



**Congregate Living & Social Services Licensing Board**  
**Tuesday, September 24, 2024, 6:00 PM**  
**Council Chambers, 2<sup>nd</sup> fl of City Hall, 3 Washington St.**

**AGENDA**

- I. **Call to Order:** Roll Call
- II. **Vote for Vice Chair**
- III. **Minutes of Previous Meeting:** May 28, 2024
- IV. **Unfinished Business:**

V. **Applications:**

**Continued CLSS-2024-14:** Applicant, Samuel Lake, Executive Director for Keene Serenity Center, is requesting a Congregate Living & Social Services License for a Group Resource Center, located at 24 Vernon St., and is in the Downtown Core District and as defined in Chapter 46, Article X of the Keene City Ordinances

**CLSS-2024-16:** Applicant, for Becky Beaton, Executive Director for Hundred Nights, Inc., is requesting a **renewal** Congregate Living & Social Services License for a homeless shelter, 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.

**CLSS-2024-17:** Applicant, for Beth Daniels, Executive Director for Southworth Community Services, is requesting a **renewal** Congregate Living & Social Services License for a homeless shelter, located at 139 Roxbury St., and is in the High Density District and as defined in Chapter 46, Article X of the Keene City Ordinances.

**CLSS-2024-18:** Applicant, for Beth Daniels, Executive Director for Southworth Community Services, is requesting a **renewal** Congregate Living & Social Services License for a homeless shelter, located at 32 Water St., and is in the Downtown Transition District and as defined in Chapter 46, Article X of the Keene City Ordinances.

- VI. **New Business**
- VII. **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, May 28, 2024

6:00 PM

Council Chambers,  
City Hall

Members Present:

Andrew Oram, Chair  
Tom Savastano  
Ashok Bahl, Alternate

Staff Present:

Jesse Rounds, Community Development  
Director & Health Official  
Corinne Marcou, Board Clerk  
Rick Wood, Fire Marshall & Building  
Official

Members Not Present:

Medard Kopczynski  
Alison Welsh  
Jennifer Seher

8  
9 1) Call to Order: Roll Call

10 Chair Oram called the meeting to order at 6:03 PM and roll call ensued.  
11

12  
13 2) Vote for Vice Chair

14 Tabled until a meeting with more attendance.  
15

16  
17 3) Minutes of Previous Meeting: March 26, 2024

18  
19 A motion by Mr. Savastano to adopt the March 26, 2024 meeting minutes was duly seconded by  
20 Mr. Bahl. The motion carried unanimously.  
21

22 4) Unfinished Business:

23 A) Updates:

24 i) *Southwestern Community Services*  
25

26 Chair Oram requested staff comments. Jesse Rounds, Community Development Director/Health  
27 Official, explained that Application LB 23-15 for Southwestern Community Services (SCS) was  
28 outstanding because of remaining Fire Department (FD) issues. Rick Wood, Fire  
29 Marshall/Building Official explained that Fire Code review was complete, and he had no  
30 objection to the Board approving the SCS applications. Ms. Marcou confirmed that the Board  
31 had not reviewed these applications since September 2023, but she was unaware of any  
32 substantial changes since that date. These would be application renewals.

33 Discussion ensued and the Board decided to act upon the applications at this meeting. Ms.  
34 Marcou said that SCS was already on this agenda, so there was no need for 24 hours' notice.

35  
36 Chair Oram opened the public hearing for SCS Applications LB 23-15 (139 Roxbury Street) and  
37 LB 23-16 (32 Water Street).

38  
39 Chair Oram welcomed Craig Henderson, SCS Program Consultant (formerly Director of  
40 Housing Stabilization Services), who said there were no further additions to the applications. The  
41 issue of capacity was resolved with the FD.

42  
43 There were no public comments.

44  
45 The Board reviewed the criteria for approving Application LB 23-15.

46  
47 *The licensing board shall consider the following criteria when evaluating whether to approve,*  
48 *renew, or deny a congregate living and social services license application.*

49  
50 Criteria 1: *The use is found to be in compliance with the submitted operations and management*  
51 *plan, including but not limited to compliance with all applicable building, fire, and life safety*  
52 *codes.*

53  
54 Hearing no objections from the Board, Chair Oram declared that Criteria 1 was met.

55  
56 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*  
57 *that adversely affects the surrounding area.*

58  
59 Hearing no objections from the Board, Chair Oram declared that Criteria 2 was met.

60  
61 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*  
62 *pedestrians, public infrastructure, and police or fire department actions.*

63  
64 Hearing no objections from the Board, Chair Oram declared that Criteria 3 was met.

65  
66 Mr. Bahl made the following motion, which was duly seconded by Mr. Savastano. On a vote of  
67 3–0, the Congregate Living and Social Services Licensing Board approved application LB 23-15  
68 for the Southwestern Community Services homeless shelter at 139 Roxbury Street.

69  
70 The Board reviewed the criteria for approving Application LB 23-16.

71  
72 *The licensing board shall consider the following criteria when evaluating whether to approve,*  
73 *renew, or deny a congregate living and social services license application.*

74



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

78

79 Hearing no objections from the Board, Chair Oram declared that Criteria 1 was met.

80

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

83

84 Hearing no objections from the Board, Chair Oram declared that Criteria 2 was met.

85

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

88

89 Hearing no objections from the Board, Chair Oram declared that Criteria 3 was met.

90

91 Mr. Bahl made the following motion, which was duly seconded by Mr. Savastano. On a vote of  
92 3–0, the Congregate Living and Social Services Licensing Board approved application LB 23-16  
93 for the Southwestern Community Services homeless shelter at 32 Water Street.

94

95 **ii) *Live Free Recovery Services – 881 Marlboro Road***

96

97 [This agenda item was heard before the above Southwestern Community Services applications.]

98

99 Chair Oram requested staff comments. Ms. Marcou reported that the Community Development  
100 Department Commercial Building Inspector visited the site and looked at a wall partition that  
101 was added to separate a large space in the commercial building and found no issues which would  
102 require a building permit. Chair Oram confirmed that the public hearing occurred already.

103

104 Mr. Savastano made the following motion, which was duly seconded by Mr. Bahl. On a vote of  
105 3–0, the Congregate Living and Social Services Licensing Board confirmed that all conditions  
106 were met and approved Application CLSS-2024-03 for Live Free Recovery’s residential  
107 drug/alcohol treatment facility at 881 Marlboro Road.

108

109 **iii) *Unity House***

110

111 Ms. Marcou said representatives from Unity House submitted the outstanding materials,  
112 including the evacuation location plan. Thus, the conditions of approval were met.

113

114 Mr. Bahl made the following motion, which was duly seconded by Mr. Savastano. On a vote of  
115 3–0, the Congregate Living and Social Services Licensing Board confirmed that all conditions  
116 were met and approved Application CLSS-2024-15 for Unity House’s small group home at 39  
117 Summer Street.

118 5) **Applications:**

119 A) **Continued CLSS-2024-05: Applicant, Hilary Seifer, Executive Director for**  
120 **American House Keene, is requesting a Congregate Living & Social Services**  
121 **License for a Residential Care Facility, located at 197 Water St., and is in the**  
122 **Business Growth & Reuse District and as defined in Chapter 46, Article X of**  
123 **the Keene City Ordinances.**

124  
125 Chair Oram requested staff comments. Jesse Rounds, Community Development Director/Health  
126 Official, confirmed that all required materials were submitted, and all inspections completed.  
127 The applicant had also submitted the license fee, so staff supported approving the application.

128  
129 Chair Oram welcomed the applicant, Hillary Seifer, Executive Director of American House  
130 Keene. Ms. Seifer had no information to add to the application. She updated the neighborhood  
131 relations plan and submitted it to staff.

132  
133 Mr. Savastano asked if there were evacuation maps on each floor of the building. Ms. Seifer said  
134 yes, they were included in the original application.

135  
136 There were no public comments. Chair Oram closed the public hearing.

137  
138 Chair Oram said he saw no reason to delay the application. With no further comments from the  
139 Board, they reviewed the criteria for approving the application.

140  
141 *The licensing board shall consider the following criteria when evaluating whether to approve,*  
142 *renew, or deny a congregate living and social services license application.*

143  
144 Criteria 1: *The use is found to be in compliance with the submitted operations and management*  
145 *plan, including but not limited to compliance with all applicable building, fire, and life safety*  
146 *codes.*

147  
148 Hearing no objections from the Board, Chair Oram declared that Criteria 1 was met.

149  
150 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*  
151 *that adversely affects the surrounding area.*

152  
153 Hearing no objections from the Board, Chair Oram declared that Criteria 2 was met.

154  
155 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*  
156 *pedestrians, public infrastructure, and police or fire department actions.*

157  
158 Hearing no objections from the Board, Chair Oram declared that Criteria 3 was met.

159

160 Mr. Savastano made the following motion, which was duly seconded by Mr. Bahl. On a vote of  
161 3–0, the Congregate Living and Social Services Licensing Board approved Continued  
162 Application CLSS-2024-05 for the American House residential care facility at 197 Water Street.

163  
164 **B) CLSS-2024-10: Applicant, Phyllis Phelps, Director for House of Hope, is**  
165 **requesting a Congregate Living & Social Services License for a Large Group**  
166 **Home, located at 31 Wyman Rd., and is in the Corporate Park District and**  
167 **as defined in Chapter 46, Article X of the Keene City Ordinances.**

168  
169 Chair Oram requested staff comments. Jesse Rounds, Community Development Director/Health  
170 Official, said the application and inspections were all complete.

171  
172 Chair Oram welcomed the applicant, Phyllis Phelps, Director for House of Hope, who had  
173 nothing to add to the application.

174  
175 Mr. Savastano asked if there were evacuation maps on each floor of the building. Ms. Phelps  
176 said yes, on every floor.

177  
178 There were no public comments. Chair Oram closed the public hearing.

179  
180 Chair Oram recalled the Board discussing neighborhood relations plans a lot in 2023. He noted  
181 that House of Hope—and its neighbor, Covenant Living, which was already approved by this  
182 Board—is in a very isolated location, and he thought their neighborhood relations plan should be  
183 judged with the same standards as Covenant Living. The plan was acceptable to Chair Oram. Mr.  
184 Savastano and Mr. Bahl agreed.

185  
186 The Board reviewed the criteria for approving the application.

187  
188 *The licensing board shall consider the following criteria when evaluating whether to approve,*  
189 *renew, or deny a congregate living and social services license application.*

190  
191 Criteria 1: *The use is found to be in compliance with the submitted operations and management*  
192 *plan, including but not limited to compliance with all applicable building, fire, and life safety*  
193 *codes.*

194  
195 Hearing no objections from the Board, Chair Oram declared that Criteria 1 was met.

196  
197 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*  
198 *that adversely affects the surrounding area.*

199  
200 Hearing no objections from the Board, Chair Oram declared that Criteria 2 was met.

201

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

204

205 Hearing no objections from the Board, Chair Oram declared that Criteria 3 was met.

206

207 Mr. Savastano made the following motion, which was duly seconded by Mr. Bahl. On a vote of  
208 3–0, the Congregate Living and Social Services Licensing Board approved Application CLSS-  
209 2024-10 for House of Hope’s large group home at 31 Wyman Road.

210

211 **C) CLSS-2024-11: Applicant, Jennifer Houston, Executive Director for Live**  
212 **Free Recovery, is requesting a Congregate Living & Social Services License**  
213 **for a Large Group Home, located at 361 Court St., and is in the Medium**  
214 **Density District and as defined in Chapter 46, Article X of the Keene City**  
215 **Ordinances.**

216

217 Chair Oram welcomed the applicant, Jennifer Houston, Executive Director for Live Free  
218 Recovery, who had nothing to add to the application.

219

220 Chair Oram requested staff comments. Jesse Rounds, Community Development Director/Health  
221 Official, explained that this application was complicated because the location also required a  
222 Food License to cook food that would be delivered to other locations. Discussion ensued about  
223 why a Food License was required for this facility. Ms. Houston confirmed that food would be  
224 prepared at 361 Court Street to serve at that location and to be delivered to the 881 Marlboro Rd.  
225 location.

226

227 Mr. Rounds explained that an inspection is required for the food aspect. Ms. Houston said she  
228 was not informed of this requirement and Mr. Rounds apologized for overlooking that  
229 communication. Mr. Rounds thanked Ms. Houston for submitting all the necessary materials and  
230 said this would not be a significant hurdle.

231

232 Mr. Rounds continued, explaining to the Board that in reviewing the Land Development Code  
233 again, he learned more about the types of approvals this Board can issue full approval,  
234 conditional approval, or provisional approval:

235

▪ Conditional approvals:

236

○ By issuing a conditional approval, the applicant would be approved for that year,  
237 and would need to submit the missing information for renewal the next year.

238

○ If staff informed the Board that a required aspect of the application was not  
239 submitted by the applicant, its submission would be a condition of approving the  
240 license. There would be very little grey area.

241

▪ Provisional approvals:

242

○ The Board could issue an approval and specify a date by which—up to 180  
243 days—the applicant must return to the Board and present the missing information.

244

245 So, in this case, Mr. Rounds recommended that the Board approve this application provisionally,  
246 with a date for the applicant to return as September 24, 2024. The application would remain in  
247 the Board's unfinished business for approval.

248

249 Chair Oram said Covenant Living and American House came to mind, both of which serve food,  
250 but that had not been a not a consideration of the Board. Food service had never been mentioned  
251 to this Board before this. Thus, he questioned whether this was the Board's purview. Mr. Rounds  
252 said that was fair, and that the Board could approve this application and staff would handle the  
253 Food License. He said the reason he brought it forward was because he is the Health Official,  
254 and one requirement of this CLSS License is for the applicant to meet all Code requirements:  
255 Fire, Building, and Health. Still, Mr. Rounds said it is the Board's decision to determine what is  
256 in their purview.

257

258 Chair Oram said he felt the need to push back. He felt that including food was an additional  
259 responsibility for the applicant that had not been required for past applicants. He was  
260 uncomfortable because he did not think it was clearly within the Board's purview and thought a  
261 precedent had been set already. Mr. Rounds thought the only distinction was a slight difference  
262 in that this 361 Court Street location would be producing food for off-site consumption, which is  
263 a Food Code issue, as opposed to producing food for only the on-site residents. Still, Mr. Rounds  
264 said that if the Board had never considered food production, then he advised approving the  
265 application and staff would sort this out as a matter of practice moving forward.

266

267 Chair Oram closed the public hearing.

268

269 Chair Oram said he was speculating, but he thought there was a fair chance that both American  
270 House and Covenant Living had packed lunches for residents to go on field trips off their  
271 premises, for example. Because the Board was never exposed to that information, he was  
272 uncomfortable with the Board inserting itself without specific direction from staff. Thus, he  
273 believed that the Board should not consider food service as a part of this application.

274

275 Mr. Savastano agreed with Chair Oram. He thought that if a food safety violation was found, that  
276 would be enough to have it reviewed separately by the appropriate inspectors. He thought that  
277 was outside what this Board does.

278

279 Chair Oram reopened the public hearing and requested any public comments.

280

281 A member of the public began to pose a question about a different entity and location, and they  
282 were advised to speak with a member of staff outside of the meeting.

283

284 There were no further public comments.

285

286 Mr. Savastano asked whether there was security plan, life safety plan, or site maintenance plan in  
287 the application. Ms. Marcou said it might have been an oversight. She assured the Board that  
288 those items were included in the original application packet and were approved.

289  
290 Chair Oram closed the public hearing. The Board reviewed the criteria for approving the  
291 application.

292  
293 *The licensing board shall consider the following criteria when evaluating whether to approve,*  
294 *renew, or deny a congregate living and social services license application.*

295  
296 Criteria 1: *The use is found to be in compliance with the submitted operations and management*  
297 *plan, including but not limited to compliance with all applicable building, fire, and life safety*  
298 *codes.*

299  
300 Hearing no objections from the Board, Chair Oram declared that Criteria 1 was met.

301  
302 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*  
303 *that adversely affects the surrounding area.*

304  
305 Hearing no objections from the Board, Chair Oram declared that Criteria 2 was met.

306  
307 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*  
308 *pedestrians, public infrastructure, and police or fire department actions.*

309  
310 Hearing no objections from the Board, Chair Oram declared that Criteria 3 was met.

311  
312 Mr. Bahl made the following motion, which was duly seconded by Mr. Savastano. On a vote of  
313 3–0, the Congregate Living and Social Services Licensing Board approved Application CLSS-  
314 2024-11 for Live Free Recovery’s large group home at 361 Court Street.

315  
316 **D) CLSS-2024-12: Applicant, Jennifer Houston, Executive Director for Live**  
317 **Free Recovery, is requesting a Congregate Living & Social Services License**  
318 **for a Large Group Home, located at 26 Water St., and is in the Medium**  
319 **Density District and as defined in Chapter 46, Article X of the Keene City**  
320 **Ordinances.**

321  
322 Chair Oram requested staff comments. Jesse Rounds, Community Development Director/Health  
323 Official advised that all materials were received.

324  
325 Chair Oram welcomed the applicant, Jennifer Houston, Executive Director for Live Free  
326 Recovery, who had nothing to add to the application.

327

328 Chair Oram asked whether all required application materials were on file and Ms. Marcou said  
329 yes.

330  
331 There were no public comments. Chair Oram closed the public hearing.

332  
333 The Board reviewed the three criteria for approving an application.

334  
335 *The licensing board shall consider the following criteria when evaluating whether to approve,*  
336 *renew, or deny a congregate living and social services license application.*

337  
338 Criteria 1: *The use is found to be in compliance with the submitted operations and management*  
339 *plan, including but not limited to compliance with all applicable building, fire, and life safety*  
340 *codes.*

341  
342 Hearing no objections from the Board, Chair Oram declared that Criteria 1 was met.

343  
344 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*  
345 *that adversely affects the surrounding area.*

346  
347 Hearing no objections from the Board, Chair Oram declared that Criteria 2 was met.

348  
349 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*  
350 *pedestrians, public infrastructure, and police or fire department actions.*

351  
352 Hearing no objections from the Board, Chair Oram declared that Criteria 3 was met.

353  
354 Mr. Bahl made the following motion, which was duly seconded by Mr. Savastano. On a vote of  
355 3–0, the Congregate Living and Social Services Licensing Board approved Application CLSS-  
356 2024-12 for Live Free Recovery’s large group home at 26 Water Street.

357  
358 **E) CLSS-2024-13: Applicant, David Ports, Interim Executive Director for**  
359 **Monadnock Peer Support, is requesting a Congregate Living & Social**  
360 **Services License for a Small Group Home, located at 24 Vernon St., and is in**  
361 **the Downtown Core District and as defined in Chapter 46, Article X of the**  
362 **Keene City Ordinances**

363  
364 Chair Oram requested staff comments. Jesse Rounds, Community Development Director/Health  
365 Official, said there were no concerns. There was an item of note in the building for the next  
366 application, but it did not affect this applicant.

367  
368 Chair Oram welcomed the applicant, David Ports, Interim Executive Director for Monadnock  
369 Peer Support, who clarified that the application was for a small group home (8 beds), not a large  
370 group home. Otherwise, he had nothing else to add to the application.



371 There were no questions from the Board and no public comments. Chair Oram closed the public  
372 hearing.

373  
374 The Board reviewed the criteria for approving the application.

375  
376 *The licensing board shall consider the following criteria when evaluating whether to approve,*  
377 *renew, or deny a congregate living and social services license application.*

378  
379 Criteria 1: *The use is found to be in compliance with the submitted operations and management*  
380 *plan, including but not limited to compliance with all applicable building, fire, and life safety*  
381 *codes.*

382  
383 Hearing no objections from the Board, Chair Oram declared that Criteria 1 was met.

384  
385 Criteria 2: *The use is of a character that does not produce noise, odors, glare, and/or vibration*  
386 *that adversely affects the surrounding area.*

387  
388 Hearing no objections from the Board, Chair Oram declared that Criteria 2 was met.

389  
390 Criteria 3: *The use does not produce public safety or health concerns in connection with traffic,*  
391 *pedestrians, public infrastructure, and police or fire department actions.*

392  
393 Hearing no objections from the Board, Chair Oram declared that Criteria 3 was met.

394  
395 Mr. Savastano made the following motion, which was duly seconded by Mr. Bahl. On a vote of  
396 3–0, the Congregate Living and Social Services Licensing Board approved Application CLSS-  
397 2024-13 for Monadnock Peer Support’s small group home at 24 Vernon Street.

398  
399 **F) CLSS-2024-14: Applicant, Samuel Lake, Executive Director for Keene**  
400 **Serenity Center, is requesting a Congregate Living & Social Services License**  
401 **for a Group Resource Center, located at 24 Vernon St., and is in the**  
402 **Downtown Core District and as defined in Chapter 46, Article X of the Keene**  
403 **City Ordinances**

404  
405 Chair Oram asked for staff comments. Jesse Rounds, Community Development Director/Health  
406 Official, said there was one outstanding issue with a bathroom in the facility that was under  
407 construction and had not yet received a Building Permit. As of the date of this meeting, the  
408 applicant was in the process of obtaining the Building Permit and completing the needed  
409 inspections, but the permit was not closed yet. So, Mr. Rounds said conditional approval could  
410 be appropriate because the applicant was in the inspection process.

411  
412 Mr. Rounds asked Ms. Marcou whether approval would grant the previous year’s license and the  
413 current year’s. Ms. Marcou said yes, the material submitted included the items missing from the



414 2024 application and this would also grant them their 2025 license. Mr. Rounds noted that the  
415 applicant, Sam Lake, was not present, so he suggested approving the application provisionally  
416 and staff would advise the applicant on when to return to the Board; he said the Board could also  
417 issue a conditional approval without hearing a statement from the applicant.

418  
419 Chair Oram said his sense was that a provisional approval could be redundant when used in a  
420 situation when there is some doubt or urgency. Whereas he understood conditional approval as  
421 the Board feeling confident that rectifying any issue was well underway; a more minor issue that  
422 would not demand that the applicant return to appear before the Board. In the case of this  
423 application, he heard that the work was underway, so he felt conditional approval was  
424 appropriate.

425  
426 Discussion ensued amongst staff, who confirmed that the public hearing for this application was  
427 in November 2023. As such, Mr. Rounds recommended giving the applicant the opportunity to  
428 make a statement before the Board. Chair Oram and Mr. Savastano agreed since it had been so  
429 long.

430  
431 Rick Wood, Fire Marshall/Building Official, noted that there were employees from Serenity  
432 Center in attendance who could speak. Mr. Wood added that he was at the site a few hours  
433 before this meeting and could speak to the bathroom construction if the Board wanted.

434  
435 Chair Oram recognized David Ports, Interim Executive Director of Monadnock Peer Support,  
436 who said his staff were in attendance to speak to this application (above). Mr. Ports confirmed  
437 that Monadnock Peer Support was undertaking the bathroom project in its building for the  
438 Serenity Center space that is rented from Monadnock Peer Support. Mr. Ports assured the Board  
439 that the bathroom work would be completed quickly, to all specifications and permits. Chair  
440 Oram said that Monadnock Peer Support was undertaking the bathroom project in its building for  
441 the Serenity Center's benefit. Mr. Ports said he believed that was accurate.

442  
443 Ms. Marcou confirmed that the Board had not yet had the opportunity to review the whole  
444 application with the applicant. Chair Oram said he did not want to beleaguer the applicant, but  
445 the Chair thought it was striking that Mr. Lake had not appeared before the Board since  
446 November 2023. The Chair sensed concern amongst the Board about adequately following the  
447 Board's process, so he thought the applicant should be present to get this completed. Mr. Rounds  
448 noted that Mr. Lake was sometimes slow to turn-in materials, but when staff received the  
449 materials, they were always great; staff had helped along the way. He said Mr. Lake had always  
450 been understanding.

451  
452 Mr. Rounds thought it was in the Board's and community's best interest to give Mr. Lake the  
453 opportunity to talk about the application process, and to give the public a chance to comment.  
454 Chair Oram agreed, noting that all other applicants need to appear before the Board, so it was  
455 good to maintain that process of treating all applicants equally. Mr. Savastano agreed that

456 appearing before the Board in a timely and proper way should be the same expectation for all  
457 applicants.

458  
459 Mr. Savastano made the following motion, which was duly seconded by Mr. Bahl. On a vote of  
460 3–0, the Congregate Living and Social Services Licensing Board tabled Application CLSS-2024-  
461 14 for the Serenity Center’s group resource center at 24 Vernon Street.

462  
463 **6) New Business**

464  
465 Due to some of the challenges during this meeting, Mr. Rounds said he would institute some new  
466 protocols. Monthly, he will include a staff report in the meeting packet indicating whether  
467 criteria were met by the applicants. First, he wanted to do this for the Board to have a “one-stop  
468 shop” for everything they need to know. Second, this would help him to further understand these  
469 projects (especially going into renewals) and to relieve some work from Ms. Marcou, who had  
470 been the memory for all of this to date. This would be an opportunity for staff to clearly outline  
471 for the Board what requirements applicants had met or not, in an easier way. As these  
472 applications progress through multiple years of renewal, a formalized process and organization  
473 will help with institutional memory.

474  
475 To support this process, Mr. Rounds recalled that Ms. Marcou was working to consolidate all  
476 application files onto a server that the Board would have access to (read only). This will  
477 eliminate the need to publish and send agenda packets that are upward of 1,000 pages, which  
478 have challenged the Board to date. With this instituted, the Board would be alerted that  
479 application files—everything from the staff reports to neighborhood relations plans—are  
480 available on the server. This would be much more accessible for the Board and staff to navigate  
481 these lengthy documents.

482  
483 Chair Oram asked if the staff report would be a sort of checklist. Mr. Rounds imagined it as more  
484 than a checklist. He wants to provide the Board with a step-by-step process based on what he  
485 found in the applications—e.g., staff recommends approval or denial, or conditional or  
486 provisional approval. This would not necessarily eliminate the need for staff comments on each  
487 application during meetings, but would provide staff the opportunity to quickly point out what is  
488 missing from applications. This would apply to new applications and renewals.

489  
490 Ms. Marcou added that her hope was that application materials like operations and maintenance  
491 plans, which make the agenda packets quite long, would not be added to the agenda packet, but  
492 the Board would be directed to where to find each applicable document on the server, organized  
493 by agency. Then, the agenda packets would likely only include the agenda, minutes, and staff  
494 report.

495  
496 Mr. Bahl pointed out that he had not been receiving emails with the application/meeting details,  
497 and Ms. Marcou said she would work with him to rectify.

498

499 Mr. Savastano liked the staff report idea, noting that some applications were easier to navigate  
500 than others. With staff assurance that all aspects of applications are complete, the thought it  
501 would help the Board. Chair Oram agreed.

502

503 **7) Adjournment**

504

505 There being no further business, Chair Oram adjourned the meeting at 7:13 PM.

506

507 Respectfully submitted by,  
508 Katryna Kibler, Minute Taker  
509 June 4, 2024

510

511 Reviewed and edited by,  
512 Corinne Marcou, Board Clerk

513

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## CLSS STAFF REPORT

### CLSS-2024-14 – Group Resource Center – Keene Serenity Center – 24 Vernon Street

#### **Request:**

Applicant Samuel Lake requests a license for a Group Resource Center at the property located at 24 Vernon Street and is in the Downtown-Core Zoning District.

#### **Background:**

The Keene Serenity Center has been serving the Keene area as a Group Resource Center was established in 2013 and provides the resources and support for those in recovery from substance use disorders. The Serenity Center received a CLSS license to operate in 2023 but relocated to 24 Vernon Street that year. As a result, the organization needed to reapply for a CLSS license.

During inspections City of Keene personnel noticed on-going unpermitted work on a bathroom used by center clients and staff. Working with both the Serenity Center and the owner of 24 Vernon Street (Monadnock Peer Support), the bathroom work was permitted and completed. The Serenity Center now has a permitted space within which to operate and provide services to the community.

#### **Completeness:**

The Serenity Center has provided all materials necessary and updated those sections of the application that are location specific.

#### **Inspections:**

Community Development's inspection was completed on July 30, 2024

#### **Departmental Comments:**

**Property & Housing: No Comments**

**Fire Department: No Comments**

**Police Department: No Comments**

#### **Criteria Review:**

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

#### **Recommended Motion:**

If the Board is inclined to approve this request, the following motion is recommended:

**Move to approve CLSS-2024-14 for the Keene Serenity Center Group Resource Center, located at 24 Vernon Street.**



City of Keene, NH

# Congregate Living & Social Services License Application

<b>For Office Use Only:</b>	
Case No.	_____
Date Filled	_____
Rec'd By	_____
Page	_____ of _____

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

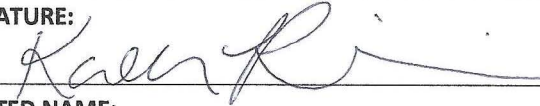
## SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input 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
<b>NAME/COMPANY:</b> Keene Serenity Center	<b>NAME/COMPANY:</b> Samuel L Lake
<b>MAILING ADDRESS:</b> 24 Vernon Street, Keene, NH 03431	<b>MAILING ADDRESS:</b> 24 Vernon Street, Keene, NH 03431
<b>PHONE:</b> (603) 283-5015	<b>PHONE:</b> 6039035903
<b>EMAIL:</b> sam.lake@kscrevoery.org	<b>EMAIL:</b> sam.lake@kscrecovery.org
<b>SIGNATURE:</b> 	<b>SIGNATURE:</b> 
<b>PRINTED NAME:</b> Samuel L. Lake	<b>PRINTED NAME:</b> Samuel L. Lake

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
<b>NAME/COMPANY:</b> Monadnock Peer Support	<b>NAME/COMPANY:</b>
<b>MAILING ADDRESS:</b> 24 Vernon Street, Keene, NH 03431	<b>MAILING ADDRESS:</b>
<b>PHONE:</b> (603) 352-5093	<b>PHONE:</b>
<b>EMAIL:</b> karen@monadnockpsa.org	<b>EMAIL:</b>
<b>SIGNATURE:</b> 	<b>SIGNATURE:</b>
<b>PRINTED NAME:</b> Karen Richi	<b>PRINTED NAME:</b>

**SECTION 3: PROPERTY INFORMATION**

**PROPERTY ADDRESS:**

**TAX MAP PARCEL NUMBER:**

**ZONING DISTRICT:**

**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.

**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.**

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



### **Health and Safety Plan- CLSS**

All individuals that come into the Center are required to sign in. If the person presents a noticeable health risk, they are asked to either add PPE or leave the building, at the discretion of the person completing intake.

Keene Serenity Center provides Personal Protective Equipment (PPE) for all staff and participants. We follow all CDC required guidelines for COVID precautions. We monitor policy changes and ensure that they are enforced for the health and safety of all concerned.

All cleaning supplies are labeled for correct use. We are a peer driven center and much of the cleaning and organizing is completed by volunteers. The staff oversees the cleanliness and safety of the facility and is responsible for the space.

We have been supportive with referrals to vaccination clinics for any need. Currently we are partnered with a mobile crisis unit offering Hep- C testing and treatment for participants.

### **Neighborhood Relations Plan CLSS**

We are a Recovery Community Organization and our mission is: “To build a community that embraces all pathways to recovery through peer support and community engagement in a safe environment “.

Having strong, inclusive neighborhood partners is the key to our success- following the idea that “together we can accomplish that which I, alone cannot.

Some of the ways in which we support a Neighborhood Relations Plan is to:

- Hold and post regular office hours. (M-F 9-5 )
- Support a social media profile and manage links and comments for Facebook and tik tok.
- Support an active website ( [www.kscrecovery.org](http://www.kscrecovery.org) with open email link - [info@kscrecovery.org](mailto:info@kscrecovery.org)
- Phone service including available anytime access to the Director.
- We host outreach events all over the city including at the public library most Fridays from 1-3.
- We offer harm reduction trainings to any organization or individual that asks.
- We accept used syringes for disposal and will go out and offer disposal services as an outreach.
- We have working partnership relations with most organizations in our neighborhood. Such as the Community Kitchen, Monadnock Peer Support, Parenting Resources, Probation, Drug Court and Planned Parenthood.

We have an internal ethics team that is available to handle concerns such as complaints. We are also part of a larger Ethics committee that includes members from Harborcare and all 20 Recovery Community Organizations across the state.

We answer all public inquiries or complaints promptly and with an open mind.

At this time we do not have any open cases or complaints.

## Neighborhood Relations Plan CLSS- Keene Serenity Center

### Our mission Statement:

“To build a community that embraces all pathways to recovery through peer support and community engagement in a safe environment”.

Having strong, inclusive neighborhood partners is the key to our success- following the idea that “together we can accomplish that which I, alone, cannot.”

Some of the ways in which we support a Neighborhood Relations Plan is to:

- We are easy to get in touch with.
- Hold and post regular office hours. (M-F 9-5 )
- Support a social media profile and manage links and comments for Facebook.
- Support an active website ( [www.kscrecovery.org](http://www.kscrecovery.org) with open email link - info@kscrecovery.org
- Phone service including available anytime access to the Director.
- We host outreach events all over the city.
- We offer harm reduction training to any organization or individual that asks.
- We accept used syringes for disposal and will go out and offer disposal services as an outreach.
- We have working partnership relations with most organizations in our neighborhood. Such as the Community Kitchen, Monadnock Peer Support, Parenting Resources, Probation, Drug Court and Planned Parenthood.
- We support a volunteer program and many of the volunteers come directly from this neighborhood.
- We hold monthly open social events in the evening called “Recovery Rocks”, that is open to anyone.
- We have Keene Serenity Center safety vests available, and we regularly go out into the local neighborhood and clean up the sidewalks around town. This happens as we have volunteers and usually on a weekly basis and has been a good chance to “show our face” in the neighborhood.

We have an internal ethics team that is available to handle concerns such as complaints. Any concern is investigated by our complete staff and together, we determine a course of action. We are also part of a larger Ethics committee that includes members from Harborcare and all 20 Recovery Community Organizations across the state.

Recovery Coaching and Peer support is about working towards building relations with others. We discuss how we represent ourselves in the community. Often, those coming out of active addiction and into Recovery have a lot to learn about how they fit in society, and we help come up with plans that include good neighbor relations. The best way to do this is by example. We are good neighbors.

We answer all public inquiries or complaints promptly and with an open mind.

We do not have any open cases or complaints.

02- 2024

### **Staff Training and Procedures Plan- CLSS**

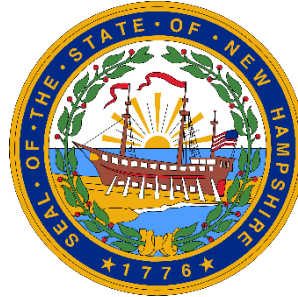
All staff and volunteers are required to complete training requirements at the time of onboarding.

Training includes-

- Code of Ethics
- Confidentiality & Non-Disclosure
- Code of Conduct
- HIPPA (42 CFR)
- Crisis Prevention Institute- (non- violent crisis management)
- Harm Reduction & Overdose Prevention
- General Fire Safety and Emergency Response.

The center always has a clear and defined responsible person in charge and a policy of 2 or more staff/ volunteers on site at all times.

# State of New Hampshire



Board of Licensing for Alcohol and Other Drug Use Professionals

*Authorized as*  
Certified Recovery Support Worker

*Issued To*  
Todd A Schillinger

**License Number:** 0398  
Active

**Issue Date:** 05/12/2022

**Expiration Date:** 06/30/2024



State of New Hampshire  
Board of Licensing for Alcohol and  
Other Drug Use Professionals

**Authorized as**

Certified Recovery Support Worker

**Issued to:** Todd A Schillinger

Active

License #: 0398  
Issue Date: 05/12/2022  
Expiration Date: 06/30/2024

OPLC Pocket Card; Cut on dotted lines

## CRSW Training Series February - March 2024

Feb 5-9: The Art of Science of Peer-Assisted Recovery (PAR)

Feb 15 & 16: Ethical Considerations in PAR

Feb 21: Suicide Prevention in PAR

Feb 22: HIV/AIDS/Hepatitis C in PAR

Feb 23: Co-Occurring Disorders in PAR

March 11, 12, 18 & 19: Motivational Interviewing: The Basics

**Join us for the 6-course series or  
enroll in individual classes**

**Want to make a difference and enter the field of recovery work? Thinking about some professional training for the New Year? We've got you covered!**

SOS offers the CRSW Training Series four times a year - which includes all the educational requirements needed to receive a CRSW license in NH. Our training program also can offer other courses that we teach at area hospitals and in partnership with other agencies.

Many of the participants who enroll in our CRSW Training Series are eager to give back to the field where they met peers who provided them with compassion, support, and resources. After completing training, they have gone on to pursue careers in recovery centers, treatment facilities, the Department of Corrections, recovery housing, and many other areas.

Our next CRSW Series kicks off in February and thanks to the generosity of New Hampshire Healthy Families, we have scholarships available. To apply for a scholarship for the entire series, use the link in the CRSW series course description. You may also register for individual courses. Scholarships are only available for the full series.

The Peer-Assisted Recovery curriculum, which includes five mandatory courses plus Motivational Interviewing has been developed by us and other experts in the field and is delivered by our team of highly qualified professional trainers.

By offering our courses on Zoom, we reach a wide audience, and we are also available to come to your agency or organization to train in-person. Visit our [training website](#) for full details about all of our courses, and if you have questions or would like to book a training for your organization, contact our Training Coordinator Eileen Doyle at [edoyle@sosrco.org](mailto:edoyle@sosrco.org).

We look forward to assisting with your training needs and launching many more careers in Peer-Assisted Recovery in 2024!

### **Security Plan**

Keene Serenity Center utilizes key lock doors with a limited number of key sets. The interior office and rest room doors are set to always lock upon closing. We have a rule of 2 or more staff/ qualified volunteers in the Center while open.

The Center holds regular scheduled office hours. M-F from 9:00 a.m. – 5:00 p.m.

All employees wear photo name tags at all times.

All staff must complete yearly non violent crisis intervention training. (CPI).

Staff involved in bi-weekly supervision meeting where security procedures are a topic.

All compliant files are kept in a locked office, within a locked cabinet.

Any computer holding secure information is password protected and held by a qualified member.

First aid kit is clearly labeled and located near the entrance. A staff member is charged with ensuring that it is stocked and ready.



**Life Safety Plan- CLSS**

Keene Serenity Center occupies a leased space at 24 Vernon Street, Keene, N.H. 03431. The lessor holds responsibility for offering a legal space to conduct business. Our landlord is.

Monadnock Peer Support

24 Vernon Street, Keene NH 03431

[www.monadnockpsa.org](http://www.monadnockpsa.org) Office: 603. 352.5093

The space has fire extinguishers, sprinkler system and alarm system that is inspected on a yearly basis. Documentation is kept on each extinguisher.

All emergency exits have an escape plan diagram that includes a meeting spot outside the facility.  
(corner of Elm and Vernon)

All staff are trained in emergency response.

### **Emergency Response Plan CLSS**

All Keene Serenity Staff are trained in recognizing emergency and know to call 911 first in a crisis that threatens the immediate health and safety of those involved.

The appropriate contact information for police, fire and crisis management is clearly posted and all staff have access to several methods of contact, including cell phones, land lines and internet.

The Executive Director is to be notified immediately (Samuel L. Lake- [sam.lake@kscrecovery.org](mailto:sam.lake@kscrecovery.org). or 603-903-5903) Back up is Board Chair (Jennifer Griffey- [jgriffey95@gmail.com](mailto:jgriffey95@gmail.com) or 408.309.8388 ,

Of any crisis or emergency.

### **Building and Site maintenance Procedures** CLSS

Our space at 24 Vernon Street is leased by our landlord, Monadnock Peer Support and our lease contract states that basic internal responsibilities, such as notification of a problem or basic maintenance is the responsibility of Keene Serenity Center and all external and repairs are that of the landlord.

We take care of cleaning, light bulbs etc. The landlord is responsible for trash removal, winter maintenance including sidewalk, HVAC, electrical and plumbing.



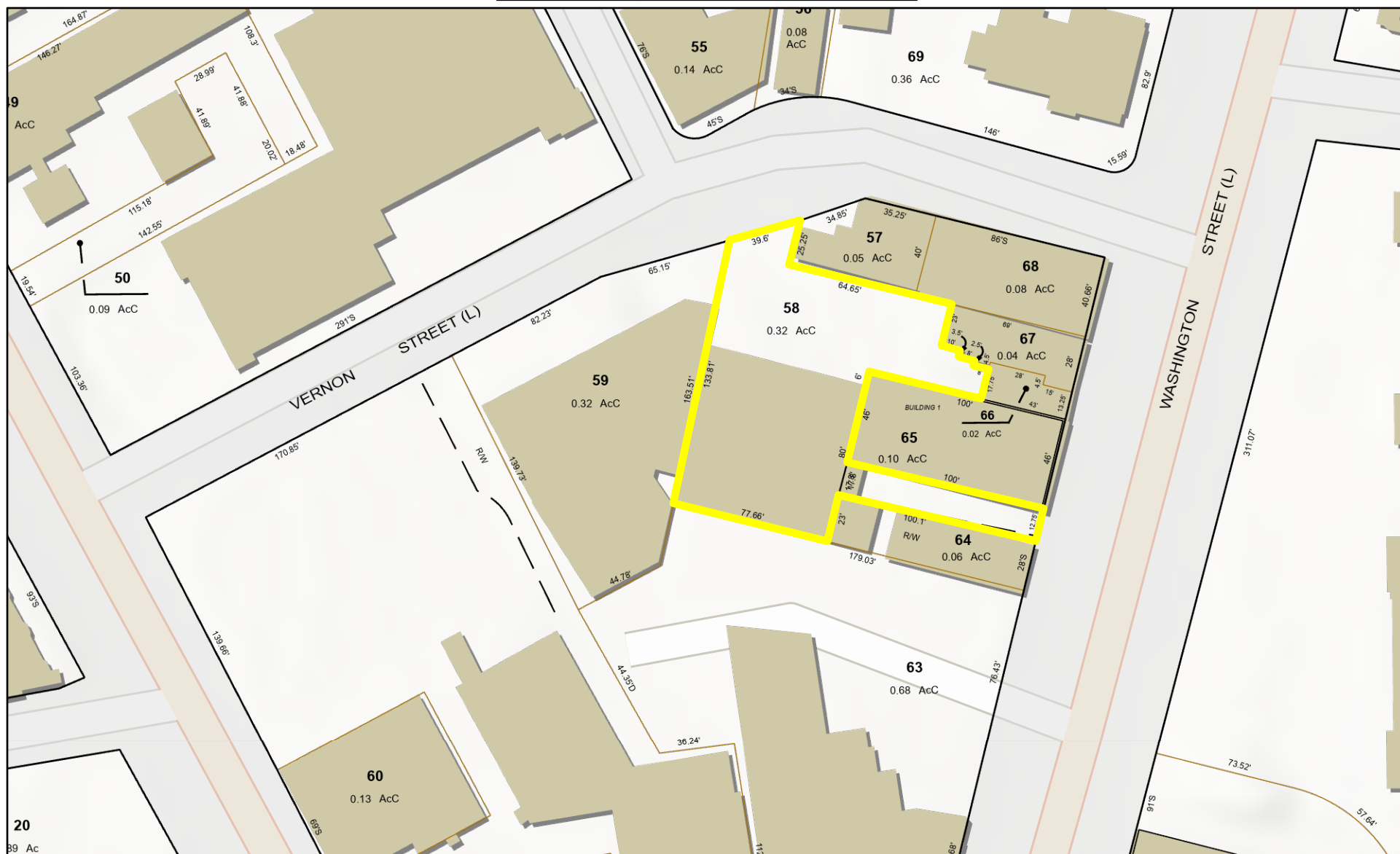
City of Keene, NH

1 inch = 69 Feet



November 13, 2023

www.cai-tech.com



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

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## CLSS STAFF REPORT

### CLSS-2024-16 – Homeless Shelter & Group Resource Center – Hundred Night Inc. – 122 Water St.

#### **Request:**

Applicant Rebecca Beaton requests a renewal of the CLSS license for a Homeless Shelter and Group Resource Center at the property located at 122 Water Street and is in the Downtown-Growth Zoning District.

#### **Background:**

Hundred Nights is seeking a renewal to the CLSS license first issued for this location in 2023. The program provides both a homeless shelter and a resource center.

#### **Completeness:**

The applicant provided an update to the Neighborhood Relations Plan. The plan was updated to remove a plan to hold neighborhood meetings twice per year and will instead attend an existing meeting with the East Keene Neighborhood Association each month. Staff found the application to be complete.

#### **Inspections:**

Community Development's inspection was completed on July 30, 2024

#### **Departmental Comments:**

**Property & Housing: No Comments**

**Fire Department: No Comments**

**Police Department: No Comments**

#### **Criteria Review:**

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

#### **Recommended Motion:**

If the Board is inclined to approve this request, the following motion is recommended:

**Move to approve CLSS-2024-16 for Hundred Nights Homeless Shelter and Group Resource Center, located at 122 Water Street.**



City of Keene, NH

# Congregate Living & Social Services License Application

<b>For Office Use Only:</b>	
Case No.	CLSS-2024-16
Date Filled	
Rec'd By	Cam
Page	1 of 10
Tax Map#	505-027-100
Zoning District	DT-G

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

## SECTION 1: LICENSE TYPE



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

## SECTION 2: PROPERTY LOCATION

ADDRESS: 122 Water Street

## SECTION 3: 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: 122 Water Street Keene, NH		MAILING ADDRESS: PO Box 833, 122 Water Street, Keene, NH	
PHONE: (603) 352-5197		PHONE: (603) 352-5197	
EMAIL: kochman10@yahoo.com		EMAIL: bbeaton@hundrednightsinc.org	
SIGNATURE: 	DATE: 9/11/24	SIGNATURE: 	DATE: 9/11/24
PRINTED NAME: David Kochman	TITLE:	PRINTED NAME: Rebecca Beaton	TITLE: Executive Director

AUTHORIZED AGENT (if different than Owner/Applicant)		OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)	
NAME/COMPANY:		NAME/COMPANY:	
MAILING ADDRESS:		MAILING ADDRESS:	
PHONE:		PHONE:	
EMAIL:		EMAIL:	
SIGNATURE:	DATE:	SIGNATURE:	DATE:
PRINTED NAME:	TITLE:	PRINTED NAME:	TITLE:

**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 - Section 4 Narratives

**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 - Section 4 Narratives



**SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED**

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

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

Based on the total number of unique individuals and the total number of bed nights, the average length of stay is 66 nights for the year. However, there are some individuals who have been here since 2021 and others who have only needed to stay one night.

The severe lack of affordable housing, coupled with shelters operating at capacity across the state, means shelter guests are staying longer because they can't secure affordable housing. Decreased bed turnover means we can't provide shelter for others in need.

#### **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, we can provide shelter for 48 in different configurations. 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 Kingsbury Resource Center (RC) serves individuals at risk of or experiencing homelessness and exists to connect people the resources available in our community which they may need. The RC is available for overnight guests from 7:00 am to 9:30 pm and is open to the public M-F 7:00 am – 5:00 pm and weekends 7:00 am – 6:30pm. The RC is a safe, dry space and serves as a warming and cooling center for our community. 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 or apply for a job.

We are continuing to build on training and personal services provided by volunteers, including a restorative justice meeting, tenancy and financial literacy classes, and guest led groups. 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.

#### **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, ADA compliant bathrooms, six offices, a donation room with a sorting area, a foyer/reception area, and elevator and entrances to two stairways.

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 activity/program room, a laundry room with a mop closet, a staff bedroom with bathroom and a reception 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 staff bedroom with bathroom, a storage room, a laundry room, a utility/mop closet, and an area for the overnight staff at night. One additional dorm room is currently being used as the conference room and Executive Directors office.

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. A covered pavilion and bike shelter are currently in process of being built. 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 (see Q1 for details).

For the overnight shelter, between January 1 and December 31, 2023 there were 217 unduplicated people who received a total of 14,363 bed nights. Services were provided to a diverse group that included 148 males and 69 females; 11 veterans; 9 children under 18; 6 youths between 18 and 24; and 42 people over the age of 55. 57% of the total number of guests had no income, while an additional 35% had income below the Federal Poverty Level.

# **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.

Please review the attached document (RSO Statement) concerning Registered Sex Offenders and Hundred Nights.

Hundred Nights is a low barrier shelter. As such, Hundred Nights shelters guests who have been convicted of a sex offense. As the attached document indicates, there are various tiers of RSO based on the nature and level of the offense. As per Hundred Nights policy, RSO Tier 3 (most serious offenses) individuals will not be sheltered. RSO Tier 1 and Tier 2 will be sheltered.

### **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 (Completed)
- Have one member of the committee or staff attend regularly scheduled meetings of the "East Keene Neighborhood Association" on the first Monday of each month.



- Establish contact points via phone or email to receive communications from the neighborhood which will be listed on our website (603-352-5197 and info@hundrednightsinc.org)
- 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 Development Director. 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, i.e. 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 facilities and services. These guidelines are designed to foster a positive and respectful environment whether inside or outside our facility. Promoting a 'good neighbor' experience. *The guests' guidelines and expectations promoting the good neighbor experience include but are not limited to following the City of Keene ordinance concerning noise.*

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.

## RSO Statement

A former Hundred Nights Board member and Superintendent of the Cheshire County Department of Correction presented this information 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 on 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.

Second, 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.

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## CLSS STAFF REPORT

**CLSS-2024-17 – Homeless Shelter – Southwestern Community Services, Inc. – PO Box 603  
Keene, NH**

### **Request:**

Applicant Beth Daniels, CEO, requests a license for a Homeless Shelter at the property located at 139 Roxbury Street and is in the Downtown-Transition Zoning District.

### **Background:**

Southwestern Community Services (SCS) is a Community Action Program that has been serving the Cheshire County Community since 1965. They offer a variety of community services including Housing Stabilization Services.

This is the second CLSS renewal sought by SCS for the 139 Roxbury Street property.

### **Completeness:**

The property at 139 Roxbury Street is seeking their second renewal. No changes have been made to their documentation. Staff finds their application to be complete.

### **Inspections:**

Community Development's inspection was completed on July 30, 2024

### **Departmental Comments:**

**Property & Housing: No Comments**

**Fire Department: No Comments**

**Police Department: No Comments**

### **Criteria Review:**

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

### **Recommended Motion:**

If the Board is inclined to approve this request, the following motion is recommended:

**Move to approve CLSS-2024-17 for the Southwestern Community Services homeless shelter located at 139 Roxbury Street.**



City of Keene, NH

### Congregate Living & Social Services License Application

<b>For Office Use Only:</b>	
Case No.	CLSS-2021-17
Date Filled	8/23/24
Rec'd By	Cam
Page	1 of 4
Tax Map#	564-098.00
Zoning District	High Density

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

**SECTION 1: LICENSE TYPE**

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

**SECTION 2: PROPERTY LOCATION**

**ADDRESS:** 139 Roxbury Street Keene NH 03431

**SECTION 3: 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
<b>NAME/COMPANY:</b> Southwestern Community Services, Inc.	<b>NAME/COMPANY:</b> Southwestern Community Services, Inc.
<b>MAILING ADDRESS:</b> P.O. Box 603 Keene NH 03431-0603	<b>MAILING ADDRESS:</b> P.O. Box 603 Keene NH 03431-0603
<b>PHONE:</b> (603) 352-7512	<b>PHONE:</b> (603) 352-7512
<b>EMAIL:</b> bdaniels@scshelps.org	<b>EMAIL:</b> bdaniels@scshelps.org
<b>SIGNATURE:</b> <i>Beth Daniels</i> <b>DATE:</b> 08/22/24	<b>SIGNATURE:</b> <i>Beth Daniels</i> <b>DATE:</b> 08/22/24
<b>PRINTED NAME:</b> Beth Daniels <b>TITLE:</b> CEO	<b>PRINTED NAME:</b> Beth Daniels <b>TITLE:</b> CEO

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
<b>NAME/COMPANY:</b> Margaret Freeman/Southwestern Community Services	<b>NAME/COMPANY:</b> Lore DeForest Southwestern Community Services
<b>MAILING ADDRESS:</b> P.O. Box 603 Keene NH 03431-0603	<b>MAILING ADDRESS:</b> P.O. Box 603 Keene NH 03431-0603
<b>PHONE:</b> (603) 352-7512	<b>PHONE:</b> (603) 209-0251
<b>EMAIL:</b> mfreeman@scshelps.org	<b>EMAIL:</b> ldeforest@scshelps.org
<b>SIGNATURE:</b> <i>Margaret Freeman</i> <b>DATE:</b> 8/22/24	<b>SIGNATURE:</b> <i>Lore DeForest</i> <b>DATE:</b> 08/22/24
<b>PRINTED NAME:</b> Margaret Freeman <b>TITLE:</b> CFO	<b>PRINTED NAME:</b> Lore DeForest <b>TITLE:</b> CEP Manager

## SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS

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

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

Emergency Shelter Services will provide services for clients representing themselves as homeless regardless of age, race, color, religion, creed, sexual preference, gender, gender identification, familial status, or disabling condition.

People experiencing homelessness will have their basic needs met in a safe environment, with a safe and clean place to sleep that is off the streets.

Emergency Shelter Services will include access to personal care items, clothing, showers, laundry and food. Clients will be offered a housing focused case plan and provided ongoing case management services which will monitor progress toward housing goals.

These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, employment income if applicable, and collecting all verification that may be required by housing providers.

Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities. Our focus will be Tenancy 101, Life Skills, and Financial Literacy. These classes are specifically designed to increase our clients financial and housing stability.

All services provided in our emergency shelter program will adhere to the proven results of low barrier, housing first model within a trauma informed care environment.

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

139 Roxbury Street is a single building with approximately 2614 square feet of living space and sits on a .23 acre lot with approximately 3889 square feet of lawn.

The building has a full eat in kitchen and 2 full baths and a half bath, a living room, a dining room, an office, and five bedrooms with an on-site laundry area.

The building at maximum capacity will serve 18 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 95% or more of it's maximum capacity.

The building's one office space is utilized by one staff member who is mostly on-site. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of an emergency.

**SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED**

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

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

Southwestern Community Services relies on the New Hampshire Homeless Management Information System (HMIS) to track client information. Using the reports from the system with a time frame of one year beginning September 1, 2023 we found that all exiting clients had stayed an average of 95 days while all clients who remained in the shelter had stayed an average of 147 days.

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## CLSS STAFF REPORT

**CLSS-2024-18 – Homeless Shelter – Southwestern Community Services, Inc. – PO Box 603  
Keene, NH**

### **Request:**

Applicant Beth Daniels, CEO, requests a license for a Homeless Shelter at the property located at 32 Water Street and is in the Downtown-Transition Zoning District.

### **Background:**

Southwestern Community Services (SCS) is a Community Action Program that has been serving the Cheshire County Community since 1965. They offer a variety of community services including Housing Stabilization Services.

This is the second CLSS renewal sought by SCS for the 32 Water Street property.

### **Completeness:**

The property at 32 Water Street is seeking their second renewal. No changes have been made to their documentation. Staff finds their application to be complete.

### **Inspections:**

Community Development's inspection was completed on July 30, 2024

### **Departmental Comments:**

**Property & Housing: No Comments**

**Fire Department: No Comments**

**Police Department: No Comments**

### **Criteria Review:**

- 1) The use is found to be in compliance with the submitted operations and management plan, including but not limited to compliance with all applicable building, fire, and life safety codes.
- 2) The use is of a character that does not produce noise, odors, glare, and/or vibration that adversely affects the surrounding area.
- 3) The use does not produce public safety or health concerns in connection with traffic, pedestrians, public infrastructure, and police or fire department actions.

### **Recommended Motion:**

If the Board is inclined to approve this request, the following motion is recommended:

**Move to approve CLSS-2024-18 for the Southwestern Community Services homeless shelter located at 32 Water Street.**





City of Keene, NH

### Congregate Living & Social Services License Application

**For Office Use Only:**  
 Case No. 2155-2024-18  
 Date Filled 8/23/24  
 Rec'd By CM  
 Page 1 of 4  
 Tax Map# 505-016-000  
 Zoning District: Downtown transition

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

#### SECTION 2: PROPERTY LOCATION

ADDRESS: **32 Water Street Keene NH 03431**

#### SECTION 3: CONTACT INFORMATION

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

OWNER	APPLICANT
NAME/COMPANY: Southwestern Community Services, Inc.	NAME/COMPANY: Southwestern Community Services, Inc.
MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603	MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603
PHONE: (603) 352-7512	PHONE: (603) 352-7512
EMAIL: bdaniels@scshelps.org	EMAIL: bdaniels@scshelps.org
SIGNATURE: <i>Beth Daniels</i> DATE: 08/22/24	SIGNATURE: <i>Beth Daniels</i> DATE: 08/22/24
PRINTED NAME: Beth Daniels TITLE: CEO	PRINTED NAME: Beth Daniels TITLE: CEO

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant)
NAME/COMPANY: Margaret Freeman/Southwestern Community Services	NAME/COMPANY: Lore DeForest Southwestern Community Services
MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603	MAILING ADDRESS: P.O. Box 603 Keene NH 03431-0603
PHONE: (603) 352-7512	PHONE: (603) 209-0251
EMAIL: mfreeman@scshelps.org	EMAIL: ldeforest@scshelps.org
SIGNATURE: <i>Margaret Freeman</i> DATE: 8/22/24	SIGNATURE: <i>Lore DeForest</i> DATE: 08/22/24
PRINTED NAME: Margaret Freeman TITLE: CFO	PRINTED NAME: Lore DeForest TITLE: CEP Manager

## SUBMITTAL 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 type="radio"/> <b>PROPERTY OWNER:</b> <i>Name, phone number and address</i>	<input type="radio"/> <b>POINT OF 24 HOUR CONTACT:</b> <i>Name, phone number, and address of person acting as the operator, if not owner</i> <span style="float: right;">Same as owner</span>
<input type="radio"/> <b>REQUIRED DOCUMENTATION:</b> <i>Provide all required state or federal licenses, permits and certifications</i>	<input type="radio"/> <b>WRITTEN NARRATIVE:</b> <i>Provide necessary information to the submittal requirements</i>
<input type="radio"/> <b>PROPERTY INFORMATION:</b> <i>Description of the property location including street address and tax map parcel number</i>	<input type="radio"/> <b>APPLICABLE FEES:</b> \$165.00 application <i>(checks made payable to City of Keene)</i>
<input type="radio"/> <b>COMPLETED INSPECTION:</b> <i>Inspection date: _____</i>	or <input type="radio"/> <b>SCHEDULED INSPECTION:</b> <i>Inspection date: _____</i>
<input type="radio"/> <b>OPERATIONS AND MANAGEMENT PLAN:</b> Plan based on the industry standard "Best Management Practices" to include:	<input type="radio"/> <b>LOCATION MAP:</b>

- ◇ 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 provide:

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



## 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.**

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These case plans will prioritize housing and focus on housing applications, obtaining state and federal benefits, employment income if applicable, and collecting all verification that may be required by housing providers.

Clients will be provided access to education classes provided by SCS and community partners. We will provide various educational opportunities. Our focus will be Tenancy 101, Life Skills, and Financial Literacy. These classes are specifically designed to increase our clients financial and housing stability.

All services provided in our emergency shelter program will adhere to the proven results of low barrier, housing first model within a trauma informed care environment.

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

32 Water Street is a duplex with 2638 square feet of living space and sits on a .2 acre lot with approximately 3397 square feet of lawn.

The first unit on the Water Street side has a full kitchen and 2 full baths, a living room, a dining room, an office, and four bedrooms with an on-site laundry area.

The second unit, in the back of the building, has an eat in kitchen, living room, two bedrooms, and one bathroom. The unit also has an on-site laundry area.

The building at maximum capacity will serve 23 clients. While the capacity fluctuates on a day-to-day basis, the facility typically maintains 90% or more of it's maximum capacity.

The front unit of the building contains 17 beds with the rear apartment having 6 beds.

The building's one office space is utilized by one staff member who is mostly on-site. SCS does not allow visitors to our facilities due to confidentiality concerns, but will allow community partners to meet with clients as long as protocols are followed. SCS provides staff coverage from 8:30am-4:30pm and all buildings have a contact tree for off hours in case of an emergency.

**SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS CONTINUED**

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

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

Southwestern Community Services relies on the New Hampshire Homeless Management Information System (HMIS) to track client information. Using the reports from the system with a time frame of one year beginning September 1, 2023 we found that all exiting clients had stayed an average of 95 days while all clients who remained in the shelter had stayed an average of 147 days.