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

June 23, 2026

10:30 a.m. Chamber of Commerce

Committee members present: Mayor Byron Champlin, Barrett Moulton (virtual), Beth Heyward (virtual), Bryanna Marceau, Chris Mumford, Jim Schlosser, Julie Palmeri (virtual), Karen Emis-Williams, Karen Jantzen, Linda Lorden (virtual), Molly Lunn Owen (virtual), Peteris Surmanis (virtual), Rosanne Haggerty, Valerie Guy (virtual), Vik Hubbard (secretary)

Guests present: Nikki Haas, Connor Spern, Eve Toth, Natalie Clerger (virtual), Amelia Wagner, Miles Whitener, Sarah Williams, Catherine McLaughlin (reporter at The Concord Monitor)

The meeting was called to order at 10:30 a.m. by Chairperson Haggerty.

1. Approval of the March 24 minutes —
    a. The minutes were **unanimously approved** with one correction (Lunn Owen was added as present for the meeting).
2. Announcements —
    a. Mumford: Riverbend sold the Fayette Street building; the new owner plans to convert is into a rooming house; no other details are available.
    b. Guy: The Friendly Kitchen is seeing higher numbers, 80+ people for dinner each evening. Tabling by service providers is going well.
    c. Marceau: Greater Concord Chamber of Commerce and CCEH are partnering for Oct 15 event; chamber will host its monthly forum at lunch time with a panel and a guest speaker, along with another event in the evening; details to be announced as the date approaches.
    d. Haggerty asks Jantzen for an update on the 1915(i) Medicaid waiver.
        i. Jantzen: It's still in the pilot stage; one housing person has been approved; five additional names have been referred to the state and are awaiting approval.
    e. Haggerty asks Palmeri about status of Concord Housing Authority's Mainstream voucher waitlist.
        i. Palmeri: Currently eight mainstream vouchers are available.
3. Governance survey — presented by Schlosser
    a. Schlosser proposes that the committee conduct a governance survey of itself; he says the committee is doing good work but not having the desired result of significantly reducing homelessness. He references impact network theory and the concept of having an impact agency coordinating efforts.
        i. See attachment A for Schlosser's presentation to the committee.

b. The survey would be administered, and its results summarized, by ProSocial World, a nonprofit organization based in Austin, TX. The cost ($450) would be funded by an anonymous private donation.

c. Schlosser opens it to the committee for discussion; several committee members express support for the idea. There is no further discussion. Schlosser will move forward with ProSocial World to administer the survey.

4. Working group updates — presented by Haas

   a. The Social Determinants of Health and the Unsheltered working groups have combined into one workgroup called "Social Determinants of the Unsheltered"

      i. Tabling is active at The Friendly Kitchen on Thursdays during lunch service; Haas says to contact her about any agencies that might be interested in tabling

      ii. Two after-action reviews have occurred as a result of the workgroup's efforts. One focused on the winter warming hours and determined a need for more robust training program. The other has spurred a conversation about release of information forms that may streamline services for clients who use multiple providers.

      iii. Haas and the interns are working on learning collaboratives, aiming for an August launch. Haas will contact agencies regarding participation. The goal is to have clear, detailed information regarding services provided by organizations in the community via live case study.

      iv. Haas is researching the possibility of establishing a process for cooling centers in Concord.

   b. Housing:

      i. Continuing to facilitate conversations upstream to streamline processes downstream

      ii. Identifying areas where we can be helpful to the community; exploring the possibility of volunteer-based functional supports for housed folks

   c. Data & Communications:

      i. Starting to development a communication strategy

      ii. Exploring the possibility of posting agency announcements on the committee's website

   d. Questions?

      i. Discussion of Concord's Master Plan process and how the committee might be involved in that to champion housing solutions. Champlin says he will forward information to the committee chair for distribution.

      ii. Haggerty: Any sense of how the new HUD NOFO might impact services/efforts in Concord?

1. Jantzen: No sense yet; seems like agencies are still determining how to move forward
2. Heyward: Agreed; grading criteria is quite different, so the state is doing its best to answer agency questions; still in the early stages
3. Spern: Changes are also expected to domestic violence housing programs, depending on how the HUD NOFO shakes out

iii. Spern: HB 1336 was passed and awaits the governor's signature. The bill would allow landlords to collect an additional security deposit in certain circumstances.

1. Haggerty makes a motion to draft a letter of opposition to HB 1336 (as a committee, not as a group of individuals). **The motion passes unanimously.**

iv. Haggerty: Is there an encampment update?

1. Moulton: The encampment situation is not particularly different from prior years; the police department is keeping tabs on one camp that is growing, and they are trying to limit access to the site to prevent additional growth.

v. Emis-Williams mentions the need for medical respite.

1. Hubbard: There is still no one from Concord on the Medical Respite Committee. Haas asks Hubbard to send the info and someone will be identified.

5. Asks of committee members — presented by Haas

a. In a community where it is illegal for folks to exist outside, where do we want them to go? The lack of answers is creating friction and putting additional stress on outreach workers. The more we move folks, the more we lose their trust, and folks engage less frequently with service providers, which makes it more difficult for them to access housing opportunities.

i. Discussion ensues of available resources for rental assistance, supportive services for clients, barriers to access, and possible options for a small pilot program to create a transitional space for folks to exist safely. No conclusion or action item is immediately identified.

6. Closing remarks

a. None; meeting was adjourned at 12:03 p.m.

Assessing Our Governance

Concord NH

Homelessness Steering Committee

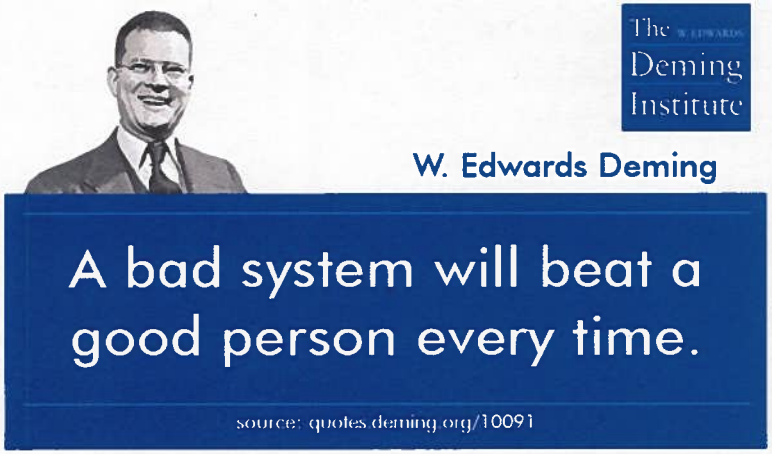
Committee for Concord's Plan to End Homelessness

June 2026

Significantly Reduce Homelessness

- Why? Because we care for each other and our community
- How? Smart system improvement methods
- When? Now, and in the Long Term
  - Both Short-term + Longer-term actions are needed

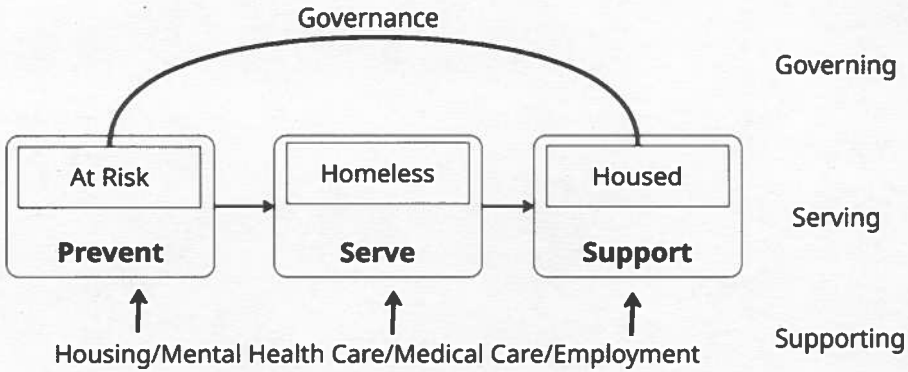
System Improvement



- Systems are defined by their aim, their purpose
  - E.g. building a car, getting food stamps, reducing homelessness
- Optimizing the parts does not optimize the whole
  - Integration of parts is key
- Community systems are best served by one "impact agency" or group
  - To coordinate the shared accountability of system partners

Homelessness System Levels

- Core Processes
  - Prevent homelessness where possible
  - Serve homeless persons on their way back
  - Support persons once housed
- Support Processes
  - Support the core processes
  - Housing, Mental and Medical Health, Employment, etc.
- Governance Processes
  - Organizes the collaboration, resources and learning required for system improvement



Note: Measurement may be useful at each system level

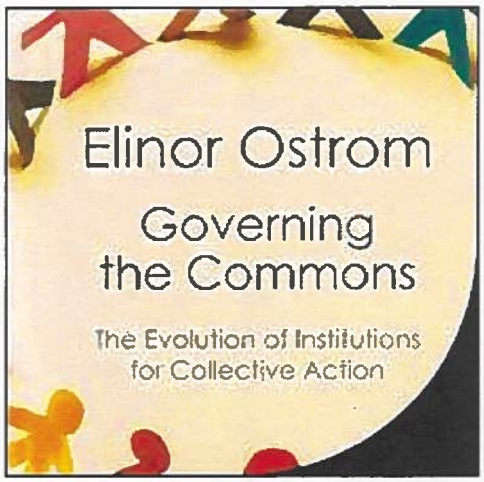
How is a Shared Community System Best Governed?

- Definition of a "commons"
- Elinor Ostrom's Nobel Prizing winning research
- Core Design Principles for governing a commons
- David Sloan Wilson's collaboration with Ostrom to apply to "any common social endeavor"—Prosocial.World



ProSocial World

Core Design Principles (CDPs)



1. Shared identify and purpose
2. Equitable distribution of contributions and benefits
3. Fair and inclusive decision-making
4. Monitoring of agreed behaviors (Transparency)
5. Graduated responses to helpful and unhelpful behavior (Feedback)
6. Fast and fair conflict resolution
7. Authority to self-govern (according to principles 1-6)
8. Collaborative relations with other groups (using principles 1-7)

Assessing Our Governance

- Agency—ability to act aligned with our values
- Awareness—frank acknowledgement of the current state
- Trust—ability to rely on each other
- Commitment—to working through challenges together
- Satisfaction—with the meaning this work creates for us
- Flourishing—the quality of our relationships are thriving
- Core Design Principles—ability to govern this common enterprise

Proposed Governance Survey

- Short, 15-minute survey of Steering Committee Members
- Anonymous
- Use validated survey items for each governing element
- Summarize results for Steering Committee review and reflection
- Identify insights and actions as appropriate
- Repeat at 6-12 months if desired
- Survey to be administered and results summarized by ProSocial World, a non-profit group based in Austin, TX (see ProSocial.World)
- Cost $450 funded by anonymous private donation