

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 must 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
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www.ci.manchester.nh.us

Paul R. R. Martineau
Commissioner

December 14, 2005

Heritage United Way
228 Maple Street 4th 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
Paul R. R. Martineau
Welfare Commissioner

Appendix 4: Components of Manchester's Core Existing Service Delivery System

Source: 2005 Consolidated Plan Application

Fundamental Components in CoC System - Housing Activity Chart																		
EMERGENCY SHELTER																		
Provider Name	Facility Name	Part. Code	HMIS		Geo Code	Target Pop.		2005 Year-Round Units/Beds				2005 Or						
			Number of Year-Round Beds			A	B	Family Units	Family Beds	Individual Beds	Total Year-Round							
Current Inventory			Ind.	Fam.														
Child and Family Services	Host Homes (RYP Shelter)	A	2		330930	YMF		0	0	2	2	0						
Manchester City Welfare	Manchester Emergency Shelter	A	36		330930	FC		8	36	0	36	0						
New Horizons of N.H.	New Horizons Shelter	A	76		330930	SMF		0	0	76	76	0						
New Horizons for NH	Angie's Place	A	26		330930	SF		0	0	26	26	0						
YWCA	Emily's Place	Z			330930	FC		5	17	1	18	0						
Webster House	Webster House	N	2		330930	YMF				2	2							
Serenity Place	Serenity Place	N	16		330930	SMF				16	16							
Families In Transition	Millyard II	A		12	330930	FC		3	12	0	12	0						
Mental Health Center of Greater Manchester	Merrimack St Respite	N			330930	SMF				1	1							
TOTALS			122	48	TOTALS			16	65	124	189	0						
Anticipated Occupancy Date																		
Under Development																		
none																		
					TOTALS													
Unmet Need																		
TOTALS							15	45	28	73								
1. Total Year-Round Individual ES Beds													124	4. Total Year-Round Family ES Bed		65		
2. Year-Round Individual ES Beds in HMIS													122	5. Family ES Beds in HMIS		48		
3. HMIS Coverage Individual ES Beds													98%	6. HMIS Coverage Family ES Beds		74%		
(Divide line 2 by line 1 and multiply by 100. Round to whole number.)													(Divide line 5 by line 4 and multiply by 100. Round to whole number.)					

Fundamental Components in CoC System - Housing Activity Chart													
Transitional Housing													
Provider Name	Facility Name	HMIS		Geo Code	Target Pop		2005 Year-Round Units/Beds						
		Part. Code	#Yr. Round		A	B	Family Units	Family Beds	Individual Beds	Total Year-Round Beds			
Current Inventory			Ind	Fam									
The Way Home	214 Spruce Street	A		17	330930	FC		7	17	0	17		
Families In Transition	Amherst st-THP	A	9		330930	FC		0	0	9	9		
Families In Transition	Millyard 1 -THP	A	2	30	330930	FC		10	30	2	32		
Families In Transition	Millyard 2 -THP	A	3	48	330930	FC		16	48	3	51		
Families In Transition	Spruce St -THP	A		15	330930	FC		5	15	0	15		
Helping Hands	Helping Hands	A	29		330930	SM		0	0	29	29		
New Life Home	New Life Home	Z			330930	FC		15	30	2	32		
Child and Family Services	Transitional Living Program	A	10	6	330930	SMF		3	6	10	16		
Tirrell House	Tirrell House	Z			330930	SM		0	0	14	14		
A Way To Better Living	A Way to Better Living	Z			330930	SMF		0	0	6	6		
Liberty House	Liberty house	A	10		330930	SMF	VET			10	10		
TOTALS			63	116	TOTALS			56	146	85	231		
Anticipated Occupancy													
None at this time													
Unmet Need													
					TOTALS			36	108	135	243		
1. Total Year Round Individual TH Beds					85		4. Total Year Round Family TH Beds						146
2. Individual TH Beds in HMIS					63		5. Family TH Beds in HMIS						116
3. HMIS Coverage Individual TH Beds					74%		6. HMIS Coverage Family TH Beds						79%
(Divide line 2 by line 1 and multiply by 100. Round to whole number)													
(Divide line 5 by line 4 and multiply by 100. Round to whole number)													

Fundamental Components in CoC System - Housing Activity Chart										
Permanent Supportive Housing										
Provider Name	Facility Name	HMIS		Geo Code	Target Pop		2005 Year-Round Units/Beds			
		Part. Code	#Yr. Round		A	B	Family Units	Family Beds	Individual /CH Beds	Total Year-Round Beds
Current Inventory			Ind	Fam						
Southern NH Services	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 Recovery	On The Road To Recovery	N			330930				10/10	10
TOTALS			6	28	TOTALS		20	37	78/50	115
Under Development										
Anticipated Occupancy Date										
Families In Transition	PHP III		6/2006				0	0	5/5	5
Helping Hands	Helping Hands PH		12/2006				7	21	11/6	32
					TOTALS		7	21	16/11	37
Unmet Need					TOTALS		65	200	234/124	434
1. Total Year Round Individual PSH Beds					4. Total Year Round Family PSH Beds				37	
2. Individual PSH Beds in HMIS					5. Family PSH Beds in HMIS				28	
3. HMIS Coverage Individual PSH Beds		8%			6. HMIS Coverage Family PSH Beds				76%	
(Divide line 2 by line 1 and multiply by 100. Round to whole number)					(Divide line 5 by line 4 and multiply by 100. Round to whole number)					