

Concord Cold Weather Emergency Homeless Operations Plan – Approved by the Committee for Concord’s Plan to End Homelessness on October 21, 2025. Accepted by City Council on December 8, 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	The Friendly Kitchen (TFK)	Concord Coalition to End Homelessness (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

Contingency–If The Friendly Kitchen cannot cover a scheduled shift, Concord Coalition to End Homelessness 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
 - Concord Coalition to End Homelessness 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.