



SPECIAL COMMITTEE ON ALCOHOL, OTHER DRUGS & YOUTH SERVICES

October 1, 2024 at 4:30 PM

Aldermanic Chambers, City Hall (3rd Floor)

Members: Aldermen Thomas, Barry, Vincent, Kantor, O'Neil

AGENDA

The Chairman calls the meeting to order.

The Clerk calls the roll.

1. Quarterly Report (June to August 2024) on the 39 Beech Street Engagement Center.
(Note: Provided for informational purposes only; no action is required.)
2. Discussion with Hope for NH Recovery.
3. Discussion regarding the use of public bathrooms.

If there is no further business, a motion is in order to adjourn.

Quarterly Update: 39 Beech Street Engagement Center – June to August 2024

Introduction

The 39 Beech Street Engagement Center is dedicated to supporting individuals experiencing homelessness by providing essential services, resources, and connections to community partners. This quarterly report summarizes our activities and achievements from June to August 2024, highlighting the progress made in housing placements, employment opportunities, vital document acquisitions, and collaborative efforts with various providers and community organizations.

Summary of Key Achievements

- **Housing Placements:** 20 guests housed
 - **Vital Documents Acquired:** 25 guests obtained IDs, birth certificates, or Social Security cards
 - **Employment Opportunities:** 9 guests gained employment
 - **Detox and Recovery Services:** 5 guests entered and completed programs
 - **Bus Passes Provided:** 15 guests received bus passes for work and appointments
 - **Total Provider-Guest Connections:** 458
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Individual Success Stories

June 2024

- **PR (57)** and **BR (54)** obtained housing through the Engagement Center.
- **SH (74)** secured housing with our assistance.
- **HP (26)** entered Live Free Recovery through our connections, achieved sobriety, and did not return to the shelter.
- **MM (37)** received a legal name change, new ID, birth certificate, Social Security card, and a housing voucher.
- **JW (55)** and **RB (57)** received housing; JW also obtained a new ID.
- **PH (87)** was placed in an assisted living facility better suited to her needs.
- **RM (34)** entered detox through the Engagement Center.
- **JR (32)** gained employment with our assistance.
- **CN (32)** obtained a new ID and started work.
- **AF (30)** secured housing with staff help.
- **ZG (27)** acquired a new ID and birth certificate and is now seeking employment.

- **SL (36)** and **JR (29)** entered detox programs through our center.
- **GB (39)** obtained housing.
- **SB (39)** received a new ID and Social Security card and attended multiple job interviews.
- **AO** acquired a new ID, birth certificate, and Social Security card.
- **MP (42)** obtained a new ID, birth certificate, and Social Security card.
- **AH (43)** secured housing, moved out, and began working.
- **WM (51)** got a new driver's license and moved into housing.
- **AA (21)** attended job interviews and is actively seeking employment.
- **AW (46)** obtained a new non-driver ID.
- **DK (25)** received a new birth certificate and can start working again.
- **SM (50)** had a job interview and secured employment.

July 2024

- **CK (64)** and **JK (67)** secured housing through the Engagement Center and Manchester Housing Authority.
- **MM (37)** obtained housing through staff assistance.
- **AR (53)** received housing.
- **PF (64)** secured housing through our center and Manchester Housing Authority.
- **CM (38)** obtained housing with our support.
- **AK (57)** was placed on two private housing waitlists.
- **AA (21)** began working part-time and connected with Job Corps for enrollment in their automotive program.
- **KS (46)** connected to a veterinarian offering pro-bono care for her service animal.
- **CP (66)** obtained his ID.
- **GD (50s)** received his birth certificate and ID.
- **JL (42)** acquired his ID.
- **CH (53)** obtained his ID.
- **JC (64)** received his birth certificate.
- **MP (42)** got her Social Security card.
- **BW (87)** acquired her birth certificate.
- **SS (58)** entered rehab and completed his stay.
- **GT (80)** received a free refurbished motorized wheelchair.
- **KL (53)** received a free refurbished motorized wheelchair.
- **JC (64)** received a bus pass to commute to work.
- **KL (53)** got a bus pass for appointments.
- **AM (45)** received a bus pass to commute to work.
- **KA (34)** obtained a bus pass for work commuting.
- **PL (53)** received a bus pass to commute to work and reinstate his Master Plumber status.
- **JD (28)** got a bus pass to commute to work.

August 2024

- **CP (66)** obtained housing through connections at the Engagement Center.
- **KN (68)** was relocated to a Christian Group Home better suited to his needs.
- **JM (48)** secured a room placement.

- **KM (51)** and **CC (51)** got a room for rent through our connections.
 - **ML (44)** received a bus pass to find and attend work.
 - **JW (43)** obtained a bus pass for employment purposes.
 - **JW (53)** received a bus pass to find and attend work.
 - **AA (21)** got a bus pass for job search and attendance.
 - **AM (46)** received a bus pass to find and attend work.
 - **DM (35)** obtained a bus pass for employment activities.
 - **JH (38)** received a bus pass to find and attend work.
 - **JA (56)** obtained a bus pass to attend medical and legal appointments.
 - **RS (80)** received a bus pass for medical and legal appointments.
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Provider-Guest Connections

Total Connections (June to August 2024)

- **Manchester Mental Health:** 101 connections
 - June: 44
 - July: 27
 - August: 30
- **CMC Street Medicine/Healthcare for the Homeless:** 47 connections
 - June: 11
 - July: 16
 - August: 20
- **City of Manchester ROAR Team:** 13 connections
 - June: 2
 - July: 2
 - August: 9
- **City Welfare:** 48 connections
 - June: 18
 - July: 13
 - August: 17
- **Easterseals:** 3 connections
 - June: 1
 - July: 1
 - August: 1
- **VA Homeless Outreach:** 3 connections
 - June: 3
 - July: 0
 - August: 0
- **Health Market Connect:** 17 connections
 - June: 8
 - July: 7
 - August: 2
- **Manchester Housing Authority:** 50 connections

- o June: 12
 - o July: 24
 - o August: 14
- **Meals on Wheels:** 13 connections
 - o June: 5
 - o July: 4
 - o August: 4
- **Wellsense:** 7 connections
 - o June: 2
 - o July: 4
 - o August: 1
- **Gateway Recovery:** 5 connections
 - o June: 1
 - o July: 1
 - o August: 3
- **Families in Transition (F.I.T.):** 4 connections
 - o June: 1
 - o July: 1
 - o August: 2
- **Workpath Staffing:** 4 connections
 - o June: 3
 - o July: 1
 - o August: 0
- **SNAP Outreach:** 14 connections
 - o June: 8
 - o July: 4
 - o August: 2
- **NH Works:** 17 connections
 - o June: 5
 - o July: 2
 - o August: 10
- **CMC Doorway:** 11 connections
 - o June: 7
 - o July: 1
 - o August: 3
- **Hope Recovery:** 88 connections
 - o June: 26
 - o July: 36
 - o August: 26
- **NH Employment Security:** 11 connections
 - o June: 0
 - o July: 1
 - o August: 10
- **Granite State VNA:** 1 connection
 - o June: 1
 - o July: 0

- o August: 0

Total Provider Connections: 458

Breakdown of Successes

- **Housing Placements:** 20 guests
 - o June: 11
 - o July: 5
 - o August: 4
- **Vital Documents Acquired (Total: 25):**
 - o **IDs:** 12
 - June: 8
 - July: 4
 - August: 0
 - o **Social Security Cards:** 5
 - June: 4
 - July: 1
 - August: 0
 - o **Birth Certificates:** 8
 - June: 5
 - July: 3
 - August: 0
- **Detox and Recovery Services:** 5 guests
 - o June: 4
 - o July: 1
 - o August: 0
- **Job Interviews:** 4 guests
 - o June: 3
 - o July: 1
 - o August: 0
- **Employment Secured:** 9 guests
 - o June: 4
 - o July: 1
 - o August: 4
- **Bus Passes Provided:** 15 guests
 - o June: 0
 - o July: 6
 - o August: 9
- **Total Provider Connections:** 458
 - o June: 158
 - o July: 146
 - o August: 154

Community Partner Successes

- **NH State Treasury:** Connected with 6 individuals regarding lost or forgotten funds.
- **Southern New Hampshire University (SNHU):** Provided multiple volunteers weekly.
- **Private Volunteers:** Seven individuals volunteered weekly to assist with operations.
- **Starbucks (South Willow location):** Donated 5 to 10 lbs of ground coffee weekly.
- **Baby Steps:** Donated over 60 bags of clothing over three months.
- **University of New Hampshire (UNH):** Donated 11 industrial washers; Yankee Laundry Services donated time and labor to set them up.
- **Private Donors:** Contributed two electric wheelchairs.
- **Manchester School District:** Donated multiple lockers.
- **Hope for Recovery:** Partnered to bring guests to their event nights.
- **National Life Group:** Initiated plans to implement financial literacy classes at the Engagement Center.
- **Home Base Collaborative Therapy:** Partnered to supplement therapeutic needs for guests and staff.
- **UNH Institute on Disability:** Collaborated to develop support and peer groups for guests and staff.
- **First Presbyterian Church:** Donated items via our Amazon Wishlist as a congregation call to action.
- **Panera Bread:** Donated multiple boxes of food weekly.
- **HomeBase Collaborative:** Donated several office chairs and workstations.
- **Wyndham Worldwide Corporation:** Donated multiple chairs, lamps, and bedding sets through a local hotel.
- **U.S. Treasury Representatives:** Attended our Care Fair to assist guests in finding forgotten funds.
- **Private Volunteers:** Regularly assisted in sorting and organizing donations.

Important Notes

- **Long-Term Shelter Guests:** Several guests who received housing had stayed at the shelter for over six months, with limited opportunities to change their situation until assisted living or housing became available. This includes four disabled individuals using wheelchairs or walkers, two of whom are over 70 years old (ages 74 and 87).
- **Mobility Aids Acquired:** Through staff outreach and networking, we obtained several motorized wheelchairs, walkers, and canes for mobility-impaired guests.
- **Security Updates:** Expected to be finalized this month, including:
 - Lockers equipped with charging stations accessible to guests.
 - Completion of a new secure check-in area.
 - Access to an exercise and wellness area.
 - Alarmed external gates and doors.

- o Installation of additional interior and exterior cameras.
 - o Implementation of new bag-check procedures.
 - **Mailbox Installation:** A new mailbox has been installed, restoring mail service to the center.
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Conclusion

The past three months have been a period of significant progress and impactful change at the 39 Beech Street Engagement Center. Our dedicated staff, volunteers, and community partners have worked tirelessly to provide essential services, secure housing, and offer support to our guests. We extend our heartfelt gratitude to everyone involved in these successes.

As we look forward to the next quarter, we remain committed to expanding our services, strengthening community partnerships, and continuing to make a positive difference in the lives of those we serve.

Thank you for your continued support and dedication.



I matter, You matter, We matter. Connecting people to recovery through community.

Our mission reflects our core values of inherent worth and collective strength. For so many of us, recovery begins to happen when we draw strength from each other's experiences, provide mutual support, and work towards a shared vision of hope. By fostering a supportive community, we empower individuals to navigate their own recovery paths and achieve their fullest potential. This collective effort underscores that our combined strengths lead to greater possibilities and success.

What is Hope for NH Recovery?

Hope for NH Recovery is a Manchester NH grassroots non-profit focused on recovery from substance use. More than just a community center; we are a supportive network dedicated to fostering shared recovery goals and mutual support. Our goal is to dismantle the barriers of substance use disorder and empower individuals to achieve the fulfilling lives they deserve. At Hope for NH Recovery, we focus on providing the resources and encouragement needed through peer-to-peer coaching, group coaching, social activities, mutual aid and wellness groups to overcome challenges and build a path to personal success.

Peer-to-Peer Coaching

At Hope for NH Recovery, Peer Professionals offer personalized one-on-one guidance to individuals on their recovery journeys. This support is essential as we collaborate to set realistic goals, tackle obstacles, and connect members with necessary resources. Through this individualized approach, we ensure that each person receives tailored assistance to navigate their unique path to recovery.

Group Coaching

In our group coaching sessions, small groups of up to 12 members come together with a Peer Professional to delve into various wellness topics. Utilizing the SAMHSA framework (Substance Abuse and Mental Health Services Administration), we address multiple aspects of well-being, providing a structured and comprehensive approach to support mental health and recovery. These group interactions foster shared learning and collective growth.

Pro-Social Activities

Hope offers a wide range of fun and engaging activities that foster social connection and enhance wellbeing. Our safe and welcoming environment help everyone feel accepted and valued. From chess club and Tai Chi to tea parties and yoga, our activities cater to a wide range of interests, promoting meaningful social interactions.

Community Wellness Clinic

The Laura Cooley Community Wellness Clinic provides a serene environment dedicated to holistic healing. Members can access complimentary services such as massage, Reiki, acupuncture, and aromatherapy. Offering these services typically not available to those in early recovery, our focus is on encouraging relaxation, self-care, and overall well-being, helping individuals achieve a balanced and rejuvenated state of health.

Groups and Meetings

Throughout the week, you can find dozens of mutual aid groups, wellness groups, and social activities. Our full meeting list can be found on our website at recoverynh.org/meetings

My Story is my Strength

We believe everyone's personal journey can uplift and empower. We understand that sharing our stories, including the difficult parts, creates deep connections and reveals our resilience. Your unique experiences have the potential to inspire and offer hope to others who may be facing similar struggles. By sharing the depths of your journey, you show those around you that they are not alone, and recovery is possible. We celebrate the idea that our stories are not just about us—they are a source of strength that can resonate, uplift, and connect us all in our recovery journey.