



**City of Manchester BMA /  
HOPE Presentation Materials  
August 9, 2021**

**Homelessness is a Humanitarian Issue**  
that faces our city today, and we must address  
All Homelessness with the City of Manchester's  
**SPIRIT-**  
*(Service, Pride, Integrity, Respect, Initiative and Teamwork)*

**HOPE**  
*(Housing Options Promote Empowerment),*  
**Housing Strategies for**  
**“All People, and All Incomes of the Queen City.”**

At the City of Manchester, we are committed to Humanity and the Diversity of Communities. This program will provide housing options for the Homeless, Extremely low-Income (Eli), Very low- Income (VLI), and Low-Income (LI) populations that experience the Cost Burden issues associated with the lack of Affordable Housing.

**The HOPE Initiative**

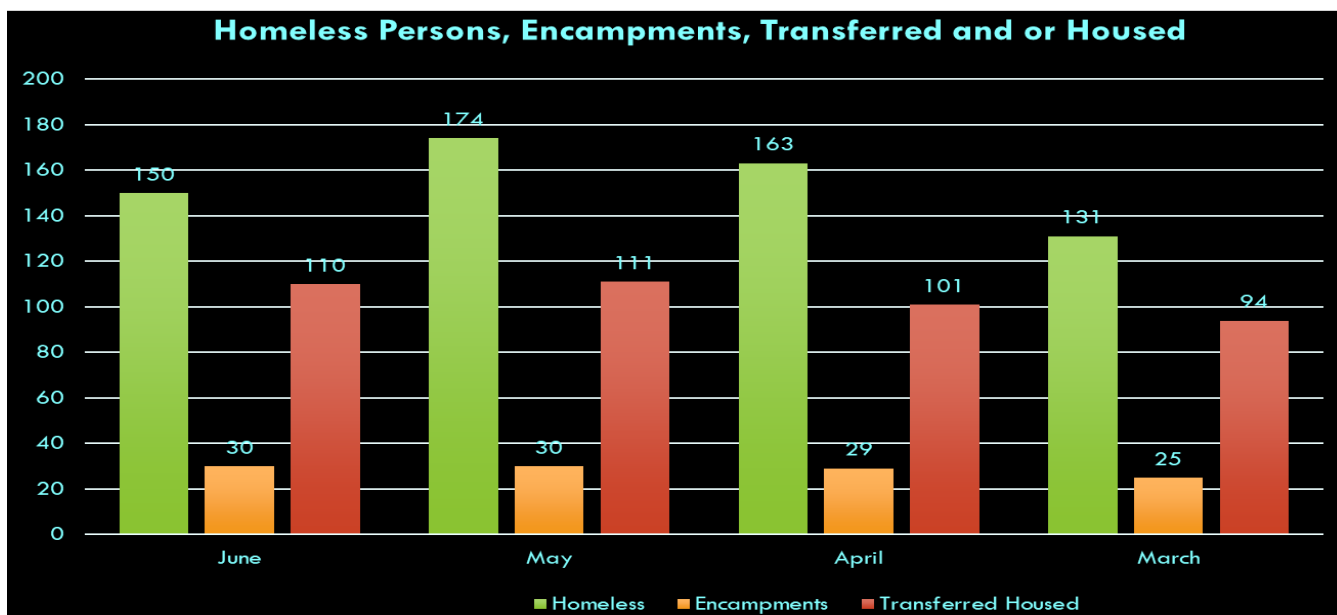
**CONSIST OF THREE PHASES**

- **HOPE I- The Chronically Homeless Population**
  
- **HOPE II- Empowerment Capacity Building**
  
- **HOPE III - Community Awareness Outreach Campaign**

## HOMELESSNESS AND HOUSING DATA

### Homeless Encampments in the City of Manchester, NH

The Manchester Homeless Outreach Collaboration comprised of local social services organizations that address the many issues that are often experienced by the Chronically Homeless Population. The Outreach team provides many services for this population and reports that currently there is a total of thirty active encampments located throughout the City of Manchester, and as of June 2021, the Outreach teams has confirmed the whereabouts of 150 homeless individuals / campers. The Chronically Homeless is the hardest to serve population in the United States and the scattered encampments /clearings sometimes hinder service to the delivery systems. Below is a snapshot of the data collected by the Outreach team, to assist in framing a delivery system with the best outcomes.



Months/ 2021	Mobile Crisis Unit- Persons receiving services	Peer Recovery Services	Individual engaged in on going Mental Health Treatment
March	79	50	58
April	86	54	59
May	95	50	51
June	80	44	39

### **Point-in-Time Counts – 2020**

The Department of Housing and Urban Development (HUD) requires that the homeless continuums of care agencies nationwide conduct an annual count of homeless persons in emergency shelters, transitional housing, and safe havens during one day in January. In addition, HUD requires that the continuums of care agencies conduct a count of the unsheltered homeless population annually.

In 2020, The State of New Hampshire and the City Manchester Continuum of Care agencies conducted the Annual Point-in-Time Snapshot / Survey of Unduplicated Homeless Individuals. The data that follows gives only a snapshot of the Homeless population. The collected data is used to assist agencies in evaluating, planning, and/or modifying the homeless service delivery system. *The Goal of the Point in Time Survey is to assist in the reduction of homelessness.*

### **State of New Hampshire Homeless Facts:**

In 2020, the State of New Hampshire, comprised of 3 homeless continuum of care agencies, carried out a Point- In-Time survey of the sheltered and unsheltered homeless population. A total of 1675 homeless persons were reported as homeless in the State of New Hampshire.

### **City of Manchester Homeless Facts:**

Our local continuum of care agencies reported 498 homeless persons in Manchester, NH, that met the HUD definition of homelessness. This population currently resides in the woods, on the streets, or in emergency shelters.

### **•Very Important**

*This Data Does Not Include Homeless Couch Surfers!*

*A Five-Year Compilation of Homeless Data and Demographics throughout the State of New Hampshire, and most importantly, Manchester, NH. Over this Five-Year period, there was an increase of over 31% in the State of New Hampshire, and in the City of Manchester there has been an increase of 24.5%.*

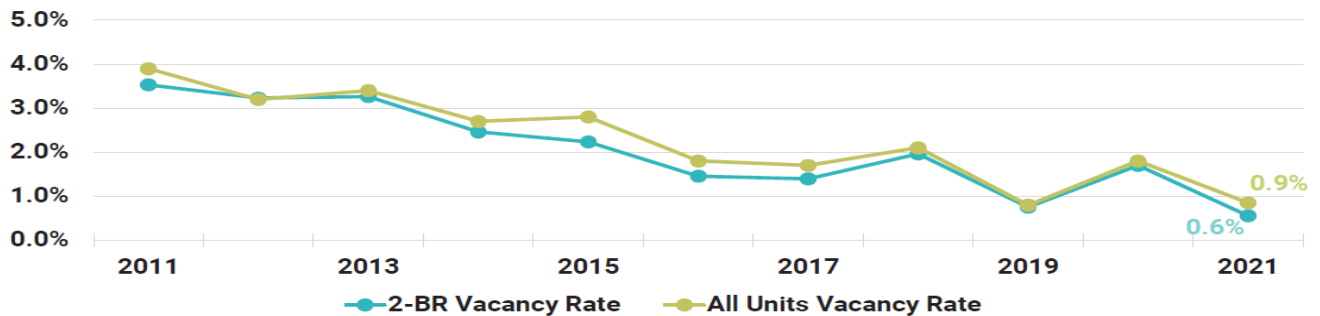
2020																			
CoC Number	CoC Name	Overall Homeless, 2020	Overall Homeless - Under 18, 2020	Overall Homeless - Age 18 to 24, 2020	Overall Homeless - Over 24, 2020	Overall Homeless - Female, 2020	Overall Homeless - Male, 2020	Sheltered ES Homeless - Non-Hispanic/Non-Latino, 2020	Sheltered ES Homeless - Hispanic/Latino, 2020	Overall Homeless - White, 2020	Overall Homeless - Black or African American, 2020	Overall Homeless - Asian, 2020	Overall Homeless - American Indian or Alaska Native, 2020	Overall Homeless - Native Hawaiian or Other Pacific Islander, 2020	Overall Homeless - Multiple Races, 2020	Sheltered ES Homeless, 2020	Sheltered ES Homeless - Under 18, 2020	Sheltered ES Homeless - Age 18 to 24, 2020	Sheltered ES Homeless - Over 24, 2020
NH-500	New Hampshire Balance of State CoC	877	170	68	639	394	479	534	31	793	39	10	4	5	26	565	134	31	400
NH-501	Manchester CoC	498	121	35	342	225	273	206	31	424	31	3	1	1	38	237	33	11	193
NH-502	Nashua/Hillsborough County CoC	300	82	15	203	116	183	102	25	257	26	3	1	1	10	127	29	9	89
<b>Totals</b>		<b>1,675</b>	<b>373</b>	<b>118</b>	<b>1,184</b>	<b>735</b>	<b>935</b>	<b>842</b>	<b>87</b>	<b>1,474</b>	<b>98</b>	<b>16</b>	<b>6</b>	<b>7</b>	<b>74</b>	<b>929</b>	<b>196</b>	<b>51</b>	<b>682</b>
2019																			
CoC Number	CoC Name	Overall Homeless, 2019	Overall Homeless - Under 18, 2019	Overall Homeless - Age 18 to 24, 2019	Overall Homeless - Over 24, 2019	Overall Homeless - Female, 2019	Overall Homeless - Male, 2019	Overall Homeless - Non-Hispanic/Non-Latino, 2019	Overall Homeless - Hispanic/Latino, 2019	Overall Homeless - White, 2019	Overall Homeless - Black or African American, 2019	Overall Homeless - Asian, 2019	Overall Homeless - American Indian or Alaska Native, 2019	Overall Homeless - Native Hawaiian or Other Pacific Islander, 2019	Overall Homeless - Multiple Races, 2019	Sheltered ES Homeless, 2019	Sheltered ES Homeless - Under 18, 2019	Sheltered ES Homeless - Age 18 to 24, 2019	Sheltered ES Homeless - Over 24, 2019
NH-500	New Hampshire Balance of State CoC	669	155	62	452	309	351	624	45	580	29	2	1	3	54	491	127	36	328
NH-501	Manchester CoC	461	113	43	305	207	251	399	62	366	48	2	3	2	40	227	32	18	177
NH-502	Nashua/Hillsborough County CoC	266	84	12	170	110	156	208	58	226	23	5	1	1	10	104	27	4	73
<b>Totals</b>		<b>1,396</b>	<b>352</b>	<b>117</b>	<b>927</b>	<b>626</b>	<b>758</b>	<b>1,231</b>	<b>165</b>	<b>1,172</b>	<b>100</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>104</b>	<b>822</b>	<b>186</b>	<b>58</b>	<b>578</b>
2018																			
CoC Number	CoC Name	Overall Homeless, 2018	Overall Homeless - Under 18, 2018	Overall Homeless - Age 18 to 24, 2018	Overall Homeless - Over 24, 2018	Overall Homeless - Female, 2018	Overall Homeless - Male, 2018	Overall Homeless - Non-Hispanic/Non-Latino, 2018	Overall Homeless - Hispanic/Latino, 2018	Overall Homeless - White, 2018	Overall Homeless - Black or African American, 2018	Overall Homeless - Asian, 2018	Overall Homeless - American Indian or Alaska Native, 2018	Overall Homeless - Native Hawaiian or Other Pacific Islander, 2018	Overall Homeless - Multiple Races, 2018	Sheltered ES Homeless, 2018	Sheltered ES Homeless - Under 18, 2018	Sheltered ES Homeless - Age 18 to 24, 2018	Sheltered ES Homeless - Over 24, 2018
NH-500	New Hampshire Balance of State CoC	742	158	67	517	318	422	727	15	313	121	19	470	56	115	751	89	59	603
NH-501	Manchester CoC	427	133	42	252	207	219	363	64	370	35	20	408	20	69	497	102	37	358
NH-502	Nashua/Hillsborough County CoC	281	71	16	194	99	182	252	29	338	532	1	7	0	23	431	83	11	337
<b>Totals</b>		<b>1,450</b>	<b>362</b>	<b>125</b>	<b>963</b>	<b>624</b>	<b>823</b>	<b>1,342</b>	<b>108</b>	<b>1,021</b>	<b>680</b>	<b>40</b>	<b>885</b>	<b>76</b>	<b>207</b>	<b>1,679</b>	<b>274</b>	<b>107</b>	<b>1,290</b>
2017																			
CoC Number	CoC Name	Overall Homeless, 2017	Overall Homeless - Under 18, 2017	Overall Homeless - Age 18 to 24, 2017	Overall Homeless - Over 24, 2017	Overall Homeless - Female, 2017	Overall Homeless - Male, 2017	Overall Homeless - Non-Hispanic/Non-Latino, 2017	Overall Homeless - Hispanic/Latino, 2017	Overall Homeless - White, 2017	Overall Homeless - Black or African American, 2017	Overall Homeless - Asian, 2017	Overall Homeless - American Indian or Alaska Native, 2017	Overall Homeless - Native Hawaiian or Other Pacific Islander, 2017	Overall Homeless - Multiple Races, 2017	Sheltered ES Homeless, 2017	Sheltered ES Homeless - Under 18, 2017	Sheltered ES Homeless - Age 18 to 24, 2017	Sheltered ES Homeless - Over 24, 2017
NH-500	New Hampshire Balance of State CoC	767	195	59	513	353	409	725	42	682	28	5	3	0	49	503	115	31	357
NH-501	Manchester CoC	394	113	44	237	185	209	338	56	323	33	5	2	0	31	154	31	9	114
NH-502	Nashua/Hillsborough County CoC	295	81	23	191	108	187	257	38	261	16	1	0	0	17	107	15	11	81
<b>Totals</b>		<b>1,456</b>	<b>389</b>	<b>126</b>	<b>941</b>	<b>646</b>	<b>805</b>	<b>1,320</b>	<b>136</b>	<b>1,266</b>	<b>77</b>	<b>11</b>	<b>5</b>	<b>0</b>	<b>97</b>	<b>764</b>	<b>161</b>	<b>51</b>	<b>552</b>
2016																			
CoC Number	CoC Name	Overall Homeless, 2016	Overall Homeless - Under 18, 2016	Overall Homeless - Age 18 to 24, 2016	Overall Homeless - Over 24, 2016	Overall Homeless - Female, 2016	Overall Homeless - Male, 2016	Overall Homeless - Non-Hispanic/Non-Latino, 2016	Overall Homeless - Hispanic/Latino, 2016	Overall Homeless - White, 2016	Overall Homeless - Black or African American, 2016	Overall Homeless - Asian, 2016	Overall Homeless - American Indian or Alaska Native, 2016	Overall Homeless - Native Hawaiian or Other Pacific Islander, 2016	Overall Homeless - Multiple Races, 2016	Sheltered ES Homeless, 2016	Sheltered ES Homeless - Under 18, 2016	Sheltered ES Homeless - Age 18 to 24, 2016	Sheltered ES Homeless - Over 24, 2016
NH-500	New Hampshire Balance of State CoC	670	127	73	470	309	358	642	28	598	42	1	1	0	28	431	85	35	311
NH-501	Manchester CoC	400	115	40	245	183	217	353	47	325	33	0	2	2	38	122	28	6	88
NH-502	Nashua/Hillsborough County CoC	296	79	26	191	109	187	252	44	260	19	1	0	0	16	100	12	10	78
<b>Totals</b>		<b>1,366</b>	<b>321</b>	<b>139</b>	<b>906</b>	<b>601</b>	<b>762</b>	<b>1,247</b>	<b>119</b>	<b>1,183</b>	<b>94</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>82</b>	<b>653</b>	<b>125</b>	<b>51</b>	<b>477</b>

## THE LACK OF AFFORDABLE HOUSING

In New Hampshire, the need for affordable housing stock is critical. *The New Hampshire Housing Finance Agency -2021 NH Residential Rental Cost Survey Reports the following.*

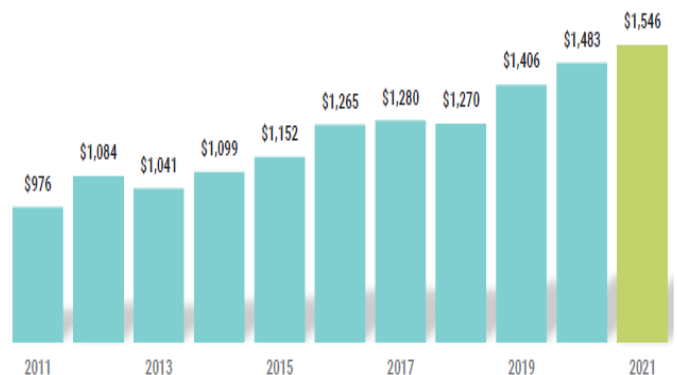
	Sample Size	Rent Range	Median
<b>2021 GROSS RENT</b>			
0-Bedroom	452	\$250 - \$2,400	\$876
1-Bedroom	3,298	\$400 - \$2,961	\$1,118
2-Bedroom	5,492	\$469 - \$3,413	\$1,498
3-Bedroom	1,393	\$622 - \$3,785	\$1,506
4+ Bedrooms	239	\$837 - \$4,426	\$1,781
All Bedrooms	10,874	\$250 - \$4,426	\$1,373

**The Statewide Vacancy Rates,  
2-Bedroom & all units (2011-2021) is as follows.**



**The City of Manchester**  
Median Monthly Gross Rents for a 2/Bedroom Unit is \$1,546.00.

	Sample Size	Rent Range	Median
<b>CITY OF MANCHESTER</b>			
0-Bedroom	138	\$451 - \$2,400	\$929
1-Bedroom	649	\$643 - \$1,895	\$1,206
2-Bedroom	931	\$531 - \$2,343	\$1,546
3-Bedroom	414	\$867 - \$2,706	\$1,460
4+ Bedrooms	85	\$1,264 - \$4,426	\$1,589
All Bedrooms	2217	\$451 - \$4,426	\$1,401



## What is Affordable Housing?

Housing that conforms to the **Fair Market Rents (FMR's)**, as prescribed by Housing and Urban Development (HUD), the figures below are formulated and adjusted annually by using income and census data, with the end goal being that no household should use more than **30% percent** of their available income for housing. In the US, the cost burden experienced by many families using a higher percentage of their available income for rents or mortgages is critical and subsequently can lead to evictions or foreclosures. Currently, in New Hampshire, it is estimated that more than **40% percent of households** are using more than **30% percent** of their income on housing, and for Low-Income families, the percentage of income used for housing is even higher.

### The FY 2021 Manchester, NH HUD Metro FMR Area Fair Market Rent (FMR's) for All Bedroom Sizes

Final FY 2021 & Final FY 2020 FMRs By Unit Bedrooms					
Year	<i>Efficiency</i>	<i>One-Bedroom</i>	<i>Two-Bedroom</i>	<i>Three-Bedroom</i>	<i>Four-Bedroom</i>
FY 2021 FMR	\$896	\$1,038	\$1,314	\$1,634	\$1,782
FY 2020 FMR	\$801	\$948	\$1,198	\$1,493	\$1,623

FY 2021 Income Limit Area	Median Family Income	FY 2021 Income Limit Category	Persons in Family							
			1	2	3	4	5	6	7	8
<b>Manchester, NH HUD Metro FMR Area</b>	\$89,300	Very Low (50%) Income Limits	31,300	35,750	40,200	44,650	48,250	51,800	55,400	58,950
		Extremely Low-Income Limits	18,800	21,450	24,150	26,800	31,040	35,580	40,120	44,660
		Low (80%) Income Limits	50,050	57,200	64,350	71,450	77,200	82,900	88,600	94,350

## HOPE I

will focus on the hardest to serve population, the Chronically Homeless Camper, who often experiences extreme mental health and/or addiction issues. Prioritizing Public Safety, the HOPE I team will clear encampments located on City-owned property, Public Parks, Cemeteries or presents a clear danger or safety issue for the homeless camper or public. Currently, the Homeless Outreach Team provides support services to individual campers daily, and the homeless camper is offered the opportunity for housing placement with support services when available.

- 1. Recommendation-** The City should support Housing Agencies that place emphasis on Mental Health and Drug Addiction and continue to support Special Needs Housing initiatives that support the Chronically Homeless population, who are experiencing Mental Health Illnesses. It is estimated that 80% percent of the Homeless Campers are experiencing Mental Health Issues. The Transitioning of this hardest to serve population is critical to reducing homelessness for the City of Manchester.
- 2. Recommendation:** To further support the current Homeless Outreach team efforts. The HOPE team proposes utilizing a Central location to provide outreach services, housing placement, and other support services. The site would give the outreach workers and the Chronic Homeless population a point of entry and exit that supports our local continuum of care and offers a Safer Transition / Stabilization for the Chronic Homeless Population, maintaining the trusted relationships established by outreach workers. In addition, this will require the homeless populations currently residing in the encampments to engage in Normalcy Activities such as following the rules of engagement for services and supplies. This location should also serve as a one-stop donation center for public citizen's contributions and charitable support.
- 3. Recommendation:** All Encampments located on City property should be posted and cleared immediately and expeditiously within a specified time frame, not allowing for the re-establishment of the current encampment and or new encampments. In addition, we should increase or dedicate more staff members to Posting and Clearing the encampments with a higher level of frequency. When clearing the encampments, we should strongly encourage participation by the Chronically Homeless population in our services delivery systems consisting of food, water, medication management, counseling, shelter, and supportive housing placement.



# **The Encampment Transition Legal Process**

## **City Property**

**City-owned open property** Unauthorized persons on city-owned open property shall be handled based upon the nature of the city-owned open property. **Parks and cemeteries** A “park” is defined by ordinance as “[a] park, playground, beach, recreation center, cemetery, or any other area in the city, owned or used by the city, and devoted to active or passive recreation.”

**See Manchester, NH Code of Ordinances**, §96.03. Conduct in city parks and cemeteries, is controlled by Chapter 96 of the City of Manchester Code of Ordinances. Chapter 96 prohibits the following conduct in parks:

Violating Park curfew (generally from 11:00 p.m. to 7:00 a.m.) *See Ordinance*, at §96.04 Polluting “waters.” “Waters” means “... any fountain, pond, lake, stream, or other body of water in or adjacent to any park or any tributary, stream, storm sewer, or drain flowing into such waters.” *See Id.* at §96.05(A); Littering. *See Id.* at §96.05(B)

Possess any opened uncapped alcoholic beverage or drink any alcoholic beverage. *See Id.* at §96.06(A)(1); Engage in games of chance except raffles, bingo, Lucky 7, or other games of chance authorized by the State. *See Id.* at §96.06(C), Disorderly or threatening behavior. *See Id.* at §96.06(D); Camping without permission. *See Id.* at §96.06(E), Golfing without permission. *See Id.* at §96.06(F); Smoking any tobacco, tobacco related product, filter or other plant or weed except in such areas as are specifically designated for smoking by the Director of Parks. *See Id.* at §96.06(H); Hanging items including, but not limited to, clothes, textiles, tarps, bags, or ropes, from any tree, fence, lamp, post, or structure in any city park. *See Id.* at §96.06(I); Conducting a syringe service program, needle exchange program, or any similar program related to the exchange of devices used for injecting drugs in any city park. *See Id.* at §96.06(J); Failure to obey state motor vehicle laws while in the park; *See Id.* at §96.07(A); Failure to obey traffic enforcement officers or park employees officially instructing and directing traffic in the parks and on the roads, highways, or streets immediately adjacent thereto. *See Id.* at §96.07(B); Failure to obey traffic signs including parking signs in the park. *See Id.* at §96.07(C); Exceed speed limits; *See Id.* at §96.07(D); and Operate a motor vehicle including motorcycles, mini-bikes, or motorized go-carts on any area except paved park roads or parking areas. *See Id.* at 96.07(E).

In the event that a person complains that another person is violating any of the provisions set forth above, the person should be directed to contact the Manchester Police Department and make a report. If upon investigation, the Manchester Police Department determines that a person is violating any of the above-listed provisions, the person may be subject to citation and “ejection” from the specific park in which the offense occurred. The City, through the Department of Public Works, shall arrange for any necessary clean-up.

## **Green Spaces**

Unauthorized persons occupying city-owned green spaces are potentially subject to the notice of vacate procedure. “City-owned green spaces” are those undeveloped areas in Manchester that do not fall under the definition of a “park” as defined by §96.03 of the Manchester, NH Code of City Ordinances.

## **City-managed land**

Unauthorized persons occupying land owned by another public entity (i.e., State, Federal Government or County) but managed by the city present a potentially different situation depending upon the nature of any management agreement.

In determining what action may be taken, the owner of the land-in-question should be identified using the City's GIS Application. The City's Department of Public Works should be consulted about whether there is any management agreement in place regarding the land-in-question and a copy of any agreement should be obtained. Once obtained, please consult with the Office of the City Solicitor regarding what actions may be taken under the agreement.

### **Caveat**

If the property involved does not fall into one of the above subcategories, please reach out to our office regarding the situation and we can provide advice as to the potential procedures available.

### **Private Property**

Privately owned open property is any open property not owned or controlled by the United States, the State of New Hampshire, or any political subdivision of the State of New Hampshire. Unauthorized persons on privately-owned open property are generally governed by N.H. R.S.A. 635:2, *Criminal Trespass*. In the event that the City receives a complaint of an unauthorized person on privately-owned open property, the complainant should be immediately directed to call the Manchester Police Department and report an unwanted subject.

*The City should not engage in the clean-up of privately-owned open property which has been damaged by the actions of unauthorized persons.*

### **County-owned public land**

Unauthorized persons occupying land owned by Hillsborough County may be subject to action by Hillsborough County. To the extent that the City receives a complaint about persons occupying land owned by Hillsborough County, the Complaint should be forwarded to the Hillsborough County department that is linked to area-in-question (e.g. Hillsborough County Department of Corrections). The complaining party should be notified that the complaint has been forwarded and the fact that the land in question is county land. The City may advise the Hillsborough County entity about the services that the City has available. However, any action by the City regarding such a complaint should be evaluated on a case-by-case basis and only after consultation with all relevant departments.

### **Federally -owned public land**

Unauthorized persons occupying land owned or controlled by the United States Government or one of its agencies may be subject to action by the Federal Government. To the extent that the City receives a complaint about persons occupying land owned or controlled by the United States Government or one of its agencies, the Complaint should be forwarded to appropriate federal agency. The complaining party should be notified that their complaint has been forwarded and of the fact that the property is owned or controlled by the federal government. Any further action on the part of the City should be evaluated on a case-by-case basis and only after consultation was all relevant departments.

### **State-owned public land**

Unauthorized persons occupying land owned or controlled by the State of New Hampshire may be subject to action by the State of New Hampshire. To the extent that the City receives a complaint about persons occupying land owned by the State of New Hampshire, the Complaint should be forwarded to appropriate State agency (e.g. Department of Transportation, etc.) The complaining party should be notified that their complaint has been forwarded and of the fact that the property is owned by the State of New Hampshire. Any further action on the part of the City should be evaluated on a case-by-case basis and only after consultation was all relevant departments.

# HOPE 1 Encampment Report Form-

Available to the public via the City's webpage under / Homelessness Initiatives.



## CITY OF MANCHESTER

### HOPE I

#### Housing Options Promote Empowerment (Encampment Report Form)

Date of Report: \_\_/\_\_/\_\_\_\_

**Optional Contact Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

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**Please complete the following information:**

Date of Observation: \_\_/\_\_/\_\_\_\_ Time: \_\_\_\_\_ : \_\_\_\_\_ **A.M. or P.M.**

**(Please write a brief narrative describing what you observed that caused you to file this report and please include the location to the best of your ability):**

How many tents did you observe? \_\_\_\_\_

How many people did you observe? \_\_\_\_\_

**(Please feel free to include any additional information that you believe may be helpful).**

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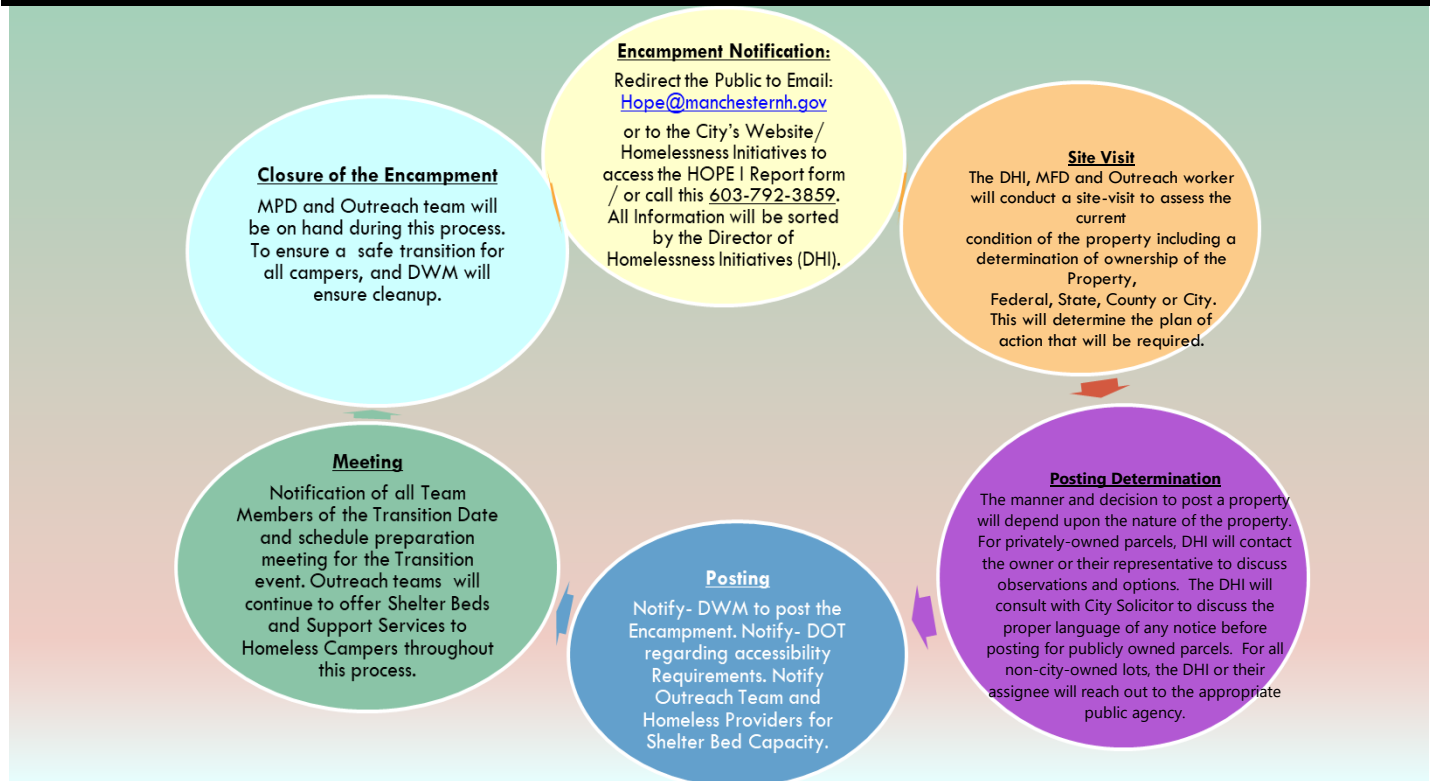
*The City of Manchester's mission is to move people from harmful housing instability to beneficial house stability. This procedure is limited to circumstances where the encampment poses a danger to the health and safety of individuals.*

City of Manchester Director of Homelessness Initiatives / HOPE 1 Encampment Report Form.

# HOPE I WORKFLOW SYSTEM

## HOUSING OPTIONS PROMOTE EMPOWERMENT

*Our mission is to move people from harmful housing instability to beneficial housing stability. This procedure is limited to circumstances where the encampment poses a danger to the health and safety of individuals.*



## **THE HOMELESS BILL OF RIGHTS**

**Is a National Movement that is impacting many municipalities throughout the USA. The advocates of this movement attempt to address the freedoms and protections of the homeless population, such as,**

- Protects against segregation, laws targeting homeless people for their lack of housing and not their behavior, and restrictions on the use of public space.
- Granted privacy and property protection.
- Allowed the opportunity to vote and feel safe in their community without fear of harassment.
- Provided broad access to shelter, social services, legal counsel, and quality education for the children of homeless families.

\*\*\*\*\*

**The Homeless Bill of Rights** has become law in several states such as Rhode Island, Minnesota, Connecticut, and Missouri; still under consideration are California, Delaware, Oregon, Colorado, Tennessee, and Vermont. In addition, many states are introducing a Rights to Rest Act on behalf of the homeless.

### **1. Recommendation:**

**The City Manchester should Establish and Adopt A Homeless Bill of Rights / None Binding Resolution.**

### ***THE HOMELESS BILL OF RIGHTS / NONE BINDING RESOLUTION***

This Proactive Approach will ensure the City's requirements while providing a framework/structure for engagement with our City's Homeless population.

Ordinances that are already established and approved, such as Ordinance Section 130.13 and 130.15. N.H. R.S.A. 236:58 shall be included. In addition to newly established and /or adopted ordinances by the BMA.

### **Key Features to be considered/revised**

- Protections against segregation, laws targeting homeless people for their lack of housing and not their behavior, and restrictions on the use of public space.
- Granted privacy and property protection.
- Allowed the opportunity to vote and feel safe in their community without fear of harassment.
- Provided broad access to shelter, social services, legal counsel, and quality education for the children of homeless families.
- Personal Property and Storage.
- City of Manchester's processes regarding the clearing of Encampments.

## HOPE II - Empowerment Capacity Building

To prevent or reduce homelessness, we must invest in our local Not-For-Profits, For-Profits, Faith-Based Initiatives, Private Landlords, and Housing Developers willing to create and provide a broader range of housing options for the citizens of Manchester; we need to provide training and resources. The City's Community Improvement Program (CIP) and the Director of Homelessness Initiatives (DHI) departments should offer training to assist providers in building capacity to meet our City's long-term Affordable housing and support service priorities. The focus should be placed on Permanent Housing, Permanent Supportive Housing, and Special Needs Housing stock. This housing matrix is required to decrease the episodes of homelessness amongst our most vulnerable populations Special Needs, Extremely low-Income (Eli), Very low- Income (VLI), and Low-Income (LI) people that experience the Cost Burden issues associated with the lack of affordable housing.

- 1. Recommendation:** Continue to fund and support initiatives that foster collaborations that provide training and resources to Developers willing to increase the affordable and special needs housing stock for the City of Manchester.
- 2. Recommendation:** Annually dedicate a percentage - set aside of the City of Manchester's Tax Deed Properties and Buildable Lots for use in Affordable Housing Developments.
- 3. Recommendation:** Create additional sources of revenues to sustain and maintain the City of Manchester's Affordable Housing Trust.
- 4. Recommendation:** Create a Positive Landlord program with built-in incentives for participation in Affordable Housing Initiatives and Fair Market Rents (FMR's); this will increase the Affordable Housing stock for the citizens and the City of Manchester.

## HOPE III- Community Awareness Outreach Campaign

Create a Director of Homelessness Initiatives (DHI) web page located on the City of Manchester's website, where citizens can stay informed about homeless initiatives. In addition, to empowering themselves and connecting with local housing providers for assistance. Also, the public will have access to Email the Director of Homelessness Initiative at: [HOPE@MANCHESTERNH.GOV](mailto:HOPE@MANCHESTERNH.GOV) or Call: (603) 792-3859. The campaign will provide and distribute information while garnering support for its success. This campaign will encourage partnerships and promote the exchange of ideas for the betterment of "All People, and All Incomes of the Queen City."

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- 3. Recommendation:** Host quarterly homeless town halls/seminars to educate the public and garner support for the homeless, housing, social services agencies, and other City of Manchester's Housing Initiatives.
- 4. Recommendation-** To promote community awareness and support about the City of Manchester's housing initiatives, the City's logo should be placed on all current and future Housing Developments that have received funding /support from 2019 to the present.
- 5. Recommendation-** Provide an Annual Proclamation and Celebration of the City of Manchester's successes around Homelessness and Affordable Housing Initiatives for *"All People, and All Incomes of the Queen City."*

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to establish a council to create and implement a plan to create housing stability for all citizens of the State of New Hampshire. **The Council for Housing Stability** released a plan in July of 2021, with a significant goal to increase housing units by **13,500 by 2024**.

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<p>1. Promote increased housing stability at the state and local levels by improving crisis response, services infrastructure and policies that support individuals and families to maintain housing in their community.</p> <p>2. Remove regulatory barriers to affordable housing in order to expand New Hampshire's housing market for all persons with special emphasis on affordable, accessible options and using innovative approaches.</p>	<p>3. Increase production of publicly financed affordable housing with supportive services.</p> <p>4. Deploy targeted financial incentives or tax off-sets designed to promote private-market housing production and use of existing structures for rental housing that is affordable to the lowest incomes and households in need of on-going community support.</p>	<p>5. Achieve a productive legislative strategy for the 2022 session that supports efforts to increase housing production.</p> <p>6. Integrate and coordinate a housing stability governance structure connecting state government with local communities through needs assessments, strategic initiatives, and data-driven decision-making.</p>
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**HOPE 1  
Homeless / Chronic Homeless**

The City of Manchester provides funding and support for the HMIS (Homeless Management Information Systems), a Database used to track, evaluate, and provide services to the homeless population of the City of Manchester. In addition, the system offers a coordinated entry for homeless participants into a services delivery system that is used by over 40 registered agencies of the Manchester Continuum of Care that provide housing and or support services to the homeless such as Food, Clothing, Counseling, Utility Assistance, Rental Assistance, Medical and Mental Health assistance, shelter, and housing assistance. Through the City of Manchester support of the Manchester Homeless Outreach Collaborative- comprised of the following organizations the Greater Manchester Mental Health, Manchester Fire Department, Manchester Police Department, FIT, Healthcare for the Homeless, Manchester Fire Department, Waypoint, Veterans Affairs, Harbor Care- Easterseals, the Manchester City Welfare Department, and Healthcare for Homeless through this program, Shelter Beds with Support Services are offered, and this is the first point of entry into the HMIS (Homeless Management Information System), a coordinated system of Manchester's Continuum of Care Agencies, that advocate and provide supportive services for persons experiencing homelessness. Many of the participating organizations receive funding from the City of Manchester, NH. Also, the City of Manchester provided support and funding to the New Hampshire Legal Assistance program - for the Housing Justice Project, and the Health Department, for Health Care for the Homeless.



## HOPE 11 Capacity Building

The City of Manchester, through its Community Improvement Program, has provided funding for organizations that provide affordable housing and housing with support services. Organizations that received support consist of FIT -Families In Transition, Helping Hands Ministries, Neighborhood Works, 1269 Ministries, Waypoint, Manchester Housing Redevelopment Authority, Easterseals, Angie's Place, Emily's Place, and the YMCA.

In 2021, the City of Manchester, announced three RFP's (Request for Proposals) to create affordable housing for the citizens of Manchester, and provided capacity training for agencies and housing developers.

1. Peal Street Initiative- Acquisition and Development of the Pearl St. Parking Lot for Affordable Housing.
2. Hartnett Street Initiative- Acquisition and Development of the Hartnett St. Parking Lot for Affordable Housing.
3. 4.7 million dollars RFP (Request for Proposal), for the creation of Affordable Housing Units. The cycle recently closed and a total of six Affordable Housing projects are under review that will support the implementation of the HOPE housing plan.

The City of Manchester released its Plan for the American Rescue Funds.

1. The City of Manchester will fund the Affordable Housing Trust at 3 million dollars to create a Border Range of Affordable Housings options such as Transitional Housing, Permanent Supportive Housing, and support funding for Landlords willing to rent within the guidelines of Fair Market Housing limits.

## HOPE III

### Community Awareness and Outreach

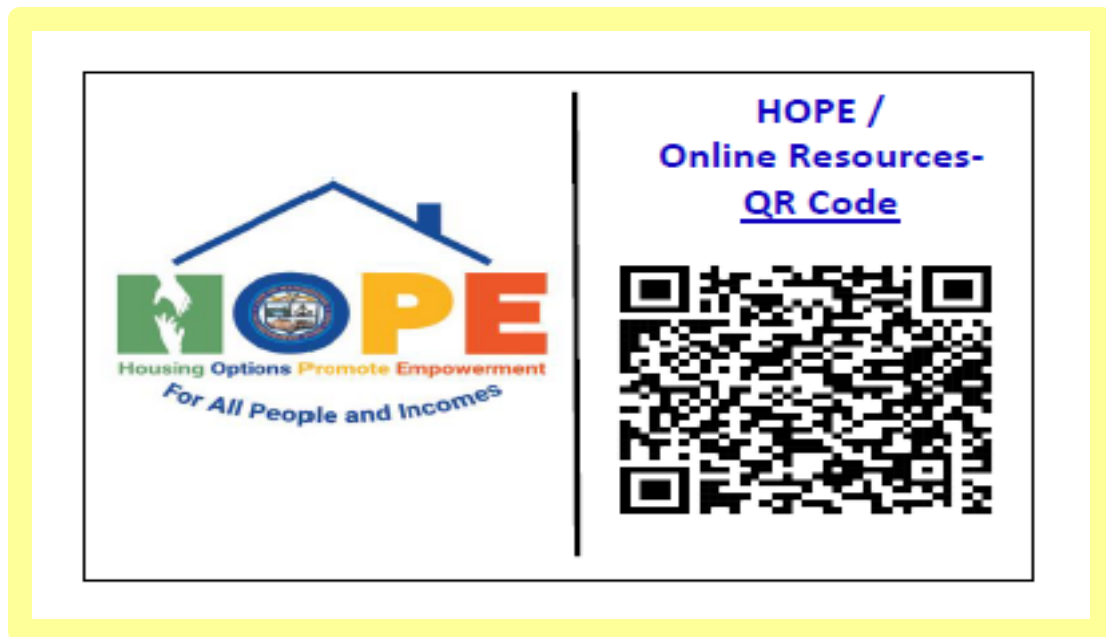
In 2020, the City of Manchester established an Affordable Housing Taskforce comprised of community stakeholders from all aspects of housing, including private developers, finance authorities, non-profit leaders, and city staff. The Affordable Housing Task Force Summary was published in April of 2021. A very important recommendation was to establish a Housing Commission through an ordinance. The Housing Commission will implement the Affordable Housing Task Force's recommendations while ensuring diversity and inclusion in the development of Affordable Housing options and sustainability.

In 2021, The City of Manchester surveyed the Citizens of Manchester regarding the use of the American Cares Act Funding of 43 million dollars. All priorities are currently being implemented based on the citizens of Manchester's feedback.

In 2021, The City of Manchester recently hired a Director of Homelessness Initiatives to assist in leading the City response to issues related to homelessness including the mitigation of homeless encampments. Strengthening collaboration and coordination between all homelessness service providers, including City departments, the State of New Hampshire DHHS, non-profit and faith-based organizations. Creating and implementing a comprehensive 'Housing First' Homelessness Plan, using the report from the 2019 Mayor's Taskforce on Homelessness.

In 2021, The City of Manchester introduce their newest imitative HOPE (Housing Options Promote Empowerment).

# **Director of Homelessness Initiatives Webpage / Direct Access to Resources Page**



**DHI Brochures and DHI Business Cards with the QR Code will be made available to the public for access to the resources to help themselves.**





**HOPE  
HOUSING  
OPTIONS  
PROMOTE  
EMPOWERMENT**

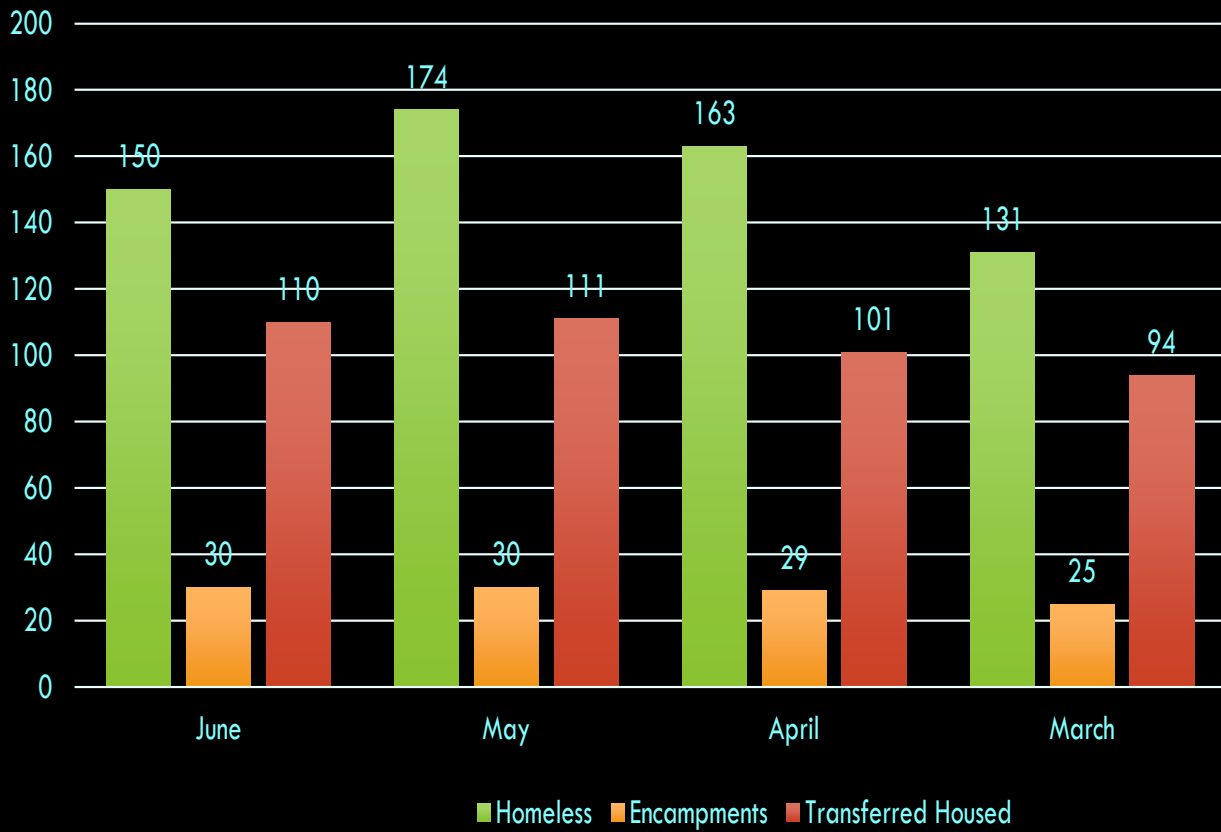




## Homeless Encampments in the City of Manchester, NH,

The Manchester Homeless Outreach Collaboration comprised of local social services organizations that address the many issues that are often experienced by the Chronically Homeless Population. The Outreach team, provides many services for this population and reports that currently there is a total of thirty active encampments located throughout the City of Manchester, and as of June 2021, the Outreach teams has confirmed the whereabouts of 150 homeless individuals / campers. The Chronically Homeless is the hardest to serve population in the United States and the scattered encampments /clearings sometimes hinder service within the delivery systems. Below is a snapshot of the data collected by the Outreach team, to assist in framing a service delivery system with the best outcomes.

### Homeless Persons, Encampments, Transferred and/or Housed



Months/ 2021	Mobile Crisis Unit- Persons receiving services	Peer Recovery Services	Individual engaged in on going Mental Health Treatment
March	79	50	58
April	86	54	59
May	95	50	51
June	80	44	39

# HOMELINESS DOESN'T DISCRIMINATE

Evictions and Foreclosures

Hurts Everyone!



## Causes of Homelessness

Low Wages / Loss of Income  
Housing Affordability  
Mental Health  
Domestic Violence  
Drug Addition  
Sickness

## Prevention Programs

*In the United States prevention programs are used prevent homelessness such as;*

1. Rapid Re- Housing-A Federal Program that provides funding to the States, Local governments and PHA's to assist households in Rents, Deposits and Utilities.
2. Eviction Diversion Mortarium – A Federal program that **(STOPS)** tenant evictions.
3. Emergency Shelters, Transitional and Permanent Housing programs.



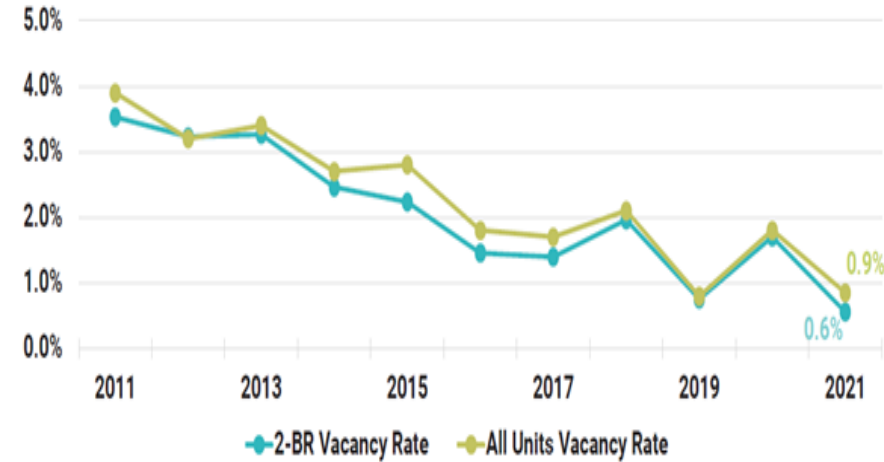
## THE LACK OF AFFORDABLE HOUSING

In New Hampshire, the need for affordable housing stock is critical. *The New Hampshire Housing Finance Agency - 2021 NH Residential Rental Cost Survey Reports the following;*

	Sample Size	Rent Range	Median
<b>2021 GROSS RENT</b>			
0-Bedroom	452	\$250 - \$2,400	\$876
1-Bedroom	3,298	\$400 - \$2,961	\$1,118
2-Bedroom	5,492	\$469 - \$3,413	\$1,498
3-Bedroom	1,393	\$622 - \$3,785	\$1,506
4+ Bedrooms	239	\$837 - \$4,426	\$1,781
All Bedrooms	10,874	\$250 - \$4,426	\$1,373

## The Statewide Vacancy Rates,

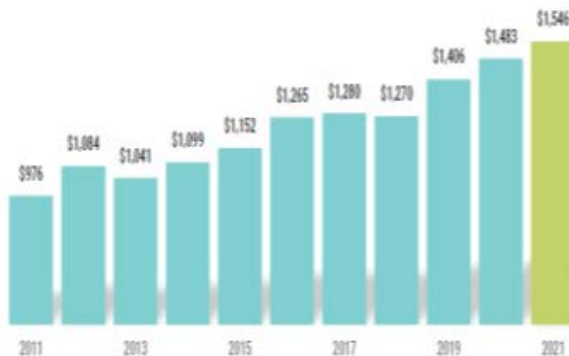
2-Bedroom & all units (2011-2021) is as follows;



## The City of Manchester

Median Monthly Gross Rents for a 2/Bedroom Unit is **\$1,546.00**.

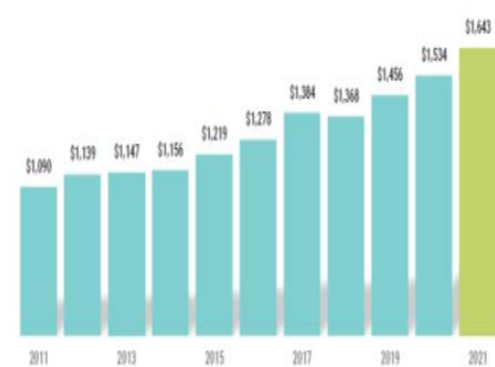
	Sample Size	Rent Range	Median
<b>CITY OF MANCHESTER</b>			
0-Bedroom	138	\$451 - \$2,400	\$929
1-Bedroom	649	\$643 - \$1,895	\$1,206
2-Bedroom	931	\$531 - \$2,343	\$1,546
3-Bedroom	414	\$867 - \$2,706	\$1,460
4+ Bedrooms	85	\$1,264 - \$4,426	\$1,589
All Bedrooms	2217	\$451 - \$4,426	\$1,401



## In Hillsborough County

the Median Monthly Gross Rents for a 2/Bedroom Unit, is the second highest in the State of New Hampshire, **at \$1,643.00**.

	Sample Size	Rent Range	Median
<b>HILLSBOROUGH COUNTY</b>			
0-Bedroom	188	\$451 - \$2,400	\$993
1-Bedroom	1,181	\$500 - \$2,002	\$1,231
2-Bedroom	2,142	\$531 - \$2,700	\$1,643
3-Bedroom	638	\$867 - \$2,706	\$1,530
4+ Bedrooms	116	\$1,175 - \$4,426	\$1,603
All Bedrooms	4,265	\$451 - \$4,426	\$1,526





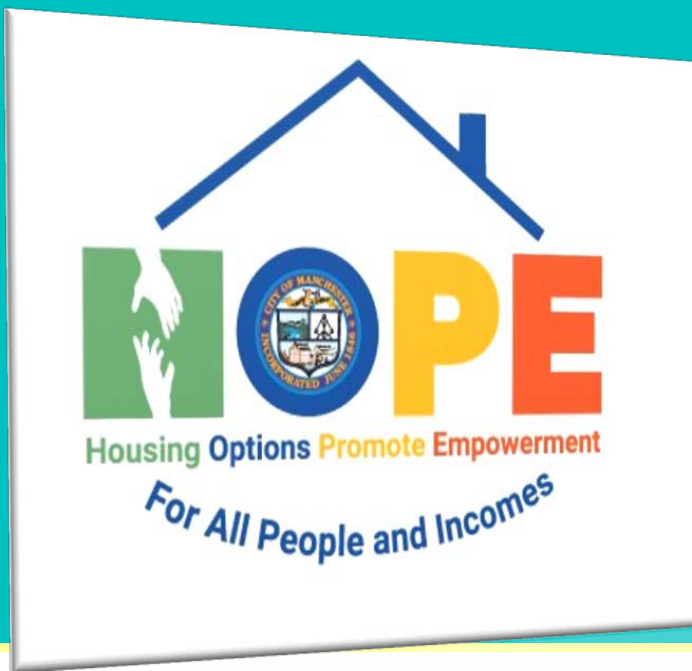
# HOPE

## CONSIST OF THREE PHASES

HOPE (Housing Options Promote Empowerment), Housing Strategies for “All People, and All Incomes of the Queen City.” At the City of Manchester, we are committed to Humanity and the Diversity of Communities. This program will provide housing options for the Homeless, Extremely low-Income (Eli), Very low- Income (VLI), and Low-Income (LI) populations that experience the Cost Burden issues associated with the lack of affordable housing.

- *HOPE I- The Chronically Homeless Population*
- *HOPE II- Empowerment Capacity Building*
- *HOPE III - Community Awareness Outreach Campaign*





## HOPE I

will focus on the hardest to serve population, the Chronically Homeless Camper, who often experiences extreme mental health and/or addiction issues. Prioritizing Public Safety, the HOPE I team will clear encampments located on City-owned property, Public Parks, Cemeteries or presents a clear danger or safety issue for the homeless camper or public. Currently, the Homeless Outreach Team provides support services to individual campers daily, and the homeless camper is offered the opportunity for housing placement with support services when available.

1. **Recommendation-** The City should support Housing Agencies that place emphasis on Mental Health and Drug Addiction and continue to support Special Needs Housing initiatives that support the Chronically Homeless population, who are experiencing Mental Health Illnesses.
2. **Recommendation:** To further support the current Homeless Outreach team efforts. The HOPE 1 team proposes utilizing a Central location to provide outreach services.
3. **Recommendation:** All Encampments located on City property should be posted and cleared immediately and expeditiously within a specified time frame, not allowing for the re-establishment of the current encampment and or new encampments. In addition, we should increase or dedicate more staff members to Posting and Clearing the encampments with a higher level of frequency.

# **The Encampment Transition Legal Process**

## **City-owned open property**

Unauthorized persons on city-owned open property shall be handled based upon the nature of the city-owned open property. **Parks and cemeteries** A “park” is defined by ordinance as “[a] park, playground, beach, recreation center, cemetery, or any other area in the city, owned or used by the city, and devoted to active or passive recreation.” **See Manchester, NH Code of Ordinances, §96.03.** Conduct in city parks and cemeteries, is controlled by Chapter 96 of the City of Manchester Code of Ordinances. Chapter 96 prohibits the following conduct in parks: Violating park curfew (generally from 11:00 p.m. to 7:00 a.m.) **See Ordinance, at §96.04** Polluting “waters.” “Waters” means “... any fountain, pond, lake, stream, or other body of water in or adjacent to any park or any tributary, stream, storm sewer, or drain flowing into such waters.” **See Id. at §96.05(A); Littering. See Id. at §96.05(B);**

Possess any opened uncapped alcoholic beverage or drink any alcoholic beverage. **See Id. at §96.06(A)(1);** Build or attempt to build a fire. **See Id. at §96.06(B);** Engage in games of chance except raffles, bingo, Lucky 7, or other games of chance authorized by the State. **See Id. at §96.06(C);** Disorderly or threatening behavior. **See Id. at §96.06(D);** Camping without permission. **See Id. at §96.06(E);** Golfing without permission. **See Id. at §96.06(F);** Smoking any tobacco, tobacco related product, filter or other plant or weed except in such areas as are specifically designated for smoking by the Director of Parks. **See Id. at §96.06(H);** Hanging items including, but not limited to, clothes, textiles, tarps, bags, or ropes, from any tree, fence, lamp, post, or structure in any city park. **See Id. at §96.06(I);**

Conducting a syringe service program, needle exchange program, or any similar program related to the exchange of devices used for injecting drugs in any city park. **See Id. at §96.06(J);** Failure to obey state motor vehicle laws while in the park; **See Id. at §96.07(A);** Failure to obey traffic enforcement officers or park employees officially instructing and directing traffic in the parks and on the roads, highways, or streets immediately adjacent thereto. **See Id. at §96.07(B);** Failure to obey traffic signs including parking signs in the park. **See Id. at §96.07(C);** Exceed speed limits ; **See Id. at §96.07(D);** and Operate a motor vehicle including motorcycles, mini-bikes, or motorized go-carts on any area except paved park roads or parking areas. **See Id. at 96.07(E).**

In the event that a person complains that another person is violating any of the provisions set forth above, the person should be directed to contact the Manchester Police Department and make a report. If upon investigation, the Manchester Police Department determines that a person is violating any of the above-listed provisions, the person may be subject to citation and “ejection” from the specific park in which the offense occurred. The City, through the Department of Public Works, shall arrange for any necessary clean-up. **Green Spaces** -Unauthorized persons occupying city-owned green spaces are potentially subject to the notice of vacate procedure. “City-owned green spaces” are those undeveloped areas in Manchester that do not fall under the definition of a “park” as defined by §96.03 of the Manchester, NH Code of City Ordinances. **City-managed land**-Unauthorized persons occupying land owned by another public entity (i.e. State, Federal Government or County) but managed by the city present a potentially different situation depending upon the nature of any management agreement.

In determining what action may be taken, the owner of the land-in-question should be identified using the City’s GIS Application. The City’s Department of Public Works should be consulted about whether there is any management agreement in place regarding the land-in-question and a copy of any agreement should be obtained. Once obtained, please consult with the Office of the City Solicitor regarding what actions may be taken under the agreement.

### **Caveat**

If the property involved does not fall into one of the above subcategories, please reach out to our office regarding the situation and we can provide advice as to the potential procedures available.

# **The Encampment Transition Legal Process**

## **Private Property**

Privately owned open property is any open property not owned or controlled by the United States, the State of New Hampshire, or any political subdivision of the State of New Hampshire. Unauthorized persons on privately-owned open property are generally governed by N.H. R.S.A. 635:2, *Criminal Trespass*. In the event that the City receives a complaint of an unauthorized person on privately-owned open property, the complainant should be immediately directed to call the Manchester Police Department and report an unwanted subject.

***The City should not engage in the clean-up of privately-owned open property which has been damaged by the actions of unauthorized persons.***

## **County-owned public land**

Unauthorized persons occupying land owned by Hillsborough County may be subject to action by Hillsborough County. To the extent that the City receives a complaint about persons occupying land owned by Hillsborough County, the Complaint should be forwarded to the Hillsborough County department that is linked to area-in-question (e.g. Hillsborough County Department of Corrections). The complaining party should be notified that the complaint has been forwarded and the fact that the land in question is county land. The City may advise the Hillsborough County entity about the services that the City has available. However, any action by the City regarding such a complaint should be evaluated on a case-by-case basis and only after consultation with all relevant departments.

## **Federally -owned public land**

Unauthorized persons occupying land owned or controlled by the United States Government or one of its agencies may be subject to action by the Federal Government. To the extent that the City receives a complaint about persons occupying land owned or controlled by the United States Government or one of its agencies, the Complaint should be forwarded to appropriate federal agency. The complaining party should be notified that their complaint has been forwarded and of the fact that the property is owned or controlled by the federal government. Any further action on the part of the City should be evaluated on a case-by-case basis and only after consultation was all relevant departments.

## **State-owned public land**

Unauthorized persons occupying land owned or controlled by the State of New Hampshire may be subject to action by the State of New Hampshire. To the extent that the City receives a complaint about persons occupying land owned by the State of New Hampshire, the Complaint should be forwarded to appropriate State agency (e.g., Department of Transportation, etc.) The complaining party should be notified that their complaint has been forwarded and of the fact that the property is owned by the State of New Hampshire.

Any further action on the part of the City should be evaluated on a case-by-case basis and only after consultation was all relevant departments.



CITY OF MANCHESTER

HOPE I

Housing Options Promote Empowerment  
(Encampment Report Form)

Date of Report: \_\_/\_\_/\_\_

**Optional Contact Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

\*\*\*\*\*

**Please complete the following information:**

Date of Observation: \_\_/\_\_/\_\_ Time: \_\_\_\_\_: \_\_\_\_\_ A.M. or P.M.

*(Please write a brief narrative describing what you observed that caused you to file this report and please include the location to the best of your ability):*

How many tents did you observe? \_\_\_\_\_

How many people did you observe? \_\_\_\_\_

*(Please feel free to include any additional information that you believe may be helpful).*

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*The City of Manchester's mission is to move people from harmful housing instability to beneficial house stability. This procedure is limited to circumstances where the encampment poses a danger to the health and safety of individuals.*

**ENCAMPMENT  
REPORTING  
PROCESS**

**1. HOPE I  
Encampment Report  
Form**

Available to the public via the City's webpage under / Homelessness Initiatives.



# HOPE I WORKFLOW SYSTEM

## HOUSING OPTIONS PROMOTE EMPOWERMENT

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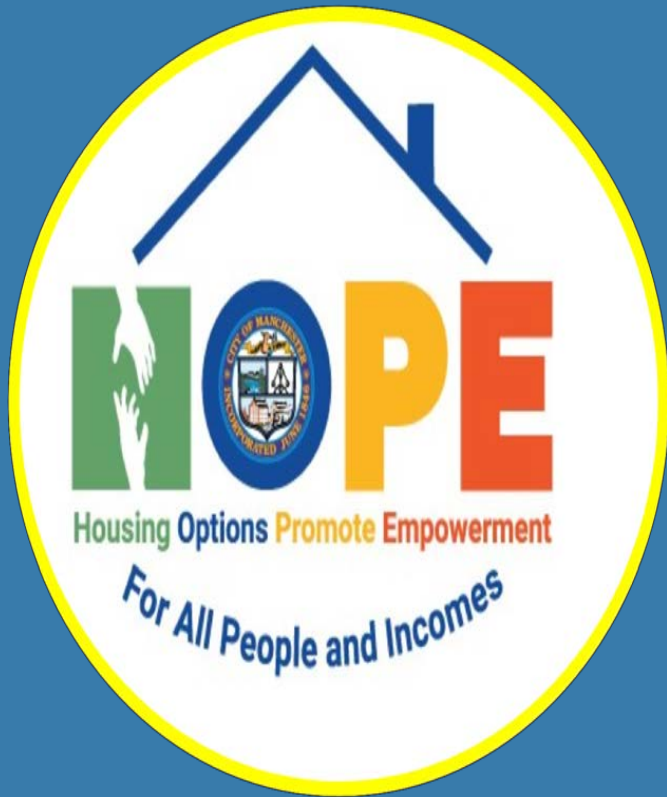
# The Homeless Bill of Rights

Is a National Movement that is impacting many municipalities throughout the USA. The advocates of this movement attempt to address the freedoms and protections of the homeless population, such as,

- Protects against segregation, laws targeting homeless people for their lack of housing and not their behavior, and restrictions on the use of public space.
- Granted privacy and property protection.
- Allowed the opportunity to vote and feel safe in their community without fear of harassment.
- Provided broad access to shelter, social services, legal counsel, and quality education for the children of homeless families.

\*\*\*\*\*

**The Homeless Bill of Rights** has become law in several states such as Rhode Island, Minnesota, Connecticut, and Missouri; still under consideration are California, Delaware, Oregon, Colorado, Tennessee, and Vermont. In addition, many states are introducing a Rights to Rest Act on behalf of the homeless.





## THE HOMELESS BILL OF RIGHTS / NONE BINDING RESOLUTION

This Proactive Approach will ensure the City's requirements while providing a framework/structure for engagement with our City's Homeless population.

Ordinances that are already established and approved, such as; Ordinance Section 130.13 and 130.15. N.H. R.S.A. 236:58 shall be included. In addition to newly established and /or adopted ordinances by the BMA.

### **Key Features to be considered/ revised**

- Protections against segregation, laws targeting homeless people for their lack of housing and not their behavior, and restrictions on the use of public space.
- Granted privacy and property protection.
- Allowed the opportunity to vote and feel safe in their community without fear of harassment.
- Provided broad access to shelter, social services, legal counsel, and quality education for the children of homeless families.
- Personal Property and Storage.
- City of Manchester's processes regarding the clearing of Encampments.

### **1. Recommendation:**

The City of Manchester should Establish and Adopt A Homeless Bill of Rights / None Binding Resolution.



## HOPE II - Empowerment Capacity Building

To prevent or reduce homelessness, we must invest in our local Not-For-Profits, For-Profits, Faith-Based Initiatives, Private Landlords, and Housing Developers willing to create and provide a broader range of housing options for the citizens of Manchester; we need to provide training and resources. The City's Community Improvement Program (CIP) and the Director of Homelessness Initiatives (DHI) departments should offer training to assist providers in building capacity to meet our City's long-term Affordable housing and support service priorities. The focus should be placed on Permanent Housing, Permanent Supportive Housing, and Special Needs Housing stock. This housing matrix is required to decrease the episodes of homelessness amongst our most vulnerable populations Special Needs, Extremely low-Income (Eli), Very low- Income (VLI), and Low-Income (LI) people that experience the Cost Burden issues associated with the lack of affordable housing.

- 1. Recommendation:** Continue to fund and support initiatives that foster collaborations that provide training and resources to Developers.
- 2. Recommendation:** Annually dedicate a percentage - set aside Tax Deed Properties and Buildable Lots for use in Affordable Housing Developments.
- 3. Recommendation:** Create additional sources of revenues to sustain and maintain the City of Manchester's Affordable Housing Trust.
- 4. Recommendation:** Create a Positive Landlord program with built-in incentives for participation in Affordable Housing Initiatives.







### HOPE III- Community Awareness Outreach Campaign-

Create a Director of Homelessness Initiatives (DHI) web page located on the City of Manchester's website, where citizens can stay informed about homeless initiatives. In addition, to empowering themselves and connecting with local housing providers for assistance. Also, the public will have access to Email the Director of Homelessness Initiative at: [HOPE@MANCHESTERNH.GOV](mailto:HOPE@MANCHESTERNH.GOV) or Call: (603) 792-3859. The campaign will provide and distribute information while garnering support for its success. This campaign will encourage partnerships and promote the exchange of ideas for the betterment of "All People, and All Incomes of the Queen City."

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 This Council created **Six** objectives and targets to achieve and measure what is now known as the **North Star Goals**.  
**The City is on Target to meet all the North Star's Goals.**

- |   |  |   |
|---|--|---|
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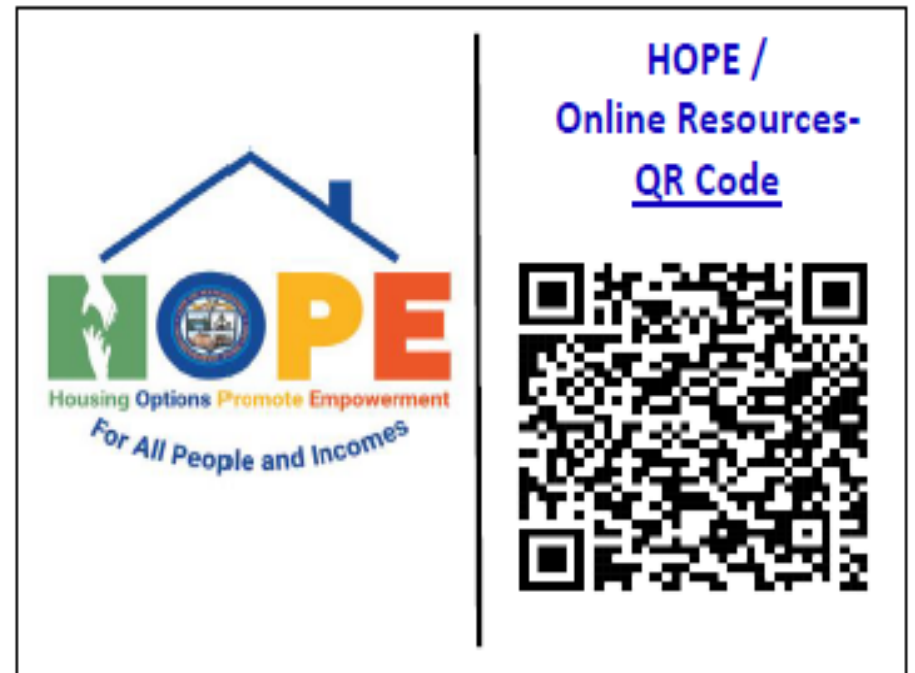
<b>HOPE I</b> <b>Homeless / Chronic Homeless</b>	<b>HOPE II</b> <b>Capacity Building</b>	<b>HOPE III</b> <b>Community Awareness and Outreach</b>
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<p>The City of Manchester provides funding and support for the HMIS (Homeless Management Information Systems), a Database used to track, evaluate, and provide services to the homeless population of the City of Manchester. In addition, the system offers a coordinated entry for homeless participants into a services delivery system that is used by over 40 registered agencies of the Manchester Continuum of Care.</p>	<p>The City of Manchester, has provided funding for agencies that provide affordable housing and housing with support services.</p> <p>In 2021, the City of Manchester, Announced three RFP's (Request for Proposals) to create affordable housing for the citizens of Manchester, and provided capacity training for agencies and housing developers.</p> <ol style="list-style-type: none"> <li>1. Pearl St. Parking Lot Initiative- Acquisition and Development of the for Affordable Housing.</li> <li>2. Hartnett St. Parking Lot Initiative- Acquisition and Development of the for Affordable Housing.</li> <li>3. <b>4.7 million dollars RFP (Request for Proposal)</b>, for the creation of Affordable Housing Units. The cycle recently closed and a total of six Affordable Housing projects are under review.</li> <li>4. The City of Manchester will fund the Affordable Housing Trust at <b>3 million dollars</b> to create a Border Range of Affordable Housings.</li> </ol>	<p>In 2020, the City of Manchester established an Affordable Housing Taskforce comprised of community stakeholders. The Affordable Housing Task Force Summary was published in April of 2021. A recommendation was made to establish a Housing Commission through an ordinance. The Housing Commission will implement the Affordable Housing Task Force's recommendations while ensuring diversity and inclusion in the development of Affordable Housing and sustainability.</p> <p>In 2021, The City surveyed the citizens of Manchester regarding the use of the American Cares Act Funding of 43 million dollars. All priorities are currently being implemented based on the citizens of Manchester's feedback.</p> <p>In 2021, The City of Manchester recently hired a Director of Homelessness Initiatives to assist in leading the City response to issues related to homelessness.</p> <p>In 2021, The City of Manchester introduce their newest imitative <b>HOPE ( Housing Options Promote Empowerment)</b>.</p>
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**DHI Brochures and DHI Business Cards** with the **QR Code** will be made available to the public for access to the resources to help themselves.

## **Director of Homelessness Initiatives Webpage / Direct Access to Resources Page**





# H.O.P.E.

**HOUSING OPTIONS PROMOTE EMPOWERMENT**

**IS**

**THE ONLY ANSWER**

The City of Manchester's newest initiative, **HOPE (Housing Options Promote Empowerment)**, will provide a Homeless Housing system that incorporates Emergency Shelters, Transitional Housing, Special Needs Housing, Permanent Supportive Housing, and Permanent Housing; the concept will prioritize "All People, and All Incomes of the Queen City."

Andre R. Parent  
Chief of Department



Matthew A. K. Lamothe  
Assistant Chief

## City of Manchester *Fire Department*

TO: Board of Mayor and Aldermen

CC: Sharon Wickens

FROM: Chief Andre R. Parent

DATE: July 20, 2021

RE: Fire Department Donation

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I am seeking approval from the Board of Mayor and Aldermen to allow the Manchester Fire Department to accept two donations: \$1,000 from the Gospel Baptist Church and \$500 from First. Thank you for your attention to this matter.