#### **Appendix 1: Department of Welfare Protocols for Homeless**



### City of Manchester Welfare Department

Paul R. R. Martineau Commissioner

510 Chestnut Street Manchester, NH 03101-1412 (603) 624-6484 FAX (603) 624-6423 www.ci.manchester.nh.us

January 7, 2006

Manchester Police Department Attn: Chief John Jaskolka 351 Chestnut Street Manchester, N. H. 03101

Dear Chief Jaskolka:

Effective January 7th the revised procedures shown below are to be followed by Shift Supervisors when dealing with homeless families after the Welfare Department's normal working hours, on weekends and holidays:

**All homeless single adult males and females** are to be directed to New Horizons For New Hampshire, Inc. at 199 Manchester Street. Their phone number is 668-1877.

Homeless families looking for shelter <u>must</u> present themselves in person at the Police Station.

Pre-screen to ensure that the homeless family **is not a domestic violence situation**. If it is a domestic violence situation, have the person call the CRISIS HOT LINE at (603) 668-2299.

**For all other situations** the Shift Supervisor is to call HELPLINE (Homeless Outreach) at 1-800-852-3388.

Basic information, (e.g., name, age, sex, prior residence, reason for their homeless, etc.) must be taken prior to calling HELPLINE. This information will be required by the on-call Homeless Outreach person who will then verify that the family qualifies for assistance.

HELPLINE is manned Monday through Friday from 8:00 AM to 8:00 PM. When not manned, calls are forwarded to a Call Center. It's very important that you identify yourself as a Manchester Police Officer and that a homeless family situation exists. The Call Center will contact the Homeless Outreach person on-call, and have the on-call person contact you within 5 minutes.

Manchester Emergency Housing (MEH) will no longer be available to house homeless families other than those screened through the Manchester Welfare Department during working hours.

The Shift Supervisors should immediately implement the above procedures in handling homeless families. I thank you in advance for your time and cooperation in this matter.

Sincerely,

Paul R. R. Martineau Welfare Commissioner

cc: Jeff Michelsen, MEH Director

## Appendix 2: List of Organizations Participating in the Manchester Continuum of Care

Source: Manchester Continuum of Care Super NOFA application, 2005

Beauty 4 Ashes

Betsi DeVries, Alderperson and NH State Representative

Catholic Charities

Catholic Medical Center

Child and Family Services,

Child Health Services / Teen Health Clinic

City of Manchester Community Resource Center

City of Manchester Department of Welfare

City of Manchester Emergency Housing

City of Manchester Health Department

City of Manchester Housing and Redevelopment Authroity (MHRA)

City of Manchester Office of the Mayor

City of Manchester Office of Youth Services

City of Manchester Planning Department and Office of CIP

City of Manchester Police Department

City of Manchester School District

Elliot Hospital Emergency Room

Families in Transition

Family Outfitters

Greater Manchester Chamber of Commerce

Helping Hands Outreach Center

Heritage United Way

Hospital Division of Community Services

Liberty House

Merrimack Valley Assistance Program

New Hampshire Coalition to End Homelessness

New Hampshire

New Hampshire Legal Assistance,

New Horizons for New Hampshire, Fred Robinson

New Life Home

On the Road to Better Living

Planned Parenthood

United States Senator John Sununu's District Office

Southern New Hampshire Services

State of New Hampshire Department of Corrections

State of New Hampshire Department of Education.

State of New Hampshire Division of Alcohol and Drug Abuse Prevention and Recovery

The Mental Health Center of Greater Manchester

The Way Home

UnderTheBridge Project

Veterans Administration Medical Center

**YWCA** 

# Appendix 3: Explanation of Demographic Data Provided by City of Manchester



### City of Manchester Welfare Department

1528 Elm Street Manchester, NH 03101-1350 (603) 624-6484 FAX (603) 624-6423 www.ci.manchester.nh.us

Paul R. R. Martineau Commissioner

December 14, 2005

Heritage United Way 228 Maple Street 4<sup>th</sup> Floor Manchester, N. H. 03103

RE: Survey on Homelessness

The Welfare Department for the City of Manchester does not keep demographics on homeless families or individuals. The reason being, we refer homeless individuals (males and females) to New Horizons. We refer homeless families to Manchester Emergency Housing or to Homeless Outreach.

All of the above agencies keep records and report their figures to the appropriate State agency. They will be completing your survey, which will include any referrals our department made to their respective organization.

Sincerely,

Paul R. R. Martineau
Welfare Commissioner

### **Appendix 4: Components of Manchester's Core Existing Service Delivery System**Source: 2005 Consolidated Plan Application

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New Horizons for NH		Angie's I	lace	A	26		330930	_		0	0		26	26	
YWCA		mily's P		Z			330930	FC		5	17		1	18	
Webster House		Vebster	House	N	2		330930	YMF					2	2	
Serenity Place	S	Serenity	Place	N	16		330930	SMF					16	16	
Families In Transition		Millyard		Α		12	330930	FC		3	12		0	12	
Mental Health Center		Merrimac	k St												
Manchester	R	Respite		N			330930	SMF					1	1	
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Fundamental Components in CoC System - Housing Activity Chart												
Permanent Supporti	ve Housing											
		HMIS				Target Pop		2005 Year-Round Units/Beds				
Provider Name	Facility Name	Part. Code	#Yr. Round		Geo Code	A .	В	Family Units	Family Beds	Individual /CH Beds	Total Year- Round Beds	
Current Inventory			Ind	Fam								
Southern NH Sevices	Robinson House	N			330930	SM				24/4	24	
Mental Health Center												
of Greater Manchester	Merrimack St	N			330930	SMF		0	0	23/20	23	
City of												
Manchester/MHRA	Bethel Court	N			330930	FC		3	9	0	9	
Mental health Center												
of Greater Manchester	Gemini House	N			330930	SMF		0	0	15/10	15	
Families In Transition	PHP	A	3	16	330930	M		12	16	3/3	19	
Families In Transition	PHP II	A	3	12	330930	M		5	12	3/3	15	
On The Road To Recov	On The Road To Re	N			330930					10/10	10	
	тот	ALS	6 28			TOTALS		20	37	78/50	115	
Under Development		Antic	ipated (	Оссира	ncy Date							
Families In Transition	PHP III		6/2006		Γ΄		T T	0	0	5/5	5	
Helping Hands	Helping Hands PH		12/2006	,				7	21	11/6	32	
	, , ,					TALS	7 21		16/11	37		
Unmet Need							TALS	65	200	234/124	434	
Total Year Round Individual PSH Beds 78							4. Total Year Round Family PSH Beds					
2. Individual PSH Beds in HMIS						•	5. Family	37 28				
HMIS Coverage Individual PSH Beds     8%					1	6. HMIS	76%					
(Divide line 2 by line 1 and multiply by 100. Round to whole number)							(Divide line	5 by line 4 and	d multiply by	100. Round to	whole number)	
							-					