



Congregate Living & Social Services Licensing Board
Tuesday, July 25, 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:** April 25, 2023, and June 27, 2023

III. **Unfinished Business:**

IV. **Applications:**

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

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

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

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

LB 23-13: Applicant, Mindy Cambiar, Executive Director for Hundred Nights, Inc., is requesting a Congregate Living & Social Services License for a Homeless Shelter and a Group Resource Center, located at 122 Water St. and is in the Downtown Growth 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, April 25, 2023

6:00 PM

Council Chambers,
City Hall

Members Present:

Andrew Oram, Chair
Alison Welsh
Thomas Savastano

Staff Present:

John Rogers, Building & Health
Official/Zoning Administrator
Corinne Marcou, Board Clerk

Members Not Present:

Medard Kopczynski, Vice Chair
Jennifer Seher

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

11
12 Chair Oram called the meeting to order at 6:00 PM and roll call ensued.

13
14 **II. Minutes of Previous Meeting: March 28, 2023**

15
16 A motion by Mr. Savastano to approve the March 28, 2023, meeting minutes was duly seconded
17 by Chair Oram and the motion carried unanimously.

18
19 **III. Unfinished Business:**

20
21 No unfinished business was presented.

22
23 **IV. Applications:**

- 24 A) **LB 23-05: Applicant, Phyllis Phelps, Executive Director for House of Hope**
25 **New Hampshire, Inc, is requesting a Congregate Living & Social Services**
26 **License for a Large Group Home, located at 31 Wyman Rd., and is in the**
27 **Corporate Park District and as defined in Chapter 46, Article X of the Keene**
28 **City Ordinances.**

29
30 Chair Oram requested Staff comments. Mr. Rogers said this property is a legal non-conforming
31 use in the Corporate Park District. Prior to being occupied by House of Hope, this building was a
32 single-family home that was also a non-conforming use. Thus, House of Hope applied to the
33 Keene Zoning Board of Adjustment to have one non-conforming use changed to another, which
34 was approved. Mr. Rogers said the applicant had done well converting the house, which sits up

35 on a hill on Wyman Road. He said it is one of the older homes in the Rural District. Mr. Rogers
36 said the inspections occurred on April 24 and Board members had copies of the housing and fire
37 reports on their desks. He said the Fire Department did have several things listed but nothing was
38 dealing with immediate life/safety issues; the applicant had 45 days to correct these issues. The
39 Housing Inspector did not have any concerns.

40

41 Ms. Welsh noted that the sprinkler system was listed as overdue for service, and she wanted to
42 see that service report before moving the application forward. Mr. Rogers said the applicant
43 could speak to whether that work was completed yet and it was the Board's purview to make the
44 application approval conditional upon that work.

45

46 Chair Oram welcomed the applicant Phyllis Phelps, Executive Director of House of Hope, NH,
47 at 31 Wyman Road. She shared the fire alarm inspection report and said that life/safety would be
48 inspecting the whole sprinkler system within the 45 days allowed. Ms. Phelps said that the
49 program at House of Hope had been very successful during its last 6 years in Keene. She said
50 that graduates of the program are very successful in the area.

51

52 Ms. Welsh noted that this was a non-medical residential home and asked how they deal with
53 clients who are detoxing. Ms. Phelps said that clients go to Antrim House to detox for 30 days
54 before coming to House of Hope. Ms. Welsh asked if any residents take medications. Ms. Phelps
55 replied that clients take their maintenance medications for conditions like diabetes or high blood
56 pressure, for example. Ms. Phelps works with Monadnock Family Services to get clients their
57 regular medications. Clients are not accepted to House of Hope if they are actively taking
58 suboxone or methadone.

59

60 Ms. Welsh asked about the staff training plan, noting that it was not very detailed beyond
61 indicating that staff shadow Ms. Phelps for a few weeks. Ms. Welsh said those staff are working
62 with a complex population and she asked Ms. Phelps to elaborate more. Ms. Phelps said that the
63 staff's jobs are not that complex. Ms. Phelps said she had been away for a year helping to open
64 another home in Manchester, NH. She said she trains the staff, they have meetings, and the staff
65 also get certificates for use of Narcan. She said the NH Food Bank trains House of Hope staff in
66 food handling and someone else trained them in CPR. Ms. Phelps said it is her and one other
67 staff member on site at night. Ms. Welsh asked Ms. Phelps to elaborate more on these details in
68 next year's application.

69

70 Ms. Welsh asked about the neighborhood relations plan, noting that it seemed more reactive than
71 proactive. Ms. Welsh did note that this plan is harder for the Board to define and many
72 applicants had struggled with this section. She asked if the neighbors had been invited to see the
73 facility. Ms. Phelps said there had been no invite to see the facility, but she was open to that. She
74 said the House of Hope has a good relationship with its neighbors including the nursing home
75 down the road. Additionally, some neighbors invited the residents to a line dancing lesson as
76 well as a talent show. Ms. Phelps said there is an immediate neighbor she has talked to, but the
77 rest of the neighbors are more industrial. Ms. Welsh agreed that the Board was not accustomed to

78 seeing applications with an approved non-conforming use. Mr. Rogers agreed that House of
79 Hope is not located in a residential district; it was once zoned as Rural but is now zoned as a
80 Corporate Park. Most uses in this area are manufacturing, though there is also Covenant Living
81 of Keene about 1-mile up Wyman Road.

82
83 Mr. Savastano said he felt it was a complete application. Although he had to search within it for
84 a few items, he felt all the necessary things were included. For example, on page 17, the
85 application mentioned a security plan in operation. Additionally, on page 22, some more security
86 issues were detailed, like the escalation framework. Next year, Mr. Savastano advised Ms.
87 Phelps to have a dedicated section for a security plan versus the components spread throughout
88 the application.

89
90 Chair Oram said he had the same concern as Mr. Savastano. The Chair asked Ms. Phelps the
91 question that the Board had asked all applicants in the last year, which was whether this process
92 was challenging or whether the applicant needed more help/direction from the Board. Ms. Phelps
93 said she was somewhat overwhelmed with the application at the beginning but said that Ms.
94 Marcou was very helpful. She said that the application clearly outlined what the Board wanted.

95
96 Ms. Welsh listed some requirements for homeless shelters and asked whether those were
97 required for this facility. Mr. Rogers replied that this is a large group home, so those additional
98 criteria did not apply for this applicant.

99
100 With no comments from the public in favor or opposition, Chair Oram closed the public hearing
101 and the Board proceeded discussing the criteria for approval.

102
103 *The licensing board shall consider the following criteria when evaluating whether to approve,
104 renew, or deny a congregate living and social services license application:*

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

108
109 Chair Oram said he did not hear anything to indicate that the application was not compliant,
110 pending the sprinkler inspection within 45 days. Ms. Welsh said her only concern was waiting 45
111 days to ensure all the repairs occur. Mr. Rogers suggested that the Board make submission of the
112 sprinkler report as a condition of the overall approval.

113
114 Mr. Savastano made the following motion, which Ms. Welsh duly seconded. On a vote of 3–0,
115 the Board found application LB 23-05 in compliance with the first criterion.

116
117 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration
118 that adversely affects the surrounding area.*

119

120 Chair Oram did not see any information indicating problems with this criterion. Mr. Savastano
121 made the following motion, which Ms. Welsh duly seconded. On a vote of 3–0, the Board found
122 application LB 23-05 in compliance with the second criterion.

123

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

126

127 Chair Oram did not see any information indicating problems with this criterion. Mr. Savastano
128 made the following motion, which Ms. Welsh duly seconded. On a vote of 3–0, the Board found
129 application LB 23-05 in compliance with the third criterion.

130

131 Mr. Savastano made the following motion, which Ms. Welsh duly seconded. On a vote of 3–0,
132 the Congregate Living and Social Services Licensing Board approved application LB 23-05,
133 conditional upon: 1) a submission indicating that all issues identified by the Fire Department are
134 resolved.

135

136 **V. New Business:**

137

138 No new business was presented.

139

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

141 **VII. Adjournment**

142

143 There being no further business, Chair Oram adjourned the meeting at 6:20 PM.

144

145 Respectfully submitted by,
146 Katryna Kibler, Minute Takers
147 April 27, 2023

148

149 Reviewed and edited by,
150 Corinne Marcou, Board Clerk

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1 City of Keene
2 New Hampshire

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

Tuesday, June 27, 2023

6:00 PM

Council Chambers,
City Hall

Members Present:

Andrew Oram, Chair
Medard Kopczynski, Vice Chair
Thomas Savastano

Staff Present:

John Rogers, Building & Health
Official/Zoning Administrator

Members Not Present:

Alison Welsh
Jennifer Seher

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

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

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

15
16 Chair Oram tabled adopting the April 25, 2023, minutes until the regular July meeting because
17 there were not enough members present to vote.

18
19 **III. Unfinished Business:**

20
21 Mr. Rogers recalled that House of Hope’s license was approved conditionally by this Board,
22 pending a few Fire Department related items, which the applicant had since addressed.

23
24 A motion by Mr. Savastano to remove the conditional aspect of House of Hope’s license was
25 duly seconded by Vice Chair Kopczynski. The motion carried unanimously.

26
27 **IV. Applications:**

- 28 A) **LB 23-06: Applicant, Melissa Castor, Executive Director for Alpine**
29 **Healthcare, is requesting a Congregate Living & Social Services License for a**
30 **Residential Care Facility, located at 298 Main St., and is in the High Density**
31 **District and as defined in Chapter 46, Article X of the Keene City**
32 **Ordinances.**
33

34 Chair Oram asked for City Staff comments. John Rogers, Building and Health Official/Zoning
35 Administrator, said that the building inspection occurred, and no concerns were noted. The Fire
36 Department had a few items that the applicant was working to correct. As such, Mr. Rogers
37 advised the Board that their approval of this license should be conditional, pending resolution of
38 the Fire Department's minor concerns.

39
40 Chair Oram welcomed the applicant, Melissa Castor, Executive Director for Alpine Healthcare,
41 which is a residential care facility at 298 Main Street. Ms. Castor said that this is an 85-bed,
42 long-term and short-term nursing facility, which is certified by Medicare, Medicaid, and the
43 State of NH. Ms. Castor was awaiting the annual survey results from the State of NH. Chair
44 Oram said the application was copious.

45
46 Vice Chair Kopczynski reviewed some parts of the application for clarity. He referred to the
47 applicant's building, and life safety plan, which he called a sort of analysis on page 100 (of the
48 meeting packet). On page 103, he said there was a floor plan. He said the typical life safety plans
49 that this Board sees in Congregate Living and Social Service licenses are more like exiting plans,
50 which show how to get out of the building in an emergency. In the Vice Chair's file, he said the
51 floor plan was not legible, so he asked for submission of a clearer plan. Vice Chair Kopczynski
52 understood that the facility had been at this location for a long time and that the facility had
53 reasonably—if not very—good relationships with the neighbors on both sides and in the back.
54 Vice Chair Kopczynski asked if the applicant had a formal neighborhood relations plan; he noted
55 how some facilities hold open houses for the community to better integrate the facility and
56 neighborhood. If Ms. Castor did not have a plan like this, Vice Chair Kopczynski asked if she
57 could make one. Ms. Castor replied that she could make a plan. She said that prior to the
58 pandemic, the facility was more involved in the neighborhood. Still, she said there had been clear
59 communication with the surrounding neighbors, who she said knew they could call her with any
60 concerns. Vice Chair Kopczynski suggested memorializing those details in a clear plan that
61 could be submitted to Mr. Rogers. Chair Oram also noticed the lack of a specific neighborhood
62 plan, which he thought was important for all the Board members to see. Chair Oram noted that
63 he is one of the facility's neighbors and he called them a good neighbor. He often sees and talks
64 to residents when he is walking his dog, which makes him feel more integrated as a neighbor. He
65 thought it would be interesting to see more neighborhood outreach. He never had any problems
66 with the facility, but he said knowing neighbors helps everyone. Ms. Castor agreed.

67
68 With no public comments in opposition or support, Chair Oram closed the public hearing.

69
70 Mr. Savastano made the following motion, which was duly seconded by Vice Chair Kopczynski.
71 On a vote of 3–0, the Congregate Living and Social Services Licensing Board approved
72 application LB 23-06, conditional upon:

- 73 1. Submission of a (readable) life safety plan,
- 74 2. Submission of a neighborhood relations plan, and
- 75 3. Completion of all Fire Department requirements.

76

77 The Board reviewed the three criteria for approval.

78

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

81

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

85

86 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
87 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
88 LB 23-06 in compliance with Criterion 1, with the pre-mentioned conditions.

89

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

92

93 Mr. Savastano made the following motion, which was duly seconded by Vice Chair Kopczynski.
94 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
95 LB 23-06 in compliance with Criterion 2, without conditions.

96

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

99

100 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
101 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
102 LB 23-06 in compliance with Criterion 3, with the pre-mentioned conditions.

103

104 **B) LB 23-07: Applicant, Gregg Burdett, Executive Director for Covenant Living**
105 **of Keene, is requesting a Congregate Living & Social Services License for a**
106 **Residential Care Facility, located 95 Wyman Rd., and is in the Rural District**
107 **and as defined in Chapter 46, Article X of the Keene City Ordinances.**

108

109 Chair Oram requested Staff comments. Mr. Rogers said the building inspection occurred and the
110 Housing Inspector had no concerns. Like the last application, Mr. Rogers recommended
111 approving this application conditional upon completion of any outstanding Fire Department
112 concerns.

113

114 Chair Oram welcomed the applicant, Gregg Burdett, Executive Director for Covenant Living of
115 Keene, for a residential care facility at 95 Wyman Road. Mr. Burdett said that Covenant Living
116 of Keene purchased the “defunct” Hillside Village on February 16, 2022, when he became
117 Executive Director. He said this is a 221-unit continuing care retirement community or “life
118 plan” community; there are 140 units of residential living at 95 Wyman Road, 81 units of
119 assisted living/memory care across the street at 100 Wyman Road, and a 20-bed skilled nursing

120 facility. He said that Covenant Living of Keene was only days away from receiving their Centers
121 for Medicaid and Medicare Services (CMS) accreditation.

122
123 Discussion ensued about whether this application was for the units at 95 Wyman Road or 100
124 Wyman Road. Mr. Burdett noted that it is one corporation operating on both sides of Wyman
125 Road. Vice Chair Kopczynski asked City Staff for clarification. Mr. Rogers said that while the
126 whole facility was under the same ownership and supervision, this application was not for the
127 Woodside building of apartment-type living. Because of the same ownership, supervision, and
128 services provided, Mr. Rogers saw this application as for both 95 and 100 Wyman Road, but not
129 the Woodside apartment building. Mr. Burdett said there was no difference in services between
130 81 Wyman Road (Woodside) and 95 Wyman Road (main community center) as both are
131 considered independent living; he said 100 Wyman Road is a healthcare facility licensed by the
132 State of NH. In looking at the application, Vice Chair Kopczynski thought this was for the
133 building at 100 Wyman Road. Mr. Rogers' impression was that there are additional services at
134 100 Wyman Road, which residents of 81 Wyman Road could access if needed. Vice Chair
135 Kopczynski was unsure whether this Board issued licenses for residential living. Chair Oram
136 expressed confusion. He asked whether it was accurate that this Board was concerned with the
137 units that have higher levels of service for those who cannot live on their own; Chair Oram asked
138 what address that was. Mr. Burdett said that was the case for 100 Wyman Road. Chair Oram said
139 the application he read was for 95 Wyman Road, so he asked if the application needed to be
140 amended to cite 100 Wyman Road.

141
142 Vice Chair Kopczynski continued with his questions, noting that the application was over 600
143 pages, many of which were blank forms for incident reporting. Mr. Burdett is the incident
144 commander. Vice Chair Kopczynski said it would be helpful if the application was reorganized,
145 with the key parts labeled. At present, the Board was trying to pick through the application to
146 understand it. Vice Chair Kopczynski said the application began with some downloaded
147 PowerPoint materials and he was unsure what that was for. Mr. Burdett thought it addressed
148 requirements for the life safety and risk management plans; it was a copy of a corporate program
149 to show how the team is educated. Vice Chair Kopczynski said that could be a part of the
150 training exercises. He said the Board was really looking for a copy of the egress plan and
151 evidence that employees are trained. The Vice Chair suggested asking the Fire Chief, Don
152 Farquhar, whether Mr. Burdett was using the current National Fire Protection Association
153 (NFPA) standards. Mr. Burdett said he is in regular communication with the Fire Chief and the
154 new inspector, who visited the site several times. Mr. Burdett said they have a robust residential
155 exit plan and a shelter-in-place policy for the nursing facility. There are routine State and
156 Federally required fire drills and a safety committee meets monthly to review issues. Vice Chair
157 Kopczynski wanted to ensure all information in this file is accurate, up-to-date, and labeled for
158 easy follow-up. As such, when the applicant must re-apply, it would be easier because the most
159 pertinent information is on file already.

160
161 Next, Vice Chair Kopczynski noted that the training plan in the application was from 1988 and
162 asked if it had been updated since. Mr. Burdett said yes, but that as a part of the "records dump,"

163 there might have been some outdated things. He said that all employees go through a two-day
164 general orientation and the clinical staff go through a separate orientation required by the State of
165 NH before they can work on the floor. Mr. Burdett said there are records of all these things and
166 the facility had passed all State of NH surveys. Vice Chair Kopczynski suggested reorganizing
167 the information in the application, noting that perhaps more information was included than what
168 the Board really needs.

169
170 Vice Chair Kopczynski continued by discussing the neighborhood relations plan. Mr. Burdett
171 said the facility has no close neighbors, but they routinely invite the residents of Wyman Road to
172 activities. Covenant Living residents routinely pick up trash along the road, which other residents
173 of Wyman Road have expressed gratitude for. Mr. Burdett thought that this positive relationship
174 would continue. Chair Oram thought that sounded great, but asked why that relationship was not
175 outlined in the application, as required. Mr. Burdett was unsure why that was not included but
176 said he might have been overwhelmed by the voluminous paperwork. He said there had been no
177 formal plan in writing because it was never required before. As the Executive Director, Mr.
178 Burdett said he wanted to be a good neighbor and that employees are taught to treat Wyman
179 Road as if they live there (i.e., speed and how driving), which was why he was adding
180 crosswalks. He said he could write out these details.

181
182 Chair Oram said it seemed like Mr. Burdett was unsure what to do with this application and thus
183 he provided a lot of unorganized information. Mr. Burdett said this was a new license that he did
184 not realize he would need to be prepared for. He was unsure what was needed and so he erred on
185 the side of caution by providing everything, but he acknowledged that it might not have been
186 well organized. Chair Oram stated that at times, reading this application felt like reading an
187 avalanche. The Chair wanted applicants like Mr. Burdett to have enough guidance from this
188 Board or City Staff to ensure this licensing process is not onerous each year. He thought all the
189 information needed was likely in the application but there was a lot unneeded too. The
190 application needed to conform by organizing it to some degree.

191
192 Vice Chair Kopczynski said it was clear that there is an emergency response plan, with mention
193 of things like “shelter in place,” and protocols for earthquakes and hurricanes, for example. It is
194 important to include plans for things like hostage situations or intruders. He said the security plan
195 in this application talked more about securing the property in general. Mr. Burdett said there are
196 24/7 on-site security officers. Vice Chair Kopczynski said that would be helpful information
197 along with everything else. He thought the applicant might have tried to complete the application
198 by throwing a lot of stuff in it. He said that if the application had been organized differently, it
199 might have been more understandable. Vice Chair Kopczynski cited pages 756–760 in the
200 electronic meeting agenda packet, which had forms on building and site maintenance procedures
201 (e.g., how often fire sprinklers are tested, etc.). Mr. Burdett said that Covenant Living is fully
202 contracted with an NFPA-approved fire protection company that works closely with the Keene
203 Fire Department. Regarding the building in general, Vice Chair Kopczynski asked how often
204 maintenance crews assess the building to ensure everything is working correctly. Mr. Burdett
205 replied that there is a facilities management director, who is significantly experienced in both

206 senior living and health care; there is a team of eight in maintenance in addition to the
207 housekeeping and janitorial crew with regular evening schedules. Mr. Burdett also has a contract
208 with New England Mechanical for RPMs (Repairable Parts Maintenance) and certain things the
209 regular staff cannot do (e.g., HVAC filter changes). Vice Chair Kopczynski asked if it is a
210 computer-operated system. Mr. Burdett said yes, there is a completely computer-operated system
211 with Thayer, LLC; he can click anywhere on a map and find out things like the ambient and
212 input temperatures. He said the buildings are approaching five years old, so things are checked
213 regularly. He said the parent company of Covenant Living is very generous regarding capital
214 plans, which has allowed roof, balcony, and flooring repairs, among others. Vice Chair
215 Kopczynski asked if it was reasonable to say that the evening employees regularly check the
216 buildings and grounds, which contributes to a capital plan for the following year. Mr. Burdett
217 said yes, they not only create plans for the following year, but also five and 10-year plans. Vice
218 Chair Kopczynski stated that a condition of approval should be general organization and
219 relabeling of the application for the record.

220
221 Mr. Savastano said that regarding grounds and site maintenance, he did not see anything in the
222 application about things like benches, etc. that people enjoy. He did not see a plan for regularly
223 checking things around the grounds. Mr. Burdett said there is a full-time groundskeeper who has
224 an assistant; their job is to regularly survey and maintain an inventory of benches, picnic tables,
225 grills, and various other things around the 66-acre property.

226
227 With no public comments in favor or opposed, Chair Oram closed the public hearing.

228
229 Vice Chair Kopczynski felt that Mr. Burdett understood the conditions for approval. Discussion
230 ensued on the conditions of approval.

231
232 Mr. Savastano made the following motion, which was duly seconded by Vice Chair Kopczynski.
233 On a vote of 3-0, the Congregate Living and Social Services Licensing Board approved
234 application LB 23-07, with the following conditions:

- 235 1. Completion of all Fire Department requirements,
236 2. General reorganization of the application with labeling, and
237 3. Submission of a neighborhood relations plan.

238
239 The Board reviewed the criteria for approval.

240
241 *The licensing board shall consider the following criteria when evaluating whether to approve,*
242 *renew, or deny a congregate living and social services license application:*

243
244 Criteria 1: *The use is found to be in compliance with the submitted operations and management*
245 *plan, including but not limited to compliance with all applicable building, fire, and life safety*
246 *codes.*

247

248 Mr. Savastano made the following motion, which was duly seconded by Vice Chair Kopczynski.
249 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
250 LB 23-07 in compliance with Criterion 1, conditional upon: reorganization of the application and
251 submission of a neighborhood relations plan.

252
253 *Criteria 2: The use is of a character that does not produce noise, odors, glare, and/or vibration*
254 *that adversely affects the surrounding area.*

255
256 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
257 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
258 LB 23-07 in compliance with Criterion 2, without conditions.

259
260 *Criteria 3: The use does not produce public safety or health concerns in connection with traffic,*
261 *pedestrians, public infrastructure, and police or fire department actions.*

262
263 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
264 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
265 LB 23-07 in compliance with Criterion 3, conditional upon: completion of the Fire Department
266 requirements.

267
268 C) **LB 23-08: Applicant, Patricia Forman, House Supervisor for Emerald**
269 **House, is requesting a Congregate Living & Social Services License for a**
270 **Residential Care Facility, located 32 Emerald St., and is in the Downtown**
271 **Growth District and as defined in Chapter 46, Article X of the Keene City**
272 **Ordinances.**

273
274 Chair Oram asked for Staff comments. Mr. Rogers reported that the Housing Inspector had no
275 concerns. There were a few minor Fire Department issues to resolve, but nothing high hazard.
276 Approval of this application should be conditional upon meeting the Fire Department
277 requirements.

278
279 Chair Oram welcomed the applicant, Patricia Forman, House Supervisor of Emerald House, a
280 10-bed residential care facility for adults with persistent and severe mental illness at 32 Emerald
281 Street. This facility is a branch of Monadnock Family Services.

282
283 Vice Chair Kopczynski noted that there was a license in this application (DHHS 0176) and asked
284 if that was the only one required for Emerald House to operate. Ms. Forman said she was very
285 new to Emerald House and the licensing was new to her; Ms. Forman’s supervisor helped with
286 the State of NH licensing process in April 2023. Vice Chair Kopczynski said the goal was to
287 have any pertinent licenses in the record. Ms. Forman said she would check, but she was fairly
288 certain that the DHHS 0176 might have been the only one.

289

290 Vice Chair Kopczynski continued referring to page 785 of the meeting packet. He quoted: “We
291 *are surrounded by businesses except at the back, which is college student housing. Due to their*
292 *transient nature, we do not have a plan with them. 75% of the time, residents are supported by*
293 *staff in a community, which gives staff and clients an opportunity to create healthy neighborhood*
294 *relationships. Our residents frequent local establishments, have good report, and there is no*
295 *history of complaints.”* Vice Chair Kopczynski said the Board was less interested in complaints
296 and more interested in the company creating a mechanism for outreach. He noted that Emerald
297 House has neighbors like Toadstool Bookshop and apartments above Curry Copy; Ms. Forman
298 was unaware of those apartments. The Vice Chair cited other nearby businesses. He said it was
299 less about having constant outreach to the neighbors, and more about having a plan to work with
300 those neighbors if needed. The Vice Chair said that when crafting this Ordinance, it was about
301 demystifying the uses, so that these Congregate Living and Social Service facilities are actually
302 integrated into the community. Ms. Forman said that the nature of the work at Emerald House is
303 to assist clients in becoming independent again. She said the clients are very connected to the
304 community; she takes clients to local businesses like Puggy’s or the Toadstool Farm Café. She
305 said the local business owners know Emerald House clients by name and know where they live.
306 The Vice Chair asked for those details to be laid out more clearly as a basic neighborhood
307 relations plan, which could be amended over time.
308

309 The Vice Chair continued discussing the building site and maintenance plan. He said it was not
310 really a plan, but just listed that the building is owned by Keene Housing, “*for any and all*
311 *building repairs or emergencies, staff can contact Keene Housing.”* Vice Chair Kopczynski said
312 that was not a plan, but an indication of who to call with a problem. He imagined that Keene
313 Housing had a maintenance plan for how often to review the building or things like sprinkler
314 systems. Vice Chair Kopczynski thought it should be easy to add that plan to this application.
315 Ms. Forman thought she had submitted that life safety plan and other yearly reports. The Vice
316 Chair agreed but said that the building and site maintenance procedures did not seem to be
317 addressed. Ms. Forman requested more guidance on what the building and site maintenance plan
318 should include. Vice Chair Kopczynski cited examples, such as how often Keene Housing looks
319 at the building or grounds and how often they make repairs. Chair Oram also cited an example of
320 how often the exhaust is cleaned in the industrial kitchen. Ms. Forman thought that information
321 was in the application and the Vice Chair said some of it was, but not all of it. Ms. Forman
322 would connect with Keene Housing to get that plan She appreciated this guidance.
323

324 Chair Oram expanded on the neighborhood relations plan. He stated that it seemed inherent in
325 the description of the plan, that commercial neighbors are not neighbors, and he was left with
326 this impression from Emerald House’s outline of this this plan. Yet, he said the Emerald House
327 plan specifically talked about integrating the Emerald House clients to the surrounding
328 businesses as customers. In his mind, this was a disconnect. Those two things coming together
329 are a part of a neighborhood plan. He thought it would have sufficed if the application articulated
330 that Emerald House depends on its relationships with its neighbors by having clients frequent the
331 surrounding businesses. Ms. Forman thought the neighborhood relations plan was the most

332 challenging thing to figure out in the application; she thought she could easily write a plan with
333 this guidance.

334

335 Mr. Savastano asked about the nature of the support provided to clients, as the application stated
336 that clients are supported 75% of the time. Ms. Forman explained that these clients have
337 persistent and severe mental illnesses. She said the staff at Emerald House are teachers and
338 supporters, helping clients with everything from room and laundry care to medication
339 administration, to getting out in the community. A whole spectrum of support is provided.

340

341 Hearing no comments in support or opposition, Chair Oram closed the public hearing.

342

343 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
344 On a vote of 3–0, the Congregate Living and Social Services Licensing Board approved
345 application LB 23-08, conditional upon:

346

1. Completion of outstanding Fire Department requirements,
2. Submission of a more complete neighborhood relations plan, and
3. Submission of a more complete building and site maintenance plan.

347

348

349

350 The Board continued reviewing the criteria for granting the license.

351

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

354

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

358

359 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
360 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
361 LB 23-08 in compliance with Criterion 1, with the previously specified conditions.

362

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

365

366 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
367 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application
368 LB 23-08 in compliance with Criterion 2, without conditions.

369

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

372

373 Vice Chair Kopczynski made the following motion, which was duly seconded by Mr. Savastano.
374 On a vote of 3–0, the Congregate Living and Social Services Licensing Board found application

375 LB 23-08 in compliance with Criterion 3, conditional upon: completion of the Fire Department
376 requirements.

377

378 **D) LB 23-09: Applicant, Ryan Gagne, Executive Director for Live Free**
379 **Recovery, is requesting a Congregate Living & Social Services License for a**
380 **Large Group Home, located at 361 Court St., and is in the Medium Density**
381 **District and as defined in Chapter 46, Article X of the Keene City**
382 **Ordinances.**

383

384 Chair Oram requested Staff comments. Mr. Rogers said all inspections occurred at the beginning
385 of June 2023. The Housing Inspector noted a few minor issues. Once again, Mr. Rogers advised
386 approving this application conditional upon the applicant's completion of all Fire Department
387 requirements.

388

389 Chair Oram welcomed the applicant, Ryan Gagne, CEO and Owner of Live Free Recovery. He
390 was present with the Clinical Director, Jen Houston. This application was for a large group home
391 at 361 Court Street. Mr. Gagne said it was helpful to hear the other applications to better
392 understand what this Board seeks.

393

394 Vice Chair Kopczynski noted that this is a 16-bed facility, staffed 24/7, and residents live there
395 for 30–45 days. The population is all males over age 18 with substance use disorders. Mr. Gagne
396 confirmed. The Vice Chair asked if the residents receive any care. Mr. Gagne confirmed that
397 they do not, individuals attend clinical services off site. Vice Chair Kopczynski said a large
398 group home is people living together in a group environment and reintegrating into society. Mr.
399 Gagne agreed and added that there is an aspect of helping clients to be prepared to reintegrate
400 with helpful life skills. He said they provide a full continuum of care, noting that sometimes
401 clients get lost in the “step-down” process, because the typical continuum of care has gaps in it.
402 Thus, he called this an in-between phase. Chair Oram asked for more information on the step-
403 down process. Mr. Gagne replied that someone in a typical 30-day (could be less due to
404 insurance) residential treatment program could get lost in moving on to the next step. A large gap
405 in some of these clinical services is that someone who completes a 30-day program might not
406 have housing to go back to. In the step-down process, individuals could find themselves
407 somewhere like Live Free Recovery's other location that is traditional sober living; these
408 residents attend their regular meetings while reintegrating into the community and engaging in
409 their after-care treatment plan.

410

411 Vice Chair Kopczynski stated that a lot of things were missing from the application, which could
412 require Mr. Gagne to submit some things and come back before the Board. Vice Chair
413 Kopczynski referred to a portion of the application on required licenses, permits, or authority and
414 quoted page 943 of the meeting packet, “*Staff are working towards or have obtained licenses in*
415 *the State of NH. Ongoing CEUs are required to be completed yearly. All trainings are approved*
416 *by appropriate licensing boards in the State of NH.*” This indicated to the Vice Chair that there
417 was no separate training program, but that Mr. Gagne was relying on any licensure requirements,

418 and he asked what sort of licenses are required for a large group home. Chair Oram said these
419 details referred to the Roxbury Street and Marlboro Street locations. Vice Chair Kopczynski said
420 he understood that, but said those details were still listed in this application for Court Street. Ms.
421 Houston said city staff asked Ms. Houston to include all the staff training details, which vary by
422 location. In terms of congregate living and peer support housing, Ms. Houston said she included
423 details from NH Job Corps for the certified recovery support worker. Vice Chair Kopczynski
424 asked if it was fair to say that in a large group home there is no staff training because there are no
425 services. Ms. Houston said that was correct.

426
427 Next, Vice Chair Kopczynski referred to the security plan that “*includes provisions for on-site*
428 *security, including lighting, security cameras, or other measures appropriate to provide for*
429 *adequate health and safety of clients and management.*” The Vice Chair said he did not find this
430 plan included in the application. Ms. Houston said there are cameras on site and the property is
431 monitored 24/7. The Vice Chair said it would be nice if that information was laid out and clearly
432 labeled in the application. He quoted again, “*A life safety plan that demonstrates compliance*
433 *with the State minimum Building and Fire Code.*” The Vice Chair said that essentially referred to
434 an exit plan, Mr. Gagne said that during the Fire Department inspection, all exit plans were
435 hanging in the building. The Vice Chair said the Board sought that exit plan in the application, as
436 bureaucratic as that might seem.

437
438 Vice Chair Kopczynski said there was also not a clear health and safety plan in this application.
439 Ms. Houston said she sent all of those details and was unsure why they were not there. The Vice
440 Chair said that was likely but explained that within the four applications on this agenda, it
441 seemed as though things were split up. Ms. Houston said she resent everything together for each
442 separate location but noted that there were challenges getting the large files through the City’s
443 server. The Vice Chair noted that there should be an, “*Emergency response plan that establishes*
444 *procedures for addressing emergency situations,*” and asked if there was a plan for this property.
445 Ms. Houston reiterated that the site is staffed 24/7 and she sent the full list of procedures to the
446 City; she would resend it identified and labeled for this specific property. The Vice Chair also
447 referred to the neighborhood relations plan, which Mr. Gagne and Ms. Houston said was in the
448 application. The Vice Chair also mentioned building and site maintenance procedures. Mr.
449 Gagne said that checklist should have been in the application; Vice Chair Kopczynski said he did
450 not find that in this specific application.

451
452 Mr. Savastano agreed that he also did not see an emergency response plan for this property; he
453 saw one for another property and wondered if the applicant intended that to be included for all
454 four properties. He also did not see the building and site maintenance procedures in this Court
455 Street application. Chair Oram agreed, noting that two of the applications seemed to include
456 pertinent site information but the other two did not. It was unclear to the Chair why some
457 applications were completed one way and the others were not. It seemed to him that a routine
458 process was not followed for each location, which did not make sense to him since they are all
459 owned by the same organization. The Chair expected more coordination of information across
460 the four separate applications. Ms. Houston thought she sent pieces of information for Roxbury

461 Street and Marlboro Road because the latter is licensed by the Department of Health and Human
462 Services (DHHS), so she had to do the life safety plan, emergency procedures, and preparedness
463 as defined by DHHS. So, she submitted to this Board what the State of NH accepted. Chair Oram
464 asked if Ms. Houston did not submit the same plans for the Court Street and Water Street
465 locations because they were not licensed by DHHS. Ms. Houston said that was correct. Chair
466 Oram noted that those plans were still application requirements from this Board for all the
467 applications. Ms. Houston understood.

468
469 Mr. Rogers explained the Board's option to ask City Staff to work with the applicant toward
470 more complete applications and continue these applications until the July regular meeting, versus
471 placing a lot of conditions on these applications. Chair Oram agreed with the idea Mr. Rogers
472 presented. Mr. Rogers advised opening the public hearing for each of the remaining applications
473 and motioning to continue them until the July 25, 2023, regular meeting at 6:00 PM in the
474 Council Chambers of City Hall. When each public hearing opened, Mr. Rogers advised
475 discussing the issues so that Staff and the applicant had clear instructions on how to proceed.
476 Vice Chair Kopczynski asked if the applicants found this reasonable. Mr. Gagne said yes, he
477 would work with Mr. Rogers' Staff to reorganize and properly label the applications. The Vice
478 Chair said that if everything is laid out clearly in the first iteration of this application, it would
479 make future applications simpler.

480
481 Mr. Savastano discussed the neighborhood relations plan more. He thought that the applicant
482 might have heard some things the Board looks for during the previous two public hearings. Mr.
483 Savastano thought a lot of those were deficiencies in this application as well. He referred to page
484 851 of the meeting packet, where the applicant included a neighbor concern policy; he thought
485 these were helpful guidelines for the residents to interact with neighbors. Mr. Savastano
486 wondered if the local neighbors had a copy of this policy, noting that it might help neighbors to
487 understand how residents are asked to interact. He also discussed principles of outreach (e.g., do
488 the neighbors know the 24-hour contact person). Mr. Gagne said there is a proactive internal
489 policy to ensure that the incredibly important good relationships with neighbors are maintained.
490 Mr. Gagne said this is usually a very internal process, noting that many times, the residents are
491 not looked to be engaged with, which is why he thought this had never come up for any of their
492 locations. With the corrective documents to be submitted, he said they could add more
493 information for interacting with direct neighbors, with the understanding that some neighbors
494 might not welcome the interaction; still, Mr. Gagne said he would attempt it. Mr. Savastano
495 thought it was particularly relevant for this location, where most residents live for 30–45 days. In
496 this case, Mr. Savastano thought it was really important for the Live Free Recovery staff to do as
497 much as possible to maintain neighborhood relations, because the staff would be the constant
498 among an ever-shifting group of residents. Mr. Gagne liked an idea he heard in previous
499 applications to invite neighbors into the facility for an open house/question-and-answer to
500 alleviate potential challenges.

501
502 Chair Oram opened the floor to public comment. If these applications are continued until the
503 next meeting, there will be another opportunity for public comment.

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Cathleen Gagnon of 203 North Street lives directly across from the 361 Court Street location in the Low Density District. She said this hearing was the first she had heard about a neighborhood relations plan. Chair Oram advised Ms. Damien that she could access the neighborhood relations plan in the application, which is on the City’s website. Chair Oram thought Mr. Gagne learned more about the goal of a neighborhood relations plan and how his could be augmented for Court Street location.

Ann Knight of 26 Prospect Street lives next door to this Court Street location. Ms. Knight thought Mr. Gagne was doing a wonderful job. Ms. Knight looked forward to learning about how this facility could interact more with the neighborhood so that on the rare occasion of an issue (e.g., noise), she could feel more comfortable communicating with the staff. Ms. Knight had received a contact number from Mr. Gagne, and that person was very willing to discuss anything with Ms. Knight. She was pleased that residents feel comfortable in the neighborhood; she has positive interactions anytime she walks by. Given the more transient nature of these residents, she thought the relationship between neighbors and staff was more important. She felt fortunate that Mr. Gagne was providing this service next door.

James Knight of 26 Prospect Street said that with residents only living at this location for 30–45 days, it is harder to develop relationships with them. Still, Mr. Knight sees residents walking in the neighborhood or congregated in the parking lot, and he said they were always pleasant and amiable to conversations. He had never experienced any negative comments or foul language. He said it is a quiet facility, with most clients off site in classes etc., between 9:30 AM–3:00 PM. He thought the facility had a great communal atmosphere. Mr. Knight said the staff are very friendly and he had nothing but praise for the facility. He said Mr. Gagne had been an asset to the neighborhood, which Mr. Knight appreciated.

Hearing no further comments, Chair Oram closed the public hearing.

Mr. Gagne thought he had a clear direction to be prepared for the July meeting. Vice Chair Kopczynski said the objective of this licensure was to not segregate these uses from neighborhoods, but to integrate them. So, Vice Chair Kopczynski was pleased to hear the positive feedback from neighbors.

Vice Chair Kopczynski made the following motion, which Mr. Savastano duly seconded. On a vote of 3–0, the Congregate Living and Social Services Licensing Board continued application LB 23-09 until the July 25, 2023, regular meeting.

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

547
548 Chair Oram requested Staff comments. Mr. Rogers said the inspections occurred at the beginning
549 of June. The Housing Inspector had a few minor concerns, but not any life safety issues. Like the
550 previous applications, approval of LB 23-10 should be conditional upon completion of any Fire
551 Department requirements.

552
553 Chair Oram welcomed comments from the applicant. Mr. Gagne explained that Live Free
554 Recovery received a loan they had been waiting on from NH Housing. He said it had been a 17-
555 month process since he took over this location from another organization, which he said had
556 deferred a significant amount of maintenance. He said the initial conditions of the previous
557 application's 361 Court Street location were nothing compared to this Roxbury Street location.
558 As such, Mr. Gagne was awaiting a significant amount of construction via NH Housing at this
559 location; he would submit that construction schedule to City Staff. Due to American Disabilities
560 Act (ADA) compliance, some licensure was in progress for life safety items like completing the
561 sprinkler system. He added that there was some plumbing work and a new kitchen with a new
562 NFPA-13 hood attached to the sprinkler system.

563
564 Vice Chair Kopczynski said the applicant was presently in the permitting process for various
565 things. Mr. Gagne said the NH Housing loan was just approved and he thought it would close in
566 60 days, at which point work could commence; all contractors were prepared, and they would
567 soon initiate the permitting process with the City (i.e., ADA features), and the Fire Department
568 (NH Fire) would be working on permits for the sprinkler system and hood vent, among others.
569 There were minor design drawings for the kitchen, with no structural impacts. Vice Chair
570 Kopczynski asked if it would be a commercial hood and Mr. Gagne said yes, a small one. Mr.
571 Gagne said the biggest renovation would be to the kitchen, which had not been updated since the
572 1980s.

573
574 Vice Chair Kopczynski asked for more details on the services in this building; do the residents
575 get counseling, for example? At the time of this meeting, Mr. Gagne said the residents were
576 receiving off-site counseling, similar to the Court Street location. When this Roxbury Street
577 facility is licensed, there would be full in-patient services, including counseling on-site and case
578 management. The Vice Chair asked Mr. Rogers if the on-site services were the difference
579 between a large group home and a residential care facility. Mr. Rogers replied that the definition
580 of a group home includes more social and life skill services. He said that a facility did not need
581 to be medical to rise to this level, but there would be more care services than a group home.

582
583 Vice Chair Kopczynski noted that the same things missing from the previous application were
584 also missing for this application: security plan, life safety plan, and staff training plan. He said
585 the health and emergency response plans (page 916 of the meeting packet), the neighborhood
586 relations plan, and site maintenance features seemed to have been included. With all of the
587 changes planned for this building, the Vice Chair thought Mr. Gagne would want to update the
588 site maintenance features. He asked if the applicant was amenable to reorganizing and labeling
589 the application for the July meeting. Mr. Gagne replied in the affirmative. Mr. Gagne was still

590 unsure where the disconnect was. Vice Chair Kopczynski said it would be worked out, noting
591 that the Board is not the City.

592
593 Mr. Savastano said he assumed that the uses for 106 Roxbury Street and the following
594 application for 26 Water Street were grandfathered in from before the latest downtown Zoning
595 changes. In the case of the next application (LB 23-11) for a large group home in a Downtown
596 Transition District, up to eight people are allowed, but that location was previously Zoned as
597 High Density, so the use was grandfathered in. Mr. Savastano asked whether the use at 106
598 Roxbury Street (now in the Downtown Edge District) was also grandfathered in from the
599 previous High Density District, where the residential drug and alcohol treatment facility use had
600 already been in place. Mr. Gagne said yes, this 106 Roxbury Street location had in the past been
601 Marathon House (adolescent residential treatment facility), followed by Phoenix House (detox
602 and residential services), which was the last tenant before Live Free Recovery.

603
604 There were no members of the public present to comment.

605
606 Vice Chair Kopczynski moved to continue application LB 23-10 until the July 25, 2023, regular
607 meeting. Mr. Savastano seconded the motion, which carried unanimously.

608
609 **F) LB 23-11: Applicant, Ryan Gagne, Executive Director for Live Free**
610 **Recovery, is requesting a Congregate Living & Social Services License for a**
611 **Large Group Home, located at 26 Water St., and is in the Downtown**
612 **Transition District and as defined in Chapter 46, Article X of the Keene City**
613 **Ordinances.**

614
615 Chair Oram welcomed the applicant again, Ryan Gagne, Executive Director of Live Free
616 Recovery, for a large group home at 26 Water Street. Ms. Jennifer Houston, Clinical Director,
617 was also present.

618
619 Vice Chair Kopczynski said that this was another application for a large group home and stated
620 his understanding that there were no real services provided at this site, but it was a place for
621 people to reintegrate into the community. Mr. Gagne agreed. The Vice Chair noticed that at this
622 location, there are 16 beds and two resident managers living onsite, for a total of 18. Ms.
623 Houston said there are actually 16 total people onsite: 14 residents and two resident managers.
624 Vice Chair Kopczynski asked if residents stay up to one year and Mr. Gagne said yes. The Vice
625 Chair thought that was an excellent opportunity to reintegrate into the community. Mr. Gagne
626 agreed, noting that the previous occupant of this property did an excellent job and losing that
627 service would be detrimental to the community, which was why he stepped in. He said that the
628 services help to connect residents with local employers, helping the residents regain some roots
629 in the community. He cited the American Society of Addiction Medicine (ASAM) criteria,
630 which show that every 90 days, a person's chance of success in personal recovery increases.
631 Vice Chair Kopczynski noted that before this Board, large group homes would be permitted
632 through the Planning, Licenses, and Development (PLD) Committee of the City Council. One

633 reason for creating this Board was to remove these approvals from the political process. He said
634 the previous owner of this facility spent a lot of time educating the PLD Committee and they
635 managed the property well; these are reasons it is so important to have these details on the
636 record. Vice Chair Kopczynski knew that some neighbors of this facility were also in the same
637 line of work, while other neighbors there had been in their homes for generations, and one
638 neighbor is a gas station. There are a mix of individuals and property values in this
639 neighborhood, which would make Mr. Gagne’s neighborhood relations plan interesting for this
640 location. Once that neighborhood relations plan is developed, the Vice Chair thought Mr. Gagne
641 might be surprised by how supportive his neighbors might be.
642

643 Chair Oram asked if there is a general maintenance department for all four of these facilities. Mr.
644 Gagne said the LLCs that own the locations (361 Court Street and 26 Water Street) maintain the
645 buildings, as they are the owners of the buildings. Chair Oram expressed confusion, asking
646 which buildings Live Free Recovery owns. Mr. Gagne said three buildings are owned and he has
647 a partnership with the owner of the fourth building, Southwestern Community Services. Chair
648 Oram asked if Live Free Recovery provides maintenance for the three facilities it owns. Mr.
649 Gagne said yes, and continued explaining that Live Free Recovery takes care of the average wear
650 and tear items, and other general maintenance of the facilities (e.g., roofs and plumbing) would
651 not necessarily fall on Live Free Recovery. Mr. Gagne stated that “*any large fixes to the property*
652 *get done by myself.*” Chair Oram said it was not evident in reading the four applications that
653 there is a maintenance process, which is a portion of each application that needs to be complete
654 before full Board approval. Mr. Gagne asked—to be less complicated—if it would be easier to
655 present the maintenance plan in terms of what the LLC is responsible for and what Live Free
656 Recovery does to assess the properties daily. When discussing building and site maintenance
657 procedures, the Vice Chair said the Board seeks to understand what occurs on a daily, monthly,
658 and yearly basis; he said an asset management plan would be even better. He said there seemed
659 to be some extent of planning for the future at the Roxbury Street property. Chair Oram said it
660 was just not clear what future plans are for the other three locations, which stood out as an
661 inconsistency; he also mentioned a lack of information about shut offs and who to contact for
662 gas, water, etc. Vice Chair Kopczynski said perhaps there are universal processes and unique
663 things for each property. When thinking about making these four applications most efficient,
664 Chair Oram said that if there are a series of central things maintenance staff does, those could be
665 a part of each plan, with an additional attachment addressing the uniqueness of each site. He said
666 it was less about the Board telling applicants what to do and more so about the applicant
667 demonstrating their processes to the Board.
668

669 Vice Chair Kopczynski moved to continue application LB 23-11 until the July 25, 2023, regular
670 meeting. Mr. Savastano seconded the motion, which carried unanimously.

671

672 **G) LB 23-12: Applicant, Ryan Gagne, Executive Director for Live Free**
673 **Recovery, is requesting a Congregate Living & Social Services License for a**
674 **Residential Drug/Alcohol Treatment Facility, located at 881 Marlboro Rd.,**

675 **and is in the Rural District and as defined in Chapter 46, Article X of the**
676 **Keene City Ordinances.**

677
678 Chair Oram requested Staff comments. Mr. Rogers said that this property was also inspected at
679 the beginning of June and the Housing Inspector had no areas of concern. Like the other
680 applications, Mr. Rogers suggested that this application be approved conditional upon
681 completion of any remaining Fire Department requirements.

682
683 Chair Oram welcomed the applicant again, Ryan Gagne, Executive Director of Live Free
684 Recovery, for a large group home at 881 Marlboro Road, in the Rural District. Ms. Jennifer
685 Houston, Clinical Director, was also present.

686
687 Vice Chair Kopczynski said there would be residential drug and alcohol treatment on site with
688 staff serving 24 residents, with an average length of stay of 5–7 days but less than 30 days. Mr.
689 Gagne said that was correct, the length of stay depends on what the resident is being treated for.
690 Vice Chair Kopczynski mentioned a license (04524) for this facility (page 1053 of the meeting
691 packet). He said it seemed like pieces of the application were in various places, which Ms.
692 Houston said she did not understand, and the Vice Chair assured her it would be resolved. The
693 Vice Chair did find an emergency response plan in this application. He added that page 1058
694 looked somewhat like a neighborhood relations plan. He hoped the applicant understood better
695 what the Board was seeking, and Mr. Gagne agreed.

696
697 Mr. Savastano noticed that the owner of this property is not local to Keene and asked if that was
698 the partnership Mr. Gagne referred to during review of the previous application. Mr. Gagne said
699 yes, the technical owner is NH Housing, but Southwestern Community Services would be in
700 charge of the facility; Live Free Recovery has a lease with Southwestern Community Services
701 and Live Free Recovery maintains the property. Mr. Savastano noticed reference in the
702 application to Second Chance Solar, LLC. Ms. Houston said that LLC is listed as the owner on
703 the parcel map. Mr. Gagne said there are solar panels in front of this building, and he thought—
704 without knowing the history—that Second Chance Solar was involved in some way. Ultimately,
705 Mr. Gagne said he works with Southwestern Community Services.

706
707 Mr. Savastano also noted that the same neighborhood relations plan was submitted for all four
708 applications. He quoted page 1058 of the meeting packet: “*New Foundations takes our good*
709 *neighbor policy profoundly seriously,*” and asked how New Foundations is involved. Ms.
710 Houston said she noticed that too and she was unsure where it came from. Mr. Savastano asked
711 the applicants to consider that in their revisions.

712
713 Vice Chair Kopczynski noted that this property is the building that sits between the road and the
714 jail, and that this building was constructed for this purpose. He added that NH Housing is based
715 out of Concord, NH, Southwestern Community Services is based in Keene, and Mr. Savastano
716 added that Second Chance Solar is based out of Durham. Vice Chair Kopczynski said the
717 property was originally owned by the county. Mr. Gagne said he was renovating the property and

718 that Southwestern Community Services was actively responsive. Live Free Recovery had been
719 maintaining the property, but Southwestern Community Services remained available to help.

720

721 Mr. Savastano moved to continue application LB 23-12 until the July 25, 2023, regular meeting.
722 Vice Chair Kopczynski seconded the motion, which carried unanimously.

723

724 **V. New Business:**

725

726 There was no new business.

727

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

729 **VII. Adjournment**

730

731 There being no further business, Chair Oram adjourned the meeting at 7:47 PM.

732

733 Respectfully submitted by,
734 Katryna Kibler, Minute Taker
735 July 6, 2023

736

737 Reviewed and edited by,
738 Corinne Marcou, Board Clerk

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City of Keene, NH

Congregate Living & Social Services License Application

For Office Use Only:
 Case No. LB 23-13
 Date Filled 5/30/23
 Rec'd By CNN
 Page _____ of _____

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 checked="" type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input checked="" 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: Hundred Nights Foundation, Inc	NAME/COMPANY: Hundred Nights, Inc
MAILING ADDRESS: 59 Mt. Huggins Drive	MAILING ADDRESS: 122 Water Street, Keene, NH 03431
PHONE: <u>Swanzey, N.H. 03446</u> 603-903-0357	PHONE: 603 352 5197
EMAIL: dkochman@hundrednightsinc.org	EMAIL: hundrednightsinc@gmail.com
SIGNATURE: <i>David Kochman</i>	SIGNATURE: <i>Mindy Cambiar</i>
PRINTED NAME: David Kochman	PRINTED NAME: Mindy Cambiar
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: Hundred Nights, Inc
MAILING ADDRESS:	MAILING ADDRESS: 122 Water Street, Keene, NH 03431
PHONE:	PHONE: (603) 667-1481
EMAIL:	EMAIL: hundrednightsinc@gmail.com
SIGNATURE:	SIGNATURE: <i>Mindy Cambiar</i>
PRINTED NAME:	PRINTED NAME: Mindy Cambiar

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

122 Water Street, Keene, NH 03431

TAX MAP PARCEL NUMBER:

585-027-000-000

ZONING DISTRICT:

Downtown Growth



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.

See attached Document

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.

See attached Document

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

Pre-Covid, the typical length of stay was anywhere from a week to 100 nights. The average was approximately 45 days.

Starting in 2017, Hundred Nights stayed open year-round for families with children and individuals who were medically frail. Still, the typical length of stay for that population was about 4 months.

Once Covid happened, combined with no places available for those experiencing homelessness and the decline in available rental options, the average length of stay has increased for some people, especially families with children and the elderly. We have several people who have been at the shelter for over a year.

SUBMITAL CHECKLIST

A complete application must include the following items and submitted by one of the options below:

- **Email:** communitydevelopment@keenenh.gov, with *"CLSS License Application"* in the subject line
 - **Mail / Hand Deliver:**
 Community Development
 (4th Floor) Keene City Hall,
 3 Washington St, Keene, NH 03431

The submittal requirements for a Congregate Living & Social Services License application are outlined further in **Chapter 46, Article X** of the [City of Keene Code of Ordinances](#).

Note: Additional information may be requested to complete the review of the application.

<input checked="" type="checkbox"/> PROPERTY OWNER: <i>Name, phone number and address</i>	<input checked="" type="checkbox"/> POINT OF 24 HOUR CONTACT: <i>Name, phone number, and address of person acting as the operator, if not owner</i> <p style="text-align: center;">Same as owner</p>
<input checked="" type="checkbox"/> REQUIRED DOCUMENTATION: <i>Provide all required state or federal licenses, permits and certifications</i>	<input checked="" type="checkbox"/> WRITTEN NARRATIVE: <i>Provide necessary information to the submittal requirements</i>
<input checked="" type="checkbox"/> PROPERTY INFORMATION: <i>Description of the property location including street address and tax map parcel number</i>	<input checked="" type="checkbox"/> APPLICABLE FEES: \$165.00 application <i>(checks made payable to City of Keene)</i>
COMPLETED INSPECTION: <i>Inspection date: _____</i>	SCHEDULED INSPECTION: <i>Inspection date: _____</i>

OPERATIONS AND MANAGEMENT PLAN:

Plan based on the industry standard *"Best Management Practices"* to include:

- ◇ Security Plan
- ◇ Life Safety Plan
- ◇ Staff Training and Procedures Plan
- ◇ Health and Safety Plan
- ◇ Emergency Response Plan
- ◇ Neighborhood Relations Plan
- ◇ Building and Site Maintenance Procedures

In addition, Homeless Shelters will need to provide:

- ◇ Rules of Conduct, Registration System and Screening Procedures
- ◇ Access Policies and Procedures

Section 4 Question 1.

The Hundred Nights Shelter provides emergency overnight shelter to people experiencing homelessness on a year-round basis. At the new facility at 122 Water Street, there will be 48 shelter beds available in different configurations. For example, there are 2 female dorm rooms that could have up to ten beds in use, 5 male dorm rooms that could have up to 24 beds in use and 4 dedicated family rooms that could sleep anywhere from 2 to 9 people per room.

Every night people are welcomed in. A brief one-on-one intake interview is conducted, forms are filled in and copies are made of ID's, if available. Information is distributed about available local services, such as meals and food boxes, laundry, counseling services, showers, clothing and other resources. People are asked if they need assistance in applying for or setting up an appointment for Medicaid, Food Stamps, Keene Human Services, SCS Programs like WIC or Fuel Assistance, housing, Safe-Link phones, eye exams and eyeglasses. An appointment is scheduled with the Case Manager for an initial meeting. There are lockers and dressers that are assigned to people if they would like to store their belongings.

Guests are allowed in the dormitory style shelter with bunks for the night at 6:30 pm and must leave by 7:30 am, except for families with children who are able to stay inside during the day. There are staff people who are awake all night on all shelter floors.

The Open Door Resource Center (RC) exists to connect people to one another and to the resources available in our community which they may need. It is also a safe and dry place to be between 7:30 am and 9:30 pm for those at risk of or experiencing homelessness. While the RC is open there is access to hot and cold beverages, daily breakfast and lunch, weekend dinners, laundry facilities with advance sign ups, a phone, fax or computer to use, a job board, companionship, newspapers, books, a mailing address to pick up mail and use to procure an ID. Previous to Covid-19 many volunteers came in to hold classes, help write resumes, provide free haircuts, hold a dental health day once a month - we hope to restart them soon. Personal care items like toothpaste, toothbrushes, shampoo, conditioner, feminine hygiene products, deodorant and soap. Donated clothing like coats, hats, gloves, shoes, backpacks, pants and shirts are available to the guests in need. Referrals are made to other agencies and programs such as The Community Kitchen, Monadnock Family Services, Cheshire and/or Keene Housing, Southwestern Community Services, Veterans Services, federal, city and town welfare offices, the Saturday lunch program and showers at the Salvation Army, etc. Assistance is provided to any RC guest to get and help fill in applications for services such as housing, security deposits and subsidies, eye exams and glasses through the Lion's Club, Food Stamps Medicaid, Safe-Link phones and ID's. Often to get an ID, guests will first need assistance getting a birth certificate and/or Social Security card, which sometimes requires financial help from the Resource Center. There is also a small fund available to help with prescriptions for antibiotics.

Section 4 Question 2.

The Shelter and Resource Center at 122 Water Street has three floors, each consisting of 5,060 square feet totaling 15,180 square feet

The first floor includes a Resource Room for eating meals, holding workshops and skill building classes, a commercial kitchen, laundry room and janitor's closet, bathrooms, four offices, a donation room with a sorting area, a foyer, two handicapped accessible bedrooms/baths, two stairways and an elevator.

The second floor includes two female dorm rooms each with a bathroom with ten beds between them available for use, four dedicated family rooms with sleeping space for two to nine each with a bathroom, one office with conference room, a laundry room with a mop closet, a staff bedroom with bathroom and an area for the overnight awake staff at night.

The Third floor has five male dorm rooms with four to eight beds each with bathroom, a large room for movement/yoga classes, a staff bedroom with bathroom, a storage room, a laundry room, a utility/mop closet, and an area for the overnight staff at night.

The outdoor space contains 24 parking spaces, an 8X12 shed, benches, picnic tables and landscaping that includes fruit trees, bushes and a children's play area. The lots at 122 and 124 Water Street were merged in 2022, providing a total of approximately .66 acre of land. The building will be used 24 hours a day. The shelter sleeping spaces will be open from 7:30 pm to 7:30 am, the exception is the family rooms. The Resource Room will be open between 7:30 am to 9:30 pm.

Between January 1 and December 31, 2021 there were 259 unduplicated people who received a total of 13,279 bed nights. These reflect the increased number of open beds year round due to health and safety concerns during the Covid-19 pandemic. Services were provided to a diverse group that included 185 males and 74 males; 22 veterans; 7 children under 18; 25 youths between 18 and 24; and 30 people over the age of 55. 60% of the total number of guests had no income, while an additional 38% were at 100% of the Federal Poverty Level in terms of income.

Building and Site Maintenance Procedures

Hundred Nights, Inc. does not own the Emergency Shelter/Resource Center located at 122-124 Water Street, Keene, NH. The building is owned by the Hundred Nights Foundation, Inc. However, Hundred Nights, Inc. takes full responsibility for building and ground maintenance.

Hundred Nights has working relationships with and maintains a list of local contractors, service and maintenance businesses to deal with major maintenance issues, e.g. building structure, plumbing, heating or electrical.

Minor issues resulting from day-to-day use of the buildings will be managed by Hundred Nights, Inc staff. Depending on the impact or severity, Hundred Nights, Inc will seek assistance from a contractor or service or maintenance business.

Emergency Response Plan Hundred Nights Emergency Shelter

EMERGENCY DISASTER PROCEDURES

Provide training so employees know what to do in an emergency whether it's a fire, hurricane, flood or an active shooter according to guidelines identified on the site at <https://www.ready.gov/business>.

As a disaster approaches, the Executive Director, the Shelter Manager on duty and the Resource Center Manager on duty will participate in all related conference calls.

Shelters will remain open 24 hours a day until the relief effort stands down.

All pertinent information will be provided to staff involved in providing services related to the disaster. Staff shifts will be assigned for full coverage.

All people will be taken in during disaster but if they break the rules they will be asked to leave.

Mealtimes will follow year-round schedule.

Staff must communicate throughout the response period regarding needs to be met.

Phone, text, email and/or video conferencing will be used by the staff to communicate throughout the emergency.

The Executive Director will report activities to the media.

PROCEDURES FOR EMERGENCIES ON SITE

If there is a person on site who appears in need of medical attention 911 will be called immediately.

If there is a person in need of Narcan, trained staff will administer it and call 911.

All staff will provide basic first aid/supplies.

Any hazardous material spills within Hundred Nights Emergency Shelter or Resource Center or in the immediate surrounding area will be reported to the fire and police department. Guests, staff and volunteers will be asked to evacuate the building and remain outside until cleared to enter. The Executive Director or staff on duty, in cooperation with the fire and police departments, will determine when it is safe to re-enter the buildings.

Any biological waste, spills, overflows, etc will be cleaned and sanitized immediately.

For any emergency situation that makes the Hundred Nights shelter unavailable for an extended period of time, the Executive Director and staff will work with federal, state and local agencies to locate shelter for the Hundred Nights guests.

Health and Safety Plan Hundred Nights Emergency Shelter and Resource Center

Hundred Nights policies and procedures are outlined below. Guests at Hundred Nights Emergency Shelter and Resource Center receive and sign the *Hundred Nights Guest Rights, Responsibilities and Guidelines* agreement" (attached) as part of the daily intake process. The agreement outlined the Rules Enforcement for the shelter and resource center.

Safety

Hundred Nights cooperates with state and local law enforcement. When an unsafe situation arises in the shelter, resource center or directly outside of these locations, and cannot safely be managed by the staff, the local police will be contacted. Any threatening or aggressive behavior directed towards staff or guests will be reported to the local police. Any contact with the local or state police or fire department is logged in the computer and if necessary incident reports are filled in.

Hundred Nights cooperates and communicates with other community social service agencies. The shared information helps maintain a safe and secure environment.

The main and resource center entrances have sufficient lighting and strategically positioned cameras. The main and resource center entrances are locked after 9:40 PM. The main entrance has an external phone to contact the overnight staff after hours. All other entrances to the building are locked and secured with monitor cameras.

Security cameras are located in the shelter. There are cameras strategically located outside the shelter. All cameras are connected to a screen in the shelter office area. The screen is monitored by shelter employees.

Public areas, aisles to the exits, stairway and doorways are kept clear for passage in an emergency.

Emergency exits and doorways are clearly marked. Emergency lighting is installed.

The attached Hundred Nights *Hundred Nights Guest Rights, Responsibilities and Guidelines* agreement identifies these safety policies and procedures:

- guns are prohibited from the building. Other potential weapons, including but not limited to, knives, mace, sword, dagger, blackjack, brass knuckles, nunchaku are locked away overnight in the office cabinet or locker
- use of alcohol and/or illegal substances is not permitted in the buildings or the immediate areas surrounding the buildings

- fighting and/or threatening behavior amongst guests or guests and staff will not be tolerated in or around the buildings/parking area
- guests are not permitted in the offices without a staff member
- children in the shelter or resource center must be accompanied by their parent or guardian at all times

Health

Hundred Nights cooperates and communicates with local health care facilities and other local social service agencies.

Basic first aid kits are maintained in the shelter, including appropriate medical gloves.

There are guidelines to handle medical issues. Minor medical injuries, e.g. non-serious cuts and bruises, can be managed by the staff. For serious medical issues, the Fire Department is called. Narcan is available for use by trained staff when necessary. If Narcan is administered, the Fire Department is called.

Hundred Night will follow reasonable federal, state and local guidelines when possible during times of a pandemic. For example, during the COVID-19 pandemic, Hundred Nights established these rules: required mask in all areas, except while sleeping or eating and drinking in common areas; reconfigured the sleeping areas to socially distance the beds; hung transparent curtains between the beds; and instituted head to toe sleeping patterns.

Bathrooms are cleaned daily and as needed during the day.

Bedding is cleaned daily in on-site washers and dryers.

Floors are cleaned daily and as needed during the day.

Each bed will have underbed storage, a 2-drawer nightstand, a 3-drawer dresser and a wardrobe for clothing and personal care items.

The attached Hundred Nights, Inc. *Daily Intake Form*; *Hundred Nights Guest Rights, Responsibilities and Guidelines* agreement identifies these health policies and procedures:

- only service animals are allowed in the buildings
- prescribed medication must be locked in a locker or the office locked cabinet overnight. If medication is required during the night, it must be locked in the office cabinet and the overnight staff member will retrieve when necessary

- use of tobacco products, including but not limited to cigarettes, cigars, e-cigs, vapes, chew is not permitted in the buildings. Smoking is not permitted at the stairs to the shelter or resource center entrances
- Shower facilities are available on a sign-up ahead of time basis
- Laundry facilities are available on a sign-up ahead of time basis
- No eating in the sleeping areas

Life Safety Plan Hundred Nights

“A life safety plan sets out how building occupants will be alerted to an emergency situation and evacuated from a building or public space. It’s specific to a particular location and it must address the needs of everyone who uses or may use the space or building.”

The Hundred Nights Emergency Shelter is located in a three-story building at 122 Water Street in Keene, NH.

Emergency Shelter

The Emergency Shelter space is configured to accommodate sleeping units for 48 individuals and 2 staff bedrooms with bathrooms meeting the minimum square footage per individual required by state fire code.

Nightly, the shelter manager/overnight manager completes an intake form for individuals staying in the shelter and assigns a bed. It includes information about the guest’s disabilities, if any. In case of an emergency, this information will help the manager and/or first responders safely evacuate guests.

There are six egress points, the main entrance, two resource center entrances, one kitchen entrance and one at the base of each of the two stairways, meeting the minimum state fire code for the emergency shelter building classification. The egress points are lighted and clearly marked.

Emergency lighting is installed in case of a power outage.

An automatic sprinkler system is installed.

Fire and CO2 detectors are located in the shelter. They are tested regularly. Batteries and/or entire units are replaced as necessary.

Fire extinguishers are located in the building. They are maintained and/or replaced as needed.

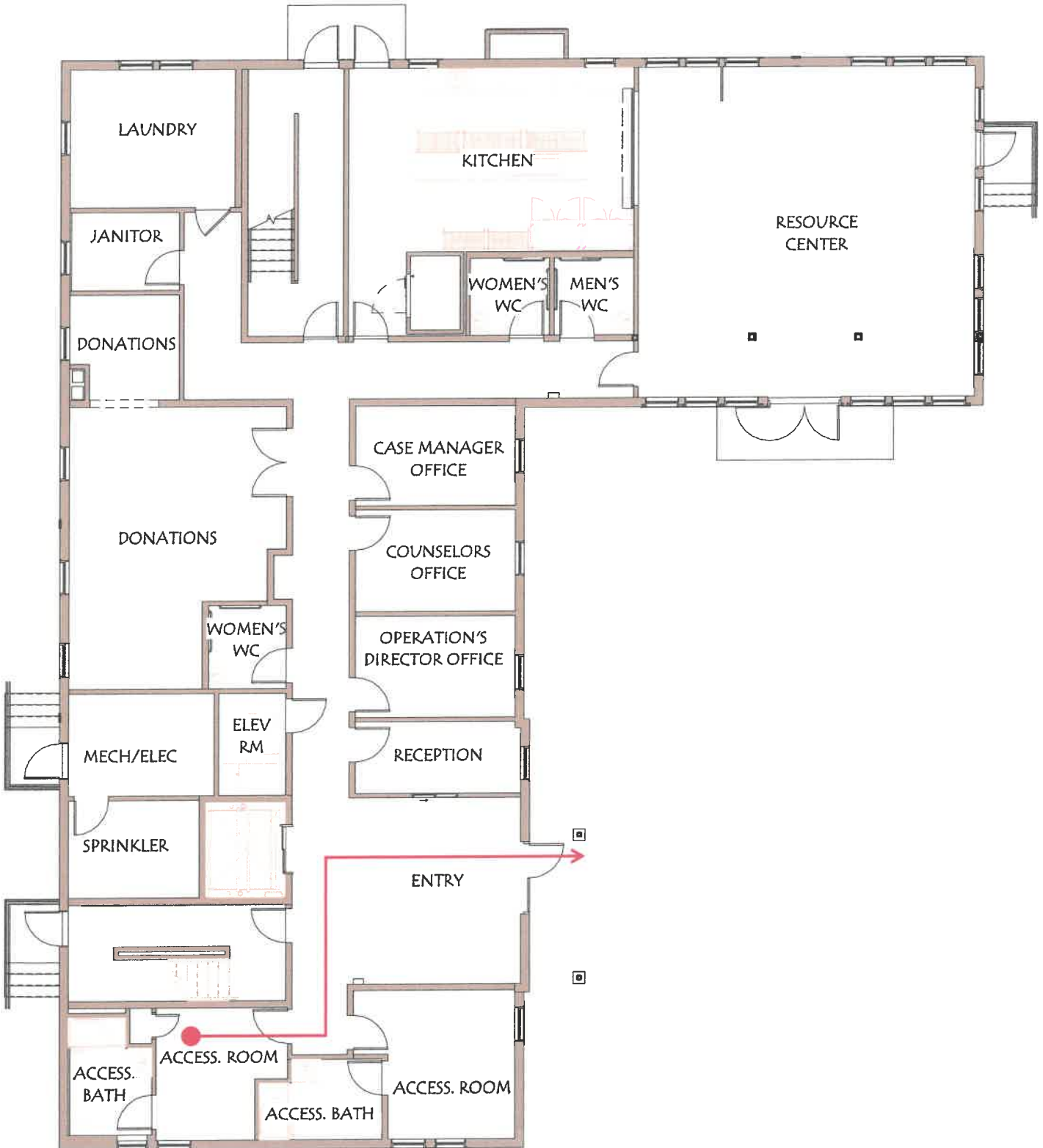
Resource Center

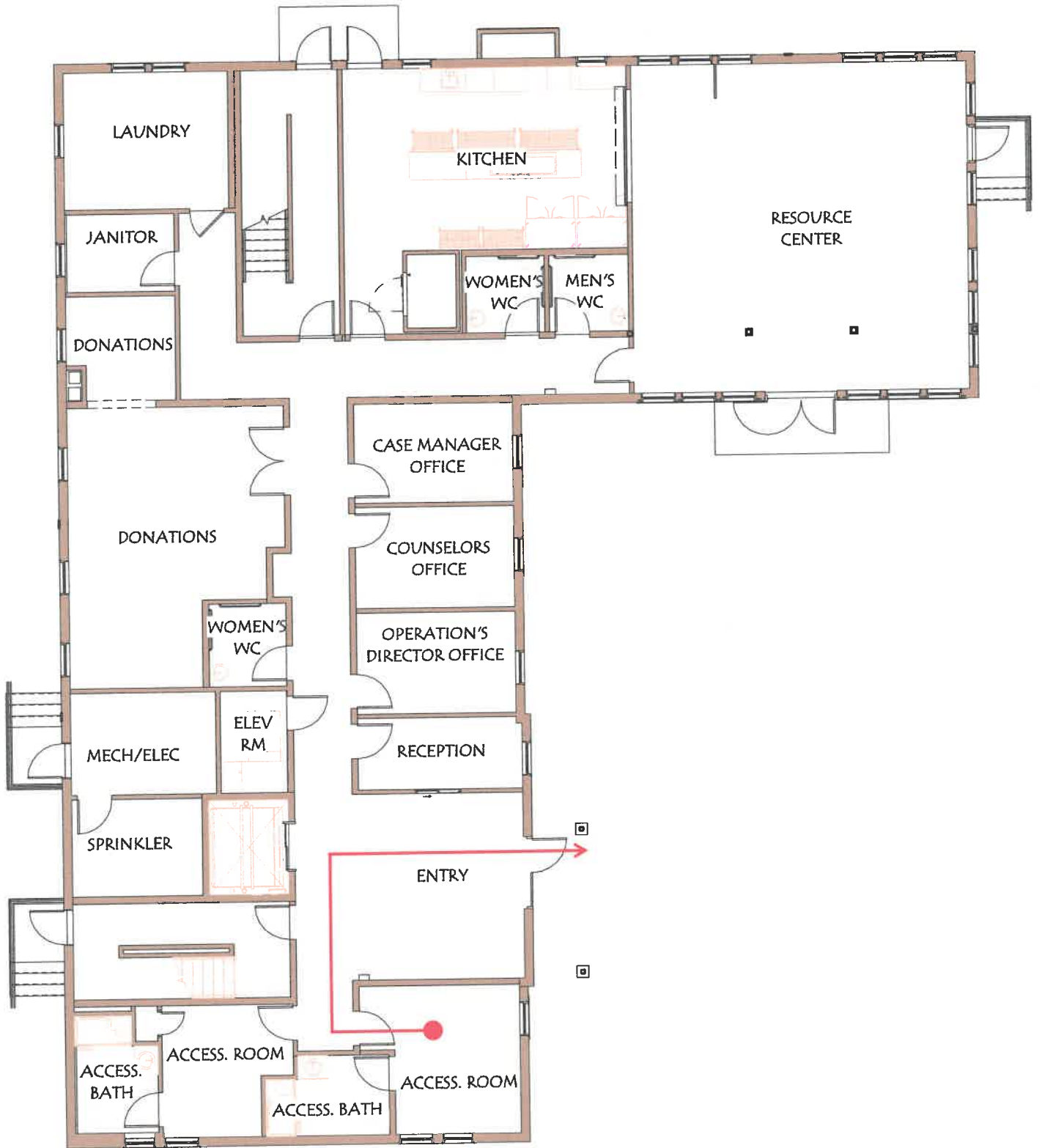
The Open Doors Resource Center opened as a means to provide a hospitable space with some amenities during the day for any displaced person (not just shelter guests). It offers a variety of services, like phone, fax, computer access, daily breakfast and lunch and weekend dinners.

The Resource room is equipped with Smoke and CO2 detectors. They are tested regularly. Batteries and/or entire units are replaced as necessary.

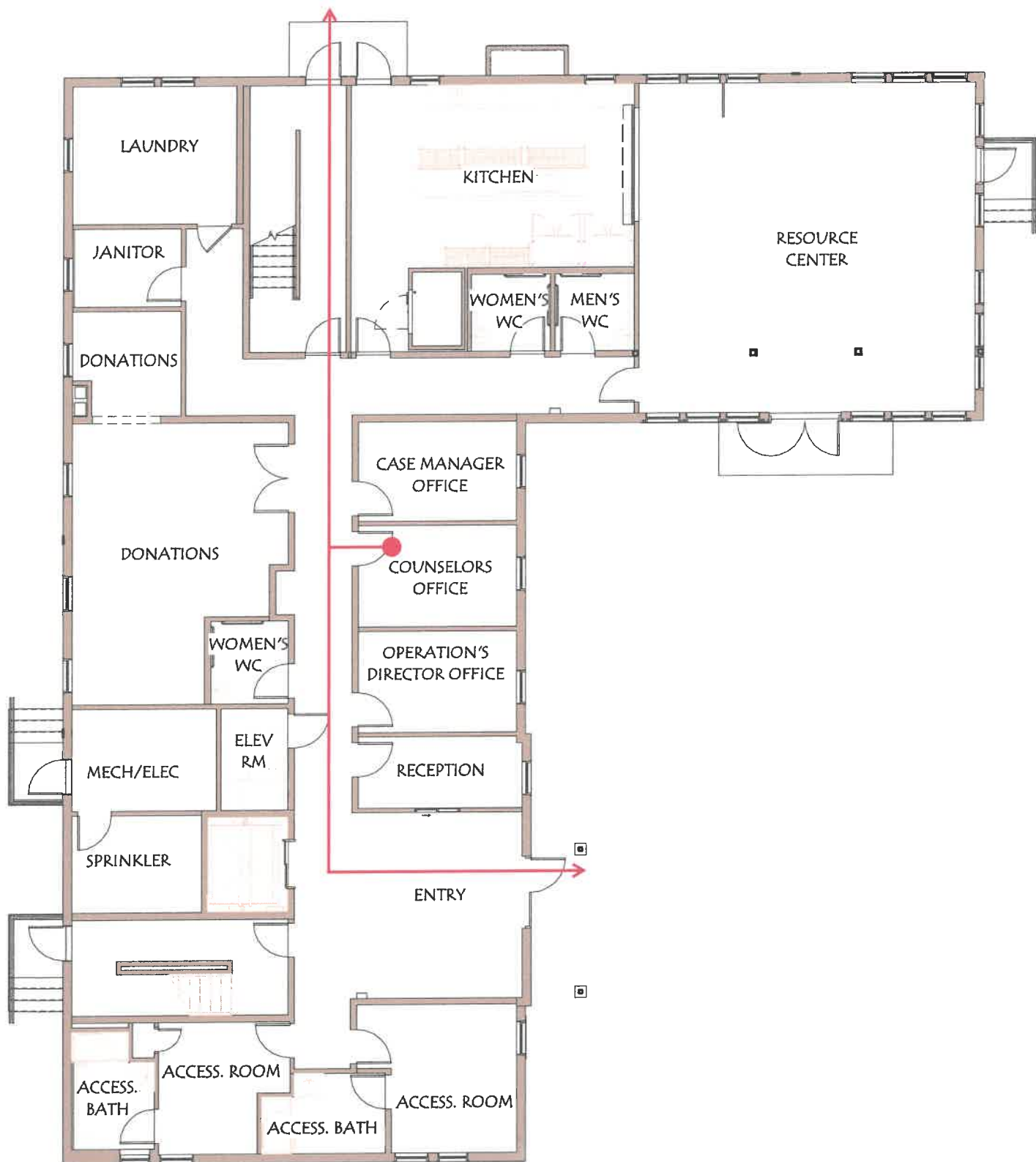
Fire extinguishers are located in the area. They are maintained and/or replaced as needed.

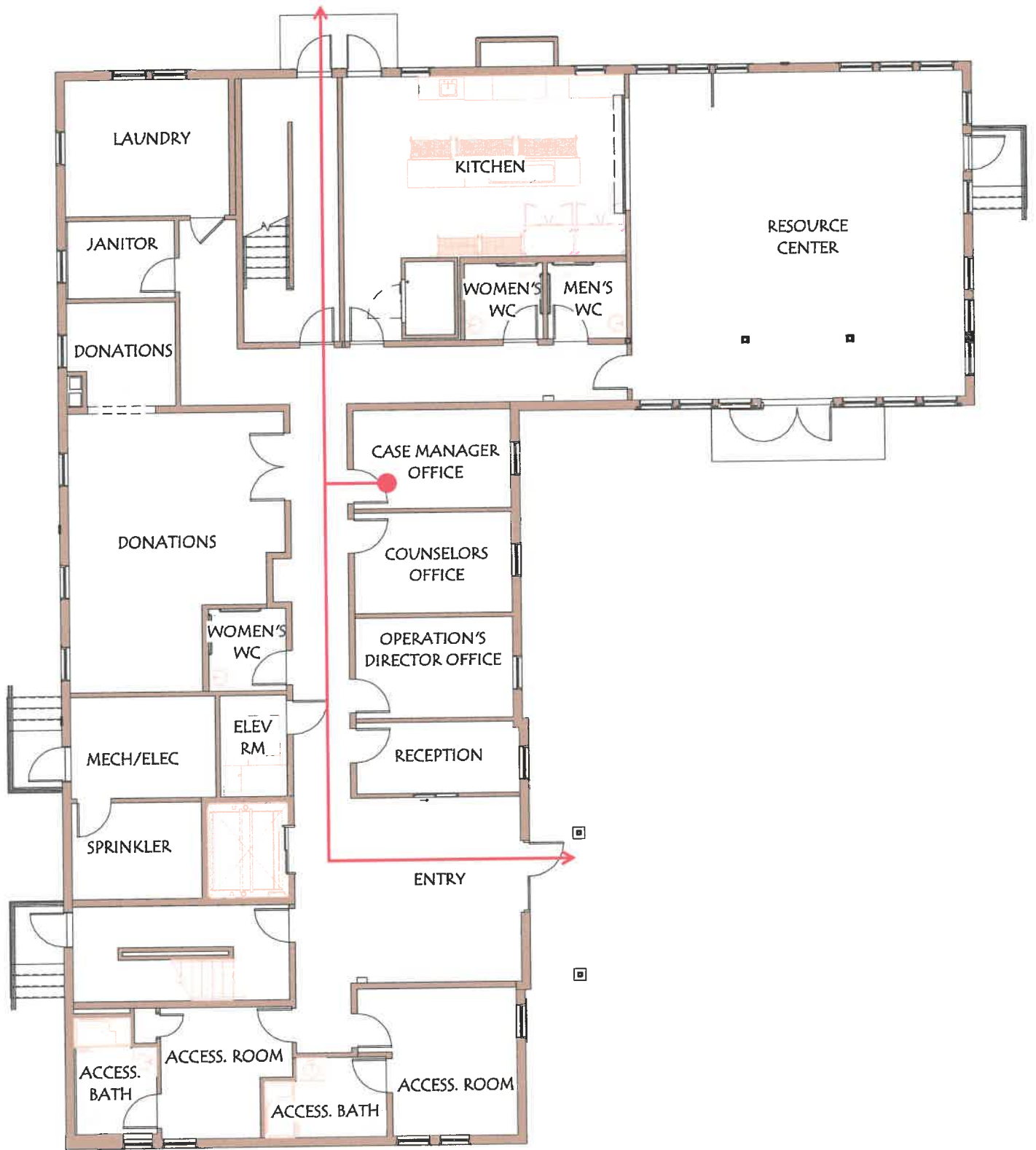
There are 2 egress points in the resource room. There are another 4 egress points available in other parts of the building.



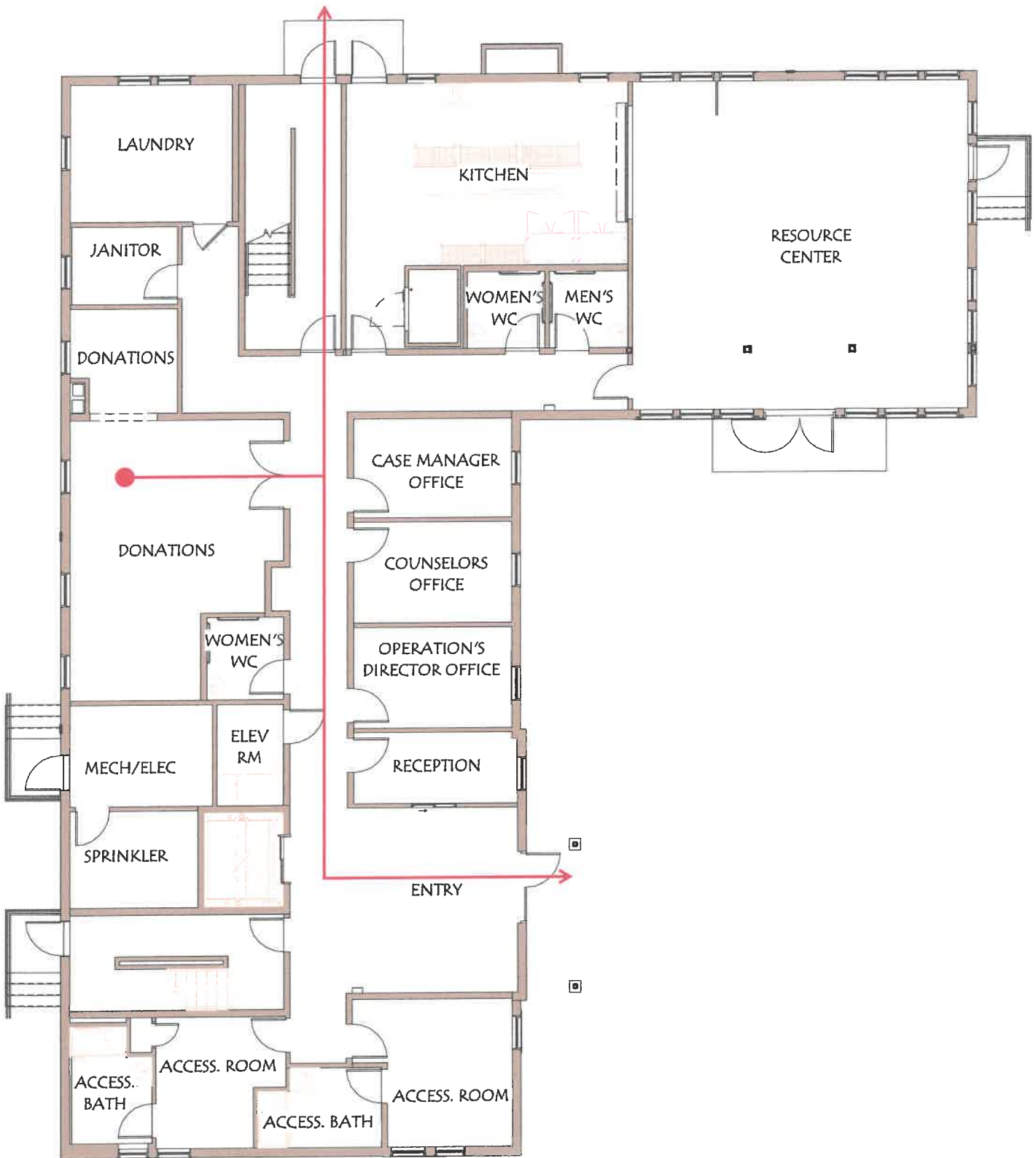


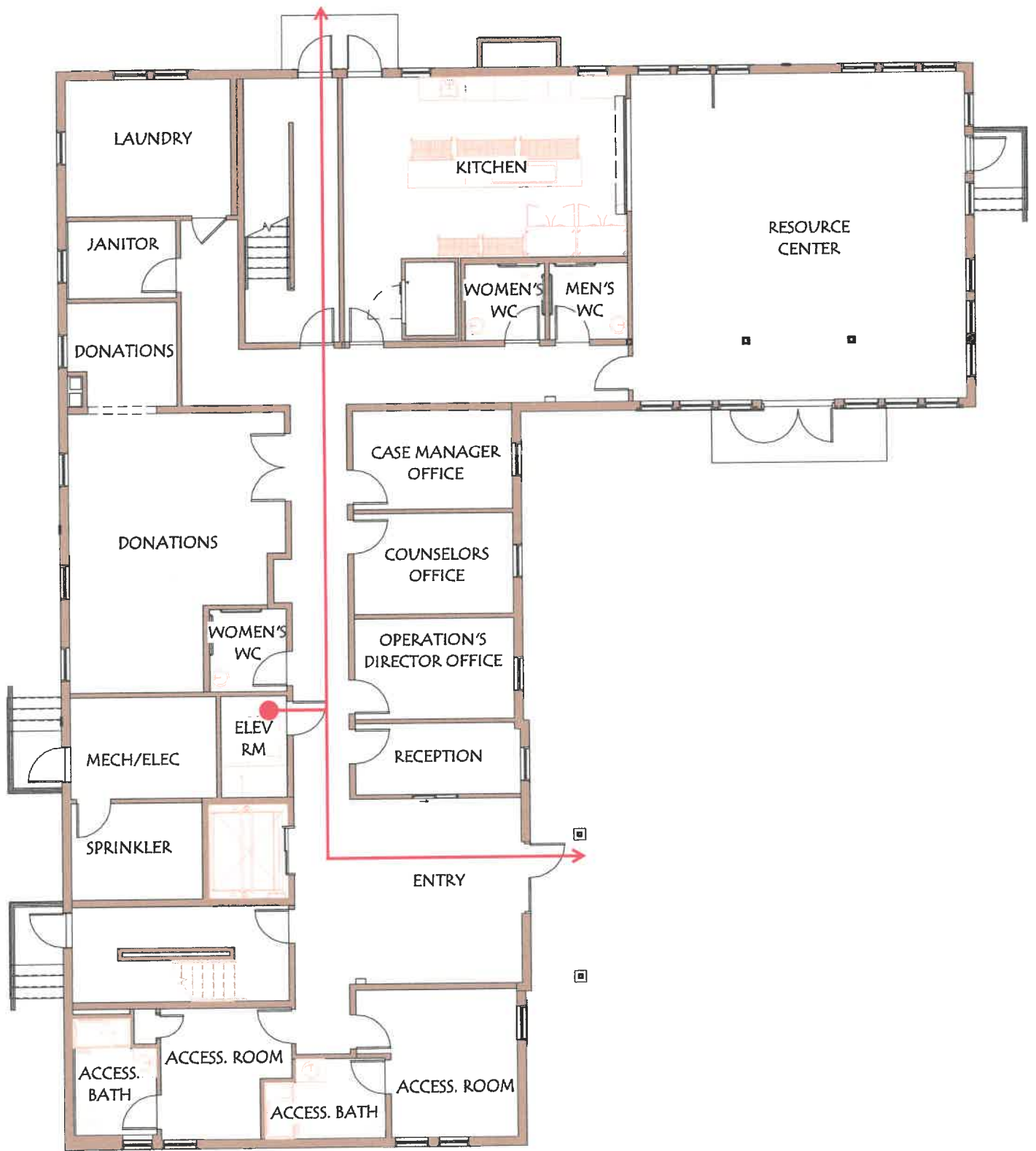
First Floor Evacuation Plan



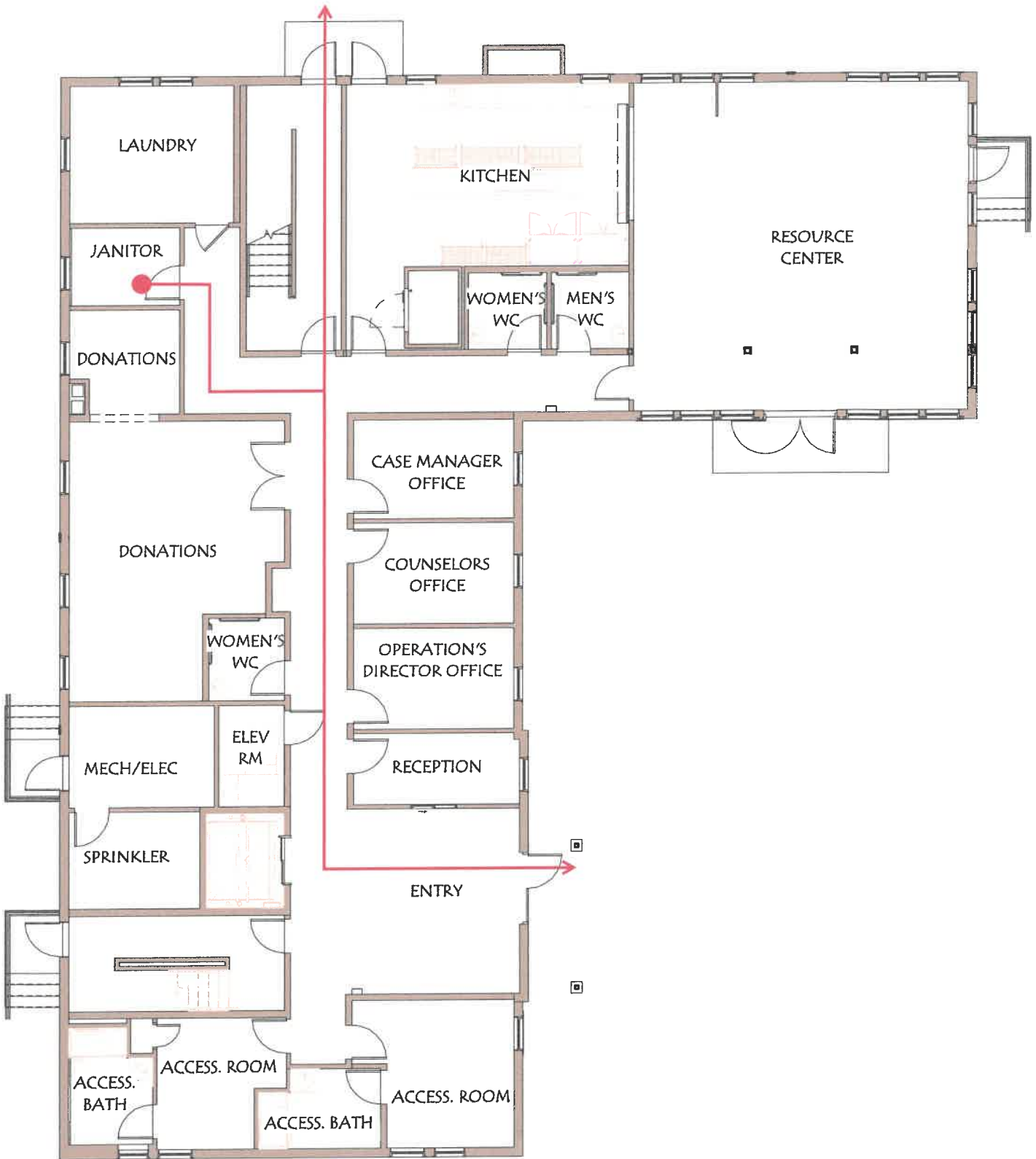


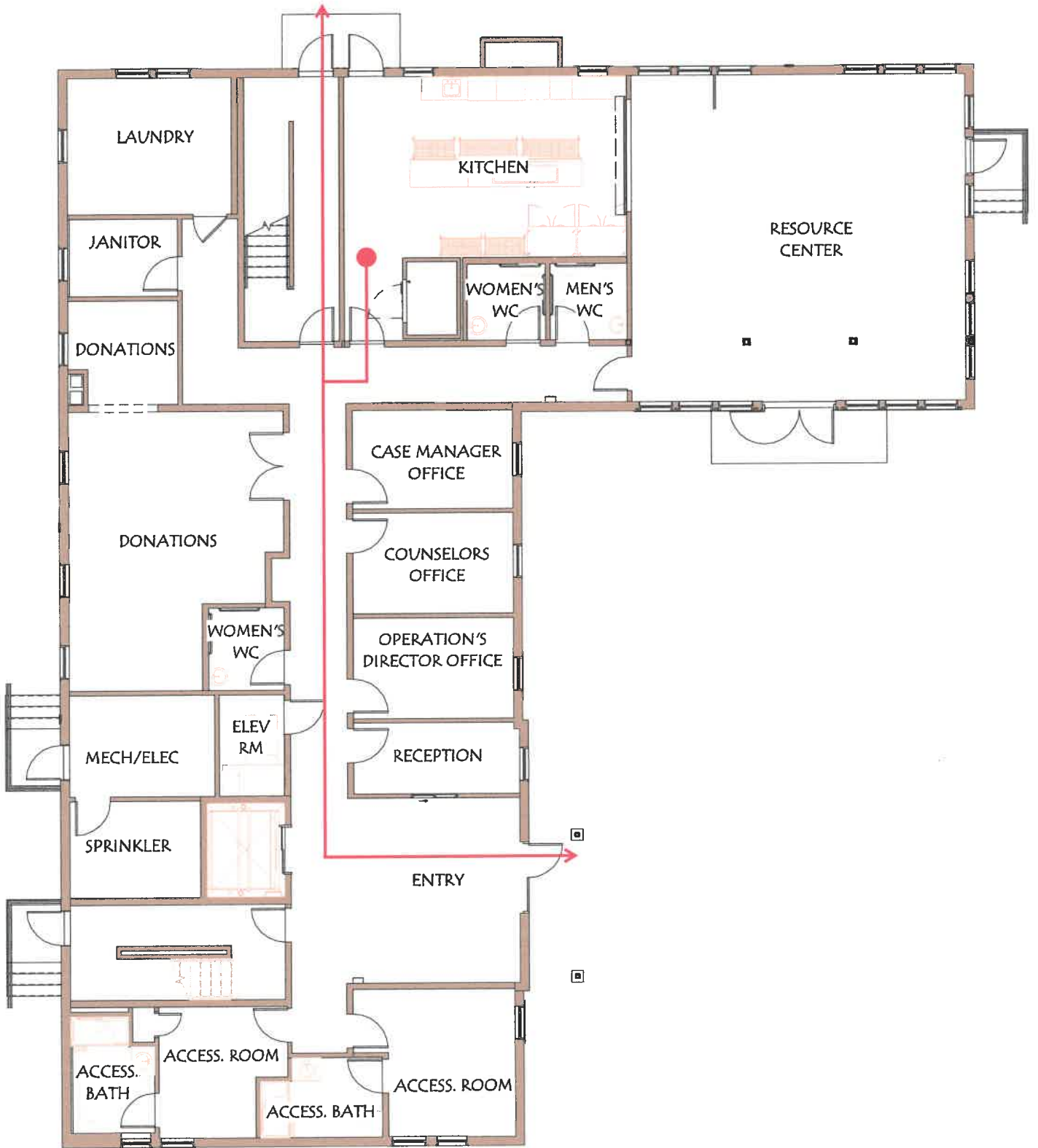
First Floor Evacuation Plan



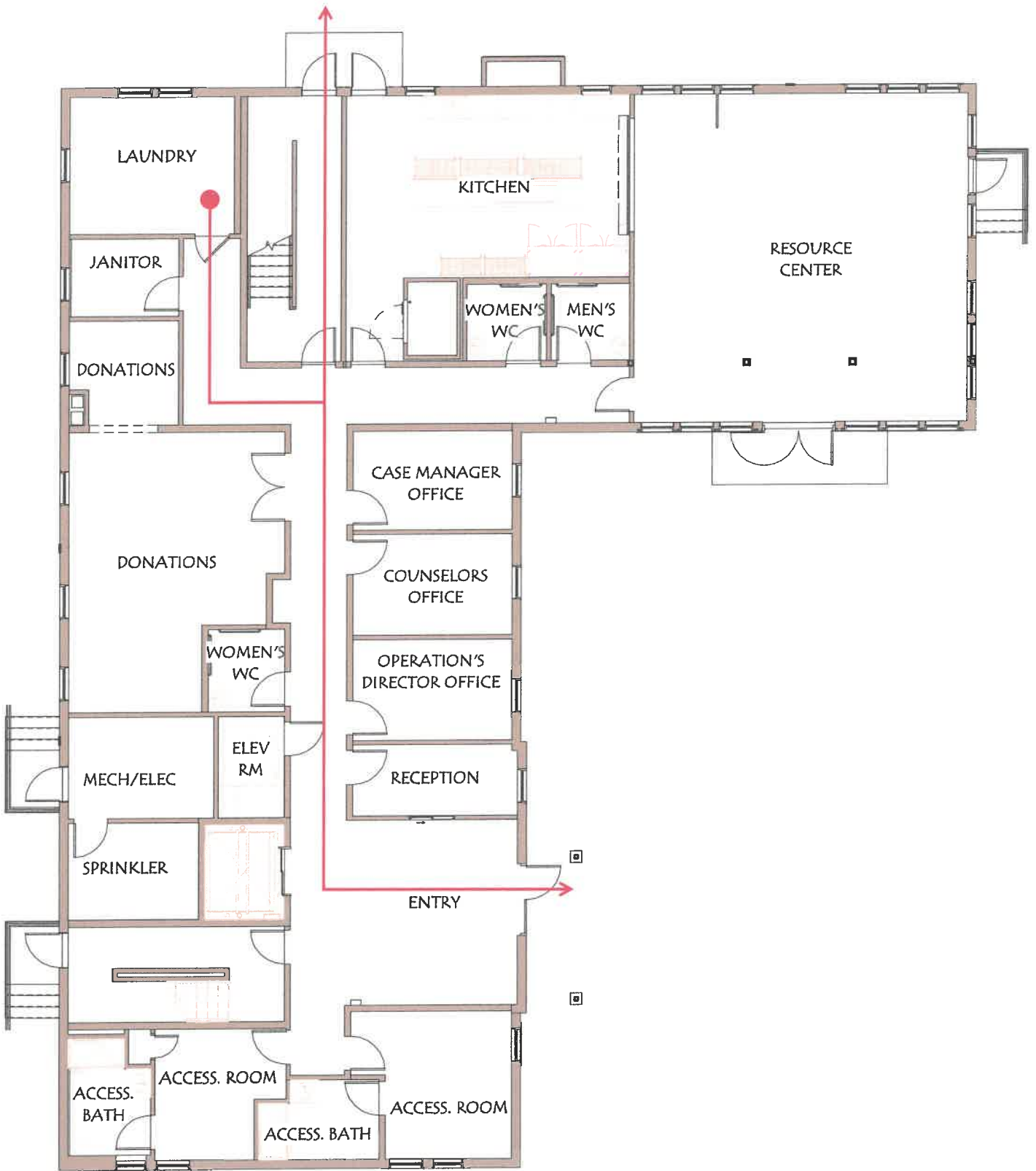


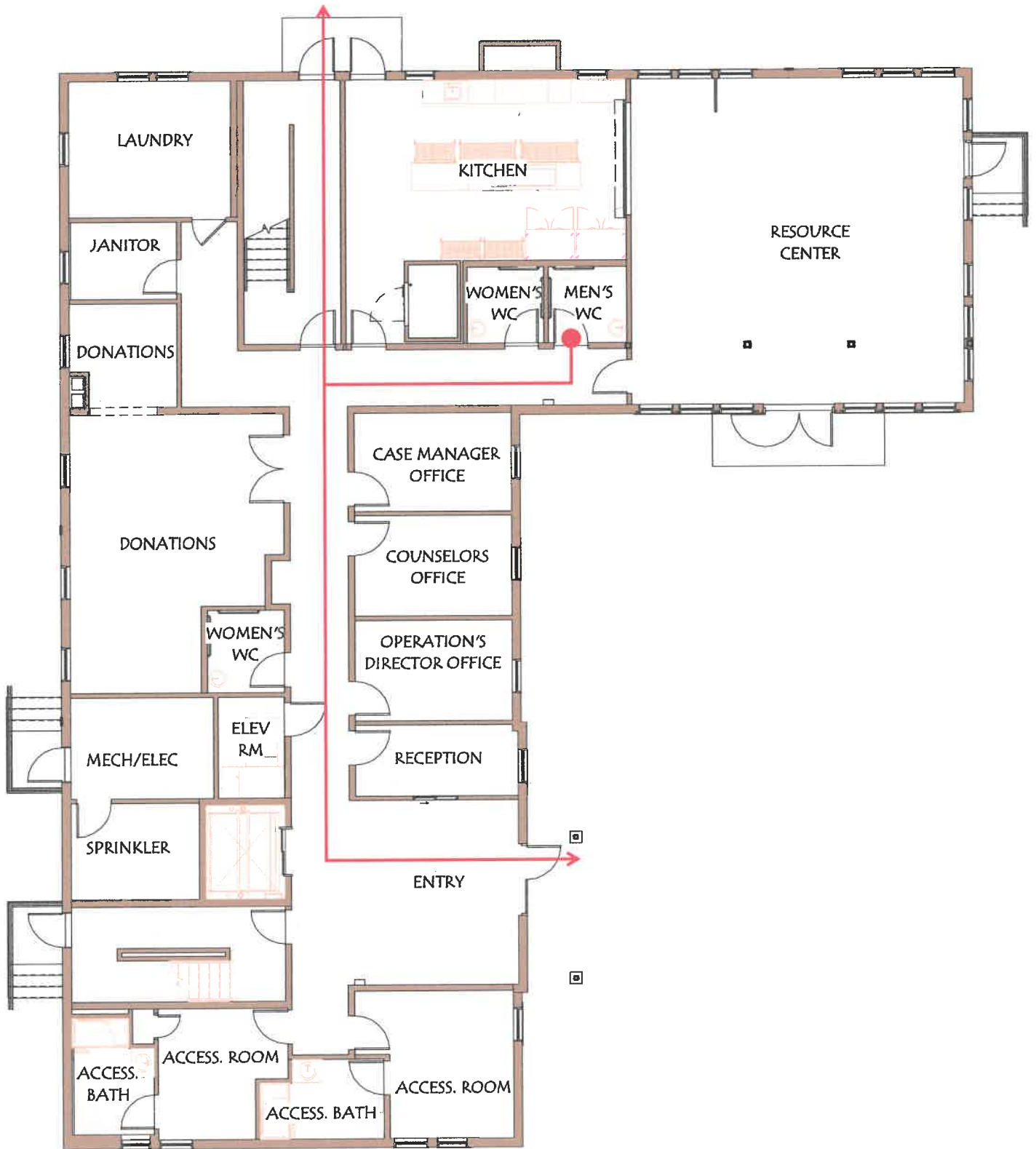
First Floor Evacuation Plan

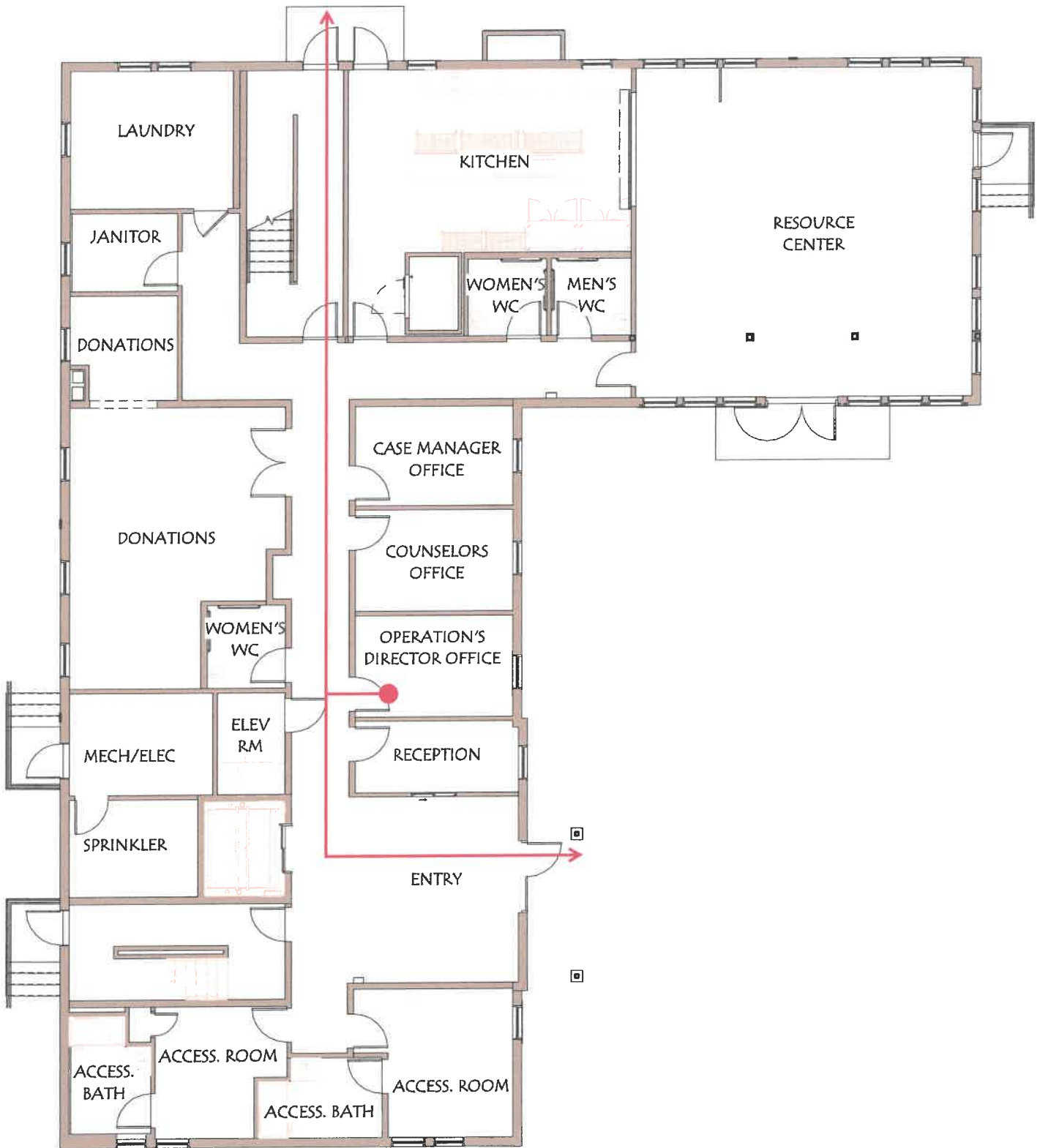


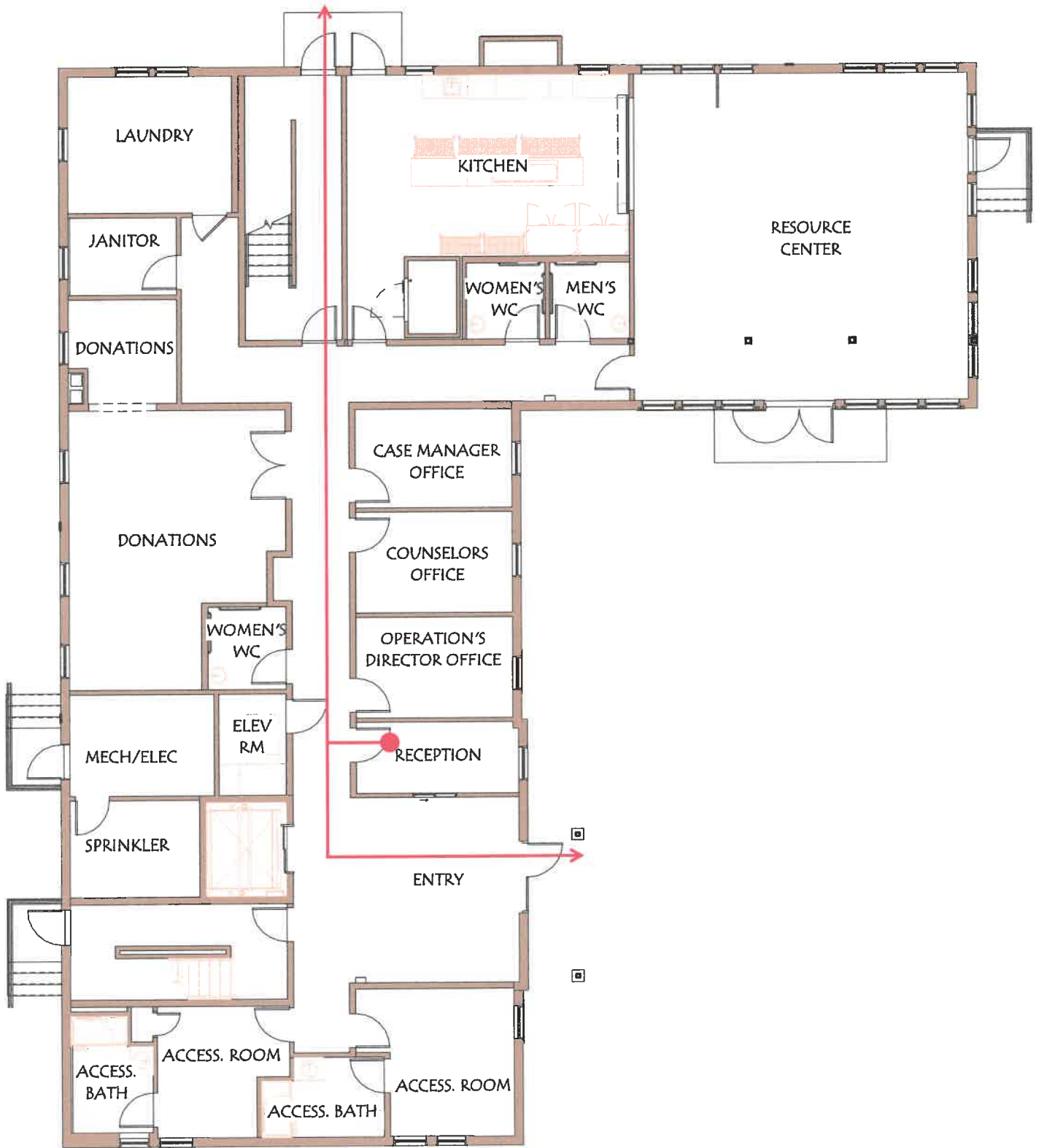


First Floor Evacuation Plan

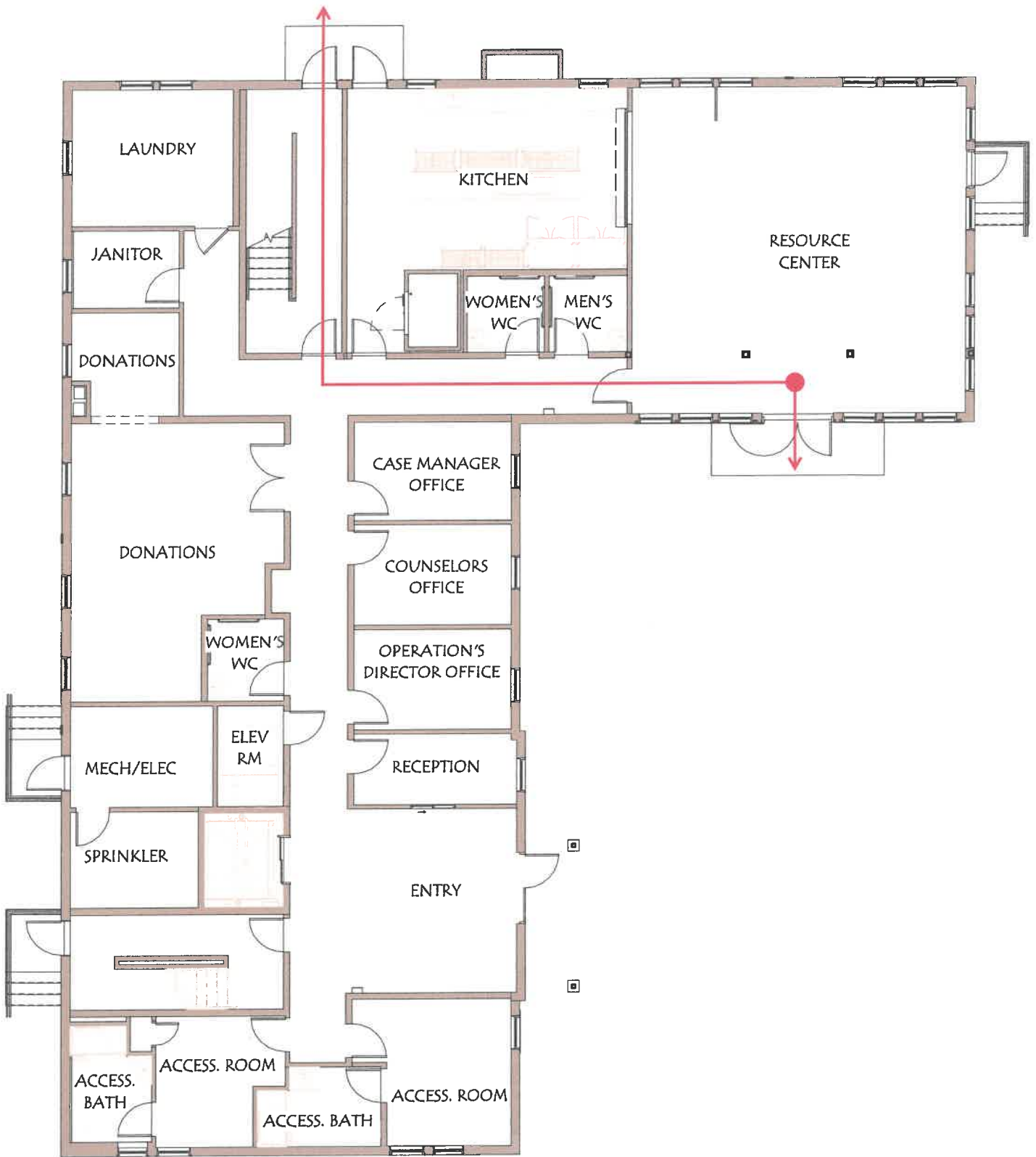


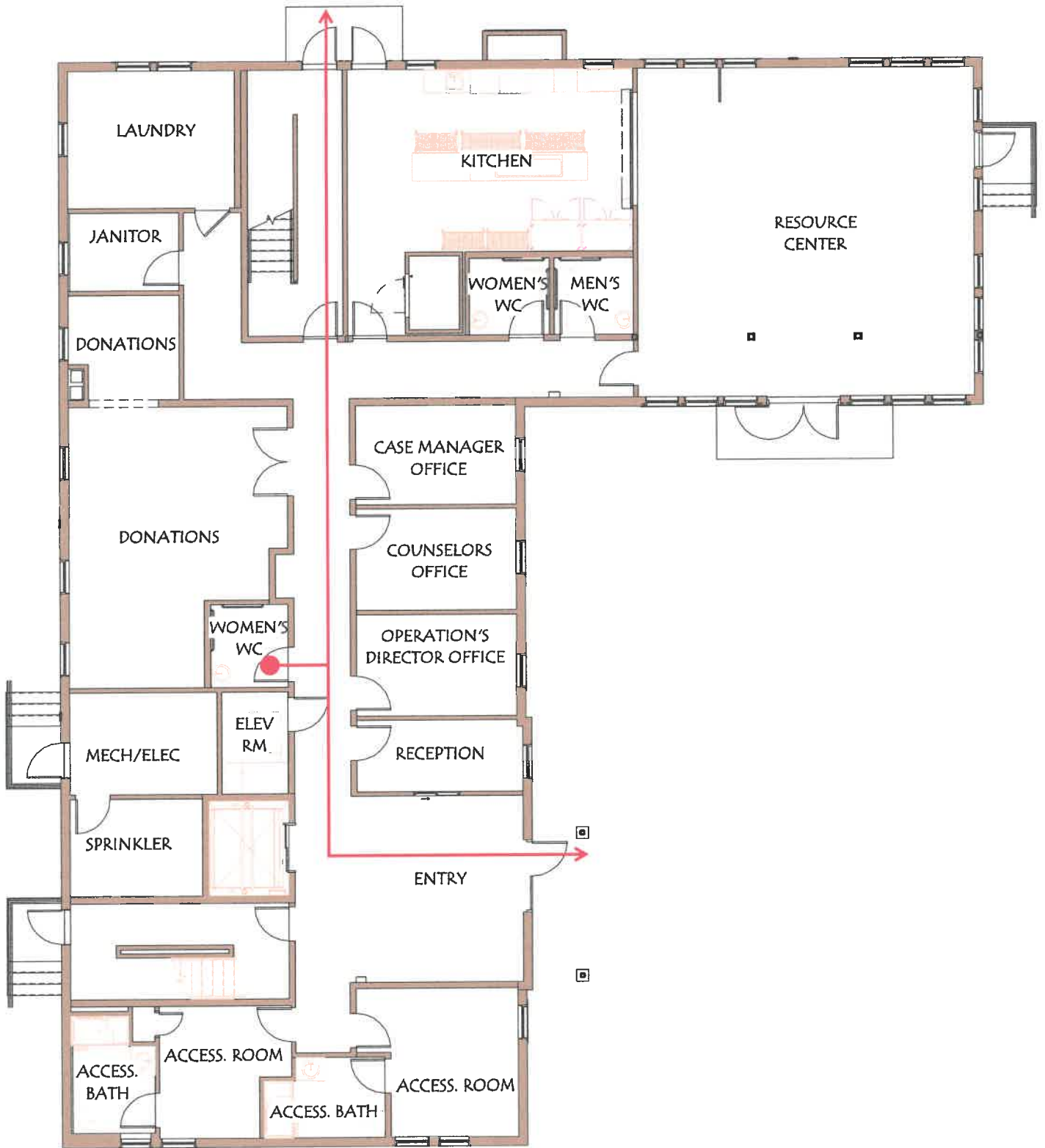




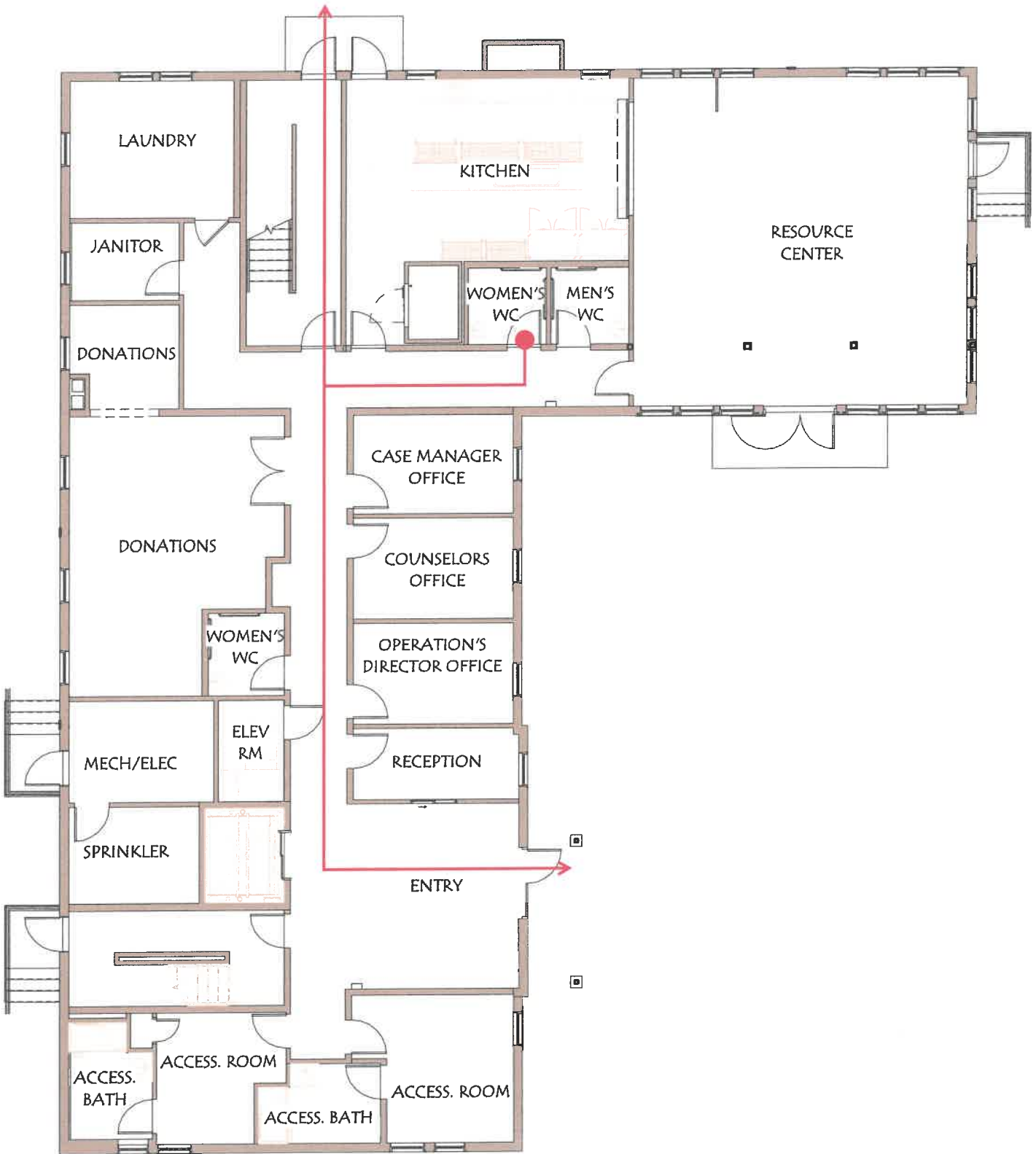


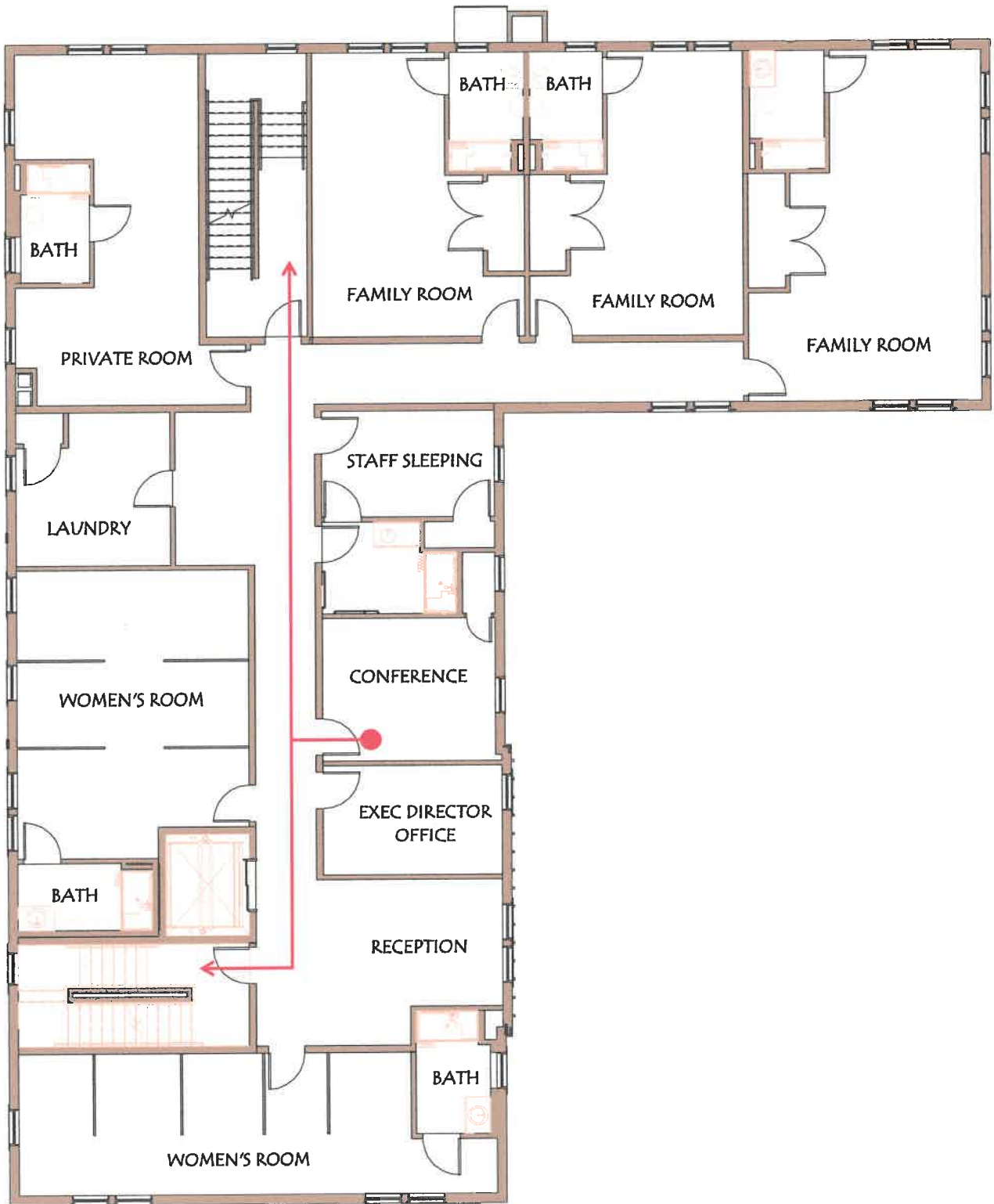
First Floor Evacuation Plan

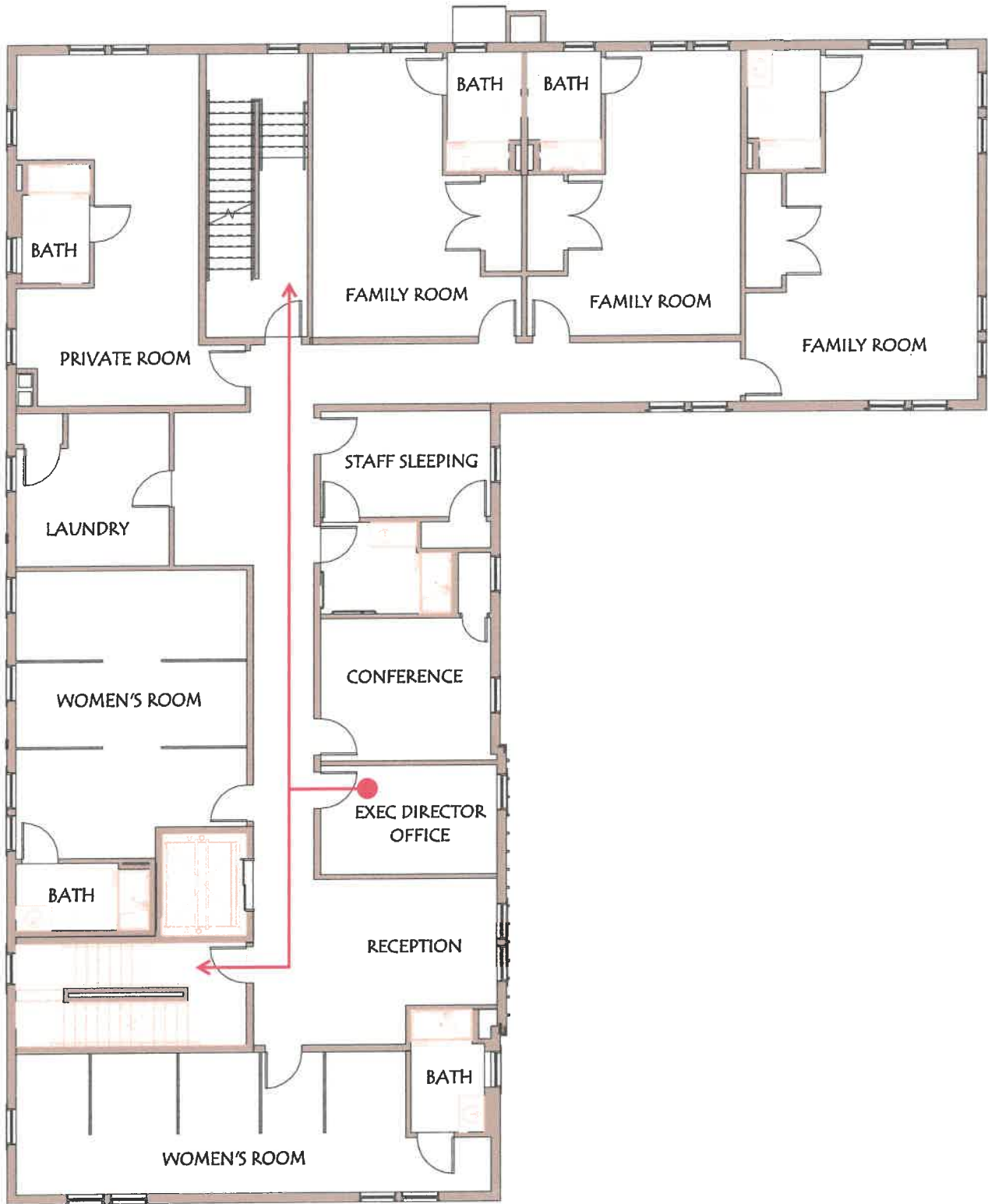


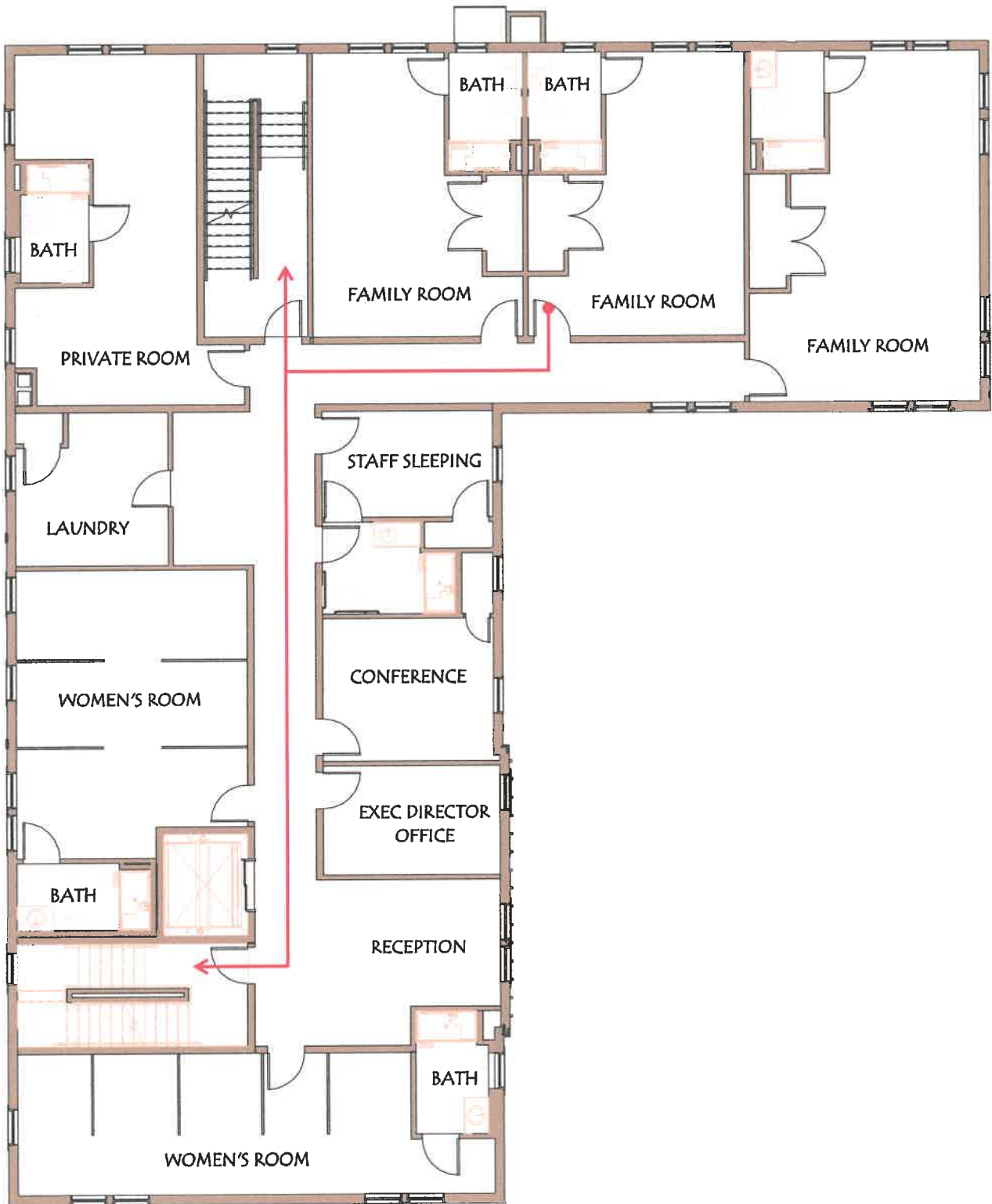


First Floor Evacuation Plan

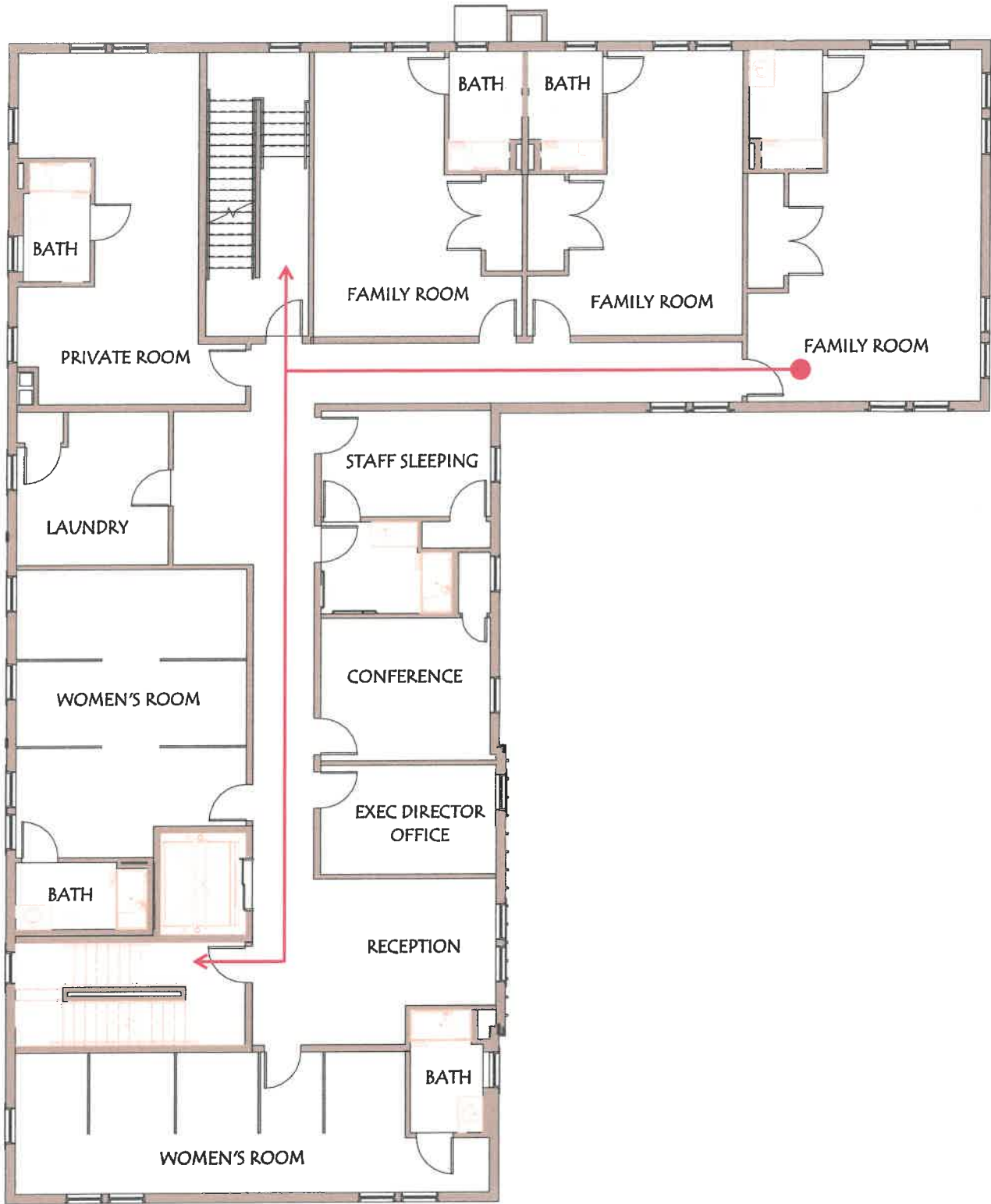


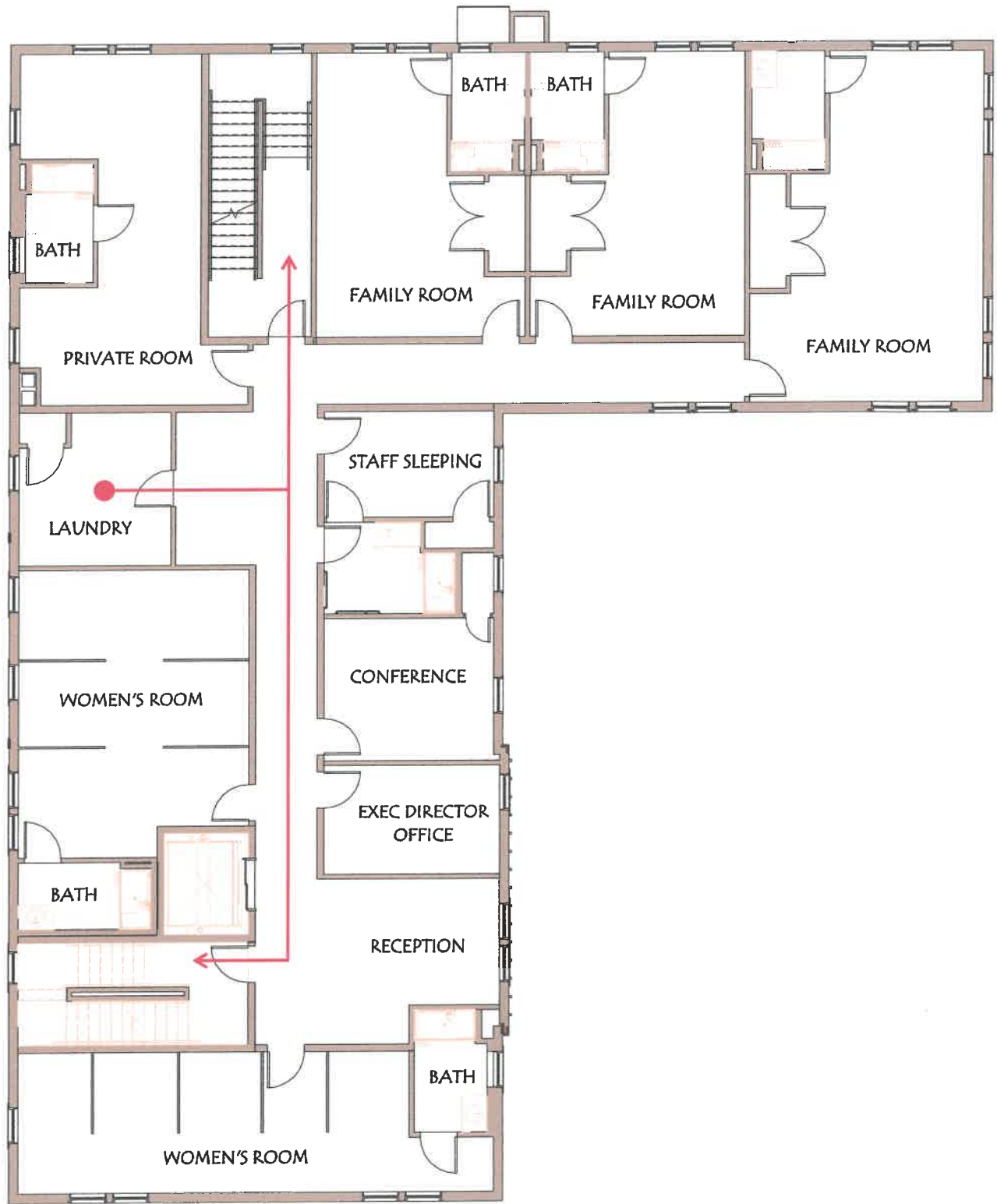


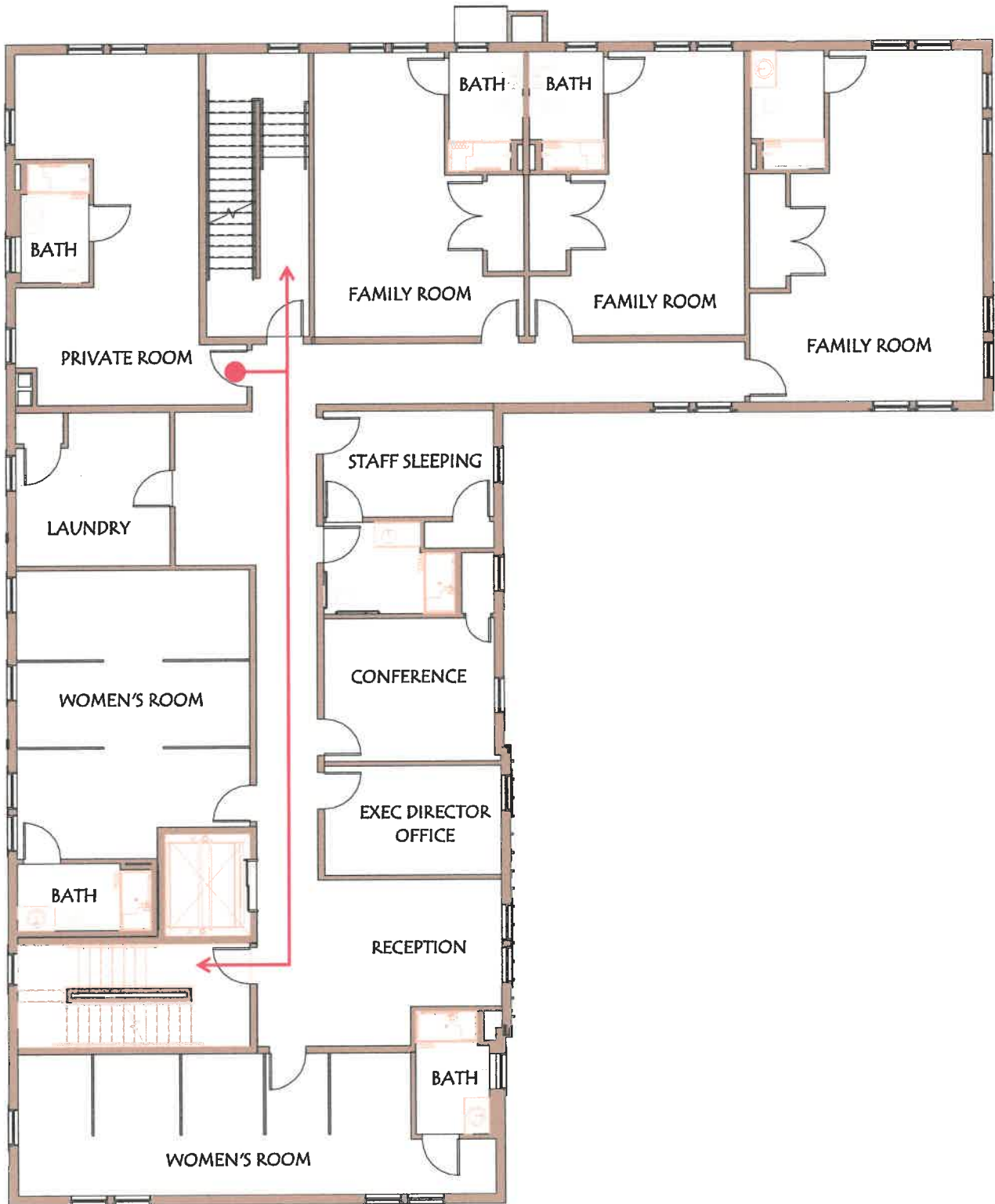




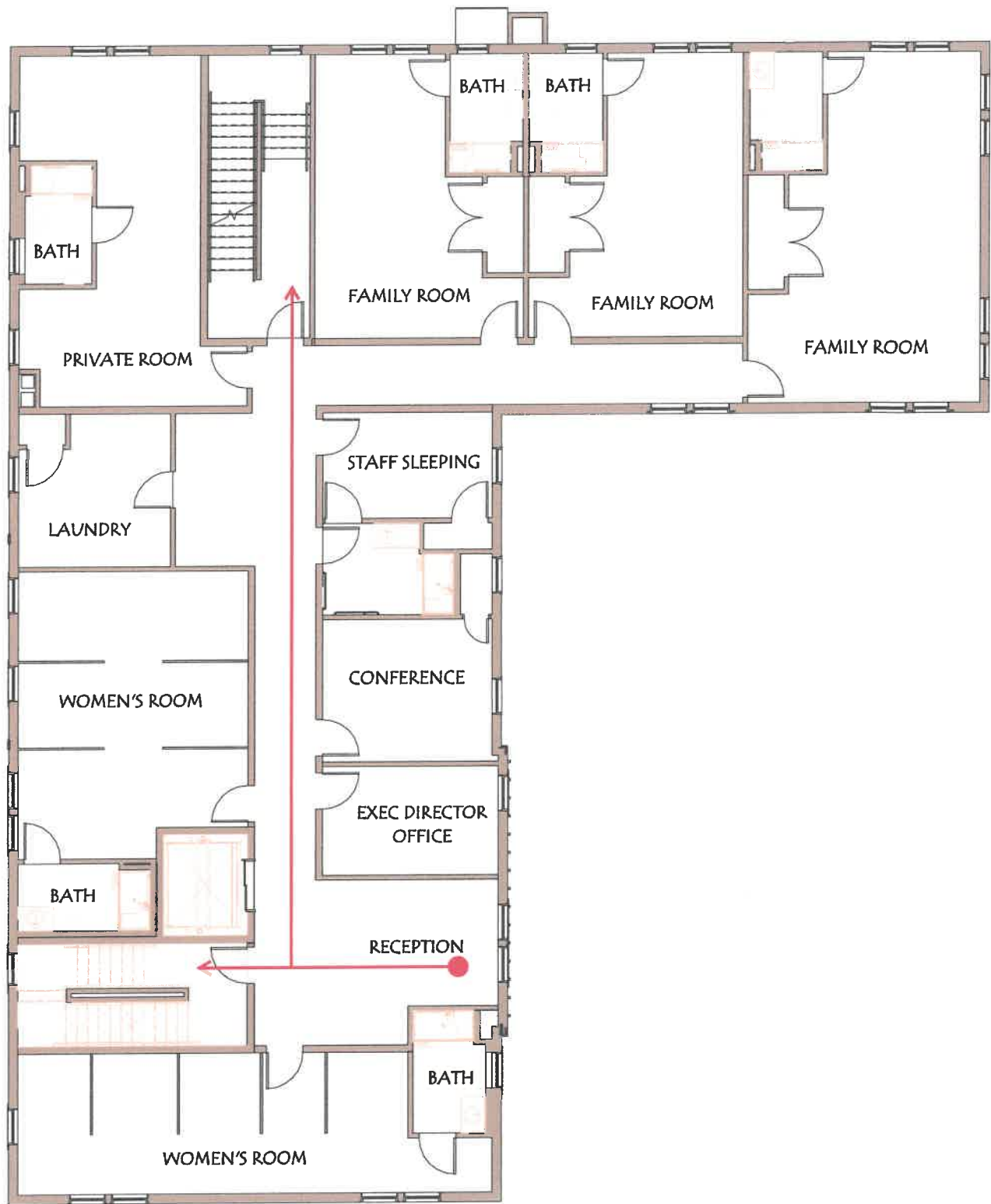
Second Floor Evacuation Plan

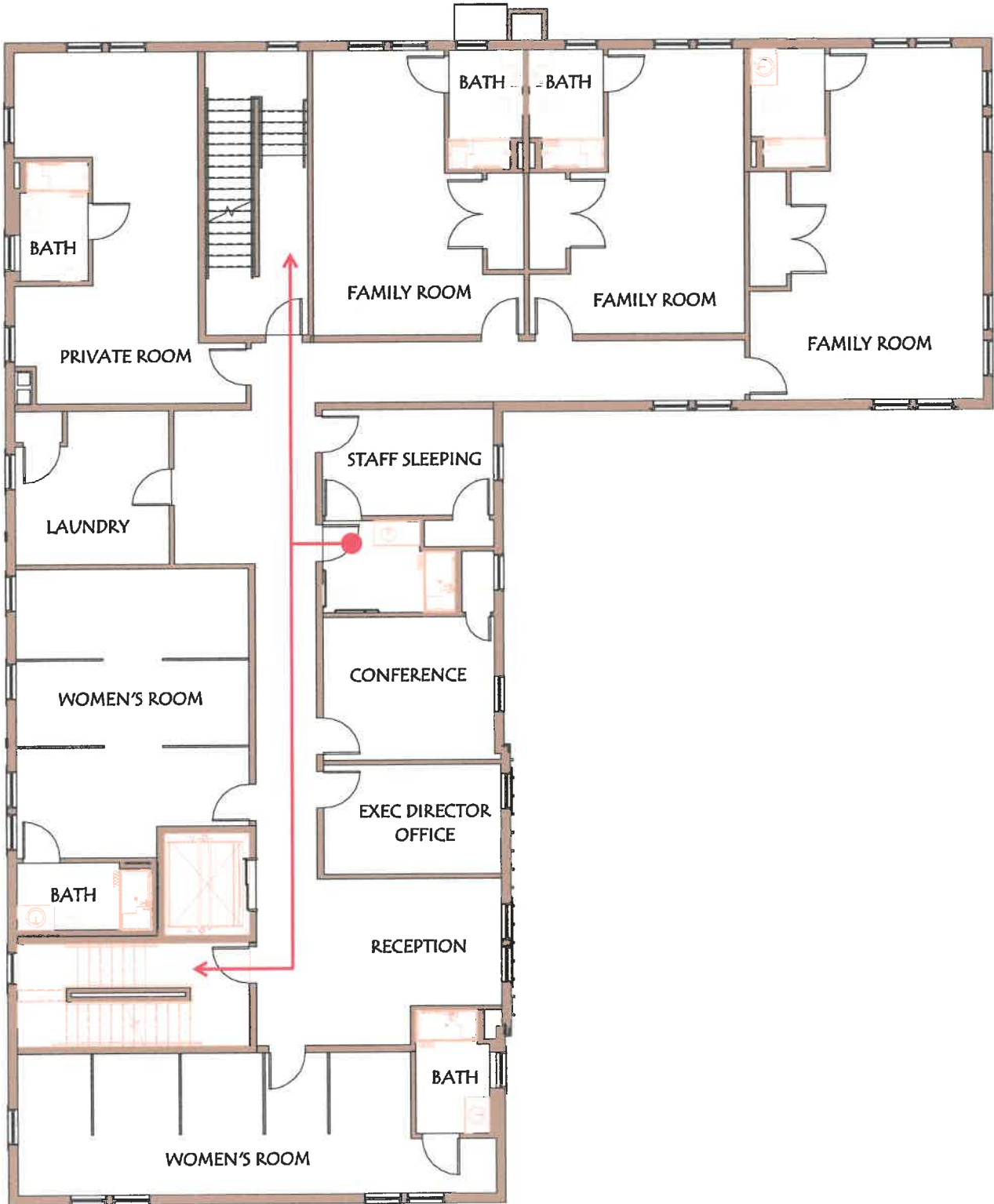




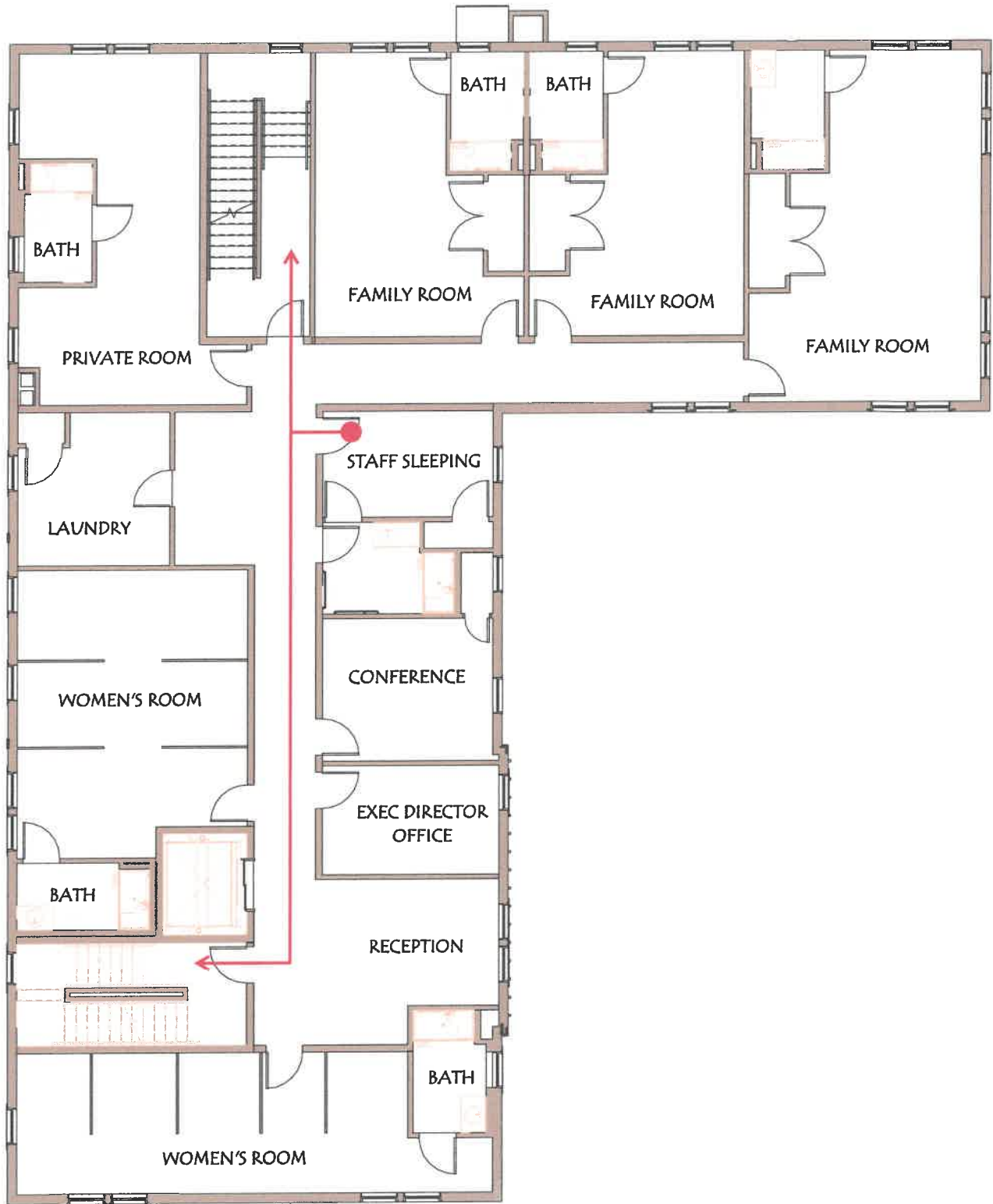


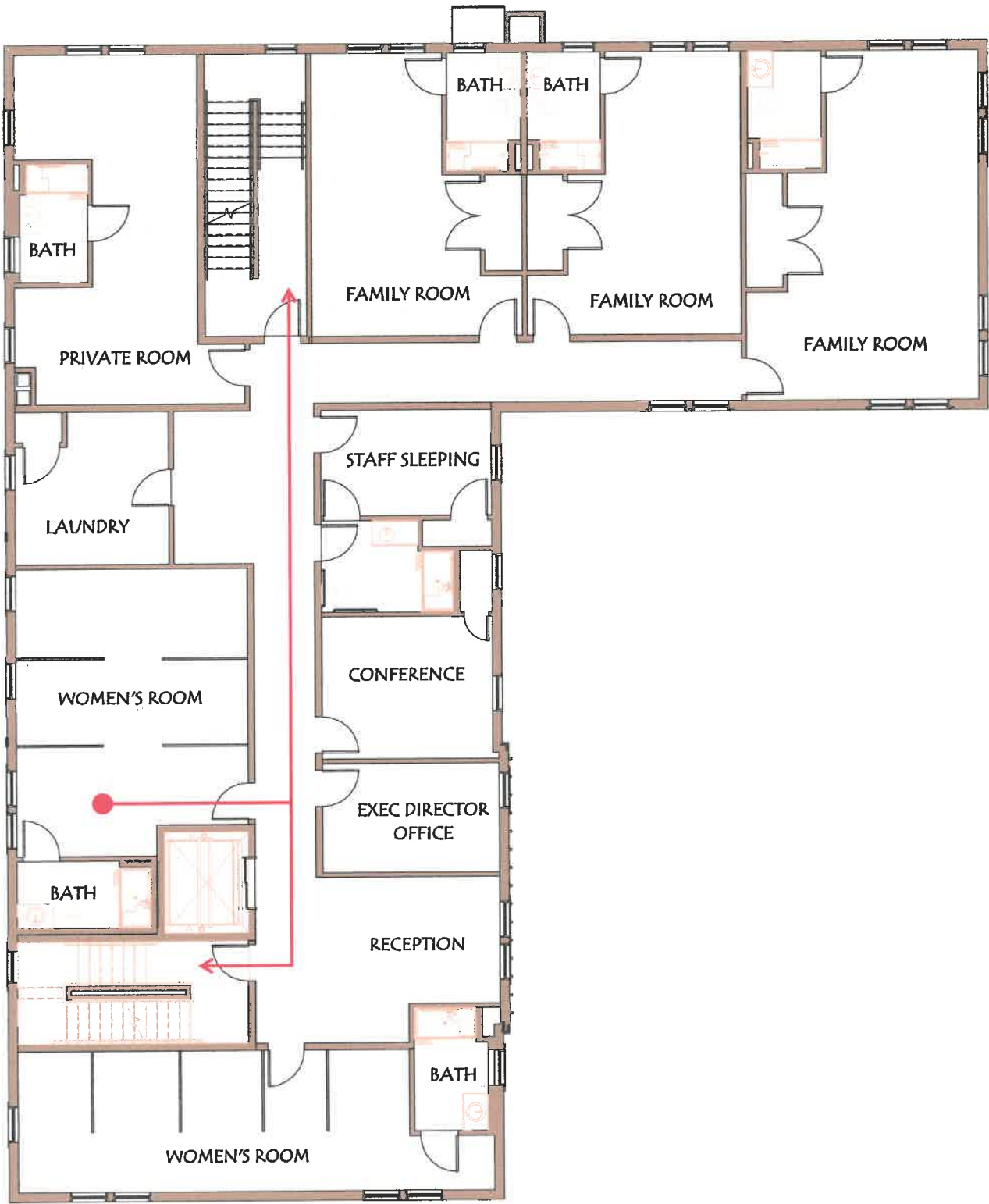
Second Floor Evacuation Plan



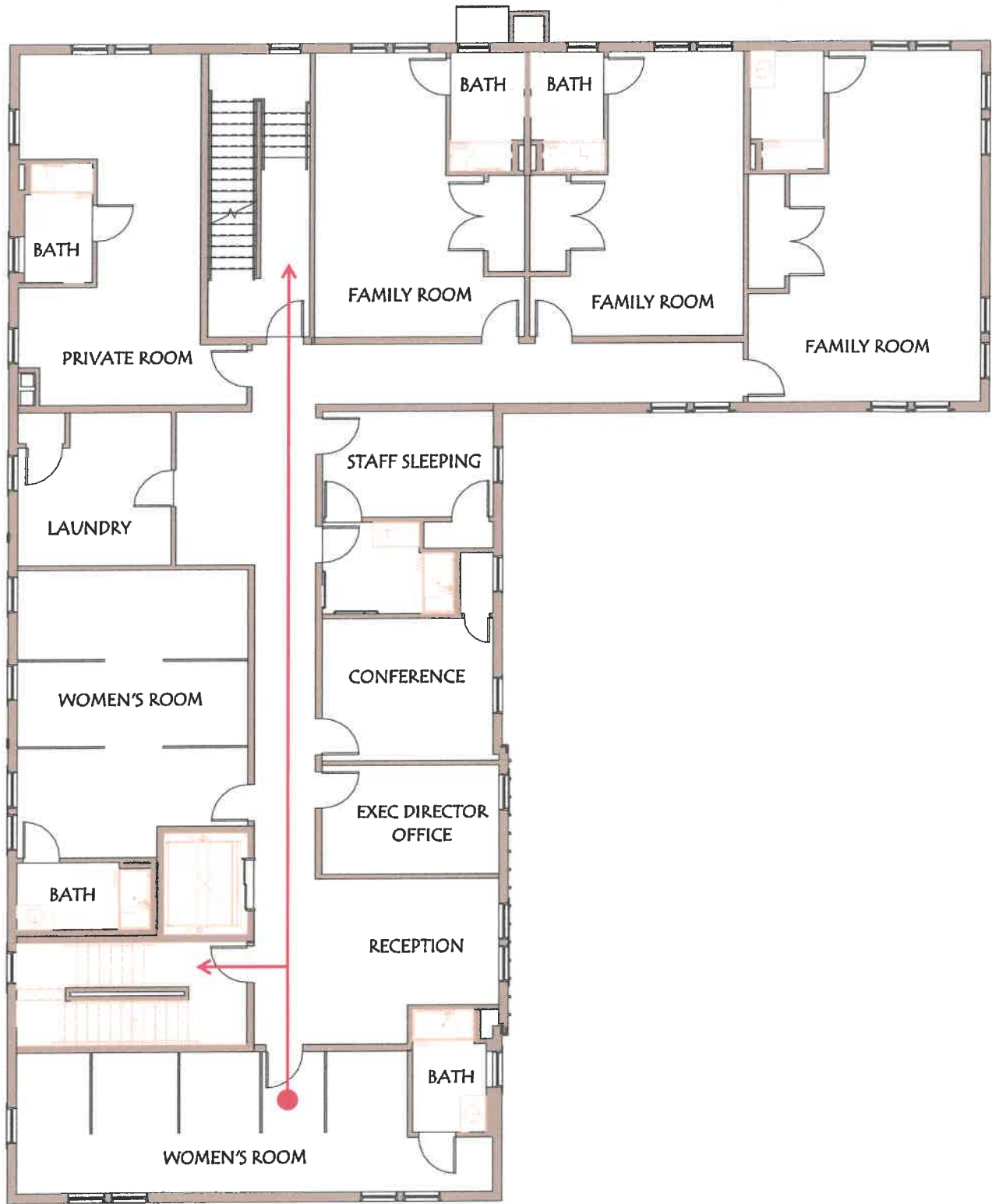


Second Floor Evacuation Plan





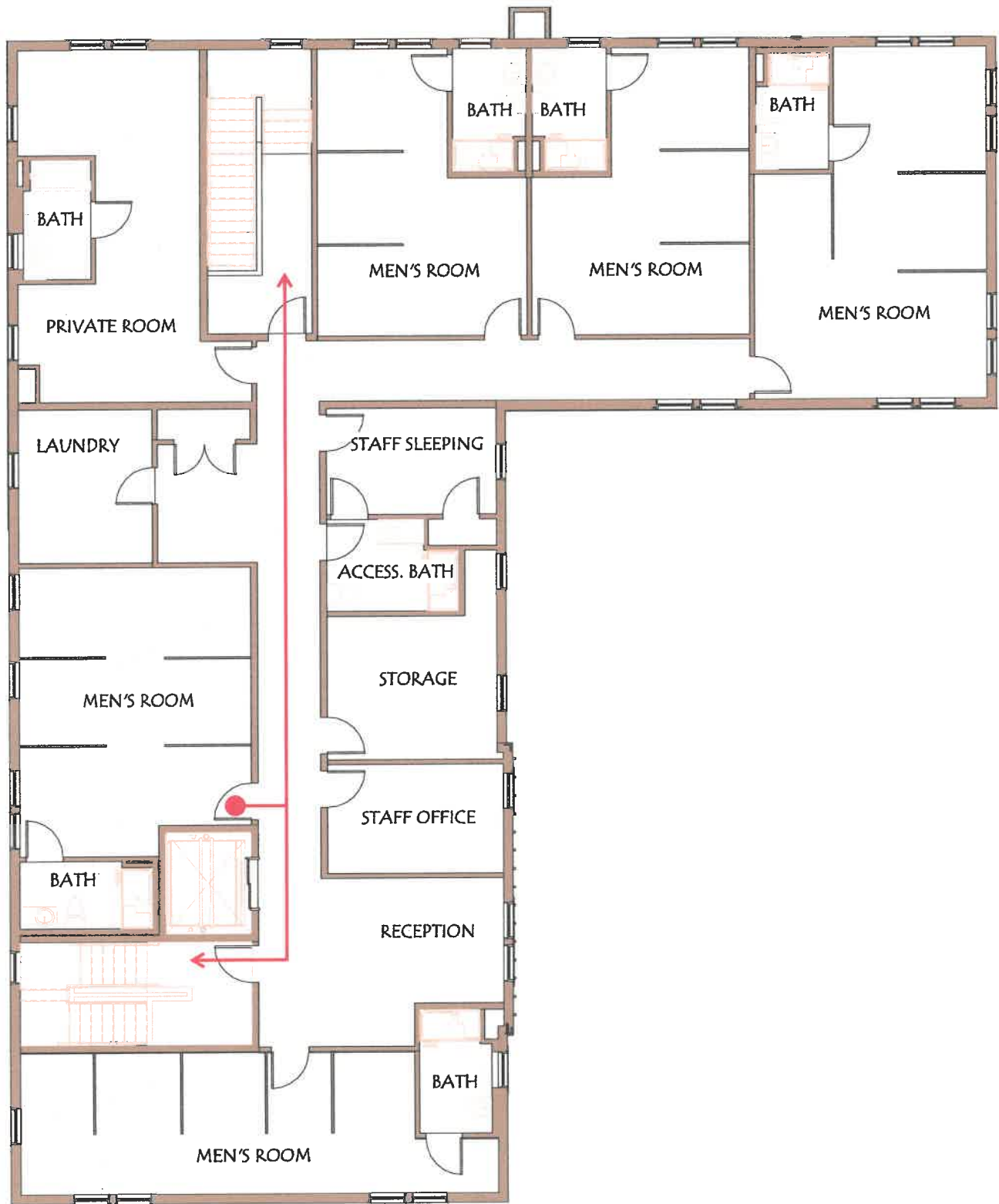
Second Floor Evacuation Plan



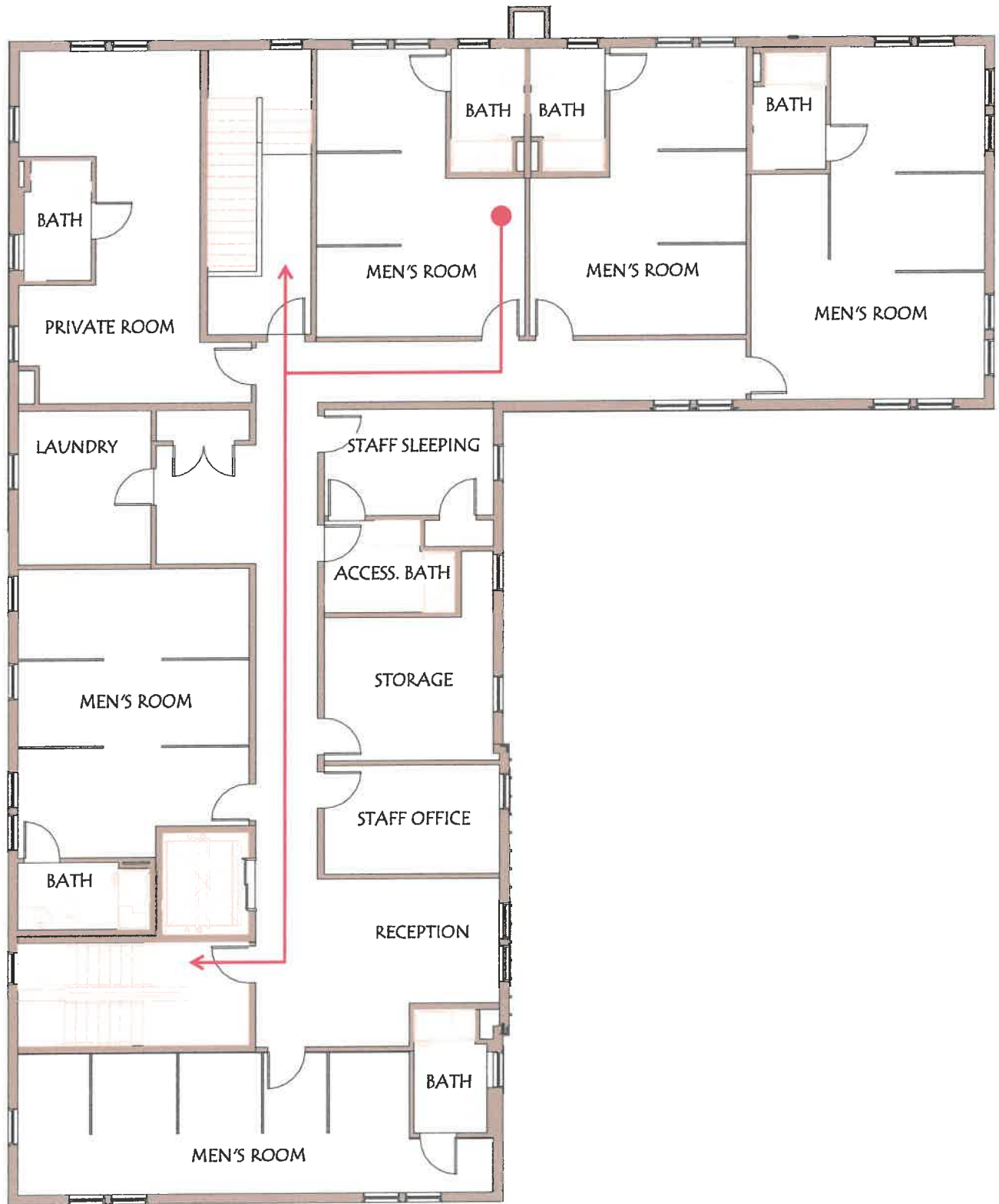


Third Floor Evacuation Plan



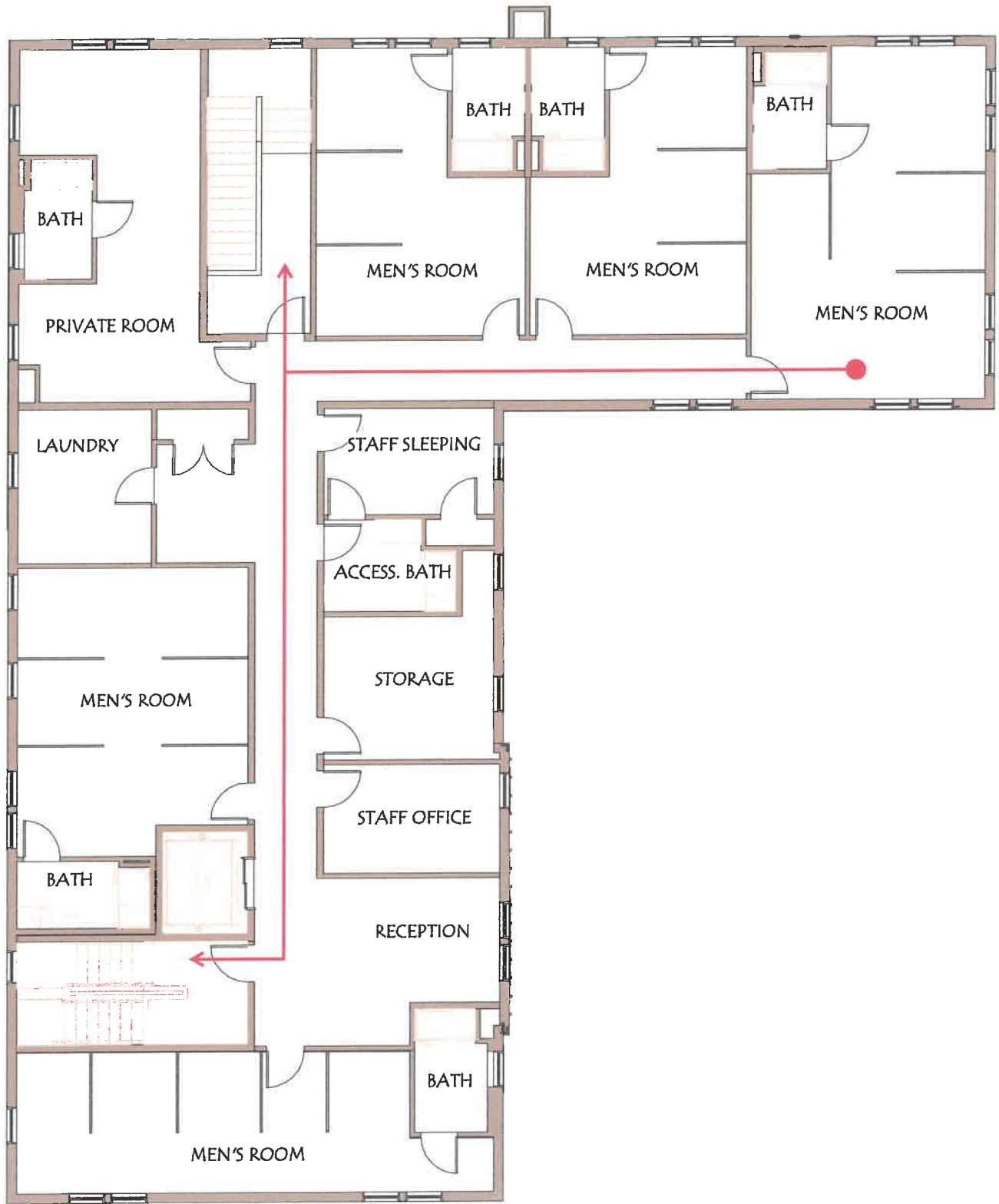


Third Floor Evacuation Plan





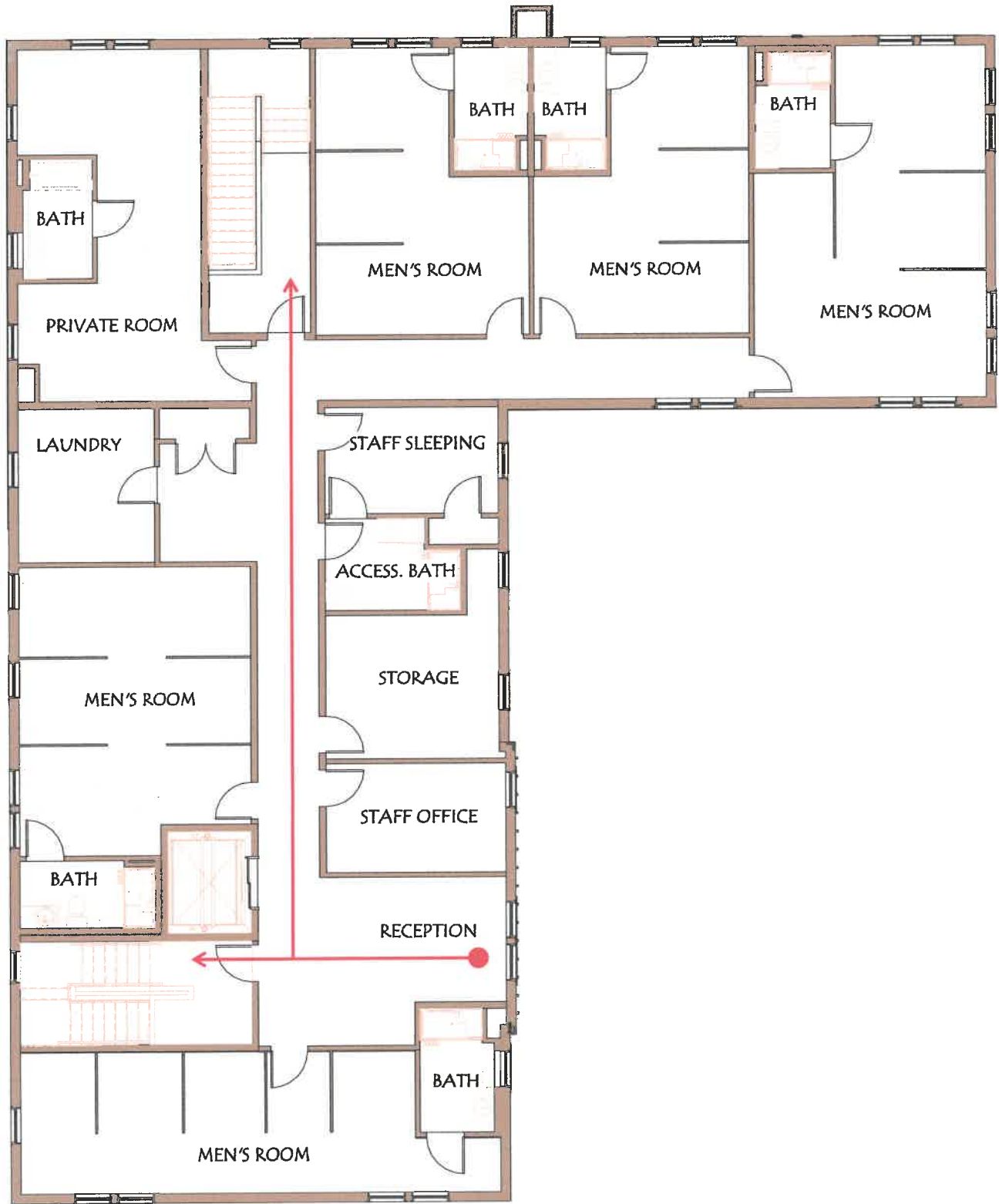
Third Floor Evacuation Plan

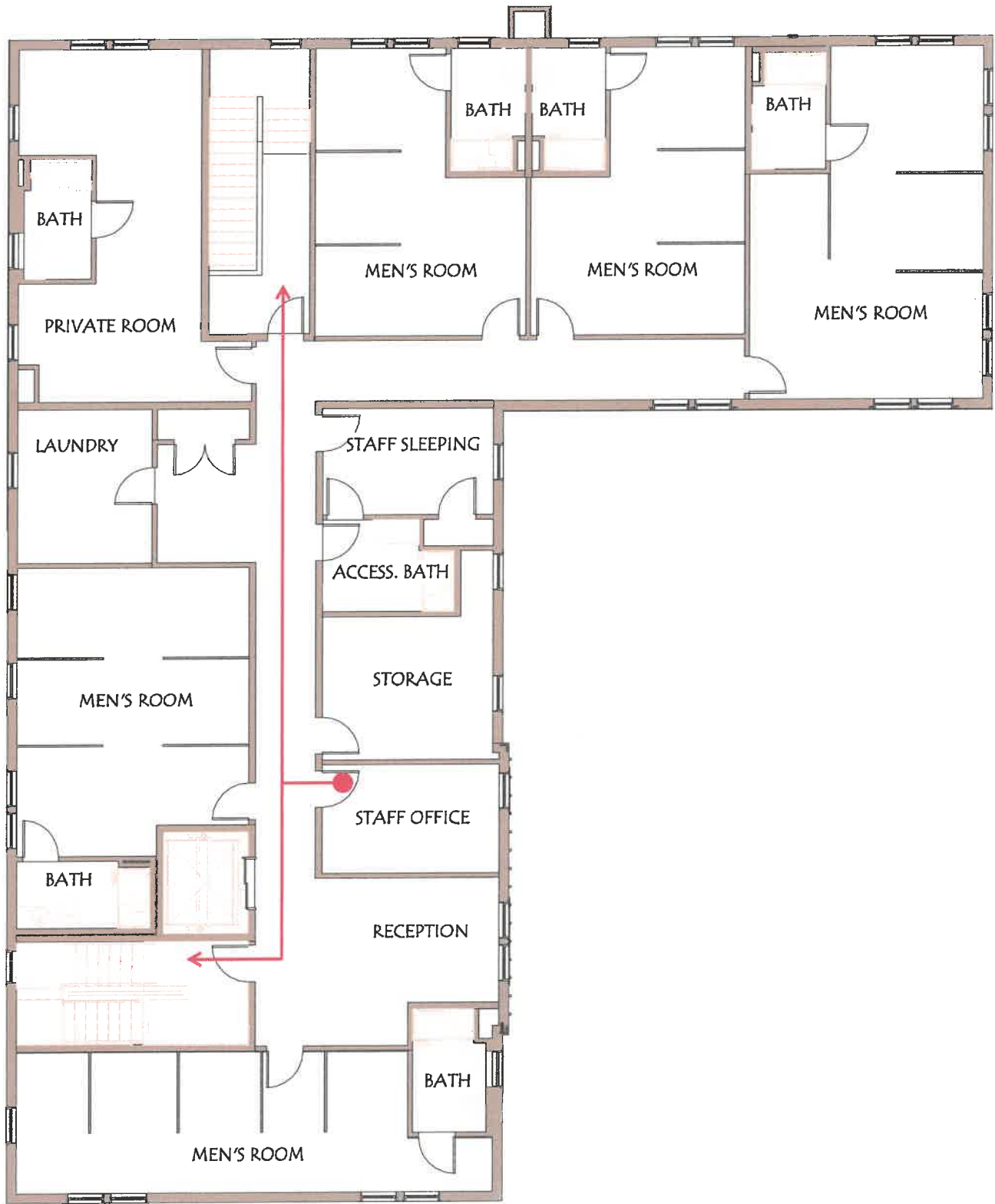




Third Floor Evacuation Plan









Third Floor Evacuation Plan



Neighborhood Relation Plan HUNDRED NIGHTS, INC.

WHO WE ARE

The mission of Hundred Nights, Inc. is to provide shelter and crisis related services to those at risk of or experiencing homelessness.

Our goal is to collaborate with the community to see, hear and support those among us who are equally deserving of dignity but who currently lack the means to live independently.

Our vision is a community where all people are equally valued and supported; where every individual in Cheshire County will have access to appropriate, stable housing.

HUNDRED NIGHT'S COMMITMENT TO THE LOCAL COMMUNITY A GOOD NEIGHBOR AGREEMENT

The Mission of Hundred Nights, Inc. is to provide shelter and crisis-related services to those at risk of or experiencing homelessness.

Hundred Nights Inc. is committed to maintaining a Board of Directors and Staff with a diverse skill set needed to ensure that programs are consistent with the organization's mission, services are provided according to best practices and are regularly evaluated and monitored to ensure effectiveness.

Hundred Nights Inc. is committed to maintaining a positive and productive relationship with the neighbors surrounding our facility, local law enforcement, the local fire department, and the City of Keene.

Hundred Nights Inc. recognizes that our shelter can cause some local community members to be concerned about safety issues and the quiet enjoyment of their personal and public spaces.

Hundred Nights Inc. is committed to making the local community feel safe and welcome as we pursue our mission.

Hundred Nights Inc. is committed to having the protocols in place to address issues related to local community property owners' right to the quiet enjoyment of their properties and public spaces is respected.

Hundred Nights Inc. is committed to allowing community members to contact Hundred Nights Inc directly regarding questions or concerns about the shelter property.

Hundred Nights Inc. is committed to having protocols in place to respond in a timely manner to concerns brought to our attention by local community members. Hundred Nights Inc. will seek locally driven solutions that incorporate the views of our various stakeholders and audiences, building on diversity as a strength and working in partnership with others to achieve results.

The Plan

To meet our commitment to the local community and the Hundred Nights mission, we present this plan.

Hundred Nights commits to maintain a positive and productive relationship with the neighbors surrounding our facility, local law enforcement, local fire department and the City of Keene. This is essential to fulfilling our mission and meeting our goals.

We commit to positive and transparent communication with our community, neighbors, the local police and fire and city government.

Hundred Nights has established a sub-committee to manage, monitor and enhance our commitment to being a 'Good Neighbor'. Its responsibilities include but are not limited to:

- Several initial open houses with walk-throughs of the new facility in May, 2023
- Hold Neighborhood Meetings twice a year, in April and October, at our facility to engage with our neighbors. These meetings will be announced in our newsletters, on our website and in a letter to the editor.
- Establish contact points via phone or email to receive communications from the neighborhood which will be listed on our website (603-352-5197 and hundrednightsneighbors@gmail.com)
- Establish a procedure to follow for any neighborhood or community contact; if someone calls in or sends an email their contact information and the reason for making contact shall be recorded in a log. The staff designated to engage with the community include the Executive Director, the Operations Manager and the Administrative Assistants. Hundred Nights commits to actively listening to

comments and critique from the public, holding internal staff meetings to discuss situations and reply to the community member who reached out. The Hundred Nights response shall also be recorded in the log.

- Identify opportunities to positively engage with our neighbors and community, ie holding open houses, sharing food, inviting neighbors in to interact with guests as volunteers, etc

Hundred Nights guests are required to sign and agree to follow a set of guidelines identifying their responsibilities while using our facility and services. These guidelines are designed to foster a positive and respectful environment whether inside or outside our facility. Promoting a 'good neighbor' experience.

Hundred Nights offers new and current staff members training opportunities. These include Ryan Dowd's online series on working with individuals experiencing homelessness, CSH Supportive Housing Training Center sessions and one on one training for each position filled.

Hundred Nights has had positive and productive discussions with two of our new neighbors so far: Monadnock Food Co Op and Southwest Community Services. Hundred Nights will continue to work with and engage our neighbors to establish and maintain a safe, healthy and kind neighborhood. The involvement of our volunteers and volunteering organizations demonstrate commitment from all parties to build and maintain quality community and neighborhood connections. These include:

- MC2
- KHS Interact Club
- Greater Keene Rotaract
- Friends of Hundred Nights
- Several local and regional religious organizations
- Several local businesses
- Several individual community members

The Neighborhood Relation Plan document outlines how Hundred Nights will approach our community and neighborhood relationships. We are committed to maintaining the health and safety of our guests, volunteers and the staff of Hundred Nights, as well as our immediate neighbors and the larger community. The Neighborhood Relation Plan will provide ongoing opportunities for individuals to access staff and resources in a timely manner, as well as provide periodic gatherings of all stakeholders in the efforts to

address homelessness and housing insecurity in our community and the recognition of positive and open relationships with our neighbors is the foundation for that.

Staff Training and Procedures Plan

When a candidate has been chosen for an open position with Hundred Nights, a background check is conducted.

Attached are the *Hundred Nights Hiring/Employment Policy*, the *Background Info for Hundred Nights Hiring Policy* and the *Employee Handbook*. All of these documents are reviewed with any new hires.

All new hires, as well as long established employees, are expected to watch a series of videos put together by Ryan Dowd, which you can access at ryan@homelesslibrary.com. Following issues while working in a homeless shelter outside Chicago, Ryan has spent 20 years at the shelter learning how to prevent and de-escalate conflict. He now trains organizations how to work with individuals experiencing homelessness. It is a great training series for anyone working with those experiencing homelessness, and was started as a way for librarians to increase their knowledge. Staff receive certificates as they complete each section.

Hundred Nights has also signed up Shelter and Resource Center staff for ongoing training sessions with the CSH Supportive Housing Training Center on subjects such as Trauma Informed Care.

There is additional, specific training for shelter staff and case management staff regarding the Homeless Management Information System (HMIS) database. HMIS is a state wide datastore maintaining information on individuals experiencing in New Hampshire.

There is one on one training of new staff for each position filled, it is based on the specifics of each position. For example, an overnight worker would be informed about all the procedures addressing how to deal with an emergency in the middle of the night, when to call the police or 911. A person who is hired for marketing would be trained on all of our past PR and media coverage and educated about our events.

Security Plan

Hundred Nights Emergency Shelter

Hundred Nights staff and volunteers are dedicated to maintaining a secure environment for the guests and themselves. They attend training on how to identify and mitigate situations that may create a security issue. The training includes ways to de-escalation situations that may turn volatile.

As identified in the **Health and Safety Plan**, guests are required to read and sign the *Hundred Nights Guest Rights, Responsibilities and Guidelines*. The document contains some policies/procedures that have a positive impact on the security of the staff, volunteers and guests. It outlines how violations of rules are enforced.

Hundred Nights has installed cameras indoors and at strategic locations outside. The cameras are connected to a system in an office area and are monitored by shelter staff. The system records and stores data for 30 days.

The privacy & security of guests - including their information - is critical. At no time will the information of guests be released over the phone to anyone who calls unless the guest has requested we do so. The only time that information will be released is when it is asked for by the police, the sheriff, probation and the like. Messages will be taken and given to a guest when seen.

Visitation from outside is not allowed without prior consent approved by the Shelter Manager. Visitors may not come into the shelter and ask for a client.

HN will not be held responsible for any lost or stolen personal effects. All personal belongings brought into the shelter are brought in at the residents own will and they must lock them up in the lockers provided. At the Resource Center guests are expected to take care of their own belongings.

Guests may not enter another guest's space or go into their lockers or totes.

Although it is common for guests to assume friendships while residing in the Shelter, it must be understood that each person is there for their own personal gain. Each guest must be personally accountable not to interfere in the personal matters of other guests. Guests may not speak for or on behalf of another guest at any point during their stay. Each guest is responsible for communicating to staff.

Over the top Public Displays of Affection are prohibited on the property. A respectable demeanor must be kept by guests at all times. Animals are not allowed into the facility, unless they are actual Service Animals.

Overnight shelter staff will monitor the internal and external camera feeds for safety and security checks. Shelter staff must have strong communication skills, strong active listening skills and strong speaking skills as they communicate with guests, other staff and neighbors.

Sleeping arrangements take into consideration different populations. Family quarters are in their own wing of the second floor, sharing the other wing of the second floor with 2 women's dorm rooms, office space and storage. The 4 family rooms have their own bathrooms and a locking door. The men's dorm rooms are all on the third floor.

Children must be accompanied by a parent or guardian at all times in the emergency shelter and resource center.

Entrance doors are controlled by Shelter staff members. Guests may not let people who are not guests into the secured facility. Unauthorized people will be asked to leave. If the situation cannot be resolved, the police will be called. An external camera monitors anyone entering the main and resource center entrances.

The emergency shelter will open for guest intake at 3:00 pm. The doors are locked at 9:40 pm. The overnight staff manages access to the outside door. There is a phone at the main entrance that can be used if the door is locked. No one is admitted without the knowledge of the overnight staff. Guests may leave after the door is locked, but may not be able to return that night.

During the day, the resource center doors are unlocked. Access to the sleeping area is limited to guests with special needs or those participating in classes.

Overnight guests who are employed and have working hours that extend past 9:40 pm can enter the shelter after 9:40 pm. They must provide a copy of their work schedule to the Shelter staff.

Hundred Nights cooperates fully with state and local law enforcement. Hundred Nights cooperates and shares information with other social service providers in the area.

Rule of Conduct, Registration System and Screening Procedures

The attached document *“Hundred Nights, Guest Rights, Responsibilities and Guidelines; Daily Intake Form; Rules, Expectations and Guest Agreement”*, clearly identifies the rules of conducts and expectations Hundred Nights has of its guests. Guests are required to read, sign and date the form. The bottom of the form identifies Hundred Nights enforcement procedures.

The attached document, *“NH HMIS CE Entry Assessment”* is the form used for guest registration. NH HMIS is a statewide information system that maintains information on individuals experiencing homelessness in NH. Also included is a document, *“Hundred Nights, Inc.; 2020”*. This document asks the question concerning registered sex offender and Tier and probation/parole status. Hundred Nights also visits the National Sex Offender Public website at www.nsofw.gov to determine more information on the guest. Hundred Nights does not shelter Tier 3 offenders without extensive consideration of the circumstances. The guest must be totally isolated from other guests.

For guests requesting shelter at Hundred Nights for the first time, Hundred Nights contacts the Keene Police and gives them the guest name and date of birth for the purpose of determining any local wants or warrants.

The attached document, *“Authorization to Release/Exchange Confidential Information”* authorizes Hundred Nights to share information with various listed agencies. It enables the guest to identify which information and for what purpose Hundred Nights can release/exchange.

Hundred Nights does it best to separate various populations in the space available. There are separate rooms for families with children. There are separate areas in the shelter for male and female guests.

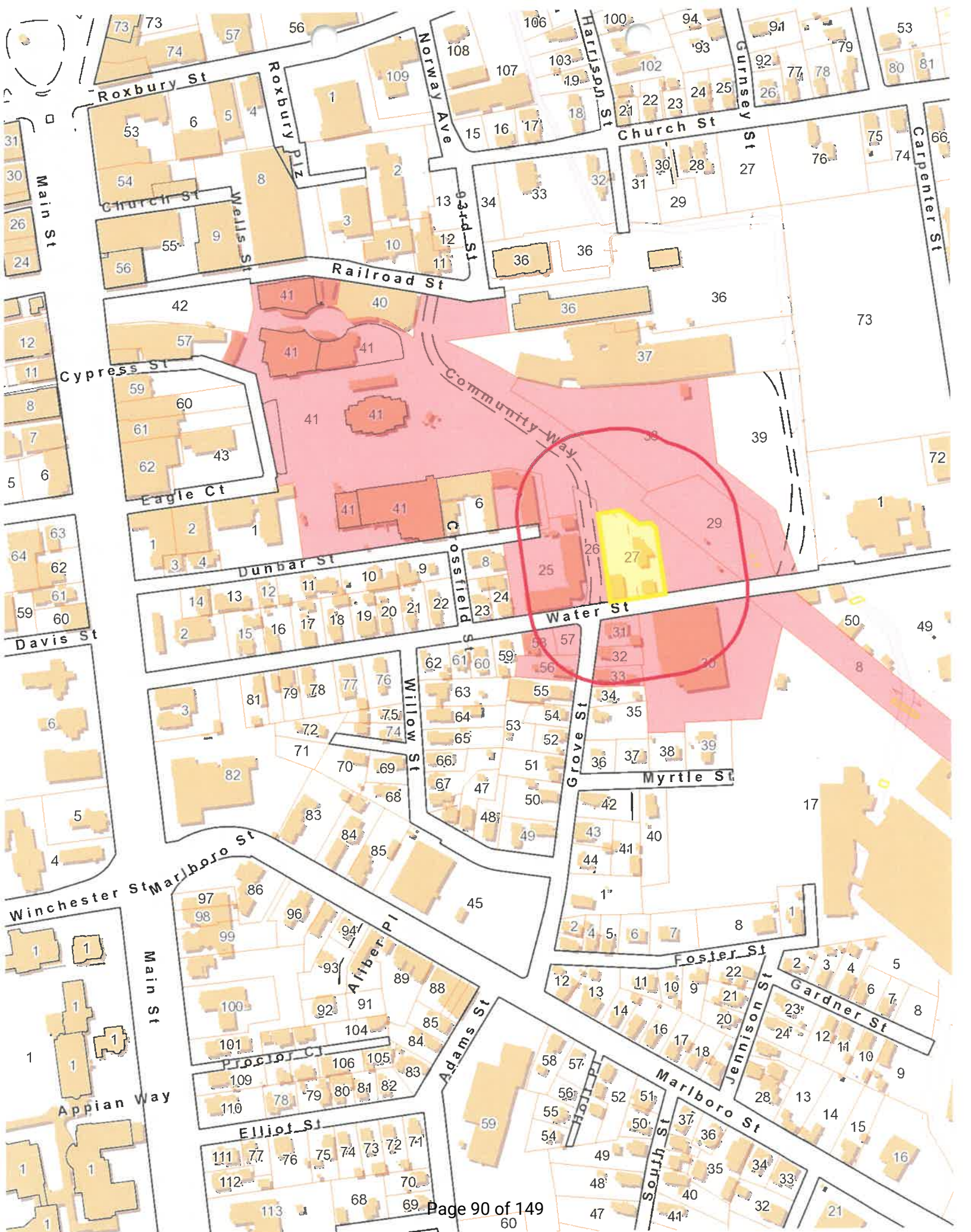
Access Policies and Procedures

Hundred Nights works with state and local governments and partner agencies to shelter individuals experiencing homelessness. However, there are times when Hundred Nights is unable to assist someone requesting shelter, e.g. shelter at capacity. For these situations, Hundred Nights will contact 211 or ask the individual who needs shelter to call 211. 211 is a state-wide hotline to connect residents to services throughout New Hampshire. Please see the attached "Guest Rights, Responsibilities and Guidelines" for more information about how someone accesses the shelter and resource center services.

Hundred Nights will also reach out as needed to City and Town Human Services offices and the county to see if other resources are available for hotel rooms.

Please read our *Hundred Nights Guest Rights, Responsibilities and Guidelines* for a description of the intake process.

ATTACHMENTS





HUNDRED NIGHTS INC.

Reaching for the Warmth of Home

Emergency Shelter & Open Doors Resource Center

P.O. Box 833

17 Lamson Street

Keene, NH 03431

(603) 352-5197

www.hundrednightsinc.org

Tax ID: 45-2798171

AUTHORIZATION TO RELEASE/EXCHANGE CONFIDENTIAL INFORMATION

I _____ authorize Hundred Nights, Inc. to:

___ Release to:

___ Obtain From:

___ Exchange With:

Keene Housing

Southwestern Community Services

Monadnock Developmental Services

Monadnock Peer Support

Keene Metro Treatment

Home Health Care Services

Doorway

Dartmouth Health/PCP

Monadnock Family Services

Other _____

Other _____

Other _____

The following information pertaining to myself:

___ Case Management

___ Housing Status

___ Treatment Summary

___ History/Intake

___ Diagnosis

___ Other (specify) _____

For the purpose of:

___ Case Management

___ Obtaining Housing

___ Coordinating Treatment Efforts

___ Other (specify) _____

This consent will automatically expire three (3) years after the date of my signature as it appears below, or if requested.

I understand I have right to refuse to sign this form, and that I may revoke my consent at any time (except to the extent that the information has already been released).

Signature of Client

Date

Date of Birth



Sexual Abuse and Misconduct Prevention Policy

Hundred Nights Inc. prohibits and does not tolerate sexual abuse or misconduct in the workplace or during any organization-related activity. Hundred Nights Inc. provides procedures for employees, volunteers, board members or any other victims of sexual abuse or misconduct to report such acts. Those reasonably suspected or believed to have committed sexual abuse or misconduct will be appropriately disciplined, up to and including termination of employment or membership, as well as criminally prosecuted. No employee, volunteer, board member or other person, regardless of his or her title or position has the authority to commit or allow sexual abuse or misconduct.

Definitions and Examples

The following definitions or examples of sexual abuse, misconduct or harassment, may apply to any and/or all of the following persons-employees, volunteers or third-parties.

Sexual abuse or misconduct may include, but is not limited to:

Child sexual abuse - any sexual activity, involvement or attempt of sexual contact with person who is a minor (under 18 years old) where consent is not or cannot be given.

Sexual activity with another who is legally incompetent or otherwise unable to give consent.

Physical assaults or violence, such as rape, sexual battery, abuse, molestation or any attempt to commit such acts.

Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.

Material such as pornographic or sexually explicit images, posters, calendars or objects.

Unwelcome and inappropriate sexual activities, advances, comments, innuendos, bullying, jokes, gestures, electronic communications or messages (e.g. email, text, social media, voicemail) exploitation, exposure, leering, stalking or invasion of sexual privacy.

A sexually hostile environment characterized as comments or conduct that unreasonably interferes with one's work performance or ability to do the job or creates an intimidating, hostile or offensive environment.

Direct or implied threats that submission to sexual advances will be a condition of employment or affiliation with the organization.

Reporting Procedure

Immediately report suspected sexual abuse or misconduct to the Executive Director, or Chair of Board of Directors. It is not required to directly confront the person who is the source of the report, question or complaint before notifying any of the individuals listed. Hundred Nights Inc. will take every reasonable measure to ensure that those named in complaint of misconduct, or are too closely associated with those involved in the complaint, will not be part of the investigative team.

Anti-retaliation and False Allegations

Hundred Nights Inc. prohibits retaliation made against any employee, volunteer, board member or other person who lodges a good faith complaint of sexual abuse or misconduct or who participates in any related investigation. Making knowingly false or malicious accusations of sexual abuse or misconduct can have serious

consequences for those who are wrongly accused. Hundred Nights Inc. prohibits making false or malicious sexual misconduct allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of employment or membership and criminal prosecution.

Investigation and Follow-up

Hundred Nights Inc. will take all allegations of sexual abuse or misconduct seriously and will promptly, thoroughly and equitably investigate whether misconduct has taken place. The organization may utilize an outside third-party to conduct an investigation of misconduct. Hundred Nights Inc. will cooperate fully with any investigation conducted by law enforcement or other regulatory/proactive services agencies. Hundred Nights Inc. will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.

Reporting to Law Enforcement or Appropriate Child or Adult Protective Services

Hundred Nights Inc. is committed to following the state and federal legal requirements for reporting allegations or incidents of sexual abuse or misconduct to appropriate law enforcement and child or adult protective services organizations. It is the policy of Hundred Nights Inc. not to attempt to investigate or assess the validity or credibility of an allegation of sexual or physical abuse as a condition before reporting the allegation to proper law enforcement authorities or protective services organizations.

Employee and Worker Screening and Selection

As part of its sexual abuse and misconduct prevention program, Hundred Nights Inc. is committed to maintaining a diligent screening program for prospective and existing employees, volunteers and others that may have interaction with those employed by, associating with or serviced by Hundred Nights Inc. The organization may utilize a variety of methods of screening and selection, including but not limited to applications, personal interviews, criminal background checks and personal and professional references.

Supervision of Youth

To provide a safe environment for minors, Hundred Nights Inc. strives that a minimum of two adult workers supervise or be in attendance with minors during organization-related activities. The purpose is to avoid one-on-one interactions between adults and minors that are not easily observable by others. If individual meetings with a minor must be held in an office, keep the door open. Only conduct closed door meetings when another adult is put on notice of the meeting and the door remains unlocked.

Acknowledgement Form: Sexual Abuse and Misconduct Prevention Policy

I acknowledge that I received and read the Sexual Abuse and Misconduct Prevention Policy and/or had it explained to me. I understand that it is my responsibility to abide by all rules contained in the policy. I also understand how to report incidents of sexual abuse or misconduct as set forth in the policy, including retaliation against any employee or volunteer exercising his or her rights under the policy.

I acknowledge that I will be alerted when changes and updates are made to the Sexual Abuse and Misconduct Policy and will be responsible for reading and complying with these updates.

Employee/Guest/Volunteer's Printed Name

Employee/Guest/Volunteer's Signature

Witness Signature

Background Info for Hundred Nights Hiring Policy – What we stand for

Hundred Nights is a place that strives to provide warmth, compassion and dignity to our guests and volunteers. These are not just words, these are our guiding principles. We not only provide our guests with a bed, necessary amenities, and services to help become an independent citizen in our community, but we make every effort to do so in a manner that expresses no judgment.

Hundred Nights helps individuals and families experiencing the insecurity of having no place to spend the night. Although it was originally a cold weather shelter, Hundred Nights has expanded the mission because homelessness is not just a personal need during the winter months. Individuals and families dealing with mental health challenges, re-entry from incarceration or rehabilitation, physical health issues (both chronic and sudden), substance misuse disorders, eviction, lack of meaningful employment and financial insecurity need help both short or long term.

We provide amenities and meet needs most of us take for granted: bathrooms with toilets, sinks and showers, access to needed clothing, food, laundry, personal care items, a clean bed with a pillow and a blanket. We also work to make life manageable by assisting with obtaining birth certificates, social security cards and IDs, making appropriate contact with necessary other community social services, including education, mental health, treatment, medical, and employment. Hundred Nights partners with Monadnock United Way, Southwestern Community Services, Monadnock Center for Violence Prevention, The Community Kitchen, the Doorway at Cheshire Medical Center, Monadnock Family Services, Monadnock Developmental Services, HCS and Path Integrated Solutions. Additionally, the police, probation, corrections, legal services, the City of Keene and Cheshire County assist Hundred Nights by providing support, advice and services. The well-being of our community is a group effort. Hundred Nights is fortunate to have the active engagement of concerned citizens.

The mission of Hundred Nights has always been to take in **almost anyone** who needs shelter, who can demonstrate a willingness to follow the rules and pitch in to help when asked to do so. We are one of the shelters in the State of NH which allows people with criminal backgrounds, including tier 1 and tier 2 registered sex offenders, people struggling with addiction or mental health issues to come in for overnight shelter and resources. Anyone who is on the sex offender registry is legally obligated to tell us that they are, or they will go to jail for failing to disclose that. Our rules include not disrupting/endangering or harassing others who are also staying here. Although alcohol or illegal substances may not be brought on or used on Hundred Nights property, adults with active addictions are admitted. While not a treatment facility, we recognize that many of the chronically homeless who use our shelter are addicted to alcohol or other substances, and we work with them to seek treatment when they are ready.

Hundred Nights considers the safety and well-being of all guests (including children), volunteers and employees to be our highest priority. The Board of Directors and staff have had policies and procedures in place since at least 2013, when the current Executive Director joined us, to help protect all guests, including children, all volunteers and all staff from abuse (verbal, sexual, domestic) by other guests, volunteers and staff. This includes having families

in rooms that they can lock, having an awake on-duty person overnight at all locations and using surveillance cameras to help monitor our locations. The staff at Hundred Nights informs families, and others seeking shelter, about the fact that we accept guests with many different backgrounds, including those who may be on the sex offender registry or committed other criminal offenses. Parents must agree that they are not to ever leave their children unattended, and must have a signed waiver on file for anyone who is not the parent to watch the child(ren) in the event of an emergency.

Since it first opened at the end of 2009, there have been no reported incidents of sexual abuse at Hundred Nights.

Hundred Nights holds true to the belief that people deserve a second chance and an opportunity to chart a path for the future. If a shelter or resource center guest has demonstrated a willingness to volunteer at Hundred Nights, has the ability to do the job, follows the rules and provides background information that is thoroughly vetted, there may be a possibility of employment with Hundred Nights, even with a previous criminal record. As in all hiring decisions, the ability to do the job well is considered, as is maintaining a comfort level with guests and fellow employees. Background vetting is required, including Social Security and ID information, criminal background checks, previous employment and reference checks. If a person has a previous criminal record, Hundred Nights performs thorough background checks with probation/parole, relevant police departments, and court records. Employees are subject to all safety protocols.

“Choose Hope. I choose to believe in the goodness of people. Do I sometimes look like a fool? *Yes .Of course!* I would rather look foolish than live in the dark cloud of cynicism that assumes the worst in people. Cynicism destroys the human spirit and corrupts the soul. It is ruining our world. *You have to decide whether you believe in humanity.* Your answer has far-reaching implications for your life..... and the world.” A quote from Ryan Dowd, www.homelesslibrary.com

Below is what Doug Iosue, former Hundred Nights Board member and Superintendent of the Cheshire County Department of Correction, presented to the City Council/Budget Hearing in 2019, after the issue of certain guests/staff being registered sex offenders was brought up as a reason to block funding.

The mission of Hundred Nights has always been to take in anyone who needs shelter. We address a unique need in the community, though it does not always make us popular. We recently heard a ‘rumor’ that there might be some folks that are alarmed about HN accepting Registered Sex Offenders (RSO’s) for shelter. To the extent that this might impact funding decisions, we wanted to briefly speak to this and share some information that we think will be helpful: While we can’t be sure of the exact nature of any concerns relative to RSO’s we would surmise that the concern is that this policy somehow creates a risk or poses a safety issue for the community. . . .Perhaps the thought is that these persons would leave the City or County if

they were not offered shelter? I wanted to share some information, from within my professional role at the jail and within the Criminal Justice system that I think will allay these concerns:

First, RSOs are placed onto "Tiers" based the nature and level of their offense or offenses. Those that would pose the greatest danger are very likely in prison serving extended time; or if having completed a lengthy prison sentence before returning to a community, they would have gone through a parole approval process. This parole process includes approving their housing in advance of their release. Hundred Nights is not, and would never be part of an approved Prison release/Parole plan.

2nd, lower level RSOs would almost certainly be on probation. An RSO on probation out of Cheshire County would be required to report to probation and also to the local police department. If they are homeless within Cheshire County, but have family outside the county, they would certainly opt to go through the probation transfer process and live with family. . . However, those RSOs that are homeless and do not have family options are very much 'stuck' in Cheshire County. They cannot get approval from probation to transfer to any housing environment other than immediate family. They cannot leave the State, or even the County, to go to some other shelter. So...this also works in reverse... meaning that those on probation outside Cheshire County will not get approval to come reside in Keene at Hundred Nights. In other words, the RSO's in Cheshire County are very much 'stuck' here . . . they cannot just 'go somewhere else'

This brings me to the main point. Given all of this, I think it can easily be argued that, by providing a place where RSOs can have shelter, we not only keep them safe and alive (which they are entitled to as human beings), but HN also helps keep the community safer. Being allowed at HN provides them with an identified place, known to and approved by probation, to have shelter and where they can be in compliance with registration requirements. And, they are in a place with rules and overnight staff to help keep other guests safe. The alternative to allowing shelter at HN is to likely have RSOs 'at large' in the community . . . possibly sleeping outside, in tents, at overnight businesses, like McDonalds and not in a designated location known by probation and law enforcement. I've worked on enough release plans of RSO's with Keene Probation to know that probation would prefer they are at a designated location rather than completely 'unhoused.'

Thank you to all who help Hundred Nights fulfill the mission to provide shelter and resources so all citizens have the opportunity to be contributing citizens.

Hundred Nights, Inc.

EMPLOYEE HANDBOOK

APPROVED BY BOARD OF DIRECTORS

NOVEMBER 13, 2013

AMENDED DECEMBER 9, 2015

AMENDED JUNE 21, 2017

AMENDED JANUARY 9, 2019

AMENDED JANUARY 9, 2020

AMENDED APRIL 18, 2023

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SECTION 1: GENERAL

Welcome

We are pleased to have you on staff with **Hundred Nights, Inc.**, and wish you every success in your new position. We pride ourselves on hiring and retaining individuals who have a strong ethic of service and contribute to the growth and success of our organization. We hope that you will take pride in being a member of our team.

This handbook is designed to familiarize you with **Hundred Nights, Inc.**, providing you with information about working conditions, employee expectations, and some of the policies affecting your employment. If you have questions or concerns about any of the material within this handbook, we urge you to discuss them with your immediate supervisor.

After reviewing this handbook, please sign the Acknowledgement form included at the back, confirming that you have received and understand the contents.

No handbook can anticipate every situation or question about all of our policies and terms of employment. **Hundred Nights, Inc.** reserves the right to add new policies and to change or cancel existing policies at any time. We will endeavor to notify you of any changes to this handbook as they occur.

This handbook supersedes all previous handbooks and management memos that may have been issued on the subjects covered.

Welcome to **Hundred Nights, Inc.** We hope that your experience here will be challenging, enjoyable, and fulfilling.

ORGANIZATION OVERVIEW

OUR MISSION

The Mission of Hundred Nights, Inc. is to provide shelter and crisis related services to those at risk of or experiencing homelessness. Our goal is to collaborate with the community to see, hear, and support those among us who are equally deserving of dignity, but who currently lack the means to live independently.

OUR VISION

Our vision is a community where all people are equally valued and supported and where every individual in the Cheshire County area will have access to appropriate, stable housing.

OUR OPERATING PRINCIPLES

1. Hundred Nights, Inc. believes that self-sufficiency can only be realized for people suffering from mental illness, substance abuse, illiteracy, chronic unemployment, or incarceration when the community come together to treat all people with respect and support.
2. Hundred Nights, Inc. believes that all people are worthy, have a story to tell, and should be heard.
3. Hundred Nights, Inc. operates to minimize the devastating impact that homelessness creates for individuals and the community by providing a continuum of shelter options, referrals to other agencies which provide services such as meals or mental health, and educational opportunities.
4. Hundred Nights, Inc. acts to build and maintain the strength of our leadership, the skills and motivation of our staff, and the active engagement of our guests as essential ingredients in order to strengthen our communities.

OUR CORE VALUES

1. Results: We are accountable for achieving excellence through measurable, thoughtful, and meaningful outcomes.
2. Integrity: We foster an environment of transparency and honesty that is built on respect and openness.
3. Community: We seek locally driven solutions that incorporate the views of our various stakeholders and audiences, building on diversity as a strength, and working in partnership with others to achieve results.
4. Effectiveness: We are resourceful, responsible stewards, leveraging resources to maximize impact.

Organizational Description and History

Hundred Nights, Inc. is a year-round low-barrier emergency shelter and resource center that provides shelter and crisis-related resources to low-income individuals and families in southwestern New Hampshire. The agency was founded in 2010 to provide people experiencing homelessness with a warm place to stay during the coldest hundred nights of the year when beds were unavailable at other shelters. In its inaugural season, Hundred Nights, with the help of 51 volunteers, served 96 unique guests from Keene and the surrounding area. Now over a decade since it first opened its doors, Hundred Nights continues to be here for people.

The Hundred Nights Shelter provides emergency overnight shelter to people experiencing homelessness, on a year-round basis. Currently, between May 1st and October 31st there are 24 beds available, using only our own facility on Lamson St. With the emergence of Covid 19 we no longer were able to use 24 beds in the two churches that had been providing space for them from November to April. Ultimately, we purchased a coach bus that had previously been converted into a sleeping coach to use as a shelter starting on December 31, 2020. The bus was parked in the parking lot across from the Shelter and was/is able to provide sleeping space for 12 individuals. Hundred Nights is using the bus again this 2022/2023 winter, as the new facility will not be completed before April or May of 2023. This will leave us with 36 beds for this winter.

Every night people are welcomed in. A brief one-on-one intake interview is conducted, forms are filled in and copies are made of ID's, if available. Information is distributed about local services available such as meals and food boxes, laundry, counseling services, showers, clothing and other resources. People are asked if they need assistance in applying for or setting up an appointment for Medicaid, Food Stamps, Keene Human Services, SCS Programs like WIC or Fuel Assistance, housing, Safe-Link phones, eye exams and eyeglasses. An appointment is scheduled with the Case Manager for an initial meeting. There are lockers and totes that are assigned to people if they would like to store some of their belongings. If a family with children is in need of shelter the Hundred Nights staff will make every attempt to find them open beds in a Family Shelter; in the event that all Family Shelters are full, Hundred Nights will take them in if we have space, and their room is one that will lock from the inside. Guests are allowed into the dormitory style shelter with bunks for the night at 6:30 pm and must leave at 7 am, except for the families with children who are able to stay inside during the day. There are staff people who are awake all night at all shelter locations, including on the bus, which has only been used for males.

The Open Doors Resource Center (RC) currently located at 25 Lamson St., exists to connect people to one another and to the resources available in our community which they may need. It is also a safe and dry place to be between 7:00 am and 6:30 pm (for those who sleep in the shelter) or 8:30 pm (for those on the bus between November 1 and April 30) for those at risk of or experiencing homelessness. While the RC is open there is access to hot or cold beverages, daily breakfast and lunch, weekend dinners, laundry facilities with advance sign ups, a phone, fax or computer to use, a job board, a mailing address to pick up mail and use to procure an ID if needed, companionship, newspapers and books. Previous to Covid 19 many volunteers came in to hold classes, help write resumes, provide free haircuts, and hold a dental health day once a month – we hope to restart those soon. Personal care items such as toothbrushes and toothpaste, shampoo and conditioner, feminine hygiene products, deodorant, soap and clothing such as coats, hats, gloves, shoes, backpacks, pants and shirts are donated and available to guests in need. Referrals are made to other agencies and programs such as The Community Kitchen, Monadnock Family Services, Cheshire and/or Keene Housing, Southwestern Community

Services, Veterans Services, federal, city and town welfare officers, the Saturday lunch program and showers at the Salvation Army, etc. Assistance is provided to any RC guest to get and help fill in applications for services such as housing, security deposits and subsidies, eye exams and glasses through the Lion's Club, Food Stamps, Medicaid, Safe-Link phones and ID's. Often to get an ID, guests will first need assistance getting a birth certificate and/or social security card, which sometimes requires financial help from the Resource Center. There is also a small fund available to help with prescriptions for antibiotics.

SECTION 2: EMPLOYMENT

Equal Employment Opportunity Policy

Hundred Nights, Inc. is an equal opportunity employer and it is our policy that employees and applicants will not be subjected to unlawful discrimination or harassment based on race, color, religion, sex, age, national origin, veteran's status, marital status, physical or mental disability, or any other basis prohibited by applicable state, federal or local laws.

Accordingly, **Hundred Nights, Inc.** will hire, train, and promote individuals in accordance with this Equal Employment Opportunity Policy; make decisions according to the principle of equal opportunity by imposing only bona fide occupational qualification requirements for employment opportunities; and administer all personnel practices and programs (including, but not limited to, compensation, benefits, transfers and training) in accordance with this Equal Employment Opportunity Policy.

Americans with Disabilities Act

Hundred Nights, Inc. is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA) and offers equal employment opportunities for qualified individuals who may have a physical or mental disability, but can still perform the essential functions of the job.

Consistent with this policy of nondiscrimination, **Hundred Nights, Inc** will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made **Hundred Nights, Inc.** aware of his or her disability, provided that such accommodation does not constitute an undue hardship on **Hundred Nights, Inc.**

Anti-Harassment and Non-Discrimination

Hundred Nights, Inc. wants to provide all employees, Board Members, Guests and Volunteers an environment that is free from harassment and discrimination. Therefore, it shall be **Hundred Nights, Inc.**'s policy to prohibit discrimination or harassment of employees, Board Members, Guests and Volunteers based on race, religion, color, gender, age, national origin, citizenship, disability, citizenship, marital status, sexual orientation, pregnancy or any other basis protected by state, federal or local laws.

Hundred Nights, Inc. expects that all relationships among persons in this workplace will be business-like and free of bias, prejudice and harassment. Sexual harassment typically is **serious**

offensive conduct directed towards an individual because of his/her gender and is **unwelcome** by the individual. Sexual harassment does not refer to casual conversation or compliments of a socially acceptable nature.

Federal Law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

- (1) Submission to such conduct is made a term or condition of volunteering, employment, or residence; or
- (2) Submission to or rejection of such conduct is used as basis for decisions in regard to volunteering, employment, or residence; or
- (3) Such conduct interferes with an individual's work performance; or
- (4) Conduct creates an intimidating, hostile or offensive work environment.

The following list provides some examples of conduct that *could be viewed as* sexual harassment. This list does not cover every type of behavior that could constitute sexual harassment. It is meant to provide employees with some idea of the type of conduct that is prohibited under this policy.

- Sex oriented verbal "kidding," "teasing," or jokes
- Foul or obscene language or gestures
- Physical contact such as patting, pinching, or brushing against another's body
- Pressuring someone to go on a date
- Comments about an individual's sexual activity, deficiencies, or prowess
- Displaying sexually suggestive objects, pictures, or cartoons
- Unwelcome leering, whistling, body gestures, suggestive or insulting comments
- Inquiries into one's sexual experience and discussion of one's sexual activities.

Communication of any harassing material by email, voice mail, organization bulletin boards or otherwise is a violation of **Hundred Nights, Inc.**'s policy against harassment.

Reporting Harassment

Hundred Nights, Inc. encourages employees to report any problems they experience or observe concerning harassment, including sexual harassment, discrimination or retaliation. Employees, Board Members, Guests and Volunteers should report harassment to the Executive Director or Hundred Nights Executive Committee **before** it becomes severe or pervasive.

- Any person who believes that he or she has been subjected to objectionable conduct prohibited by this policy is encouraged (but not required) to let the offending person know immediately and firmly that the behavior is offensive.
- Any person who believes that he or she has been subjected to objectionable conduct prohibited by this policy must report it to their immediate supervisor or a member of management if the supervisor is the offending individual.
- Every reported incident of unlawful harassment or discrimination will be investigated.

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- Individuals reporting complaints or providing information in good faith in connection with an investigation will not be retaliated against for their participation in this procedure.

Investigation

Hundred Nights, Inc. will promptly undertake an investigation of all complaints of harassment, discrimination or retaliation. The investigation will include a private interview with the person filing the complaint, and with witnesses if applicable. The person alleged to have engaged in harassment will also be interviewed.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with an adequate investigation and appropriate corrective action.

Responsive Action

Persons found to have engaged in conduct in violation of this policy will be subject to disciplinary action, up to and including termination of employment (paid or volunteer).

No employee will be disciplined or otherwise retaliated against for filing a complaint or participating in the investigation of a bona fide complaint. However, an individual who brings a false or frivolous complaint is subject to discipline up to and including termination.

Ethics Policy

Ethics are integral to the successful achievement of our mission at **Hundred Nights, Inc.** Employees are expected to comply with this policy and to hold to the highest ethical standards. By understanding this policy, employees will recognize the situations and activities that must be strictly avoided and those that require disclosure or prior approval. Employees must treat all co-workers, clients, and external parties with honesty, integrity, and fairness in all regards.

Confidential Information

Rules pertaining to the use and disclosure of confidential information are listed below:

- Information entrusted to employees must be treated as confidential and privileged, and must not be disclosed to anyone, either inside or outside **Hundred Nights, Inc.**, who does not have a legitimate need for the information.
- Confidential financial information about **Hundred Nights, Inc.** must not be disclosed to outsiders.
- Using confidential information for personal gain is strictly prohibited.

“Confidential Information” is defined to mean confidential information of **Hundred Nights, Inc.**, including, but not limited to, **Hundred Nights, Inc.**’s existing and contemplated products and services; procedures of distributing, pricing, selling and marketing products and services; confidential and proprietary information related to current, former, and prospective clients; confidential and proprietary information related to vendors, and suppliers; trade secrets and proprietary information; treatments, applications, procedures, and testing methods; marketing, business and financial plans; proprietary literature and publications; and other confidential and

proprietary information of **Hundred Nights, Inc.**, all of which are unavailable or not known to the general public or to individuals or entities working in the same or similar sector.

Conflicts of Interest

Employees must manage their personal financial and business affairs to avoid conflicts of interest or the appearance of a conflict of interest. A conflict of interest arises when an employee's personal interest in a transaction, or an obligation s/he owes to someone else, comes into conflict with the employee's obligation to **Hundred Nights, Inc.** or its clients.

If an employee is confronted with a conflict of interest, s/he must disclose the conflict to her/his manager, describe the facts giving rise to the conflict, and excuse her/himself from any deliberation or decision with respect to the transaction.

Employees must not accept anything of value from clients, suppliers, or others in return for any business, service, or confidential information of **Hundred Nights, Inc.**

Substance-Free Workplace

Hundred Nights, Inc., will provide a drug-free workplace. As a result, the following is prohibited:

- Reporting to work under the influence of alcohol or illegal drugs or substances, including the illegal use of prescription drugs;
- The illegal use, sale, manufacture, distribution or possession of drugs while on organization business or premises and while operating vehicles on organization business;
- The use, sale, possession, transfer or purchase of alcoholic beverages on organization premises or while performing organization business, except in connection with organization-authorized events; and
- Working under the influence of prescription or nonprescription drugs that could impair judgment or motor functions and potentially place persons or property in jeopardy.

Hundred Nights, Inc. will not condone criminal activity on its property, or on property under its direct control, and will take appropriate action up to and including terminating an employee or requiring him or her to participate in a drug abuse assistance or rehabilitation program.

As a condition of employment, employees must abide by the terms of this policy and must notify **Hundred Nights, Inc.** of any criminal drug statute conviction for a violation occurring in the workplace not later than five days after such conviction.

Hundred Nights, Inc. has the right to conduct a search of all organizational owned property like desks, cabinets, etc.)

Confidential, Proprietary and Other Nonpublic Information

The protection of confidential information and proprietary inventions is vital to the interest and the success of **Hundred Nights, Inc.** Such confidential information includes but is not limited to the following:

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- Donor Names/Information
 - Employee data
 - Financial information
 - Research and development initiatives
 - Pending projects and proposals

The disclosure of **Hundred Nights, Inc.**'s confidential, proprietary or other nonpublic information, whether intentional or unintentional, will be subject to disciplinary action (up to and including possible discharge), even if he or she does not actually benefit from the disclosed information.

Employment Classification

All employees are classified as either "exempt" or "non-exempt" from overtime compensation according to the overtime provisions of state and federal laws. Non-exempt employees are entitled to overtime pay. Exempt employees are not.

In addition, employees will be classified as the following:

Full-time/exempt: An employee who is normally scheduled to work a standard forty-hour work week and is paid a salary.

Full-time/non-exempt: An employee who is normally scheduled between 35 and 40 hours per week and is paid an hourly wage.

Part-time/non-exempt: An employee who is normally scheduled to work less than 35 hours per week, and is not temporary.

Regular: An employee who has completed their introductory period.

Temporary/Seasonal: An employee who is hired to temporarily supplement the work force or to assist in the completion of a specific project. Employment beyond the initial stated period does not in any way imply a change in employment status.

At-Will Employment

Employment with **Hundred Nights, Inc.** is at-will, meaning that either you or **Hundred Nights, Inc.** may terminate the employment relationship at any time with or without a reason or notice.

Statements or promises, information in this Employee Handbook, or in any other publications cannot modify this at-will employment relationship. Only a written and signed contract by the Executive Director or the Board can change an individual's at-will employment status.

Introductory Period

The first 30 days are considered the Introductory Period. Either the employee or the employer may end the employment relationship at will at any time during or after this period, with or without cause or advance notice.

The Introductory Period is intended to give new employees the opportunity to demonstrate their ability to achieve a level of performance acceptable to **Hundred Nights, Inc.** and to determine whether the new position meets their expectations. Similarly, **Hundred Nights, Inc.** uses this period to evaluate the employee's capabilities, work habits, and overall suitability for the job. While holiday pay is possible during these first 30 days, sick time and vacation time is not.

The completion of the Introductory Period does not represent a guarantee of continued employment, as employment is always at-will.

Personal Data Changes

To help keep record and benefits program information accurate, please notify **Hundred Nights, Inc.** of any changes to your personal information, such as: mailing address, marital status, dependents, emergency contacts, and other possible relevant information.

Open Communication

Employees should share their concerns, provide input, seek information, and resolve work-related issues by professionally discussing them with their supervisors. The simplest, quickest and most satisfactory solution is often reached at this level.

If discussion with the employee's supervisor is not able to resolve the matter, the concern then may be presented to the next level of management, then the Executive Director, ~~and then the Governance Committee of the Board of Directors.~~

Performance Evaluation

Supervisors and employees are encouraged to discuss job performance and goals informally, as needed. A formal written performance evaluation will be conducted at least every other year to provide both supervisors and employees the opportunity to review job tasks, recognize strengths, identify and correct weaknesses, and discuss positive approaches to achieving goals.

Corrective Action Process

All employees including high performers deserve guidance and coaching from their supervisor to help them achieve success in their jobs. No one is perfect, everyone makes mistakes occasionally, and there are always opportunities for improvement. Ongoing coaching is a cornerstone of good Human Resource Management practices and is not a form of corrective action. Corrective Action on the other hand is triggered when there are deficiencies in performance relative to clearly defined expectations or when an employee's behavior causes serious harm or threat of harm to an organization. Some of the issues that may require corrective action are:

- Missed deadlines
- Failure to meet objectives
- Performing below expectations
- Absenteeism and tardiness
- Violation of safety rules
- Harassment or discrimination
- Misuse of property
- Substance abuse

Gross misconduct

Corrective action will follow a series of steps that encourage an employee to modify his/her behavior. Each step in the progression grows more severe as the corrective/discipline process unfolds. The steps in the corrective action process include:

- Step 1) Written Warning Notice
- Step 2) Second Written Warning Notice
- Step 3) Termination

There are some occasions when these steps will not be followed and termination will be immediate.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment. While the law does not require advance notice, **Hundred Nights, Inc.** requests at least two weeks' written resignation notice from all employees.

SECTION 3: Schedules, Compensation & Absences

Work Schedules

Hundred Nights, Inc. retains the right to vary work schedules according to its needs. Staffing needs and operational demands may necessitate amendments in start and end times, as well as variations in the total hours that may be scheduled each day and week.

Your supervisor will inform you of your expected work schedule and when/if amendments are needed.

Recordkeeping

All hourly employees are responsible for accurately recording the hours they work. You must accurately record the time you begin and end work, as well as the beginning and ending time of each meal period. You should also record the beginning and ending time of any departure from work for personal reasons. Your supervisor must always approve overtime work before it is performed.

All employees (including exempt employees) are required to record any and all vacation and/or sick time taken.

Altering, falsifying or tampering with pay records is strictly prohibited and shall result in disciplinary action, up to and including termination.

Breaks/Lunch for Hourly Staff

Hundred Nights, Inc. does not have a defined break policy in which operations stop for a specified period of time. It is recognized, however, that occasional pauses for rest are beneficial. Therefore, it is suggested that the time and occasion of such breaks be at the discretion of the supervisor and that the taking of short breaks is not against **Hundred Nights, Inc.**'s regulations.

Non-exempt staff do not have to "sign out" for breaks, providing the break is no longer than 10-minutes in length.

All hourly employees who work more than 5 consecutive hours will have at least a 30-minute unpaid lunch or eating period. Working through break/lunch period must be authorized by a supervisor and signed off on by the employee, and an employee must be paid for all hours worked.

Workweek & Payroll

The payroll period is Saturday thru Friday.

Payday is on Wednesday.

In the event a regularly scheduled payday falls on a holiday, employees will receive pay on the business day prior.

There is a partial-week delay in the payment of wages after they are earned. Therefore, employees are paid for the prior work week.

Payroll Deductions

Hundred Nights, Inc. is required by law to deduct from your paycheck, federal, state and local withholding taxes, social security taxes and any court-ordered withholding such as garnishments or child support payments. These amounts, which are designated on your paycheck stub, are forwarded directly to the appropriate entity.

Hundred Nights, Inc. will also make other deductions that have been authorized by you, such as your elected insurances and other benefits.

Overtime

When operating requirements or other work plan needs cannot be met during regular working hours, employees will be given the opportunity of overtime work assignments. However, in instances where an insufficient number of employees are available to work, a supervisor may require employees to work overtime. All overtime work must receive the supervisor's prior authorization.

Exempt employees are not eligible for overtime. Overtime compensation is paid to all non-exempt employees in accordance with prevailing federal and state laws. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Working overtime without prior authorization from your supervisor may result in disciplinary action up to and including termination.

Expense Reimbursement

Employees must maintain accurate documentation of any business-related expenses incurred on behalf of **Hundred Nights, Inc.** that need to be reimbursed. Receipts and detailed explanations of expenses must accompany all reimbursement requests.

Errors in Pay

If you become aware of an error in your pay or deductions, bring it to the attention of your supervisor so that it can be corrected as soon as possible.

Absences

Regular attendance is a condition of employment.

You should report any anticipated absence to your supervisor ahead of time. In an emergency, let your supervisor know as soon as possible the reason for your absence and when you expect to return.

Unexcused absences are subject to immediate discipline up to and including termination.

If you are absent from work for three consecutive days **without** advising your supervisor, you will be terminated.

Emergency Conditions

Emergency conditions, such as severe weather, power outages, or fire can disrupt operations and interfere with work schedules, as well as endanger employees. These extreme circumstances may require the closing of the work facility.

When operations are closed due to an emergency, the time off from scheduled work will be paid for regular full time and regular part time employees. In the event of an emergency or severe weather your supervisor will notify you of any schedule changes or closures.

Employees who come in late, leave early, or are absent because of an emergency or severe weather situation must notify their supervisor immediately. Failure to notify your supervisor may result in being charged the time against available personal or vacation leave balances. Please check with your supervisor to learn more about these policies for your specific job responsibilities.

SECTION 4: BENEFITS

Holidays

According to applicable restrictions, **Hundred Nights, Inc.** will grant paid holiday time off to all employees immediately upon hire. If the Open Doors Resource Center or Shelter is scheduled to be open on a holiday, the non-exempt staff who are scheduled to work have the option of either finding coverage by an approved volunteer or staff member in order to have the paid holiday off and receive the normal days rate as holiday pay, the same is true for those not on the schedule (that the staff person will receive holiday pay at their regular rate). If you work on the holiday the rate of pay is 1.5 times the hourly rate on that day. The exempt staff have the option of taking a day off on the actual day of a holiday, or to work on the holiday and take an alternate day off.

Paid holidays are as follows:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- July 4th
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

To be eligible for holiday pay you must have worked your scheduled hours the days before and after the holiday. If a recognized holiday falls during an eligible employee's paid absence (e.g. vacation, sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. If a recognized holiday falls during an eligible employee's unpaid absence (e.g. unpaid leave of absence), no holiday pay will be provided.

Insurance

Hundred Nights, Inc. provides to its full-time staff

1. a Dental Insurance Policy, covered at 100% of the monthly fee, which can be waived if employee doesn't want it
2. a Health Insurance Policy is currently offered to its full-time, not seasonal or temporary, employees, with 100% of the premium covered (in 2023). If an employee is already covered under a spouse's plan or other alternative plan, i.e. Medicaid or the Marketplace, the employee can choose to participate in a "buy-out" plan and receive \$300 per month in lieu of the insurance, which will be taxable income. If the employee receives the Dental policy through Hundred Nights, then that amount will be subtracted from the \$300 per month.

Workers' Compensation Insurance

Hundred Nights, Inc. provides a comprehensive workers' compensation insurance program to our employees. The workers' compensation program covers injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment.

If you are injured or think you have been injured while working, no matter how slightly, you must report the injury immediately to your supervisor to protect your eligibility for compensation and alert **Hundred Nights, Inc.** to any potential workplace hazards.

Workers' compensation is intended to cover only work-related injuries and illnesses. Because of this, neither **Hundred Nights, Inc.** nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that might occur during employees' voluntary participation in off-duty recreational, social, athletic or community-based activities sponsored by **Hundred Nights, Inc.**

Retirement Plans

Any employee past the probationary period who earns more than \$5,000 annually will have the opportunity to participate in a SIMPLE IRA. The employee can choose to contribute 3% of her/his gross wages up to any amount per pay period in to the IRA, and will receive up to a 3% match by **Hundred Nights, Inc.** It is not a requirement to participate.

Leave Provisions

a. The Family Medical Leave Act (FMLA)

All Federal and State laws will be followed by **Hundred Nights, Inc.**

b. Bereavement Leave

At the discretion of management, full-time and part-time employees may be allowed an appropriate number of days off with pay in the event of the death of an immediate family member. Please notify your supervisor as soon as possible if you need to take bereavement leave.

c. Jury Duty/Court Duty

If you are called for jury duty or subpoenaed to appear in court as a witness, **Hundred Nights, Inc.** will pay up to 7 days (less any court pay received) per year to regular full-time and regular part-time employees. When the court obligation does not demand services for a full day, the employee must return to work. To receive this benefit, you must show the court summons or subpoena to your supervisor as soon as it is received.

d. Military Leave

Hundred Nights, Inc. will grant military leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.

e. Personal Leave

Under limited circumstances, employees may be granted a leave of absence for emergency circumstances (where the employee does not have available other leave, such as sick leave, vacation leave, etc.). Generally, this leave is only for extraordinary circumstances, and the decision about whether an employee will be granted such a leave is at the sole discretion of the Executive Director.

All personal leave is unpaid.

f. Voting

Hundred Nights, Inc. encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. Flexibility in the work hours will be allowed to accommodate your right to vote. Notify your supervisor prior to Election Day, if you require any such accommodation.

Absence Due to Illness or Personal Business

In the event of illness or personal emergency when you cannot ask for time off in advance, you must notify your supervisor at Hundred Nights of your absence and the reason within the first hours of the workday on your initial day of absence. If you fail to notify your supervisor on a timely basis, your absence will be unexcused and pay for such absence cannot be authorized.

Occasions sometimes arise when you need to be absent. In general, you are excused for reasons such as a brief illness, a day of religious observance, or a medical or legal appointment that can only be scheduled during your regular working hours. You are entitled to up to the normal number of hours typically worked in a week as hours of sick/personal paid time off during a calendar year to meet these needs. If there are extenuating circumstances, for example, due to Covid 19, that cause you to have to be absent longer than your accrued sick time, your supervisor will consider the circumstances of each situation and judge whether additional time off is to be granted with pay.

Vacation

Hundred Nights, Inc. provides vacation time to all regular full-time and part-time employees. An employee will earn no vacation time during an unpaid leave of absence. Vacation benefits for all employees are based on their “normal number of hours worked in a week” wages. For example, if you work 32 hours a week for Hundred Nights then following the below schedule you would get 32 hours of vacation time after six months up to one year of employment.

Vacation time does not roll forward from one year into the next. If an employee has accrued vacation time at the end of the year he/she will be able to receive a pay-out for that accrued time if the employee is in good standing with Hundred Nights.

The employee’s supervisor must approve vacation requests. Requests will be evaluated based upon various factors, including anticipated operating requirements and staffing considerations during the proposed absence.

Upon termination of employment, if the employee has fulfilled her/his 2 week notice, Hundred Nights will pay the employee accrued unused vacation time. An employee who gives less than a 2 week notice shall be reduced on a pro-rated basis for each day the notice is short. An employee who gives Hundred Nights less than 1 week notice will not be paid any accrued unused vacation time. An employee who is involuntarily terminated with just cause shall not be paid any unused vacation or holiday time.

Vacation benefits will be awarded to eligible employees according to the following schedules:

Employee Length of Service	Number of Hours Per Year
6 months – 1 year	= to normal # of hours worked in 1 week
1 year – 5 years	= to normal # of hours worked in 2 weeks
5+ years	= to normal # of hours worked in 3 weeks

Variations in this policy are allowed as approved by the Board of Directors. Hours accrue monthly.

SECTION 5: EMPLOYEE CONDUCT

Computer Use

The use of Hundred Nights, Inc. (HN) computers, telecommunication and technology equipment and resources and other organization equipment and access to the HN network is only permitted by properly authorized individuals. “Properly authorized individuals” include HN staff, HN volunteers, HN guests and individuals approved by HN staff. All employees have the responsibility to use their assigned computer and telecommunication resources in an efficient, effective, ethical, and lawful manner.

Employees may not install software onto their individual computers or the network without management authorization to do so. Any duplication of copyrighted software, except for backup and archival purposes, is a violation of organization policy and federal law. **Hundred Nights, Inc.** may delete unlicensed and personal software without notice.

Electronic Communication

All communications transmitted by, received from, or stored in **Hundred Nights, Inc.**'s computer systems are considered to be the property of **Hundred Nights, Inc.** The following apply to use of **Hundred Nights, Inc.**'s computer and telecommunication resources and services:

- Employees must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property.
- Employees should not alter or copy files belonging to others without first obtaining permission from the owner of the file.
- No personal right of privacy exists in any file contained within or transmitted by **Hundred Nights, Inc.**'s computers. **Hundred Nights, Inc.** reserves the right to monitor the operation of these systems, to access all records within them, and to retain or dispose of those records as it deems necessary.
- Electronic communication (e-mail, voice mail, Internet, etc.) should not be used in any way that is disruptive, offensive to others, harmful to morale, fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating or unlawful. Specifically prohibited are sexually explicit materials, ethnic or racial slurs, or anything that may be construed as disparaging of others based on race, national origin, gender, age, disability, sexual orientation, or religious or political beliefs. This also applies to downloading, displaying or storing of such materials in **Hundred Nights, Inc.**'s computers.
- The computer and telecommunication resources and services of **Hundred Nights, Inc.** may not be used for the transmission or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (viruses and self-replicating code), religious, or political material.
- While **Hundred Nights, Inc.** understands that employees occasionally use their computer and the Internet for personal use, such use should be kept to a minimum and should not interfere with the performance and completion of their job responsibilities.
- Employees are responsible for safeguarding their passwords for the system. Individual passwords should not be printed, stored online, or given to others. Employees are responsible for all transactions made using their passwords.

Outside Employment

Hundred Nights, Inc. expects that all of its employees will be professionally committed to their position and responsibilities. **Hundred Nights, Inc.** also supports employees who wish to engage in outside employment or community related activities, as long as such efforts do not create a conflict of interest or interfere with the regular and punctual fulfillment of your work with **Hundred Nights, Inc.**

Employees who have questions regarding possible conflicts of interest should seek advice from their supervisor.

Personal Appearance

Employees' attire must be respectable and practical for the work environment. Employees represent our organization. Attire should be consistent with our public image, promote a productive work environment and comply with safety standards. Employees frequently serve as role models and are expected to dress appropriately.

This Dress Code Policy applies to all employees.

- Employees are expected to use good judgment when choosing work attire.
- Clothing must be clean and in good condition.
- Logo shirts must not have profanity, violence or provocative images on them.

Employees are expected to practice good personal hygiene and daily grooming.

Personal Relationships

While **Hundred Nights, Inc.** has no prohibition against hiring relatives of other employees, close family members such as parents, children, spouses, siblings, significant others, or in-laws will not be hired into, or transferred from, positions where they directly or indirectly supervise or are supervised by another close family member or significant other. **Hundred Nights, Inc.** reserves the right to determine in all cases if a close relationship exists to prohibit a supervisory relationship. **Hundred Nights, Inc.** will hire the most qualified applicant for any job open.

Phone Usage

Personal calls should be kept to a minimum and should not interfere with the employee's work.

Cell Phone Usage

Employees should restrict personal calls during work time to urgent matters and scheduled breaks or lunch periods in non-working areas.

Political Activity

You can participate in political activities as long as it does not conflict with your work performance and you make it clear in your interactions that you are acting as a private citizen, not representing **Hundred Nights, Inc.**

Social Media

Social media are defined as online technology tools that enable people to communicate easily via the Internet to share information. Some of the most popular social media are Facebook, Twitter, Myspace and Linked In.

While social media can keep you connected with a broad range of colleagues and friends it also has inherent risks.

- Once information is released into cyberspace it is GONE FOREVER and CAN NEVER BE RETRIEVED. It can be copied and passed to thousands of people in a fraction of a second.
- You may think social media posts are private but they are NEVER PRIVATE. They can be copied by your friends and passed to people you don't know.

Because of the nature of social media, our policy is very clear and unequivocal.

Protect confidential information at all times. Never post any information, unless approved by The Executive Director, about a staff member, our organization or individuals involved in our care, either by name or by any other descriptive nature, on any social media site, ever. This includes positive as well as negative comments.

There is a good reason for this policy. For example, what may seem like an innocent "pat on the back" for handling a difficult medical situation could be a HIPAA violation, made far more serious by the broad dispersion of information via social media.

As your employer, we reserve the right to review sites to ensure adherence to this policy. Violations of this policy are grounds for discipline including the possibility of dismissal.

Smoking Policy

As required by law, all facilities and vehicles owned, operated or leased by **Hundred Nights, Inc.** are smoke-free. Smoking shall be permitted:

- Outside.
- In personal vehicles.

No additional breaks beyond those allowed under **Hundred Nights, Inc.**'s break policy may be taken for the purpose of using tobacco or similar products. Violation of this policy is subject to disciplinary action.

ACKNOWLEDGEMENT AND RELEASE FORM

(Employee's Copy—to Remain in Handbook)

I understand that I am an at-will employee, and I therefore understand that my employment may be terminated at any time, with or without prior notice, and with or without cause or reason by **Hundred Nights, Inc.** Likewise, I understand that I am free to resign at any time, for any reason. No employee, agent, or representative of **Hundred Nights, Inc.** other than its executive officers has authority to enter into any agreement guaranteeing employment for any specified period of time, or to make any representations, promises or agreements contrary to the foregoing. I further understand that any such agreement authorized by executive officers shall not be enforceable unless it is in writing and signed by both an executive officer and myself.

No employee handbook can anticipate every circumstance or question about policies. As **Hundred Nights, Inc.** changes, the need may arise to change policies described in this handbook. **Hundred Nights, Inc.** reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate in its sole and absolute discretion. As soon as practical, **Hundred Nights, Inc.** will notify all team members of such changes. This Handbook supersedes any previous Employee Handbook.

Your signature below indicates that you have read and understood this statement and have received a copy of the Employee Handbook. Your signature further acknowledges and agrees that you will read and familiarize yourself with its contents and follow the policies and rules indicated.

Employee Printed Name

Employee Signature

Date

ACKNOWLEDGEMENT AND RELEASE FORM

I understand that I am an at-will employee, and I therefore understand that my employment may be terminated at any time, with or without prior notice, and with or without cause or reason by **Hundred Nights, Inc.** Likewise, I understand that I am free to resign at any time, for any reason. No employee, agent, or representative of **Hundred Nights, Inc.** other than its executive officers has authority to enter into any agreement guaranteeing employment for any specified period of time, or to make any representations, promises or agreements contrary to the foregoing. I further understand that any such agreement authorized by executive officers shall not be enforceable unless it is in writing and signed by both an executive officer and myself.

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Your signature below indicates that you have read and understood this statement and have received a copy of the Employee Handbook. Your signature further acknowledges and agrees that you will read and familiarize yourself with its contents and follow the policies and rules indicated.

Please date, print and sign your name and forward this form to your supervisor.

Employee Printed Name

Employee Signature

Date

Sexual Abuse and Misconduct Prevention Policy

Hundred Nights Inc. prohibits and does not tolerate sexual abuse or misconduct in the workplace or during any organization-related activity. Hundred Nights Inc. provides procedures for employees, volunteers, board members or any other victims of sexual abuse or misconduct to report such acts. Those reasonably suspected or believed to have committed sexual abuse or misconduct will be appropriately disciplined, up to and including termination of employment or membership, as well as criminally prosecuted. No employee, volunteer, board member or other person, regardless of his or her title or position has the authority to commit or allow sexual abuse or misconduct.

Definitions and Examples

The following definitions or examples of sexual abuse, misconduct or harassment, may apply to any and/or all of the following persons—employees, volunteers or third-parties.

Sexual abuse or misconduct may include, but is not limited to:

Child sexual abuse – any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old) where consent is not or cannot be given.

Sexual activity with another who is legally incompetent or otherwise unable to give consent.

Physical assaults or violence, such as rape, sexual battery, abuse, molestation or any attempt to commit such acts.

Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.

Material such as pornographic or sexually explicit images, posters, calendars or objects.

Unwelcome and inappropriate sexual activities, advances, comments, innuendoes, bullying, jokes, gestures, electronic communications or messages (e.g. email, text, social media, voicemail) exploitation, exposure, leering, stalking or invasion of sexual privacy.

A sexually hostile environment characterized as comments or conduct that unreasonably interferes with one's work performance or ability to do the job or creates an intimidating, hostile or offensive environment.

Direct or implied threats that submission to sexual advances will be a condition of employment or affiliation with the organization.

Reporting Procedure

Immediately report suspected sexual abuse or misconduct to the Executive Director, or Chair of Board of Directors. It is not required to directly confront the person who is the source of the report, question or complaint before notifying any of the individuals listed. Hundred Nights Inc. will take every reasonable measure to ensure that those named in complaint of misconduct, or are too closely associated with those involved in the complaint, will not be part of the investigative team.

Anti-retaliation and False Allegations

Hundred Nights Inc. prohibits retaliation made against any employee, volunteer, board member or other person who lodges a good faith complaint of sexual abuse or misconduct or who

participates in any related investigation. Making knowingly false or malicious accusations of sexual abuse or misconduct can have serious consequences for those who are wrongly accused. Hundred Nights Inc. prohibits making false or malicious sexual misconduct allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of employment or membership and criminal prosecution.

Investigation and Follow-up

Hundred Nights Inc. will take all allegations of sexual abuse or misconduct seriously and will promptly, thoroughly and equitably investigate whether misconduct has taken place. The organization may utilize an outside third-party to investigate misconduct. Hundred Nights Inc. will cooperate fully with any investigation conducted by law enforcement or other regulatory/proactive services agencies. Hundred Nights Inc. will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.

Reporting to Law Enforcement or Appropriate Child or Adult Protective Services

Hundred Nights Inc. is committed to following the state and federal legal requirements for reporting allegations or incidents of sexual abuse or misconduct to appropriate law enforcement and child or adult protective services organizations. It is the policy of Hundred Nights Inc. not to attempt to investigate or assess the validity or credibility of an allegation of sexual or physical abuse as a condition before reporting the allegation to proper law enforcement authorities or protective services organizations.

Employee and Worker Screening and Selection

As part of its sexual abuse and misconduct prevention program, Hundred Nights Inc. is committed to maintaining a diligent screening program for prospective and existing employees, volunteers and others that may interact with those employed by, associating with or serviced by Hundred Nights Inc. The organization may utilize a variety of methods of screening and selection, including but not limited to applications, personal interviews, criminal background checks and personal and professional references.

Supervision of Youth

To provide a safe environment for minors, Hundred Nights Inc. strives that a minimum of two adult workers supervise or be in attendance with minors during organization-related activities. The purpose is to avoid one-on-one interactions between adults and minors that are not easily observable by others. If Individual meetings with a minor must be held in an office, keep the door open. Only conduct closed door meetings when another adult is put on notice of the meeting and the door remains unlocked.

Acknowledgement Form: Sexual Abuse and Misconduct Prevention Policy

I acknowledge that I received and read the Sexual Abuse and Misconduct Prevention Policy and/or had it explained to me. I understand that it is my responsibility to abide by all rules contained in the policy. I also understand how to report incidents of sexual abuse or misconduct as set forth in the policy, including retaliation against any employee or volunteer exercising his or her rights under the policy.

I acknowledge that I will be alerted when changes and updates are made to the Sexual Abuse and Misconduct Policy and will be responsible for reading and complying with these updates.

Employee/Volunteer's Printed Name

Employee/Volunteer's Signature

Witness Signature

HUNDRED NIGHTS, INC. DAILY INTAKE FORM 2021 – 2022

Date _____ Bed# _____ Time In _____ Intake By _____ Locker# _____

Name: _____

Where did you stay last night? _____

It is the goal of Hundred Nights, Inc. to help get you housing and other assistance

Do you have? Check Box(s): ID Social Security Card Birth Certificate

Hundred Nights Case Manager will assist getting a birth certificate, social security card and/or an up to date ID

Do you receive: SSI SSDI

Do you receive: SNAP benefits Medicaid Medicare

Have you applied for housing What agencies/landlords? _____

Do you need help applying for services such as Food stamps, Medical assistance, FANF, Housing, Eyeglasses or Veteran's services?

Do you have any medical condition(s) we should be aware of today? (list all)

Do you have any prescription medications to take today? YES NO - Do you need to take medication while in the shelter tonight? YES NO - (If yes then it must be locked in the office, if no it must be locked in a locker or the office)

Do you want to be added to the foot care list? Yes No

We have clean dry sleepwear for your use overnight. It needs to be taken to the laundry bin in the morning. Do you need sleepwear for the night? Yes No

Size _____

We have clean dry socks and hope that you will participate in a sock exchange-give us your wet or dirty socks and we will wash them and put them in the clean sock bin. Do you want a pair of clean socks? Yes No

Will staying here tonight in a warm, clean bed help keep you safe for tonight? _____

Do you understand that you you must strip your bed in the morning and put the bedding in the laundry bin? Yes No

Do you need a long term use locker? YES NO

PERSONAL CARE ITEMS (PLEASE LIST ALL ITEMS RECEIVED TODAY)

Please go to the resource center the next day if you need clothing.

Hundred Nights, Inc.

Name _____

Do you have an ID? [] Yes [] No

Address on ID _____

What is the most current address where you have paid rent?

What town do you claim to be a resident of?

Where did you stay at for the last 90 consecutive days?

Are you a registered sex offender? [] Yes [] No

Are you on probation or parole? [] Yes [] No

Name of probation/parole officer _____

What is the cause of your current homelessness?

Hundred Nights Hiring/Employment Policy

All offers of employment at Hundred Nights are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates and on all employees who are promoted, as deemed necessary.

Background checks will include:

- **Documents as needed for an 1-9 form see attached list**
- **Prior Employment Verification:** confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first.
- **Personal and Professional References:** calls will be placed to individuals listed as references by the applicant.
- **Criminal History:** includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
 - o The nature of the crime and its relationship to the position.
 - o The time since the conviction.
 - o The number (if more than one) of convictions.
 - o Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.

The following additional background searches will be required if applicable to the position:

- **Motor Vehicle Records:** provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position.
- **Credit History:** confirms candidate's credit history. This search will be run for positions that involve management of Hundred Nights funds and/or handling of cash or credit cards.
- **Educational Verification:** confirms the applicant's claimed educational institution, including the years attended and any degree/diploma received.

Procedure

Final candidates must complete a background check authorization form and return it to the Executive Director

The Executive Director will order the background check upon receipt of the signed release form, and will review all results. In instances where negative or incomplete information is obtained , the appropriate management will assess the potential risks and liabilities related to the job's requirements and determine whether the individual should be hired.

Background check information will be maintained in a file separate from employees' personnel files for a minimum of five years.

Hundred Nights reserves the right to modify this policy at any time without notice.

LISTS OF ACCEPTABLE DOCUMENTS

All documents must be UNEXPIRED

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Authorization	LIST B Documents that Establish Identity	LIST C Documents that Establish Employment
Employment Authorization	OR]	AND
1. U.S. Passport or U.S. Passport Card	1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, height, eye color, and address	1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT name, date of birth, gender, (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form 1-551)	2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	(3) VALID FOR WORK OHS AUTHORIZATION
3. Foreign passport that contains a temporary 1-551 stamp or temporary 1-551 printed notation on a machine-readable immigrant visa	3. School ID card with a photograph	2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
4. Employment Authorization Document that contains a photograph (Form 1-766)	4. Voter's registration card	3. Original or certified copy of certificate issued by a county, municipal authority, or territory of the United States bearing an official seal
5. For a nonimmigrant alien authorized birth to work for a specific employer State, because of his or her status: a. Foreign passport; and b. Form 1-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.	5. U.S. Military card or draft record	4. Native American tribal document
	6. Military dependent's ID card	5. U.S. Citizen ID Card (Form 1-197)
	7. U.S. Coast Guard Merchant Mariner Card	6. Identification Card for Use of Resident Citizen States (Form 1-179)
	8. Native American tribal document	
	9. Driver's license issued by a Canadian government authority in the United States	

For persons under age 18 who are unable to present a document listed above:

- 6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with
Hundred Nights Hiring/Employment Policy
- 7. Employment authorization document issued by the Department of Homeland Security
- 10. School record or report card
- 11. Clinic, doctor, or hospital record

Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI

12. Day-care or nursery school record

Examples of many of these documents appear in the Handbook for Employers (M-274).

Refer to the instructions for more information about acceptable receipts.

Hundred Nights, Inc. 2020

Name _____

Do you have an ID? [] Yes [] No

Address on ID _____

What is the most current address where you have paid rent?

What town do you claim to be a resident of?

Where did you stay at for the last 90 consecutive days?

Are you a registered sex offender? [] Yes [] No

Are you on probation or parole? [] Yes [] No

Name of probation/parole officer _____

What is the cause of your current homelessness?

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 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 in the first floor of the facility.
- Inside the buildings cell phones are allowed for music, texting or phone calls with ear buds 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.

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 _____

NH Coordinated Entry Enrollment

Client ID #: _____

Head of Household Name: _____

Social Security Number (SSN): (write in SSN and check 1 data quality option):

_____ Full SSN _____ Client Doesn't Know _____ Approx. or partial SSN _____ Client Refused

Client's Name:

(write in name and check 1 data quality option): _____

_____ Full name _____ Partial, street or code name _____ Client doesn't know _____ Client refused

Date of Birth (DOB): _____

(write in DOB and check 1 data quality option):

_____ Full DOB _____ Client Doesn't Know
 _____ Approx. or partial DOB _____ Client refused

Gender (check all that apply):

_____ Female _____ Male _____ A gender that is not singularly 'Female' or 'Male'
 _____ Transgender _____ Questioning
 _____ Client doesn't know _____ Client refused

Race (check all that apply):

_____ American Indian, Alaska Native, or Indigenous _____ Asian or Asian American _____ Black, African American, or African
 _____ Native Hawaiian or Pacific Islander _____ White _____ Client doesn't know
 _____ Client refused

Ethnicity:

_____ Non-Hispanic/Non-Latin(a)(o)(x) _____ Hispanic/Latin(a)(o)(x)
 _____ Client doesn't know _____ Client refused

U.S. Military Veteran: _____ Yes _____ No _____ Client doesn't know _____ Client Refused _____ Data not collected

Year Entered Military Service (Year) _____ **Separated (Year)** _____

Branch of Military: _____ Army _____ Air Force _____ Navy _____ Marines _____ Coast guard

_____ Client doesn't know _____ Client refused _____ Data not collected

Discharge Status: _____ Honorable _____ General under honorable conditions

_____ Other under honorable conditions (OTH) _____ Bad conduct _____ Dishonorable _____ Uncharacterized

_____ Client doesn't know _____ Client refused _____ Data not collected

Did you serve on Active Duty, or in the National Guard or Reserves?

_____ Yes, active duty (including National Guard and Reserves)

_____ Yes, served in National Guard or Reserves, but never activated/deployed

_____ No

_____ Client doesn't know

_____ Client refused

_____ Data not collected

Relationship to Head of Household:

_____ Self (head of household) _____ Head of Household's spouse or partner
 _____ Head of Household's other relation member _____ Other: Non-relation member
 _____ Head of Household's Child _____ Client doesn't know
 _____ Client refused

Coordinated Entry Enrollment

Project Start Date: _____			
<u>Disability Information:</u> Answer for all household members (Adults and Children)			
Does client have a disability of long duration?			
_____ Yes _____ No _____ Client doesn't know _____ Client refused _____ Data not collected			
Circle below for each disability type: Y=Y N=No DK=Doesn't Know R=Refused NC=Not collected			
Disability Type	Disability Determination (Has disability)	IF YES:	Expected to be of long continued and indefinite duration and substantially impairs ability to live independently and of such a nature that such ability could be improved by more suitable housing conditions.
Alcohol use disorder	Y N DK R NC		Y N DK R NC
Drug use disorder	Y N DK R NC		Y N DK R NC
Both alcohol and drug use disorder	Y N DK R NC		Y N DK R NC
Chronic health condition	Y N DK R NC		Y N DK R NC
Developmental disability	Y N DK R NC		N/A
Mental health disorder	Y N DK R NC		Y N DK R NC
Physical disability	Y N DK R NC		Y N DK R NC
HIV/AIDS	Y N DK R NC		N/A
<u>Prior Living Situation:</u> Answer for all household members (Adults and Children)			
<u>Homeless Situation</u>			
_____ Place not meant for habitation			
_____ Emergency shelter, including hotel or motel paid for with emergency shelter voucher			
_____ Safe Haven			
<u>Institutional Situation</u>			
_____ Foster care home or foster care group home			
_____ Hospital or other residential non-psychiatric medical facility			
_____ Jail, prison, or juvenile detention facility			
_____ Long-term care facility or nursing home			
_____ Psychiatric hospital or other psychiatric facility			
_____ Substance abuse treatment facility or detox center			
<u>Transitional and Permanent Housing Situation</u>			
_____ Hotel or motel paid for without emergency shelter voucher			
_____ Owned by client, no ongoing housing subsidy			
_____ Owned by client, with ongoing housing subsidy			
_____ Permanent housing for formerly homeless persons (Other than RRH)			
_____ Rental by client, with VASH subsidy			
_____ Rental by client, with other ongoing housing subsidy (including RRH)			
_____ Residential project or halfway house with no homeless criteria			
_____ Staying or living in a family member's room, apartment, or house			
_____ Staying or living in a friend's room, apartment, or house			
_____ Transitional housing for homeless persons (including homeless youth)			
_____ Client doesn't know			
_____ Client refused			

Length of Stay at Prior Night Living Situation:

- One night or less
- Two to six nights
- 1 week or more, but less than 1 month
- One month or more, but less than 90 days
- One year or longer
- 90 days or more, but less than one year
- Client doesn't know
- Client refused

Approximate Date Homelessness started: _____/_____/_____ (Homelessness – in Shelter or on Street)

Regardless of where they stayed last night—Number of times the client has been on the streets, in an Emergency Shelter, or Safe Haven in the past three years (counting current stay):

- Never in 3 years
- One Time
- Two Times
- Three Times
- Four or more time
- Client doesn't know
- Client refused

Total number of months homeless on the street, in an Emergency Shelter, or Safe Haven in past 3 years:

- 1 month (this time is the first month)
- 2 months
- 3 months
- 4 months
- 5 months
- 6 months
- 7 months
- 8 months
- 9 months
- 10 months
- 11 months
- 12 months
- More than 12 months
- Client doesn't know
- Client refused

Zip Code of Last Address: _____

Coordinated Entry Assessment

Assessment Date: _____/_____/_____

Assessment Organization: Hundred Nights, Inc.

Assessment Level: Crisis Needs Assessment Housing Needs Assessment

Assessment Type: Phone Virtual In Person

Assessor Contact Information (Phone & Email): _____

Referred By (if different from assessor): _____

Advocate Contact (if applicable): _____

Interpretation required? Yes No

If so, what language? _____

NH Regional Access Point Client is Located in:

- Belknap County (BoS CoC) Carroll County (BoS CoC) Cheshire County (BoS CoC)
- Coos County (BoS CoC) Eastern Rockingham County (BoS CoC) Greater Nashua
- Manchester CoC Merrimack (BoS CoC) Northern Grafton County (BoS CoC)
- Statewide Strafford County (BoS CoC) Strafford County (BoS CoC) Sullivan (BoS CoC)
- Upper Valley and Grafton (BoS Coc) Client doesn't know Client refused Data not collected

Housing Location and Preferences

Please indicate where the client's first and second choice (if they are willing to relocate from their current area) for locations that you would like or are willing to receive services and housing:

First Choice Location:

Belknap County (BoS CoC) Carroll County (BoS CoC) Cheshire County (BoS CoC)
 Coos County (BoS CoC) Eastern Rockingham County (BoS CoC) Greater Nashua
 Manchester CoC Merrimack (BoS CoC) Northern Grafton County (BoS CoC)
 Statewide Strafford County (BoS CoC) Strafford County (BoS CoC) Sullivan (BoS CoC)
 Upper Valley and Grafton (BoS Coc) Client doesn't know Client refused Data not collected

Second Choice Location:

Belknap County (BoS CoC) Carroll County (BoS CoC) Cheshire County (BoS CoC)
 Coos County (BoS CoC) Eastern Rockingham County (BoS CoC) Greater Nashua
 Manchester CoC Merrimack (BoS CoC) Northern Grafton County (BoS CoC)
 Statewide Strafford County (BoS CoC) Strafford County (BoS CoC) Sullivan (BoS CoC)
 Upper Valley and Grafton (BoS Coc) Client doesn't know Client refused Data not collected

Specific City/Town Needs: _____

Assessment of Housing Barriers and Vulnerability

This section seeks to better understand the household's housing barriers and other vulnerabilities. The items and situations listed include a combination of health, housing, and historical information that help understand:

- 1) The household's health, well-being and safety vulnerabilities; and*
- 2) housing barriers the household would face absent significant support from dedicated homeless assistance services.*

The index is also meant to promote equitable access to services for historically underserved populations.

Vulnerability assessments are just one tool used to help prioritize households for the limited available housing resources managed by the CoC(s). These assessments may not be needed for all clients as some clients are very unlikely to receive housing assistance in the short term. Some of the information collected in Step 5 will have already been uncovered through the Assessors proactive, trauma-informed engagement with the household during the initial days of their housing crisis. Some of the information collected is objective, while other elements are either self-reported or may rest with the Assessor's professional judgement and relationship with the household. Regardless of the information type, Assessors must work to avoid re-traumatizing individuals and ensure problem solving conversations and information gathering is culturally competent, approachable, and based on an evolving trust and rapport built with the household. Where possible, Assessors should avoid using the CE Assessment Tool as a "checklist", and instead, fill the information in based on information and knowledge gathered from the household in a more organic way.

Please review each question and leave the questions blank if it does not apply to the household.

Disability Information:

Does client have a disability of long duration?

Yes No Client doesn't know Client refused Data not collected

Circle below for each disability type: Y=Y N=No DK=Doesn't Know R=Refused NC=Not collected

Disability Type	Disability Determination (Has disability)					IF YES:	Expected to be of long continued and indefinite duration and substantially impairs ability to live independently and of such a nature that such ability could be improved by more suitable housing conditions.
Alcohol use disorder	Y	N	DK	R	NC		Y N DK R NC
Drug use disorder	Y	N	DK	R	NC		Y N DK R NC
Both alcohol and drug use disorder	Y	N	DK	R	NC		Y N DK R NC
Chronic health condition	Y	N	DK	R	NC		Y N DK R NC
Developmental disability	Y	N	DK	R	NC		N/A
Mental health disorder	Y	N	DK	R	NC		Y N DK R NC
Physical disability	Y	N	DK	R	NC		Y N DK R NC
HIV/AIDS	Y	N	DK	R	NC		N/A

Domestic Violence Victim/Survivor:

Yes No Client doesn't know Client refused

***If yes, when DV experience occurred:**

Within the past three months Three to six months ago From six to twelve months ago
 More than a year ago Client doesn't know Client refused

***If yes, are you currently fleeing:**

No Yes Client doesn't know Client refused

Monthly Income Information:

Does client have an income from Any Source?

Yes No Client doesn't know Client refused Data not collected

Receives Monthly Income Sources:	Monthly \$	Yes	No	Not Collected
Alimony or other spousal support				
Child support				
Earned income				
General assistance				
Pension or retirement income from a job				
Private disability insurance				
Retirement income from social security				
Social Security Disability Income (SSDI)				
Supplemental Security Income (SSI)				
TANF (FIP)				
Unemployment Insurance				
VA Non-service-connected disability pension				
VA service-connected disability compensation				
Worker's Compensation				

Non-Cash Benefits Information:

Does client have Non-Cash Benefits from Any Source?

Yes No Client doesn't know Client refused Data not collected

Receives the following Non-cash Benefit Types:

Yes No Not Collected

Supplemental Nutrition Assistance Program (SNAP) (food stamps)

Special Supplemental Nutrition for Women, infants, children (WIC)

TANF Child Care services

TANF transportation services

Other TANF-funded services

Other (specify):

Health Insurance Information:

Covered by Health Insurance?

Yes No Client doesn't know Client refused Data not collected

Insurance Type

Yes

No

Insurance Type

Yes

No

MEDICAID

Health insurance through COBRA

MEDICARE

Private pay health insurance

State children's health insurance

State health insurance for adults

Veteran's Admin. medical services

Indian Health Services Program

What MCO is client working with?

Amerihealth

NH Healthy Families

WellSense

Client Doesn't Know

Client Refused

Data Not Collected

Zip Code of Last Address: _____

Well – Being

Client perceives their life has value and worth.

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree
 Strongly agree Client doesn't know Client refused Data not collected

Client perceives they have support from others who will listen to problems

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree
 Strongly agree Client doesn't know Client refused Data not collected

Client perceives they have a tendency to bounce back after hard times.

Strongly disagree Somewhat disagree Neither agree nor disagree Somewhat agree
 Strongly agree Client doesn't know Client refused Data not collected

Client's frequency of feeling nervous, tense, worried, frustrated, or afraid

Not at all Once a month Several times a month Several times a week
 Client doesn't know Client refused Data not collected

General Health Status

Excellent Very Good Good Fair Poor Client doesn't know
 Client refused Data not collected

Current Living Situation

Unsheltered, including encampments, vehicles, tents, or places not meant for human habitation

Staying in a seasonal shelter, warming center, or hotels and motels paid for by charitable organizations or by federal, state, or local government programs and anticipates returning to a place not meant for human habitation once temporary accommodation is no longer active

Actively fleeing or attempting to flee domestic violence: Yes No

History of Homelessness (street, shelter, places not meant for human habitation):

Client indicates history of periodic or consistent homelessness for more than 5 years

Client history of periodic or consistent homelessness for more than 1 year but less than 5 years

Became homeless again after receiving dedicated homeless housing assistance in the past

Eviction History

More than one eviction on record in last 7 years

One eviction on record in last 7 years

Eviction on record in the last year

Income and Employment

No consistent income

Below 30% Average Median Income (AMI)

Between 30 and 50% Average Median Income (AMI)

History with Criminal Justice System/ Institutional Care (Check All that Apply)

Registered Sex Offender

Criminal record for arson, drug dealing or manufacture, or offense against persons or property

Discharged from jail or prison within last six months after incarceration for 90 days or more

Juvenile Justice involvement within past 7 years

Has current legal service needs that inhibit housing access (

Incarcerated as an adult

Division of Children, Youth, and Families involvement in the past seven years, including foster and/ or after care

Household Composition (Check All that Apply)

Currently pregnant

Single parent household with minor children

Household includes child who requires significant care

Household needs three or more bedrooms due to family size

Health (Check All that Apply)

More than three hospitalizations, emergency department, or urgent care visits in last 12 months

Homeless situation is not conducive to medication or other medical maintenance needs

Physical health conditions that contribute to need for specialized housing types or supports

Hospitalized in the past 30 days

Safety (Check All that Apply)

Has experienced violence within last 90 days

Risk of trafficking, exploitation, violence

Owe someone money or in debt that may result in violence or bodily harm

Substance Use (Check All that Apply)

_____ History of use that has led to adverse housing impacts or instability

_____ Current mental health that has been barrier to housing

Mental Health (Check All that Apply)

_____ History of mental health that has led to adverse housing impacts or instability

_____ Current mental health that has been barrier to housing

Resources and Supports (Check All that Apply)

_____ Lacks family, social, or other community networks that may support housing

_____ Has never had lease in their name

Phone _____ Email _____

Do you have ID? _____ Yes _____ No Town on ID _____

Most current town rent paid? _____

Town of Residency _____

Town in last 3 months _____

Are you a registered sex offender? _____ Yes _____ No Tier 1 2 3

Are you on probation or parole? _____ Yes _____ No P.O. Officer _____

Cause of your current homelessness _____

Head of Household Name: _____

Assessment Date: ____/____/____

Assessment Location: Hundred Nights, Inc.

Assessment Type: ____ Phone ____ Virtual ____ In Person

Assessment Level: Crisis Needs Assessment ____ Housing Needs Assessment

Name of Staff Completing Assessment: _____

Initial Contact Script:

To determine what services may be available for you, I will need to collect some basic information about your current situation. This information is confidential and will only be used to assist you in accessing appropriate resources

Do I have your permission to collect and enter the information you provide into HMIS to make a referral on your behalf to agencies that may be able to offer assistance?

____ No ____ Yes

Current Living Situation

- ____ Place not meant for habitation
- Emergency shelter, including hotel or motel paid for with emergency shelter voucher
- ____ Safe Haven
- ____ Foster care home or foster care group home
- ____ Hospital or other residential non-psychiatric medical facility
- ____ Jail, prison or juvenile detention facility
- ____ Long-term care facility or nursing home
- ____ Psychiatric hospital or other psychiatric facility
- ____ Substance abuse treatment facility or detox center
- ____ Residential project or halfway house with no homeless criteria
- ____ Hotel or motel paid for without emergency shelter voucher
- ____ Transitional housing for homeless persons (including homeless youth)
- ____ Host Home (non-crisis)
- ____ Staying or living in a friend's room, apartment, or house
- ____ Staying or living in a family member's room, apartment, or house
- ____ Rental by client, with GPD TIP housing subsidy
- ____ Rental by client, with VASH housing subsidy
- ____ Permanent housing (other than RRH) for formerly homeless persons
- ____ Rental by client, with RRH or equivalent subsidy

City/Town: Keene, NH

Currently fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions (including human trafficking)?

____ Yes ____ No ____ Client doesn't know ____ Client refused ____ Data not collected

Are you safe in your current living situation?

____ Yes ____ No ____ Client doesn't know ____ Client refused ____ Data not collected

Anyone in Household Served in Military?

____ Yes ____ No ____ Client doesn't know ____ Client refused ____ Data not collected

Have own transportation?

____ Yes ____ No ____ Client doesn't know ____ Client refused ____ Data not collected

HMIS Client Informed Consent and Release of Information

PERMISSION TO SHARE CONFIDENTIAL INFORMATION TO SECURE NECESSARY SERVICES

Please read the following notice and authorization (or ask to have it read to you) before signing.

This agency, **Hundred Nights, Inc.** participates in the New Hampshire's Homeless Management Information System (NH HMIS), Bitfocus Clarity. Agencies that participate in NH HMIS belong to an internet-based network. This network is administered by the Institute for CommunityAlliances.

Hundred Nights, Inc. has agreed to participate in the New Hampshire Coordinated Entry Partnership. The NH Coordinated Entry Partnership includes organizations that provide homeless and housing assistance from all 3 of NH's Continua of Care (BoSCoC, GNCoc, MCoC). As part of the NH Coordinated Entry Partnership, agencies agree to share information about individuals and families with other agencies in the Partnership to help a household to find or keep housing as quickly as possible.

BENEFITS TO DATA SHARING FOR THE CONSUMER

Eliminates Duplicate intakes

Reduces the amount of time spent answering basic questions regarding your situation

Reduces the amount of times you have to tell your story to service providers

Faster access to the Coordinated Entry System, resulting in receiving services more quickly

Allows agencies to focus on meeting your unique service needs

Multiple Services can be easily coordinated and streamlined

*New Hampshire HMIS ensures the security of its system. Please see below for detailed information on security measures. *

This network is made up of many service providers in New Hampshire, however the sharing of client level data between agencies is limited. **Agencies in the New Hampshire Balance of State CoC, Greater Nashua CoC, and Manchester CoC** are in agreement to share client information intended to improve service delivery to clients. Because of this sharing agreement, you have the option to share your information with other service providers from whom you might be seeking services. Your identity and information collected in NH HMIS will be shared, with your written consent, with the agencies participating in the network. NH HMIS includes your demographic information and other essential personal information needed to best determine your service needs. If your information was previously entered into the system and not shared, the historical data will now be shared between the agencies listed.

The computer program used for this purpose has industry standard security protocols and is updated regularly to meet these security requirements. The information you provide will only be shared with this agency, the agencies listed in the NH Agencies that Enter Data in the HMIS document, and limited staff of the Institute for Community Alliances. No personally identifying information will be shared by our network with any department outside of the Department of Health and Human Services in the State of New Hampshire or the Federal Government. Information collected is housed in a secure server owned and hosted by Bitfocus Clarity, in Nevada. Limited Bitfocus staff have access to this server and the data for the purposes of network support and maintenance. Data collected for the network will be maintained for at least seven years from the last date of service.

The list of agencies participating in the New Hampshire HMIS network can be accessed at <https://icanewengland.helpscoutdocs.com/article/281-nh-hmis-governance>. This list may change.

New Hampshire - HMIS

Please note if you grant permission for your information to be shared, that agreement will be in effect until you revoke it in writing. You may end your agreement in writing and your personal and service information will no longer be shared from that date going forward. If you do not give permission for this agency to release your information, no other agency in the network will have access to it.

Maintaining the privacy and the safety of those using our services is very important. Your record will only be shared if you give permission. You cannot be denied services that you would otherwise qualify for if you choose not to share information. However, even if you choose not to share your information with other agencies, federal and state regulations may require limited data collection for funding purposes.

Type of Information to be shared:

- Personal Identifying Information: Name (First, Middle and Last), Social Security Number, Date of Birth, Ethnicity, Gender, Last Residence Information, Military Status
- Housing/Program Specific: Entry/Exits, Agency Assessments, Services, Coordinated Entry, Case Notes, Referrals
- Assessment Specific: Income, Non-cash Benefits, Disability, Domestic Violence

Please indicate your choice regarding data sharing:

Option 1:

- _____ By initialing here I agree to share my and my child/children's above specified information and coordinate services with all participating agencies in the network.

Verbal Consent

Option 2:

- _____ By initialing here, I agree I do not want to share my and my child/children's above specified information and coordinate services with other agencies.

Verbal Consent

I understand that signing below relates only to data sharing within the NH HMIS and does not guarantee I will receive assistance. Alternatively, I understand that I will NOT be denied services if I refuse to consent to data sharing.

Client Signature: _____ **Date:** _____

Print Name: _____

Verbal Consent obtained by phone (Agency Staff Initials): _____ **Date:** _____

Client Signature: _____ **Date:** _____

Print Name: _____

Verbal Consent obtained by phone (Agency Staff Initials): _____ **Date:** _____