



City of Nashua

Division of Public Health & Community Services
18 Mulberry Street, Nashua, NH 03060

BOARD OF HEALTH MEETING

Date: July 8, 2020

12:30 PM

Zoom Meeting

Join Zoom Meeting

<https://us02web.zoom.us/j/85440974638?pwd=QjM5V3hjNUhIVGdySCtwMVc3TThpQT09>

Meeting ID: 854 4097 4638

Password: 440445

One tap mobile

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AGENDA

1. Call to Order – Board Member
2. Approve minutes– All Board Members
3. Director’s Report
4. Department Summaries
 - a. Community Services
 1. Epidemiologist
 2. Health Promotion Specialist
 - b. Environmental Health
 - c. Welfare
5. Public Comments
6. Adjourn – Next Meeting - August 12, 2020



DPHCS Director's Update
Board of Health Meeting
July 8, 2020

Director continues to lead staff of the Division of Public Health and Community Services in the role of the Chief Public Health Strategist. In this role DPHCS leads and convenes community partners to work collaboratively to meet maintain the health and well-being of the community. DPHCS performs the core functions of public health and deliver essential public health services to accomplish the vision and mission of DPHCS.

Operational: The Director provides oversight over four departments staffed by 27 employees. Each department has a mission and vision that aligns with the overall DPHCS mission and vision.

Major highlights for the Director during the month of June:

- Facilitation of weekly calls from 8:00 AM -8:30 AM with our Joint Partners including: hospitals, community health centers, mental health, home health and hospice, fire, police, AMR and PSL. Mayor's office and Office of Emergency Management participate in this call. The purpose is to communicate information for situational awareness of surge capacity.
- Public Health Task Force Response focused on providing mobile testing clinic to increase testing availability in the community, ongoing surveillance, disease investigation and contract monitoring of cases and DPHCS staffing capacity to maintain efforts
- Daily meetings with the City-Wide Unified Command Team occur at 10:00 AM led by the Office of Emergency Management.
- Participate in meetings scheduled with the Commissioner of DHHS, Director of Manchester HD and Steve Norton once a week.
- Internal Incidence Response Team continues to meets on M-W-F at 8:45 AM.
- Meetings scheduled with LTC facilities and Public Health twice a week for a situation update on their status to inform surge timing
- Updates sent to our community partners to keep them informed of changes in case numbers and updates to guidance and recommendations in response to COVID-19 as reported from NH DHHS and the CDC.
- Engaged in DPHCS reconstitution meetings – making the workspace safe for all employees and in preparation for building opening to receive the public
- Implemented Building Safety Protocols in preparation for reconstitution efforts
- Reconstruction timeline for 18 Mulberry Street revisited – Construction start date revised. Moving to temporary space tentatively scheduled for mid-August. Construction possibly in September.
- Invited to participate on the Governor's COVID-19 Equity Response Team - to develop a recommended strategy and plan to address the disproportionate impacts of the COVID-19 pandemic. Recommendations due July 8, 2020.
- Invited to participate on the Nashua School District Reopening Task Force
- Participating on the Early Childhood Equity Study as an Advisor to a research project funded by the Endowment for Health.



Major Initiatives:

- CDC Foundation providing surge capacity support for Public Health COVID-19 Response
 - New staff joined Community Services – Jane Goodman – Communications Specialist.
 - Expecting to bring on 4 public health nurses to support case investigations and contact tracing
- 7th Third-year University of New England School of Osteopathic Medicine student on board for public health rotation
 - Presenting to the new class on July 8, 2020.

Updates and Upcoming Events:

- COVID-19 community testing continues: Tuesdays and Thursdays
- Revisiting City Face Covering Ordinance for possible updates with changes to Governor's orders taken into consideration.
- 1st Quarter planning underway for DPHCS strategic planning and grant deliverables



City of Nashua
Division of Public Health & Community Services
18 Mulberry Street, Nashua, NH 03060

BOARD OF HEALTH MEETING
Virtual Meeting Held Using Zoom
Date: 6/10/20
12:30 PM

Minutes

Announcement: By Division Director: BOH zoom-meeting being recorded by Acces-TV (Jeff Poehnert) with permission. To listen-live, dial (978) 990-5298 passcode:273974#. In accordance to the Governor's stay at home orders, meeting was virtually held via Zoom.

Roll Call:

Board of Health: Dr. Storace, Dr. Stephanie Wolf-Rosenblum, Dr. Charles Capetta.

DPHCS Employees: Bob Mack, Mark Munroe, Angela Consentino, Nicole Viau, Ren Beaudoin, Dydier Parisien, Flavia Martin, Kim Bernard, Heidi Peek-Kukulka, Bobbie D. Bagley.

Guests: Acces TV-Jeff Poehnert; **Board of Aldermen:** Ernest Jette, Jan Schmidt, Tom Lopez, Steve Bolton.

Call to Order: Dr. Storace – Board Chair at 12:37 PM

BOH: Approval of May Meeting Minutes – called by Dr. Storace, Moved by-Stephanie Wolf-Rosenblum – 2nd by Charles Cappetta.

Director's Report

1. Highlights covered from previously submitted reported.

- **Major highlights:** DPHCS got budget approved by the BOA in May 2020.
- DPHCS awarded \$190,000,00 (DHHS, PHNS) to response to Covid-19.
- DPHCS infectious disease budget renewed with increases in HIV, STD, Lead program, TB and immunization.
- Funding under HIV & Lead got increased (Alderman/GNC).
- DPHCS continues activities during the month of May, daily calls, meetings (joint partner communication calls) M-W-F. Communicate information for situational awareness of surge capacity.
- State of NH remains stable in regards to Covid-19. CDC reported NH reached their 3th incubation period without having major increase cases.
- Public Health task force daily presentation/meeting with City-wide Unified Command Team schedule changed to M-W-F. Continue to provide ongoing surveillance, report on disease investment update (Epidemiologist/Chief Nurse).
- DPHCS meeting with the commissioner sharing information about Greater Nashua community and giving feedback (Meeting-included: Steve Norton-Southern & Elliot, Anna Thomas).
- DPHCS continues to have internal response team meeting (M-W-F). Sharing information and make recommendation.

- Accreditation for DPHCS has been approved.
- CDC Foundation providing surge capacity support for Public Health response to Covid-19.
- CDC Foundation contract changed from 1 year to 6-months and double staffing.
- DPHS continues to provide Covid testing to greater Nashua Region. Reaching out to the under-serve Nashua community to meet commissioner's goal.
- DPHCS Director invited to the Governor Equity Covid Response Team (June). 30 days to come up with strategic plan for how to address, information, collecting data in regards to racial ethnic minority population (Covid-19).

Achievements:

- Two abstracts accepted to APHA for 2020 Annual Meeting (Angela Consentino-Epidemiologist) & (Nicole Viau-Health Promotion Specialist) congratulations.

Questions:

- Hospitals not having the capacity or willingness to isolate Covid-19 patients?
- Do we have uniform guidance, advice, or monitoring that the long term care facilities/nursing homes have been in compliance with the CDC recommendation?
- Can public come in for random testing?
- Do we recommend people to get tested?
- Any updates for school nurses about how to get ready for the fall season?
- Any PPE support for Nashua school districts?

Department Summaries

Community Services

2. PHEP Report - Highlights of submitted report shared during the meeting

- Demobilization of the Alternate Care Site at Nashua HS South, permission granted from the state.
- CERT provided great support to DPHCS, working diligently over Gilson Road, Cleaning, organizing etc.
- National Guard to help DPHCS moving equipments on June 19, 2020.
- DPHCS Preparedness Coordinator attended state wide PHEP- meeting about Covid-19 response and POD planning.
- DPHCS to work with CERT team on POD planning/response.
- DPHCS continues COVID-19 community testing (Tuesdays and Thursdays).
- PHEP equipments/needs being considered, tent, sheltering needs.
- DPHCS/CERT reaching out to OEM-(Justin Kates), the American Red Cross about working together on sheltering needs for Greater Nashua Region.
- Med-Ops Section added to CERT team.
- DPHCS hosting weekly state wide regional meeting (Thursday).
- Working with facilities requesting PPE.
- M-W-F- long term/ short term facility conference calls, EOC, State division.
- Staying in touch with regional partners.
- Distributing reports
- Continue to update web EOC, MACE weekly.
- DPHCS volunteer response training.

- DPHCS reached out to the state in regards to PPE for Nashua schools (Stefanie Lockwood), will be working with nashua school district.
- CERT providing support at the testing sites (DPHCS).

3. SUD Report – Highlights presented by Division Director

- SUD coordinator being engaged on numerous activities.
- Using Social Media to push out messaging, hosting the Public Health WSNM-Radio Hour for the month of May (every-Friday).
- Completed virtual video project
- Hosting Parents talk facebook videos.
- Working with CAST=Community action for safe team, remotely promoting youth empowerment.
- Meeting grants deliverable.
- Supervising substance misuse, working with REVIVE.
- Keeping the Bilangual community informed, translating multiple documents in Spanish language.
- Interviewed with NH public radio (Lisa & Luis).
- Participating in testing Clinics.
- Continue to facilitate the Mayor's Opioid Task Force virtually.
- Working with Revive Board and attends board meetings virtually

4. EPI – Report highlights presented by Epidemiologist, Angela Consentino

- Provide current COVID-19 situational update NH state: 1471 tests conducted, 6.2% positive, 3 days average declined, 5 days away from completing 5 incubation period, declined for 37 days. 53 new cases announced 6/9. As of 6/10 5132 cases in NH, 23 deaths in Nashua, 2798 cases in Hillsborough, 2326 Manchester, 547-total in Nashua 2 cases-in 24 hours. Massachusetts percent curb down to 4.6%, April was 25%, down about 80%, down too 60% IN REGARDS TO Covid hospitalizations, 81% down hospitals surge capacity.
- Using Data Dash board as a great resource fro community partners/members (Covid-19).
- Working with medical students, pull out information about race, ethnicity and occupation data.
- Presentation given at the CDC for dating critaria.
- Reviewed google mobility for impacted stay at home orders (March-April-May).
- Conducted 31 Disease investigation, contact tracing, interviewed positive (covid-19).
- Continue to Work on 2020 Health assessment.
- APHA abstract submission (October) .
- Communicated data surveillance activities and trends to regional partners, city officials, community-based organizations, healthcare organizations, and other groups via conference call updates.
- Developed a presentation and presented to City Officials on federal and state guidelines for reopening and future COVID-19 projections for Summer 2020.
- Assisted the Community Health Department with disease investigation and contact tracing.
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5. **Health Promotion Specialist** - Report highlights presented by Health Promotion and Communications Specialist, Nicole Viau
- Continued to participate in the weekly meeting with the hospitals.
 - Facilitate the joint information center meeting to distribute the covid information throughout the Nashua community.
 - Using billboards to push out messaging about covid-19, testing clinic (Nashua, Merrimack, Milford).
 - Using online campaign to promote DPHCS website.
 - Creating flyers for the malls/ outdoor dining/masks ordinance. Sharing the information with NPD for public education.
 - Distributing information through our community, keeping regional partner updates, weekly press conferences, Nashua DPHCS website, and social media.
 - Distributed daily updates to regional community partners to educate and inform businesses.
 - Information being translated in Spanish to reach out bilingual population.
 - Using local radio station to continue to push messaging.
 - Push out general health messaging to the public, lupus, epidermis, cancer, mental health, teen pregnancy etc.
 - Promoting community health assessment survey.
 - Working on photo voice project, will be posting on social media.
 - HIV campaign running throughout the month of June. Educating the community about HIV.

6. **Environmental Health** – Report highlights presented by Health Officer, Heidi Peek.

- Food service facilities reopened, resumed 50% capacity, outdoor dining.
- Community outreach, complaints about non compliance, poor mask usage.
- Covid-Hotlines coverage.
- Working through safety assessment building reopen.
- Keeping employee safe.
- Educating Nashua businesses/community about covid-19 safety measures.
- DPHCS reconstitution meetings – making the workspace safe for all employees and in preparation for building opening to receive the public Contact monitor.
- Implemented Building Safety Protocols in preparation for reconstitution efforts.

7. **Welfare** – Report Highlights presented by Welfare Officer, Bob Mack

- Decreasing in general assistant/number of applicants went down due to eviction, rental assistant etc.
 - Processing rental assistant cases.
 - 75% of the people have submitted application for assistance.

- Assisted 5 families and 4 individuals in emergency housing motel placements
- Referred a family and 3 individuals to public shelters during the month of May.
- Facilitating the Covid Homeless task force.
- Activities are were suspended.
- DPHCS continue to monitor the need of the homeless population.
- Welfare Department may end up being under budget for the year of 2020.
- Last few months have been low in business.
- Push out information for applying for assistance.
- Continue to provide opportunities for underserved populations.
- Continue to monitor the need of the homeless population.

Concerns/questions posed during the meeting

- NH hospitals dealing with capacity issues (Beds).
- Long-Term care facilities outbreaks.

Board of Health Chair called for open discussion for public comment: Seeing none.

8. Community Health – Highlights presented by Chief Public Health Nurse, Kim Bernard

- Most of Public Health programs have been suspended for routine operations as of mid March except the SSANA program.
- PH being extremely busy with SSANA program.
- Providing services for greater Nashua community, 2 days a week (substance misuse disorder) etc.
- PH working diligently with Lopez from the school district head nurse to schedule more clinics, helping middle school kids in need of immunization.
- Planning to work with the Nashua school district (no cost to immunization) for middle school kids (Summer).
- DPHCS planning on visiting all Nashua Middle in September.
- Information will be sent electronically to the parents.
- Immunization for older adult, Shingles vaccines (2 shots).
- Working with local partners to secure spaces for immunization.
- STD services will continue to be provided.
- CDC positions coming up.
- PH continues to work on their deliverable as things have changed.
- Volunteer/med student being trained.
- Division members assisting with contact tracing and disease investigation.
- Public Health monitoring long term care facilities outbreaks.
- HPV prevention for the month of April as part of STD & HPV awareness weeks
- Working with the state on the Lead program.
- Working on Video web conference for TB, but end up using facebook
- Continue visits, 5 different visits regarding vaccines (March).
- Remote home visits for educational purposes, DPHCS working with the state.

Recording of Full Board of Health Meeting available at: <https://youtu.be/V9FeepJcCBw>

Next Meeting: July 8, 2020



**City of Nashua Health Division of Public Health & Community Services
Epidemiologist – Angela Consentino
Board of Health Report
Report for Month – June 2020**

COVID-19 Response Related Activities

Epidemiological Surveillance

- Epidemiologist to provide current COVID-19 situational update.
- Communicated data surveillance activities and trends to regional partners, city officials, community-based organizations, healthcare organizations, and other groups via conference call updates.
- Updated the GNPHR Data Dashboard on a daily basis with up to date data, including but not limited to: New COVID-19 cases per day, cumulative case count, case rate per 100,000, PCR tests conducted and percent positives, contacts being monitored, hospitalization rate, death rate, recovery rate, demographic information of cases (age, race, ethnicity, gender, occupation), tests conducted and percent positive tests at DPHCS Clinics, Regional GIS maps with information about feeding locations, childcare facilities, and other resources, COVID-19 hotline, and other pertinent information. This dashboard can be accessed on www.nashuanh.gov/COVID19.
- Co-presented on local technology use during COVID-19 at the National Alliance for Public Safety GIS Foundation's COVID-19 Technology & GIS Hot Wash.
- Presented on COVID-19 past, present and future trends to the Public Health Advisory Council.

Disease Investigation

- Assisted the Community Health Department with disease investigation and contact tracing. Conducted 5 initial disease investigation interviews with positive cases and completed the initial contact tracing with the associated contacts.

Community Resilience/Essential Services

- Continued work on 2020 Community Health Assessment with the Health Promotion and Communication Specialist. Completed the following pages which are currently under final review by the Division Director:
 - Maternal and Child Health – Healthy Moms, Healthy Babies, Healthy Kids
 - Behavioral Health – Mental Health, Substance Use, Suicide
 - Communicable Disease – Vaccine Preventable, Tuberculosis, Healthcare Associated Infections, Food and Waterborne Diseases, Zoonotic and Vectorborne Diseases, Sexually Transmitted Infections
- Updated lead and asthma spreadsheets for FY21 activities.



City of Nashua Health Division of Public Health & Community Services
Health Promotion and Communication Specialist
Board of Health Report
Report for Month – June 2020

COVID-19 Response Related Activities

- Participated in on-going meetings with local hospitals, Nashua Joint Information Center, DPHCS IRT, and City Divisions/COVID-19 Task Forces.
- Continued to facilitate meetings and work with the Joint Information Center to distribute accurate and updated COVID-19 information to the community.
- Introduced a Communication Specialist from the CDC Foundation to assist the JIC with COVID-19 related public health messaging. She started on June 29th.
- Updated social media pages (Twitter, Facebook, Instagram, YouTube) and the City of Nashua DPHCS website with information regarding COVID-19, including but not limited to: public health recommendations, regional response updates, testing opportunities, and regional resources.
- Continued to assist with the planning and development of weekly Nashua COVID-19 Response press conferences, including assisting with talking points, creating presentations, schedule interpreters, and coordinating guest speakers.
- Continued to promote the Nashua DPHCS testing clinic information through our regional partner updates, weekly press conferences, Nashua DPHCS website, and social media. This included a change to our testing time and location.
- Distributed weekly updates to regional community partners to educate and inform about regional response efforts, updates, data, and local resources.
- Continued to make updates as needed to our COVID-19 FAQ guide.
- Prepared and disseminated marketing and educational materials with information regarding COVID-19, including but not limited to: bus advertisements, radio, billboards, fact sheets, brochures, and flyers. Most materials have been translated into English and Spanish, some Portuguese.
- We are currently running billboards in Nashua, Merrimack, and to promote public health measures and the Nashua COVID-19 website. We plan to push more billboards and mobile advertising campaigns in the region in FY21.
- Filmed a two-part video series to disseminate COVID-19 information to the Hispanic/Latino population. A fact sheet has also been created and is currently being translated. Our goal is to share this information and resources with our regional, through social media, and our website.

Messaging Priorities

- Heat safety, water safety/drowning prevention, summer safety, lead poisoning prevention PTSD awareness, men's health, healthy eating, healthy homes, and pet preparedness. This messaging was pushed out to regional partners and the region through weekly updates, social media, and the radio.

Community Health Assessment and LiveStories

- Continuing to distribute the CHA Survey in English and Spanish to regional partners and the Greater Nashua community via updates, social media (shared on all regional town pages), Nashua DPHCS website, and a boosted Facebook Ad. We currently have over 150 responses in English and 7 in Spanish.



- Working with the CHA Review Team to finalize chapters. The Maternal and Child Health and Behavioral Health chapters are in final review.
- The Communicable Disease pages have been finished and have been sent to the Review Team. Next, we will work on the Weight, Nutrition, and Physical Activity chapter.

Other Business

- Completed the Year 2 final report for our childhood lead poisoning prevention grant: L.E.A.D. Greater Nashua. We will be carrying over unspent year 2 funds into year 3 to host our conference.
- **PhotoVoice Project:** This virtual project is currently running throughout the month of July on our website and social media pages. The theme is 'What are you doing to keep your mind and body healthy?'. This project was promoted in June on social media, partner updates, and our website. Youth who submit photos will be entered to win a \$25 gift card.
- **HIV Campaign:** Five rear bus advertisements, five bus shelter ads, and a mobile campaign ran throughout the month of June to promote HIV information and testing locations through our website.
- **TB Van Magnet:** Created a magnet for the DPHCS mobile van to promote TB testing.
- A banner was created to promote the DPHCS mission and services at Hollman Stadium

LIVE LIFE TB FREE...GET TESTED!

Call the Nashua Division of Public Health at 603-589-4500 to schedule a test if you:

Spend time with people with TB.



Spend time or live in places where TB is common.



Have health problems that make it hard to fight TB.



www.NashuaNH.gov/DPHCS



CITY OF NASHUA
Division of Public Health & Community Services



Stay at least

SIX FEET

away from others.

Social distancing is simple!
It can help you and others stay safe.






CITY OF NASHUA
Division of Public Health & Community Services

COVID-19: What You Should Know

COVID-19 is a respiratory illness that can spread from person to person. Learn how to slow the spread to keep yourself, your family, and your community healthy.

PRACTICE HEALTHY HABITS



- Stay home if you are sick
- Wash your hands often for 20 seconds
- Stay 6 feet away from others
- Only leave your home for essential needs
- Wear a face covering if you leave your home
- Take care of your mental health, too!

FOLLOW PUBLIC HEALTH RECOMMENDATIONS

Maintaining proper isolation/quarantine WILL slow the spread.

If you are told by public health authorities to isolate or quarantine, you should:

- Stay home
- Monitor your health
- Separate from others
- Follow directions from your local health department



KNOW YOUR RIGHTS



- You can not get fired from work if you are sick with COVID-19
- You may be allowed to take time off from work if you are sick with COVID-19, to care for someone who is sick with COVID-19, or to care for children who are home due to COVID-19
- If you have lost work due to the COVID-19 pandemic, you can apply for unemployment at www.nh.gov

 CHECK OUT OUR VIDEO SERIES
NashuaNH.gov/COVID19





City of Nashua

Division of Public Health & Community Services

Environmental Health Department

Board of Health Report-June 2020 – FY20

The Nashua Environmental Health Department remains busy during this current COVID-19 environment. Normal Board of Health reports will resume when the situation has stabilized and our routine is back to normal. Our current activities include:

- Preserving the health and well-being of our staff members by practicing good social distancing, working remotely when possible, and conducting virtual meetings;
- Reinforcing social distancing guidelines when working directly with the public;
- Outreach to licensed food service facilities regarding reopening of outdoor and indoor dining, issues, proper mask use, general food safety;
- Outreach and guidance to pool management regarding reopening and safety issues;
- Resumption of foster home inspections;
- Responding to citizen complaints regarding unsafe practices in Nashua's public places in conjunction with Nashua Police Department;
- Assisting Community Health by making calls to COVID-19 contacts to monitor temperature and symptom checks, providing negative results to people who have been tested;
- Providing coverage of COVID-19 hotline;
- Working on educational messaging with DPHCS staff;
- Participating in regularly scheduled meetings to support Nashua's COVID-19 citywide Emergency Operations Center's efforts;
- Continuing to serve as Safety Officer by conducting safety assessments of City buildings, contributing to employee screening policy, and developing guidance to protect employees and general public as buildings and services reopen;
- Serving as subject matter experts for personal protective equipment, safe reconstitution of City services, and other relevant issues;
- Continuing septic and site plan approvals;
- Working closely with New Hampshire Health Officers Association members to gain insight and help guide common efforts.

We anticipate a significant increase in duties as food service establishments continue to reopen in different capacities, and other facilities reopen. We remain committed to protecting the public's health and safety.

Respectfully submitted,
Heidi E. Peek-Kukulka
6 July 2020



THE CITY OF NASHUA

Division of Public Health & Community Services
Welfare Department

"The Gate City"

Memorandum

To: Honorable James Donchess, Mayor
Board of Aldermen
John Griffin, Chief Financial Officer
Bobbie Bagley, Director of Public Health & Community Services

From: Robert Mack, Welfare Officer

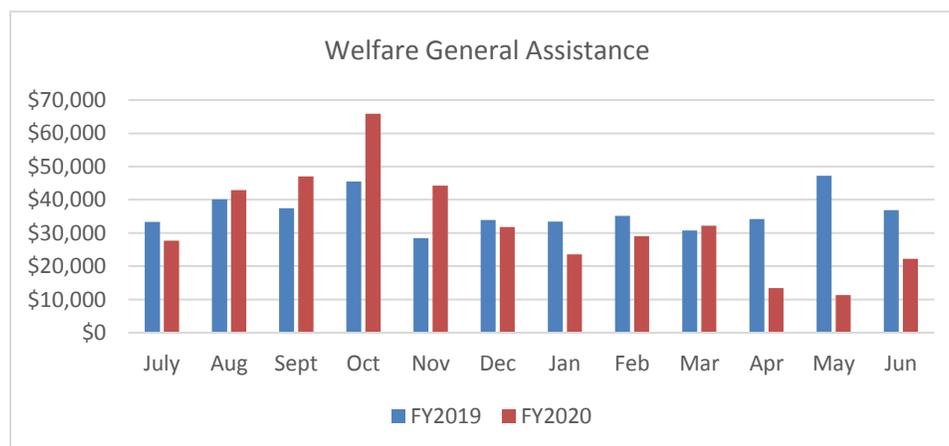
Date: July 2, 2020

RE: Welfare Data – June 2020 [FY2020]

The following is a summary for the month of June 2020 (FY2020).

Expense figures for June 2019 as compared to June 2020:

Type of Assistance	June 2019 FY2019	June 2020 FY2020
Shelter:	\$34,423.96	\$21,471.66
Medical:	\$0.00	\$0.00
Utility:	\$1,268.32	\$0.00
Food/Maintenance:	\$1,146.06	\$0.00
Burial:	\$0.00	\$750.00
Transportation:	\$0.00	\$0.00
Total expense:	\$36,838.34	\$22,221.66



Statistics for June 2019 as compared to June 2020:

	June 2019 FY2019	June 2020 FY2020
Number of Contacts:	452	611
Number of New Applications:	78	70
Number of Interviews/Decisions:	117	81
Number who received Assistance:	70	45
Percentage who received aid:	55%	56%

Number of vouchers issued during the calendar month of June 2019 as compared to June 2020:

VOUCHER TYPE	June 2019 FY2019	June 2020 FY2020
Shelter:	43	43
Medical:	1	0
Utilities:	15	0
Food:	8	2
Maintenance:	3	0
Burial/Cremation:	1	1
Total vouchers:	71	46

The Nashua Welfare Department still received requests from homeless households during the month of June and assisted 9 families and 4 individuals in emergency housing/motel placements, and referred 3 families and 2 individuals to public shelters during the month of June. Department staff worked closely with Coordinated Entry workers, shelter providers and other housing programs to move households out of homelessness and into alternative shelter and transitional or permanent housing as soon as possible.

While the emergency order was still in place throughout the month of June and evictions and utility disconnections were still under a moratorium, there were still requests for assistance coming into the Welfare Department. The Welfare department continued to process applications electronically and complete interviews via telephone during the COVID-19 event. Staff occasionally had to mail out hard copy applications or hand applications to clients through the doorway and complete eligibility interviews over the phone. We are working on internal modifications to complete interviews more directly while maintaining personal safety for clients and staff.

As of the date of this report, the Welfare Department has expended \$421,355.40, which is approximately 79% of the budget for General Assistance for FY 2020. Some vouchers remain outstanding for processing for the end of the Fiscal Year.

The Welfare Department continues to provide assistance in accordance with RSA165 and the City of Nashua Welfare Guidelines to those who are in need and unable to support themselves. Department staff work with social service agencies in the community and refer to alternative programs as appropriate and available.

