



ANNUAL REPORT

**CALENDAR YEAR
2022**

Ending homelessness is possible. Our vision of a Concord, NH community where everyone has a safe, decent, stable, and affordable place to live is achievable when we work together.



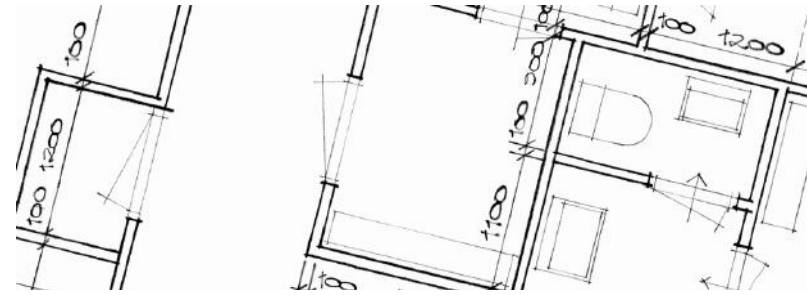
603-290-3375



www.concordhomeless.org



238 N Main St, Concord, NH



VISION

A Concord community where everyone has a safe, decent, stable, and affordable place to live.

MISSION

Working with our community partners, CCEH's mission is to eliminate chronic homelessness; support and quickly re-house people who have recently become homeless; and build a system that effectively responds to the diverse needs of people experiencing homelessness.

2022 IN REVIEW

A letter from Benjamin Folsom, CCEH Board Chair

Dear Friends,

Thanks to your support, over the last year CCEH has continued taking significant and measurable steps toward ending chronic homelessness in Concord. In the first few months of 2023 alone, CCEH has helped house 11 individuals who were previously homeless. Later this year CCEH will open eight new apartments for clients exiting homelessness.

At the same time, we are well aware that we cannot simply build, or acquire, our way to ending homelessness.

Homelessness is a community-wide problem that requires a community response. There are dozens of organizations or agencies that touch the issue of homelessness in some way. We are fortunate that Concord is a community that cares about ending homelessness, and we are committed to leading a community response involving all stakeholders.

We are looking forward to a successful year ahead. With your continued support, we can end homelessness in Concord.

Sincerely,

Ben Folsom, Chair, CCEH Board of Directors

A forward from Karen Jantzen, Executive Director

Inspiring. Compassionate. Determined. Fun. These are just some of the terms used to describe Ellen Groh, CCEH's first Executive Director, who led the organization from a volunteer-run dream into an essential component of Concord's homeless response system.

Ellen entered retirement this past December having been named the Greater Concord Chamber's 2022 Citizen of the Year. "The issues of homelessness, especially long-term homeless, is so complex," noted Ellen as she graciously accepted the honor. "I believe that Concord can make it on the list of communities that have ended homelessness. There is such tremendous support from this community. I know that we can make it."

The reasons for being homeless are complicated and unique to everyone, but the solution is simple: permanent supportive housing.

The stairs to climb to becoming--and remaining--housed can be very steep, but it is achievable. In fact, 26 individuals unlocked their own front doors this past year!

In the pages ahead, you will learn the *Steps Toward Permanent Housing* each client climbs. It all begins with walking through the doors of our Resource Center where everyone is treated with dignity and respect, and immediate basic needs are met.

Thank you for the warm welcome. I, like Ellen, am convinced that we can end homelessness in Concord. The generous support of this community--individuals, businesses, organizations, service providers, the City of Concord--is proof that together, it will become a reality.

Warm regards,



Karen Jantzen, Executive Director

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STEPS TO PERMANENT

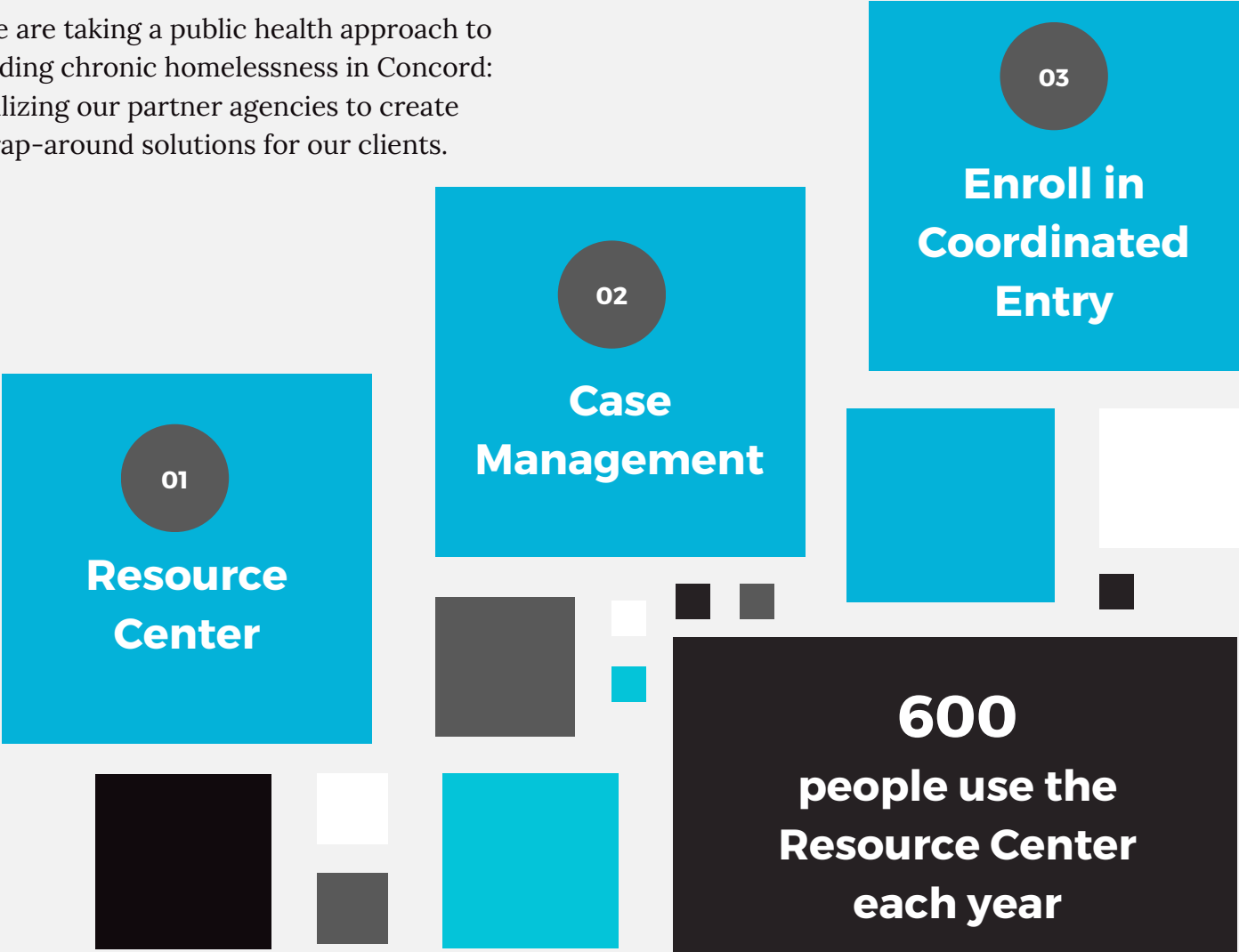
A PUBLIC HEALTH APPROACH

We are seeing both an increase in the number of people experiencing homelessness and a growing complexity of challenges in addressing their housing and other needs.

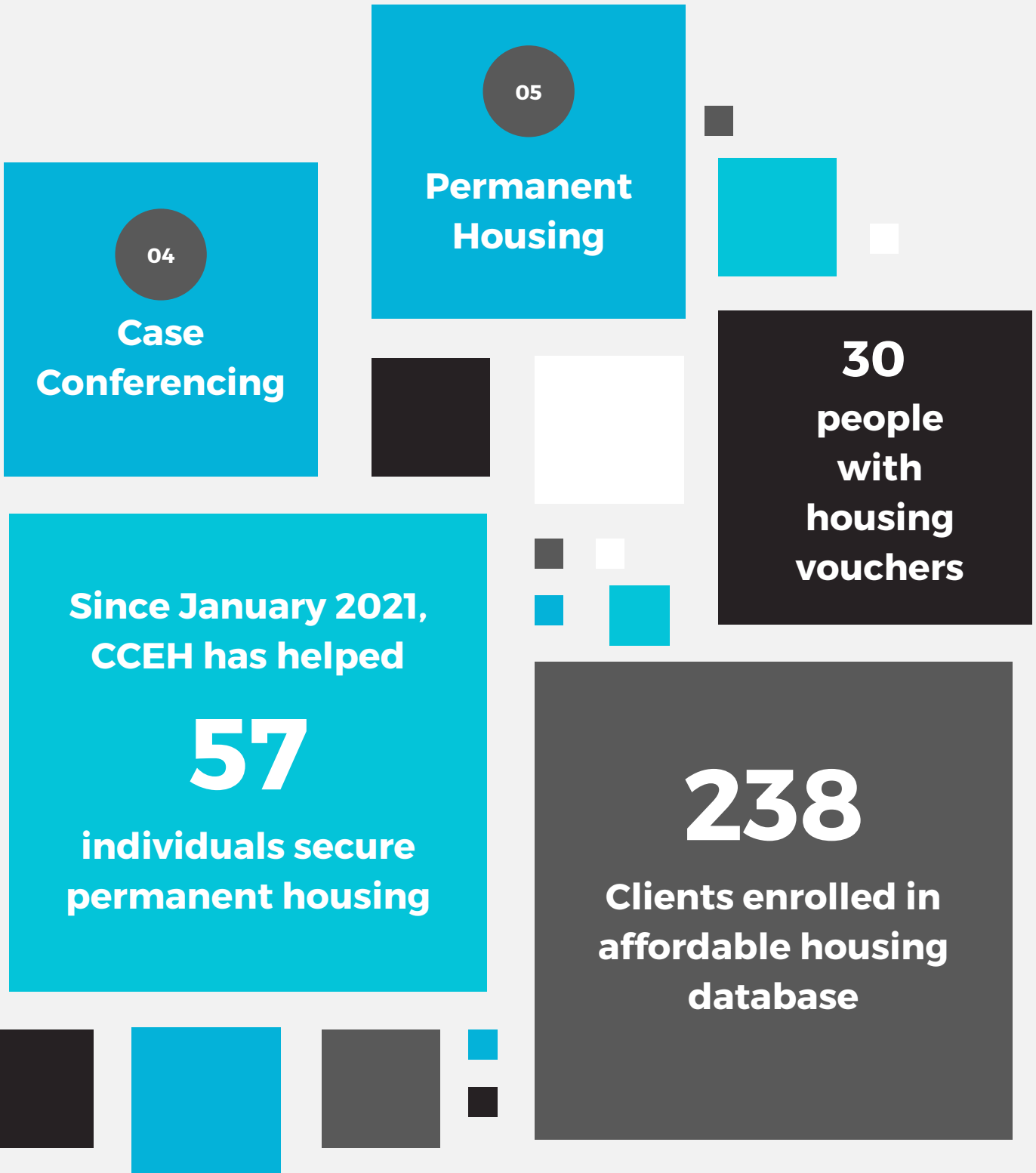
There is no single agency that can provide all of the skills and resources required to care for the health, housing, and poverty of individuals experiencing homelessness. It takes a community.

We are taking a public health approach to ending chronic homelessness in Concord: utilizing our partner agencies to create wrap-around solutions for our clients.

There is an immense amount of work that goes into getting someone out of homelessness. Our staff in the Resource Center focuses on guiding clients through the steps needed to secure permanent housing, helping them navigate the complex systems and available resources, and connecting them with the services they need to succeed.



SUPPORTIVE HOUSING



01 THE RESOURCE CENTER

The heart of CCEH, the Resource Center is where clients are welcomed without judgment while their basic immediate needs are addressed. CCEH staff and area service providers engage with clients to determine short- medium-, and long-term needs and barriers to permanent housing.

01

DROP-IN CENTER

9,858 unique visits in 2022; 40-60 people on average per day

02

SHOWERS & LAUNDRY

7-9 showers per day; on average 5 loads of laundry

03

MAIL

300 individuals use the Resource Center for their mailing address

04

COFFEE (AND MORE)

A safe place to enjoy a cup of coffee and be treated with dignity

05

ACCESS TO SERVICES

15 community agencies meet clients at the Resource Center

06

TRUST

Staff builds relationships with clients, creating rapport and a shared respect

EMERGENCY WINTER SHELTER

The Emergency Winter Shelter, open from December through March, works as an extension of the Resource Center. It is an opportunity to connect with people who we may not see during the day, while also providing a safe, warm place to sleep during the cold winter nights.

With a seasonal staff of 10 and 200 volunteers, the shelter averaged 33 clients per night. During the 2021-2022 winter season, we had 3,918 bed nights, resulting in over 4,000 lbs. of laundry.



02 CASE MANAGEMENT



Case management is a dynamic, intensive process that is as unique as the individual. CCEH staff work with clients to obtain vital records--photo IDs, birth certificates, and social security cards. These documents are required for applications for benefits such as Medicare, rental assistance, and housing programs.

Applications for benefit programs can be upwards of 20 pages long--a difficult task for anyone, and a major barrier for someone experiencing trauma or mental health issues.

Establishing and growing trust between our clients and CCEH is a critical part of guiding people through the steps to permanent housing. Many of the individuals we work with have been let down by the systems and people in their lives.

Once clients know they can trust us, other service providers are introduced, and a team forms around each client. Each member of the team brings different skills, knowledge, and resources to the client to help address that person's unique barriers, needs, and strengths.

With their case managers and team in place, clients begin planning and working toward personal goals beyond permanent housing. Getting a driver's license, securing a part-time job, or reconnecting with family are all within reach once stable and affordable housing is secured.

"I didn't think I would ever get housed. There were so many things that I just couldn't do myself. Thank God for my case manager. Every step, he was there for me, helping me. It's been a while since I felt like someone was in my corner."

- CCEH Resource Center client

03 ENROLL IN COORDINATED ENTRY

TOTAL PEOPLE EXPERIENCING HOMELESSNESS IN NH*

4,682

CCEH CLIENTS ENROLLED IN COORDINATED ENTRY

238

CURRENT CCEH CLIENTS WITH HOUSING VOUCHERS

30

Coordinated Entry (CE) is a system to ensure that persons experiencing homelessness are identified, assessed for, referred, and quickly connected to housing and assistance. Designed for fair and equal access to resources based on a person's vulnerabilities and needs, participation in the system is voluntary.

We estimate there are 250-300 homeless individuals in Concord. Approximately two-thirds are long-term homeless; this includes people living in their cars, temporarily with family or friends, or staying in shelters. Entering these individuals into CE is the first step toward permanent supportive housing programs.

The CE assessment includes numerous questions regarding a person's history, health, criminal background, substance use, and more. These can be difficult and sometimes traumatic subjects for clients to discuss. Their relationship to the CCEH staff can be the difference between them completing or not completing the assessment.



*Between January 1st and December 31st, 2021 per the NH Coalition to End Homelessness

04 CASE CONFERENCING



APPLICATION STATUS

Case conferencing involves exchanging information and ideas between service providers to remove the barriers that an individual has to obtain affordable, permanent housing. The case conferencing team also works together to create a wrap-around treatment plan for the client so they remain stably housed.

These regular, focused meetings rely on the dynamic data on each individual experiencing homelessness collected through systems like Coordinated Entry, as well as coordination and communication between the providers.



LANDLORD ENGAGEMENT

The mindset of the entire team is aligned with shared, action-oriented objectives that will get people housed. Some of these actions might be checking on the status of and next steps for a rental assistance, housing program, or apartment application; engaging with a local landlord; identifying specific strengths the client might have and determining what next steps might be to further develop those strengths. Everyone at the table has a sense of purpose and community, and a sense of urgency.

Case conferencing also allows us to track our progress and improvement over time, through collective goals and action items.



BUILD ON CLIENT STRENGTHS

05 PERMANENT HOUSING

Since 2021, CCEH has helped secure permanent housing for over 50 people, with 23 housed in 2022.



Permanent supportive housing (PSH) is an evidence-based practice that combines affordable housing assistance with voluntary support services to address the needs of individuals experiencing chronic homelessness. The combination of stable, affordable housing with wrap-around services increases the success for people exiting homelessness.

CCEH Housing Support Specialists provide client-centered, individualized case management to assist chronically homeless individuals to obtain and successfully maintain permanent housing in the community. They will also work with the client to develop and implement a Supportive Services plan, and advocate for the client.

A Housing Support Specialist might help a client move in and settle into their new home; work with the client to develop independent living skills such as budgeting and paying bills, keep their home clean and safe; and integrate into community life.

The proven outcomes of PSH are that tenants stay housed, their physical and behavioral health improves, their income increases, they have a sense of satisfaction with the services and housing, and they develop healthy social and community connections.

Within our Housing First Concord program, our permanent supportive housing services have a 90% success rate, with 39% of housed clients remaining housed after five years.

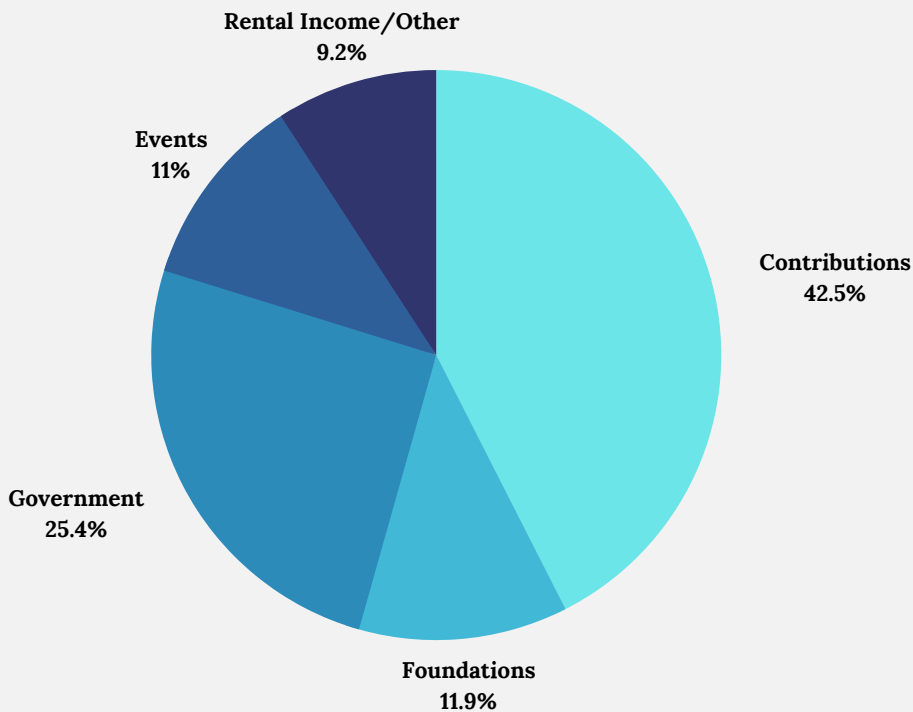


FINANCIALS

For Fiscal Year Ending June 30, 2022

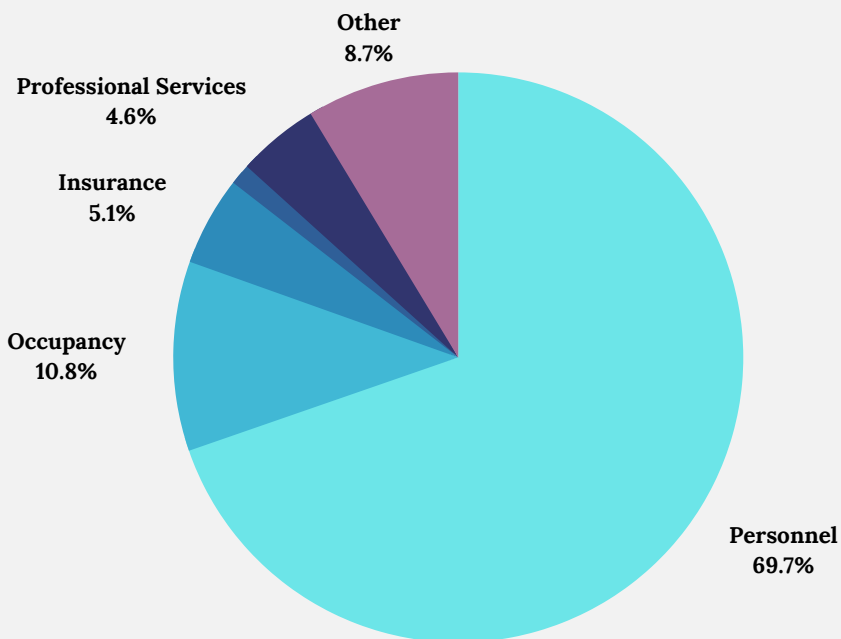
Recurring Revenues

Contributions	\$332,504
Foundations	127,043
Government	272,246
Events	118,120
Rental Income/Other	98,293
Total	\$948,248



Operating Expenses*

Personnel	\$673,405
Occupancy	103,929
Insurance	48,910
Events & Fundraising	11,452
Professional Services	44,803
Other	83,781
Total	\$966,280



The 2022 fiscal year operating deficit was covered by receipts of donor pledges made in prior years intended to cover multiple years.

*Excludes depreciation and interest

THANK YOU

To all of the individuals,
businesses, and organizations
who supported CCEH in 2022

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*A fund of the NH Charitable Foundation

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This list contains the names of individuals, families, businesses, foundations, and community organizations who generously supported our mission with gifts made between January 1st and December 31st, 2022. We are tremendously grateful for the generous support of so many caring people, and if your name or if the name of your company, foundation, or organization is missing or printing incorrectly, please let us know so that we may correct the error.

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Our 2022 Arches, Pillars, and Sponsors



Pillars of Support are businesses and organizations that believe ending homelessness in our community is a top priority. They lend their voice to the issue of homelessness and commit to sponsor two of CCEH's annual fundraising events in a year. Premier Pillars of Support commit their support for a three-year period.

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TOGETHER WE CAN END HOMELESSNESS
THANK YOU FOR YOUR PART IN A
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If you would like to make a gift to CCEH to help fund our work ending homelessness, please head to our website www.concordhomeless.org/donatenow.

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