

Homelessness in New Hampshire

A Report

July 1, 2011 - June 30, 2012

by the

**Bureau of Homeless
and Housing Services**

Office of Human Services

**NH Department of
Health and Human Services**

State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES

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NICHOLAS A. TOUMPAS
COMMISSIONER

October 19, 2012

Dear Friends:

As Commissioner of the New Hampshire Department of Health and Human Services (DHHS), I am pleased to join the Bureau of Homeless and Housing Services (BHHS) in providing you with the BHHS Annual Report for State Fiscal Year (SFY) 2012, from July 1, 2011, through June 30, 2012.

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 homeless service system in New Hampshire has not escaped the continued challenges of these economic times. There continues to be a shortage of affordable housing, which has resulted in a high demand on homeless shelters and the services they provide. In SFY '12, 4,825 persons were sheltered in state-funded programs. Included in this number were 790 families, including 847 children.

As we face the difficult challenges of these economic times, there continue to be a number of positive initiatives undertaken by DHHS to increase services to the homeless population of the state.

The BHHS received \$4,612,322 in funding through the 2009 American Recovery and Reinvestment Act (ARRA) to provide assistance to eligible individuals and families who were homeless or at risk of becoming homeless. Through the end of ARRA funding (7/30/12), the project, implemented by nine community agencies throughout the state, provided housing assistance and services to 1,625 people in 769 households, diverting them from homeless shelters and assisting them in maintaining safe affordable housing. Initial data on outcomes indicates that 91% of households placed in housing in the first year remained stably housed for two years since after exiting the program.

The State of New Hampshire has three separate homeless Continua 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.

In 2012, the BHHS received an increase in Department of Housing and Urban Development (HUD) Emergency Solutions Grant (ESG) funds totaling \$565,572 for the purpose of funding programs that provide homelessness prevention and rapid re-housing services. The funds will be used to benefit New Hampshire residents who are at risk of becoming homeless or to "rapidly re-house" individuals/families who have recently become homeless and meet certain criteria.

As Commissioner, I respect and commend the work of New Hampshire's homeless assistance providers, and look forward to working with the Governor and the Legislature on the ongoing challenges to end homelessness in New Hampshire.

Sincerely,

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

Nicholas A. Toumpas
Commissioner

The Department of Health and Human Services' Mission is to join communities and families in providing opportunities for citizens to achieve health and independence.

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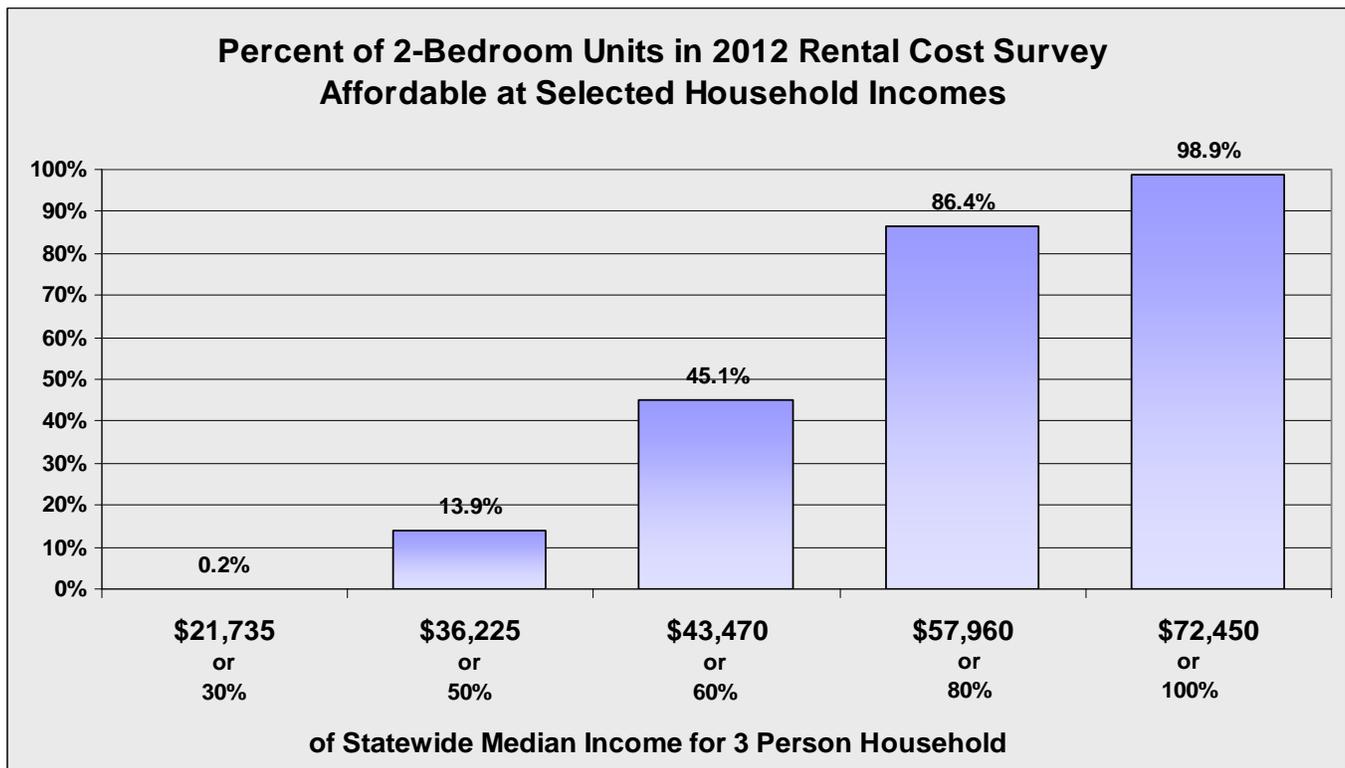
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Executive Summary

Homelessness in New Hampshire SFY 2012

This annual report on homelessness is developed and produced by the New Hampshire Department of Health and Human Services, Bureau of Homeless and Housing Services (BHHS). It provides information and data on state and federally-funded homeless assistance programs funded through the NH BHHS, which included 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). Programs funded through New Hampshire's three Continuums of Care (CoCs), the Balance of State, Manchester, and Greater Nashua, are also included in this report. 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 the State.

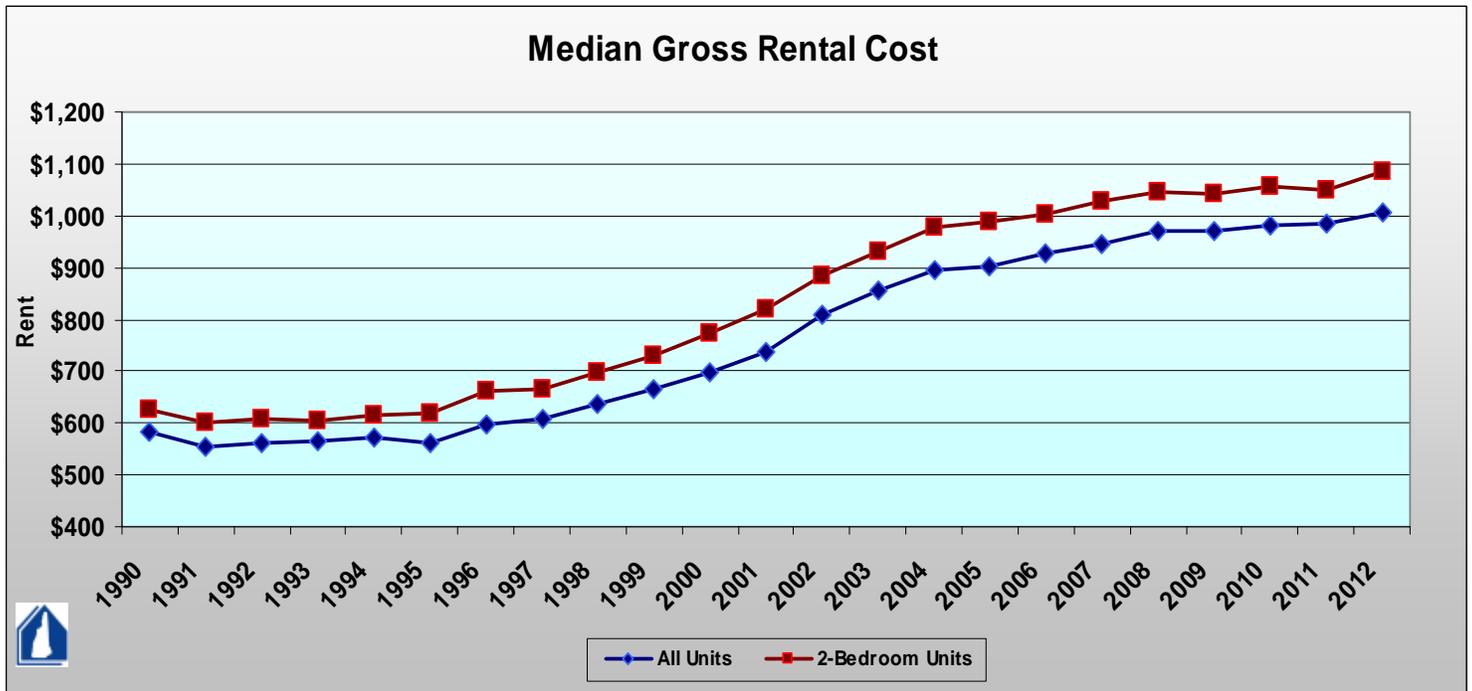
Housing affordability continues to be a very real challenge in New Hampshire, and housing *availability* is very closely linked to *affordability*, as the chart below (NH Housing 2012 Rental Cost Survey) illustrates. It's not surprising that for persons earning 100% of the area median income (AMI), almost all available two-bedroom units are affordable, yet just under 14% of available units are affordable to folks earning 50% of the AMI, and less than 2% are affordable to persons earning 30% of the AMI.



Source: New Hampshire Housing

The NH Housing 2012 Rental Cost Survey reported that the median cost of a two-bedroom apartment in New Hampshire was \$1,085, which is an increase from the 2011 cost of \$1,050. However, that does not tell the whole story. The report also notes rents for apartments in the state have climbed more than 24% over the last 10 years, and utility costs for rental

housing have increased by a whopping 57%! This, combined with a sluggish economy, means safe, affordable, permanent housing continues to be out of reach for many of the state’s very low-income citizens. For disabled people on fixed incomes, the housing situation is even more dire. Monthly SSI payments for individuals are approximately \$698, yet the median rental cost for a one-bedroom apartment is \$848, and a studio apartment is no more affordable, with a median rent of \$648.



Source: New Hampshire Housing

Homeless prevention and emergency shelter services continue to provide a safety net to some of New Hampshire’s most vulnerable citizens. 2-1-1 NH provided information and referral to 4,920 people about homeless and homeless prevention services, and state-funded homeless prevention services provided assistance to more than 5,000 individuals and families. Each evening, state-funded emergency shelters provided a warm place to sleep for approximately 839 people who were without a home. Families comprised 31% of those served, with 18% (847) of those being children. Overall the shelters served 4,825 people in SFY ‘12, a slight decrease from SFY ‘11. The decrease in the number of persons served is likely due to the increase in the average length of stay from 51 to 61 days, a 20% increase since SFY’11, and the largest percentage increase in length of stay in five years.

	SFY ‘07	SFY ‘08	SFY ‘09	SFY ‘10	SFY ‘11	SFY ‘12
Total Persons Sheltered	5,721	5,209	4,956	4,681	4,942	4,825
Total Bed Nights Provided	263,168	263,193	251,046	255,193	252,589	294,138
Average Length of Stay	47.90 days	50.53 days	50.65 days	54.52 days	51.11 days	60.96 days

New Hampshire’s 2012 Point-in-Time count of the homeless found that on any given night there are approximately 2,438 people homeless across the State. Of this total, approximately 27% (713) 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 2012 for permanent housing projects through the 2011 HUD SuperNOFA application. These three programs combined will create four one-bedroom apartments for chronically homeless individuals with severe mental illness, four units of housing for homeless disabled individuals and families, and leasing for ten apartments for three homeless families and seven homeless individuals.

While homeless service providers focused on the work at hand, we saw new regulations published by HUD pertaining to the definition of homelessness, the Emergency Solutions Grant (formerly Emergency Shelter Grant) Program, Consolidated Planning process, and the Continuum of Care process. These new regulations came out of the 2009 legislation that reauthorized the HUD McKinney-Vento Homeless Assistance Program, the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, which will change the way communities respond to homelessness. The HEARTH Act and accompanying regulations codify many of the procedures which homeless assistance programs have been working under, but will also require a dramatic shift in the delivery of homeless services. Key elements include implementing a centralized coordinated intake system, shifting from a “no wrong door” entry approach, to “only one door” approach for folks entering the homeless service system, and using shelter diversion to reduce homelessness. There is also a change in community-wide required performance measures which will be used by HUD to make funding decisions. These include targeted reductions in the length of stay in shelters and transitional housing, rapidly re-housing homeless persons, increasing program exits to permanent housing, and reductions in homeless recidivism rates. The implementation of the HEARTH Act will present both challenges and opportunities, and BHHS has begun working with funded agencies providing technical assistance and creating opportunities for collaboration on implementing the new program requirements.

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 which place them at risk for homelessness.



Homeless Outreach in Strafford County

SFY 2012 New Hampshire Homeless Services Activities Summary

Shelter Service Totals

State-Funded Shelter Services

4,825 persons sheltered (Emergency and Transitional)
Total includes 340 people sheltered in domestic violence shelters

Of Persons Sheltered There Were

3,330 single adults
790 adults in 648 families
847 children in families

Including ¹

1,175 persons with known mental illness
560 persons with alcohol abuse
552 persons with other substance abuse
426 persons with dual diagnosis (mental health and substance abuse)
106 persons with a developmental disability
738 persons with a physical disability
808 victims of domestic violence
284 veterans
9 persons with HIV/AIDS
950 persons who are chronically homeless

Special Needs Programs

2,762 Homeless Outreach/Intervention Program (Balance of State Continuum of Care only)
125 Transitional Housing persons served
202 Permanent Housing persons served
98 Shelter + Care Housing persons served
597 Housing Security Guarantee Program (households assisted)
139 Homeless Housing and Access Revolving Loan Fund (households assisted)
365 HOPWA HIV/AIDS households served (3/1/10 - 2/28/11) (within Balance of State and Manchester Continuums)
961 PATH clients served

Manchester Continuum of Care

595 Outreach
279 Transitional Housing
296 Permanent Housing
173 Homeless Prevention & Rapid Re-Housing
464 Families
2,522 Individuals (and individuals in families)

Greater Nashua Continuum of Care

217 Total number served by homeless outreach program
324 Transitional Housing persons served
377 Permanent Housing persons served (HHI)
2 Shelter + Care Housing persons served
34 HOPWA HIV/AIDS households served in the Greater Nashua Continuum of Care
34 HPRP households served

¹ These numbers represent self-report.

SFY 2012 Bureau of Homeless and Housing Services Funding Resources

The following outlines New Hampshire DHHS, 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: \$3,883,003.69

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: \$3,806,265.74

American Recovery and Reinvestment Act of 2009

Homelessness Prevention and Rapid Re-Housing Program (HPRP)

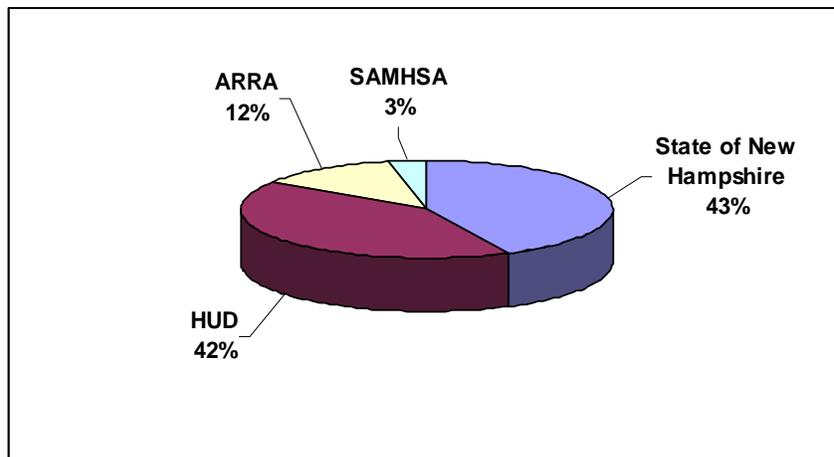
Actual Expenditures: \$1,107,703.54

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: \$300,000.00

**Actual Expenditures – SFY 2012
\$9,096,972.97**



New Hampshire Department of Education: Children and Youth Homelessness in New Hampshire

The economic downturn continues to hit hard for many children and families, causing more and more families to fall into homelessness. In 2009-2010, school liaisons reported 2,573 homeless students enrolled in New Hampshire schools. This number continues to increase. In fact, the 2010-2011 school year report shows a substantial increase to 3,164 homeless children and youth enrolled in New Hampshire public schools. The most recent report (2011-2012) shows yet another increase with a grand total of 3,306 homeless students enrolled in New Hampshire public schools. These numbers are much higher than the other homeless statistics contained in this report because US Department of Education utilizes a broader definition of homelessness than HUD, including people who are “doubled up.” New Hampshire school districts continue to 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.

The New Hampshire Department of Education (DOE) remains actively involved with the New Hampshire Homeless Teens Task Force. During this past year, the Task Force has continued work on making overnight emergency shelters for homeless youth a reality. The New Hampshire DOE and other homeless service providers around the state are steadily moving forward toward the ultimate goal of a comprehensive plan to provide for the homeless teenagers, county-by-county, and statewide.

The New Hampshire DOE has also started work on a higher education initiative. The goal is to create an effective system for homeless youth to transition into higher education. Closely following a successful model created by the Colorado Department of Education, the NH DOE hopes to begin a process of creating a knowledgeable, expansive, and cohesive network in the state of New Hampshire that can help assist homeless youth in their goals of attaining higher education in 2012. The idea is that this network would consist of current Homeless Education Liaisons, school counselors, financial aid administrators, admissions advisors, service providers, and state agencies. A preliminary meeting for interested parties in the higher education initiative was held on February 17, 2012 at Nashua Community College.

Related to higher education for homeless youth, the New Hampshire DOE partnered with the New Hampshire Higher Education Assistance Foundation (NHHEAF) in an effort to make higher education more affordable for homeless students through scholarships. With help from the New Hampshire DOE, NHHEAF was able to award 20 scholarships worth \$1500 each to twenty students who were in a homeless situation. The New Hampshire DOE was able to make homeless liaisons and homeless students across the state more aware of this scholarship opportunity. NHHEAF and the New Hampshire DOE plan to continue working together over the years to provide homeless students with access to higher education.

This year, the New Hampshire DOE’s Homeless Education program has again 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 backpacks to local homeless liaisons. This year, 320 backpacks have been allocated to New Hampshire school districts. These backpacks came filled with standard school supplies, food kits and books and will benefit the homeless youth in New Hampshire. H.E.L.P has also donated 20 boxes of school supplies and a pallet of Pepperidge Farms goldfish

crackers to be distributed to some of the most-needy schools within New Hampshire. This marks the fifth year the New Hampshire DOE has hosted this event.

For additional information, please contact:
Lynda Thistle Elliott, Ed.D., Director
Homeless Education/Title I Coordinator/Migrant Education
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Feed the Children



Feed the Children

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 - 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.

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

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 NH Department of Health and Human Services
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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, NH) requesting McKinney-Vento Assistance funds authorized to the CoC; and
- Public 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.

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.

Contact Information

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

Kaitlin Simpson, Coordinator
 Manchester Continuum of Care
 122 Market Street
 Manchester, NH 03101
 (603) 641-9441, Ext. 225
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For more information about the MCoC, you can visit their website at www.mcoconh.org or you can email the MCoC at info@mcoconh.org.

For latest news and updates, like the MCoC on Facebook at www.facebook.com/mcoconh or follow the MCoC on Twitter at www.twitter.com/mcoconh.

Manchester Homeless Services Center

Managed by three collaborating partners, the Manchester Homeless Services Center provides daytime shelter, showers, laundry, lunch, a literacy program, mail drop, 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-oc.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 – responsible for routine and strategic planning of GNCOC activities, and the review of membership and activities, 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, and coordinates the annual Project Homeless Connect event 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;
- 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; and
- Employment Subcommittee – coordinates employment preparation programs and develops effective employment strategies. It organizes the annual Project Employment Connect event, evaluates and recognizes community organizations and members who are particularly conscientious in making employment accessible, and promotes positive cooperation between employment retention programs.

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

Keystone Hall, Greater Nashua's only comprehensive residential and outpatient substance use disorder treatment center, relocated to a new facility at 615 Amherst Street in Nashua. Now doubled in size, the agency is able to offer 28-day and 90-day residential treatment programs, in addition to offering long-term clinically intensive residential treatment to women and their children and a transitional living program for homeless adults. Outpatient services also increased as a result of the move. In the future, Keystone Hall will operate New Hampshire's only medical detoxification center.



Keystone Hall in Nashua, NH

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 The Front Door Agency have made presentations to area veteran organizations describing their available supportive services. Tracey Noonan, the local VASH program manager, attends GNCOC member meetings, and the homeless coordinator, Lisa Jacobus, attends GNCOC meetings on a regular basis. Harbor Homes, in partnership with the VA and New Hampshire Housing, recently created 21 units of VASH for chronically homeless veterans in Nashua, New Hampshire, as part of its Veterans FIRST programming. These units vary in size from one to three-bedroom apartments. Harbor Homes now provides transitional and permanent supportive housing to more than 95 homeless and low-income veteran households in Nashua. The agency is the largest provider of veteran-specific housing in the state. An additional 15 certificates are expected to be made available in the upcoming 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.

Greater Nashua Mental Health Center at Community Council (GNMHC) expanded its existing housing program with the addition of 39 subsidized beds, as well as provided an additional 100 individuals with supported housing services. During the year, GNMHC provided a total of 198 individuals with supported housing services, 82 of whom received housing subsidies through the agency. All participants are individuals living with severe mental illness who have been homeless or are at risk of becoming homeless. Eligibility is based upon assessment and treatment needs. All participants are provided with assistance in accessing benefits, including applying for Section 8 housing vouchers.

Harbor Homes, Inc. received a \$4.9 million competitive grant through the US Department of Health Services Administration to expand its existing federally qualified health care for the homeless clinic, Harbor Care Health and Wellness Center. Once the project is complete, Harbor Homes will provide primary, preventive, and supplementary health care to at least 3,500 homeless and at-risk New Hampshire community members.

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
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12 Amherst Street
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Jerry LeClerc, Vice-Chair
Greater Nashua Continuum of Care
BOD, Greater Nashua Interfaith
Hospitality Network
leclercjerry@aol.com



Buckingham Place in Nashua, NH - Veterans FIRST Transitional Housing

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 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 people 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

For additional information on 2-1-1 NH, please go to www.211NH.org. In State Fiscal Year 2012, 2-1-1 NH received 4,920 calls for homeless services and information.

2-1-1 NH

**FROM A LANDLINE OR CELL
PHONE IN NH: DIAL 2-1-1**

**FROM OUT-OF-STATE OR FROM 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. This program 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 2,762. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)



Homeless Outreach in Keene, NH

Projects for Assistance in Transition from Homelessness (PATH)

The PATH program is administered by the Center for Mental Health Services, a component of SAMHSA (Substance Abuse and Mental Health Services Administration), 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 2012, PATH service workers provided outreach services to nearly 1,000 individuals. Of these, 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.

PATH services can extend over years, and be re-initiated when necessary. A PATH outreach worker assisted a person who was homeless and living with mental illness access an apartment in her community. The PATH worker recently learned that the person was now facing eviction because of damages sustained in that apartment. The PATH worker intervened once again. He coordinated support from the local mental health center, and negotiated directly with the landlord. Because the PATH worker also had carpenter skills, he also fixed the damage himself. By not “waiting for the inevitable” the PATH worker prevented another episode of homelessness for this person.

PATH Homeless Outreach

Because of her particular developmental and mental health issues, "Deb" was especially challenged in her efforts to navigate her local support system. After decades of struggles with relationships, maintaining income, and encounters with the criminal justice system, Deb was eventually found asking passers by for handouts and sitting on curbstones with no place to live. The police asked her to vacate the premises but she refused to, stating 'arrest me...I have no place to go.'

A PATH worker arranged to meet Deb at court and began to work with her to find a room to rent, and reengage her into needed treatment. The PATH worker brokered an arrangement with Local Welfare to arrange conditions that would ensure the best use of temporary financial assistance. The PATH worker contacted the jail and secured a letter of her discharge to re-activate Deb's Social Security within three days. Deb remains safely housed and is no longer begging for cigarettes or food. She is receiving support services from the Mental Health Center including case management to assure that her needs are met, including benefit entitlements. She was also able to get medical care at a homeless health care site and being properly treated for her diabetic condition. PATH was instrumental in helping Deb navigate the many bridges and systems in her support system. She is appreciative of the assistance given as she has had a difficult time navigating the social Welfare system on her own.

PATH Homeless Outreach

Homeless Shelter Services

The DHHS, BHHS provided funding to 42 programs that provided shelter to 4,825 homeless men, women and children in SFY '12. 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 839 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 assist 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.



Learning in a fun, safe environment is core to Families in Transition's Family Place pre-school program. The Family Place, offered to up to 20 of FIT's youngest participants, features teachers and social workers who are trained in early childhood education as well as trauma informed care. Real progress is made through the programs at the Family Place.

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 '12, 340 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.

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

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. These 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

Six TH programs administered by five agencies are funded through the BoSCoC. They serve the northern counties of Grafton, Carroll, Coos and Sullivan, as well as southern programs in the seacoast area, Cheshire County and Belknap-Merrimack Counties.

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

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

The Front Door Agency
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 Supportive Housing

HUD-funded permanent supportive housing providers offer housing and supportive services to homeless persons with disabilities such as mental illness, chronic substance abuse, co-occurring disorders, or ABD. Residents of permanent supportive 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 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 Health &
Developmental Services of Strafford
County, Inc.)
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

The 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

Greater Nashua Mental Health Center
100 W. Pearl St
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 administered by two agencies are funded through the BoSCoC. They serve greater Keene/Claremont area as well as Rockingham County and Carroll County:

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

John is a young adult who grew up in a world of trauma and instability. Inconsistent responses from schools to his learning disability resulted in frequent and abrupt moves from school to school. At home John not only witnessed, but experienced severe abuse from parents and stepparents.

John's inconsistent education and learning disability left him illiterate as he entered the workforce to help care for his younger siblings. He often worked two full-time jobs simultaneously to put food on the table for his family, while navigating the combined effects of his childhood trauma and his learning disability. At the same time he began to display the signs of serious mental illness. The symptoms of Post Traumatic Stress Disorder resulted in horrible nightmares and sleep deprivation. He self medicated, often through episodes of binge drinking. John experienced severe depression, and attempted suicide a number of times. These attempts resulted in permanent injuries and limited mobility.

John eventually followed the promise from an employer of a place to live, steady work and a reasonable paycheck. Unfortunately, he instead found himself exploited and living in a dilapidated dwelling with no heat or running water. Unable to navigate the benefit system due to illiteracy and an untreated mental illness, John had to subsist on the few dollars his "employer" paid him each day for performing manual labor.

After years of coping with his illnesses and suffering the exploitation of others, John was assisted in accessing immediate help from a PATH homeless outreach worker. John's PATH worker promptly referred John to the mental health center's S+C program. This program has been a lifeline in its local service area, often allowing people who are literally homeless to immediately access safe supportive housing.

Within a month, John was receiving emergency food stamps and had an apartment of his own through the local mental health center's S+C program. Working with the center's staff, John now has Medicaid and receives Social Security. Benefits then led to ongoing mental health treatment, case management and medical treatment. Without the assistance of the S+C program, John would not have been able to elevate himself from his former situation. Today John still struggles with his illnesses, but now has the supports necessary to counteract the pain he has endured and has a chance to lead a happier more fulfilling life.

PATH Homeless Outreach/S+C

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, 2011 through February 28, 2012, these two programs:

- provided 29 households with tenant-based rent assistance;
- supported 128 households with short-term rent, mortgage or utility assistance; and
- provided 365 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. In the last fiscal year, May 1, 2011 through April 30, 2012, this program:

- provided 33 households with tenant-based rental assistance and supportive services.

The Harbor Homes grant provides short-term rent, mortgage and/or utility assistance and supportive services. In the last fiscal year, October 1, 2010 – September 30, 2011, the program:

- 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 597 households in SFY '12.

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 139 households in SFY '12.





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 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 continues 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/>.

In July 2011, NH-HMIS staff, BHHS and all programs participating in HMIS began preparations for a major upgrade of New Hampshire’s HMIS database. During the next thirteen months, the HMIS team and BHHS’s data specialist engaged in research, consultation with other systems, awareness building, education and training to ensure readiness, not only on the administrative end, but also for every volunteer and staff person at every New Hampshire program that participates in this system. On August 21, 2012, the new system went live. As each local program linked in, local shelter and housing programs found an HMIS that operates faster, easier, and more accurately than ever before.

The Annual Homeless Assessment Report (AHAR) is provided to the US Congress to evaluate context and evolution of homelessness. Reports such as the AHAR have significant impact on the response of government, as well as the public at large, to the crisis of family and individual homelessness. This year, NH-HMIS completed the AHAR for all homeless service categories in all three continua of care. HUD data reviewers gave New Hampshire’s AHAR high marks for comprehensiveness and accuracy.

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

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 2012, 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 nearly 300 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.

HEARTH Implementation Clinic - The BHHS sponsored a Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Academy Implementation Clinic in late March 2012. Changes in legislation (2009 Congressional HEARTH Act) will have a significant impact on how homeless services will be delivered across the country, and implementation of the HEARTH Act presents both opportunities and challenges. The Clinic brought together New Hampshire's key leaders working on homelessness to: (1) evaluate New Hampshire's performance on HEARTH performance measures; (2) determine appropriate goals and benchmarks based on HEARTH Act requirements; and (3) create a plan to improve system performance. The Clinic was facilitated by the National Alliance to End Homelessness Center for Capacity Building.

SHP Case Managers' Meetings - In September of 2011, the BHHS began assisting the BoSCoC in sponsoring an ongoing networking support group for SHP case managers. This includes quarterly meetings that provide case managers with information and resources, as well as opportunities to network with others around the state. Presenters discuss a variety of topics including best practices for housing participants, self-care to prevent burnout, public housing services such as Section 8 applications, social services, mainstream resources, legal assistance and many other barriers to housing the SHP population. The feedback from attendees has been very positive and the meeting appears to succeed at its mission of providing resources and networking supports.

Point-in-Time Count - A one-day point-in-time count of homeless individuals was administered on January 25, 2012 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 2,438 homeless individuals across the State. This represents a 3% decrease in the number of homeless individuals from 2011 (2,520 individuals). There was an 11% decrease in the number of unsheltered homeless, and the number of homeless families remained the same when compared to the 2011 data. In addition, 146 persons were veterans.

PATH/HOIP Outreach Certification - On April 18 and June 22, 2012, New Hampshire's PATH and HOIP outreach workers completed a two-day Mental Health First Aid certification course. The Substance Abuse and Mental Health Services Administration had recommended that PATH outreach workers complete this certification. The curriculum, taught by Joseph Forscher, MS, of Monadnock Family Services, focused on early assessment and identification of mental illness and mental health disorders and intervention strategies in emergency situations that involve mental illness.



Homeless Outreach in Keene, NH

Trainings - In 2012, BHHS provided the following free trainings to providers:

- Mental Health Awareness Training – This training assists workers in obtaining the knowledge necessary to engage and work with people in recovery in a shelter setting.
- Prescription Drugs – This workshop describes: (1) categories of prescription and other legal drugs that are frequently abused, their uses and side effects; (2) safety, medical and legal issues including diversion of drugs; and (3) identification of problems and raising the issue with clients.
- Medication-Assisted Treatment – This workshop describes medication-assisted treatment for opiate addiction, including medications used, recommended processes and timeframes.
- 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.

American Recovery and Reinvestment Act - On October 1, 2009, the DHHS, BHHS received \$4,612,322 in funding through the 2009 ARRA, Homelessness Prevention and Rapid Re-Housing Program (HPRP) to provide assistance to eligible individuals and families who are homeless or at risk of becoming homeless. The project served the following persons and households through July 30, 2012.

Homelessness Prevention 705 Persons in 320 households	Rapid Re-Housing 920 Persons in 449 households
Totaling 1,625 persons in 769 households	

On October 1, 2009, the City of Manchester also received \$766,545 in funding through the 2009 ARRA HPRP. The project served the following persons and households through June 30, 2012.

Homelessness Prevention 252 persons in 113 households	Rapid Re-Housing 78 persons in 33 households
Totaling 330 persons in 146 households	

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Acknowledgments

Stories, updates, photos and quotes appearing in this report are courtesy of: New Hampshire Housing, Department of Education, Southwestern Community Services, Families in Transition, Center for Life Management, Greater Nashua CoC, Greater Manchester CoC, Monadnock Family Services, Community Action Partnership of Strafford County, Harbor Homes, and Greater Nashua Mental Health Center at Community Council.

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.

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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>

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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
The Samaritans, Inc. Mary's Place Trans. Shelter 103 Roxbury Street, Suite 203 Keene, NH 03431 (603) 352-1016 (603) 352-1018 (fax)				X							
Southwestern Community Services, Inc. (Keene) <ul style="list-style-type: none"> • Three (3) Emergency Shelters • Next Step Transitional Housing • Sullivan County Trans. Housing PO Box 603 Keene, NH 03431 (603) 352-7512 (603) 352-3618 (fax) www.scshehelps.org		XXX*			X	X	X	X	X	X	
COOS COUNTY											
Coos County Family Health Services, Inc. <ul style="list-style-type: none"> • Response to Sexual and Domestic Violence 54 Willow Street Berlin, NH 03570 (603) 752-5679 (603) 752-5467 (fax) www.nhcadv.org	X										
Tri-County Community Action Program, Inc. <ul style="list-style-type: none"> • Coos, Carroll, Grafton Counties • Friendship House 30 Exchange Street Berlin, NH 03570 (800) 552-4617 (603) 752-8041 (fax) www.tccap.org					X	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
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.wiseftheupervalley.org	X										
HILLSBOROUGH COUNTY											
211 New Hampshire United Ways of NH PO Box 211 Manchester, NH 03105 (603) 621-6893 (603) 634-3875 (fax) www.211nh.org						X (referral service)					
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					

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
Harbor Homes, Inc. 45 High Street Nashua, NH 03060 (603) 882-3616 (603) 595-7414 (fax) www.harborhomes.org		X						X			
Helping Hands Outreach Ministries, Inc. PO Box 3551 Manchester, NH 03105-3551 (603) 623-8778 (603) 626-5811 (fax)				X							
Marguerite's Place 87 Palm Street Nashua, NH 03060-3828 (603) 598-1582 (603) 598-7574 (fax) www.margueritesplace.org									X		
The Mental Health Center of Greater Manchester 401 Cypress Street Manchester, NH 03103-3699 (603) 668-4111 (603) 669-1131 (fax) www.mhcgm.org											X
Nashua Soup Kitchen and Shelter PO Box 3116 Nashua, NH 03061-3116 (603) 889-7770 (603) 889-2347 (fax) www.nskks.org		X									
New Hampshire Legal Assistance 1361 Elm Street, Suite 307 Manchester, NH 03101 (603) 668-2900 or (800) 562-3174 (603) 625-1840 (fax) www.nhla.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
MERRIMACK COUNTY											
Community Action Program Belknap-Merrimack Counties, Inc. <ul style="list-style-type: none"> • New Start Program PO Box 1016 Concord, NH 03302-1016 (603) 225-3295 (603) 228-1898 (fax) www.bm-cap.org					X	X	X				
Community Services Council of New Hampshire <ul style="list-style-type: none"> • Franklin Falls Farm PO Box 2338 Concord, NH 03302-2338 (603) 225-9694 or (603) 225-9000 (603) 225-4158 (fax) www.cscnh.org								X			
Crisis Center of Central New Hampshire PO Box 1344 Concord, NH 03302-1344 (603) 225-7376 (603) 225-2850 (fax) www.rdvcc.org	X										
Families in Transition, Inc. <ul style="list-style-type: none"> • Concord Transitional Housing • Concord PHP • Concord Community • Concord Community Leasing • Concord Community Leasing II Concord, NH (603) 641-9441 (603) 641-1244 (fax) www.fitnh.org								X 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
The Salvation Army •McKenna House 100 South Fruit Street Concord, NH 03301 (603) 228-3505 (603) 224-7877 (fax)		X									
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 Derry, 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							

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
Rockingham Community Action 4 Cutts Street, Suite 1A Portsmouth, NH 03801 (603) 431-2911 (603) 431-2916 (fax) www.rcaction.org					X	X					
A Safe Place 6 Greenleaf Woods, Suite 101 Portsmouth, NH 03801 (603) 436-4619 (603) 436-7951 (fax) www.asafeplacenh.org	X										
Seacoast Mental Health Center • Springbrook Condominiums 1145 Sagamore Avenue Portsmouth, NH 03801 (603) 431-6703 (603) 433-5078 (fax) www.seacoastmentalhealth.org								X			X
STRAFFORD COUNTY											
Community Action Partnership of Strafford County PO Box 160 Dover, NH 03821-0160 (603) 749-1334 (603) 749-3718 (fax) www.straffcap.org					X	X	X				
Community Partners • Tideview Estates • Rochester Family Housing 113 Crosby Road, Suite 1 Dover, NH 03820 (603) 749-4015 (603) 743-3244 (fax) www.bhdssc.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
My Friend's Place • Our Place 368 Washington Street Dover, NH 03820 (603) 749-3017 (603) 749-5068 (fax)		X							X		
SULLIVAN COUNTY											
Southwestern Community Services, Inc. (Claremont) • Three (3) Emergency Shelters PO Box 1338 Claremont, NH 03743 (603) 542-9528		XXX*			X	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.vehospice.com							X				

*Southwestern Community Services has three shelters at five locations.