support like this has raised awareness about homelessness in the greater Nashua Area and the services available for families in crisis.

## 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 2011, 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 370 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 2011, 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;
- 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; and
- Overview of Brain Injury - educate people on what a brain injury is, what the cognitive, physical, emotional and behavioral effects are seen after brain injury, and the best ways of supporting an individual with a brain injury.

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 18, 2010. On May 16, 2011, DHHS, the Manchester Veterans Administration, and Harbor Homes held a Veteran’s Summit to solicit input and assistance from key stakeholders on the implementation of the Plan. Approximately 81 people attended the Summit, including veterans, legislators, state and federal officials, nonprofits and philanthropic organizations

In September of 2011, the BHHS began assisting the BoSCoC in sponsoring an ongoing networking support group for SHP case managers. This will include quarterly meetings that provide case managers with information and resources, as well as an opportunity to network with others around the state. Presenters will discuss a variety of topics including burnout, Section 8 applications, self-care, welfare, legal assistance and many other areas that case managers run into barriers with regularly.

In collaboration with the Technical Assistance Collaborative, the State of Maine Shelter Plus Care advisory team, and our local community sponsors, BHHS has developed a S+C Policy and Procedure Manual as requested by HUD in their 2010 audit of the S+C program. The manual will be used to provide guidance and consistency across projects and include any new projects that may be awarded.

The DHHS, BHHS received \$4,612,322 in funding through the 2009 ARRA HPRP Program to provide assistance to eligible individuals and families who are homeless or at risk of becoming homeless. This project has served the following persons and households through December 2011.

Homelessness Prevention 643 Persons in 287 households	Rapid Re-Housing 838 Persons in 403 households
--	---

**Totaling 1,481 persons in 690 households**

The City of Manchester also received ARRA HPRP funds and has served the following persons and households through December 2011.

Homelessness Prevention 238 persons in 109 households	Rapid Re-Housing 78 persons in 33 households
--	---

**Totaling 316 persons in 142 households**



## **Acknowledgments**

Stories, updates, photos and quotes appearing in this report are courtesy of: New Hampshire Housing, Nashua Soup Kitchen and Shelter, Belknap-Merrimack CAP, Families in Transition, The Way Home, Greater Nashua CoC, Greater Manchester CoC, Seacoast Mental Health Center, Monadnock Family Services, Harbor Homes, the NH Department of Education, and Marguerite's Place.

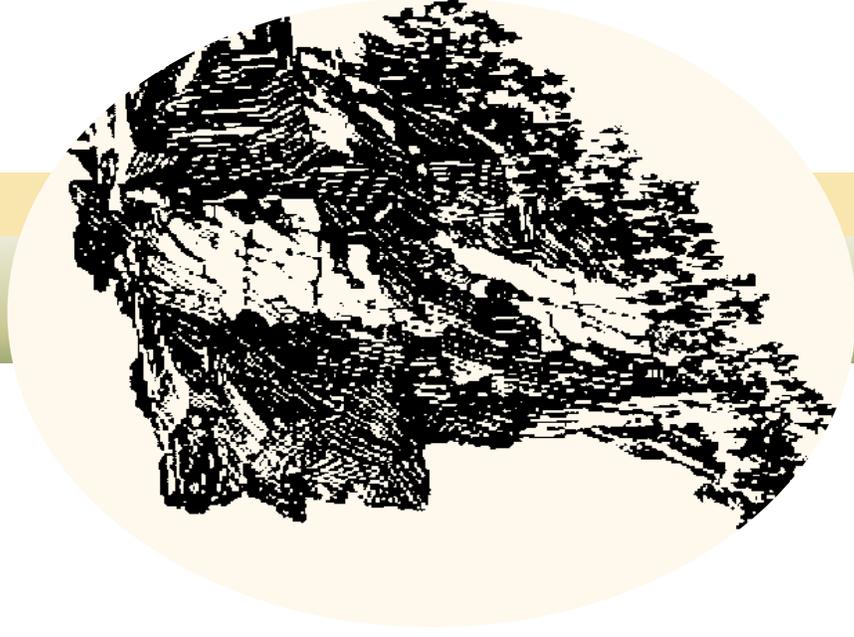
Special thanks to the New Hampshire Department of Health and Human Services Public Information Office for assisting in the design/layout of the report.

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  
Tele: 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						
<b>Tri-County Community Action Program, Inc.</b> • Tyler Blain House 56 Prospect Street Lancaster, NH 03584 (603) 788-2344 (603) 788-2344 (fax) www.tccap.org		X															
<b>GRAFTON COUNTY</b>																	
<b>Bridge House, Inc.</b> 260 Highland Street Plymouth, NH 03264 (603) 536-7631 (603) 536-4247 (fax) www.pemibridgehouse.org		X															
<b>Headrest, Inc.</b> 14 Church Street Lebanon, NH 03766-1642 (603) 448-4872 (603) 448-1829 (fax) www.headrest.org				X													
<b>The Support Center at Burch House</b> PO Box 965 Littleton, NH 03561 (603) 444-0624 (603) 444-0646 (fax) www.nhcadsv.org	X																
<b>Tri-County Community Action Program, Inc.</b> • 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						
<b>Voices Against Violence</b> PO Box 53 Plymouth, NH 03264 (603) 536-5999 www.nhcadsv.org	X																
<b>WISE (Women's Information Service)</b> 38 Bank Street Lebanon, NH 03766 (603) 448-5922 (603) 448-2799 (fax) www.wiseoftheuppervalley.org	X																
<b>HILLSBOROUGH COUNTY</b>																	
<b>211 New Hampshire</b> United Ways of NH PO Box 211 Manchester, NH 03105 (603) 621-6893 (603) 634-3875 (fax) www.211nh.org										X (referral service)							
<b>Bridges</b> PO Box 217 Nashua, NH 03061-0217 (603) 889-0858 www.bridgesnh.org	X																
<b>Child and Family Services of NH</b> PO Box 448 Manchester, NH 03105 (603) 668-1920 (603) 668-6260 (fax) www.cfsnh.org				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					
<b>Helping Hands Outreach Ministries, Inc.</b> PO Box 3551 Manchester, NH 03105-3551 (603) 623-8778 (603) 626-5811 (fax)				X												
<b>Marguerite's Place</b> 87 Palm Street Nashua, NH 03060-3828 (603) 598-1582 (603) 598-7574 (fax) <a href="http://www.margueritesplace.org">www.margueritesplace.org</a>									X							
<b>The Mental Health Center of Greater Manchester</b> 401 Cypress Street Manchester, NH 03103-3699 (603) 668-4111 (603) 669-1131 (fax) <a href="http://www.mhcgm.org">www.mhcgm.org</a>																X
<b>The Front Door Agency</b> 7 Concord Street Nashua, NH 03064 (603) 886-2866 (603) 886-9214 (fax) <a href="http://www.frontdooragency.org">www.frontdooragency.org</a>							X				X					
<b>Nashua Soup Kitchen and Shelter</b> PO Box 3116 Nashua, NH 03061-3116 (603) 889-7770 (603) 889-2347 (fax) <a href="http://www.nsk.org">www.nsk.org</a>		X														
<b>New Hampshire Legal Assistance</b> 1361 Elm Street, Suite 307 Manchester, NH 03101 (603) 668-2900 or (800) 562-3174 (603) 625-1840 (fax) <a href="http://www.nhla.org">www.nhla.org</a>											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		
<b>Community Action Partnership of Strafford County</b> PO Box 160 Dover, NH 03821-0160 (603) 749-1334 (603) 749-3718 (fax) www.traffcap.org					X	X	X						
<b>SULLIVAN COUNTY</b>													
<b>Southwestern Community Services, Inc. (Claremont)</b> • Three (3) Emergency Shelters PO Box 1338 Claremont, NH 03743 (603) 542-9528		XXX			X	X	X						
<b>Turning Points Network</b> 11 School Street Claremont, NH 03743 (603) 543-0155 www.nhcadsv.org	X												
<b>Veteran Homestead, Inc.</b> 69 High Street Fitchburg, MA 01420 (978) 353-0234 (978) 345-0926 (fax) www.vethospice.com							X						