



Congregate Living & Social Services Licensing Board
Tuesday, September 26, 2023, 6:00 PM
Council Chambers, 2nd fl of City Hall, 3 Washington St.

AGENDA

- I. **Call to Order:** Roll Call
- II. **Minutes of Previous Meeting:** August 22, 2023
- III. **Unfinished Business:** Conditional approval license updates.
 - a. Hundred Nights
 - b. Alpine Healthcare
 - c. Emerald House
 - d. Covenant Living
 - e. Live Free Recovery
 - i. 26 Water St.
 - ii. 361 Court St.
 - iii. 880 Marlboro St.
 - iv. 106 Roxbury St.

IV. **Applications:**

LB 23-15: Applicant, Beth Daniels, Executive Director for Southwestern Community Services., is requesting a Congregate Living & Social Services License for a Homeless Shelter, located at 139 Roxbury St. and is in the High District and as defined in Chapter 46, Article X of the Keene City Ordinances.

LB 23-16: Applicant, Beth Daniels, Executive Director for Southwestern Community Services., is requesting a Congregate Living & Social Services License for a Homeless Shelter, located at 32 Water St. and is in the High District and as defined in Chapter 46, Article X of the Keene City Ordinances.

LB 23-17: Applicant, Trevor Grauer, Executive Director for Keene Cribs., is requesting a Congregate Living & Social Services License for a Lodging House, located at 85 Winchester St. and is in the High District and as defined in Chapter 46, Article X of the Keene City Ordinances.

LB 23-18: Applicant, Rhoda Jurkowski, Property Manager for Hampshire House., is requesting a Congregate Living & Social Services License for a Lodging House, located at 86 Winter St. and is in the Downtown Transition District and as defined in Chapter 46, Article X of the Keene City Ordinances.

- I. **New Business:**
- II. **Non-Public Session:** (if required)
- III. **Adjournment:**

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1 City of Keene
2 New Hampshire

3
4
5 CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD
6 MEETING MINUTES
7

Tuesday, August 22, 2023

6:00 PM

Council Chambers,
City Hall

Members Present:

Medard Kopczynski, Vice Chair
Alison Welsh
Jennifer Seher
Thomas Savastano

Staff Present:

John Rogers, Building & Health Official
Corinne Marcou, Board Clerk

Members Not Present:

Andrew Oram, Chair

8
9
10 **I. Call to Order: Roll Call**

11
12 Vice Chair Kopczynski called the meeting to order at 6:00 PM.

13
14 **II. Minutes of the Previous Meeting – July 25, 2023**

15
16 Vice Chair Kopczynski noted that the August 22 meeting’s agenda listed the Hundred Nights
17 application as “continued” but the Board actually approved their application pending a few
18 changes.

19
20 A motion by Ms. Welsh to approve the July 25, 2023, minutes was duly seconded by Mr.
21 Savastano and the motion carried unanimously.

22
23 **III. Unfinished Business: Conditional Approval License Updates**

24
25 Ms. Welsh noted that she oversees and runs the Treatment Court, and she has several clients
26 living and working at different Live Free Recovery (applicant on this agenda) facilities. She
27 asked if that warranted a conflict of interest. Vice Chair Kopczynski said the City Council’s
28 policy is for fiduciary conflicts. Ms. Welsh confirmed that she has no pecuniary benefit or gain.
29 A motion by Mr. Savastano to find that Ms. Welsh had no conflict of interest was duly seconded
30 by Ms. Seher and the motion carried unanimously. Ms. Welsh abstained.

31
32 Mr. Savastano referred to the June 27, 2023, meeting minutes. He asked if Covenant Living,
33 Alpine Healthcare, and Emerald House had all completed the conditions of their license
34 approvals. Mr. Rogers said they had not. Alpine Healthcare and Emerald House were awaiting

35 Fire Department re-inspections after 45 days, which would occur at the end of August. Staff
36 would reach out to Covenant Living to see if they made the requested changes to their
37 application. Mr. Rogers will provide more updates on these at the September meeting.
38

39 **IV. Applications:**

40 **A) Continued LB 23-09: Applicant, Ryan Gagne, Executive Director for Live**
41 **Free Recovery, is requesting a Congregate Living & Social Services License**
42 **for a Large Group Home, located at 361 Court St., and is in the Medium**
43 **Density District and as defined in Chapter 46, Article X of the Keene City**
44 **Ordinances.**
45

46 Mr. Rogers noted that in the 1980s, this property at 361 Court Street received a special exception
47 to be a group home. While the property had changed ownership since, it is still Zoned as a group
48 home.
49

50 Vice Chair Kopczynski welcomed Jennifer Houston on behalf of Live Free Recovery. The Vice
51 Chair recalled that this series of applications were continued because the Board requested more,
52 better organized information on the applications.
53

54 Ms. Seher asked about the 24-hour staffing mentioned in this application and the longer stay
55 application. She did not see a job description for those. Ms. Houston said there is 24/7 staffing at
56 the Court Street location, and she mentioned in the application that because this is peer recovery,
57 there are no clinical services at this location. The staff person just monitors the house and
58 ensures there are no altercations. It is a paid position. Ms. Seher thought there should be a clearer
59 description of that role and its duties. For example, who could a neighbor contact about an issue?
60 Ms. Houston said that based on the Board's recommendations at the last meeting, she wrote a
61 new "good neighbor policy" to inform the neighbors about how to contact the leadership team
62 24/7 via phone or email; there is an automatic call center answered by a live person. With
63 rotating staff, it is not the same person every day. Ms. Seher asked if the 24/7 staff were located
64 in Keene and Ms. Houston said no. Ms. Seher wondered how a neighbor would know who
65 contact about issues. Vice Chair Kopczynski noted that some neighbors were in the audience and
66 could respond to this concern. He thought the applicant had responded to the Board's request
67 with the good neighbor policy. Ms. Houston noted that clients at this location stay for 30 days,
68 and in some cases, 45 days. Ms. Seher wondered how the neighbors would know some of this.
69

70 Ms. Welsh was absent when this application was presented the first time and she had some
71 concerns in common with Ms. Seher. Ms. Welsh thought it was great that all clients must sign a
72 good community member letter. Ms. Welsh noted that the Board had seen plans from other
73 organizations that have reached out to specific agencies and neighbors, which she thought could
74 be a more elaborate plan to know the neighborhood is involved, onboard, and aware of the
75 grievance procedure. Ms. Houston replied that Mr. Gagne had spoken with neighbors and
76 provided them with his direct contact. Ms. Houston also often gives out her direct number. A
77 Housing Supervisor, who also lives in Keene, stays in contact with neighbors as well. Ms.

78 Houston said this revision of the application was based on the Board's previous advice and she
79 was waiting to publicize the good neighbor plan or hold an open house until hearing the Board's
80 feedback at this meeting. Ms. Houston works with all the local agencies and she and her staff
81 respond promptly to neighbor phone calls/emails. Ms. Houston was willing to edit the
82 application to address Ms. Seher's concerns, but Ms. Houston was hesitant to share her whole
83 staff's contact information.

84
85 Vice Chair Kopczynski asked the Board if they felt Ms. Houston's replies to Ms. Seher's
86 concerns were adequate. Mr. Savastano thought the explanation was adequate. He thought that
87 she wrote a good neighborhood relations plan that seemed satisfactory. Ms. Welsh also felt
88 comfortable with the details Ms. Houston provided. Ms. Seher trusted that the neighborhood
89 partnerships would evolve and be clear.

90
91 Ms. Welsh noted that she had difficulty reading the maps included in the meeting packet for each
92 Live Free Recovery location on this meeting's agenda. Vice Chair Kopczynski said it had
93 become commonplace to include maps in applications like these but noted that they might not
94 always be useful or important. Mr. Savastano found the maps acceptable. Mr. Rogers thought
95 those might be GIS maps provided by City Staff. Ms. Houston said those were printed from the
96 link on the application. Mr. Rogers said Staff could try to provide clearer maps in the future.

97
98 Vice Chair Kopczynski recalled talking at the last meeting about the life safety plan. Many
99 applications just included an evacuation map and provided a narrative life safety plan. He asked
100 if the Board found the life safety plan in this application to be adequate. Ms. Houston said she
101 could provide the evacuation maps, which are posted on every floor of the building. The Vice
102 Chair thought the written narrative was useful. Ms. Houston said she had to do a licensing
103 process with the Department of Health and Human Services, and they require a life safety plan,
104 which Ms. Houston used for this application as well. Vice Chair Kopczynski said he also did not
105 see a clear plan for staff training. Ms. Houston said that employees shadow others, receive
106 support, and review policies and procedures. They typically train at the clinical building. Ms.
107 Houston agreed that it is more so on-the-job training and there is no specific training program.

108
109 Ms. Seher thought the life safety plan was detailed. She suggested inserting a narrative in the
110 application acknowledging that there are evacuation plans posted throughout the building. She
111 also wondered about staff training and things beyond health and safety (e.g., do the staff know
112 about disability services or cultural awareness?). Ms. Houston said housing and clinical services
113 are different, so this might have been her misunderstanding. She could add more details.

114
115 Ms. Welsh had the same question about staff training. For example, she imagined most staff had
116 Narcan training, which only takes 15 minutes. Still, Ms. Welsh said it would be helpful to have
117 things like this more clearly outlined in the application. She suggested erring on the side of
118 submitting more information than less; this Board commonly receives very long applications.
119 While she appreciated all the effort outlined in the neighborhood relations plan, Ms. Welsh
120 requested creating plans specific to each Live Free Recovery location when re-applying next

121 year. Ms. Houston asked for an example of how it could be different for each location. Ms.
122 Welsh replied that it could mean naming specific neighbors or nearby services/facilities. Vice
123 Chair Kopczynski agreed it would be good to list any relationships with specific neighbors.
124 Examples could include specific commercial entities, neighborhood groups, or regular open
125 houses with specific neighbors.

126
127 Vice Chair Kopczynski opened the floor to public comments. There were no comments in
128 opposition and the Board proceeded to hear comments in support.

129
130 Ann Knight of 26 Prospect Street—a direct abutter—supported this application. She spoke with
131 Mr. Gagne, who provided the direct phone number and email for staff. Ms. Knight has never had
132 to call in the middle of the night; sometimes she emails first thing in the morning. Mr. Gagne has
133 always responded immediately and has been extremely helpful with these minor issues, like a
134 resident being too loud, which the employee addressed immediately. Ms. Knight has been
135 pleased with the overall program at this location and she enjoys talking with the residents when
136 she walks by. She wants them to know the neighborhood supports them as they receive the help
137 they need. She also appreciated all the upgrades to the facility.

138
139 James Knight of 26 Prospect Street said he had no negative experiences with this facility. He
140 thought the neighborhood was fortunate to have these life services there. The property is
141 maintained well. Mr. Knight said he has a very good relationship with an employee named Josh.
142 Both Josh and some residents have offered to help Mr. Knight with his yard work. He enjoys
143 talking with them. He thinks this facility is great because residents are there trying to change
144 their lives versus being forced to be there. Mr. Knight supported this neighborhood asset.

145
146 With no further comments, Vice Chair Kopczynski closed the public hearing.

147
148 The Commissioners agreed that they supported this well-completed application. Vice Chair
149 Kopczynski thought the neighborhood relations plan was very important to the success of the
150 program. Integrating into the neighborhood is essential for many reasons; if problems arise, the
151 City would hear about it.

152
153 Mr. Rogers recommended that any motion be conditional upon the Fire Department re-inspection
154 scheduled for the end of August. He also wanted to ensure it was on the record that this facility is
155 limited to 16 residents, both by the definition of a large group home as well as the 1980s special
156 exception.

157
158 Ms. Welsh made the following motion, which was duly seconded by Mr. Savastano. On a vote of
159 4–0, the Congregate Living and Social Services Licensing Board approved application LB 23-09
160 conditional upon successful completion of the Fire Department inspection at the end of August.

161
162 The Board reviewed the criteria for approving the application.

163

164 *The licensing board shall consider the following criteria when evaluating whether to approve,*
165 *renew, or deny a congregate living and social services license application:*

166
167 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
168 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
169 *codes.*

170
171 Mr. Savastano made the following motion, which was duly seconded by Ms. Welsh. On a vote of
172 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-09 in
173 compliance with the first criterion.

174
175 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
176 *that adversely affects the surrounding area.*

177
178 Ms. Welsh made the following motion, which was duly seconded by Mr. Savastano. On a vote of
179 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-09 in
180 compliance with the second criterion.

181
182 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*
183 *pedestrians, public infrastructure, and police or fire department actions.*

184
185 Ms. Seher made the following motion, which was duly seconded by Mr. Savastano. On a vote of
186 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-09 in
187 compliance with the third criterion.

188
189 **B) Continued LB 23-10: Applicant, Ryan Gagne, Executive Director for Live**
190 **Free Recovery, is requesting a Congregate Living & Social Services License**
191 **for a Residential Drug/Alcohol Treatment Facility, located at 106 Roxbury**
192 **St., and is in the Downtown Edge District and as defined in Chapter 46,**
193 **Article X of the Keene City Ordinances.**

194
195 Vice Chair Kopczynski noted that this application listed 28 residents when the number presently
196 allowed is 16. He understood that this applicant would be applying to modify that special
197 exception. Mr. Rogers said that was correct. This applicant would appear before the Zoning
198 Board of Adjustment (ZBA) requesting to enlarge that use, which is non-conforming in this
199 District. Vice Chair Kopczynski said that any motion to approve this application would be
200 conditional upon the ZBA approval; he did not think it was necessary to continue the hearing
201 pending the ZBA meeting.

202
203 Vice Chair Kopczynski requested Staff comments. Mr. Rogers reported that this property at 106
204 Roxbury Street is in the Downtown Edge District. This has been an operational drug and alcohol
205 treatment facility for decades. Due to some Zoning changes, this had become a non-conforming
206 use. Historic licenses for this property showed it as a 16-bed facility. Thus, approval of this

207 license should be conditional upon ZBA approval to expand to 28 residents and that all
208 inspections are conducted. The Housing Inspector found a few minor issues and the Fire
209 Department had some issues and was scheduled to re-inspect at the end of August.

210

211 Vice Chair Kopczynski welcomed Jennifer Houston again, who requested approval of this
212 license for this Live Free Recovery treatment facility at 106 Roxbury Street.

213

214 Ms. Welsh asked whether the employees distributing medications at this location are certified.
215 Ms. Houston said yes. When re-applying in the future, Ms. Welsh suggested including a list of
216 when the employees received their certification. She could also provide copies of the certificates
217 for the file.

218

219 Like for the last application, Ms. Seher suggested including more details about staff training
220 when re-applying in the future. She assumed the staff are well trained, especially because this is
221 a clinical facility. Ms. Houston would try to incorporate more next year.

222

223 Mr. Savastano noticed that in his meeting packet, pages 71 and 73 were the same security plan.
224 He said the staff training plan was missing, which was not the case in Ms. Houston's other
225 applications. He asked Ms. Houston to resubmit the staff training plan.

226

227 Vice Chair Kopczynski had questions about the life safety plan (which he thought the petitioner
228 understood already) and staff training. He imagined that some of these services require more
229 training or certifications than others (e.g., house manager vs. medication manager). He thought
230 some of this staff training information would be helpful in the future.

231

232 Ms. Welsh noticed a comment in the application indicating that this facility does not accept
233 "violent offenders" in its programs. She asked if Live Free Recovery runs background checks on
234 clients. Ms. Houston said typically, no. There are several questions on the guest pre-screen that
235 ask for details about current charges (arson, violent crime, and sexual crime) because these
236 locations are in residential neighborhoods. This information is used as exclusionary criteria, with
237 consideration of context, such as a violent offense 30 years ago and no charges since.

238

239 Vice Chair Kopczynski opened the public hearing and there were no comments in opposition or
240 support, so he closed the hearing.

241

242 Ms. Welsh made the following motion, which was duly seconded by Mr. Savastano. On a vote of
243 4-0, the Congregate Living and Social Services Licensing Board approved application LB 23-10,
244 conditional upon Zoning Board of Adjustment approval to expand from 16 to 28 residents and
245 successful completion of the Fire Department inspection.

246

247 The Board reviewed the criteria for approval.

248

249 *The licensing board shall consider the following criteria when evaluating whether to approve,*
250 *renew, or deny a congregate living and social services license application:*

251
252 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
253 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
254 *codes.*

255
256 Mr. Savastano made the following motion, which was duly seconded by Ms. Welsh. On a vote of
257 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-10 in
258 compliance with the first criterion, subject to the Fire Department inspection and ZBA approval
259 of expanding from 16 to 28 residents.

260
261 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
262 *that adversely affects the surrounding area.*

263
264 Mr. Savastano made the following motion, which was duly seconded by Ms. Welsh. On a vote of
265 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-10 in
266 compliance with the second criterion.

267
268 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*
269 *pedestrians, public infrastructure, and police or fire department actions.*

270
271 Ms. Seher made the following motion, which was duly seconded by Ms. Welsh. On a vote of 4–
272 0, the Congregate Living and Social Services Licensing Board found application LB 23-10 in
273 compliance with the third criterion, subject to the Fire Department inspection and ZBA approval
274 of expanding from 16 to 28 residents.

275
276 **C) Continued LB 23-11: Applicant, Ryan Gagne, Executive Director for Live**
277 **Free Recovery, is requesting a Congregate Living & Social Services License**
278 **for a Large Group Home, located at 26 Water St., and is in the Downtown**
279 **Transition District and as defined in Chapter 46, Article X of the Keene City**
280 **Ordinances.**

281
282 Vice Chair Kopczynski requested Staff comments. Mr. Rogers reported that this application was
283 for a large group home at 26 Water Street that is limited to 16 residents. The building is due for
284 Fire Department re-inspection at the end of August and approval of this application should be
285 conditional upon passing that re-inspection. The Housing Inspector had no concerns.

286
287 Jennifer Houston of Live Free Recovery also presented on this application.

288
289 Ms. Welsh reiterated her comment from the last application about listing the employees’
290 certifications for distributing medications. Vice Chair Kopczynski noted that these guests could
291 stay up to 1 years at this location after treatment as they re-integrate into the community. He did

292 not think guests received medications. Ms. Welsh said there are residents who receive
293 medication assisted treatment during their stays. Ms. Seher said that was outlined more in the
294 staff training and procedures for this application. Ms. Houston agreed, noting that medications
295 are kept locked and away from residents, who are not allowed to handle medication.

296
297 Ms. Seher thought this application was an example of how individualized neighborhood relations
298 plans would be helpful. She said this location is in a very different neighborhood and has
299 different types of community partners. Vice Chair Kopczynski agreed that this location is next to
300 a commercial building on one side, a shelter on the other side, rental housing across the street,
301 and a restaurant nearby. The neighborhood is mixed. He agreed that custom neighborhood
302 relations plans for each location would be beneficial. Ms. Houston agreed that the different
303 locations are in unique neighborhoods.

304
305 Ms. Welsh appreciated having a sober living facility in Keene because more are needed. She was
306 glad that Live Free Recovery took over this location. She wished there was a facility for women
307 as well.

308
309 Vice Chair Kopczynski said his comments were similar to the prior two applications. Vice Chair
310 Kopczynski opened the public hearing and there were no comments in opposition or support, so
311 he closed the hearing.

312
313 Mr. Savastano made the following motion, which was duly seconded by Ms. Welsh. On a vote of
314 4–0, the Congregate Living and Social Services Licensing Board approved application LB 23-11,
315 conditional upon successful completion of the Fire Department inspection.

316
317 The Board reviewed the criteria for approval.

318
319 *The licensing board shall consider the following criteria when evaluating whether to approve,*
320 *renew, or deny a congregate living and social services license application:*

321
322 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
323 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
324 *codes.*

325
326 Ms. Welsh made the following motion, which was duly seconded by Mr. Savastano. On a vote of
327 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-11 in
328 compliance with the first criterion, subject to completion of the Fire Department inspection.

329
330 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
331 *that adversely affects the surrounding area.*

332

333 Ms. Welsh made the following motion, which was duly seconded by Mr. Savastano. On a vote of
334 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-11 in
335 compliance with the second criterion.

336

337 *Criteria 3: The use does not produce public safety or health concerns in connection with traffic,*
338 *pedestrians, public infrastructure, and police or fire department actions.*

339

340 Ms. Seher made the following motion, which was duly seconded by Ms. Welsh. On a vote of 4–
341 0, the Congregate Living and Social Services Licensing Board found application LB 23-11 in
342 compliance with the third criterion, subject to the Fire Department inspection.

343

344 **D) Continued LB 23-12: Applicant, Ryan Gagne, Executive Director for Live**
345 **Free Recovery, is requesting a Congregate Living & Social Services License**
346 **for a Residential Drug/Alcohol Treatment Facility, located at 881 Marlboro**
347 **Rd., and is in the Rural District and as defined in Chapter 46, Article X of**
348 **the Keene City Ordinances.**

349

350 Vice Chair Kopczynski requested Staff comments. Mr. Rogers said this application was for a
351 residential drug and alcohol treatment facility at 881 Marlboro Street, which is in the Rural
352 District. All inspections occurred and like the previous three applications, approving this should
353 be conditional upon successful completion of the Fire Department re-inspection at the end of
354 August. The Housing Inspector had no concerns.

355

356 Jennifer Houston of Live Free Recovery also presented on this application.

357

358 Vice Chair Kopczynski opened the floor to public comment and heard none in opposition or
359 support.

360

361 Ms. Welsh said it was clear that because this is a detox facility, there must be clinically trained
362 staff, and she appreciated that training was thoroughly outlined in this application. She would
363 like to see the same level of detail about staff training for all the Live Free Recovery locations in
364 the future. Ms. Seher echoed this request. Mr. Savastano had no comments or questions.

365

366 Vice Chair Kopczynski closed the public hearing. Mr. Rogers noted a discrepancy about the
367 number of residents possible at this location. This property is capable of, licensed for, and has a
368 Certificate of Occupancy for 24 residents. Discussion ensued about this issue. The Board agreed
369 that a clear statement in the public record would suffice: this property is restricted to 24 residents
370 based on the Certificate of Occupancy.

371

372 Ms. Welsh made the following motion, which Mr. Savastano duly seconded. On a vote of 4–0,
373 the Congregate Living and Social Services Licensing Board approved application LB 23-12,
374 conditional upon successful completion of the Fire Department inspection.

375

376 The Board reviewed the criteria for approval.

377

378 *The licensing board shall consider the following criteria when evaluating whether to approve,*
379 *renew, or deny a congregate living and social services license application:*

380

381 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
382 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
383 *codes.*

384

385 Mr. Savastano made the following motion, which was duly seconded by Ms. Welsh. On a vote of
386 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-12 in
387 compliance with the first criterion, subject to completion of the Fire Department inspection.

388

389 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*
390 *that adversely affects the surrounding area.*

391

392 Ms. Welsh made the following motion, which was duly seconded by Mr. Savastano. On a vote of
393 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-12 in
394 compliance with the second criterion.

395

396 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*
397 *pedestrians, public infrastructure, and police or fire department actions.*

398

399 Mr. Savastano made the following motion, which was duly seconded by Ms. Welsh. On a vote of
400 4–0, the Congregate Living and Social Services Licensing Board found application LB 23-12 in
401 compliance with the third criterion, subject to the Fire Department inspection.

402

403 Ms. Welsh noted that the Fire Chief had not appeared before the Board in a long time. Mr.
404 Rogers would do his best to have a Fire Department representative at these meetings.

405

406 **E) Continued LB 23-13: Applicant, Mindy Cambiar, Executive Director for**
407 **Hundred Nights, Inc., is requesting a Congregate Living & Social Services**
408 **License for a Homeless Shelter and a Group Resource Center, located at 122**
409 **Water St. and is in the Downtown Growth District and as defined in Chapter**
410 **46, Article X of the Keene City Ordinances.**

411

412 Vice Chair Kopczynski explained that this was on the agenda to update the Board on how the
413 applicant responded to the conditions of approval for their application for this property at 122
414 Water Street. Those details were highlighted in the meeting agenda packet. The Vice Chair
415 thought the responses were concise and diligent. This location has diverse neighbors from a
416 condominium association to Southwestern Community Services, so the neighborhood relations
417 plan is essential. He thought it was clear in the record that exercising this neighborhood relations
418 plan and actually working to resolve conflicts would be paramount to the success of the facility.

419 Mr. Rogers noted that it had been the Board’s custom to vote to confirm the conditions were met
420 so the license could be re-issued without conditions.

421
422 Ms. Seher recalled that one of the conditions regarded sex offenders and she was unclear on how
423 the applicant had addressed that. She said the applicant referred to a two page document, which
424 she said was a wonderful explanation of why it is important to allow sex offenders in the shelter.
425 Still, to her, it did not seem to address what was requested as outlined in the minutes.

426
427 Mr. Savastano said he had a similar sense about it. The applicant mentioned in the neighborhood
428 relations plan that they are a low barrier shelter and could have sex offenders in residence,
429 including the specific tiers of offenders. Still, Mr. Savastano questioned how this would be
430 communicated to the public. While the applicant listed the intention for semi-annual
431 neighborhood meetings, he wondered how the neighborhood relations plan would be distributed
432 to the neighbors, so they do not have to go searching for the information on Hundred Nights’
433 website. Mr. Savastano recalled that he requested open knowledge communicated clearly; this
434 was now open knowledge, but he wanted to know how it would be communicated to the
435 neighbors. Vice Chair Kopczynski’s understanding was that Hundred Nights intended to
436 communicate this to their neighbors, but he did not know further details about how or when. Mr.
437 Savastano referred to a list of guest guidelines and expectations on page 240 of the application
438 that says, “promoting the good neighborhood experience include, but are not limited to,
439 following the City of Keene Ordinance concerning noise.” Still, he did not see the connection.

440
441 Ms. Welsh noted that the neighborhood relations plan was included on Hundred Nights’ website
442 and states their commitment to the community, a good neighborhood agreement, and the
443 neighborhood relations plan. Mr. Savastano appreciated that information. Still, it was unclear to
444 him in the resubmission of the guest expectations list whether it had been edited based on the
445 Board’s feedback.

446
447 As an advocate for and supporter of Hundred Nights, Ms. Seher thought the clearer that Hundred
448 Nights could be now, the better off the residents would be in the long term. She recalled Mr.
449 Savastano’s comments at the previous meeting about how residents act when outside the facility.
450 Vice Chair Kopczynski agreed that this is key based on their location next to an apartment
451 building, the bike path, basketball courts, houses, and a commercial business.

452
453 Mr. Savastano said he wanted to see the guest guidelines amended to refer to the City Ordinance
454 that was not previously listed. The Board agreed to hold off on a vote until this information is
455 submitted. Mr. Rogers said the applicant would continue operating under the conditional license
456 until then.

457
458 **V. New Business:**

459
460 No new business was presented.

461

462 **VI. Non-Public Session (if required):**

463 **VII. Adjournment**

464

465 There being no further business, Vice Chair Kopczynski adjourned the meeting at 7:08 PM.

466

467 Respectfully submitted by,

468 Katryna Kibler, Minute Taker

469 August 29, 2023

470

471 Reviewed and edited by,

472 Corinne Marcou, Board Clerk

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HUNDRED NIGHT SHELTER RIGHTS, RESPONSIBILITIES AND GUIDELINES

The following rights, responsibilities and guidelines have been established for the safe and effective operation of the Hundred Nights shelter and resource center programs. Guests, staff and volunteers will aspire to make the shelter and resource center as safe as possible for everyone.

- All guests have the right to progress through the shelter program at her/his own level of comfort and understanding. Meetings with the case manager and developing goals/steps for re-entrance into housing is a desired outcome.
- Every guest has the right to be respected by Staff and Volunteers
- If a guest has a concern about how they are or have been treated they have a right to bring that issue up to a staff member.
- Every guest has the right to a clean and physically safe environment.
- Every guest has the right to keep their presence confidential.

Responsibilities

- To respect the rights of others to feel safe.
- Guests shall maintain their bed area and larger room in a manner that is sanitary.
- Guests shall, to the extent that they are capable, participate in cleaning up after themselves in the bedrooms and bathrooms.
- Guests shall, to the extent that they are capable, help with daily chores to help keep the shelter clean.
- Guests shall respect the cultural backgrounds of others.
- Guests shall respect the privacy of others.
- Guests are encouraged to follow the schedules and guidelines of all programs.
- Guests are encouraged to communicate with staff about schedules, appointments and meetings.
- Guests are encouraged to meet with the Case Manager to set goals, and obtain paperwork and housing assistance.
- Guests are encouraged to maintain healthy hygiene by showering and washing personal clothing at least once (1) a week.

Guidelines

1. Admissions Procedure

- When a person comes into the Shelter for the first time he/she will meet with the Staff Member doing Intake that evening. New guests can come in starting at 3:00 pm, through the Resource Center or main entrance. The staff person will facilitate new guests' clothing going through a hot box before being washed and dried. A complete set of clothing will be provided

to the new guest to wear while their own clothes are being laundered. A shower will be provided.

- The new person will be asked for a copy of an ID, Birth Certificate and Social Security Card, which will be photocopied and scanned into their file.
- An Homeless Management Information System form will be filled in one time, and a daily form will be filled in every day with either staff or volunteers.
- The rights, responsibilities and guidelines will be verbally explained to each guest, and he/she will sign the bottom of the form and be given a copy of it. Guests will be asked if they are taking any prescription medications that need to be refrigerated or locked up, when in the building.
- Guests will be given a copy of the local resource card – and if there are any questions about services they will be answered at that time.
- Guest will be given a toiletry kit (soap, shampoo, conditioner, etc.).
- A brief tour will be given, guests will be shown where their belongings can go and where their bed is.
- Adult guests are limited to a 10-day supply of clothing, and 3-4 pairs of shoes, which will be stored in the provided dresser, nightstand and wardrobe.
- The upstairs shelter space can be accessed at 7 pm. All guests will be asked to empty their pockets; contents of their pockets along with their knives, medications, backpacks and coats will be locked in a locker in the Overnight Shelter Staff area that the staff will hold the key for. If access is needed to get a coat or something from the backpack, the overnight staff will need to be asked for access.

2. Alcohol/Drug/Tobacco and Medication Use

- No alcohol and/or illegal substances are to be consumed/used in any Hundred Nights buildings or in the immediate area surrounding the building. No use of tobacco products or e-cigs, chew, or vapes in the building. Cigarettes are not allowed in the following areas: immediately outside of any door into the building. Please use the ashtrays provided. Last call for smoking is at 9:20 pm.
- Guests who have unopened alcoholic beverages must check them in to the Resource Center Managers or Shelter Overnight Managers, who will lock them up for the day/night with your coats and backpacks.
- Guests who have prescribed medication will have to have their medication locked in the Shelter office overnight. If medication needs to be taken during the night, then it must be locked in the Shelter Overnight Manager

area in the guest's locker. Staff will help Guest's get their medication when needed.

3. Physical/Personal Safety:

- Absolutely no guns are allowed in the building. All other potential weapons such as knives or mace, etc. must be locked away overnight in the Guest's locker in the Shelter Overnight Manager locker area.
- No violence, physical fighting or threatening behavior amongst guests or guests and staff will be tolerated in the buildings or the area around the buildings.
- Guests may not leave their children unattended or in the care of others, unless they have signed a waiver that will be placed in their file.
- Guests are allowed in the offices with a staff member present.
- Please change clothes **only** in the bathrooms, there are cameras installed in all hallways and dorm style sleeping areas.

4. Personal Space, Property & Respect in the Shelter/Resource Center Environment

- Only service animals are allowed in the building.
- No improper dress, indecent mannerisms (full or partial nudity, risqué clothing, suggestive mannerisms), sexual contact of any kind, or inappropriate touch are permitted in the shelter.
- Guests should consult with staff before adjusting heat, air conditioning, windows and window blinds or coffee makers.
- Guests are expected to strip the bedding off each bed before leaving the shelter in the morning. Guests will be directed to place dirty linens and towels in the laundry room bin and clean up the area around their bed by putting clothes and shoes in drawers and wardrobes and throwing trash away from around the bed.
- Guests will also be asked to participate in cleaning the bathrooms and common areas.
- All Guests need to wear a top and bottom whether in bed or not, shoes or slippers are encouraged when walking around the space..
- Quiet hours are from 9:40 pm to 6:00 am, lights out is at 10:00 pm, lights on is at 6:00 am, except for families with children.
- Everyone must be in by 9:40 pm, unless they have permission from the staff, or are working.

5. Expectations

- Yelling or making loud noises that disturb other guests or staff is not allowed.
- No outside visitors are allowed in the shelter without the permission of Staff. Permission for a visitor must be obtained from a Staff member before the visitor arrives at the shelter.
- Foul or inappropriate language is discouraged, if it is perceived as threatening, the Guest using the language may be asked to leave for half an hour, or longer if it is not the first time that day that it happens
- Any discriminatory, threatening, sexual or racist remarks or behavior towards persons/property may result in the Guest making the remarks being asked to leave.
- It is expected that Guests clean up after themselves to maintain a clean shelter and resource center environment.
- Shower times are available during the day (check with resource center staff for availability). Showers are available during the shelter hours, from 6:30 pm to 9:00 pm, after checking in with shelter staff.
- If laundry facilities are needed, shelter guests may use the machines upstairs once the house laundry is done, with permission from staff, or sign up ahead of time to do laundry on the first floor of the facility.
- Inside the buildings cell phones are allowed for music, texting or phone calls with earbuds or headphones, at night the ringers must be off and the light dimmed. If others are disturbed, Guests may be asked to turn the phone down or off.
- Any personal items not stored properly in dressers or wardrobes will be placed in lost & found for 3 days then disposed of if not claimed.
- Personal property may not be left in the Resource Center by a guest, unless the guest is just going outside for a short time. Guests must understand that the staff is not going to watch over personal property. Staff are not liable for things that go missing if guests leave them behind.
- Personal property left behind at the shelter will be discarded after 3 weeks.
- No eating in bed/only bottles of water with covers are permitted in the bedroom areas.
- No beverages or food should be on the window sills.
- The staff reserves the right to change which bed or room guests are assigned.
- If a guest name comes to the top of a list for housing, especially subsidized housing, staff will work with you through the transition to become housed.
- **Guests are expected to conduct themselves as responsible members of the surrounding community while outside Hundred Nights property.**

- Guests are expected to help Hundred Nights meet its responsibility to be a “Good Neighbor” as defined in the Good Neighbor Agreement section of our Neighborhood Relation Plan. These expectations include helping to maintain a safe, secure and quiet environment for enjoyment of the private and public spaces of our community.
- Guests are expected to abide by the City of Keene ordinance concerning noise.

6. Non-negotiable Rules

- The use of alcohol or illegal substances in or around the building is not allowed
- Any physically violent or verbally threatening behavior is not allowed

Violation of the above rules will result in a 30-day suspension. A guest may return after 30 days pending bed availability.

- If a guest misses a night at the shelter without permission and without calling, he/she will be considered a No Call, No Show (NCNS)
- If a guest signs in and does not return before 9:40 pm he/she will be considered Did Not Return. (DNR)
- Guests who are No Call No Show or Did Not Return will be exited after two occurrences for 7 nights, and may return after 7 nights pending bed availability. Emergency situations do arise (such as being in the hospital, ER, etc.) and will be excused with discharge paperwork or a letter from a Primary Care Physician. All approved absences are at the discretion of the staff.

I/WE HAVE READ (OR HAVE BEEN READ) THE EXPECTATIONS AND GUIDELINES AND UNDERSTAND MY RESPONSIBILITIES WHILE A GUEST AT THE RESOURCE CENTER/SHELTER.

I/WE HEREBY AGREE TO “HOLD HARMLESS” HUNDRED NIGHTS, INC. AND ITS STAFF AND VOLUNTEERS FOR INJURY SUSTAINED BY ME OR MY PROPERTY WHILE VOLUNTARILY PARTICIPATING IN ACTIVITIES HELD AT THE RESOURCE CENTER AND/OR SHELTER. THIS RELEASE IS INTENDED TO INCLUDE ACTIVITIES CONDUCTED BOTH WITH AND WITHOUT THE PRESENCE OF STAFF.

Signature _____

Date _____

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:

Case No. _____
Date Filled _____
Rec'd By _____
Page _____ of _____

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input checked="" type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input type="checkbox"/> Group Resource Center	<input type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input type="checkbox"/> Residential Care Facility

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Southwestern Community Services, Inc.	NAME/COMPANY: Southwestern Community Services, Inc.
MAILING ADDRESS: PO Box 603, Keene, NH, 03431	MAILING ADDRESS: PO Box 603, Keene, NH, 03431
PHONE: (603) 352-7512	PHONE: 603-352-7512
EMAIL: bdaniels@scshelps.org	EMAIL: bdaniels@scshelps.org
SIGNATURE:	SIGNATURE: Beth Daniels <small>Digitally signed by Beth Daniels Date: 2023.09.05 15:34:00 -04'00'</small>
PRINTED NAME:	PRINTED NAME: Beth Daniels, CEO

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
NAME/COMPANY: Margaret Freeman, CFO	<input type="checkbox"/> Same as owner NAME/COMPANY: Shannon Yeaton, HSS Shelter Manager
MAILING ADDRESS: PO Box 603, Keene, NH, 03431	MAILING ADDRESS: PO Box 603, Keene, NH 03431
PHONE: (603) 352-7512	PHONE: (603) 352-7512
EMAIL: mfreeman@scshelps.org	EMAIL: syeaton@scshelps.org
SIGNATURE: <i>Meg Freeman</i>	SIGNATURE: <i>Shannon Yeaton</i>
PRINTED NAME: Meg Freeman	PRINTED NAME: Shannon Yeaton

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS: 139 Roxbury St, Keene, NH, 03431	TAX MAP PARCEL NUMBER: 569//098/000 000/000
ZONING DISTRICT: High Density	<input checked="" type="checkbox"/> LOCATION MAP: <i>Please attach</i>

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Emergency Housing Services will provide services for clients representing themselves as homeless regardless of age, race, color, religion, creed, sexual preference, gender, gender identification, familial status, or disabling condition. People experiencing homelessness will have their basic needs met in a safe environment, with a safe and clean place to sleep that is off the streets. Emergency Shelter Services will include access to personal care items, clothing, showers, laundry and food. Clients will be offered a housing focused case plan and provided ongoing case management services which will monitor progress towards housing goals. These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, and employment income if applicable, and collecting all verification that may be required by housing providers. Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities, our focus will be Tenancy 101, Life Skills, and Financial literacy. These classes are specifically designed to increase our clients financial and housing stability. All services provided in our emergency shelter program will adhere to the proven results of low barrier, Housing First model, within a Trauma Informed Care environment.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

139 Roxbury Street is a single building with approximately 2614 square feet of living space and sits on ~ .23 acre lot with approximately 3889 square feet of lawn. The building has a full eat in kitchen, 2 full oaths, a half bath, a living room, an office, and five bedrooms with an onsite laundry area. The building at maximum capacity will serve 20 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 95% or more of its maximum capacity. The building's one office space is utilized by one staff member who is mostly onsite. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with the clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of emergency.

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

Southwestern Community Services relies on a New Hampshire's Homeless Management Information System (HMIS) to track client information. This provides the program with tracking capabilities for entry into and exits from the shelters. With data pulled from the HMIS system, Average Length of Stay for the Keene shelters between 09/01/22 - 08/31/23 was 136.

There are various factors that impact the Average Length of Stay:

- Number of exits from the program to permanent housing
- Number of exits from the program due to not abiding by shelter rules and regulations which affect the health and safety of shelter guests and/or staff
- Number of available, affordable permanent housing options within the Monadnock Region
- Subsidized housing waitlists
- Program staffing
- Chronic health issues of various shelter guests
- Substance use issues
- Mental health issues
- Health and safety



Narrative

Southwestern Community Services has been an integral part of Cheshire County since 1965. As a Community Action Program, the agency has successfully run a variety of programs such as Woman, Infants, and Children (WIC), Head Start, New Hope, Fuel Assistance, and a host of other programs designed to reduce poverty and the effects of poverty on those we serve. SCS Housing Stabilization Services (HSS) has provided short-, medium-, and long-term assistance to those who are in a homeless crisis and provided a myriad of other services for those who are at risk of homelessness.

Emergency Housing Services through HSS will offer a continuum of services to the homeless population in Cheshire County and those experiencing housing instability. We will utilize three best practices: Low Barrier, Trauma Informed Care, and Housing First. By utilizing the best practices listed above, we will achieve three goals: provide emergency shelter services to those in crisis, provide educational opportunities, and increase financial and housing stability by accessing various local, state, and federal resources.

Attached: SCS Economic Impact Report, Jan 2023, web version

Sincerely,

Beth Daniels
Chief Executive Officer
SCS, Inc.
603-719-4130
bdaniels@scshelps.org



Southwestern Community Services

People helping people in Cheshire and Sullivan Counties since 1965

Narrative

Southwestern Community Services has been an integral part of Cheshire County since 1965. As a Community Action Program, the agency has successfully run a variety of programs such as Woman Infant and Children (WIC), Head Start, New Hope, Fuel Assistance, and a host of other programs designed to reduce poverty and the effects of poverty on those we serve. Housing Stabilization Services as part of SCS has provided short-, medium-, and long-term assistance to those who are in a homeless crisis and provided a myriad of other services for those who are at risk of homelessness.

Emergency Housing Services will offer a continuum of services to the homeless population in Cheshire County and those experiencing housing instability. We will utilize three best practices: low barrier, trauma informed care, and housing first. By utilizing the best practices listed above, we will achieve three goals: provide emergency shelter services to those in crisis, provided education opportunities, and increase financial and housing stability by accessing various local, state, and federal resources.

As the application to operate a congregational living facility is new to all social service providers in Keene, we know that meeting the full regulations, requirements, and policies that accompany this new process may take time to implement. In consideration of my program's long-standing partnership with the Keene community, we would ask for patience while navigate new and uncharted waters.

Sincerely,

Craig Henderson
Director - Housing Stabilization Services
Southwestern Community Services
PO Box 603
Keene, NH 03431
ch Henderson@scs.org
office # 603-719-4293
cell # 603-313-3496

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SCS Emergency Housing Services Operations and Management Plan

◇ Security Plan

SCS Emergency shelters will have security cameras system at each facility. All buildings will be locked at all times using a digital keypad that staff can change when necessary. Clients are to remain on the premises from 9pm to 6am and SCS will perform random head checks to assure guests are meeting curfew expectations. Per our shelter rules, no guests other than current clients are allowed into the facility and guests are not permitted to enter into any other guest's room. Clients, as part of the rules and regulations, further agree not to divulge the location of emergency shelters to others. As the privacy and confidentiality of our clients is a primary concern, all files will be kept in a locked office and in individual files.

◇ Life Safety Plan

SCS Emergency shelters will have adequate life safety systems that include both a sprinkler and electric monitoring system and updated fire extinguishers. These systems and items will be inspected yearly and copies of each inspection will be kept on site. Each of our emergency shelters are monitored using Southwestern New Hampshire District Fire Mutual Aid. Fire Mutual Aid has been provided with an emergency contact form that includes Southwestern Community Services after hours emergency answering service and 6 other SCS Staff members who have agency cell phones. Each shelter will contain escape route signs and all exits will be clearly marked. All clients will be notified upon entering the shelter program where the dedicated meeting areas of the property are located. The shelters will have monthly fire drills per year to evaluate and maintain a level of preparedness. The shelters will also have yearly fire department inspections in order to stay in compliance with fire code regulations.

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◊ Staff Training and Procedures Plan

SCS staff have yearly trainings in a variety of disciplines including Blood Borne Pathogens, and CPR. SCS has partnered with the Corporation for Supportive Housing to provide additional training in Trauma Informed Care, harm reduction techniques, promoting housing stability through active engagement, and Crisis Intervention through active engagement and de-escalation. We also provide Crisis Prevention and Intervention training through the Crisis Prevention Institute when it is available. SCS Staff keeps records of their individual trainings, but all certifications the staff receives is also kept with the Director of Housing Stabilization Services.

◊ Health and Safety Plan

SCS will perform a warrant check on all clients entering the shelter program and will verify that program participants are not a registered sex offender. SCS has a health and safety plan that contains some protocols unique to emergency shelters. Upon entry into our program clients must adhere to bed bug protocols. Part of this protocol is that clients must heat treat their clothes and other belongings upon their first entry into the program to minimize the risk of bed bugs. Clients can use heat boxes for larger items and a dryer for clothing. SCS has quarterly preventative bed bug treatments of each property and quarterly inspections of all shelter properties. To further reduce the chance of and infestation by other insects, clients are not allowed to enter into the bedroom of another client, and food or beverages are not allowed in the bedrooms. Clients take part in the health and safety of the property by completing chores. Chores include cleaning bathrooms and kitchens, vacuuming and mopping floors, trash disposal, and a host of other duties needed to assure a healthy environment. The Emergency Housing Coordinator will assign the clients chores that must be complete each week and will follow up on any items that need attention. Relative to the current and ongoing COVID19 pandemic, SCS provides Personal Protective Equipment (PPE) to all shelter guests as well as ample amounts of sanitizer and other cleaning supplies. Additionally, SCS continues to provide testing kits and access to vaccination clinics for any shelter guest who may need these services. The program continues to utilize specific spaces within HSS buildings to limit interaction and exposure to others should someone begin displaying symptoms of COVID or other illnesses.

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◊ Emergency Response Plan

All SCS staff directly monitoring the property and those on the emergency contact form will have contact information in their phones for the Fire and Police Department as well as local contractors who can address heating, plumbing, and electrical emergencies. Staff and clients are instructed to call 911 first for all emergencies that could negatively affect the health and safety of staff, clients, or the physical structures or systems of the shelter facilities. In a worst-case scenario where a shelter has become uninhabitable due to fire, floods, or other unexpected events, SCS has the advantage of multiple locations. These locations would be used to temporarily house displaced individuals. The Red Cross, The City of Keene, and local hotels are also integral parts of our emergency response. SCS has partnered with local hotels and the City of Keene to assist in an emergency response. We have partnered with a local hotel to provide emergency beds when necessary and The City of Keene has previously provided emergency shelter space in the Keene Parks and Recreation Department building. The Red Cross would be contacted to assist with any community wide emergencies that proved greater than local resources could handle.

◊ Neighborhood Relations Plan

The maintenance of a calm and healthy environment in the neighborhoods in which emergency shelters exist is crucial to our ongoing operations. To ensure SCS clients are informed and engaged around the rules and expectations of our facility, each client will sign a resident contract which clearly outlines the shelter rules and behavior expectations, including the importance of being a good neighbor. Shelter staff will hold regular house meetings to cover a variety of topics including reinforcement of important shelter rules and guidelines and the importance of being a good neighbor. If needed, staff will meet with clients on an individual basis to address concerns in a proactive manner and work to connect clients with any helpful resources.

Neighborhood safety concerns will be mitigated as quickly as possible and staff will take immediate action to resolve the concern. Mechanisms to resolve neighborhood complaints include, but are not limited to regular perimeter checks of the facility, grounds and surrounding areas. Concerned neighbors are invited to call to discuss any potential issue or concern related to the Shelter. All calls will be logged and tracked in a journal. Owners of contiguous properties to the shelters will be provided a list of the names and numbers of SCS staff. This list will serve as a call

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tree and allow neighbors to connect with an SCS representative 24 hours per day. Once an issue has been addressed, a supervisor will make a return call to the neighbor in order to confirm the situation has been resolved. If requested, staff will meet with partners and neighbors to ensure a sense of positive community, overall wellbeing and safety.

◊ Building and Site Maintenance Procedures

The onsite building managers will have the responsibility of daily inspections of the facilities. Daily inspections of the property will include both exterior and interior evaluations of the sanitation and safety of the property. Building and site maintenance is part of the larger maintenance and facility protocol of SCS. All major systems (HVAC, etc.) are inspected on an ongoing basis, and an inventory is kept regarding which buildings have completed capital needs assessments and reserve accounts. Due to the nature of the services provided at the shelters, there are also several other oversight teams that conduct ongoing inspections of the shelters, including the Bureau of Housing Supports through the Department of Health and Human Services and Keene Housing, among others. All of these ongoing oversight efforts keep the facilities in good working order with some consideration given to longer term sustainability.

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Shelter Rules and Regulations

These rules and regulations are designed to prevent direct threats to the health and safety of others in the shelter and to prevent behaviors that interfere with the peaceful use of the premises by other residents and staff.

Shelter staff is authorized to deny admission to persons whose behavior indicates a direct threat to them or other shelter residents (violent aggressive behavior, erratic, irrational behavior, indication someone is under the influence of drugs or alcohol.). Shelter staff reserves the right to make exceptions to these rules due to individual circumstances.

1. No use or possession of drugs, marijuana, or alcohol on shelter property. Violation of this rule will result in immediate termination.
2. Misuse of doctor prescribed medications and/or use of another person's prescriptions is prohibited and grounds for immediate termination.
3. Any violence, threats of violence, sexual harassment, bullying, or abusive and offensive behavior will not be tolerated against anyone.
 - No weapons allowed. Objects determined by staff to be weapons will be confiscated.
 - No abuse of staff, visitors, guests, or property will be tolerated.
 - Bullying of any type will not be tolerated.
 - No pornography allowed in the building.
 - Derogatory comments regarding race, creed, color, ethnic background, religion, or sexuality will not be tolerated.
 - The safety and peace of our staff, visitors, guests, and neighbors is foremost and disturbing the safety and peace of either will not be tolerated.
4. No smoking is allowed inside the building. Smoking anywhere other than in designated areas is a violation of the Fire and Safety Rules.
5. Shelter curfew is between 9pm and 6am each night. Variations of this must have prior approval from staff.
6. Children under the age of 18 must be in full view and under the supervision of their parent/guardian at all times.
7. For fire and safety reasons, residents must remain in the kitchen while using the stove/oven and electric appliances. Food and beverages are not allowed in bedrooms.
8. Quiet hours are observed from 9 p.m. to 6 a.m. This includes keeping noise levels to a minimum and eliminating noise and activities that may disturb neighbors and residents.
9. Do not reveal the shelter location or identities of other shelter residents to anyone, including family or friends.
10. Residents will respect the property, privacy, and rights of others and adhere to behaviors that maintain a safe and peaceful environment.
11. No visitors are allowed at SCS shelters so that we can maintain order and confidentiality.
12. No pets allowed.

Violation of shelter rules:

- 1st Violation - Verbal warning w/file documentation
- 2nd Violation - Written warning
- 3rd Violation - Written final warning
- 4th Violation - Termination



Violation of Rules 1-7, including any health and safety violations, may be cause for immediate termination from the shelter.

**Shelter Rules & Regulations
Signature Page**

I/we have read the Shelter Rules and Regulations and understand what my/our responsibilities are while residing at the shelter.

I/we have been given a copy of the Shelter Rules and Regulations.

Signature

Date

Signature

Date

I hereby agree to "hold harmless" Southwestern Community Services, Inc. for any injury sustained by me or my property while voluntarily participating in activities held at the shelter. This release is intended to include activities conducted with or without the presence of staff.

Signature

Date

Signature

Date

Page 1 – given to guest.



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Registration, Screening, and Access Policies and Procedures

Eligible Clients –

Southwestern Community Services operates emergency shelters in a low barrier manner. Clients who represent themselves as homeless will be access accommodations if available. There are only two exceptions to this policy. SCS will not provide emergency housing services to those who are registered sex offenders or individuals who currently have a warrant out for their arrest.

Screening Procedures –

Clients needing emergency shelter, will initially be interviewed over the phone by the Coordinated Entry Program Manager. During this initial contact, the CEP Manager will determine if the client is eligible for services and if any beds are available. The CEP Manger will than coordinate with the appropriate Emergency Housing Coordinated to complete an in-person intake with the client. During the intake with client, the Emergency Housing Coordinator will perform a warrant check with the local police department and cross checked the individual's information against the National Sex Offender Registry of the Department of Justice. Those who are found to be on the registry or currently have a warrant for their arrest will not be provided shelter.

Registration –

Registration for the purposes of this document shall be considered intakes. Upon entry to the emergency shelter, clients will be asked to provide the Emergency Housing Coordinator basic information. The information we collect is called Universal Data Elements and it is a requirement of the Department of Housing and Urban Development. Once the Emergency Housing Coordinator has documented the client's answers on the intake forms and assessments, the clients are asked to sign several different releases, the shelter rules, and the contract of participation. After the intake is complete, clients are provided with an overview of the shelter. During the orientation, clients will be shown the kitchen, laundry, and bathroom areas, and sleeping accommodations. During the shelter orientation they will be also shown the chores list, public phone, and designated smoking areas.

63 Community Way
PO Box 603
Keene, NH 03431
Phone: (603) 352-7512
Fax: (603) 352-3618


United Way
Call Toll Free: (800) 529-0005
TTY-NH: (800) 735-2964

31 Pleasant Street, PMB 4
PO Box 1338
Claremont, NH 03743
Phone: (603) 542-9528
Fax: (603) 542-3140



Southwestern Community Services

People helping people in Cheshire and Sullivan Counties since 1965

Client Name : _____ HMIS ID: _____ Date: _____

Case Manager: _____ Hours: _____

Need: Developing an individualized plan for each household to maintain housing.

Case Notes:

Need: Assisting households with applying for benefits that include, but are not limited to: SSI, TANF, SNAP, Medicaid, Veterans Administration Benefits, other state and federal programs, as appropriate.

Case Notes:

Need:

Case Notes:

Need: Use the centralized or coordinated assessment system for housing prioritization.

Case Notes:

Need: Assisting households with accessing community providers and supports, which may include, but are not limited to: Mental health services, Substance use treatment, Medical care, Employment assistance, Educational supports, Legal services.

Case Notes:

January 2023

Economic Impact Report



Southwestern
Community Services

People helping people in Cheshire and Sullivan Counties



The Economic Impact of Southwestern Community Services on the Communities of Cheshire and Sullivan Counties for the Program Year October 1, 2021 to September 30, 2022



Southwestern Community Services

Southwestern Community Services is a major provider of social services to the residents of Cheshire and Sullivan Counties in New Hampshire. During the time period of October 1, 2021 to September 30, 2022, SCS provided 35,461 units of service, representing 13,644 households (some households may have received services from more than one program). Of this number, there were 8987 unduplicated households.

Southwestern Community Services provides assistance through emergency shelter programs, workforce and senior rental housing, education and childcare, nutrition and health, energy conservation, utility programs, day and employment services for developmentally disabled individuals, public transit services, and community food programs.

**“Real change, enduring change,
happens one step at a time.”**

RUTH BADER GINSBERG



Message from Our CEO

Southwestern Community Services, Inc. (SCS) distributes this Economic Impact Report to provide community members with an overview of SCS programs, services, and the amount of direct client assistance provided to residents throughout the towns of Cheshire and Sullivan counties. The goal is to provide a 12-month snapshot of what SCS does and the impact of that work on the communities we serve.

It's been almost three years since the COVID 19 pandemic took hold, and it has affected almost every aspect of the work that we do: the labor market, supply chain issues, inflation and the increased cost of living, the resulting increase in need, administration of additional programs and initiatives, use of technology, communication efforts, and health and safety, among others.

SCS completed many things throughout the last year, including a "refresh" to the Community Needs Assessment and completing the agency's Strategic Plan.

The SCS Strategic Plan consists of five major priority areas:

1. Working toward more seamless access to **client** services for those we serve
2. Becoming an employer of choice in our region to recruit and retain qualified **staff**
3. Increasing **community** awareness through expanded communication and fundraising efforts
4. Ensuring the long-range stability of the **agency**
5. Developing continual improvement processes across **programs** and departments

More seamless access to services is key. SCS is a large organization offering a myriad of programs and services. It can be overwhelming trying to navigate through, and there needs to be efforts made toward a more single point of entry, a "no wrong door" approach. The agency will be continuing to look at other areas of accessibility as well: language assistance, diversity and inclusion, a "service road map," and more.

The best way to assure high-level, caring service to our community is by consistently *recruiting and retaining strong teams*. A large focus of the agency's strategic

planning involves finding ways to support the health and well being of each staff member, developing comprehensive training programs, providing proper tools, and pursuing a competitive and equitable wage and benefit structure.

Over the years, there have been times, while explaining some of our services, programs, facilities, and community involvement to others, we have received the following feedback: "I didn't realize how much SCS does." SCS will be developing a marketing and communication plan as well as increasing fundraising efforts, in an effort to *increase community awareness* and agency capacity.

SCS owns and operates over sixty (60) buildings and facilities. These buildings include senior housing, family housing, Head Start centers, offices, and emergency housing shelters. *The long-range stability of the agency* is vital, and this includes all aspects of asset management—building reserves, capital needs assessments, and a comprehensive capital improvement plan.

It would be challenging to set a high-level goal across all programs when each department is unique and very specific. To do so may have created a goal that was so vague as to be difficult to measure. Instead, the high-level goal for programs was identified as the *development and implementation of a comprehensive continual improvement process*.

Beyond establishing priority areas and the steps to reach goals, it is also important to determine how progress and success will be measured over time. The Strategic Plan includes some of the desired outcomes as they relate to benchmarks: tracking staff turnover rates, client and staff surveys, and specific numbers and dollar amounts, among others.

SCS is committed to the priority areas within the agency's Strategic Plan. This Economic Impact Report tells the story of the extensive impact on the communities served. As efforts are made relative to the Strategic Plan, that impact will continue to grow.

On behalf of both the staff and Board of Directors of SCS, I want to thank all of our community partners for the input, collaboration, and support between our organizations.

Onward to a happy, healthy, and impactful New Year!

Beth Daniels

Southwestern Community Services
People Helping People

Proudly serving the families of
Cheshire and Sullivan Counties
since 1965

VISION STATEMENT

SCS seeks to create and support a climate within the communities of Southwestern New Hampshire wherein poverty is never accepted as a chronic or permanent condition of any person's life.



MISSION STATEMENT

SCS strives to empower low-income people and families. With dignity and respect, SCS will provide direct assistance, reduce stressors, and advocate for such persons and families as they lift themselves toward self-sufficiency.



COMMUNITY STATEMENT

In partnership and close collaboration with local communities, SCS will provide leadership and support to develop resources, programs, and services to further aid this population.

Who Are We?

SCS is a Community Action Program.

In 1965, a group of local leaders came together and responded to the call of President Lyndon Johnson. President Johnson proposed the "War on Poverty" and created "Great Society Programs" after the Economic Opportunity Act of 1964 established the Office of Economic Opportunity (OEO).

Community Action Programs are the cornerstones of this vision, reaching into local communities at the grassroots level and creating opportunity with local leadership guiding the mission.

This legislation provided funding to CAP agencies, such as SCS, to create local initiatives to design, coordinate, and deliver services to meet the needs of eligible residents of their local communities. In 1981, Congress passed legislation that replaced OEO with the state-administered Community Services Block Grant. It created a network of 1,100 local CAP agencies nationwide. SCS was incorporated in May of 1965, and is one of five CAP agencies in New Hampshire. SCS serves all of the communities within Cheshire and Sullivan counties.

"Today is the first time in all the history of the human race a great nation is able to make, and is willing to make, a commitment to eradicate poverty among its people."

President Lyndon B. Johnson, on signing the
Economic Opportunity Act,
August 20, 1964

Southwestern Community Services
Board of Directors

Kevin Watterson, *Chair*
Clarke Companies (retired)

David Edkins, *Vice-Chair*
Town of Walpole, NH

Dominic Perkins, *Treasurer/Secretary*
Senior Vice-President, Retail Administration
Savings Bank of Walpole

Anne Beattie
Newport Service Organization

Andy Bohannon
Parks, Recreation, and Facilities Director
City of Keene

Derek Ferland
Sullivan County Manager

Heather Cameron
Head Start Policy Council
Parent Representative

Jay Kahn
State Senator, District 10

Kerry Belknap Morris, M.Ed.
Early Childhood Education
River Valley Community College

Liz Emerson
Planning and Zoning Administrator
Town of Charlestown

Mary Lou Huffling
Fall Mountain Food Shelf and
Alstead Friendly Meals

Ron Nason
SCS Tenant

Southwestern Community Services
Senior Leadership Team

Beth Daniels
Chief Executive Officer

Diane Lucas Plotczyk
Chief Information Officer

Heather Amer
Chief Operating Officer

Keith Thibault
Chief Development Officer

Mandy White
Chief Human Resources Officer

Meg Freeman
Chief Financial Officer

SCS in Action – Fundraising



Economic Impact

Southwestern Community Services has a special role in the economy of the two counties it serves (Table II, SCS Programs, pp. 4-5). More than 98% of the funds used in operating programs and providing services are generated from outside the geographic area of Cheshire and Sullivan Counties. This fact is extremely important when examining the economic impact of SCS. Funds that are *new* to the local economy have a greater impact, because they are dollars that were not originally generated within that local economy.

This report shows that a total of \$28,771,208 was provided in direct assistance to consumers (Table I, Economic Impact, pp. 3-4). It is important to note that the table includes only those funds which contribute to direct assistance to consumers. Therefore, the agency payroll of \$6,907,504 (including taxes and fringe benefits) has been excluded from this table. Also excluded is the impact of SCS' property assessments, which totaled \$25,878,857. There is a separate section in this report that details the impact of the agency's real estate development efforts (Table III, Capital Investment, pg. 7, and Table IV, Development History, pg. 7).

Table I, on the following two pages, reflects the number of units of service provided, the amount of direct assistance provided, and the economic impact on the community. This represents an accurate measure of the amount of assistance provided to our neighbors.

ECONOMIC IMPACT TABLE I			
TOWN NAME	UNITS OF SERVICE	DIRECT ASSISTANCE	ECONOMIC IMPACT
Acworth	183	75,349	188,374
Alstead	479	322,726	806,816
Charlestown	2,122	1,266,926	3,167,316
Chesterfield	378	320,786	801,966
Claremont	11,587	6,250,460	15,626,150
Cornish	124	69,300	173,250
Croydon	115	116,718	291,796
Dublin	173	103,355	258,387
Fitzwilliam	389	305,192	762,981
Gilsum	222	147,654	369,134
Goshen	245	208,137	520,342
Grantham	109	83,492	208,731
Harrisville	95	75,653	189,132
Hinsdale	1,125	971,225	2,428,061
Jaffrey	976	955,611	2,389,028
Keene	5,171	7,312,596	18,281,491
Langdon	137	84,363	210,908
Lempster	195	165,736	414,339
Marlborough	564	462,187	1,155,469

Units of Service: Units of Service may vary in value and count. For example: A FAP benefit compared to a food box.

Direct Assistance: The amount of dollars recorded is the actual amount of benefits distributed on behalf of the residents in each community.

ECONOMIC IMPACT TABLE I			
TOWN NAME	UNITS OF SERVICE	DIRECT ASSISTANCE	ECONOMIC IMPACT
Marlow	156	67,533	168,831
Nelson	101	44,257	110,642
Newport	3,140	2,659,924	6,649,809
Plainfield	145	121,620	304,049
Richmond	167	193,808	484,519
Rindge	607	513,783	1,284,457
Roxbury	36	37,467	93,667
Springfield	203	126,088	315,219
Stoddard	226	154,923	387,307
Sullivan	119	125,039	312,598
Sunapee	199	173,452	433,630
Surry	141	72,225	180,562
Swanzy	1,862	1,775,825	4,439,562
Troy	802	722,474	1,806,184
Unity	225	116,363	290,909
Walpole	471	413,227	1,033,067
Washington	205	125,022	312,555
Westmoreland	124	79,375	198,436
Winchester	2,146	1,951,338	4,878,346
TOTALS	35,461	28,771,208	71,928,021

Economic Impact Multiplier: In conducting the research and developing this report, a very conservative economic multiplier of 2.5 was used to measure the real economic impact of the agency.

SCS PROGRAMS TABLE II
HOUSING STABILIZATION SERVICES
Emergency Homeless Shelters
Balance of State Continuum of Care
Homeless Outreach Intervention Program
Homeless Permanent Housing Program
Housing Security Guarantee Program
Shelter Plus Care Program
Rapid Re-Housing
Homeless Housing Access Revolving Loan Fund (HHARLF)
NH Emergency Rental Assistance Program (NHERAP)
HOUSING REHABILITATION PROGRAMS
Cheshire County HandyMan Program
TRANSPORTATION
Public Transit/Bus Service
Volunteer Driver Program
NEW HOPE NEW HORIZONS
Employment Services
Community Participation Services

SCS in Action – New Hope New Horizons



SCS PROGRAMS TABLE II
ENERGY CONSERVATION PROGRAMS
Weatherization Assistance Programs (WAP)
Building Weatherization Program (BWP)
Core/Home Energy Assistance (HEA)
ENERGY SERVICES PROGRAMS
Fuel Assistance Programs (LIHEAP)
Electric Assistance Program (EAP)
Senior Energy Assistance Program (SEAS)
Neighbor Helping Neighbor (NHN)
EDUCATIONAL WORKSHOPS
Financial Literacy Counseling
Life Skills Education Training
Tenancy 101
EDUCATION & CHILD DEVELOPMENT HEAD START CENTERS
Ashuelot Head Start
Claremont Head Start
Jaffrey Head Start
Keene Head Start
Newport Head Start
Swanzey Head Start

SCS PROGRAMS TABLE II
NUTRITION/HEALTH PROGRAMS
Women, Infants, & Children Nutrition Program (WIC)
Breastfeeding Peer Counseling
Commodity Supplemental Food Program (CSFP)
Head Start Dental Program
USDA Childcare Food Program
Emergency Food Assistance Program (EFAP)
SCS Food Pantries
SCS PROPERTY MANAGEMENT
Workforce Housing
Senior Housing
HUD 202 Senior Housing
Commercial Property & Head Start Facilities
Resident Services
HOUSING DEVELOPMENT PROGRAMS
Community Development Finance Authority (CDFA)
Community Development Block Grant (CDBG)
Federal Home Loan Bank of Boston (FHLB)
Low Income Housing Tax Credit (LIHTC)
Affordable Housing Program (NH Housing)
HOME Investment Program (NH Housing)
202 Senior Housing (HUD)

SCS in Action – Head Start



SCS in Action – WIC



SCS in Action-Impact Facts

It takes more than numbers to tell the story of how Southwestern Community Services functions as a Community Action Agency. To illustrate more clearly what we do, we have captured a snapshot of facts that represent a sample of the many activities accomplished over the past year.

ADMINISTRATION

Agency leadership completed the SCS Strategic Plan, implemented an Equity Team, and enhanced the employee benefits package.

ENERGY CONSERVATION PROGRAM

Over the course of the past year, ECP provided services to 48 single-family households and 147 multi-family residential units. Within these, 56 heating and hot water systems were replaced and 55 new refrigerators provided, all Energy Star high-efficiency units, resulting in an expected annual savings of 3138 kWh per recipient household.

ENERGY SERVICES PROGRAM

During the LIHEAP fiscal year of 2021-2022, the Fuel Assistance Program handled 111 emergency situations. The amount of assistance to consumers totaled \$63,389.

HEAD START

126 children completed a professional dental examination during the program year. Of the 126 children, 99 received preventative dental health services.

COMMODITY SUPPLEMENTAL FOOD PROGRAM

CSFP distributed over 4000 monthly boxes of nutritious food and locally grown fruits and vegetables to seniors 60 years of age and older throughout Cheshire and Sullivan counties.

DEVELOPMENT

Every evening, thanks to SCS Housing, scores of schoolchildren and hundreds of seniors sleep in a safe, secure, warm and affordable home.

HOUSING STABILIZATION SERVICES

A parent with three children left an unsafe situation, experiencing homelessness as a result. NHERAP assisted with temporary housing. Soon after, the parent secured a job and further assistance allowed permanent housing to be obtained. The family is now self-sufficient.

NEW HOPE NEW HORIZONS

31 adult individuals with all abilities were assisted with employment, community participation, or outreach. This included supports on their jobs, transportation, volunteer work, and life skills education, with many outings in the community and field trips.

HOUSING

In June, 2022, SCS Housing collaborated with The Community Kitchen for a mobile food pantry held at Winchester Senior. Many tenants, as well as members of the public, were able to get some fresh vegetables, frozen meat, and lots of shelf stable items.

TRANSPORTATION

The Transit department and Volunteer Driver Program both had small but noticeable increases in ridership and ride requests.

WIC

WIC provided benefits to 1430 families, assisting 2313 women, infants, and children. WIC supplemental foods included a minimum monthly benefit of \$25 for fruits and vegetables, which, in addition to encouraging healthy food choices, added \$57,825 to the local economy.

Capital Investment

Southwestern Community Services owns and manages commercial and affordable rental units in the following communities:

CAPITAL INVESTMENT 2022 TABLE III		
COMMUNITY	PROPERTY ASSESSMENT	PROPERTY TAXES PAID
Alstead	707,500	16,470
Ashuelot	297,500	4,361
Charlestown	1,224,500	12,245
Claremont	1,690,100	28,551
Keene	9,212,100	165,814
Marlborough	783,457	19,524
Newport	1,982,800	26,795
Rindge	963,800	21,840
Swanzey	3,236,900	42,751
Troy	475,700	14,072
Walpole	634,600	13,775
Winchester	4,669,900	148,504
TOTALS	25,878,857	514,702

Development History

SCS has developed a significant amount of real estate since the early 1990s. The first half of the chart illustrates the cumulative total development costs of the real estate currently owned and operated by the organization. The second half of the chart is the value of real estate developed through consulting contracts with the assistance of the SCS development team.

DEVELOPMENT HISTORY TABLE IV	
SCS OWNED REAL ESTATE	
Housing Development	\$75,181,500
Child Care Facilities	\$3,205,000
Commercial/Retail Space	\$8,643,000
TOTAL	\$86,229,500
SCS CONSULTING DEVELOPMENTS	
Housing Developments	\$25,765,000
Commercial Real Estate	\$8,900,000
TOTAL	\$34,665,000
COMBINED TOTALS	
TOTAL SCS REAL ESTATE AND CONSULTING CONTRACTS	\$120,894,500

Southwestern Community Services' Presence in Our Communities

Primary Administrative Offices

63 Community Way, Keene, NH
31 Pleasant Street, Claremont, NH
6 Kinney Place, Claremont, NH

Workforce (Family) Housing

11-29 Citizens Way, Keene, NH
92 Water Street, Keene, NH
161 Main Street, Ashuelot, NH
28-32 Main Street Swanzey, NH
4 Common Road, Drewsville, NH
96-102 Main Street, Claremont, NH
112 Charlestown Road, Claremont, NH
57 Warwick Road, Winchester, NH
2-28 Woodcrest Drive, Winchester, NH
40-43 Wedgewood Drive, Winchester, NH
145 Mechanic Street, Winchester, NH

SCS in Action – Housing Stabilization Services



Southwestern Community Services' Presence in Our Communities

Elderly and Senior Housing

110 Railroad Street, Keene, NH
111 Railroad Street, Keene, NH
49 Community Way, Keene, NH
23 School Street, Marlborough, NH
60 Payson Hill Road, Rindge, NH
13-15 Water Street, Troy, NH
Pleasant Street, Alstead, NH
52 Warwick Road, Winchester, NH
68 Warwick Road, Winchester, NH
107 Lovers Lane, Charlestown, NH
2-4 Meadow Road, Newport, NH
183 Monadnock Highway, Swanzey, NH

Head Start Centers

63 Community Way, Keene, NH
35 Oak Street, Jaffrey, NH
161 Main Street, Ashuelot, NH
37 West Street, Swanzey, NH
6 Kinney Place, Claremont, NH
360 Sunapee Street, Newport, NH

Emergency & Transitional Home Facilities

Emergency: Two in Keene, NH
Emergency: Two in Claremont, NH
Transitional: Two in Keene, NH
Transitional: Two in Claremont, NH

For Additional Information:

Southwestern Community Services, Inc.
PO Box 603
63 Community Way
Keene, NH 03431-0603
Phone: (603) 352.7512
Fax: (603) 352.3618
TTY Relay: 711

Southwestern Community Services, Inc.
PO Box 1338
31 Pleasant Street, PMB 4
Claremont, NH 03743
Phone: (603) 542.9528
Fax: (603) 542.3140
TTY Relay: 711

SCS has information about its various programs and services online at www.scshelps.org.

Here you will find general agency information and a list of the Board of Directors, as well as program-specific information and employment opportunity listings. Housing and employment applications are also available for download.

A donations page offers an additional means for contributing to SCS programs.

You can find agency news and updates on Facebook at www.facebook.com/scshelps.

Southwestern Community Services



A Community Action Agency Serving
Cheshire and Sullivan Counties

CHESHIRE COUNTY

PO Box 603
63 Community Way
Keene, New Hampshire 03431
Phone: (603) 352.7512
Fax: (603) 352.3618
Open 8:30 to 4:30, Monday-Friday

SULLIVAN COUNTY

PO Box 1338
31 Pleasant Street, PMB 4
Claremont, New Hampshire 03743
Phone: (603) 542.9528
Fax: (603) 542.3140
Open 8:30 to 4:30, Monday-Friday

Toll Free: (800) 529.0005

or

Visit us on the web at
www.scshelps.org



<https://www.facebook.com/scshelps>





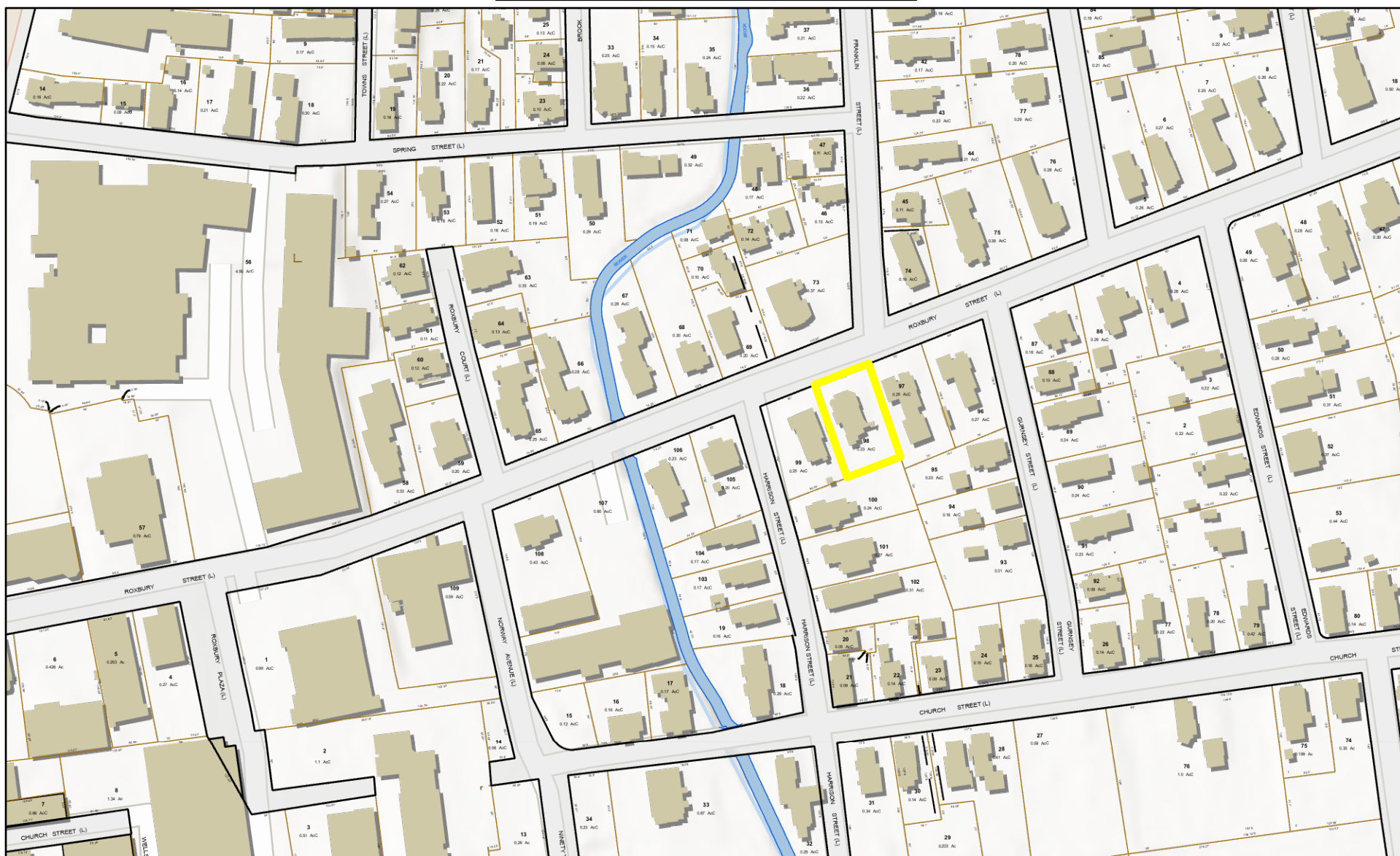
City of Keene, NH

1 inch = 188 Feet



September 14, 2023

www.cai-tech.com



Data shown on this map is provided for planning and informational purposes only. The municipality and CAI Technologies are not responsible for any use for other purposes or misuse or misrepresentation of this map.

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:

Case No. _____
Date Filled _____
Rec'd By _____
Page _____ of _____

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input checked="" type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input type="checkbox"/> Group Resource Center	<input type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input type="checkbox"/> Residential Care Facility

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Southwestern Community Services, Inc.	NAME/COMPANY: Southwestern Community Services, Inc.
MAILING ADDRESS: PO Box 603, Keene, NH, 03431	MAILING ADDRESS: PO Box 603, Keene, NH, 03431
PHONE: (603) 352-7512	PHONE: 603-352-7512
EMAIL: bdaniels@scshelps.org	EMAIL: bdaniels@scshelps.org
SIGNATURE:	SIGNATURE: Beth Daniels <small>Digitally signed by Beth Daniels Date: 2023.09.05 15:34:00 -04'00'</small>
PRINTED NAME:	PRINTED NAME: Beth Daniels, CEO

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
NAME/COMPANY: Margaret Freeman, CFO	<input type="checkbox"/> Same as owner NAME/COMPANY: Shannon Yeaton, HSS Shelter Manager
MAILING ADDRESS: PO Box 603, Keene, NH, 03431	MAILING ADDRESS: PO Box 603, Keene, NH 03431
PHONE: (603) 352-7512	PHONE: (603) 352-7512
EMAIL: mfreeman@scshelps.org	EMAIL: syeaton@scshelps.org
SIGNATURE:	SIGNATURE:
PRINTED NAME: Meg Freeman	PRINTED NAME: Shannon Yeaton

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS: 32 Water Street	TAX MAP PARCEL NUMBER: 569/ / 098/000 000/000
ZONING DISTRICT: High Density	<input checked="" type="checkbox"/> LOCATION MAP: <i>Please attach</i>

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Emergency Housing Services will provide services for clients representing themselves as homeless regardless of age, race, color, religion, creed, sexual preference, gender, gender identification, familial status, or disabling condition. People experiencing homelessness will have their basic needs met in a safe environment, with a safe and clean place to sleep that is off the streets. Emergency Shelter Services will include access to personal care items, clothing, showers, laundry and food. Clients will be offered a housing focused case plan and provided ongoing case management services which will monitor progress towards housing goals. These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, and employment income if applicable, and collecting all verification that may be required by housing providers. Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities, our focus will be Tenancy 101, Life Skills, and Financial literacy. These classes are specifically designed to increase our clients financial and housing stability. All services provided in our emergency shelter program will adhere to the proven results of low barrier, Housing First model, within a Trauma Informed Care environment.

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

32 Water Street is a duplex with 2638 square feet of living space and sits on a .2 acre lot with approximately 3397 square feet of lawn. The first unit on the Water Street side has a full kitchen and 2 full baths, a living room, a dining room, an office, and four bedrooms with an onsite laundry area. The second unit in the back of the building has an eat in kitchen, living room, two bedrooms, and one bathroom. The unit also has an onsite laundry area. The building at maximum capacity will serve 23 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 90% or more of its maximum capacity. The front unit of the building contains 17 beds with the rear apartment having 6 beds. The building's one office space is utilized by one staff member who is mostly onsite. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with the clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of an emergency.

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

Southwestern Community Services relies on a New Hampshire's Homeless Management Information System to track client information. Using the reports from the system using a timeframe of one year beginning on September 1, 2021 we found that all exiting clients had stayed an average of 41 days while all clients who remained in the shelter had stayed an average of 99 days.



Southwestern Community Services

People helping people in Cheshire and Sullivan Counties since 1965

Narrative

Southwestern Community Services has been an integral part of Cheshire County since 1965. As a Community Action Program, the agency has successfully run a variety of programs such as Woman Infant and Children (WIC), Head Start, New Hope, Fuel Assistance, and a host of other programs designed to reduce poverty and the effects of poverty on those we serve. Housing Stabilization Services as part of SCS has provided short-, medium-, and long-term assistance to those who are in a homeless crisis and provided a myriad of other services for those who are at risk of homelessness.

Emergency Housing Services will offer a continuum of services to the homeless population in Cheshire County and those experiencing housing instability. We will utilize three best practices: low barrier, trauma informed care, and housing first. By utilizing the best practices listed above, we will achieve three goals: provide emergency shelter services to those in crisis, provided education opportunities, and increase financial and housing stability by accessing various local, state, and federal resources.

As the application to operate a congregational living facility is new to all social service providers in Keene, we know that meeting the full regulations, requirements, and policies that accompany this new process may take time to implement. In consideration of my program's long-standing partnership with the Keene community, we would ask for patience while navigate new and uncharted waters.

Sincerely,

Craig Henderson
Director -- Housing Stabilization Services
Southwestern Community Services
PO Box 603
Keene, NH 03431
chenderson@scshelps.org
office # 603-719-4293
cell # 603-313-3496

63 Community Way
PO Box 603
Keene, NH 03431
Phone: (603) 352-7512
Fax: (603) 352-3618



Call Toll Free: (800) 529-0005
TTY-NH: (800) 735-2964

31 Pleasant Street, PMB 4
PO Box 1338
Claremont, NH 03743
Phone: (603) 542-9528
Fax: (603) 542-3140



Registration, Screening, and Access Policies and Procedures

Eligible Clients –

Southwestern Community Services operates emergency shelters in a low barrier manner. Clients who represent themselves as homeless will be access accommodations if available. There are only two exceptions to this policy. SCS will not provide emergency housing services to those who are registered sex offenders or individuals who currently have a warrant out for their arrest.

Screening Procedures –

Clients needing emergency shelter, will initially be interviewed over the phone by the Coordinated Entry Program Manager. During this initial contact, the CEP Manager will determine if the client is eligible for services and if any beds are available. The CEP Manger will than coordinate with the appropriate Emergency Housing Coordinated to complete an in-person intake with the client. During the intake with client, the Emergency Housing Coordinator will perform a warrant check with the local police department and cross checked the individual's information against the National Sex Offender Registry of the Department of Justice. Those who are found to be on the registry or currently have a warrant for their arrest will not be provided shelter.

Registration –

Registration for the purposes of this document shall be considered intakes. Upon entry to the emergency shelter, clients will be asked to provide the Emergency Housing Coordinator basic information. The information we collect is called Universal Data Elements and it is a requirement of the Department of Housing and Urban Development. Once the Emergency Housing Coordinator has documented the client's answers on the intake forms and assessments, the clients are asked to sign several different releases, the shelter rules, and the contract of participation. After the intake is complete, clients are provided with an overview of the shelter. During the orientation, clients will be shown the kitchen, laundry, and bathroom areas, and sleeping accommodations. During the shelter orientation they will be also shown the chores list, public phone, and designated smoking areas.





Southwestern Community Services

People helping people in Cheshire and Sullivan Counties since 1965

SCS Emergency Housing Services Operations and Management Plan

◇ Security Plan

SCS Emergency shelters will have security cameras system at each facility. All buildings will be locked at all times using a digital keypad that staff can change when necessary. Clients are to remain on the premises from 9pm to 6am and SCS will perform random head checks to assure guests are meeting curfew expectations. Per our shelter rules, no guests other than current clients are allowed into the facility and guests are not permitted to enter into any other guest's room. Clients, as part of the rules and regulations, further agree not to divulge the location of emergency shelters to others. As the privacy and confidentiality of our clients is a primary concern, all files will be kept in a locked office and in individual files.

◇ Life Safety Plan

SCS Emergency shelters will have adequate life safety systems that include both a sprinkler and electric monitoring system and updated fire extinguishers. These systems and items will be inspected yearly and copies of each inspection will be kept on site. Each of our emergency shelters are monitored using Southwestern New Hampshire District Fire Mutual Aid. Fire Mutual Aid has been provided with an emergency contact form that includes Southwestern Community Services after hours emergency answering service and 6 other SCS Staff members who have agency cell phones. Each shelter will contain escape route signs and all exits will be clearly marked. All clients will be notified upon entering the shelter program where the dedicated meeting areas of the property are located. The shelters will have monthly fire drills per year to evaluate and maintain a level of preparedness. The shelters will also have yearly fire department inspections in order to stay in compliance with fire code regulations.

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◇ Staff Training and Procedures Plan

SCS staff have yearly trainings in a variety of disciplines including Blood Borne Pathogens, and CPR. SCS has partnered with the Corporation for Supportive Housing to provide additional training in Trauma Informed Care, harm reduction techniques, promoting housing stability through active engagement, and Crisis Intervention through active engagement and de-escalation. We also provide Crisis Prevention and Intervention training through the Crisis Prevention Institute when it is available. SCS Staff keeps records of their individual trainings, but all certifications the staff receives is also kept with the Director of Housing Stabilization Services.

◇ Health and Safety Plan

SCS will perform a warrant check on all clients entering the shelter program and will verify that program participants are not a registered sex offender. SCS has a health and safety plan that contains some protocols unique to emergency shelters. Upon entry into our program clients must adhere to bed bug protocols. Part of this protocol is that clients must heat treat their clothes and other belongings upon their first entry into the program to minimize the risk of bed bugs. Clients can use heat boxes for larger items and a dryer for clothing. SCS has quarterly preventative bed bug treatments of each property and quarterly inspections of all shelter properties. To further reduce the chance of and infestation by other insects, clients are not allowed to enter into the bedroom of another client, and food or beverages are not allowed in the bedrooms. Clients take part in the health and safety of the property by completing chores. Chores include cleaning bathrooms and kitchens, vacuuming and mopping floors, trash disposal, and a host of other duties needed to assure a healthy environment. The Emergency Housing Coordinator will assign the clients chores that must be complete each week and will follow up on any items that need attention. Relative to the current and ongoing COVID19 pandemic, SCS provides Personal Protective Equipment (PPE) to all shelter guests as well as ample amounts of sanitizer and other cleaning supplies. Additionally, SCS continues to provide testing kits and access to vaccination clinics for any shelter guest who may need these services. The program continues to utilize specific spaces within HSS buildings to limit interaction and exposure to others should someone begin displaying symptoms of COVID or other illnesses.





◇ Emergency Response Plan

All SCS staff directly monitoring the property and those on the emergency contact form will have contact information in their phones for the Fire and Police Department as well as local contractors who can address heating, plumbing, and electrical emergencies. Staff and clients are instructed to call 911 first for all emergencies that could negatively affect the health and safety of staff, clients, or the physical structures or systems of the shelter facilities. In a worst-case scenario where a shelter has become uninhabitable due to fire, floods, or other unexpected events, SCS has the advantage of multiple locations. These locations would be used to temporarily house displaced individuals. The Red Cross, The City of Keene, and local hotels are also integral parts of our emergency response. SCS has partnered with local hotels and the City of Keene to assist in an emergency response. We have partnered with a local hotel to provide emergency beds when necessary and The City of Keene has previously provided emergency shelter space in the Keene Parks and Recreation Department building. The Red Cross would be contacted to assist with any community wide emergencies that proved greater than local resources could handle.

◇ Neighborhood Relations Plan

The maintenance of a calm and healthy environment in the neighborhoods in which emergency shelters exist is crucial to our ongoing operations. To ensure SCS clients are informed and engaged around the rules and expectations of our facility, each client will sign a resident contract which clearly outlines the shelter rules and behavior expectations, including the importance of being a good neighbor. Shelter staff will hold regular house meetings to cover a variety of topics including reinforcement of important shelter rules and guidelines and the importance of being a good neighbor. If needed, staff will meet with clients on an individual basis to address concerns in a proactive manner and work to connect clients with any helpful resources.

Neighborhood safety concerns will be mitigated as quickly as possible and staff will take immediate action to resolve the concern. Mechanisms to resolve neighborhood complaints include, but are not limited to regular perimeter checks of the facility, grounds and surrounding areas. Concerned neighbors are invited to call to discuss any potential issue or concern related to the Shelter. All calls will be logged and tracked in a journal. Owners of contiguous properties to the shelters will be provided a list of the names and numbers of SCS staff. This list will serve as a call

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Southwestern Community Services

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tree and allow neighbors to connect with an SCS representative 24 hours per day. Once an issue has been addressed, a supervisor will make a return call to the neighbor in order to confirm the situation has been resolved. If requested, staff will meet with partners and neighbors to ensure a sense of positive community, overall wellbeing and safety.

◊ **Building and Site Maintenance Procedures**

The onsite building managers will have the responsibility of daily inspections of the facilities. Daily inspections of the property will include both exterior and interior evaluations of the sanitation and safety of the property. Building and site maintenance is part of the larger maintenance and facility protocol of SCS. All major systems (HVAC, etc.) are inspected on an ongoing basis, and an inventory is kept regarding which buildings have completed capital needs assessments and reserve accounts. Due to the nature of the services provided at the shelters, there are also several other oversight teams that conduct ongoing inspections of the shelters, including the Bureau of Housing Supports through the Department of Health and Human Services and Keene Housing, among others. All of these ongoing oversight efforts keep the facilities in good working order with some consideration given to longer term sustainability.

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Shelter Rules and Regulations

These rules and regulations are designed to prevent direct threats to the health and safety of others in the shelter and to prevent behaviors that interfere with the peaceful use of the premises by other residents and staff.

Shelter staff is authorized to deny admission to persons whose behavior indicates a direct threat to them or other shelter residents (violent aggressive behavior, erratic, irrational behavior, indication someone is under the influence of drugs or alcohol.). *Shelter staff reserves the right to make exceptions to these rules due to individual circumstances.*

1. No use or possession of drugs, marijuana, or alcohol on shelter property. Violation of this rule will result in immediate termination.
2. Misuse of doctor prescribed medications and/or use of another person's prescriptions is prohibited and grounds for immediate termination.
3. Any violence, threats of violence, sexual harassment, bullying, or abusive and offensive behavior will not be tolerated against anyone.
 - No weapons allowed. Objects determined by staff to be weapons will be confiscated.
 - No abuse of staff, visitors, guests, or property will be tolerated.
 - Bullying of any type will not be tolerated.
 - No pornography allowed in the building.
 - Derogatory comments regarding race, creed, color, ethnic background, religion, or sexuality will not be tolerated.
 - The safety and peace of our staff, visitors, guests, and neighbors is foremost and disturbing the safety and peace of either will not be tolerated.
4. No smoking is allowed inside the building. Smoking anywhere other than in designated areas is a violation of the Fire and Safety Rules.
5. Shelter curfew is between 9pm and 6am each night. Variations of this must have prior approval from staff.
6. Children under the age of 18 must be in full view and under the supervision of their parent/guardian at all times.
7. For fire and safety reasons, residents must remain in the kitchen while using the stove/oven and electric appliances. Food and beverages are not allowed in bedrooms.
8. Quiet hours are observed from 9 p.m. to 6 a.m. This includes keeping noise levels to a minimum and eliminating noise and activities that may disturb neighbors and residents.
9. Do not reveal the shelter location or identities of other shelter residents to anyone, including family or friends.
10. Residents will respect the property, privacy, and rights of others and adhere to behaviors that maintain a safe and peaceful environment.
11. No visitors are allowed at SCS shelters so that we can maintain order and confidentiality.
12. No pets allowed.

Violation of shelter rules:

- **1st Violation** - Verbal warning w/file documentation
- **2nd Violation** - Written warning
- **3rd Violation** - Written final warning
- **4th Violation** - Termination



Violation of Rules 1-7, including any health and safety violations, may be cause for immediate termination from the shelter.

Shelter Rules & Regulations Signature Page

I/we have read the Shelter Rules and Regulations and understand what my/our responsibilities are while residing at the shelter.

I/we have been given a copy of the Shelter Rules and Regulations.

Signature Date

Signature Date

I hereby agree to "hold harmless" Southwestern Community Services, Inc. for any injury sustained by me or my property while voluntarily participating in activities held at the shelter. This release is intended to include activities conducted with or without the presence of staff.

Signature Date

Signature Date

Page 1 – given to guest.



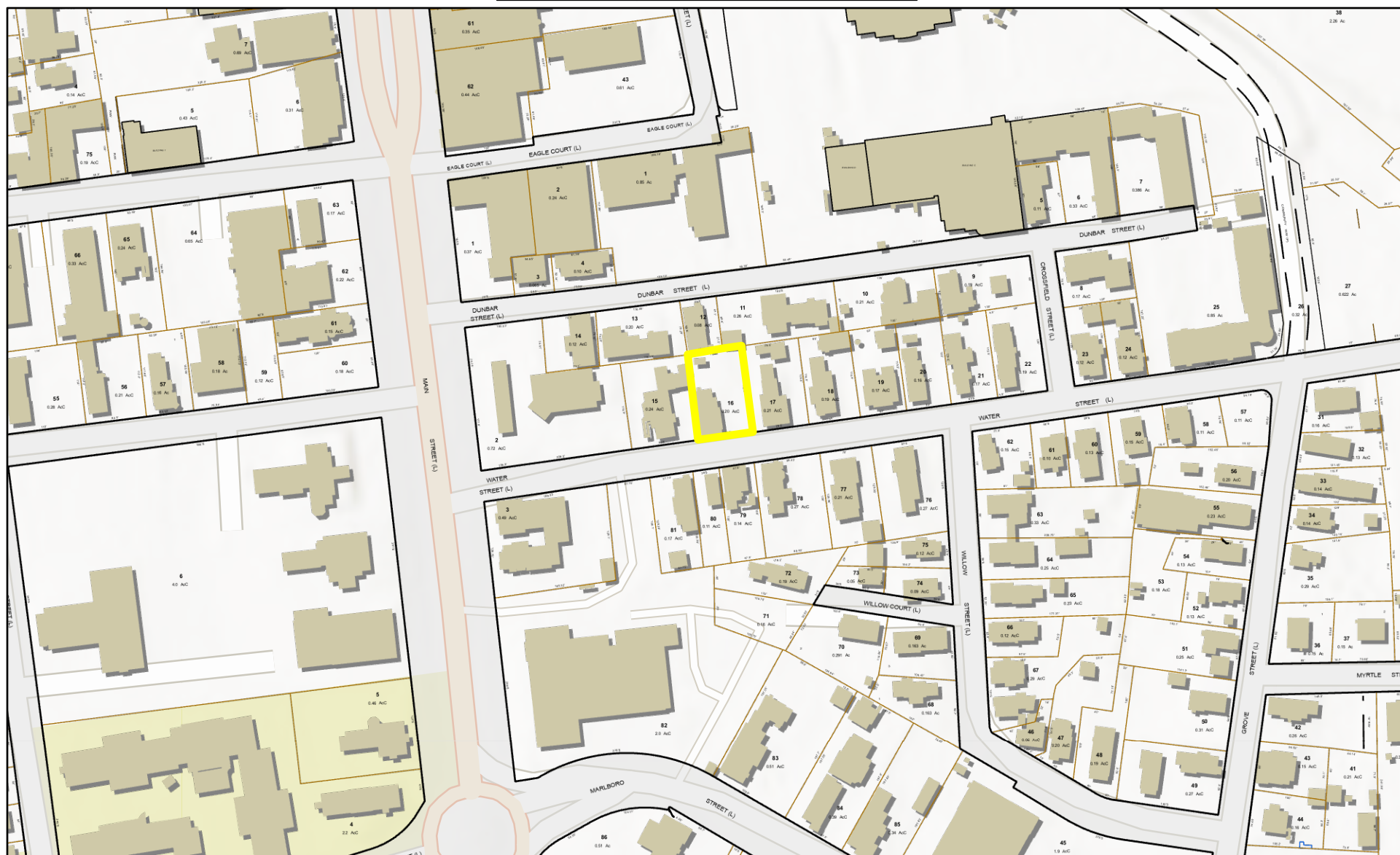
City of Keene, NH

1 inch = 188 Feet



September 14, 2023

www.cai-tech.com



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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:	
Case No.	<u>LB 23-17</u>
Date Filled	<u>8/30/23</u>
Rec'd By	<u>CJM</u>
Page	<u>1</u> of <u>2</u>

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

SECTION 1: LICENSE TYPE

- | | | |
|--|--|--|
| <input type="checkbox"/> Drug Treatment Center | <input type="checkbox"/> Group Home, Small | <input type="checkbox"/> Homeless Shelter |
| <input type="checkbox"/> Fraternity/Sorority | <input type="checkbox"/> Group Resource Center | <input checked="" type="checkbox"/> Lodginghouse |
| <input type="checkbox"/> Group Home, Large | <input type="checkbox"/> Residential Drug/Alcohol Treatment Facility | <input type="checkbox"/> Residential Care Facility |

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER

APPLICANT

NAME/COMPANY:

85 Winchester Street LLC

NAME/COMPANY:

Trevor Grauer

MAILING ADDRESS:

268 Rowland Rd Fairfield CT 06824

MAILING ADDRESS:

268 Rowland Rd Fairfield CT 06824

PHONE:

203-414-8058

PHONE:

203-414-8058

EMAIL:

Landlords@Keenecribs.com

EMAIL:

Landlords@Keenecribs.com

SIGNATURE:

SIGNATURE:

PRINTED NAME:

Trevor Grauer

PRINTED NAME:

Trevor Grauer

AUTHORIZED AGENT

(if different than Owner/Applicant)

OPERATOR / MANAGER

(Point of 24-hour contact, if different than Owner/Applicant)

Same as owner

NAME/COMPANY:

NAME/COMPANY:

MAILING ADDRESS:

MAILING ADDRESS:

PHONE:

PHONE:

EMAIL:

EMAIL:

SIGNATURE:

SIGNATURE:

PRINTED NAME:

PRINTED NAME:

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

85 Winchester Street

TAX MAP PARCEL NUMBER:

591-012-000

ZONING DISTRICT:

High Density

LOCATION MAP:

Please attach

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Single family house rented to KSC students, no services provided

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

2.5 story single family house rented to a maximum
of 8 people

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

1-2 years

85 Winchester Street Lodging House Operations and Management Plan

85 Winchester Street is a 5 bedroom single family house that is rented to KSC students on an annual basis. There are 5 bedrooms in the house and the current lodging house permit gives permission for a maximum capacity of 8 people to occupy the house. However, we have never had more than 6 people occupy the house at any one time and 5 people is the usual number of tenants in the house.

Prior to our ownership the house was used as a fraternity house that had a less than desirable reputation from what I have been told. Since we acquired the property, we have spent thousands of dollars improving the property both inside and outside. We have had no issues with any our tenant groups that I am aware with the police or fire department and have passed all required town inspections.

The house is a single-family house but has a sprinkler system and a monitored fire alarm system which give it significant life and safety enhancements compared to a conventional single-family dwelling. Because of the additional life safety equipment installed in the house and the house having 5 bedrooms, it made sense for us to obtain a lodging house permit to allow us to utilize the 5th bedroom. We hope to keep the lodging house status and are happy to present the following plans as requested.

Security Plan:

85 Winchester Street is a single family residential home. It has the same potential risks as any other single-family home in Keene. It is not a place of business or have any customers or persons visiting the property regularly besides the leased tenants.

The front and rear exterior doors have both a knob lock and a dead bolt. Each of the 5 interior bedrooms also have a keyed lock on the entry doors. All windows have locks on them as well. There is also exterior lighting at the front and rear of the building to keep the area illuminated and safe.

The leased tenants are advised to keep all windows and doors closed and locked when not at the residence as well as overnight.

In the event of any security issue each tenant as well as their co-signer (parent) has direct access to me via my cell phone as well as email address. They are also advised to call the local police or fire department depending on the nature of the issue.

Life Safety Plan

85 Winchester Street has a monitored fire alarm that if set off will notify the tenants via the buzzer and flashing lights, as well as notify the city Fire Department, as well as notify the call center who then calls me directly to notify me that the alarms were initiated. There are fire alarm pull handles on each floor as well so if the tenant notices a fire or safety issue prior to the alarms sounding, they can initiate the alarm themselves. The fire alarm system is inspected annually to ensure it is operating properly.

As well as a monitored fire alarm system, 85 Winchester Street is also a fully sprinklered building. The fire sprinkler prevention system is also inspected annually to ensure all sprinkler heads and equipment are in good working order and operable.

The house is also equipped with emergency lighting so that should there be a fire or safety issue all common areas and hallways will be lit.

Being a single-family home with one central staircase the interior layout of the property is not elaborate or confusing. The building is the leased tenants home and as their home they are intimately familiar with the layout of the space and location of the entry/exit doors.

Staff Training and Procedure Plan

85 Wilson Street is owned and operated by Keene Cribs LLC which is a small family run business consisting of my

wife and myself as well as a trusty group of contractors that I have been employing for years. We have owned and managed Keene Cribs since 2002 and have been successfully renting our residential property to college students in Keene since that time. We take our tenants well being very seriously.

Because we are a small family run business, the tenants of 85 Winchester Street have direct access to me, the owner operator. I am the person who originally answered their call, text or email when they were initially inquiring about rental property options. I am the person who moved them into the house, and I am the person who routinely checks in on them to make sure everything is going well. I am the top of the funnel and everything flows through me. This allows for a centralized and streamlined communication process for the tenants and contractors that is simple and safe.

If the tenants contact me with an issue at the property that requires a contractor to come onto the property, the tenants first notify me of said issue and then I coordinate directly with one of the contractors I have used for years and keep the tenants informed as to the estimated arrival of the contractor as well as who that person is and what duty they will be performing once at the property.

All of the contractors I hire have been working for me for years and are not only trustworthy but know that my tenants safety and comfort is the utmost priority. They have all worked directly with me for years on and off of various rental properties and I have witnessed their behavior and character firsthand. They know that they must introduce themselves and explain who they are and what they are there to do.

Health and Safety Plan

Being a single-family house that houses a group of tenants and not a business that is serving customers the health and safety plan is fairly simple.

All tenants occupy their own rooms in the house and share communal space such as the kitchen, living room and bathrooms. It is important to note that I do not rent out individual bedrooms of the house. I rent

the entire house to a group of people. So, all the tenants know each other and are choosing to live together.

There are general housekeeping rules as set forth in the lease such as not storing garbage or empty bottles and cans inside the rental so as not to encourage pests. Tenants are not allowed to store any belongings in the stairwell, hallway or entryways that would prohibit access in and out of those areas. The house also has a monitored fire alarm and a fire sprinkler system for life safety protection.

There is a washer and dryer provided for the tenants on site so they can keep their clothes clean. I also do routine checks on the property and can identify any issues with cleanliness or life safety issues and address it with the tenants if needed.

Emergency Response Plan

In the event of an emergency the tenants have several options. They can contact me directly on my cell phone and I can assist them. Or they can contact the Police, Fire Dept directly or dial 911 directly for assistance.

The leased tenants at time of move in are informed of standard operating procedures in case of emergency such as;

- Leave the house immediately if the fire alarm goes off or they smell smoke.
- Contact me if they think there is anything out of the ordinary or unsafe within the building.

In the event I am contacted for an emergency at the property I can physically show up at the property or have one of my contractors go to the property in a timely manner.

In the event the fire alarm goes off both the fire department and myself are automatically notified. The fire department is automatically dispatched to the house, and I receive a text message as well as a phone call from the call center notifying me of the alarm which lets me know to contact the tenants and access the situation.

Neighborhood Relations Plan

As you can see in the accompanied highlighted parcel map, 85 Winchester Street is just one of many residential rental properties I manage in the area. All parcels highlighted in green are owned and managed by Keene Cribs. I am very familiar with the other property owners in the neighborhood through my years of owning managing various properties in the area. I have personally met all the neighbors, provided them with my contact information and have had many a conversation with them over the years.

The property abutting 85 Winchester st on the west side is a property that I own and manage. The property abutting to the north is a very nice local resident by the name of Wayne Estey. Wayne has my number and recently called me for a recommendation for a plumber. I stop and talk to Wayne every time I see him.

All Keene Cribs tenants are encouraged to introduce themselves to their neighbors and provide them with their name and contact info so as to promote a good sense of community and to allow neighbors who may have moved in recently to get to know each other.

Building and Site Maintenance Procedures

As the owner and manager of roughly 50 rental units in the Keene area I am very responsible and attentive to my properties. I do exterior visual site checks on the properties weekly. I go into every rental property quarterly at the very least to inspect and make sure there are no issues or maintenance needs. Tenants are also required to notify me if there is a maintenance need or if anything malfunctions or breaks at any point during their tenancy.

Because I rent to KSC students and only Juniors and Seniors are allowed to live off campus, the maximum stay for any group of tenants in one of my properties is 2 years. Every time a tenant group leaves and prior to a new tenant group entering the property, we do a complete inspection and have the property professionally cleaned. We go through every detail of the house to ensure that all

fixtures, appliances, doors, windows, faucets, toilets and the like are not defective or in need of repair. Once the new tenant group occupies the property we continue to monitor the house on a quarterly basis minimally. Most properties I am inside much more frequently than once a quarter just through the basic operations of the business such as showing it to prospective tenants or meeting contractors to have them perform annual service on different systems.

Should any of you have any questions or comments, I may be reached on my cell at 203-414-8058 or by email at Landlords@KeeneCribs.com and am happy to discuss or explain anything further.

Thank you,
Trevor Grauer
Keene Cribs



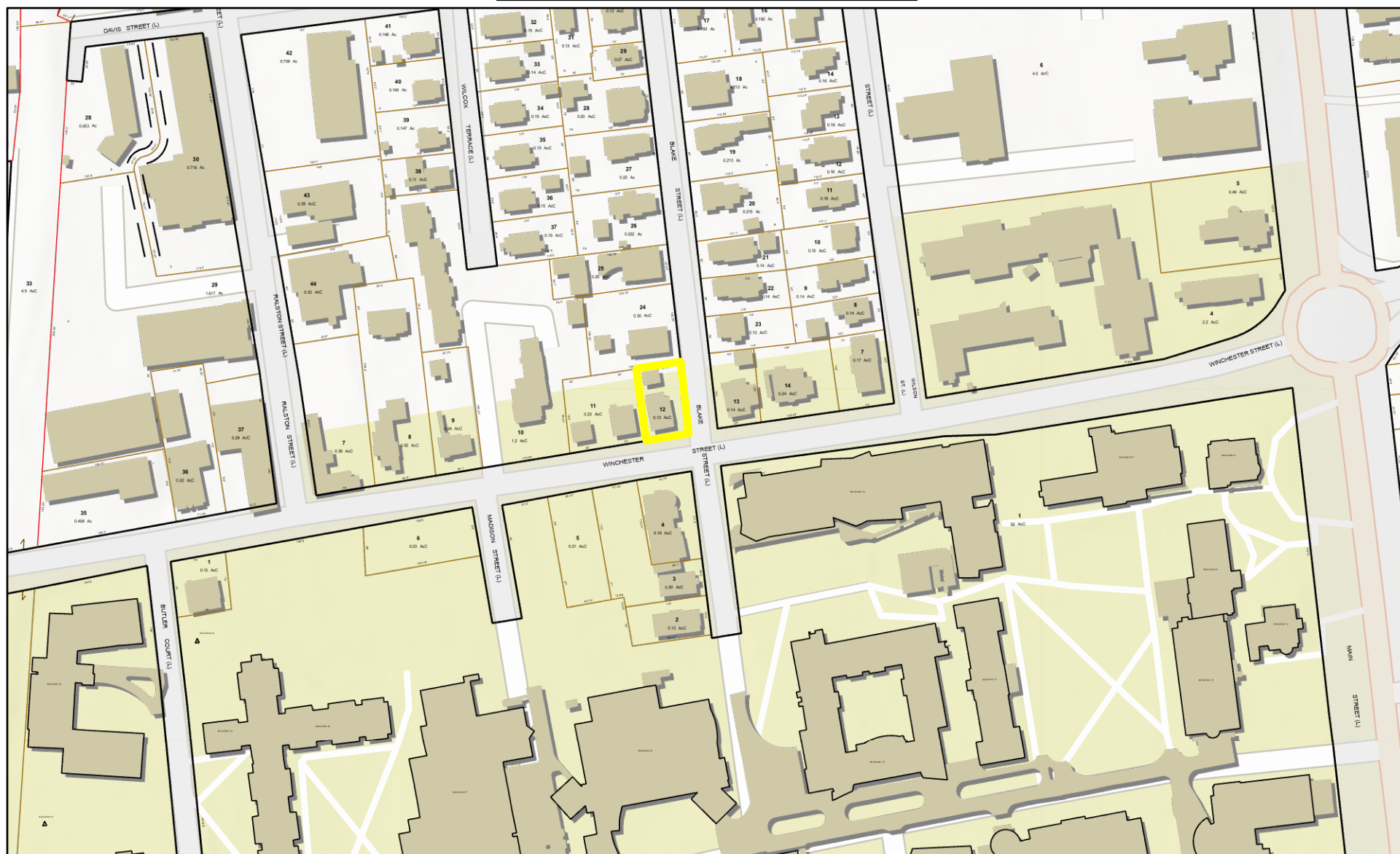
City of Keene, NH

1 inch = 188 Feet

September 14, 2023

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0 188 376 564



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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:	
Case No.	LB 23-18
Date Filled	6/29/23
Rec'd By	CJM
Page	1 of 4

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keeneh.gov

SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input type="checkbox"/> Group Resource Center	<input checked="" type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input type="checkbox"/> Residential Care Facility

SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
NAME/COMPANY: Monadnock Affordable Housing Corp.	NAME/COMPANY: Keene Housing
MAILING ADDRESS: 831 Court St. Keene, NH 03431	MAILING ADDRESS: 831 Court Street Keene, NH 03431
PHONE: (603) 352-6161	PHONE: (603) 352-6161
EMAIL: jmeehan@keenehousing.org	EMAIL: rjurkowski@keenehousing.org
SIGNATURE:	SIGNATURE:
PRINTED NAME: Joshua R. Meehan, Executive Director	PRINTED NAME: Rhoda Jurkowski, Property Manager
AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
	<input type="checkbox"/> Same as owner
NAME/COMPANY:	NAME/COMPANY: on site Resident Managers Linda Hagg, Lenny Garrett or Keene Housing
MAILING ADDRESS:	MAILING ADDRESS:
PHONE:	PHONE: Resident Managers 358-5377 Keene Housing 352-6161
EMAIL:	EMAIL:
SIGNATURE:	SIGNATURE:
PRINTED NAME:	PRINTED NAME:

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

86 Winter St. Keene, NH 03431

TAX MAP PARCEL NUMBER:

575 575-044-000

ZONING DISTRICT:

Downtown Transition

LOCATION MAP:

Please attach

SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

Using additional sheets if needed, briefly describe your responses to each criteria:

1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.

Individual Adult Tenants
No services on or off site

2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.

Residential House (No services)

18 single private rooms (1 individual adult tenant per room)

1 (1 BR) apartment (on site resident managers)

This location is a home, there are no business operations at this property

3. For Congregate Living Uses, describe the average length of stay for residents/occupants of the facility.

minimum of 1 year lease

January 19, 2023**86 Winter Street Neighborhood Relations Plan****Case Number: Lb 22-10**

Keene Housing (KH) acquired Hampshire House from Cheshire Housing Trust (CHT) in 2022. While the property changed hands, the staff overseeing it did not. Both the Property Manager, whose portfolio includes Hampshire House, and the Resident Property Managers were hired by Keene Housing when the property was acquired from CHT. Leaving the same managers in place provided continuity for Hampshire House's residents and neighbors alike.

Keene Housing owns and manages almost 600 housing units in and around Keene. Hampshire House is the only KH property with fulltime, 24/7 on site Resident Property Managers. Their presence not only benefits the property's general condition and upkeep, but it also helps minimize disturbances affecting residents, and the neighborhood more generally.

The Resident Property Managers have met with many neighbors and area businesses over the years. The Resident Property Managers, and when necessary, the Property Manager to whom they report, are available to, and work collaboratively with neighbors and local businesses to address concerns as they arise. If a problem is reported, the Resident Property Managers address it directly, and provide the Property Manager with a summary report that includes the problem and how it was resolved.

As one of the City's largest housing providers, led by a Board of Commissioners appointed by City Council, Keene Housing prides itself on transparency, accountability, and responsibility. To that end, in addition to the Resident Property Managers' ready availability on site, KH can be reached 24/7 by phone (603.352.6161), and every KH employee's email address - from the Property Manager to the Board Chairperson - is provided on KH's website (www.keenehousing.org).

Neighborhood relations have been very good over the years, and as public servants and members of the communities in which we work, KH staff will continue striving to know our neighbors, and making sure that they know us and how to get a hold of us whenever they need.

Security Plan

Locked secure building. Emergency lighting inside and motion detection lighting outside in front and back yard. ~~Security cameras.~~ Locked windows. Lit emergency exit signs.

Life Safety Plan

Knox box for keys for fire department located outside of building. Annual inspections on electrical and fire safety systems. CO2/combo detectors (smoke, heat, carbon monoxide). Fire escape plans posted in individual rooms.

Staff Training and Procedures Plan

No services are provided. Onsite resident managers ensure regular maintenance of interior and exterior of building.

Health and Safety Plan

No services are provided.

Emergency Response Plan

Residents are instructed to call the police in cases of emergency.

Neighborhood Relations Plan

Keene Housing is a well-known community agency and accessible to anyone in the community via mail, phone, website and in person at its' main office or any of its' satellite offices.

Building and Site Maintenance Plan

Regular onsite inspections conducted by staff annually for regular maintenance. Deficiencies are noted and work orders placed accordingly. Professional vendors perform annual inspections and service equipment.



City of Keene, NH

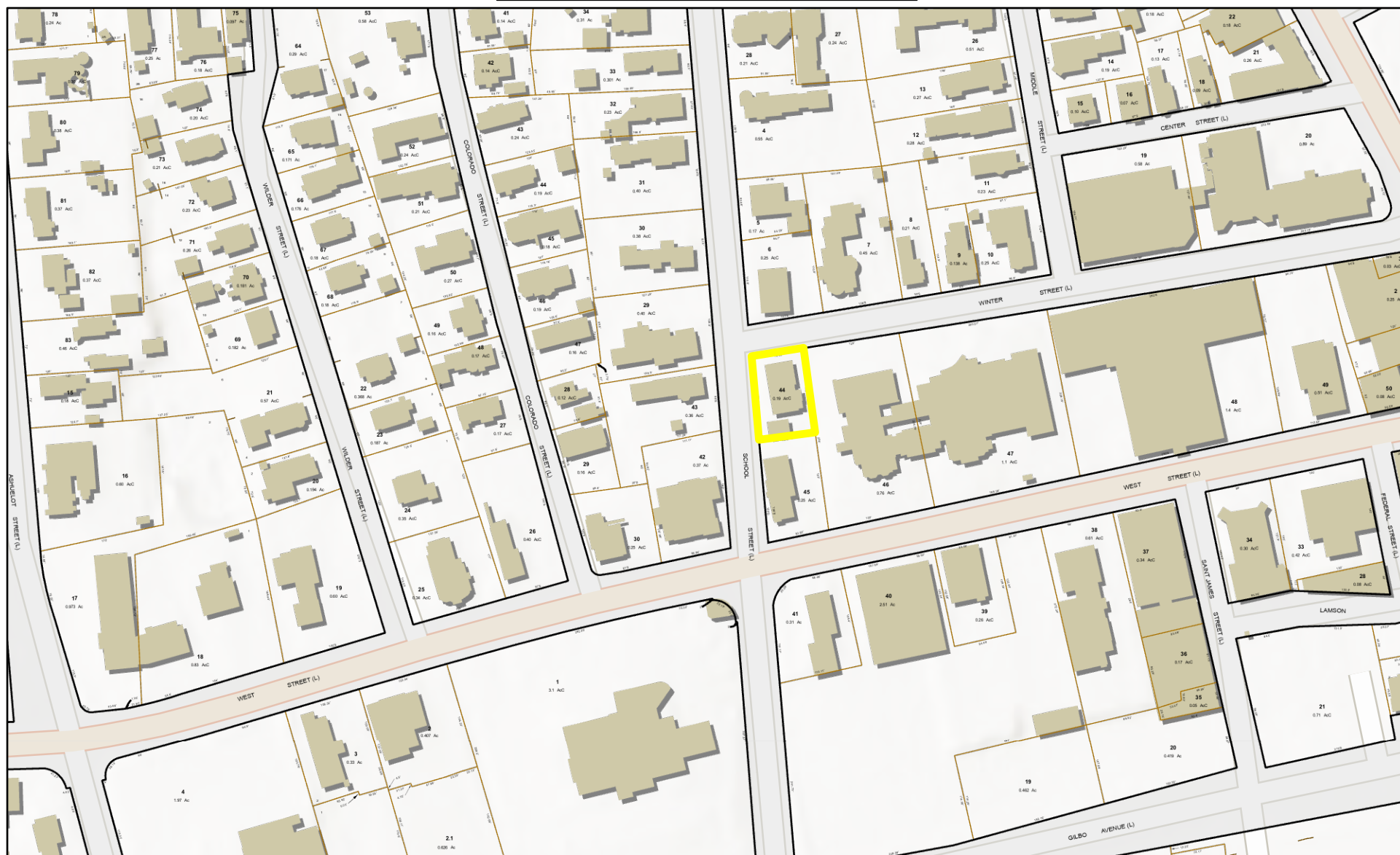
1 inch = 188 Feet



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