SUMMARY MEETING MINUTES  
CONTINUUM OF CARE WORKING GROUP  
FRIDAY, APRIL 17, 2020 – 8:30AM  
ONLINE ZOOM MEETING

Members Present: Penni Micca – Interval House; Mary Ann Murray – Manchester Housing Authority (MHA); Heather Guerette – Planning Department (CDBG); Josh Beaulieu – Manchester Fire Rescue EMS (MFRE); Ed Paquette – Senior Adult and Family Services (SAFS); Amy Robinson – VA; Kelvin Pinkney – The Connection, Inc.

AGENCY UPDATES

INTERVAL HOUSE

- Most staff is working from home. Penni is splitting her time about 50/50.
- Eight staff is working in the field full-time. They are adjusting to new situations, especially the frequent changes in the courts.
- The safe house is full. Two families recently moved out which enabled others to move in.
- It is unclear whether there has been an increase in domestic violence cases directly related to Covid-19, though DV situations are somewhat different recently. It is a challenge to contact many survivors since often it isn’t clear whether they are in a safe space to talk.

SAFS

- SAFS staff is on-site 5 days a week. Client visits are limited to abuse cases and the truly vulnerable.
- Steady stream of calls for normal requests, not too many related to Coronavirus.
- The department was contacted by the hospital regarding frequent homeless visitors.
- United Way gift cards are available for lower-income (working poor) households impacted by Covid-19. About 40 gift cards are available and each is for $200.
- No uptick in food insecurity but many people are requesting food deliveries.
  - SAFS is trying to identify alternatives, such as centralized pick-up at stores for delivery, to limit the number of volunteer visits to grocery stores.
- Overall, people seem quite resilient.
- No utility or back rent payment assistance received as of yet. Ed anticipates there may be a flood of requests once the moratorium is lifted.

MFRE

- Significant decrease in overall call volume when Covid crisis first hit.
  - Volume has returned to almost normal levels but they are of a different type.
• Low urgency calls that were formerly very frequent are now much less so.
• Biggest concern right now is the town’s nursing homes.
• MFRE is in decent shape in terms of PPE supplies.

VA
• The VA is still open, homeless clients come in one at a time.
  o Staff receive numerous phone calls and about one in-person visit per week.
• Overall, Veterans seem very resilient, more annoyed at current inconveniences and situations caused by the pandemic.
• The Hartford CAN has not reported any Covid cases.
• Dinda House took in a new Veteran this week.
• SSVF has started paying for hotel stays instead of back rent payments due to the moratorium on evictions.

CDBG
• Still accepting emergency replacement applications so please forward requests for assistance with furnaces, water heaters, water mains, sewer laterals, etc.
• Working with the General Manager to create his funding recommendation for the CDBG program year that will begin October 1st.
  o His recommendation will be presented to the Board of Directors in May.
• Manchester will receive just over $337,000 in funding through the CARES Act.
  o Trying to identify greatest needs related to Covid-19 within the community. Please let Heather know if you have suggestions for how these funds can make the greatest impact for Manchester residents (particularly lower-income residents).
  o New guidance is being released from HUD as to how these funds can be spent, reporting requirements, etc.

MHA
• MHA residents have been very cooperative during the pandemic, especially Congregate housing residents.
• Sadly, one resident has been lost to Covid-19.
• Mary Ann asked if anyone could provide some masks for Congregate residents and a few other vulnerable residents so they can be safe when they go out. Any assistance would be greatly appreciated.

The next Continuum of Care meeting will be held Friday, May 15, 2020 at 8:30am. Most likely, this will be another Zoom meeting.