Housing Solutions Summit Regional Breakouts and Community Dialogue Outcomes

The following summary documents information learned from seven regional breakout groups during the Housing Solutions Summit hosted by NH Coalition to End Homelessness (NHCEH) in October 2022 and ongoing community dialogues held from July to September 2022 with collaborative groups in Concord, Laconia, Lebanon, Haverhill and Keene (first quarter 2022). Below we highlight alignment of resources and needs identifying gaps so CHS can connect state strategy with community needs.

<u>Inventory of Challenges & **Solutions (in bold)**</u>

Outreach & Service Coordination	Challenges & Solutions
Winnipesaukee	Stigma of unhoused population; current service resources don't follow people into housing after leaving outreach services; Encampment sweeps keep people moving and disrupt engagement effort; Staffing shortages; **Flexible, increased funding that recognizes the overlap of issues (Substance Use, Mental Health, Homelessness); Establish a Homeless Bill of rights**;
North Country/Carroll County/Central	Gaps in service infrastructure and limited workers; Lack of knowledge of each other reinforces silos; **Create a public-private network for outreach coordination; Increase shelter, services and supportive housing**
Greater Manchester	Equitable distribution of existing resources; differentiating services by population; safety; **Training, culturally competent and staff with lived experience; Hub model**
Capital	Lack of outreach workers; no shared visions, values, bottom line; understaffed; lack of communication between service providers; Lack of funding; Case Management is not supported; **Train advocates to be DV, sexual assault, stalking and human trafficking informed; Open up faith-based funding; Need year-round low barrier shelter; Staff training; Increase technology for better case management**
Greater Seacoast	Encampment sweeps/relocations disrupt service engagement; Lack of dedicated funding for outreach; Staff turnover linked to pay; Agencies not communicating or coordinating; **Increase training and support including pay for staff; Implement coordination pre-sweeps by police departments; Establish coordination/By-name list and case conferencing practices; Dedicated outreach specialists; Increase regional, hybrid meetings**
Southwest Central	Did not include topic in breakout discussion
Upper Valley	Agencies working in silos; lack of funding education; Poor cross-agency communication; **Implement service coordination tool (Unite Us); Increase collaboration; Access funding grants for capacity expansion; Engage known sources of homelessness, i.e., corrections, hospitals and treatment facilities.**
Greater Monadnock	**Create new outreach position that collaborates with police, fire, parks and rec, and community partners**
Greater Nashua	Inconsistent messages for individuals; Missing pathway for outreach workers to coordinate with hospitals at discharge; Lack of interagency coordination and communication; **Dedicated, paid outreach/service coordinator position for the region; Agency-assigned point of contact; centralized outreach; Agency guides for service referrals/applications**

Data: Access, Reporting and Info Sharing	
Winnipesaukee	Lack of cross-communication between state and local non-profit agencies about data (data goes in not out); **Conduct quarterly PIT counts; Establish statewide data sharing with correct Release of Information in place; Monthly cross agency meeting to document housing needs, resource utilization**
North Country/Carroll County/Central	HMIS data is not trustworthy on the local level; limits on confidentiality; Silos for data reporting including schools, HUD, DV & prison recovery stats; **Create unified approach; rely on state data collection**
Greater Manchester	Multiple databases being used and not enough time/human resources to enter data; Inconsistencies in data entry; Data isn't sharable; **Update data sharing policies; increase training; Use data with case conferencing**
Capital	Inability to check progress; unable to trust data; lack of community partners and no agreement on priority; HMIS info migration and data loss; Unsheltered often go uncounted/unentered; Coordinated entry prioritization is not accurate for young people; Data is not transparent to everyone working in the system; Inaccurate data; vocabulary agreement; **Focus on training; Increase communication and collaboration; Implement case conferencing ASAP; Consistent data collection of unhoused; Simplify the system**
Greater Seacoast	Data entry requires safe/private space to engage with staff and answer questions; Data collection is repetitive in different systems and is time consuming; Data provided is not verified or shared; Data input is not broken out by town or county; how data is held and by whom is unclear; **Increase staffing levels to address caseloads that account for data entry and quality assurance; Collect data consistently/clear standards; Streamline forms and create centralized documents**
Southwest Central	Definition of terms not standardized; recounting is a problem; Data duplication due to inconsistent definitions; difficult to quantify 'hidden homeless', i.e., couch surfers; Missing voices of lived experience; **Create comprehensive reporting and shared definitions; Centralize data system; Include transitional and 'hidden homeless' in data reporting (HMIS not sufficient)**
Upper Valley	Unable to track individuals who leave without exiting programs; Not all providers use HMIS; Inaccurate count in rural areas; HMIS data is not shared; overlap of data systems without coordination; **Interested in Unite Us as a closed loop referral system; Encourage providers to obtain HMIS license; More widely share agreed de-identified data; establish shared reports**
Greater Monadnock	Lack of local-level data; No process for sharing data across regions, schools, mental health organizations, towns; **Coordinated, accurate data system across agencies and towns; State data portal**
Greater Nashua	Data reporting is limited; No way to remove/seal evictions; No centralized database for who is connected to various services; **Expand the number of agencies that signed the HMIS Agency Partnership Agreement for data sharing**
Advancing Collaboration	
Winnipesaukee	Tension between city and county; Lack of unified effort in a region to address the issue; Agencies feel they need releases of information to collaborate/communicate; Groups refusing to collaborate; **Incentives for towns within a county/region to participate; Appoint organizational representatives to dedicated collaborative**

	table; **Educate agencies on how to collaborate without violating client confidentiality**
North Country/Carroll County/Central	Duplicative efforts and community crossover without shared model; need to travel for different services; **Provide one-stop shop or go to clients; Create a 'collaboration day'**
Greater Manchester	Agencies compete for funding and collaborate; Staff is overworked little time for collaboration; Lack of incentive to collaborate; **Create a model for collaboration; Increase funding that supports staff to engage in collaboration/collaborative leadership**
Capital	Not meeting clients where they are at; capacity; differing values, goals and bottom line (**Targeting Universalism**)**;** Lack of knowledge of available resources; **Increase interagency wrap-around collaborative meetings; center voices of people with lived experiences; Universal pre-K and daycare; Low-barrier shelters dedicated to the LGBTQ+ community; Work with schools to serve kids when they turn 18; Train from the top down; Consistent language and communication with clients**
Greater Seacoast	Agencies have competing priorities; meeting together does not always result in action and isn't consistently including businesses or people with lived experience; There is duplication of efforts and reinventing the wheel in how to collaborate; **Create a specific role of "coalition/collaboration leader"; Develop a sense of shared understanding, language, goals and expanded stakeholders**
Southwest Central	Inconsistent application of group norms; Difficult to dedicate time; Lack of baseline understanding or a common language among agencies; **Utilize existing homeless system (COC); education about Philbrook Adult Transitional Housing (PATH); agree on universal goal that everyone can work toward; centralize voices of people with lived experience**
Upper Valley	Lacking community engagement; lack of understanding of CoC requirements from HUD; using HIPAA as excuse for not engaging in data sharing; collaborative efforts interrupted by staff turnover; **Educate cross-agency; Use Unite US as a tool for tracking individuals; Hold small regional summits to promote communication; Understand funding resources; Lean on other agencies to fill gaps**
Greater Monadnock	Move from individual agendas to a collective agenda and community goals; Lack of consensus and social capital; **Hold regional summits to bring towns and stakeholders together; Develop shared goals and benefits of communication and collaboration; Work with the NH Local Welfare Administration Association**
Greater Nashua	Lack of agency capacity beyond direct service; Staff turnover; **Process mapping for common issues; Centralize welfare data into one system to avoid duplication; Universal application; Collaborate with neighboring towns; Create cross-agency training opportunities**
Creating New Housing Options	
Winnipesaukee	Issues with zoning and planning; Lack of property; Need bigger shelters; NIMBY; **Implement new ideas such as tiny house village, make state school affordable housing; Create better landlord incentive programs; utilize empty buildings; Focus on relationship building with builders, developers; Advocate for more legislative solutions; Convert abandoned buildings and schools into shelters or rooming houses; Create more fixed housing developments**

North Country/Carroll County/Central	Transportation in rural areas; cost of housing; access to funding streams; Unable to offer wraparound supportive services for populations who have challenges to stability in housing; **Invest in a functional shelter for region; Build affordable housing and include transportation options; Create incentives to include existing rental units; Refurbish abandoned buildings**
Greater Manchester	Scarcity of labor, materials, existing properties to work with; Fear of housing people experiencing homelessness; restrictive policies for housing for the population; **Zoning changes; Increased funding for rent and services; Repurpose vacant buildings; Density incentives**
Capital	No funding; not enough shelters or warming centers; shared vocabulary; Lack of hosing options; Zoning; Lack of available housing; Costs too high; NIMBY; overregulation of land use; **Collaborate with landlords; landlord incentive program; allow small cluster homes; create more recovery housing; Housing First; Airbnb takes away housing stock; Add local tax for non-owner-occupied single-family homes to discourage short term rentals; Remove legislative barriers for the construction of tiny houses**
Greater Seacoast	Zoning is restrictive; Community opposition and stereotypes for affordable housing; Low vacancy and high rents; **Require minimum unit of affordable rentals in each new development; Focus creating more supportive housing; Landlord incentives; Update zoning to allow more density especially if providing affordable units**
Southwest Central	Lack of units and high cost; inconsistent zoning; Lack of education in the community leading to NIMBYISM; **Accurate data for housing; Increase bridge vouchers; Funding for an additional PATH house in Northern area**
Upper Valley	Lost vouchers are seen as #1 barrier; decrease in workforce population; lack of mixed income properties; more housing for fixed income individuals; Available housing exceed fair market rate (FMR); lack of housing for youth exiting foster care; **Repurpose existing properties in a collaborative approach to create shelter/housing; Utilize vacant buildings of colleges and universities from virtual student population; Create roommate program database; Be creative in exploring all options; Zoning changes; Provide incentives for % of affordable units**
Greater Monadnock	Negative connotation and stereotypes of low-income households; Tax and funding issues; lack of space to develop or existing structures to redevelop; **Explore tiny homes communities and single-room occupancy production**
Greater Nashua	Limited buildable land; Gap in housing for people fleeing Domestic Violence; Intersection of housing and transportation; Production not meeting need or focused on low-income rentals; **Convert abandoned schools and hotels into affordable rental; Build more shelters, warming centers, and transitional housing for DV; Developer incentives**
Landlord Engagement and Advocacy	
Winnipesaukee	Stigma of vulnerable housed population; landlords increasing rents and pushing low-income individuals out; bring landlords to the table; lack of willingness and education regarding the supports, programs, incentives available to landlords and tenants; bad tenants abuse the units (mitigated through case management); no requirement to accepts section 8; **Improved communication to landlords; Include landlord incentives that pay for damages that exceed security deposit; Create landlord housing summit; Create workforce housing ordinance in each locality; impose limited rent control**

North Country/Carroll County/Central	Lack of inventory and participation from current landlord population; rental costs have risen; relationships are not strong; lack of education for tenants and landlords; **Increase inventory; House matches - rooms in private homes; Increase education**
Greater Manchester	Low inventory of units; need money and rent to close affordability gap; tenant discrimination; building renovation is creating a loophole for landlords to rent; **Coordinate a message and creating incentives for landlords for renting to low-income/homeless but also incentive to cap rent; Central point of contact for landlords**
Capital	Improperly blaming the tenant; using 'renovations' as an excuse to evict and rase rent; market rate is beyond unaffordable; lack of housing options; landlords are pickier because of high demand; stigma around voucher tenants; **Legislation protecting tenants; Set maximum rent cap; Educate landlords; Co-op housing and various housing options on the spectrum**
Greater Seacoast	Lack of accessible units; Landlords have leverage for tenant selection and rent levels with high demand; Low trust by Landlords of programming; **Limit corporations buying single family homes; Landlord education and incentives; Increase staffing and wages for housing-based support; Incentivize economic diversity in community development; Include Youth and people with lived experience in Landlord/community outreach and education**
Southwest Central	Rental costs are too high; Lack of collaboration between landlords and housing authority; highly selective market; no rental limits; increased ability for landlords to research tenant history; **Incentives for spectrum of housing types; educate landlords on housing programs; Collaborate with shared vision and understanding**
Upper Valley	Landlords are monopolizing housing options; high rental rates; difficult market for 18-24; aversion to inspections of rental units; education on vulnerably housed tenants; **Hold a landlord roundtable; Create Housing Advocate role to own landlord relationships; Incentives to rent to high-risk populations**
Greater Monadnock	Student renters impact unit availability and drive up price; Owners avoid public funding due to oversight/regulations; Landlords have high screening criteria that excludes people with housing barriers; **Tax breaks for landlords renting at affordable rates; Flexible dollars to pay security deposits or a risk-mitigation fund; Increase tenant education support; Community Agencies funded to pay rents**
Greater Nashua	Not enough Housing Choice Vouchers or landlords that accept rental assistance vouchers; Housing denied to people with criminal justice background; Landlords reluctant and no assurance of ongoing support for higher risk tenants; **Increase case management and offer mediation support to landlords with high-risk tenants; Landlord incentives; Tenant and Landlord education on rights and responsibilities; Cap rents; Housing Navigator for applicants and dedicated person for landlord engagement**

Regional 'community mapping' dialogue examples of potential next steps and activity towards solutions:

Haverhill
- Brainstorm on engaging Dartmouth College Medical Center on behavioral health discharge
- Create concurrent list of known landlords and units
- Identify Housing Stability Case Manager

Laconia
- Providers encouraged to get clients on the LHA waiting list
- Housing Authority interest in creating a more formal partnership with homeless system referrals and preferences and how to open only for People Experiencing Homelessness

Concord
- Commitment to having quality data across all programs
- Review ways to work together and set the stage for groups to think about their roles in Concord and how they can impact change in the community. What would help agencies say yes and step up to participate in active collaboration

Lebanon
- Create coordinated outreach count
- Create shared document for multi-agency input
- Maintain street outreach log

Additional material for discussion by Housing and Homelessness workgroup leading to a presentation of their recommendations at February 2023 Council on Housing Stability Meeting

Potential Solutions to be evaluated by Council Workgroups

- Adopt ambitious System Performance standards
- Create landlord resource list of owners, unit size and type
- Establish referral and outreach partnerships
- Create an expanded referral/resource listing for local welfare
- Hold specific meetings on protocol for discharge from jail
- Create a baseline list/census of people living outside
- Create a resource strategy for unmet needs for street outreach

Opportunities to consider for State Support

- Increase number of direct service partners using the HMIS managed by BHS Case Management
- Implementation of Case Conferencing
- Build capacity with dedicated state representative for collaboration support