

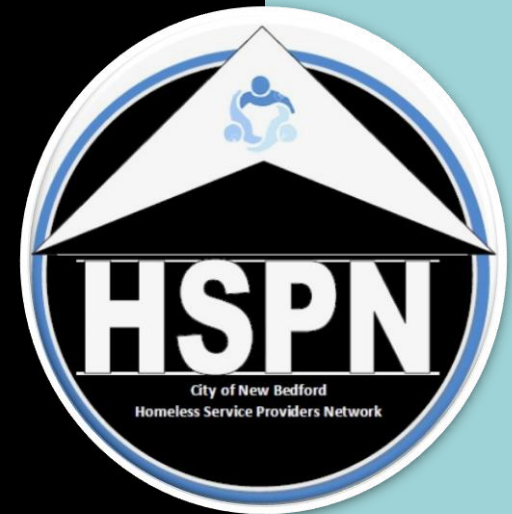


**CITY OF NEW BEDFORD**  
DEPARTMENT OF PLANNING, HOUSING &  
COMMUNITY DEVELOPMENT

# HSPN

# 2018

## 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 2018 under the leadership of its Chair, the Rev. David Lima, and fellow officers and members of the HSPN Executive Committee.

**Chair**            The Rev. David Lima, GNB ICC  
**Vice Chair**     Stephen Montembault, SFS  
**Clerk**            James Reid, VTH

**Executive Committee Members**

Carl Alves, PAACA  
Josh Amaral, PACE  
Kelly Cabral-Mosher, MSW  
Jennifer Clarke, DPHCD  
Rachel Davis, SouthCoast Health  
Raymond Duarte, CSS  
Julie Mador, NBPS  
Susan Mazzarella, CSS  
Jim McKeag, Mass Development  
Peter Muise, First Citizens FCU  
Kathleen Schedler-Clark, Steppingstone  
Patrick Sullivan, DPHCD

2018



# a range of activities in 2018...

Calendar	Highlights
JANUARY	Point in Time Count, Employment 101
FEBRUARY	Votes & CCIT
MARCH	Financial Literacy
APRIL	PIT Results
MAY	All Things Medical
JUNE	Community Priorities, Unaccompanied Youth

2018



# a range of activities in 2018...

Calendar	Highlights
JULY	System Performance, CoC Competition, CSPECH
AUGUST	All things NOFA
SEPT	Youth Services & Family Support Initiative
OCT	SOAR, Homeless Connect & Sister Rose Award
NOV	Victim Rights Law Center, Eliot CHS
DEC	The CALL hits year #3 & Robert Pulster USICH

2018



## 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 24, 2018.



2018



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# 2018





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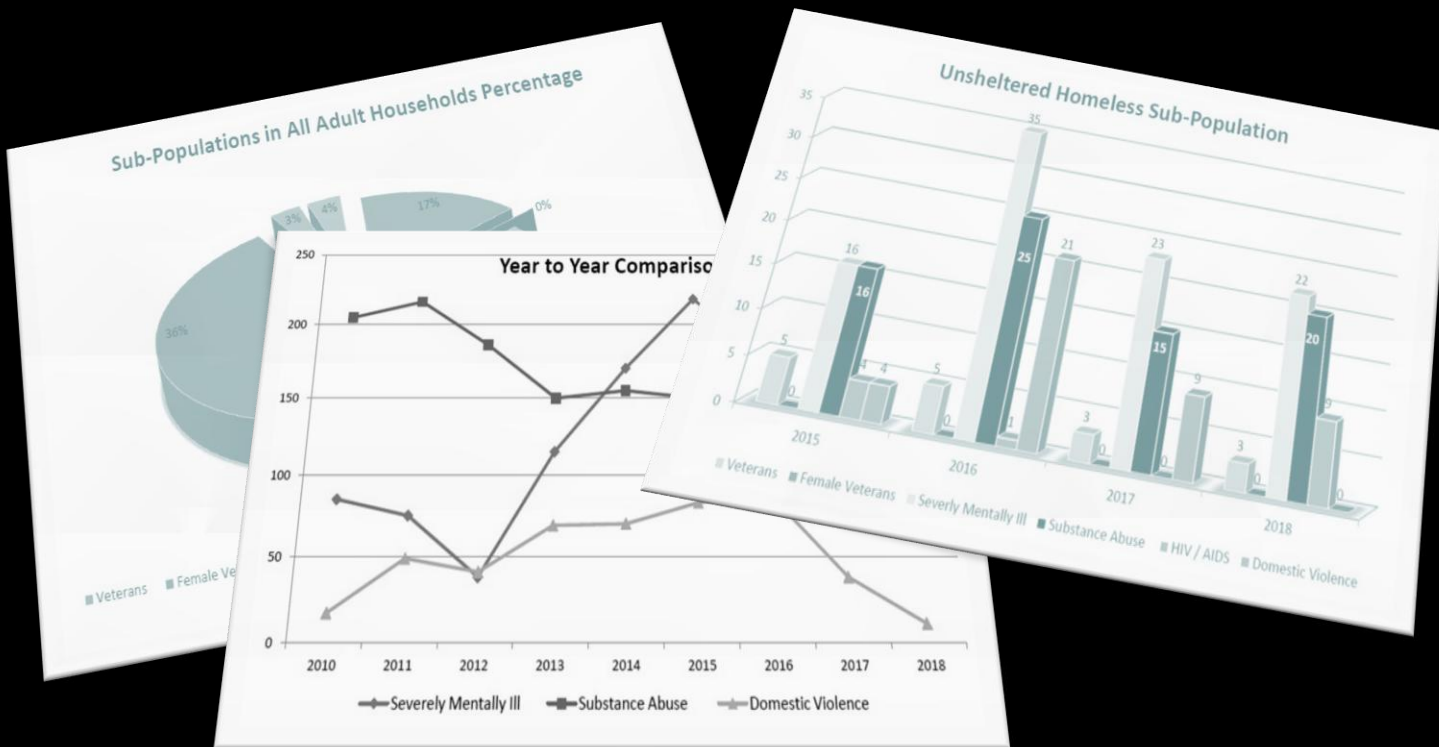


# 2018



# 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.



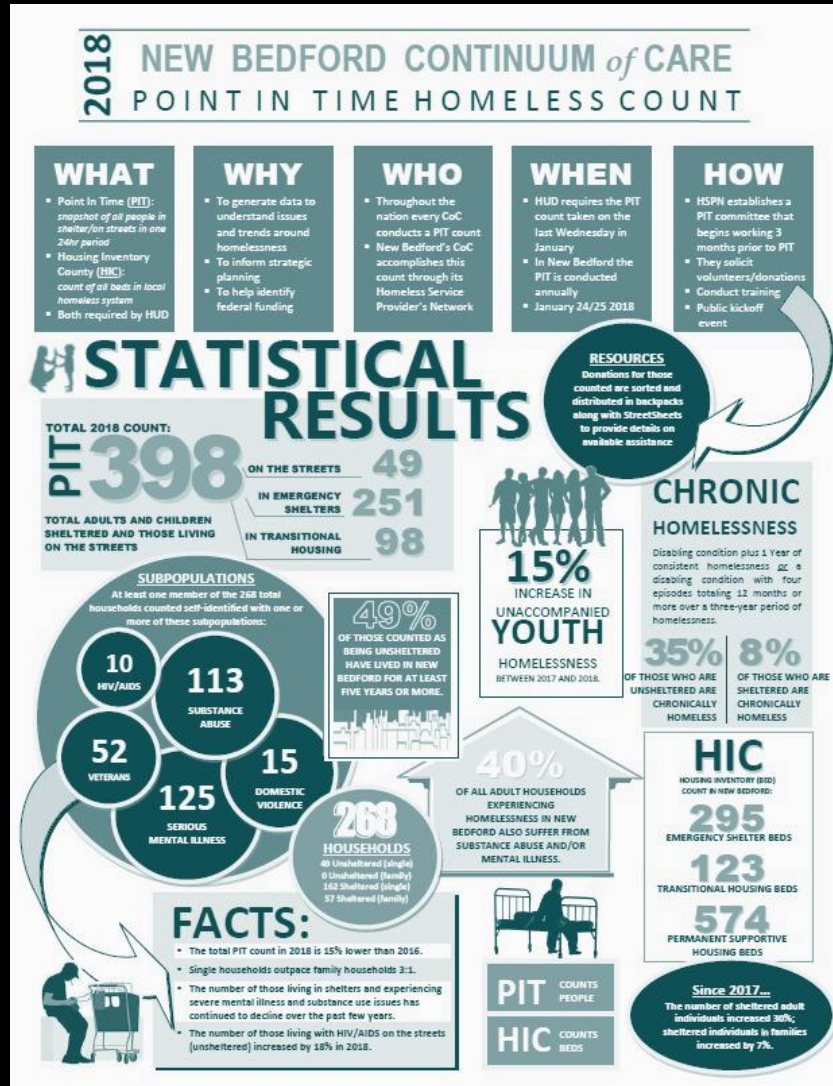
# 2018





# point in time

This year an infographic was produced that provided highlights of the data collected.



# 2018



# point in time

As was the case in 2017, once again many people made the 2018 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 2018 PIT Committee and all of the volunteers whose efforts made this possible...*thank you!*



# 2018

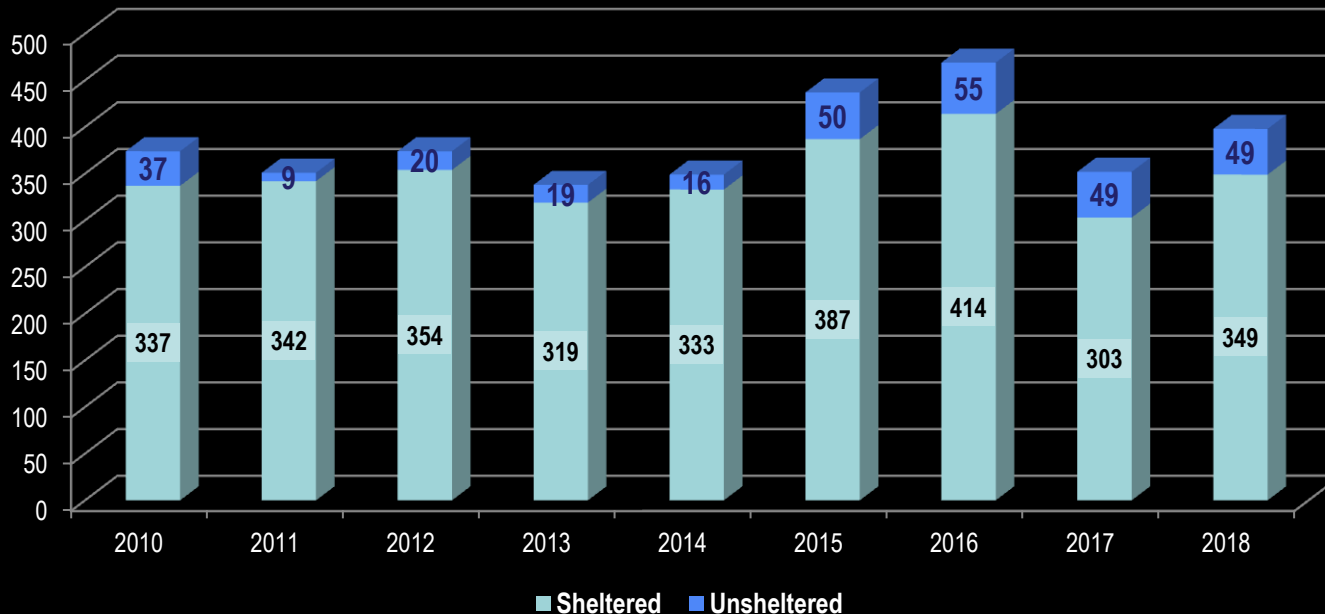


## point in time

On the night of January 24<sup>th</sup>, the PIT Count identified **398** homeless men, women and children in New Bedford of whom **49** were unsheltered and **349** were either in emergency shelters or transitional housing in the city.

Although the number of those in shelter increased slightly, the total of those unsheltered in 2018 was unchanged from the 2017 Point In Time Count.

PIT Count by Sheltered and Unsheltered



2018

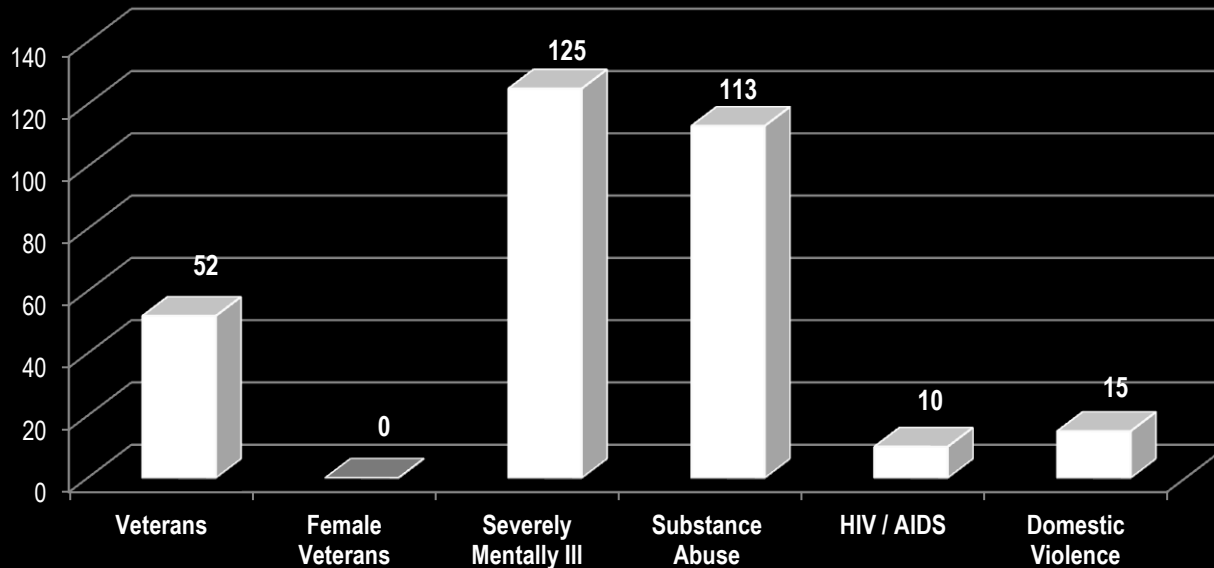


## point in time

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.

2018 Sub-Populations in All Households  
(Sheltered and Unsheltered)



2018





# employment 101

The New Bedford Career Center presented important information on service provision models and resources from both a statewide and local perspective.



## Employment critical to long term stability for those experiencing homelessness

Meaningful and sustainable employment is the key to creating and maintaining housing stability. Unemployment, underemployment, and low wages relative to rent are frequent causes of homelessness and burden millions of families with the risk of becoming homeless. At the same time, individuals experiencing homelessness face obstacles to finding and maintaining employment.

As a result, connecting people experiencing or at-risk of homelessness with job training and placement programs is critical to ensure they have the tools they need for long-term stability and success. Facilitating access to work supports like childcare subsidies and transportation assistance can help increase the likelihood that individuals will be able to retain employment.

-[https://nationalhomeless.org/  
issues/economic-justice/](https://nationalhomeless.org/issues/economic-justice/)

# 2018



**ccit**

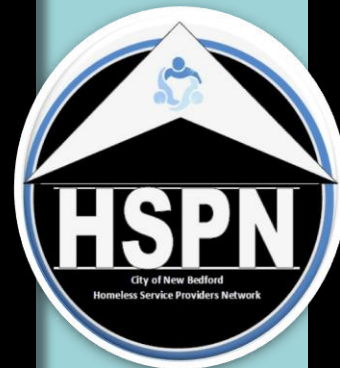
**Representatives from New Bedford's Community Comprehensive Intervention Team (CCIT) presented information to the HSPN membership .**

*The goal of the CCIT is to create and maintain an avenue for community partnerships and collaboration with specially trained members working together to resolve crisis-related situations that affect the community at large. There is a strong emphasis on cross - system interactions and elaborate networking in order to better understand and facilitate collaborative work. In short, the CCIT works pro-actively to prevent or lessen a serious and imminent threat to a person or the public.*

*As part of its ongoing work, the team also strives to encourage and assist other communities to explore the possibility of establishing their own CCIT.*



**2018**





# coordinated entry and data sharing votes...

## Coordinated Entry

In February the HSPN voted to revise its operating standards related to coordinated entry to ensure consistency with the HUD directives around planning, access, prioritization, referral, data management and evaluation. The revised standards included new flowcharts showing how individuals and families access the call.

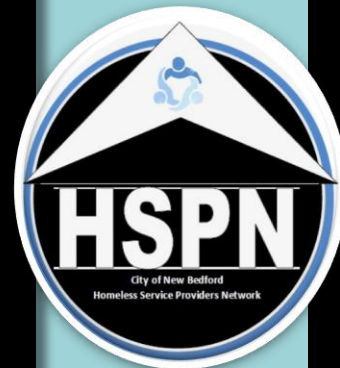


## Statewide Data Sharing

The HSPN also voted in February to participate in a new statewide data warehouse initiative for reporting and care coordination purposes while standardizing policies, increasing security, etc. while strengthening CoC leadership and supporting efforts for resource allocation, leveraging, etc.



2018



## financial literacy

The HSPN invited three speakers discuss financial literacy in March, focusing largely on information and resources locally available to help develop financial skills, pursue credit counseling and ensure against predatory lending practices.

How Do You  
Manage Your  
Money When  
You're  
**HOMELESS?**



2018



## strategic plan

The HSPN Executive Committee began implementing the Strategic Plan adopted in the fall of 2017 and a copy of the plan's "Implementation Chart" was distributed to the membership for its consideration and comment. The HSPN's Executive Committee continued working on implementation throughout the year.



2018



## puerto rican displacement

Members of the HSPN were very involved in supporting the efforts of the United Way's Family Resource Center—also an HSPN member—in supporting and stabilizing families displaced from Puerto Rico as the result of Hurricane Maria in 2017.

The New Bedford Housing Authority, JRI, the New Bedford Public School System, the InterChurch Council, the City's Department of Planning, Housing & Community Development and others played an invaluable role in providing assistance to over 350 adults, 286 children and a total of 636 individuals.



2018





# streetsheet.2018

The 2018 edition of the city's "StreetSheet" detailing resources throughout the city for those experiencing homelessness or in need of supportive services was published.

Thanks to funding from United Way and the unbelievable support of Trinity Press, roughly 10,000 StreetSheets were distributed throughout the community in three languages—English, Portuguese and Spanish.

# 2018

### FOOD PANTRIES

**American Red Cross** 617.274.5200  
593 Amington Street (M&I St. entrance) est. 5596  
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 Coggeshall Street  
Monday - Thursday 9-1 (available 1x every 30 days)  
ID and/or MA Health card required.

**Catholic Social Services** 508.997.7337  
238 Bonney Street (in back of O. L. of Mt. Carmel R. C. Church)  
Wednesday & Thursday 10-12 (available 1x every 30 days)  
Min. 18 years-old, proofs of income & residency, photo ID, MA Health ID required for all children. Non-perishable foods.

**Grace Episcopal Church** 508.993.0547  
333 School Street  
Wednesday & Friday 9.30 - 10.30 (available 1x per month / 12 x per yr.  
Photo ID required and children's insurance cards.

**MO Food Life Pantry** 508.992.5978  
725 Pleasant Street  
Open 3 Wednesdays per month (call first) 10-12 noon (available once every 30 days) For adults, picture ID & proof of income, ID for family members.

**Mobile Ministries** 508.993.0614  
MON: Salvation Army parking lot 6.00pm  
TUE: PAACA 6.00pm  
WED: South Baptist Church, Brock Avenue 3.30pm  
THU: Salvation Army parking lot 6.00pm  
FRI: PAACA 6.00pm  
SAT: Salv Army lot 11.30am, South Bapt.Church, Brock Ave 1.30pm

### FOOD PANTRIES

**PACE, Inc.** 508.999.9920  
166 William Street  
Monday-Friday 9-11am and 2-3pm but closed Wednesday afternoons;  
picture ID and insurance verification for all adults, insurance only for children. Call for more details.

**Debbie's Kitchen Food Pantry** 508.525.9010  
95 Willow Street  
Saturdays 10 am-Noon. Requires photo ID, food stamp ID and proof of income. Serves residents of NB and the surrounding area. Delivery to elders/handicap available, need to call. Limited to one visit/month.

**The Salvation Army** 508.997.6561  
613 Purchase Street  
Monday-Friday 8.30am -Noon & 1-3 (available 1x every 3 months)  
Required: ID for household members & proof of residence for appt.  
3-5 days of food / clothing vouchers for fee victims only.

**St. Anthony's Church** 508.993.1691  
Nye Street Entrance (enter through church basement door)  
Every other Thursday @ 11.30am - 1.00pm (1x every other week)  
Picture ID, proof of address 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** 508.994.8972  
136 Rose Street  
3rd Saturday 10-11am and last Tues of month 5-6pm

**Seven Hills Behavioral Health** 508.999.4159  
1277 Acushnet Avenue  
Monday & Wednesday 9.30 - 12.00, Thursday 5.00 - 7.00pm  
Photo ID, proof of income and proof of address.

### HEALTH/MEDICAL

**SouthCoast Center for Women's Health** 508.998.0600  
166 William Street

**GNB Community Health Center** 508.992.6553  
NB Family Planning 508.984.5333  
St. Luke's Hospital 508.997.1515

### MENTAL HEALTH

**New Bedford Crisis Center** 508.996.3154  
543 North Street

**Child & Family Services** 1061 Pleasant St. 508.996.8572  
543 North Street 508.984.5566  
3057 Acushnet Ave 508.742.1040

**FHR Anchor House** 508.994.4300  
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

**ADCARE** 508.999.1102  
High Point Treatment Center (for Women) 774.628.1000  
Community Substance Abuse Center 508.979.1122  
8 Kilburn Street 508.997.9051  
PAACA 340 Coggeshall Street

**Self-Help/Treatment Info (for Men) (SEMCOA)** 508.992.7788  
Seven Hills Recovery & Wellness Center 508.999.3126  
34 Gifford Street  
Steppingstone 508.674.2788

### STREET SHEET 2018

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 revision. Check each agency to verify their current service capabilities.

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

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

**HSPN**  
City of New Bedford  
Homeless Service Providers Network

REVISED MARCH 2018

### MEAL SITES AND TIMES

Sister Rose House Soup Kitchen / Mercy, Meals & More / PAACA  
Pignun United Church of Christ, 635 Purchase St. / Grace Episcopal Church, 333 School St. / S.Baptist Church, Brock Ave  
The Salvation Army, 613 Purchase St. / St. Anthony's R.C. Church, Nye St. / Full Blessings Church, 475 Union St.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Breakfast</b>	7.30-8.00 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
<b>Lunch</b>	11.00 Full Blessings Church & 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	11.00-1.00 Sister Rose House Soup kitchen	11.00-1.00 Sister Rose House Soup kitchen	11.30 Salvation Army Parking lot
<b>Dinner</b>	5.00-6.30 Salvation Army	6.00 Salvation Army Parking Lot	6.00 PAACA	3.00 S. Baptist Brock Av 4.30 Salvation Army	6.00 Salvation Army Parking Lot	6.00 PAACA	1.30 South Baptist Church, Brock Avenue

### VETERANS ASSISTANCE

**MA Dept. of Veterans Services** 1.888.844.2838  
New Bedford Veterans Services 508.991.6194  
New Bedford VA Outpatient Clinic 508.994.0217

**NB VET Center** 508.999.6920

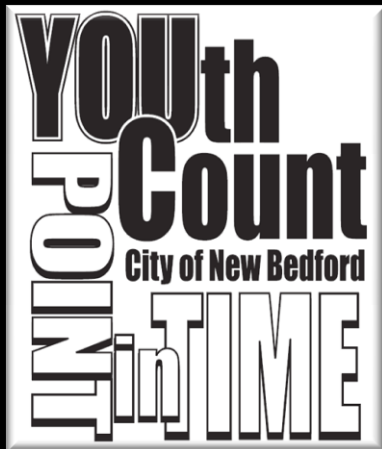
**National Call Center Homeless Veterans** 1.877.424.3538  
Veterans, Inc. 1.800.482.2565  
Veterans Transition House 508.992.5313



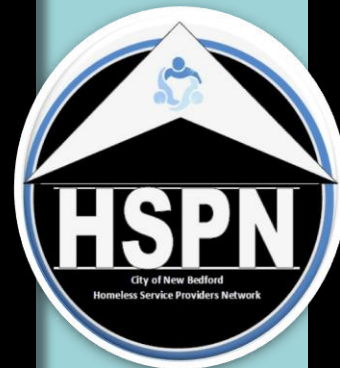
## youth count

The HSPN participated in the fifth annual statewide youth count conducted **April 23<sup>rd</sup> through May 14<sup>th</sup> 2018**. The youth count is a survey for youth and young adults ranging in age from 14-25 (or younger) who are “unstably housed and/or experiencing homelessness.”

Locally surveys were provided to those identified as youth experiencing homelessness and those within the New Bedford Public School System, Bristol Community College and St. Killian’s shelter for unaccompanied youth. A total of 85 surveys were completed in New Bedford, only a portion of which were classified as homeless. Final numbers are forthcoming from the state.



2018





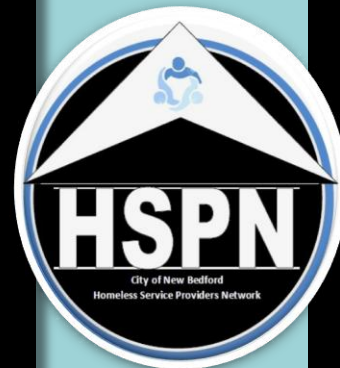
## all things medical...

The HSPN had a special panel of speakers representing access to medical insurance and medical care, itself at its **May** meeting.

Speakers included the Health Access Director from PACE, the Benefits Manager from the Greater New Bedford Community Health Center, the Team Leader for Patient Access at Southcoast Health and the Dental Manager from the Greater New Bedford Community Health Center.



2018



## **schools and homelessness**

**Julie Mador, Registrar with the New Bedford Public Schools (NBPS) and member of the HSPN Executive Committee, presented information to the HSPN membership each month addressing homelessness within the school system and the extent to which they are seeing students experiencing varying forms of homelessness.**

**By April of 2018 a total of 1,130 students enrolled in the NBPS system were identified as experiencing some form of homelessness, a number that continued to rise through the end of the school year; in June 2018 the school year ended having hit a total of 1,217 students having been identified as experiencing some form of homelessness—the largest number ever seen in the NB Public Schools under McKinney Vento.**



**2018**

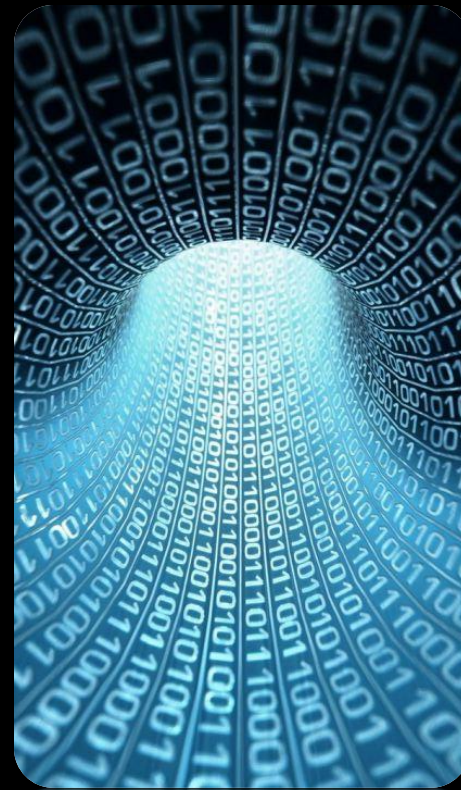


**data data data data data...**

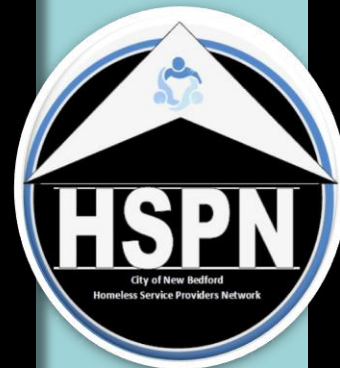
The HSPN handled all things “data” in the month of **July 2018**. The CoC adopted a revised HMIS Governance Charter as well as a new HMIS Policies and Procedures manual.

A new HMIS vendor was selected – **CaseWorthy** – and the process of data migration was underway during the summer. Unforeseen challenges drastically slowed the process and the complete conversion is projected for **January 2019**.

The HSPN had its first look at its own System Performance Measures at the **July 2018** meeting in a powerpoint that reviewed the HSPN’s strengths and areas where improvements and/or new efforts are needed.



**2018**



## encampments

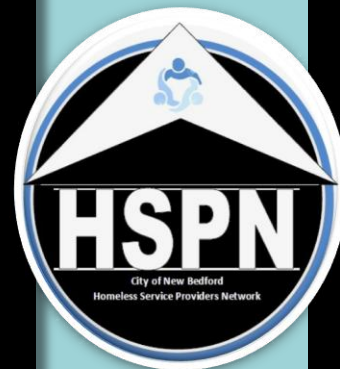
The City's Homeless Emergency Assistance Response Team (HEART) protocols were instrumental in addressing those living in encampments in 2018.



These guidelines articulate the steps the city's neighborhood task force will take along with the initial response team that includes police, fire, PAACA, Catholic Social Services, the health department and the InterChurch Council, among others.

Ray Duarte from CSS provided important reports to the HSPN each month as to progress being made with assisting folks at different encampments.

2018



# 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 2018 NOFA arrived during the summer and proved to be an extremely competitive undertaking resulting in a 707 page application from the New Bedford CoC. It is anticipated that results will be announced in early 2019.



# 2018






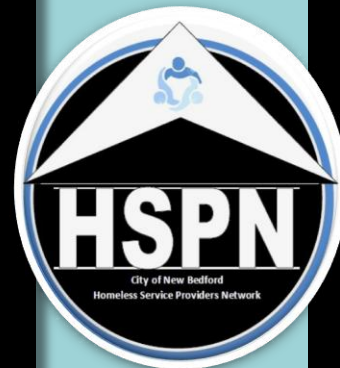
# funding

The New Bedford Continuum of Care application was submitted in September of 2018.

The CoC was awarded \$1,721,502 in funding in 2017 to renew the city’s existing permanent housing programs; as of this presentation, no announcement has yet been made for the most recent round.

Program	Project Type	Awarded
HMIS—City of New Bedford	HMIS	
Welcome Home—Steppingstone	Permanent Housing	
The CALL – Catholic Social Services	SSO	
Family Preservation – SRN	Permanent Housing	
Step-Up –PAACA	Permanent Housing	
Portico—Catholic Social Services	Permanent Housing	
Transition to Stability—Catholic Social Services	Permanent Housing	
Prism—Catholic Social Services	Permanent Housing	
Homeport (DV Bonus Project)	DV	
<b>Total Funding Requested in 2018:</b>	<b>\$1,833,752</b>	

2018





# training | information | resources

HSPN members were exposed to a number of different programs, opportunities and resources throughout the year. Among these offerings...

## CSPECH

CSPECH was presented by Rosa Medeiros of Steppingstone in July of 2018. CSPECH refers to “Community Support Program for Persons Experiencing Chronic Homelessness.”

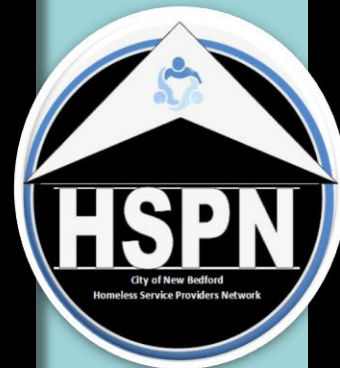


A facilitated discussion around Youth Services was presented by Carl Alves of PAACA in September. The discussion focused on forming a workgroup to address unaccompanied youth in the CoC.



An introduction to SOAR was presented by Angela Eddings of CSS in October of 2018. SOAR promotes recovery and wellness through increased access to SSI/SSDI.

# 2018



# training | information | resources

Additional presentations informed the CoC membership on a range of current, relevant issues around homelessness including...



Jeannine Schoos with the Victim Rights Law Center presented information to the HSPN in **November** of 2018 that focused on the Center's offerings of free legal services to survivors of sexual assault and rape.

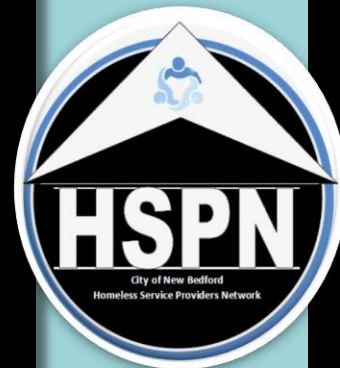


Olivia Behrens, Southeast Team Lead/Shelter Clinician with Eliot community Human Services shared information at the **November** 2018 HSPN meeting regarding DMH's PATH program and the resources available in the New Bedford area.



The HSPN was honored to have Robert Pulster from the National Initiatives Team of the U.S. Interagency Council on Homelessness (USICH) at its **December** 2018 meeting to present the new federal strategic plan.

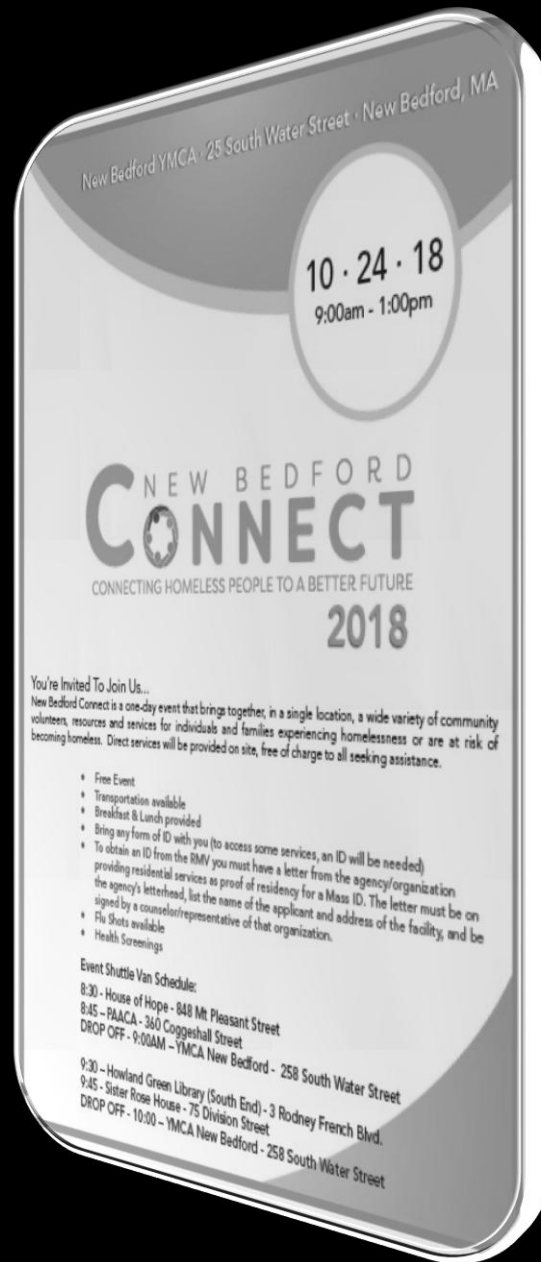
# 2018



# nb connect.2018

After successful “NEW BEDFORD CONNECT” events in 2016 and 2017, the Rise Up team worked hard with SouthCoast Leadership in again delivering an impressive one day-one resource fair for those close to, or in the midst of, homelessness.

It is anticipated this important resource event along with the important dialogue in the city around poverty, need and homelessness will continue to be successful each year.



# 2018



# nb connect.2018

NB Connect.2018 was an impressive success bringing out service providers, community agencies, city departments and volunteers along with 176 attendees in need of resources and/or housing.



# 2018





## sister rose & the sister rose award

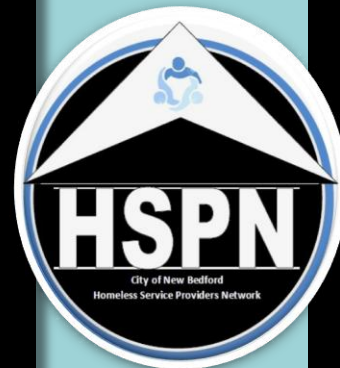
Sister Rosellen Gallogly—known simply as “Sister Rose” to the thousands she helped during her decades of service to those experiencing homelessness—died April 7, 2018.

The Sister Rose Award was established by the HSPN in her honor in 2004. Sister Rose was named the award’s first recipient as a way of honoring her service as 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.”*

2018



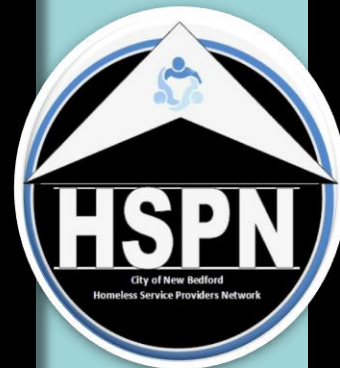
## sister rose award

The 2018 Sister Rose Award was presented to **Ray Duarte** of **Catholic Social Services** in recognition of his enormous contributions, both personal and professional, to serving those experiencing homeless in the City of New Bedford.



Mayor Mitchell and last year's winner, the Rev. David Lima present Raymond Duarte with the 2018 Sister Rose award.

2018





## third year of coordinated entry

The continuum's new coordinated intake system went live on December 1, 2015 and reached its three year mark in December 2018.

**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.

Each month the HSPN receives a report identifying the number of calls coming in, the number of folks identified as being homeless, those for whom diversion was provided and the number of individuals on the permanent housing waiting list.

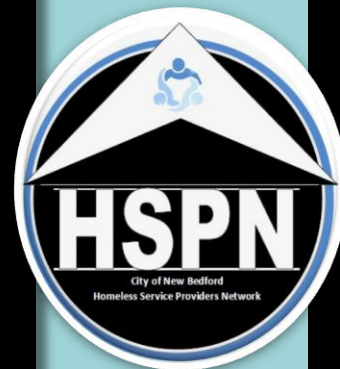


**1-800-HOMELESS**  
(1-800-466-3537)  
*Valid only if dialed from a 508 or 774 area code.*  
THE CALL = Coordinated Access to Local Links

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



2018



## **cold weather overflow shelter**

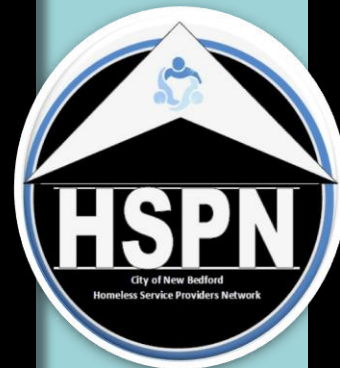
**Once again the overflow shelter was activated in the face of one of the most brutally cold winters in the area in years.**

**The overflow provided overnight shelter to 250 unduplicated guests over 73 open nights through the winter of 2017-2018. Rise Up's contribution of \$24,700 along with the City's own allocation of roughly \$10,000 and the amazing work of volunteers and staff provided valuable funding needed to ensure the shelter's operation.**

**Through the ongoing efforts of Rise Up and another appropriation by the city, the extreme weather overflow shelter is again available and open during the winter of 2018-2019.**



**2018**

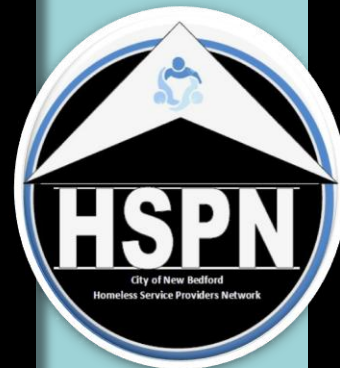


## partners: soco

The South Coast Regional Network (SoCo) works to bring the Greater Bristol County Attleboro Taunton Coalition to End Homelessness (GBCATCH), the Fall River CoC (HSPC) and the New Bedford CoC (HSPN) together in collaboration for the purpose of ending homelessness. Throughout 2018 SoCo convened family service, individual service and veterans committee meetings.



# 2018

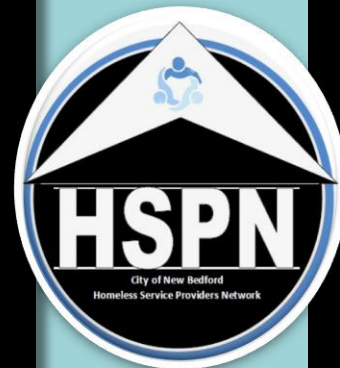


## **partners: rise up for homes**

**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.**

**Rise Up carried over \$18,907 from 2017 and added another \$22,571 to that amount which was raised in 2018.**

**As of December 18, 2017, it's fund balance was just over \$41,000.**



**2018**

## partners: regional partnership meeting

Members of the New Bedford HSPN participated in the Southeastern Regional McKinney-Vento Partnership Meeting in hosted by the NB Public Schools. This meeting brought together local McKinney Vento liaisons with mainstream resource providers and Continuum representatives.



2018

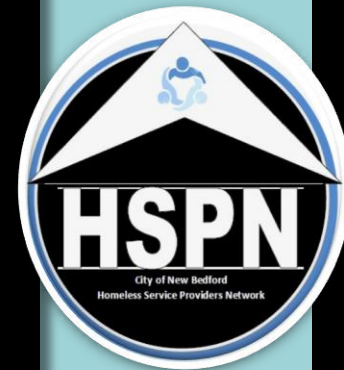


and the work of the hspn

...goes on.



2018



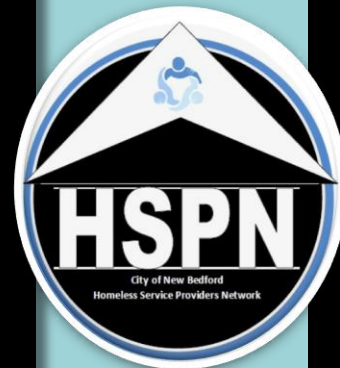


# the work of the hspn

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



# 2018

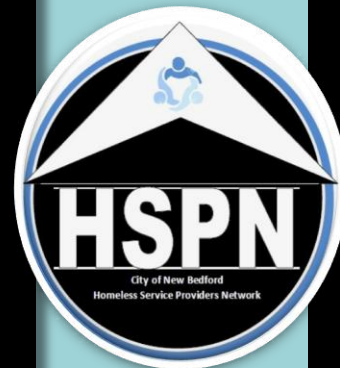


## the work of the hspn

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



2018



## 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 2019.

2018





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

# HSPN

# 2018

## ANNUAL REVIEW

