

Homelessness in New Hampshire



A Report

*by the Bureau of Homeless
and Housing Services*

Office of Human Services

*NH Department of
Health and Human Services*

July 1, 2012 - June 30, 2013





State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES
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NICHOLAS A. TOUMPAS
COMMISSIONER

March 27, 2014

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) 2013 from July 1, 2012 to June 30, 2013.

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 the state. The economy and the persistent shortage of affordable housing have continued to result in a higher demand on homeless shelters and the services they provide. In SFY '13, 4,732 persons were sheltered in state-funded programs. Included in this number were 689 families, including 902 children. The average length of stay decreased from 61 days to 58 days.

As we continue to face difficult challenges, there are a number of positive initiatives undertaken by our Department to increase services to the state's homeless population.

In May of 2009, President Obama enacted legislation that reauthorized the HUD McKinney-Vento Homeless Assistance Program. Out of this legislation came the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, which will change the way communities respond to homelessness. This legislation has brought challenges and opportunities to strengthen our homeless service system and continue to refine and improve the excellent work of providers. We will continue to see positive trends as communities begin to pilot new strategies to address homelessness.

The BHHS continues to work on outcome reporting, and state and federally-funded Homelessness Prevention Programs are reporting in the New Hampshire Homeless Management Information System. Outcome tracking is improving, and BHHS can begin to identify which interventions successfully prevent homelessness.

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.

My sincere thanks to all who are consistently working to decrease homelessness in New Hampshire. The work does make a difference in the lives of those less fortunate.

Sincerely,

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

Nicholas A. Toumpas
Commissioner

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Executive Summary

Homelessness in New Hampshire SFY 2013

The New Hampshire (NH) Department of Health and Human Services, Bureau of Homeless and Housing Services (BHHS) developed this report to provide information and data on state and federally-funded homeless assistance programs funded through the NH 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). We are pleased that again this year both the Greater Nashua and Manchester CoCs agreed to collaborate with us to contribute to this report, providing a more detailed and inclusive picture of the situation of homelessness in the state.

Annual statistics reported to BHHS by funded agencies, as well as the annual one-day Point-In-Time count, help us get an accurate picture of homelessness in the state. The 2013 NH Point-In-Time count of homeless persons identified 2,576 homeless people in NH, an increase of just over 5% from the 2012 count, which identified 2,438 homeless persons. While the overall numbers showed an increase over the previous year, there was a slight decrease (8%) in the number of families who were homeless (both sheltered and unsheltered) from 276 in 2012 to 254 in 2013.

Approximately 36% of those reported as homeless were people who were identified as temporarily doubled up, or couch surfing. People in this situation don't meet the HUD definition of homelessness, but are homeless in the true sense of the word, without a regular, fixed nighttime residence. These individuals and families are doubled up, and often not receiving services from homeless service providers. It can be challenging to identify these hidden homeless in our community, and more importantly, assist them in regaining housing stability.

Each evening, NH homeless service programs provided a warm place to sleep for approximately 1,200 people who were without a home. Although the number of folks served in the state-funded homeless shelter system remained relatively stable in SFY '13, at 4,732 persons, SFY '13 brought some promising trends. The number of families utilizing emergency shelters declined by 13%, and the average length of shelter stay decreased by 5%, from 61 days to 58 days.

	SFY '08	SFY '09	SFY '10	SFY '11	SFY '12	SFY '13
Total Persons Sheltered	5,209	4,956	4,681	4,942	4,825	4,732
Total Bed Nights Provided	263,193	251,046	255,193	252,589	294,138	273,116
Average Length of Stay	51 days	51 days	55 days	51 days	61 days	58 days

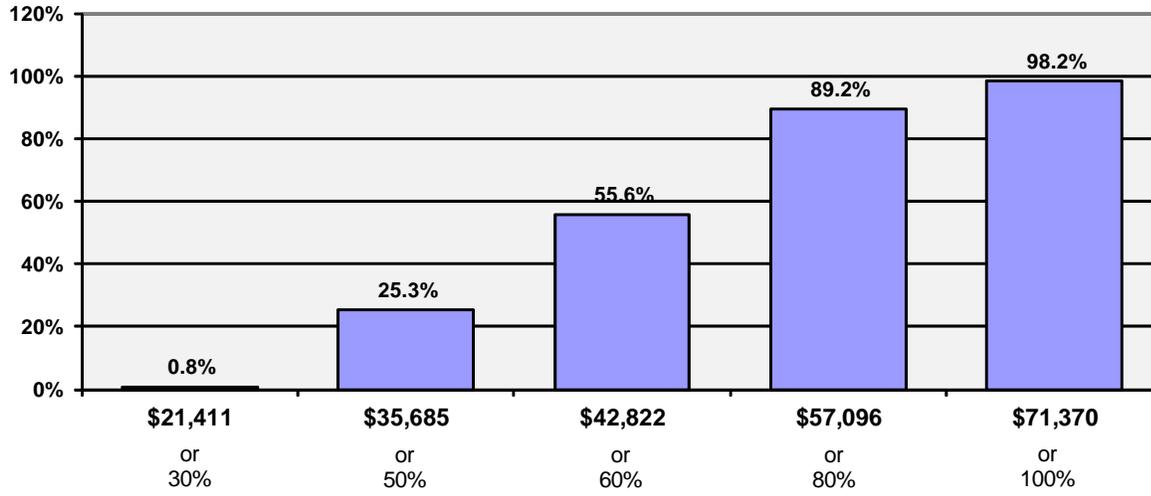
There has been a 9% reduction in annual numbers of individuals sheltered over the past five years, since 2008, when 5,209 individuals were reported as sheltered. Total bed nights of shelter use was 273,116, a reduction of approximately 7% from the 2012 total of 294,138 bed nights.

The implementation of NH's Homeless Management Information System, and subsequent system improvements, have had some impact on reducing duplication in head counts, but more recent initiatives related to the implementation of the HEARTH Act have also contributed to the decline. In the southwestern region of the state, Southwestern Community Services piloted new intake processes which include a standard assessment, shelter diversion, targeted homeless prevention, and rapid re-housing techniques. This effort has shown promising preliminary outcomes, including an increase in shelter exits to permanent housing and an overall reduction in homelessness and shelter demand that allowed an emergency shelter to be closed in 2013. The Seacoast Region implemented the first coordinated assessment pilot in the Balance of State Continuum of Care (BoSCoC) in August of 2013. Coordinated assessment is a new way of initializing service delivery, providing opportunities to streamline service coordination, ensure consistency, and better facilitate community collaboration, and is meant to ensure all homeless persons are being assessed in the same way with equal access to all available services in the region. This effort underway in the Seacoast is seeing preliminary positive outcomes, including enhanced service delivery coordination and lower shelter census.

The cost of rental housing in NH, and lack of affordable housing options for low and very low income people, continue to create challenges for low income and disabled NH citizens. The NH Housing Finance Authority (NHHFA) 2013 Rental Cost Survey reported that the median cost of a two-bedroom apartment in the state remained relatively stable in 2013 at \$1,076. Housing is considered affordable if it costs 30% or less of a household's gross income. Federal budget reductions have had a significant impact on the Housing Choice Voucher Program, pushing wait lists for these federally-funded Section 8 type tenant-based housing subsidies beyond eight years.

Approximately 55,000 NH renters pay more than 30% of their income for housing, with more than 50% of those paying more than 50% of income toward housing costs (NH Center for Public Policy, "Big Houses Small Households", presentation to NHHFA Policy Advisory Group 1/24/14). Housing availability continues to be closely linked to affordability, as the NHHFA rental cost survey chart below indicates. It's not surprising that for persons earning 80% or more of the area median income (AMI), approximately 90% or more available two-bedroom units are affordable, yet only 25% of available units are affordable to folks earning 50% of the AMI. The situation becomes more dire for folks who are very low income and struggling to survive as low wage earners or on fixed incomes such as Social Security Disability, with less than 1% of available rental units affordable to persons earning 30% of the AMI.

Percent of Units in NHHFA 2013 Rental Cost Survey Affordable at Selected Household Income Thresholds



of Statewide Median Income for 3 Person Household

% of Statewide Median Income for Three Person Household	Affordable Gross Rent Based on Income*	Adjusted Unit Count in Survey At or Below Affordable Rent		Unadjusted Unit Count in Survey At or Below Affordable Rent	
		#	%	#	%
30% \$21,411	\$535	156	1.1%	272	0.8%
50% \$35,685	\$892	4,478	30.6%	8,433	25.3%
60% \$42,822	\$1,071	8,694	59.5%	18,557	55.6%
80% \$57,096	\$1,427	12,999	88.9%	29,767	89.2%
100% \$71,370	\$1,784	14,267	97.6%	32,772	98.2%
		14,620 Total Adj.Units in Survey		33,367 Total Units Surveyed	

*Assumes a 30% housing cost ratio.



A child plays during recess at Families in Transition's "Family Place," a therapeutic preschool program specifically designed for homeless children and their families.

SFY 2013 New Hampshire Homeless Services Activities Summary

Shelter Service Totals

State-Funded Shelter Services

4,732 Persons sheltered (Emergency and Transitional)
Total includes 537 people sheltered in domestic violence shelters

Of Persons Sheltered There Were

3,110 Single adults
720 Adults in 689 families
902 Children in families

Including ¹

1,284 Persons with known mental illness
397 Persons with alcohol abuse
366 Persons with other substance abuse
148 Persons with dual diagnosis (mental health and substance abuse)
121 Persons with a developmental disability
818 Persons with a physical disability
1,058 Victims of domestic violence
302 Veterans
12 Persons with HIV/AIDS
874 Persons who are chronically homeless

Special Needs Programs

2,921 Homeless Outreach/Intervention Program (Balance of State Continuum of Care only)
94 Transitional Housing persons served
216 Permanent Housing persons served
104 Shelter Plus Care Housing persons served
607 Housing Security Guarantee Program (households assisted)
116 Homeless Housing and Access Revolving Loan Fund (households assisted)
344 HOPWA HIV/AIDS households served (3/1/10 - 2/28/11) (within Balance of State and Manchester Continuums)
1,358 PATH clients served

Manchester Continuum of Care

3,381 Total Served
602 Total Served (Families)
481 Total Served (Outreach)
38 Total Served (Permanent Housing)
253 Total Served (Transitional Housing)

Greater Nashua Continuum of Care

472 Total number served by homeless outreach program
318 Transitional Housing persons served
357 Permanent Housing persons served
1 Shelter Plus Care Housing persons served
60 HOPWA HIV/AIDS households served in the Greater Nashua Continuum of Care
185 Bridge Program (formerly HPRP) individuals served
16 ESG prevention program participants served
31 ESG Rapid Re-Housing program participants served
7 Safe Haven program participants served

¹ These numbers represent self-report.

SFY 2013 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 603-271-9196.

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: \$3,815,504.34

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: \$4,174,778.71

American Recovery and Reinvestment Act of 2009

Homelessness Prevention and Rapid Re-Housing Program (HPRP)

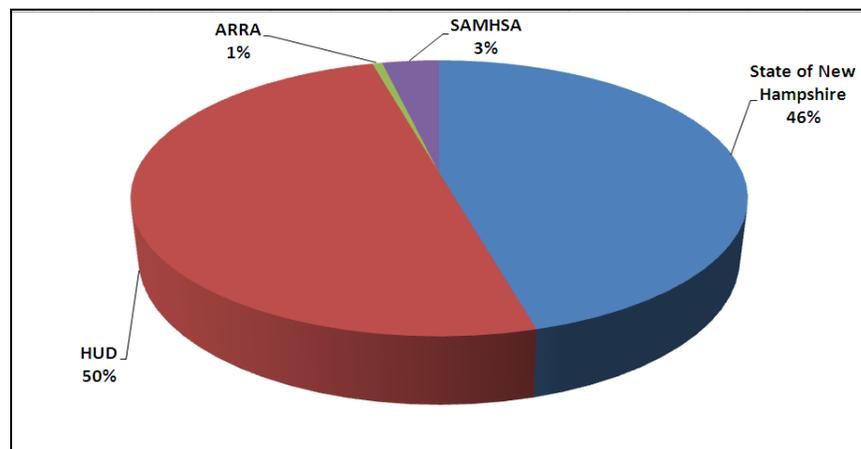
Actual Expenditures: \$51,521.57

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: \$297,724.35

**Actual Expenditures – SFY 2013
\$8,339,528.97**



2013 New Hampshire Conference on Homelessness

On October 21, 2013, the Bureau of Homeless and Housing Services hosted the 2013 NH Conference on Homelessness. There were several highlights from the conference.

The NH Coalition to End Homelessness Hope Starts Here Scholarship Award was presented via video to Kendra Rollins. This award assists high school graduates who have experienced homelessness, but have found the courage and strength to continue their education. Kendra said “The Hope Starts Here Scholarship will help me to accomplish my goals by providing financial assistance. I plan on going to college to get my Doctorate in Pharmacy and hopefully become a Pharmacist at Mass General.”



Pictured, from left to right: Cathy Kuhn, Director of the NH Coalition to End Homelessness; Kendra Rollins, 2013 Hope Starts Here Scholarship awardee; and Trece Mettauer, Hope Starts Here Scholarship Committee member. In this picture, Cathy Kuhn and Trece Mettauer present Kendra Rollins with a plaque to commemorate her award.

A keynote was given by Kathleen Guarino, Director of Training for the National Center on Family Homelessness. The following are some thoughts by Dr. Guarino regarding “Understanding and Responding to Trauma in the Lives of Families Experiencing Homelessness.”

In the 1980’s, families made up one percent of people experiencing homelessness in the U.S. Today they make up approximately 37 percent. Poverty and lack of affordable housing have made it nearly impossible for struggling families to prevent and overcome homelessness, and the recent recession and high foreclosure rates have pushed those who were on the edge into poverty and homelessness. Addressing housing and employment are critical, but there is more to the story.

Almost 20 years of research has documented that over 90 percent of homeless mothers report lifetime histories of trauma, including childhood physical and sexual abuse and domestic violence. Experiences of chronic trauma, particularly from an early age, can have a serious impact on brain development and, if unaddressed, can result in long-term mental and physical health challenges. The National Center on Family Homelessness conducted the SHIFT (Service and Housing Interventions for Families in Transition) Study to examine the residential stability of families in homeless shelters and housing programs. Major findings of this longitudinal study document significant traumatic experiences.

- **Ninety-three percent of mothers had a history of trauma, and 81 percent had experienced multiple traumas.** The most common trauma experienced was interpersonal violence (e.g., physical and/or sexual abuse).
- **Approximately half of the mothers met the diagnostic criteria for post-traumatic stress disorder (PTSD).** The severity of the mothers’ PTSD symptoms affected residential stability; whereas, factors related to the ability to earn income (e.g., unemployment, poor health) predicted residential instability at 15 months. The only predictors at 30 months were the severity of maternal trauma symptoms and lower self-esteem.

Given the potentially devastating impact of untreated trauma on individuals, families, and society, it is critical that service systems recognize and respond to the unique needs of trauma survivors. Providing “trauma-informed care” requires an organizational commitment to building the knowledge, awareness, and skills needed to create service environments that support recovery and healing. Often this means adapting the practices, policies, and culture of an entire organization. Trauma-informed care is driven by a set of core principles integrated into all aspects of an

organization, including physical and emotional safety and offering families choice, control, and autonomy over the circumstances in their lives. Given the pervasiveness of trauma in the lives of families experiencing homelessness, seeing their responses through the lens of trauma will increase the effectiveness of programs, facilitate recovery, and in turn promote family stability and success.

Learn more about SHIFT Study findings and trauma-informed care at www.familyhomelessness.org. The National Center on Family Homelessness is a practice area of American Institutes for Research's Health and Social Development Program (www.air.org).

Linda Kaufman, National Field Organizer for the 100,000 Homes Campaign, presented on the Campaign. This is a national movement of communities working together to find permanent homes for 100,000 chronic and medically vulnerable homeless Americans by July of 2014.

There were also breakout sessions on: Bed Bugs: Importance, Biology and Control Strategies; Becoming Trauma-Informed: An Organizational Approach; The Effective Advocate: What Works in Making the Case for Supporting Homeless Programs; Avoiding Third-Degree Burns: A professional First-Aid Kit for Preventing Burnout; Homelessness from the Perspective of Two Homeless Liaisons in Large City-Based Middle and High Schools; An Overview of NH Adult Protective Services; and Housing First: From Idea to Implementation.

The conference was co-sponsored by the Belknap-Merrimack Community Action Program, New Hampshire Housing, the New Hampshire Coalition to End Homelessness, and the Bureau of Homeless and Housing Services. Approximately 200 people attended, the majority consisting of homeless providers, direct care staff, case managers, homeless liaisons, and others working with the homeless.

Meet JB, a 30-year-old mother of seven children and seven months pregnant with number eight. JB was fleeing her abuser and came to The Way Home for a safe and secure place to live. We helped JB with a security deposit guarantee and provided counseling and coaching services.

Meet MB. She called The Way Home a week before Christmas looking to donate a large amount of furniture from a home she sold here in NH and was moving out of state. She had heard that The Way Home's Family Furnishings Center would pick up donated items and distribute to those in need, particularly formerly homeless families. We shared the story about JB and her children, and MB was so pleased that this family would be receiving most of her donated items. The Way Home was able to assist JB and her family with her move and provide her with items to furnish her new home.

New Hampshire Department of Education Data

New Hampshire's homeless student population faced another year of increase in the 2012-2013 school year, growing to 3,320 identified homeless youth. This represents a 41.3% increase over the past five years. It is important to note that this number only represents youth that were identified and enrolled in school; the actual number of students who faced homeless situations at some point during the 2012-2013 school year is likely much higher. Manchester, New Hampshire's most populous city, is also the school district with the largest homeless population, with 819 students identified. Nashua and Salem demonstrated the largest increase of students. Both districts identified 125 students in the 2011-2012 school year, while in the 2012-2013 school year, Nashua identified 197 students and Salem identified 190 students. Hillsborough County and the South Central region in general have the state's highest population of identified students, while Coos County and Grafton County have the lowest reported population of identified students.

DistName	Doubled-up (i.e., living with another family)	Hotels/Motels	Shelters, Transitional Housing, Awaiting Foster Care	Unsheltered (e.g. cars, parks, campgrounds, temporary trailer or similar settings)	Total
Allenstown	12	2	1	6	21
Alton	25	3		2	30
Auburn	5				5
Barnstead	36				36
Barrington	7				7
Bartlett	2			1	3
Bedford	1	3			4
Berlin	3	2			5
Bethlehem	2		2		4
Bow	9	1			10
Brentwood	2				2
Campton	4				4
Chester	6				6
Chesterfield	4				4
Claremont	97	9	39	2	147
Colebrook	1				1
Concord	59	2	14	4	79
Contoocook Valley	39	4			43
Conway	14	7	5		26
Cornish	8				8
CSI Charter School		1	1		2
Deerfield	13				13
Derry Cooperative	14	1	4	1	20
Dover	43	4	13	2	62
Epping	8		3	2	13
Epsom				3	3
Exeter	8	3	1		12

Exeter Region Cooperative	5	2	1		8
Fall Mountain Regional	11	3	1	3	18
Farmington	32	11	3	4	50
Franklin	17	1		1	19
Freedom	7				7
Fremont		2			2
Gilford	18	3			21
Gilmanton	3				3
Goffstown	24	4	1		29
Gorham Randolph Shelburne Cooperative	1				1
Goshen-Lempster Cooperative	9				9
Governor Wentworth Regional	112	3		7	122
Greenland	4				4
Hampton	30	39	1		70
Harrisville	2				2
Henniker	6				6
Hillsboro-Deering Cooperative	55	2	1		58
Hinsdale	3				3
Hollis	1				1
Hooksett	27	3			30
Hopkinton	6				6
Hudson	14		3		17
Inter-Lakes Cooperative	24	3		1	28
Jaffrey-Rindge Cooperative	9		4	3	16
John Stark Regional	3			2	5
Keene	34	7	8		49
Laconia	39	11	12		62
Lafayette Regional	1	1			2
Landaff	2				2
Lebanon	1	1	1		3
Lincoln-Woodstock Cooperative				2	2
Litchfield	7				7
Littleton	27				27
Londonderry	4		2		6
Madison	1				1
Making Community Connections Charter School	4		1		5
Manchester	610	39	103	67	819
Marlborough	2				2
Mascenic Regional	9				9

Mascoma Valley Regional	28	6		1	35
Mason	3				3
Merrimack	23		1		24
Merrimack Valley	12	1	4		17
Milford	3	1			4
Milton	13				13
Monadnock Regional	44	12	2	3	61
Mont Vernon	4				4
Nashua	77	53	48	19	197
New Boston	1				1
Newfound Area	2				2
Newmarket	7	1		3	11
Newport	40				40
North Country Charter Academy	4				4
Northumberland	1				1
Northwood	3				3
Nottingham	3				3
Oyster River Coop	4	1		1	6
Pelham	4	1			5
Pembroke	27		4	1	32
Pemi-Baker Regional	1				1
Pinkerton Academy	19			3	22
Pittsfield	15	2	1	2	20
Plymouth	3	9	2		14
Portsmouth	21	8	18		47
Prospect Mountain JMA	14		1		15
Raymond	16		5		21
Rochester	95	27	7	1	130
Rollinsford	3				3
Rumney	3				3
Rye	1	2			3
Salem	177	11	1	1	190
Sanborn Regional	6	4	1		11
Seabrook	7	2			9
Shaker Regional	7				7
Somersworth	22	1		2	25
Souhegan Cooperative	1				1
Stewartstown	5				5
Strafford				1	1
Tamworth	18				18
Teams Charter School		1			1
Thornton	2				2
Timberlane Regional	31			1	32
Unity		2			2

Wakefield	6	2		1	9
Washington	6				6
Weare	10	1		1	12
Westmoreland	4				4
White Mountains Regional	25	11	2	4	42
Wilton-Lyndeborough Cooperative	1			1	2
Winchester	34		2		36
Windham	7	4			11
Winnacunnet Cooperative	5	6	2		13
Winnisquam Regional	30	3	2		35
Total	2484	349	328	159	3320

For additional information, please contact:

Lynda Thistle Elliott, Ed.D.
 Director of Homeless Education, Coordinator for Title I and Migrant Education
 New Hampshire Department of Education
 101 Pleasant Street
 Concord NH 03301
 603-271-3840
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“Our services touch a lot of lives. One of the things that motivates me the most personally is the kids who are in families who come to us.

When a child staying in our homeless shelter says to us, “This is the nicest place I have ever lived,” it breaks your heart. Another child in the shelter was asked to draw the people in his home. His drawing included “the family in the next room” and “the staff.”

My office is right next to the waiting room where clients wait to meet with staff for help. We have kids’ toys and books there, and sometimes I overhear heartbreaking comments from little kids.

One day there were two children, a boy and a girl who looked to be about eight or nine, playing with some of those “wee wobbles little people” toys. I heard their dialogue while they were playing, and it stopped me in my tracks.

*The girl had her toy say: Do you have a place to stay tonight?
 The boy’s toy answered: I think we are staying with some friends tonight.
 The girl’s toy replied: I have a big apartment and you can come and stay with me . . . I am very lonely.
 The boy’s toy replied: Can boys come too?
 The little girl’s toy said: Sure.*

It was a stark reminder about what happens to kids who are homeless. I couldn’t help but be angry and think “where you are sleeping is what the adults should take care of and worry about, not what eight and nine year olds should have to be thinking about.” We can’t fix everything, but we can sure try to do what we can for these kids.

Lisa Christie, Executive Director, Nashua Soup Kitchen and Shelter, Inc.

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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MCoC

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

Subcommittees - There are six 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;
- **Peer Review Subcommittee** – reviews and ranks new and renewal applications (for Manchester, NH) requesting McKinney-Vento Assistance funds authorized to the MCoC; 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. One major event is the Point-in-Time Count, held every January. We are also in the process of implementing a city-wide coordinated assessment system.

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.

Coordinated Assessment System

A coordinated assessment system provides an initial, comprehensive assessment of the needs of individuals and families for housing and services and refers individuals to the appropriate program. Coordination among service and care providers will help close service gaps, reduce barriers to service, and make the public more aware of the programs and services available in Manchester. According to HUD, a coordinated assessment system promotes consistent standards, avoids duplicative or unnecessary assistance, promotes strategic targeting of homeless assistance resources, and is easily accessible.

Contact Information

Susan Howland, Chairperson
Granite United Way
22 Concord St.
Manchester, NH 03101
(603) 625-6939

Erik Wirkkala, Coordinator
Manchester Continuum of Care
122 Market Street
Manchester, NH 03101
(603) 641-9441, Ext. 225
vista@mcoconh.org

For more information about the MCoC, you can visit their website at www.mcoconh.org or you can e-mail the MCoC at info@mcoconh.org. For the 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:

Jake King, Director
Manchester Homeless Services Center
140 Central Street
Manchester, NH 03103
[\(603\) 232-0615](tel:(603)232-0615)
jake@manchesterhomeless.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 – There are seven subcommittees of the GNCOC. They are as follows:

- **General GNCOC Subcommittee** – the overall homeless planning and coordinating entity; 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 ten-year plan, city and state Consolidated Plans; makes recommendations to the entire GNCOC voting body;
- **Ending Homelessness Subcommittee** – oversees updates and implementation of the ten-year plan goal to end homelessness, coordinates collaborative efforts to meet the plan goals, as well as goals set for us by HUD, 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; works with HMIS staff to identify challenges in meeting HUD established goals;
- **Community Relations Subcommittee** – serves as the public relations vehicle for the GNCOC; 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; 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 Application process. Additionally, working together to identify service needs in our community, GNCOC members monitor and update the Ten-Year Plan to End Homelessness, to identify strategies leading to an increase in affordable housing, as well as more permanent supportive housing.

Events/Projects

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. The VA Homeless Coordinator, Lisa Jacobus, and the VA Transitional Housing Liaison, Nicole Frisella, attend GNCOC meetings on a regular basis. Harbor Homes, in partnership with the VA and New Hampshire Housing, created 21 units of VASH for chronically homeless veterans in Nashua, New Hampshire, which reached capacity this summer. 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. 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 and transitional housing to coordinate a CoC that has led to a dramatic decrease in area veteran homelessness since 2004.

Greater Nashua Mental Health Center at Community Council (GNMHC) Housing Program continues to provide supportive services including coordination of benefits to a total of 130 individuals, 54 of whom are subsidized. Of those subsidized, four are permanent housing participants funded through last year's CoC application bonus project. The total number the homeless outreach program served is 136 individuals who were homeless or at risk of being homeless this past year. Of those homeless served, 119 are still engaged in services.

The Front Door Agency, Inc. (formerly known as the Nashua Pastoral Care Center, Inc.) expanded its housing services in July 2012 with its purchase of a 6-unit property located on Shattuck Street in Nashua. This property fully complements the Front Door Agency's affordable housing services portfolio by now providing affordable, permanent housing to those in need with preference given to the families graduating from the agency's Transitional Housing Program. Last year, the Transitional Housing Program served 31 women and 51 children through its Transitional Housing Program. One young mother graduated from Rivier University earning her Bachelor's Degree in Criminal Justice and securing full-time employment with a local law firm. She is currently off all state assistance and is now in our Phase III program with the eventual goal of purchasing her own home. The Front Door Agency also issued 88 security deposit loans to help transition families from homelessness into permanent housing. In addition, the Agency provided over \$65,000 in prevention assistance to 95 families and 42 individual households who were at imminent risk of losing their housing and/or facing possible disconnection of their utilities because of a crisis that occurred.

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.

Contact Information

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aliceaa@gnmhc.org

Meet Alice, an 83-year-old client of The Way Home (TWH), who needed furniture because of an illegal eviction that caused her to lose all her belongings. Meet Steve, a middle-aged man who met Alice while she was homeless. Steve was introduced to TWH while staff delivered furniture to Alice. Steve helped us with the delivery that day. Steve wanted to volunteer his time with TWH. However, Steve confided in TWH's project manager that he had a substance abuse problem and was told that he needed to be sober before volunteering there. He assured TWH's furniture project manager that he would and called the next week with news that he enrolled himself into a rehab center. Steve continued to volunteer at TWH and within two months, started a job. Now, with a solid job and paycheck, Steve would be able to seek his own housing. Steve checks in from time to time to say "thank you to TWH for being so loving and kind." He is still sober, working, and always willing to volunteer at TWH on weekends!

Homeless Prevention and Intervention

An array of statewide services falls under the Homeless Prevention/Intervention service spectrum which, together with the emergency shelter system, acts 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 2013, 2-1-1 NH received 8,607 calls for homeless services and information, which is a 57% increase from SFY 2012.

2-1-1 NH

From a Landline or Cell Phone in New Hampshire

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)

A quote from Nashua Soup Kitchen and Shelter's employment and education program about a woman who moved out of state, but who called and said:

"I was putting on my cap and gown today, graduating with my Bachelor's Degree, and had to call you and thank you. If you hadn't believed in me and helped me to believe in myself I never would have finished my Associate's Degree or believed I could go on. I think it's because of you I am graduating today. I will never forget you or the Nashua Soup Kitchen."



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



Homeless Outreach

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 2,921. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)

Projects for Assistance in Transition from Homelessness (PATH)

The PATH program is administered by the Center for Mental Health Services, a component of the Substance Abuse and Mental Health Services Administration (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 2013, PATH service workers provided outreach services to 1,358 individuals. Of these, 87% 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 SUCCESS STORY - Victor has struggled with mental health issues since his childhood. Due to a propensity for making threats and lack of attendance, he was out of school and working by thirteen. Despite his handicaps and lack of education, Victor eventually founded his own successful roofing and construction business. He spent seven-day work weeks performing hard physical labor in order to provide for his three children, who were the center of his life. For years Victor’s mental health issues were kept in check via constant work and a dedication to his family.

Victor’s mental health issues were exacerbated when one of his children was assaulted. Lacking coping skills, Victor began working harder than ever, which prompted the attrition of his already damaged back, legs, hands and arms. Victor’s relationship fell apart, and he left his home and worldly possessions to his former partner and children. Living out of his car and in a tent, Victor continued to work to the extent he was physically capable while his body and mental health deteriorated.

Prior to engaging with PATH staff, Victor attempted to access physical health treatment and also attempted to navigate the benefit system. Due to his lack of education and mental health issues, Victor was repeatedly unable to obtain adequate care or secure any form of disability benefits. During his eight years of homelessness, he began to suffer from a then undiagnosed case of diverticulitis, causing swelling and abdominal pain.

Victor began engaging with PATH in January of 2013. Though initially guarded regarding his mental health issues, he eventually disclosed his symptoms and supplied information regarding his trauma history. By August, he had obtained housing and benefits and was engaged in several mental health services. The opening of Victor’s Medicaid allowed for medical procedures necessary to mend a near lethal abscess caused by diverticulitis. He credits PATH with ending his homelessness and saving his life. As of this writing he is fully engaged in mental health treatment, utilizing his healthcare benefits for his medical issues, and is content in his own home.

Homeless Shelter Services

The DHHS, BHHS provided funding to 39 programs that provided shelter to 4,732 homeless men, women and children in SFY '13. 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 923 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.

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. Victims fleeing domestic violence, predominately women and children, receive emergency and transitional shelter, as well as critical support services through these shelters. In SFY 2013, 537 individuals were sheltered at domestic violence shelters. Of those 537 individuals, 314 were adults and 223 were children.

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 five such programs.

PROGRAM TYPE	NUMBER OF SHELTERS
Emergency Shelters	16
Specialty Shelters	6
Domestic Violence Shelters	12
Transitional Programs	5
TOTAL	39

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 (TH)

TH is designed to be the first step, a bridge on the road to permanent housing (PH). For many 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 successful 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

Permanent Supportive Housing (PSH)

HUD-funded PSH providers offer housing and supportive services to homeless individuals and families where a household member is disabled. Disabilities may include mental illness, chronic substance abuse, co-occurring disorders, or other physical disabilities including Acquired Brain Disorder. Residents of PSH 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 &
Dev. Serv. of Strafford County, Inc.)
113 Crosby Road, Suite 1
Dover, NH 03820

Community Bridges
2 Whitney Road
Concord, NH 03301

Seacoast Mental Health Center
1145 Sagamore Avenue
Portsmouth, NH 3801

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 Plus Care (S+C)

S+C programs are designed to provide both housing and support services to individuals or families who are disabled and homeless and need specialized supports to maintain PSH. 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 or a family member with 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.

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, 2012 through February 28, 2013, these two programs:

- provided 31 households with tenant-based rent assistance, of which 97% maintained their permanent housing situation for at least one year;
- supported 121 households with short-term rent, mortgage or utility assistance; and
- provided 344 households with other supportive services.

GNCoc

Housing Opportunities for Persons with AIDS (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 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, 2012 through April 30, 2013, this program:

- provided 35 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, 2011– September 30, 2012, the program:

- provided short-term assistance to 25 households and supportive services to a total of 44 households.

*Overcoming poverty is not
a task of charity;
it is an act of justice.
Like Slavery and Apartheid,
poverty is not natural.
It is man-made and
it can be overcome and eradicated
by the actions of human beings.
Sometimes it falls on a generation
to be great.
You can be that great generation.
Let your greatness blossom.
Nelson Mandela*

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 NH'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 more 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 607 households in SFY '13.

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 116 households in SFY '13.



Maureen Beauregard, President of Families in Transition, is engaging in one of her favorite pastimes: playing with the children residing in FIT's transitional and permanent supportive housing programs.

New Hampshire Homeless Management Information System (NH-HMIS)



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/>.

The NH-HMIS team redesigned all HMIS assessment screens, created customized training documents, videos, and orchestrated training for 100 users. The HMIS ServicePoint 5 upgrade training was held on August 6-10, 2013, with a morning and afternoon session held each day at three locations: Nashua, Manchester, and three days in Concord for a total of ten sessions. The program added three new State Grant-in-Aid (SGIA) prevention programs and six new Emergency Solutions Grant (ESG) programs. Nine emergency shelters were moved to an Open System configuration to allow the sharing of data. The NH-HMIS team also rolled out an updated website which can be found at <http://www.nh-hmis.org>. This site contains links to all of the intake forms and training materials, as well as helpful information and other links.

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.



Homeless Outreach

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

Developments

Harbor Homes

On June 14, 2013, Harbor Homes celebrated the opening of its newest transitional and permanent supportive housing facility for homeless veterans and their families, BAE Systems Independence Hall, located at 335 Somerville Street in Manchester, NH. The new facility is in direct response to New Hampshire's Four Year Plan to End Veteran Homelessness, formally adopted by Governor Lynch in 2010. The facility houses 26 veterans and their families.

Supportive Services for Veterans' Families (SSVF), a program of the Veterans FIRST initiative, received a second \$1 million grant to continue the program for another year, helping to keep hundreds of New Hampshire veterans in their homes and off the streets. The funding, administered by the U.S. Department of Veterans Affairs, helps prevent at-risk veterans from becoming homeless, secures permanent housing for those who lost their homes, and also provides transitional housing, employment assistance, and supportive services to veterans who need a bit more help before moving onto independence. The SSVF funding allows the organization to provide financial assistance and case management to more than 300 veterans and their families, helping them cover rent, utility payments and other living expenses.

The Ending Homelessness Fund was established in January of 2014 to raise \$200,000 annually to eliminate chronic homelessness in Greater Nashua. Funds will be used to provide permanent housing and ongoing supportive services for individuals and families challenged by homelessness, poverty and mental illness. The Partnership's unique integrated model of housing, health care and mental health supports has proven to be the most efficient, cost effective and sustainable approach to ending chronic homelessness. Within a month of launching the fund, Harbor Homes has already housed three chronically homeless individuals and families, and expects to add additional housing in the months ahead.

Homeless Memorial Day

On December 21, 2013, candlelight vigils were held in Concord, Keene, Laconia, Lebanon, Manchester, Nashua, Newport, Peterborough, and Portsmouth. Coinciding with the longest night of the year, Homeless Memorial Day is an annual opportunity to remember the lives of those whose deaths were hastened by homelessness, and to rededicate ourselves to efforts that make decent, affordable housing available for everyone. Thirty people who died in the past year were remembered at the vigils.

Nashua Soup Kitchen and Shelter

The Nashua Soup Kitchen and Shelter has raised \$1.8 million toward its capital campaign of \$2 million to renovate their new building which will house their soup kitchen, food pantry, employment program and other program space. Many of our shelter guests utilize these services so they will all benefit. They hope to begin construction in the spring and move in by early fall of 2014.

New Hampshire Coalition to End Homelessness

The NH Coalition to End Homelessness has started a new leadership program for people who are homeless or formerly homeless. The program, called Granite Leaders, builds on participants' leadership skills, increasing their capacity to take on influential roles on issues pertinent to their lives. Through this six-month educational and experiential program, participants learn specific skills and interact with widely recognized leaders on the local, statewide and national levels. Upon completion of the program, graduates become part of a network of skilled leaders focused on improving the quality of life in communities across New Hampshire. The first class of Granite Leaders is expected to graduate in April of 2014.

Southwestern Community Services (SCS)

The Second Chance for Success Housing Program is a new program developed and operated by Southwestern Community Services' Housing Stabilization Services with the focus of reducing recidivism

rates in the county correctional facility and the emergency homeless shelters. This facility consists of six units of transitional housing and is located on the grounds of the Cheshire County Department of Corrections. The program offers assistance to individuals needing help in overcoming some of the most common challenges associated with successful transition and community reintegration following incarceration (homelessness or unstable housing, unemployment and difficulty establishing employment and financial independence, recovery from substance abuse and addiction). The length of stay may range from three to eighteen months/two years.

Supportive services offered are: case management; educational classes and programs such as employment training and job search assistance; life skills; Tenancy 101; financial literacy/budgeting; assistance setting up a bank account; and some assistance with transportation.

This program has been so successful in the first year of operation that SCS has been asked, encouraged and approved to increase capacity. The need and the desire for this type of service are high in demand.

SCS Homeless Services HEARTH Act Implementation Outcomes (as of 11-2-13)

On July 1, 2012, SCS Homeless Services began to implement strategies set forth by the National Alliance to End Homelessness in alignment with the HEARTH (Homeless Emergency Assistance and Rapid Transition to Housing) Act. This Act was signed into law by President Obama in May 2009, yet resources and guidance were not rolled out until last fall. The goal of the HEARTH Act is to reduce the number of persons entering the homeless system and to reduce the length of time of persons experiencing homelessness. This is a **HOUSING FIRST** approach.

SCS has initiated the following strategies: (1) Homeless Prevention and Diversion Assessment Tool; (2) shelter diversion strategies; (3) targeted prevention strategies; and (4) rapid re-housing strategies.

The above practices have resulted in the significant outcomes below:

Annual Point in Time Counts

	<u>2012</u>	<u>2013</u>	<u>Difference</u>
Cheshire County Sheltered	120	103	-17
Cheshire County Unsheltered	35	25	-10
Sullivan County Sheltered	91	53	-38
Sullivan County Unsheltered	22	5	-17
OVER			

Shelter Average Length of Stay

For Keene

June 30, 2012 the average length of stay at the shelter was **97.95** days
 June 30, 2013 the average length of stay at the shelter is **83** days (**15%** difference)

For Claremont

June 30, 2012 the average length of stay at the shelter was 56.77 days
 June 30, 2013 the average length of stay at the shelter is **34** days (**40%** difference)

Annual Provider Statistic Reports Comparison

	<u>7/1/11-6/30/12</u>	<u>7/1/12-6/30/13</u>	<u>Difference</u>
<u>Keene Shelters</u>			
Bed Nights	19,925	14,169	-5,756
# of people	292	220	-72

Claremont Shelters

Bed Nights	12,892	9,424	-3,468
# of people	291	277	-14

Shelter Exits to Permanent Housing

<u>2012</u>	<u>2013</u>
178 (31%)	188 (38%)

The Way Home (TWH)

Challenges of Ending Homelessness When There is a Shortage of Lead-safe Housing: The year 2013 was a particularly bad year for childhood lead poisonings in Manchester, not necessarily because of the number of poisonings, but because of the severity and complexity of the cases. In 2013 childhood lead poisonings resulted in three hospitalizations for chelation therapy, a very serious medical procedure. The cause of the poisonings was exposure to lead-based paint and/or lead-contaminated dust in older multi-family buildings.

In one case a child and the child’s family were rendered homeless after the hospitalization because after chelation therapy a child must, by mandate, reside in a lead safe home. Immediately after the first poisoning, TWH’s Housing Counselor, Rick Castillo, met with the three adults in the family for housing and budget counseling. He also provided education on prevention of lead-based paint poisoning and advised them on resources available to them for the future such as TWH’s Healthy Homes visual lead inspection service. He facilitated their entry into the family shelter, Manchester Emergency Housing, managed by Families in Transition (FIT), who accepted all of the family members, recognizing that the unrelated adult was a support person for the disabled parents of the lead poisoned child. At one point prior to their entry into the family shelter, the roommate had an urgent need for a ride to work. TWH’s Housing Counselor provided a ride for him in the TWH van. TWH has stayed in touch with the family periodically during their stay at the family shelter, assisting with a search for an affordable lead safe apartment. Cultural and language barriers delayed their understanding of the importance to wait in the shelter until safe, affordable housing could be found. When they became unresponsive to TWH’s calls, a follow-up with the Manchester Health Department provided the information that they found an apartment on their own and that the child was poisoned a second time and was in the hospital for a second chelation.

This tragedy of permanent damage to a child should not have happened and should not be repeated. Even with the assistance of the public health authorities, TWH, and FIT, this family was not able to locate a lead-safe home, and they lingered for months in the local emergency family shelter.

Ending homelessness requires addressing one of the root causes: affordable, lead-safe apartment buildings are extremely hard to locate for low income households.



Dave Carroll, the PATH-funded homeless outreach clinician at The Mental Health Center of Greater Manchester, was presented with the Keys to Success Award in recognition of his outstanding compassion, dedication and responsiveness in assisting clients of The Way Home in accessing needed mental health and other services. The presentation took place at The Way Home's Annual Meeting and celebration.

Laurel Keys Project: On November 16, 2012, TWH, an award-winning nonprofit agency dedicated to helping low-income households obtain and succeed in safe, affordable housing, cut the ribbon for the Laurel Keys project, a Manchester, NH affordable housing project designated for chronically homeless veterans. TWH was joined by New Hampshire Governor John Lynch, officials from HUD, Veterans Affairs Medical Center Manchester, the City of Manchester, and dozens of supporters, veterans, and area residents. Rocky, a formerly homeless veteran and Board member of TWH, joined the Governor in his keynote address and with the ribbon-cutting ceremony.

Mary Sliney, TWH's Executive Director, stated "The amount of support for this project has been overwhelming. The number of individuals and organizations partnering with us far exceeds any of our prior projects. This is certainly a testimony of our community's commitment to end veteran homelessness."

The project at 85/87 Laurel Street in Manchester is the newest site for TWH's "Your Way Home" program. The program provides housing and services for disabled individuals experiencing homelessness. Laurel Keys is designed for six chronically homeless veterans and was added to nine units of permanent supportive housing for homeless veteran families and 19 leased units for chronically homeless individuals and homeless families with disabilities.

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.

Centralized Intake and Assessment System

The Bureau of Homeless and Housing Services (BHHS) has begun working on coordinated assessment. A workgroup was formed to develop a centralized intake and assessment system for homeless services in New Hampshire. The US Department of Housing and Urban Development (HUD) is requiring grantees to create this system. The Bureau has formed this small workgroup with membership from all areas of the state to explore this and make recommendations as to how New Hampshire should proceed.

NH Homeless Access Survey

In 2013, BHHS continued a consumer survey initiative to obtain 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 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.

Point-in-Time Count

A one-day statewide point-in-time count of homeless individuals was administered on January 23, 2013 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 2,576 homeless individuals across the state. This represents an approximate increase of 6% in the number of homeless individuals from 2012 (2,438 individuals). This count provides the BHHS with data to identify both who is homeless in the state, and where they are located on a given day.

SHP Case Managers' Meetings

Since 2011, the BHHS has been assisting the BoSCoC by sponsoring ongoing networking support group meetings 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, making case management work, Division of Family Assistance policies and how to access information, conflict resolution, legal assistance and many other barriers to housing the SHP population.

Trainings

In 2013, BHHS provided two free trainings to providers on Crisis Prevention Intervention. This training teaches people how to recognize and respond to the warning signs of a developing crisis situation. Attendees include representation from homeless shelters, mental health centers, and other agencies interested in learning how to deal with crisis situations.

Additional trainings for HOIP and PATH outreach were held throughout the year. The trainings included:

- Nicholas Pfeifer, LISCW, a licensed independent clinical social worker and a master licensed alcohol and drug counselor from Center for Life Management spoke on Street Drug Lingo and the signs of use;
- Mark P. McGovern, Professor of Psychiatry and of Community and Family Medicine at The Geisel School of Medicine at Dartmouth, presented on dual diagnosis assessment and intervention; and
- staff from the Department of Education and DCYF/DJJS presented on programs that were available to youth.



Homeless Outreach

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Acknowledgments

Stories, updates, photos and quotes appearing in this report are courtesy of: American Friends Service Committee, The Way Home, New Hampshire Housing, New Hampshire Department of Education, Southwestern Community Services, Families in Transition, Center for Life Management, Greater Nashua CoC, Greater Manchester CoC, Manchester Homeless Services Center, Community Action Partnership of Strafford County, Harbor Homes, New Hampshire Coalition to End Homelessness, and the Nashua Soup Kitchen and Shelter.

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
 129 Pleasant Street
 Concord, NH 03301
 Tele: 603-271-9196 or 1-800-852-3345 x 9196 (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			
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"> • Two (2) Emergency Shelters • Next Step Transitional Housing • Cheshire Cty. PH (Keene & Claremont) Note: Also has Rapid Re-Housing PO Box 603 Keene, NH 03431 (603) 352-7512 (603) 352-3618 (fax) www.scshehelps.org		XX			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 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						
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

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	Domestic Violence	Emergency Shelter	Transitional Program	Specialty Shelter	HSGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH			
Voices Against Violence PO Box 53 Plymouth, NH 03264 (603) 536-5999 www.nhcadsv.org	X													
WISE (Women's Information Service) 38 Bank Street Lebanon, NH 03766 (603) 448-5922 (603) 448-2799 (fax) www.wiseftheuppervalley.org	X													
HILLSBOROUGH COUNTY														
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			

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. • 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 Bridges • Franklin Falls Farm 70 Pembroke Road Concord, NH 03301 (603) 226-3212 (603) 223-9917 (fax)								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. • Concord Transitional Housing • Concord PHP • Concord Community PH • Concord Community Leasing II Concord, NH (603) 641-9441 (603) 641-1244 (fax) www.fitnh.org													X	X	X	

Providers and Addresses	Homeless Shelter Services					Homeless Prevention/ Intervention		Special Needs Programs			
	Domestic Violence	Emergency Shelter	Transitional Program	Specialty Shelter	HSGP/ HHARLF	Prev./ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
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 7 Junkins Avenue Portsmouth, NH 03801 (603) 433-5377 (603) 278-7994 (fax) www.aidsresponse.org						X					
Center for Life Management • Beaver Lake Lodge • PHI 10 Tsienneto Road Derry, NH 03038 (603) 434-1577 (603) 434-3101 (fax) www.centerforlifemanagement.org								X X		XXX	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. 568 Portsmouth Avenue Greenland, NH 03840 (603) 436-4989 (603) 436-4989 (fax) www.newgennh.com				X							

