

One Voice: A Conference and Discussion on Homeless Shelters in New Hampshire and Vermont



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Session 1

1. Overview

2. Introductions

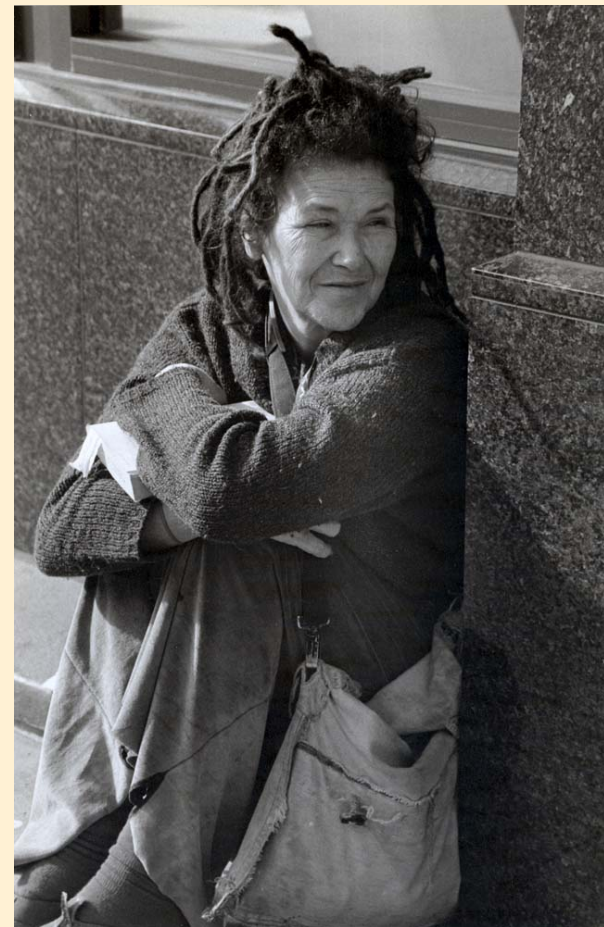


3. Summary of findings

- Services
- Intake
- Occupancy
- Facilities
- Staff
- Partnerships
- Rules
- Finances
- Strengths
- Areas of Improvement
- Success Measurement

Conference Overview

- Ground rules
- Expectations
- Confidentiality
- Purpose



Introductions

- PRS Staff
- Shelter Directors
- State Participants



1. Name
2. Shelter affiliation
3. What you are hoping to take away from today?

Data and Research Methods

- How it started
- Research
- Analysis
- The Interview
 - Services
 - Intake
 - Occupancy
 - Facilities
 - Staff
 - Partnerships
 - Rules
 - Finances
 - Strengths
 - Areas of Improvement
 - Success Measurement

The Shelters

- Identifying shelters
- Shelter demographics
 - Size
 - Type
 - Location
 - Population served



Upper Valley Haven

[illegible]

Services (cont.)

- Most common
 - Case Management
 - Meals
 - Life Skills; nutrition, time management, cooking, etc.
- Least common
 - Youth programming
 - Financial Assistance
 - GED classes
- Innovative and Effective
 - Prevention
 - Aftercare

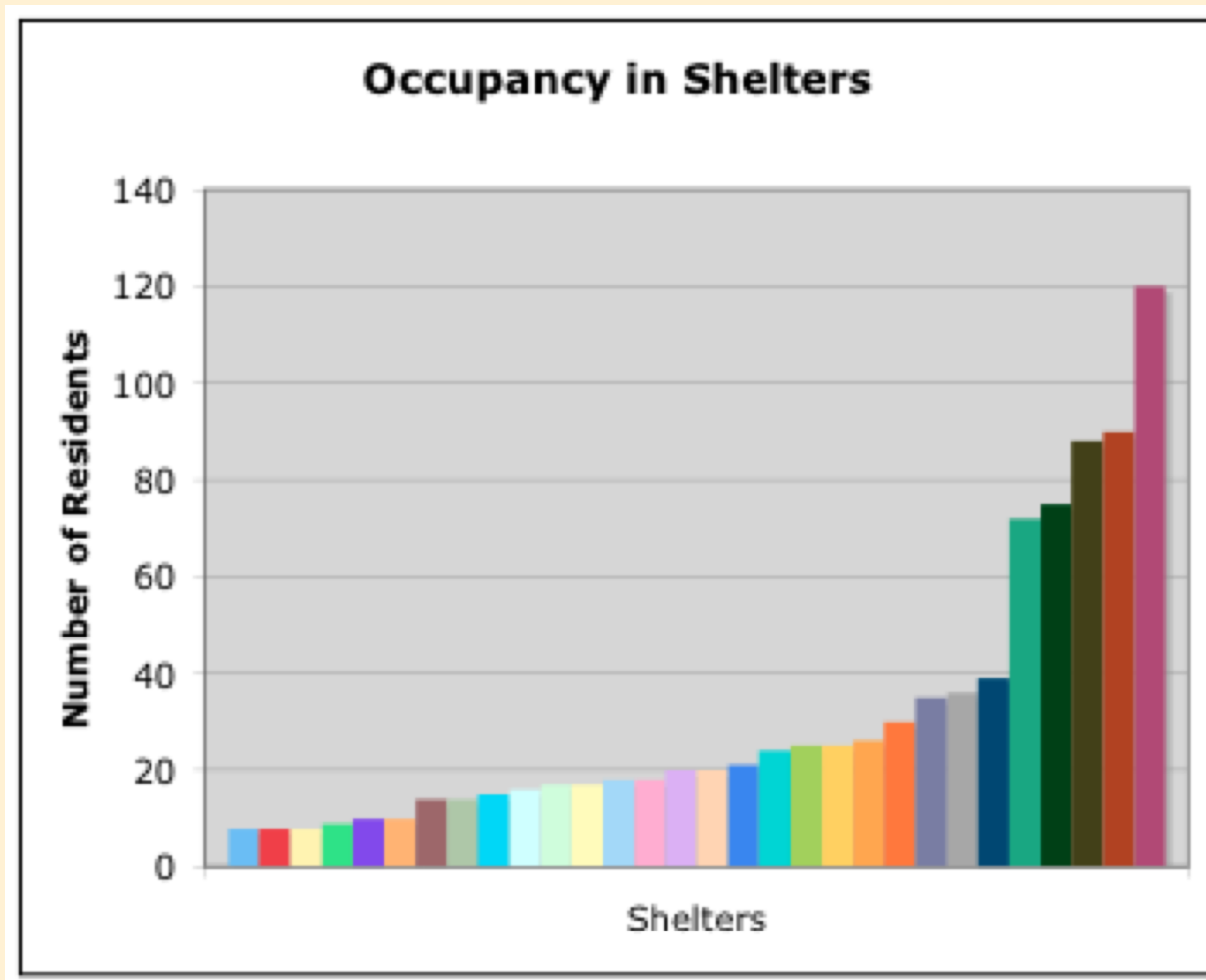


Intake

- Selectivity varies
 - Everyone admitted
 - “Hand-selecting” guests who are appropriate for the program
- Contracts and agreements upon entry
- Intake forms



Occupancy



Facilities

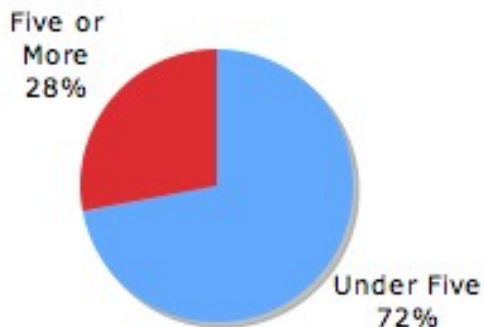


John Graham Shelter

- Privacy
- Individuals vs. Families
- Shelter specific facilities
- Community facilities: soup kitchen, food shelf, clothes pantry

Staff

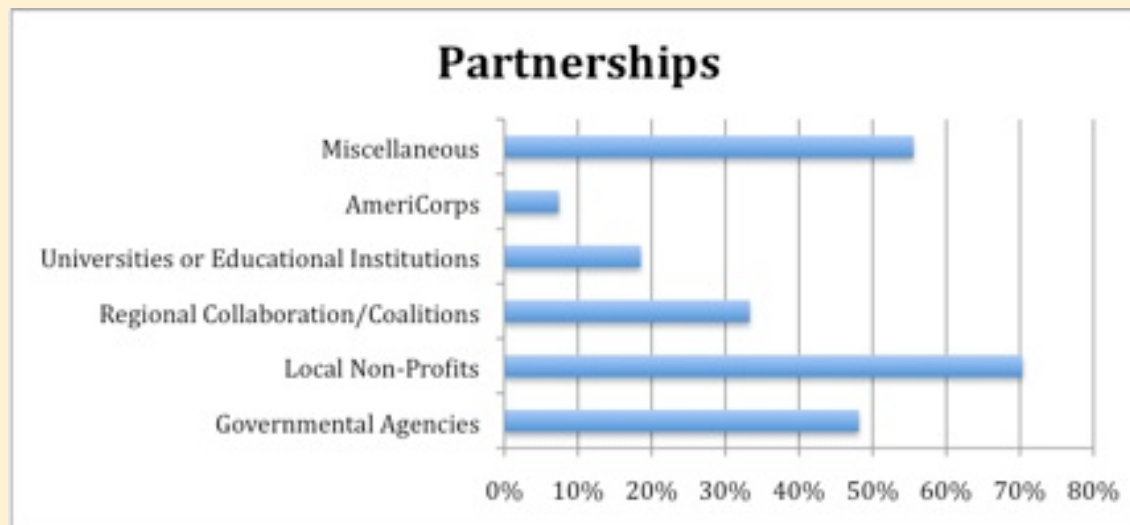
Full Time Staff



- Full-time
- Part-time
- Volunteers
- Board of Directors/
Executive Committee

Partnerships

- Variety of different types of organizations targeted
- Most Common: Local non-profit agencies
- Least common: AmeriCorps, Local universities/ educational institutions



Rules

Most Common

- Prohibit alcohol and drugs
- Require case management
- Complete chores
- Curfew



Less Common

- TV restrictions
- Maintain personal hygiene
- Staff control of prescription medications

Finances



- Breakdown of Revenue
- Fundraising Events
- State Funding

Strengths

- Abstract
 - Respect
 - Loving atmosphere
 - Reputation
- In-Shelter
 - Volunteers
 - Individual Case Plans
 - Physical appearance/
upkeep of shelter
- Post-Shelter
 - Exit support packet
 - Linking of guests to
other agencies/services
 - Long-term plans for
success

Areas for Improvement

- Practices and Logistics
 - Childcare, mental health, substance abuse
 - Admissions services
 - Exit interview
 - Follow up/ Aftercare
 - Technology
- Funding
 - Larger operations and services
 - Open food shelf
 - Physical repairs
- Local and State Factors
 - Low cost housing/Section 8 vouchers
 - Public transportation
 - Outreach workers and Shelter relationship
- “Larger” issues
 - Shelters overwhelmed
 - Duration of stay (too long?)
 - Abolish vs. reduce poverty

Websites!



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BREAKING the CYCLE of HOMELESSNESS



**Thanks for
Your Support!**

[8th Annual Benefit by the
Sea on Saturday, May 8,
2010](#)



[View the Latest
Newsletter PDF](#)

Cross Roads House provides secure, transitional shelter and a proven program that helps our residents move with dignity and purpose to stable and decent housing.

When a Dream as Big as This Becomes a Reality...



There are Thousands to Thank. For every one of the hundreds of donations, large and small, from each of you, for the generosity of dozens of area businesses, for the untold number of hours volunteered in planning and preparing for this day... and, for demonstrating, as a community, your belief in the dignity of providing help and shelter for the homeless among us...**WE THANK YOU!**

Success Measurement

- Measures during stay
 - Weekly goals (Individualized success)
 - Number of meals served/beds occupied
 - Off the streets
- Post-shelter
 - Independent/permanent housing (6 mo., 1 year, +)
 - Exit Interviews
 - Maintaining connections (casually)

End of Session 1

Session 2: Major Themes

In depth analysis and discussion

1. Intake and Outreach
2. Financing
3. Success Measurement and Aftercare
4. Case Management and Healthcare

Intake and Outreach

- Selectivity
- Information gathering
 - Interviews
 - Forms
 - Background checks
 - Letters of reference, photographs, etc.
- Waitlists
- Contracts
- Database
- Bigger Questions
 - How should intake criteria be determined?
 - Should certain people be banned from shelters?
 - Which intake procedures are most necessary and effective?

Financing



- Over half of shelters rely on individuals and businesses for over 60% of funding
- Nine shelters received more than 20% of funding from govt. sources (municipal, state, federal)
- Events and local fundraising
- Refusal of govt. funding

Financing (cont.)

- Bigger Questions
 - How does state funding affect a shelter?
 - How can a shelter raise more money? (grants, partnerships, etc.)
 - What are ways to fundraise locally (and creatively)?
 - Who is in charge of fundraising?
 - Saving money?

Success Measurement and Aftercare

- Abstract measures
- In-Shelter
- Post-shelter
 - Tracking
 - Database
 - Informal connections
 - Aftercare
- Bigger Questions
 - What are the best criteria for success measurement?
 - Should there be a uniform standard for success measurement?
 - Is it the shelter's responsibility to keep track of guests after they move on? And to what extent?

Case Management

- Diversity of approaches
 - Content and focus of management
 - Goal setting
 - Employment, housing, family
 - Health/ Mental Health
 - Individualized?
 - Frequency
 - Regular meetings?
Optional?
 - Daily?
 - Weekly?
- Bigger Questions:
 - What is the ideal frequency of case management?
 - What should case management entail?
 - How do you measure effectiveness of case management?

Healthcare

- Health clinic
- Mental Health
- Dentist
- Community connections?
- Healthy food?
- Health education?
- Bigger Questions:
 - Is it the shelter's responsibility to improve health of the guests?
 - What are the most important health services to provide?
 - How can we improve health of the guests on a day-to-day basis?



End of Session 2

Lunch presentation and discussion with Dr. James O'Connell

12:30 – 1:30

President of the Boston Healthcare for the
Homeless Program

Public Lecture: 4:30 Rocky 3

*Dispatches From the Streets: Lessons Learned during
25 Years of Caring for Boston's Rough Sleepers*

Session 3: Breakout

- In small groups:
 - Most important issues from the morning
 - Brainstorming and collaboration about these issues. How do they apply to your shelter? What implications do they have moving forward?
- Come back to the main group
 - Sharing of conclusions

Breakout Group Leaders

Group 1:

Joie Finley Morris
Tri-County CAP

Group 3:

Cathy Bentwood
The Bridge House

Group 2:

Sara Kobylenski
The Upper Valley Haven

Group 4:

Kelsi Deters-McCarthy
New Generation, Inc.

Session 4: Case Studies and Next Steps

- Case Studies
 - Sara Kobylenski: Upper Valley Haven
 - Paul Capcara: Morningside Shelter
 - Melinda Bussino: Brattleboro Area Drop In Center
- Looking forward: Next Steps and Action
 - Better method of collaboration
 - Conference next year

Where do we go from here?

- Prevention: before the shelter
- Independence: through the shelter
- Reoccurring homelessness: after the shelter

Thank You

Stay in touch!

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