

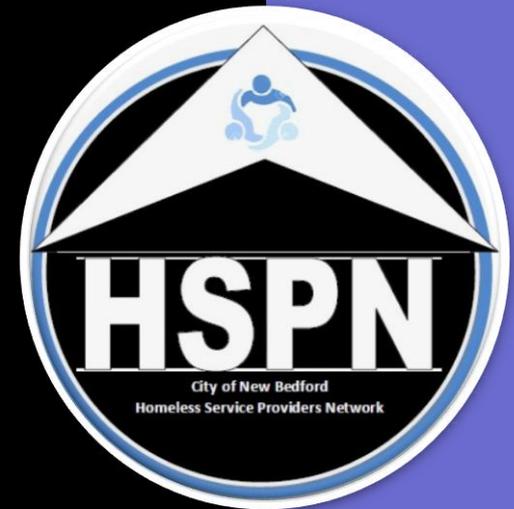


CITY OF NEW BEDFORD
DEPARTMENT OF PLANNING, HOUSING &
COMMUNITY DEVELOPMENT

HSPN

2016

ANNUAL REVIEW



Leadership

The City of New Bedford's Continuum of Care—its Homeless Service Provider's Network [HSPN]—had a productive and successful calendar year in 2016 under the leadership of its Chair, Carl Alves, and fellow officers and members of the HSPN Executive Committee.

Chair	Carl Alves, PAACA
Vice Chair	Stephen Montenmbault, SFS
Clerk	Will Jacobson, Women's Center
Immediate Past Chair	Rev. David Lima, GNB ICC

Executive Committee Members

Arlene McNamee, CSS
Patrick Sullivan, DPHCD
Jennifer Clarke, DPHCD
Peter Muise, First Citizens FCU
Kelly-Cabral-Mosher, HOPE Collaborative
Brenda Souza, PAACA
Bruce Morell, PACE
Kathleen Schedler-Clark, Steppingstone
James Reid, VTH

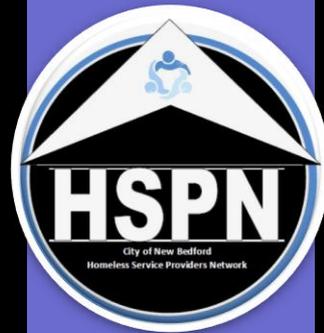


2016

HSPN

a range of activities in 2016...

Calendar	Highlight
JANUARY	Point in Time Count, Chronic Homelessness
FEBRUARY	Brainstorming, StreetSheet.2016
MARCH	Strategic Plan Process
APRIL	Loss of THPs, Sister Rose Award
MAY	Drug Forum
JUNE	Community Conversations



2016

HSPN

a range of activities in 2016...

Calendar	Highlight
JULY	Summer Break
AUGUST	NOFA
SEPT	Overflow Protocols, NB Connect
OCT	NBHA & SouthCoast Behavioral Health
NOV	Strategic Plan Worksession
DEC	The CALL at one year, Encampments

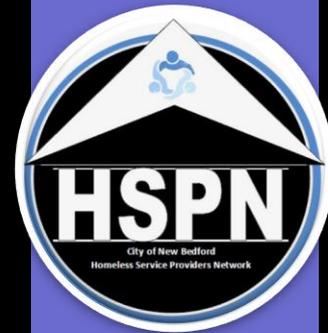


2016

HSPN

point in time

The HSPN's annual "Point In Time" count creating a census of those experiencing homelessness was conducted in a 24hr period beginning Wednesday, January 27, 2016.

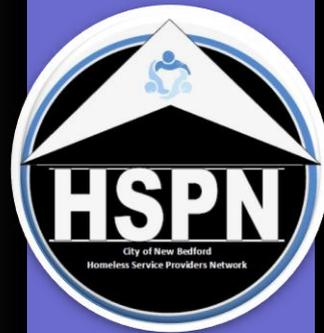


2016

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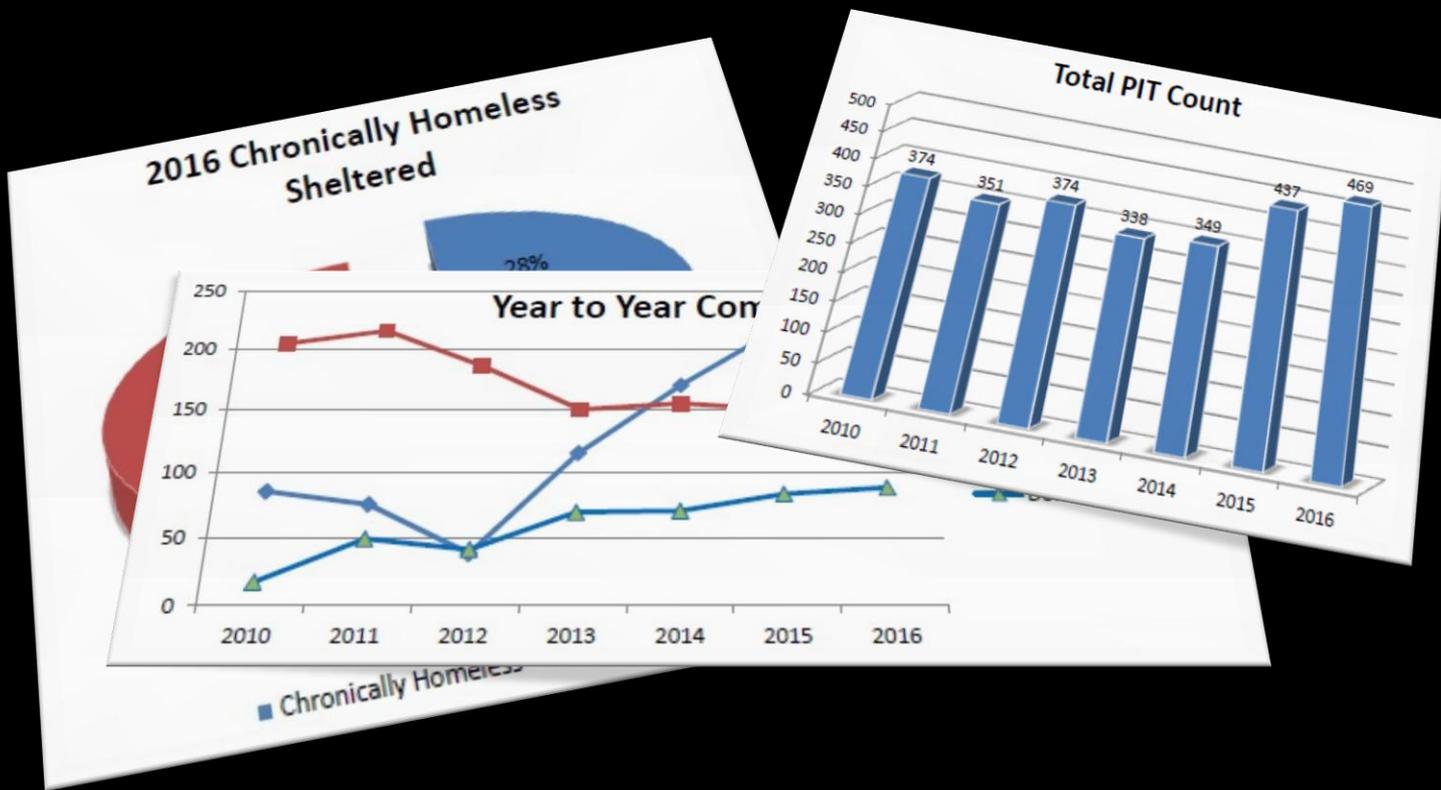


2016

HSPN

point in time

The information collected through the PIT Count is used to help guide community planning efforts—including federal funding decisions for homeless programs—and to measure New Bedford’s progress towards ending homelessness.



2016

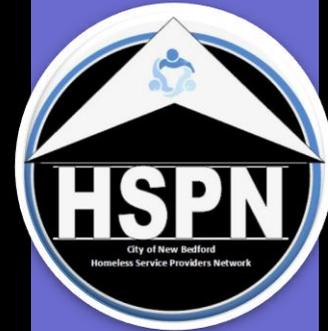
HSPN

point in time

Many people made the 2016 PIT Count possible and a lot of careful planning and hard work went into making this a success. A special thanks goes out to the 2016 PIT Committee and all of the volunteers whose efforts made this possible...*thank you!*



2016



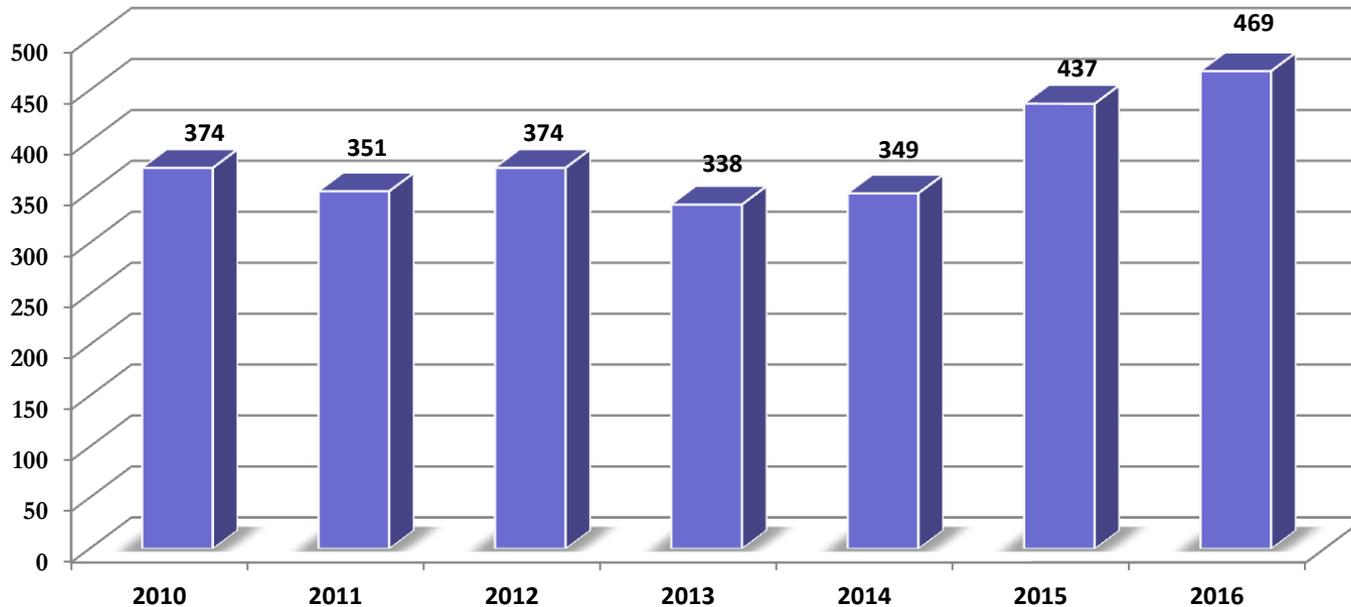
HSPN

point in time

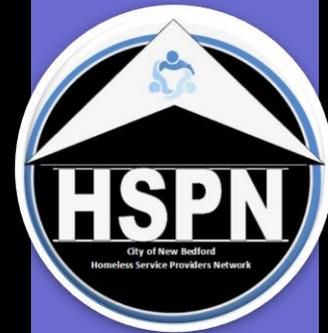
On the night of January 27th, the PIT Count identified **469** homeless men, women and children in New Bedford of whom **55** were unsheltered and **414** were either in emergency shelters or transitional housing in the city.

This represent a roughly **7%** overall increase from 2015.

Total PIT Count



2016



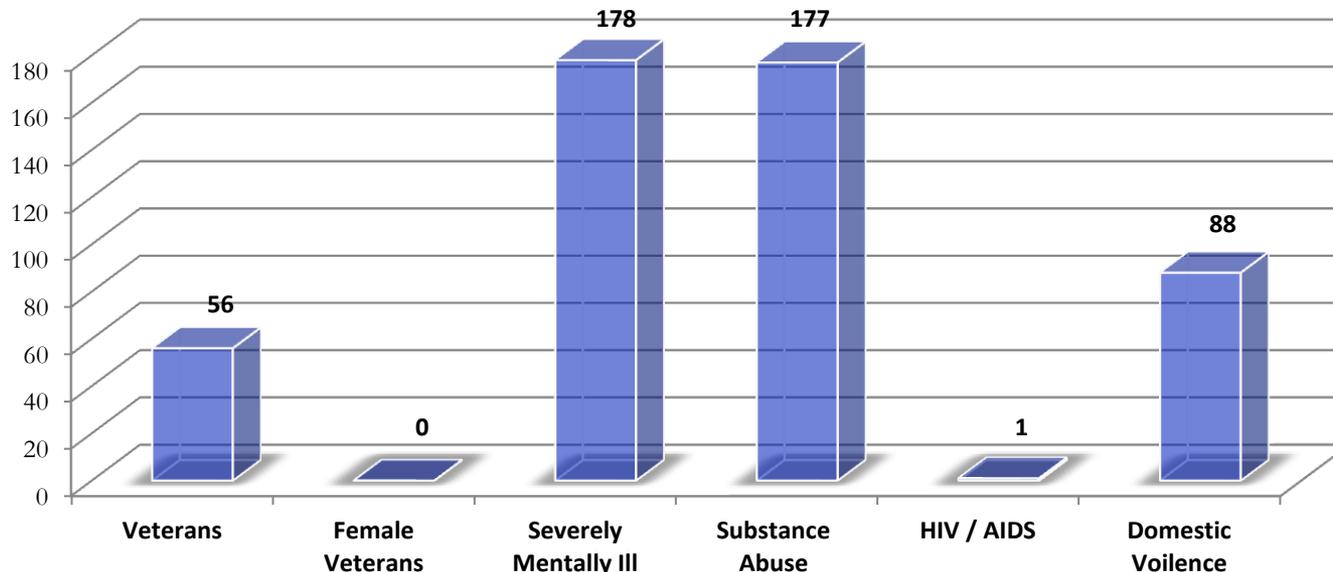
HSPN

point in time

By conducting this annual count, the city also gets an important snapshot into the specific subpopulations most prevalent within the overall population of those experiencing homelessness.

As a result, resources can be better targeted to ensure those in greatest need are getting the assistance they need to move out of homelessness.

2016 Sub-Populations in All Adult Households



HSPN

2016

the chronic homeless definition

HUD released its “final rule” redefining what it means to be chronically homeless—and what documentation is needed to prove it. The new definition went into effect January 15, 2016.

The most significant changes between the definitions of chronically homeless previously in effect and the definition included in the [CoC Program interim rule](#) as amended by the [Final Rule Defining “Chronically Homeless”](#):

To be considered chronically homeless, an individual or head of household must meet the definition of “homeless individual with a disability” from the [McKinney-Vento Act, as amended by the HEARTH Act](#) and have been living in a place not meant for human habitation, in an emergency shelter, or in a safe haven for the last 12 months continuously or on at least four occasions in the last three years *where those occasions cumulatively total at least 12 months*; The term “disabling condition” was replaced with “homeless individual with a disability” from the Act. While the types of conditions that can be considered are the same, the definition of “homeless individual with a disability” also requires that the

**= significant changes,
new forms and
technical assistance.**

Occurrences are defined by a break of at least *seven nights* not residing in an emergency shelter, safe haven, or residing in a place meant for human habitation (e.g., with a friend or family). Stays of fewer than seven nights residing in a place meant for human habitation, or not in an emergency shelter or safe haven do not constitute a break and count toward total time homeless; and Stays in institutions of fewer than 90 days where they were residing in a place not meant for human habitation, in an emergency shelter, or in a safe haven immediately prior to entering the institution, do not constitute as a break and the time in the institution counts towards the total time homeless. Where a stay in an institution is 90 days or longer, the entire time is counted as a break and none of the time in the institution can count towards a person’s total time homeless.

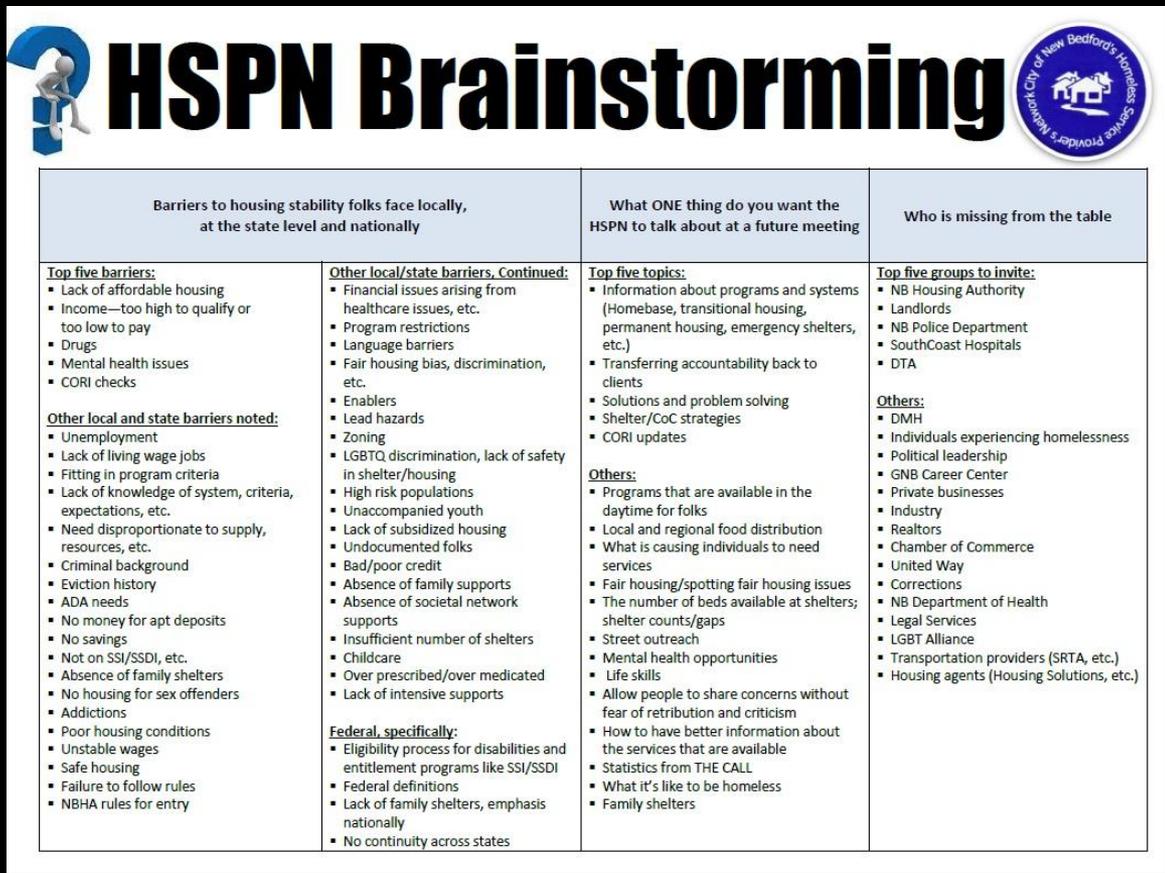


2016

HSPN

brainstorming

The HSPN membership spent some time brainstorming what it saw as barriers locally, statewide and nationally to folks achieving housing stability and also thought about topics it wanted to discuss and who we need to have at the table.



HSPN Brainstorming

Barriers to housing stability folks face locally, at the state level and nationally		What ONE thing do you want the HSPN to talk about at a future meeting	Who is missing from the table
<p>Top five barriers:</p> <ul style="list-style-type: none"> ▪ Lack of affordable housing ▪ Income—too high to qualify or too low to pay ▪ Drugs ▪ Mental health issues ▪ CORI checks <p>Other local and state barriers noted:</p> <ul style="list-style-type: none"> ▪ Unemployment ▪ Lack of living wage jobs ▪ Fitting in program criteria ▪ Lack of knowledge of system, criteria, expectations, etc. ▪ Need disproportionate to supply, resources, etc. ▪ Criminal background ▪ Eviction history ▪ ADA needs ▪ No money for apt deposits ▪ No savings ▪ Not on SSI/SSDI, etc. ▪ Absence of family shelters ▪ No housing for sex offenders ▪ Addictions ▪ Poor housing conditions ▪ Unstable wages ▪ Safe housing ▪ Failure to follow rules ▪ NBHA rules for entry 	<p>Other local/state barriers. Continued:</p> <ul style="list-style-type: none"> ▪ Financial issues arising from healthcare issues, etc. ▪ Program restrictions ▪ Language barriers ▪ Fair housing bias, discrimination, etc. ▪ Enablers ▪ Lead hazards ▪ Zoning ▪ LGBTQ discrimination, lack of safety in shelter/housing ▪ High risk populations ▪ Unaccompanied youth ▪ Lack of subsidized housing ▪ Undocumented folks ▪ Bad/poor credit ▪ Absence of family supports ▪ Absence of societal network supports ▪ Insufficient number of shelters ▪ Childcare ▪ Over prescribed/over medicated ▪ Lack of intensive supports <p>Federal, specifically:</p> <ul style="list-style-type: none"> ▪ Eligibility process for disabilities and entitlement programs like SSI/SSDI ▪ Federal definitions ▪ Lack of family shelters, emphasis nationally ▪ No continuity across states 	<p>Top five topics:</p> <ul style="list-style-type: none"> ▪ Information about programs and systems (Homebase, transitional housing, permanent housing, emergency shelters, etc.) ▪ Transferring accountability back to clients ▪ Solutions and problem solving ▪ Shelter/CoC strategies ▪ CORI updates <p>Others:</p> <ul style="list-style-type: none"> ▪ Programs that are available in the daytime for folks ▪ Local and regional food distribution ▪ What is causing individuals to need services ▪ Fair housing/spotting fair housing issues ▪ The number of beds available at shelters; shelter counts/gaps ▪ Street outreach ▪ Mental health opportunities ▪ Life skills ▪ Allow people to share concerns without fear of retribution and criticism ▪ How to have better information about the services that are available ▪ Statistics from THE CALL ▪ What it's like to be homeless ▪ Family shelters 	<p>Top five groups to invite:</p> <ul style="list-style-type: none"> ▪ NB Housing Authority ▪ Landlords ▪ NB Police Department ▪ SouthCoast Hospitals ▪ DTA <p>Others:</p> <ul style="list-style-type: none"> ▪ DMH ▪ Individuals experiencing homelessness ▪ Political leadership ▪ GNB Career Center ▪ Private businesses ▪ Industry ▪ Realtors ▪ Chamber of Commerce ▪ United Way ▪ Corrections ▪ NB Department of Health ▪ Legal Services ▪ LGBT Alliance ▪ Transportation providers (SRTA, etc.) ▪ Housing agents (Housing Solutions, etc.)



streetsheet.2016

The 2016 edition of the city's "StreetSheet" detailing resources throughout the city for those experiencing homelessness or in need of supportive services.

Thanks to funding from **United Way** and the unbelievable support of **Trinity Press**, roughly **9,000 StreetSheets** were distributed throughout the community in three languages—English, Portuguese and Spanish—an increase of over 20% within one year!

FOOD PANTRIES

American Red Cross 617.274.5200 ext. 5096
39 Kempton Street, 3rd St. entrance
Thursday 1-6pm (available 1x per month)
Photo ID, proof of income, rent receipts, proof of address, ID for household members required.

Braz/Bean Community Center 508.979.1737
360 Cappelletti Street
Monday - Thursday 9-1 (available 1x every 30 days)
ID and/or MA Health card required.

Catholic Social Services 508.997.7337
238 Romney Street (on back of O. L. of Mt. Carmel R. Church)
Wednesday & Thursday 10-12 (available 1x every 30 days)
Min. 18 years-old, proof of income & residency, photo ID, MA Health ID required for all children. Bread, non-perishable foods and fresh produce.

Grace Episcopal Church 508.993.0547
123 School Street
Wednesday & Friday 9:30-10:30 (available 1x per month / 1x per yr)
Photo ID required and children's insurance card.

MAO Food Life Pantry 508.992.5878
725 Pleasant Street
Open 3 Wednesdays per month (call first) 10-12 noon (available once every 30 days) For adult, picture ID & proof of income. ID for family members.

Medals, Leaves and Fishes 508.992.0614
Monday: Salvation Army parking lot 6:00pm, Tuesday: Hungry White on Elm Street 6:00pm, Wednesday: Acculnet Heights near West Square 6:00pm, Thursday: Main Post Office 6:00pm, Friday: PACE 6:00pm, and Saturday: Salvation Army parking lot 11:30am.

FOOD PANTRIES

PACE, Inc. 508.999.9920
166 Wilton Street
Monday-Friday (New walk-ins or received no service w/in past year: 9-11, all others by appointment) (Available 1x every 3 months, if PACE client, 1x per month) Referrals, Picture ID & verification of dependents required.

The Salvation Army 508.997.6561
619 Purchase Street
Monday-Friday 8:30-Noon & 1-3 (available 1x every 3 months)
Required: ID for household members & proof of residence for apt. 3-5 days of food / clothing vouchers for fire victims only.

St. Anthony's Church 508.993.1691
Nye Street Entrance (enter through church basement door)
Thursday @ 11:30am - 1:00pm (1x every other week)
Picture, ID and MA Health

St. Lawrence Church 508.992.4251
110 Summer Street
Every other Friday from 10:30-11:30am. Photo ID for household members and proof of address in 02740 zip code required.

St. Martin's Church 508.264.1520
136 West Street
3rd Saturday 10-11 and last Tuesday 5-6

Seven Hills Behavioral Health 508.999.4159
1177 Acquot Avenue
Monday & Wednesday 9:30-12:00, Thursday 5:00-7:00pm
Photo ID, proof of income and proof of address.

HEALTH CARE

Center for Women's Health 508.998.0000
166 Wilton Street

GIN Community Health Center 508.992.6555
St. Luke's Hospital 508.997.1555

MENTAL HEALTH CARE

New Bedford Crisis Center 508.996.3154
543 North Street

Child & Family Services 508.996.8572
543 North Street, 1061 Pleasant Street, 3057 Acquot Avenue

FHR Anchor House 508.984.4300
2277 Purchase Street

Seven Hills Recovery & Wellness Center 508.999.3126
34 Gifford Street

MA Dept. of Mental Health 508.996.7900
888 Purchase Street

SUBSTANCE ABUSE

Self-Help/Treatment Info (for Men) (NEMCOA) 508.992.7788

ADCARE 508.999.1102

High Point Treatment Center (for Women) 774.628.1000

Community Substance Abuse Center 508.979.1122
8 Kilburn Street

PACA 508.997.9051
360 Coggeshall Street

Seven Hills Recovery & Wellness Center 508.999.3126
34 Gifford Street

VETERANS ASSISTANCE

MA Dept. of Veterans Services 1.888.844.2838

New Bedford Veterans Services 508.991.6184

New Bedford VA Outpatient Clinic 508.994.0217

NI VET Center 508.999.6920

National Call Center Homeless Veterans 1.877.424.3838

Veterans, Inc. 1.800.482.2565

Veterans Transition House 508.992.5313

MEAL SITES AND TIMES

Sister Rose House Soup Kitchen / Mercy, Meals & More 508.728.1489
Pilgrim United Church of Christ, 639 Purchase St. / Grace Episcopal Church, 123 School St. / The Salvation Army, 619 Purchase St. / St. Anthony's R.C. Church, Nye St. / Full Blessings Church, 475 Union St.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast	7:30-8:30 Grace Episcopal Church	6:35-7:30 Mercy, Meals and More	6:35-7:30 Mercy, Meals and More	6:35-7:30 Mercy, Meals and More	6:35-7:30 Mercy, Meals and More	6:35-7:30 Mercy, Meals and More	6:35-7:30 Mercy, Meals and More
Lunch	11:00 Full Blessings Church Service & Meal	11:00-1:00 Sister Rose House Soup Kitchen	11:00-1:00 Sister Rose House Soup Kitchen	11:00-1:00 Sister Rose House Soup Kitchen St. Anthony's	11:00-1:00 Sister Rose House Soup Kitchen	11:00-1:00 Sister Rose House Soup Kitchen	
Dinner	5:15 Salvation Army			4:30 Salvation Army	4:00 Sister Rose House Soup Kitchen		

STREET SHEET 2016



Available help for those who are experiencing homelessness or are threatened with homelessness.

The City of New Bedford's Homeless Service Providers' Network (HSPN) has created this "Street Sheet" to identify some important resources available to you—where to get a meal, how to find shelter and where to call for help that you need right now.

This information is updated semi-annually and some providers or programs may have changed since the last edition. Check with agencies for the most current information.

City of New Bedford, MA
HOMELESS SERVICE PROVIDERS' NETWORK
www.nbhspn.com

Printing costs generously donated by the United Way of Greater New Bedford.

REVISED FEBRUARY 2016



strategic planning

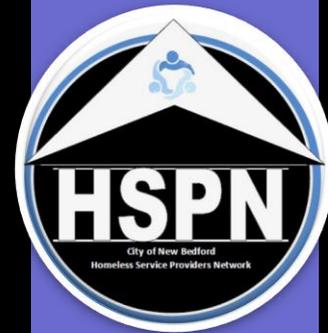
The City of New Bedford's Department of Planning, Housing & Community Development issued an RFP for planning services to help the HSPN develop a strategic plan.

This effort has been funded by a planning grant from HUD as part of the CoC NOFA and is in keeping with plans addressing the eradication of homelessness all over the country.



loss of transitional housing

As part of its shift toward housing first, HUD chose not to fund the two transitional housing programs in New Bedford in 2016. Because of this loss of funding, VTH's "**Network House**" and Steppingstone's "**Graduate Program**" faced challenges about their respective futures.



HSPN

2016

funding

The New Bedford Continuum of Care was awarded just under \$1.7 million in funding in 2016.

The funding provided critical dollars to renew the city's existing permanent housing programs.

Program	Project Type	Amount
Family Preservation – SRN	Permanent Housing	\$260,920
Step-Up –PAACA	Permanent Housing	\$277,130
Transition to Stability—Catholic Social Services	Permanent Housing	\$199,896
Welcome Home—Steppingstone	Permanent Housing	\$170,590
Prism—Catholic Social Services	Permanent Housing	\$109,030
Portico—Catholic Social Services	Permanent Housing	\$591,092
HMIS—City of New Bedford	HMIS	\$29,524
Total Funding:		\$1,684,939

2016



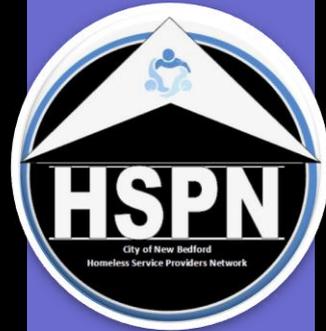
HSPN

sister rose award

The Sister Rose Award was established by the HSPN in honor of its first recipient, sister Rose Ellen Gallogly, Executive Director of Market Ministries and one of the founding members of the HSPN.



The award is given annually to:
"...an individual from within the Continuum of Care in recognition of his/her achievement, dedication, compassion in his/her personal and professional life in living out the mission of the HSPN rooted in the belief that every person is entitled to live in dignity."



2016

HSPN

sister rose award

The 2016 Sister Rose Award was presented to **George Bailey** of Mobile Ministries in recognition of his enormous contributions, both personal and professional, to serving the homeless in the City of New Bedford.



George Bailey receives the 2016 Sister Rose award.



2016

HSPN

drug forum

Over sixty people attended the HSPN meeting in May where a panel of experts involved in all sectors of the opiate crisis addressed those gathered and answered questions.

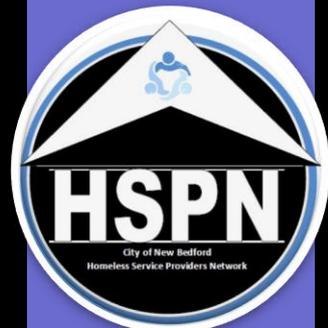


2016

HSPN

Involved students

After working almost a year raising funds, researching homelessness in the city and deciding on a course of action, the self-named, “**Sorority Philanthropy**” from Normandin Middle School presented the HSPN with 40 brand new backpacks filled with life essentials for individuals experiencing homelessness.

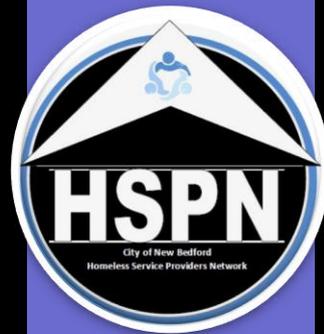


2016
HSPN

community conversations



HSPN members were involved in conversations across the community including a breakfast meeting with political leadership to discuss **panhandling**, statewide as an active participant in developing and endorsing an important **position paper for HUD** and multiple discussions with the New Bedford School Department officials about the **intersection of education and homelessness**.



2016
HSPN

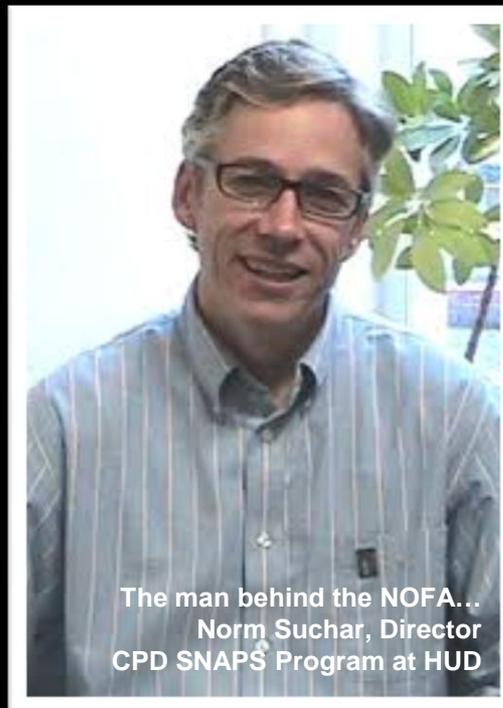
nofa

Each year we know that the federal NOFA—Notice of Funding Availability—from HUD will be issued to provide an opportunity for local CoC’s like the HSPN to articulate their strategies for ending homelessness and the extent to which they are achieving success towards that goal.

The 2016 NOFA arrived during the summer and proved to be an extremely competitive undertaking. Results are anticipated by the end of 2016 or early 2017.

Three Things to Know

- 1) This is the most competitive NOFA ever
- 2) Performance on the goals to end homelessness is scored
- 3) Reallocation is important

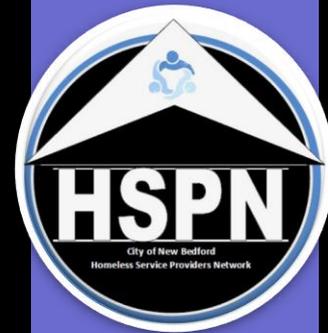


nb connect.2016

After a successful “One Homeless Night” event in 2015, the Rise Up team worked hard with SouthCoast Leadership in delivering an impressive one day-one resource fair for those close to, or in the midst of, homelessness.

NB Connect.2016 was an impressive success bringing out service providers, community agencies, city departments and volunteers along with over 100 guests in need of resources and/or housing.

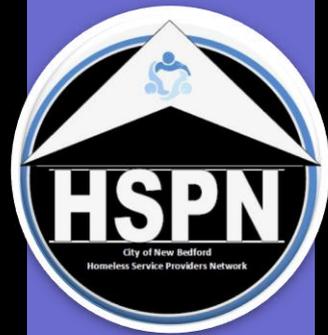
It is anticipated this important resource event along with the important dialogue in the city around poverty, need and homelessness will continue next year with a future NB Connect.



2016

HSPN

nb connect.2016



2016

HSPN

nbha, southcoast behavioral health

The year also included great speakers at HSPN membership meetings. In October, the HSPN welcomed the New Bedford Housing Authority and Southcoast Behavioral Health.



2016

HSPN

strategic planning worksession

November 17, 2016

Jennifer.Clarke@newbedford-ma.gov or at 508.979.1500 with any questions.'"/>

STRATEGY.

Homelessness in New Bedford can end but it will take:

- ✓ a coordinated effort
- ✓ an opportunity for every voice to be heard and valued
- ✓ a meaningful approach
- ✓ and it takes you!

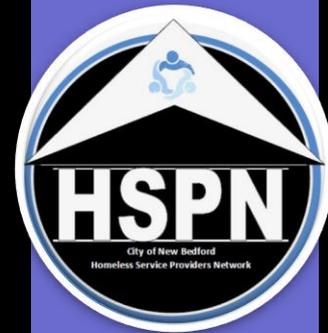
The City of New Bedford's Homeless Service Providers Network (HSPN) invites you to join in this process facilitated by the Technical Assistance Collaborative (TAC) and share your ideas, concerns, recommendations and aspirations as we work to develop a two year

STRATEGIC PLAN TO END HOMELESSNESS
in the New Bedford Continuum of Care

November 17th, 9am – 12noon
Buttonwood Park Zoo

Contact Jennifer Clarke at Jennifer.Clarke@newbedford-ma.gov or at 508.979.1500 with any questions.

2016



HSPN

one year of coordinated entry

After over a year and a half of careful planning, strategic development, brainstorming and training sessions, the continuum's new coordinated intake system went live on December 1, 2015.

THE CALL (Coordinated Access to Local Links) was adopted as the centralized intake system across the three Bristol County continuums and its operational protocols were adopted by the HSPN.



1-800-HOMELESS
(1-800-466-3537)
Valid only if dialed from a 508 or 774 area code.
THE CALL = Coordinated Access to Local Links

IF YOU ARE CURRENTLY HOMELESS ANYWHERE IN BRISTOL COUNTY, PLEASE MAKE THE CALL FOR ASSISTANCE TODAY.



2016

HSPN

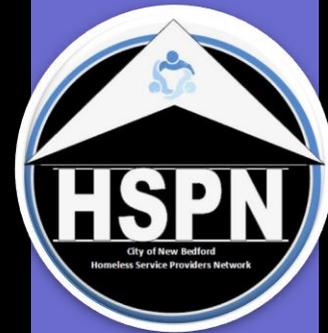
one year of coordinated entry



Coordinated Entry Training for The CALL run by CSS and conducted at Buttonwood Park

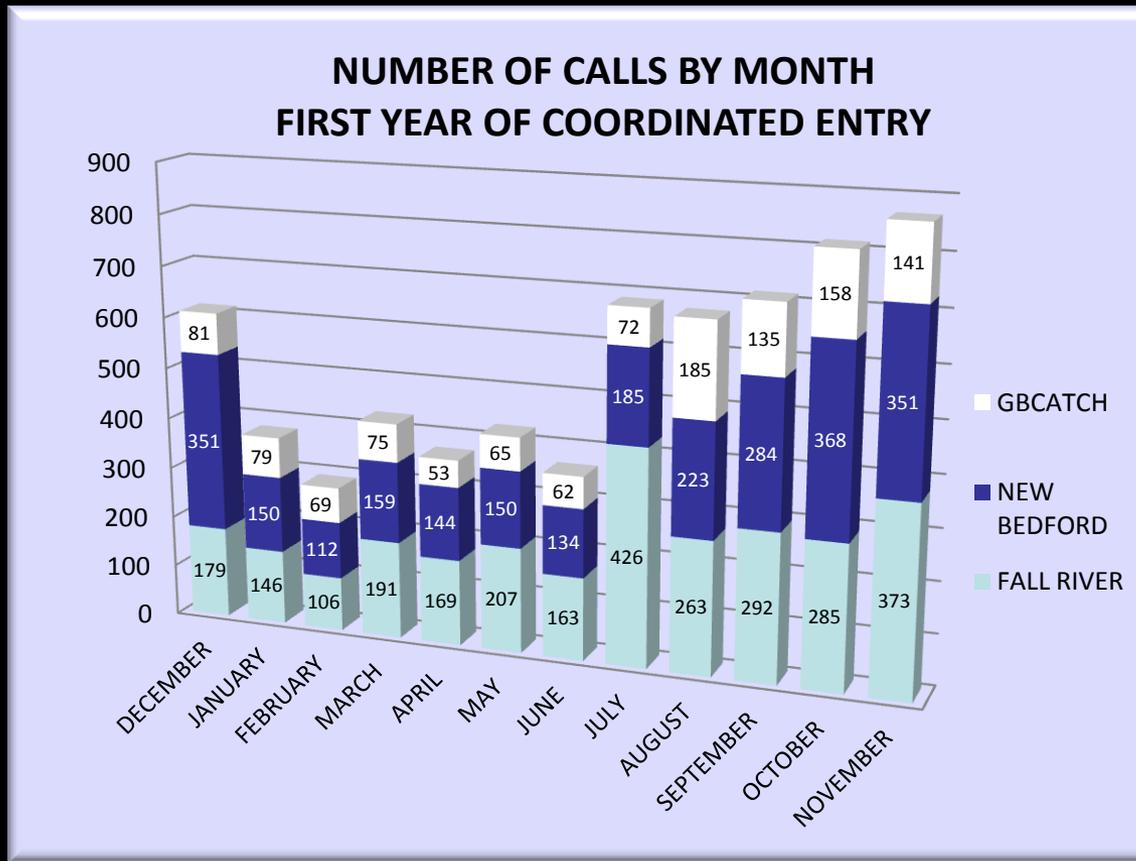
November 30th of 2016 marked the final day of the first year of coordinated entry in the New Bedford CoC. The system dubbed, “The CALL,” is a program of Catholic Social Services who have actively trained and met with agencies and community members ensuring best practices.

2016



HSPN

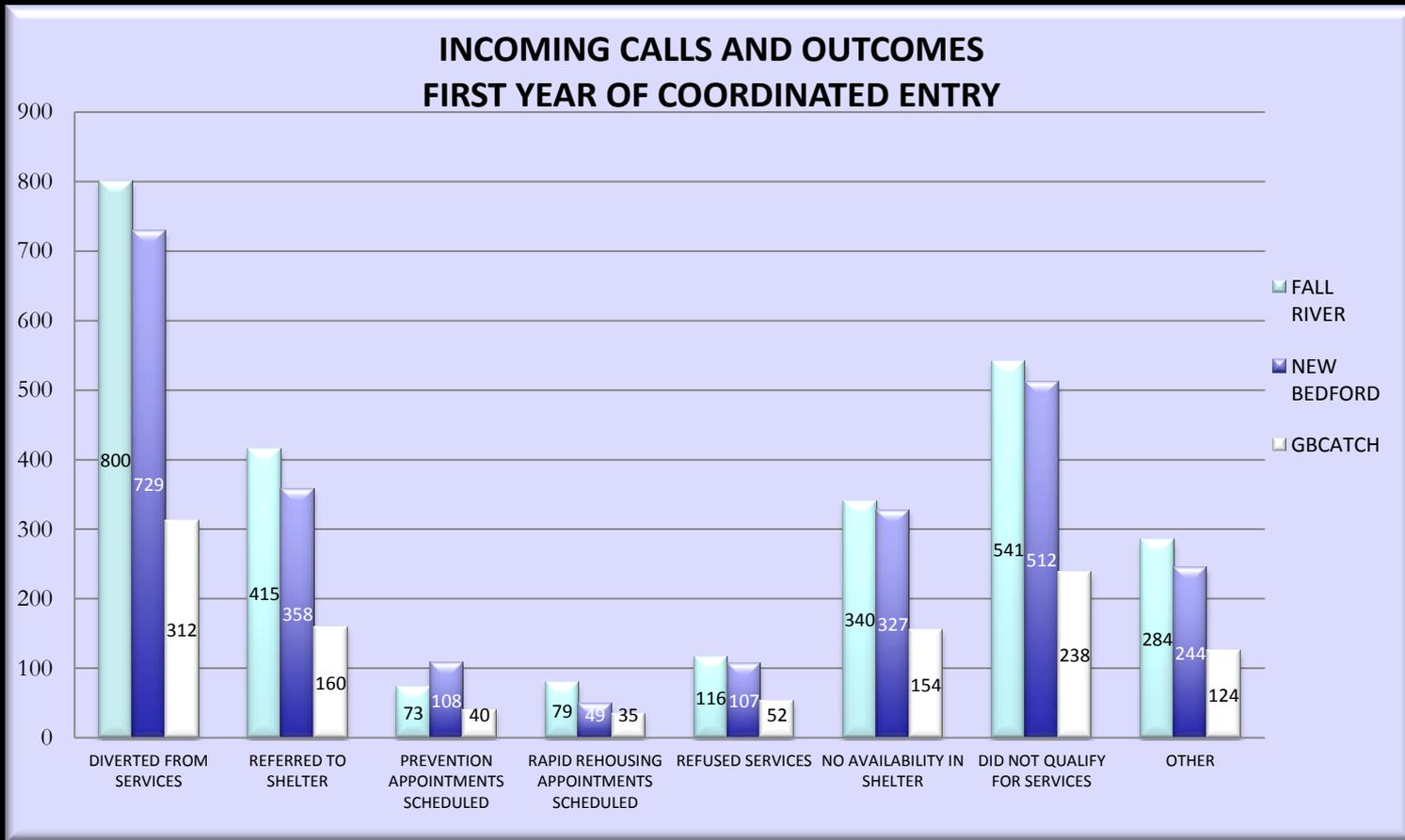
one year of coordinated entry



The CALL received over 2,600 calls in the span of 12 months for New Bedford, only.



one year of coordinated entry



Seven hundred twenty-nine people were diverted from shelter in the first year of The CALL.

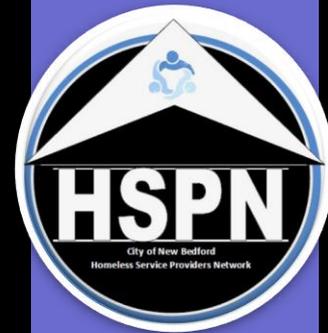
2016

HSPN

extreme weather shelter planning

After torturous winter weather in 2015-2016 the HSPN's Executive Committee took the lead in working with the city to make plans for a new cold weather shelter space.

Through the efforts of Rise Up and an appropriation by the city, extreme weather overflow shelter availability will be available during the winter of 2016-2017.



HSPN

2016

extreme weather overflow shelter

While Catholic Social Services' (CSS) emergency shelters were under construction at the outset of 2016, PAACA stepped up and provided extreme weather overflow shelter for those in need. Once the weather cleared and CSS' new facilities opened, operational protocols were developed, funding was secured and a plan was set in motion. The winter of 2016-2017 will hopefully be mild, but if not, New Bedford's overflow shelter will be ready.



2016

HSPN

encampments

The number of people residing in encampments within the city renewed significant attention during the fall of 2016. In response, the HSPN's Outreach Committee began collaborating with the CCIT (Community Crisis Intervention Team), the Partnership for a Drug-Free New Bedford, the MA Department of Mental Health, the City of New Bedford and others to ensure a pragmatic, timely and compassionate response.

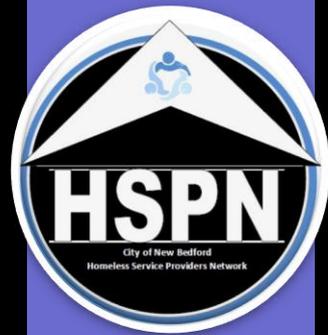
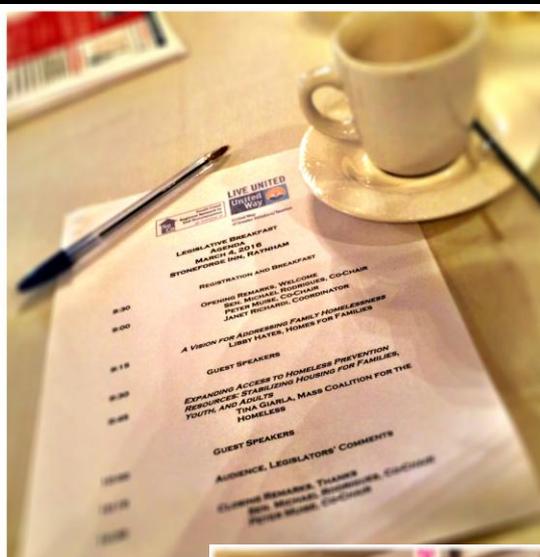


HSPN

2016

partners: soco

The South Coast Regional Network (SoCo) is one of ten regional networks across the Commonwealth working in bringing collaborative voices to the table with the fixed purpose of ending homelessness. SoCo includes the City of New Bedford within its catchment area.



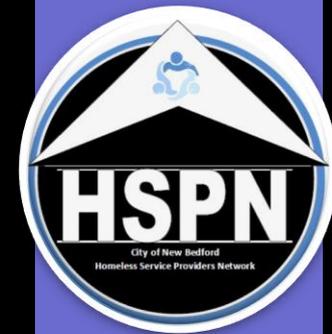
2016

HSPN

rise up for homes

Rise Up is a collaborative campaign established by the HSPN designed to build community awareness and raise funds to meet the complex needs of individuals/families experiencing homelessness in New Bedford. It's purpose is more than just fundraising; it's about changing the narrative about homelessness, presenting facts and opportunity for conversation to create innovative solutions to the problem while ensuring everyone has a voice in this process.

As of November 30, 2016 rise up had raised \$21,024.28 .



2016

HSPN

and the work of the hspn
...goes on.



Richard Snow



2016

HSPN

the work of the hspn

The City of New Bedford's Continuum of Care prides itself on carefully executing strategic actions that provide the pathway out of homelessness for everyone.

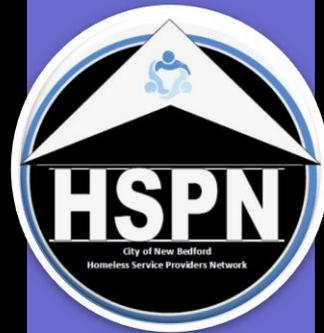


2016

HSPN

the work of the hspn

This work takes place in offices, encampments, kitchens, shelters, church halls, conference rooms, underpasses and online and it involves everyone, most especially, YOU.



2016

HSPN

the work of the hspn

To those who's professional and/or personal paths have helped reach out to and serve those experiencing homelessness in whatever form—*thank you...*



...and we're counting on you for 2017.



2016

HSPN



CITY OF NEW BEDFORD
DEPARTMENT OF PLANNING, HOUSING &
COMMUNITY DEVELOPMENT

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2016

ANNUAL REVIEW

