

Minutes, **Concord Committee for Plan to End Homelessness**

October 21, 2025

2:00 pm Chamber of Commerce

Committee Members Present: Haggerty, Schlosser, Furtado, Coffey, Palmeri, Dunn Owen, Jantzen, Moulton, Heyward, Surmanis, Lorden, Guy, Champlin

Guests: Bryanna Marceau, Nikki Haas

The meeting was called to order at 2:00 pm by Chair Haggerty.

1. The committee highlighted the Chamber of Commerce's long-standing support, with Bree (Bryanna Marceau) taking on the role of President and CEO as of October 1.
2. New member Molly Dunn Owen was introduced. The meeting welcomed Nikki Haas, the Committee's new Project Director. Nikki has a background in public health and recovery and will guide the implementation of the Committee's plan to reduce homelessness.
3. The minutes of the August 19 minutes were unanimously approved.
4. Jim Schlosser reviewed the latest data (see agenda) including a client zip code analysis to understand where individuals have come from and where new homes have been secured. This analysis was prepared by Kate Lipman for the Concord Public Safety Board. The number of Actively Homeless persons increased slightly to 350. The Committee reviewed current trends and discussed the need for better data tracking in order to communicate progress and challenges to the public.
5. The draft Cold Weather Emergency Plan was reviewed and approved unanimously. Special acknowledgement was extended to Karen Jantzen of the Concord Coalition to End Homelessness (CCEH) and Val Guy of the Friendly Kitchen for their leadership in developing a full coverage plan for extreme weather this winter. CCEH is actively soliciting volunteers to help with the coverage and will provide training. The plan will be posted on the City's website and a QR code will be created to provide easy access to information as the winter unfolds.
6. The Committee discussed encampments, including the former encampment at Healey Park, and the need for temporary, transitional living spaces for persons being moved from encampments. It was estimated that 25-30 people were affected by the Healy Street encampment closure and have moved to other areas where they remain unhoused. The committee discussed the elements of potential immediate, short and

long-term housing solutions, and agreed to form workgroups to further investigate options.

The meeting was adjourned at 3:35 pm.

Attachment:

Concord Cold Weather Emergency Homeless Operations Plan

*Approved by the Committee for Concord's Plan to End Homelessness
10/21/2025*

Aim: Create a Concord Cold Weather Emergency Homeless Operations Plan that provides a warm space for homeless persons in the event of extreme winter weather.

A. Activation Process

- Criteria: Activation will occur when the temperature is forecast to be at or below 20 degrees F. (aligned w/ school recess rules),
- Decision: From December 1 through March 31 there will be a weekly huddle at 8:30 AM each Monday morning to make the decision on opening warming spaces for the coming week. Huddle participants will include: Val Guy–The Friendly Kitchen (TFK) or designee and Karen Jantzen–Concord Coalition to End Homelessness (CCEH) or designee.
- Communication: The Monday huddle decision will be communicated to the Concord Fire Chief (or designee).
 - The Fire Chief (or designee) will communicate decisions to city staff as appropriate.
 - The Friendly Kitchen and CCEH will communicate the decision to homeless service providers and other agencies. The activation decision and schedule will be available to homeless persons and the public via a QR code to be updated weekly.
 - NH 211
 - Merrimack County–Human Services
 - Community Action Program of Merrimack-Belknap Counties (CAP-BM)

- Capital Area Street Outreach Collaborative to include Veteran Outreach Workers
- Concord Area Transit
- Riverbend Community Mental Health, Doorway, Emergency Services
- Concord Hospital and Emergency Department
- McKenna House
- Friends Family Emergency Shelter
- Family Promise
- Waypoint
- Interfaith Council

B. Space Plan

- The warming space will ensure that basic needs of each individual are met, at a minimum, providing a safe, protective and sanitary environment on a short-term emergency basis with no pre-conditions for entry during cold weather. Terminations from shelter will only be due to threats to the safety of the individual, or others.
- Joint Hosts:
 - CCEH Resource Center and Shelter-Karen Jantzen, Executive Director
 - The Friendly Kitchen–Valerie Guy, Executive Director

Schedule When Activated:

Note: There will be a lead staffer from the agency on every shift supplemented by volunteers as needed.

	AM	PM	Overnight
Sunday	TFK	CCEH	Winter Shelter
Monday	CCEH	TFK/CCEH Joint decision	Winter Shelter
Tuesday	CCEH	CCEH	Winter Shelter
Wednesday	CCEH	TFK/CCEH Joint decision	Winter Shelter
Thursday	CCEH	CCEH	Winter Shelter
Friday	CCEH	TFK/CCEH Joint decision	Winter Shelter

Saturday	TFK	CCEH	Winter Shelter
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Contingency--If TFK cannot cover a scheduled shift, CCEH will adjust hours to provide warming space.

C. Outreach--Outreach workers and City Police and Fire personnel will communicate to potentially at-risk persons and inform of warming/safety options. Outreach will include:

- Capital Area Street Outreach Collaborative (CASOC CASOC@CAP-BM.org)--Freeman Toth
 - Concord Police
 - Riverbend PATH
 - Veterans Outreach workers (VA, Harbor Care, Veterans Inc., Veterans Count)

D. Supplemental Volunteers

- A group of volunteers will be recruited to be trained with key skills needed to safely staff a warming center. The intention is to pair a trained volunteer with a trained staff member and leverage the trained staff to cover more hours.
- Volunteer Training (up to 100 volunteers)
 - [Ryan Dowd Homelessness Training](#) (3.5 hours) Online, w/ certificate
 - CCEH and The Friendly Kitchen will provide necessary orientation specific to their agency for volunteers.

E. Response to more extreme conditions will be activated by Concord Emergency Operations, Capital Area Public Health Network, as appropriate.