

HUMAN AFFAIRS COMMITTEE

November 20, 2023

A meeting of the Human Affairs Committee was held Monday, November 20, 2023 at 7:00 p.m. in the Aldermanic Chamber.

Alderman Thomas Lopez, Chairman, presided.

Members of the Committee present: Alderman Thomas Lopez, Chairman  
Alderwoman-at-Large Shoshanna Kelly, Vice-Chair (via Zoom 7:03)  
Alderman Patricia Klee, Clerk  
Alderman-at-Large Melbourne Moran, Jr.  
Alderwoman-at-Large Gloria Timmons

Members of the Committee absent:

Also in Attendance: Julian Long, Urban Programs Manager  
Kevin Pucillo, Nashua Police Dept.  
Emily Martuscello, Emergency Management Director

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PUBLIC COMMENT - None

DISCUSSION

- NH Coalition of Recovery Residences

***Chairman Lopez recognized Kim Bock, Executive Director, NH CORR***

Kim Bock, Executive Director, NH CORR

My name is Kim Bock. I am from Hooksett, NH. I'm the Executive Director with the New Hampshire Coalition of Recovery Residences.

Chairman Lopez

Okay, awesome. So one of the reasons that we've been discussing recovery housing in particular is because it plays such a role in Nashua but is also sometimes unclear as to how the city can best support them, what kind of resources are available. Over our last couple of meetings, we've discussed how Code Enforcement and Fire Marshal work with them to kind of identify what their needs are, and make sure that everybody there is safe, and then try to manage the interactions the city has in a positive and productive way.

Last month, we had a presentation from Gatehouse Recovery and they presented on how they run their programs sort of as best practice models, some things that they've learned and were willing to share with us and your organization was brought up both times as a major resource to provide to maybe people who are establishing recovery housing in Nashua as to best practices, ways to run things, that kind of stuff. It sounds like your certification is highly sought after so you want to tell us a little bit about that?

Kim Bock, Executive Director, NH CORR

Sure, I'd be happy to and I brought some flyers and things that I'm going to leave with you. I brought my annual report which will give you a really good overview of all the things that we do. So we do four or five different programs. The biggest thing we do is we certify recovery houses. We started with in 2019 when I started in 2020 in January, we had 18 certified houses and gatehouses included in that. We are now up to 95 certified houses.

Chairman Lopez

Great job!

Kim Bock, Executive Director, NH CORR

That's about 36 different organizations around the entire State. Those houses generally sit on the 93 corridor for the most part in Nashua obviously, a couple in Claremont, a couple in Keene, a couple in the Dover/Rochester area. There's a lot of vacant areas in the State. Fortunately, Nashua is working well with recovery housing. I think it's a

good asset for your city for knowing where they are and knowing that they're ethically run. They're safe places. So certification is a voluntary process. You do not have to - there's nothing that requires you to get certified. It's not a licensing process. We follow the nationally recognized standards set by the National Alliance of Recovery Residences and there are 30 some standards that have to be followed. We're looking at is the business run ethically. We're looking to see if they're in good standing with the State, if they have proper insurance. The home has to testify that they are in compliance with all local laws.

We look at the physical property so we are counting the number of people that are in the house, the number of beds that are in the house, we're looking at the attic in the basement to make sure they're not putting people in basement rooms with no proper egress. We're making sure that nobody's being stored in the shed out back. We're looking for 50 square feet per person in a bedroom and we're looking for one bathroom - and it doesn't all have to be in one room but one sink, toilet, and shower for every six people.

We're looking for a community area to gather, a living room. We want a kitchen. We want that kitchen to be adequate to hold all of the people that are in the house, the living room as well, and there has to be adequate eating space for everybody to gather. The eating space doesn't have to be a dining room and I often relate that to when I was growing up my mom, her house, you always sat at the dining room table. There was a place setting for everybody. You had a linen napkin to go with it, right, and she ironed all of those before every meal, I think. My aunt's house, her sister, it was you know grab something out of the kitchen, find a place on the couch, and share your meal there. They were both families and they're both really warm and welcoming families so we're not particular that it needs to be dining or but it needs to be a family.

There are no locks on bedroom doors. People don't store food in their rooms. They store them all in the central area. The goal that house is trying to make those people connect together and learn how to be a family again and learn how to have those trusting relationships. We know that when someone is an active addiction they isolate. They cut themselves off from all of the personal relationships that are so crucial for our survival. It's really difficult for them to go back and rebuild or build new relationships and build healthy relationships. They really don't know how to do that so that's really what the recovery house is teaching them how to do that. The most important thing is teaching fellowship, teaching accountability, teaching relationship building.

Twelve percent of Americans right now are suffering with addiction. That's gone up in the last five years from ten percent. I'm sure there's a lot of reasons for it. I think COVID is one of the reasons - the isolation that happened in COVID. Isolation will bring on addiction. I think that we live in a divisive society right now and that causes a lot of anxiety, a lot of trauma and trauma in general is where we think addiction starts and that's how each individual can cope with trauma. Unfortunately, some people turn to substances to cope with the trauma. What's really cool is that, you know, the substances give the person the endorphins they need to live with the trauma. They want to do anything they can to get rid of that pain. The substances get rid of the pain. What's very cool is our interaction with other people that we meet in society. People at the grocery store, our neighbors, the people we live with they provide the same sort of endorphins as drugs do or as alcohol does and it will help someone get to long term recovery which is the goal.

Inside the house you'll see that people have roommates and it's usually two people in a room. Sometimes there will be three if the room was particularly large. We want to see typically two people in a room. The reason for a roommate, even though everyone in a recovery house is an adult, is that isolation, right? We don't want people to isolate and people will wake up at two o'clock in the morning with a craving. All they can think about is going out and finding that quick fix. The thing that makes them feel a little bit better that takes away some of that pain. Their roommate has guaranteed them that they'll sit with them through that 20-minute craving and help them get to the other side of that craving, and it helps keep that person in the house, and it helps them achieve another day. So, we find roommates really important. We are looking for the house to have structured times to build the family. So typically, they have a weekly meeting where everybody comes together and they talk about what chores do people have. Everybody shares chores in the house. Accountability. Did somebody steal somebody's cookies, you know, and that's a big problem honestly but it's part of learning how to live together, and how to build trust with each other, and how to trust that you can leave your cookies in the cupboard and someone else isn't going to violate your trust and take them because most often people would freely give them.

They're learning in those meetings how to celebrate somebody else's successes. So minor success - maybe they got a chip. They made it another five days. They got another chip or maybe they got their license back or they've gotten a new job. Those successes are celebrated. Could be with a high five, that's totally fine because, again, every family is different, right? Your family is different from your best friend's family when you were growing up. Things happen differently.

So we want to see celebrations. We want to see holiday celebrations. So some people will go back to family members and celebrate with family members but we want to see whoever's left in the house that they're gathering. This weekend they will be having Thanksgiving dinner in almost every house or if it's not in every house, then several houses will combine together to have a big turkey dinner together which is really critical.

We know that there are curfews in the house. Typically, they stepwise so it may be when you first move into a house your curfew is nine o'clock and as you increase in your time there, then it might extend to eleven o'clock. Typically, it's not later than that. We want to know that there are random new ways. Typically when someone has left for a weekend away and come back, they're going to be UA'd in the door. They're also going to be you UA'd randomly to make sure that they're being accountable for what they've said that they would do in their sobriety.

We need to see good neighbor policies. So the house has to look as good as everybody else's in the neighborhood. It will not be the worst house on the block. There will not be trash outside. There will not be things in bad repair. There will not be dead cars in the yard and there will be parking policies by the house that don't infringe on the neighbors. Right? So there are rules about parking.

There's rules about language. There's no foul language outside the house. There's no yelling and screaming outside the house. So they're good neighbors quite honestly. They're decent neighbors. It's probably the only house you can count on in the neighborhood where everybody is sober, everybody is actively engaged during the day so they're either employed, looking for employment, they've gone back to school for education, they're volunteering. They have to be active during the day. You can't sit around and play Gameboy. It's not allowed.

We want to see them get involved in the community and do some volunteer work and be accepted in the community. We'd like them to be a positive effect on the community. Overall, the community benefits because as I said, everybody's got to be employed. So you have two levels of employment coming out of a recovery or employees coming out of a recovery house. The first level would be we expect that people for the most part are going to be seeking get well jobs. A get-well job is going to be something at Dunkin Donuts, or McDonald's, or Cumberland Farms. Something that is part-time, low stress. They can leave, they can go to work, they can do their thing, they can leave it, and leave. In other words, they're not bringing home more stress from work because at that point in time, they're still working on their self-esteem and they're working on their own recovery. They're going to meetings, they're working on their health, and they're working with counselors on their own recovery and that progress.

Once they've got really a good firm stance there, then we're looking for a sustainable job. Something that they can support themselves over time with insurance, benefits, and, you know, with an income where they'll be able to move out from the recovery house and go on to their own apartment, buy their own house, start their own business, pay their taxes, take care of their children, take that load back from the city back again, and be productive members in our society.

The rate of success is overall of all people that enter or that suffer from addiction, 60 to 75% depending on what data you're looking at achieve long term recovery and long term being more than five years. That's a pretty good rate.

If you go to treatment for 28 days or for 90 days and you leave and you return to the place where you were before treatment or you don't have supportive housing to go to, it's unlikely that you can make maintain recovery. Some people will. It's not likely. It's unusual for that to happen. So typically that person will have recurrence and they will end up going back through treatment again. We know that from the time that addiction sets in, we know it's four to five years before somebody they will seek help. Once they seek help, it's about eight years before their disease goes into remission. Remission is achieving a period of time without a recurrence. In that eight years, they on average will go back for treatment four or five times and then it's another five years before they reach full remission. That's when their risk of overdose reaches the same level as the general population which is 15%. Overall on average, it's 15 years for somebody to reach that level of remission. If they're supported by wraparound services, which would be RCOs, and doorway services, and counseling services, health support, good jobs, and recovery housing we can compress that timeline to five years. That's phenomenal and that's what Nashua should be seeing with the recovery houses.

We are just starting to collect data in New Hampshire on what is the length of stay. We see two different lengths of stay in houses. We see people that come in and in the first two months, they'll cycle back out very quickly because remember on average people cycle through treatment four or five times. It may be as many as you know 45 or 50 times that they go through treatment. We know there was just a famous actor Matthew Perry that passed. He said that he'd been through treatment 65 times. It's not uncommon. On average it's four or five times. So we'll see in that first two months that someone will cycle out. What we understand is that when they're in treatment, their physical, their feeling of well-being is pretty stable because they're feeling physically better. The chemicals are getting out of

their system. Someone is telling them what to do every moment of the day, where to go, what to eat, when to go to bed, right? When they come out of that even when they go into a recovery house all of a sudden all of those decisions are on them and they have to make a lot of decisions about where am I going to go, how am I going to get a job, what am I going to eat, where am I getting my groceries from, how am I getting from point A to point B, and it's tough, and they still want to isolate at that point in time, and that makes it tougher. If they can get through those first two months on the recovery house without leaving, and remember I said roommates are really helpful for that, then we see them stay nine months, a year and a half, up to five years in the recovery house and we see great success after that happens.

So we see two different groups. One group will spin out fairly quickly and the other group will last for a long time and they'll have really good success. So we see recovery houses altoist for the benefit of the city. Again, you know that the house there's no active drug use. There's no drinking alcohol at all. They are eligible full-time employees that are going to be there on Monday because the house isn't gonna let them sit around. They're being held accountable to be there when their schedule is. I said a lot. I don't know if you have some questions.

Chairman Lopez

Most likely. So just as a housekeeping note, Alderman Kelley did log in around 7:04.

Alderman Klee

7:03.

Chairman Lopez

Okay. So I guess we'll start with member of the committee. Alderman Klee.

Alderman Klee

I always have a few questions but this doesn't have anything to do with the questions. Just for the public and so on and for myself, you mentioned something called an "RCO" and that is?

Kim Bock, Executive Director, NH CORR

Recovery Center Organization. So it's, you know, it's a place where they can get connected to services but there's also activities that may happen. It depends on the organization.

Alderman Moran

Revive, Alderman Klee.

Alderman Klee

Thanks. Yeah thanks, that explains a little bit more to me. One of the things that kind of hit me was when you talked about how when they're in this program and so on they're being told every day what to do, when to get up, go to work.

Kim Bock, Executive Director, NH CORR

During treatment.

Alderman Klee

Right, during treatment, yeah, and how to basically take accountability for every hour of the day. I found that working with Department of Defense a lot of time that happens with our military too is that they're told for X number of years when to get up, what to do, and when they get out, it's like okay now you're on your own. So I like the fact that you actually the military is now taking on the you're out let us help you along the way to kind of acclimate. So I think that's great that you're doing this.

I'm also very supportive of recovery homes. We hear too often people will say I don't want that kind of home in my neighborhood. But as an Alderman and I'm sure other Aldermen here, we get complaints that their neighbor is not a

recovery home but that just general public a neighbor is not keeping up their lawn, or they're having fights, or parties or so on and it sounds like this is not something that's going to be happening here so it should be something we celebrate and invite into our community and into our neighbor so I really do thank you for this.

I kind of - I don't know if my mind wandered when you were saying it but you were talking about the length of service. Could you repeat that? You said something about some people cycling really fast like within 28 days or and then I thought I heard you say something about five to nine years.

Kim Bock, Executive Director, NH CORR

Right. So some people - so the treatment is either is 28 to 90 days, okay, and that's before you go to a recovery home. When someone is in treatment, I was talking about we know how that they feel pretty stable. They feel they're - if we look at a wellness curve, they feel pretty stable at that point. When they leave treatment, their feeling of well-being drops drastically and that's when we see in - they leave treatment and they go to recovery housing. When they're in the recovery housing phase in those first couple of months because it is so hard, they may leave in those first couple of months. We see a group of people that do but if we can get them through that period of time with enough support, then they will, you know, they'll hit this lowness in the curve and it will start to really climb when they when they start to make those connections with the other people in the house, when they start to bring in community, when they start to make relationships then their feeling of well-being will climb quickly and they will end up staying in a house we're hoping nine months to a year and a half for really, really effective time in the house but people especially with this economy and the housing market, they may be there for a year, two years, or five years. Part of that is driven because it's really difficult to find an apartment.

Alderman Klee

I appreciate it. One more comment?

Chairman Lopez

Sure.

Alderman Klee

Thank you. I appreciate you saying that. My brother was in rehab. He has now since passed from drug related illnesses. But one of the things - he had been in rehab for about 30 days actually from Massachusetts he actually came here to New Hampshire for rehab. He left talking about it being a success. That very first Sunday we all went out to eat and he ordered a Bloody Mary. We kind of looked at him and said what are you doing? He said oh I was there for cocaine. He did not make the connection of one addiction is the same as the other. So I guess my question is as part of the treatment program you try your best to make everybody understand that an addiction is addiction whether it be alcohol or drugs. I know you may have to do treatment differently for them, but they do...

Kim Bock, Executive Director, NH CORR

So we're not involved in treatment. We're just involved in the recovery housing aspect of things.

Alderman Klee

Thank you so much. Appreciate your time.

Chairman Lopez

Alderman Timmons.

Alderwoman Timmons

Thank you. That was very informative because I always thought why these people couldn't get their act together after so many tries. One of the things my daughter always said who's in mental health as well, if you deal with a lot of people in recovery and that sort of thing that they get better services if they went to Massachusetts. She was frustrated with the lack of services that New Hampshire have for I say, recovering addicts. So now I see your point. I really see it and thank you but she should listen to this video of what you were saying. I'm also going to take some of those recovery literature and stuff home with me.

One of the things my colleagues said about the military, because I was in the military for 22 years, my life was my own but I did have some autonomy as well though because I wasn't told when to come in the house but I was told that you could be called anytime. You cannot be intoxicated or anything like that so you know what to do. You know that you can come and go whenever you want but you just cannot go to the bar and be home at twelve o'clock midnight drunk because you never know who's gonna be recalled.

Kim Bock, Executive Director, NH CORR

Right.

Alderwoman Timmons

So I understand that the sense of being told when to get up in the morning – well not necessarily go to bed but when to come in, and that sort of thing. So that was pretty interesting that they really do have a similar thing but we had a goal at the end and that's my issue. The goal at the end for recovering substance abusers is to maintain stability. But at this time you at a certain age could you can explain that when you said it was like a 15-year span. So if they started say in their early 20s and 15 years is a long time and so by the time they get to that 15-year timespan and maybe we're, it's a little too late, so I mean, it's far so...

Chairman Lopez

I would just want to clarify this isn't like a ticking clock and it's a very, very individualized kind of situation. Do you want to explain a little bit more about where the data comes from an unsupported person seeking recovery in the manner you were describing?

Kim Bock, Executive Director, NH CORR

Sure and I can share with you that I know we have a housing assistance program where we take applications for housing assistance. We get about 50 applications a week for housing assistance. We can only make five or six awards a week which means a lot of people are going without assistance allegedly. One of the things that I collect for data and that is age. On average in New Hampshire, the person is applying for housing assistance is 35 years old.

Alderwoman Timmons

Okay.

Kim Bock, Executive Director, NH CORR

So if that helps that idea. Can you repeat your question? I'm sorry. I just lost it.

Chairman Lopez

I think there was some confusion about how long - like it was maybe the longer estimate was a little intimidating, and like does it really take someone 10 to 15 years to fully seek recovery?

Kim Bock, Executive Director, NH CORR

Those are average numbers and the data comes from [recoveryanswers.org](http://recoveryanswers.org). Those are average for across the United States. So does it take everybody that amount of time? No, it doesn't and it depends on the trauma the person that the person - it's very individual. It's not that the trauma the person has suffered, it depends on how they've learned to deal with that, and cope with that, what kind of supports they had in their life outside.

Chairman Lopez

Age of onset - like if they if they started really young and they haven't actually gone through the developmental processes without the presence of that substance, and that life, and those people in their lives, then that can really, really people need to have time to live their life without influence. So there's a lot of life skills that get built together, a lot of social skills, and I think that the message you were delivering was that the idea of a recovery home is you're providing a group 24-hour, seven days a week experience where you get that positive reinforcement. This is what it's like to have these opportunities to live in a family, to be accountable, to share your space with other people, and a lot

of those are things that, you know, when you're essentially subject to user behaviors, and you're chasing needs and all that, you learn other lessons. Sometimes you learn other ways of seeing people, and understanding yourself, and you know building your identity. Is that fair?

Kim Bock, Executive Director, NH CORR

Yeah, that's very clear. Yeah, that is true. Remember that, you know, addiction affects every walk of life. It's not going to select only the kids that grew up homeless. So anybody who experiences trauma, or stress, and I can't imagine there isn't anybody in the room that doesn't experience trauma or stress is subject to becoming, it can be, it can have the disease of addiction. So there are plenty of attorneys that I'm sure you can imagine have problems with addiction. There are plenty of surgeons. There are plenty of first responders, airline personnel. I'm sure that you know there's plenty of hospital workers.

When I go to the different recovery houses and we talk to a lot of residents, I meet engineers, I meet school principals, I meet nurses, I meet daycare workers, I meet everybody. I meet people that are in their 60s, I meet people that are in their 20s. I really do meet everybody. It's not discriminatory. Addiction is just not discriminatory.

Chairman Lopez

Alderman Moran.

Alderman Moran

Thank you, Mr. Chairman. When I hear your conversation, I think to myself what can the city do to support additional recovery housing throughout. One of the big things is housing in general is an issue in the city.

Backtracked slightly a bit, but also it's very important to let the public know that when you hear the conversations about oh I'm gonna go to a 30-day program, 90-day program. That's just the start. You know there's something called the "American Society of Addiction Medicine (ASAM)" assessment kind of determined where someone's gonna fall based on their needs, if they were withdrawing where they might be. Part of that assessment is where is there recovery safe housing? Someone may fall at something called "level one" which is outpatient. Seeing a counselor or a doctor for medication assisted treatment but their housing is not safe in recovery. Maybe a partner is using there, maybe there's some other easy access to drugs and alcohol where its you're put in a situation of those cravings and temptations that are gonna cause you to relapse and not sustain any meaningful sobriety. That bumps that person up to needing residential care or as an alternative, utilizing sober housing which is much less restrictive than having someone to be taken out their entire social concept of life, work, etc. where they can start the outpatient process and be in a safe place to recover without the worry of who might be there because you have a certification that's meeting certain guidelines to make sure it's a quality place to go.

But for us as a city, I think to myself what our zoning looks like. I do know that there's some times pushback about where a sober home or recovery home can be placed. I personally think that as a violation of the American Disabilities Act I think if you want to put a group home for people with autism, they can go anywhere. You want to put a group home or whatever sober housing in the middle of a row of mansions, you should be able to do it.

Kim Bock, Executive Director, NH CORR

Yes.

Alderman Moran

We may take this approach - I'm just speaking in generalities. I'm not saying the city does this. Attorney Bolton's not here but, you know, there's that concept of well that doesn't quite fit in with the neighborhood. It doesn't quite - like not saying it but still saying it. It's more apt for someone who wants to open recovery housing to pick that house or that they're going to buy and convert it in an area where someone in the back office isn't gonna really push it. Do you ever experience anything quite like that in your journeys throughout the State of New Hampshire and the City of Nashua?

Kim Bock, Executive Director, NH CORR

We do and so remember that addiction is not discriminatory. What matters is that the person has choices in where they might be able to go. If they can find a house where they feel comfortable, they can let their guard, down, and

they can learn how to grow, and learn to make connections. If you take an attorney or a surgeon and you ask them to live in the tree streets and drive their Porsche, they're gonna feel like they're looked at as a drug dealer. They're gonna feel on edge the whole time they're living there. They're going to feel punished for what they've done. They shouldn't feel that way for disease. They need to be in the expensive neighborhood that they came out of, right, in that same neighborhood where their car fits in. We have a variety of housing in Manchester. There's a house in the north end with marble countertops and it has people that work the stock market that live there, right, because it's where they fit in. When they want to go for a walk during the day or in the evening, they feel comfortable and they don't feel like the neighborhood is looking at them and wondering what they're going to do next.

By the same token if you have somebody that's grown up in shelters, they're not going to feel comfortable in that fancy neighborhood. They also need options at the other end of the spectrum and there's everybody in between. So we think that you need houses, recovery houses in all sorts of neighborhoods. We need a lot of variety. We need a lot of choice for every different group of people. I know that I've talked with Dave Mara at the State. He's interested in trying to find recovery housing for police officers. They may need to be in a neighborhood where their identity isn't quite so obvious, right, for their own protection. So I think that people have to think about that a little bit too. It is appropriate to have the recovery housing in any neighborhood. I would say you're right, it's federal fair housing law is where it falls under and discriminating against a house for people in recovery, they're defined as people with a with a disability. That would be really problematic for the city.

Chairman Lopez

I would point out in defense of the tree streets however that until recently, we had one of the premier auto detailers over here. So you would see some pretty nice cars going through.

Kim Bock, Executive Director, NH CORR

Okay.

Chairman Lopez

Everyone was like oh that's probably suspicious. I'm like not unless they're getting vacuumed out.

Kim Bock, Executive Director, NH CORR

Yeah. I'm just saying you want people comfortable to walk in the neighborhood that they're walking in and feel like they're not standing out and being judged.

Chairman Lopez

So a practical example of zoning issues and recovery housing coming into conflict is essentially on Kinsley and Chestnut where the process recovery is working on renovating the former site of the Kinsley Street Shelter, which was a shelter for women and families, into recovery housing. They're not being met by any disagreement from the community per se and the zoning law isn't forbidding anybody from putting anything there. If anything, I would say the Ward 4 is very, very welcoming of people of all walks of life. The challenge is the zoning laws do say that you can't have more than three of them within I think it's like 800-foot radius, whatever the range is there within it so then they need a variance for that. There isn't necessarily a danger in a recovery house but neighbors do feel like sooner or later it isn't about people permanently investing in the neighborhood, it's about people using the space on behalf of a company. So I think it was important to have you present explicitly because a lot of the points that you touched upon are the concerns that neighbors would have.

Now obviously, I pointed out to them that like functionally speaking. If you are going to actually push back against a recovery housing program having one move in on the site of a former emergency shelter is not the hill to die on but the concerns were are they going to be keeping their area well-kept? Are they going to be part of the community? Are they going to be involved? I can point to the existing recovery housing that we have that are a part of the community and move through the community as a group, heading to recovery housing, engaging people that are, you know, maybe intoxicated along the Heritage Trail, or in other some more somewhat notorious areas. They'll engage them and they'll bring them to meetings if they can. So they're definitely an active and effective part of the community. Even as that emergency shelter had 24 staff presence and was a safe manned location for people in the neighborhood while it was operating. So the strengths of your program I think are self-evident when people are educated as to them and I think that to Alderman Moran's point is one of the things we need to be doing as a



community and as a city is making sure that our citizens and our politicians know what these programs are, and what they're trying to do, and how they're being managed.

I was interested in one aspect of that particularly though because you've mentioned a parking plan. In the tree streets particularly, we're struggling with urban density and not a lot of extra square footage, and the competing needs of the rest of the city and other departments like DPW and trash pickup need to get by in a timely manner so they can move on to other neighborhoods, any kind of utility work needs to be done. So people can't just park overnight. We have an on-street overnight parking program but it is currently stalled shall we say on the initiative of people who don't directly experience those issues, or those stressors, and might have different economic priorities instead of how to the people in the neighborhood park, or get to and from their housing in a short-term kind of a way. How closely are you able to look at that? Is there anything that you're doing to ensure that people who sign up for or - I mean you can't insure I guess because all you can do is encourage but as a best practice are you encouraging sober housing to correctly identify the parking stock available so that people aren't coming here and then finding out that parking is a disaster, or nightmare, or whatever?

Kim Bock, Executive Director, NH CORR

The recovery home has some parking policy for their property. So you know if there's only four cars that fit on their physical lot, then they have to have policy for how four cars might be allowed to park. Whatever they decide. Is there a seniority pecking order? What is it but there has to be some sort of written policy.

Typically, people in early recovery don't have a car. It's something they're trying to achieve but that's not typically something they have right away. Typically, they've lost their license. They've lost pretty much all of their assets. For many people, they're going to be in a dense area of the city. So we ask them to show us that - we ask them to attest that they are in compliance with city regulations but we don't look any further into the parking.

Chairman Lopez

We have explored on the Board of Aldermen putting some kind of requirement that landlords formally disclose in the tenant bill of rights that they're supposed to all be using. They formally disclose what available parking there is specifically because we have run into a lot of people in that area that will say oh well you can just park on the street and like no you can't. There's no on street parking. So there are people that are moving in, unloading their stuff, entering into leases, and then finding out that they have to park in a garage that's four blocks away. So that's probably something that as a city we need to focus on.

I see Alderman Moran had his hand up. I just want to put it out for context as well that if we look at Nashua as a city and as an aggregate group of people trying to seek recovery from a crisis, the Safe Station Program was around 2016 to 2020 and it followed our final recognition of the opioid crisis the scope of it. From my experience working in the Keystone and working in with homelessness, that was where we started to really collectively as a community take sobriety much more seriously at least in Nashua. That was where we started to see sober housing programs start to emerge, and organize, and come together. So when we talk about how long it takes someone to be in recovery and how long it takes for a sober house to work, we're still working with very, very new data because if it's going to take someone four or five years to really start showing positive, effective results, that's just coming out now. This is where we're starting to see and refine our best practices in an improved way.

It wasn't that long ago when we were looking at addiction issues as though it was a sign of the devil, or you were somehow an imperfect person, and less effective because you were less loved by a higher power. There's a lot of discrimination and a lot of stigmatization of people seeking recovery because they had identified that they had a problem and were doing something about it. Where other disciplines, economic areas, they might encourage it. If you go out and get completely tanked with your golfing buddies, that's socially acceptable because you guys are all playing golf. You must be successful enough to just get all wasted and hopefully not end up with your golf cart in the river or whatever. You allow things under those circumstances where, by contrast, who knows what the story of the guy is standing by the road when the open container is. He may have just lost a friend, or family member, or any number of things. He may suffer from chronic pain but we're gonna look at him like he's breaking a rule and has every right to be there even if he may have nowhere else to be.

So there are definitely some areas where socially we wink at some things and then we turn around and point fingers at another. That's very difficult. We haven't figured out socially what we're doing with this as a group. We haven't self-educated or created the kind of rituals or traditions that are more successful elsewhere. So, Nashua's learning and I think having an organization that is dedicated to ensuring that best practices are being supported and

communicating, and collaborating, and coordinating all of these different groups, and even collecting data, that's essential. So, I think you're doing a great service.

Kim Bock, Executive Director, NH CORR

Thank you very much.

Chairman Lopez

And I just wanted to say that before we get too into it. Alderman Moran.

Alderman Moran

Thank you. Follow up? I just want to go back to two key points I think you made and I think it's very important for the members of the public and other the elected officials around here to hear. Obviously, you might have not guessed this but I'm in the field myself as a provider. So, my observations are very similar that addiction, mental illness strikes everyone from all the social economic spectrum and that folks on the higher spectrum get access to care much more quickly because they have access to funds that they can pay, and go to California, or wherever for recovery. The lower income folks kind of get the look down upon type of stigma that we're all familiar with where it's film, TV, just how they're portrayed. This past election someone running for alderman-at-large call them "crackheads". So, you could see how in depth that negative stigma is for people in recovery. I know doctors who are in recovery. I know nurses that were stealing fentanyl who were from an anesthesia patients who were under the knife. They didn't get enough fentanyl while they were getting treatment and that is extremely dangerous compared to someone who might be having to open a container on the sidewalk. These stories aren't heard as much because our society protects like professionals for lack of better word.

I think it's upon people in the community and others just keep at it in educating us over and over again so these stigmas when they do come, we're not afraid to challenge when they come up and that we can make effective changes within the city itself. I tend to get frustrated at some of my colleagues from time to time who despite experts and people coming to them and explaining this is what needs to happen that well the director said. I'm going to trust the director. He's an employee of the city doing what you said for this person said that, this person said that, despite expert evidence from other sources. It can get wearing but I think it's upon people like you and others to wear them down until they can't ignore it.

Kim Bock, Executive Director, NH CORR

I work at it.

Alderman Moran

But that's all I had but I appreciate your time coming here today.

Kim Bock, Executive Director, NH CORR

I would suggest that disparity of treatment and viewpoints is very similar to diabetes, right? The wealthy person gets to go for good treatment at some place where they're respected and the poor person is maybe chastised for eating poorly, you know. It's tough, it's tough.

Alderman Moran

I'm glad you brought me that medical analogy because it's the same. It's healthcare.

Kim Bock, Executive Director, NH CORR

Yeah it's healthcare and in this case, it's mental health care.

Chairman Lopez

Alderman Klee has some burning questions but I would like to ask a specific one that I was trying to get to before. When you talk about data resources that you pull from, we have over the summer pulled together a pretty effective outreach collaborative that was very focused on trying to get accurate data because one of the things we were finding was that a lot of the reporting that we were doing across agencies wasn't necessarily being verified or wasn't

met with the reality that we were finding out on the streets. It seems important to make sure that all partners that are available are sharing and collaborating that. Is any of the data that you use or the data that you would have available entered into the HMIS System?

Kim Bock, Executive Director, NH CORR

No, it isn't. Right now we're trying to set up a data collection system. We're really fairly new. I've been at this for not quite four years. So we are collaborating right now with a system called (inaudible) to take some outcomes data and we're also collaborating with the Fletcher Group which is a large HERSA grant and they're working in rural recovery but New Hampshire is benefiting from that to collect - to put together a financial outlook to look at how many houses there are, how much does it cost, what is the effectiveness of the services that are found in recovery housing? So we are relying the data that I quoted is for the most part national data.

Chairman Lopez

Are you familiar with the HMIS?

Kim Bock, Executive Director, NH CORR

No, I'm not familiar with it.

Chairman Lopez

So, it's through HUD and it's their attempt at gathering nationalized data. It has been a project of the Continuum of Care to get all the stakeholders to use it, to participate in it. A lot of organizations are too small and too understaffed to recognize that like this is actually a database system that you can use to get information on people that may be coming in or even to track outcomes and performance measures for your system. What we found was that people were constantly creating their own systems and then they were getting so involved and so in depth with them that it was like almost impossible to switch over to a shared input system that could actually do, you know, deduplication efforts and cross organizational trending because that would add another staff member and you'd have to keep – you'd have to have the same thing in two different places and whatever. I would definitely encourage looking into it.

Kim Bock, Executive Director, NH CORR

I will look into that.

Chairman Lopez

Even if you're not necessarily a HUD beneficiary, it may be that in encouraging some of the sober housing programs to participate in that they may gain access to organizations like the Continuum and the resources that they have and improve their collaboration. I know we have a separate substance misuse continuum that was created around the same time as the safe station and there is a lot of duplication of ideas, resources, and best practices but there is also a lot of shared ground that people can kind of access.

Kim Bock, Executive Director, NH CORR

Okay, great. Thank you for that.

Chairman Lopez

Alderman Klee.

Alderman Klee

Thank you, again. My first question is the group recovery, the homes that you mentioned. There's onsite support 24/7?

Kim Bock, Executive Director, NH CORR

No. So, recovery homes are peer led. There's an owner/operator that oversees what's going on what they are peer led. So, by peer led, every person is a provider and every person receives care from the rest of the group so they

hold each other accountable. Like I said, your roommate is going to stay up with you in the middle of the night if you have a craving. They do have someone who is in their program that it has a little bit more experience in recovery, a little bit more recovery capital. Recovery capital is like its self-esteem is really what it is. It's something that we can measure. But anyway, that person volunteers to be a leader. So, they volunteer to be the person who's checking on curfew, the person who is you know maybe overseeing UA's, who may be assigning cupboards in the kitchen. So, they're light duties and they might be making sure chores are done when they're supposed to be done. There is not necessarily someone there. That person will be there 24 hours, you know, overnight but there's not necessarily somebody there.

We have four different levels of houses and you would see that on our website. The lowest level is a level one and that is supposed to be democratically run. We still have rules. We require rules in place. It was designed so you could pull an Oxford house system underneath the NAR standard. People in this level and a level one maybe have a year in recovery already but for whatever reason, they're not yet ready to go out into the community. They still want to stay within the sober home type structure. They would not have as many requirements for as many meetings if that's what the pathway is. They might only be UA'd when there was a reason, right?

Then we have on the other end of the spectrum would be a level four home. A level four home for us is also 3.1 licensed facility. So, it's got a limited period of scope of stay and that would have on site staff 24 hours. Then there's level two and three which are kind of they kind of merge together. It all depends on how much extra support, and guidance, how many life skills are taught within the home. So how much guidance did they get on finding a job, writing a resume, balancing a checkbook - although I don't know if anybody has one of those anymore - but those sorts of things: nutrition, meditation, Reiki, all of those sorts of things, gardening. That would be what would the number of those things would put you in a level two or level three.

Alderman Klee

If I may? Thank you. Not to belabor that, the reason why I was kind of asking that question was kind of are there zoning issues versus the community issues in other words. I applauded you for saying that they maintain the home, and no drinking, no anything like that so they're good community members. But for the community that's naysayers, that's why it asked the question whether or not there was anybody on site. The responsibility of maintaining the rules and so on is still upon the owner/operator...?

Kim Bock, Executive Director, NH CORR

Right.

Alderman Klee

So they have to settle that.

Kim Bock, Executive Director, NH CORR

Right and they need to have someone who can respond in a crisis within 20 to 30 minutes of that home. It can't be a remote person.

Chairman Lopez

That's not a lot of landlords.

Alderman Klee

Yeah, exactly.

Kim Bock, Executive Director, NH CORR

Yeah, we require that. We won't certify a house if they can't do that.

Alderman Klee

And building on what Alderman Moran had asked about zoning and so on, does Nashua have specific zoning laws that are prohibiting you from opening a facility, a recovery home, or is it just based on the number of occupants, or is it based on the actual location of a recovery home period?

Kim Bock, Executive Director, NH CORR

I don't have that information. NH CORR doesn't run any recovery homes. All we do is certify so I can put you in touch with other organizations that could answer that question but I can't answer that question.

Alderman Klee

The reason, again, that I'm asking for that is I know that through another session that we had here, we were trying to lighten up some of the requirements of smaller recovery homes and so on. I'm hoping that we're moving towards that way. To what Alderman Moran had said is sometimes we hear one thing from one group of people and something different from another group. That's kind of why I went to that question. I do hope that we're moving to be all inclusive in all communities. Within my Ward are very low-income housing, mansions, as well middle of the road. I really do hope that our community is willing to open this up knowing the crisis that we have. Thank you for all your information. I truly appreciate it.

Kim Bock, Executive Director, NH CORR

Nashua has been really receptive and a really good city to work with.

Alderman Klee

Wonderful. I'm so glad to hear that. Thank you.

Kim Bock, Executive Director, NH CORR

And we hold you out nationally, honestly. So, I Chair the NAR - the National Alliance of Recovery Residences. I Chair their Advocacy Committee. We hold you out nationally as being a really model city to work with.

Alderman Klee

Thank you. That's wonderful to hear.

Chairman Lopez

Yeah we don't rest on our laurels though so if you do have some recommendations, feel free to forward them to this Board. Clearly, there's enough to learn here that we weren't able to get even a half a handle on it after like four months of interviewing and all that kind of stuff. If you have organizations that are interested in presenting what they do and how they do it, then they're welcome to contact and do that. If you want to come back in a couple of months, or a year, and just update us on what kind of stuff is going on that we should know about, then we're happy to keep learning and keep working on that.

Kim Bock, Executive Director, NH CORR

Okay, that's great because I could go on for hours.

Chairman Lopez

You're very knowledgeable. You're very experienced I can tell.

Kim Bock, Executive Director, NH CORR

The other thing that I want you to also be aware of, and this might help some of the people that are a little bit nervous in the neighborhoods, NH CORR runs an ombudsman program. So, an ombudsman is a mediator basically. So, if anybody has a complaint about a recovery house, we do have strict rules on what an official complaint, what a concern is but in any case, we've listened to anyone's concerns. We will try and help find a reasonable solution. So, if a neighbor was to call us and say, you know, they keep parking on my lawn. Then I'm going to call the operator and say you're not being a good neighbor. We need to work this out. What's going on?

If they tell me, you know, there's five guys outside smoking 10 feet away from the property by the way every morning at 6:00 a.m., then I'm gonna let the neighbor know that's because they're not smoking in the house. It's not allowed. They have to smoke outside. They have to smoke 10 feet away from or more from the building and it's just the way it is. It's great for you that they're not smoking in the house because their house is not a fire hazard.

Chairman Lopez

You don't want to burn the house down.

Kim Bock, Executive Director, NH CORR

Right, yeah. So we'll have those conversations with anyone and try to bring a good resolution, try to make good relationships. We also find that when a neighborhood is a little bit excepting, the houses will often turn to if there's an elderly person, they're be shoveling the walkway and the driveway. People that live in recovery housing want to give back. They want to make amends to society. They want to make a difference and be contributing members.

Alderman Moran

Mr. Chairman. Sorry I do have to leave. Apparently, I've exacerbated my injury so I am sorry. I just I'm getting over a surgery and have staples in my stomach but I appreciate your time. I'm sorry I can't stay for the rest of the vote.

Chairman Lopez

We do have Alderman Kelly so we 3.89 Alderman here.

Alderman Moran

Thank you.

Alderwoman Kelly

Do you have an in-person quorum Tom?

Chairman Lopez

Yeah, we have three people that are here so that's why I was adding you as a .89 because you're here but I'm not sure we can count as quorum.

Alderwoman Kelly

Thank you.

Chairman Lopez

So just as a final piece of housekeeping you said you had some fliers or material?

Kim Bock, Executive Director, NH CORR

I do.

Chairman Lopez

Would that be something we could accept as a communication and put in with our minutes?

Kim Bock, Executive Director, NH CORR

Sure. Okay. I've got both a couple copies of our annual report. You had asked for a few more flyers so there's plenty of flyers there for you guys. There's two different styles. One telling you a little bit more about the requirements for certification and one about the benefits of certified houses.

Chairman Lopez

So rather than print 90,000 copies, we can put them in our meeting and then everybody can get their own digital version. So, I will entertain a motion to accept communications received during the meeting - the CORR annual report and then a brochure about certifying recovery homes in New Hampshire.

**MOTION BY ALDERMAN KLEE TO ACCEPT THE DOCUMENTS FROM NHCORR BY ROLL CALL**

A viva voce roll call was taken which resulted as follows:

Yea: Alderwoman Timmons, Alderman Klee, Alderwoman Kelly, Alderman Lopez 4  
Nay: 0

***MOTION CARRIED***

Chairman Lopez

Thank you very much for your time.

Kim Bock, Executive Director, NH CORR

Thank you. Let me know anytime you want to talk.

Chairman Lopez

We'll do a 90 second recess and get back to this giant agenda we have to do.

COMMUNICATIONS

From: Julian Long, Urban Programs Manager  
Re: Urban Programs Department Updates – October 2023

***There being no objection, Chairman Lopez accepted the communication and placed it on file.***

UNFINISHED BUSINESS – None

NEW BUSINESS – RESOLUTIONS

**R-23-169**

- Endorsers: Mayor Jim Donchess
- Alderman-at-Large Michael B. O'Brien, Sr.
- Alderman Patricia Klee
- Alderman Thomas Lopez
- Alderwoman-at-Large Shoshanna Kelly
- Alderman Alex Comeau
- Alderman Richard A. Dowd
- Alderman Tyler Gouveia
- Alderman June M. Caron
- Alderman Derek Thibeault
- Alderwoman-at-Large Gloria Timmons
- Alderman-at-Large Lori Wilshire

**RELATIVE TO THE ACCEPTANCE OF \$90,000 FROM THE UNITED STATES DEPARTMENT OF JUSTICE, BUREAU OF JUSTICE ASSISTANCE, INTO POLICE GRANT ACTIVITY-“FY2024 HAZARDOUS DEVICE UNIT RESPONSE VEHICLE”**

**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE BY ROLL CALL**

ON THE QUESTION

Kevin Pucillo, Nashua Police Department

This grant is through the COPS technology. It's for \$90,000. No match and the funds are to purchase a rapid response vehicle for hazardous device unit.

Chairman Lopez

Hazardous device unit bombs.

Kevin Pucillo, Nashua Police Department

Yes bombs, explosives.

Chairman Lopez

And you said there was from the – can you identify that?

Kevin Pucillo, Nashua Police Department

It's through the United States Department of Justice COPS Program. So, this is through there. They have different categories. This is through the technology.

Chairman Lopez

So, we're accepting federal money that all of our taxpayers have already sent up to Washington back to buy something for our city.

Kevin Pucillo, Nashua Police Department

Correct.

Chairman Lopez

Any questions?

Alderman Klee

No.

A viva voce roll call was taken which resulted as follows:

Yea: Alderwoman Timmons, Alderman Klee, Alderwoman Kelly, Alderman Lopez 4

Nay: 0

**MOTION CARRIED**

Kevin Pucillo, Nashua Police Department

Thank you very much. Happy Thanksgiving.

Alderwoman Timmons

Happy Thanksgiving.

**R-23-170**

- Endorsers: Mayor Jim Donchess
- Alderman-at-Large Michael B. O'Brien, Sr.
- Alderman John Sullivan
- Alderman Patricia Klee
- Alderman Thomas Lopez
- Alderwoman-at-Large Shoshanna Kelly
- Alderman Alex Comeau



Alderman Richard A. Dowd  
Alderman Tyler Gouveia  
Alderman June M. Caron  
Alderman Derek Thibeault  
Alderwoman-at-Large Gloria Timmons  
Alderman-at-Large Lori Wilshire

**RELATIVE TO THE ACCEPTANCE OF \$43,117 FROM THE UNITED STATES DEPARTMENT OF JUSTICE INTO POLICE GRANT ACTIVITY-“2023 JUSTICE ASSISTANCE GRANT (MULTI-JURISDICTIONAL)”**

**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE BY ROLL CALL**

ON THE QUESTION

Chairman Lopez

Do we have anybody here to speak to that?

Alderman Klee

Did they want you to speak to that too?

Kevin Pucillo, Nashua Police Department

Sorry yes. I didn't know there was two. I apologize. So, this is the - we get this money from where it's a subgrant from Manchester. We get it through Manchester as a subgrantee and this is to help with pay the overtime expenses for all the crime prevention, the crime watch meetings I attend, community events, CRASE training right now it's big. We've shifted money to CRASE training actually throughout the school department, some training, and equipment.

Chairman Lopez

Okay. Can you just give your name as well?

Kevin Pucillo, Nashua Police Department

Oh I'm sorry. Kevin Pucillo, Nashua Police Department.

Chairman Lopez

Awesome. Any questions?

Alderman Klee

May I just make a comment?

Kevin Pucillo, Nashua Police Department

Yes.

Alderman Klee

It's not so much. One of the things I just want to piggyback off of something that Alderman Lopez said. Oftentimes we hear this is grant money. It's still our taxes and so on and I just want to remind the general public that this is money that's going to go somewhere else. So, whether we accept it here in the city for something as worthwhile as this program if we say no to it, it's going to go to Ohio, or Pennsylvania, or something. It's not going back into taxpayers' coffers. It's gonna go back to us. So, I just want to make that very clear. We accept things like this to benefit the City of Nashua and I appreciate you and other grant writers and the people who come to us with all with all that kind of thing. So thank you for indulging me.

Chairman Lopez

And further, it is my understanding they aren't just putting like a want ad for money. You actually applied for this.

You identified it as a departmental need. Work was done here to say this is something we would definitely have to pursue. So likely, it would also be something that if it were important enough to win a grant for it, it would be something that we would have to budget for if there weren't a grant.

Kevin Pucillo, Nashua Police Department

Correct. Especially with the community programs, we do a lot of different programs throughout the city. We have a lot of requests – touch a truck event. We attend the Hollis - I should say the Sullivan Farm had their Applefest. We're there. We get requested all the time to have officers spend time with it like either connecting with kids, or connecting with community members, and this is a way to help maintain the budget that we have.

Chairman Lopez

I will speak to that because every year at the Tree Streets Block Party I ask the police to send whatever they can and whoever they can because it's important for neighbors to feel safe. You feel safe if you know your officers, you know the people that are around as a resource, you know how they do things, and what they're doing, and all that kind of stuff, and you guys do a great job in the community.

Kevin Pucillo, Nashua Police Department

Thank you.

Chairman Lopez

Alderman Timmons.

Alderman Timmons

Thank you, Alderman Lopez. I, also, that's the way you are most of the time and we need you to be where I'm at and I feel safer where I'm at where you are all the time. So, I see what you do. I will always support the Police Department in the things that they do. You were at the Halloween Festival, you've got the Holiday Stroll coming up, you need that extra money and it's good for our city.

Kevin Pucillo, Nashua Police Department

Yes.

Chairman Lopez

All right. So, if there's no further discussion, we can vote.

A viva voce roll call was taken which resulted as follows:

Yea: Alderwoman Timmons, Alderman Klee, Alderwoman Kelly, Alderman Lopez	4
Nay:	0

**MOTION CARRIED**

**R-23-173**

- Endorsers: Mayor Jim Donchess
- Alderman-at-Large Michael B. O'Brien, Sr.
- Alderman Patricia Klee
- Alderman Richard A. Dowd
- Alderman Derek Thibeault
- Alderman-at-Large Melbourne Moran, Jr.

**RELATIVE TO THE ACCEPTANCE OF \$17,499.75 FROM THE UNITED STATES DEPARTMENT OF HOMELAND SECURITY AND THE NEW HAMPSHIRE DEPARTMENT OF SAFETY INTO EMERGENCY MANAGEMENT GRANT ACTIVITY "2023 BUILDING RESILIENT INFRASTRUCTURE AND COMMUNITIES (BRIC) PROGRAM"**

**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE BY ROLL CALL**

ON THE QUESTION

Chairman Lopez

All right. We have anybody here for it. Name and address please.

Emily Martuscello, Emergency Management Director

I will convey that we need to shorten the names of these programs but if I wrote "BRIC", I wasn't sure exactly anyone would know what that was. It actually did have a shorter name Alderman Lopez and they made it longer. So, it used to be called the "Hazard Mitigation Grant Program" that actually told you what it was but now they made a catchy name for it.

So, this is a grant we receive about every five years to update our Hazard Mitigation Plan which we are required to have if we want to get money from the federal government and I think we all agree we do. So we will be updating our plan and it's expires August 2024. So, we'll be using this money like we had done in previous years to fund some interns who will work in my office to update our Hazard Mitigation Plan which is a citywide plan. Five years ago, in 2019 even though it feels a lot longer than five years ago, we were the first in the State to incorporate resiliency into our Hazard Mitigation Plan. So, we'll be building that out as well in this next update. The money comes from FEMA even though it says all this but it really comes from FEMA. It does have a 25% match but it's in kind so it'll just be my time which is already accounted for.

Chairman Lopez

So, in terms of hazard, can you give me a general definition because I'm pretty sure I'm guilty of in the past been like well isn't a building burning down a hazard?

Emily Martuscello, Emergency Management Director

This is a good question. So, the Hazard Mitigation Plan specifically covers and exclusively covers natural hazards. So, fires are natural hazards so you're not incorrect but we'll probably be talking about wildfires, floods, as we all got to experience in September, tornadoes, all those types of natural hazards. Any other type of hazard - a technological hazard like a dam failure, or manmade hazards like terrorist attacks, those are all covered in our other plan - our Emergency Operations Plan which lists those. There are three types of hazards: natural, technological, and manmade hazards. The technological manmade are covered in our Emergency Operations Plan. Our Hazard Mitigation Plan covers our natural hazards with the purpose of outlining a path forward to mitigate those hazards, aka, what should we do in our city to make it more resilient to the changing climate basically, and the threats that we're facing in the city.

Chairman Lopez

Actually, I think a good example that might have been this past summer when there was some pretty big fires that broke out at Mine Falls. There's a lot of houses near there that we don't want to see in danger.

Emily Martuscello, Emergency Management Director

That's a great example. The September 11<sup>th</sup> flashflood we had is also still lingering for close to probably 300 homes in the city that were flooded. So yep so we have some serious and increasing frequency of storms and natural hazards in the city, including the threat from fires in urban areas is increasing.

Chairman Lopez

Is there a match for this?

Emily Martuscello, Emergency Management Director

There is a 25% match but it's in kind so it'll just be my time.

Chairman Lopez

You.

Emily Martuscello, Emergency Management Director

Me. I'm the match.

Chairman Lopez

All right, Alderman Klee.

Alderman Klee

Thank you. Just to, again, for the public that are listening. This is when we talk about resilience and mitigation, you're talking about the city trying to do things to stop these from happening to individual homes but this is not to help individual homes to pay for damage that has been done, correct?

Emily Martuscello, Emergency Management Director

No but I'll tell you this if we do not have an approved Hazard Mitigation Plan, we will not receive federal disaster dollars. So, if we were to not go forward and not do this, we could kiss goodbye any federal disaster declaration. We would not get the money. That's happened to communities and they're very serious about it. So our plan has to be approved and accepted by FEMA. So, it'll have to come before this Board. You guys will accept it, it'll go to FEMA, and they have to sign off on it, and it's kind of like a hard line that they take and if you don't have approved Hazard Mitigation Plan that meets their standards, your community and the individuals in your community will not be able to receive funds if there was a federal disaster declaration.

I'm happy to talk some other time about federal disaster declarations because everyone felt we should have got one for the September 11<sup>th</sup> floods but the threshold is high and it's even higher for individual assistance, which is very, very rare in New England for there to be damage to the threshold that then individuals would receive money. Get flood insurance. I'll just say that.

Alderman Klee

I'm glad you said those words "flood insurance". I've spoken to you about this before and just not to go down the rabbit hole but for those that are out there listening, do not rely on FEMA monies or city assistance. It's just not going to happen. To be honest with you, you need to have flood insurance to cover yourself. Your regular homeowner insurance will not cover that. You need a separate policy. I've spoken to you about that as well. I've tried to put that out to the public.

Emily Martuscello, Emergency Management Director

And we're working on something for the spring to kind of do an awareness campaign but the bottom line is even if you got a disaster declaration, the average award is \$2,500. So I don't know what that's gonna get you if you lose your home.

Alderman Klee

Nothing.

Emily Martuscello, Emergency Management Director

Get flood insurance.

Chairman Lopez

All right. Seeing no further comment.

A viva voce roll call was taken which resulted as follows:

Yea: Alderwoman Timmons, Alderman Klee, Alderwoman Kelly, Alderman Lopez

Nay: 0

**MOTION CARRIED**

**R-23-174**

Endorsers: Mayor Jim Donchess  
Alderman Michael B. O'Brien, Sr.  
Alderman John Sullivan  
Alderman Patricia Klee  
Alderman-at-Large Melbourne Moran, Jr.  
Alderman Richard A. Dowd  
Alderman Tyler Gouveia  
Alderman Derek Thibeault  
Alderman-at-Large Lori Wilshire

**RELATIVE TO THE ACCEPTANCE OF \$16,800 FROM THE UNITED STATES DEPARTMENT OF HOMELAND SECURITY AND THE NEW HAMPSHIRE DEPARTMENT OF SAFETY INTO FIRE DEPARTMENT GRANT ACTIVITY "2023 HOMELAND SECURITY GRANT PROGRAM - BALLISTIC WARM ZONE VESTS"**

**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE BY ROLL CALL**

ON THE QUESTION

Steve Buxton, Nashua Fire Chief

Good evening. Steve Buxton, Nashua Fire Chief. So, this grant was written with the help of our Emergency Management Director Emily. We've long been trying to get funding for ballistic protection for our responders on the Fire Department who will operate in the warm zone during certain active threat type events and this grant will allow us to purchase them.

Chairman Lopez

Any questions? It's obviously chilling to consider that our firefighters now need to protect themselves but if we want everybody to show up for the 911, I guess we have to make sure they're all prepared. A viva voce roll call was taken which resulted as follows:

Yea: Alderwoman Timmons, Alderman Klee, Alderwoman Kelly, Alderman Lopez 4

Nay: 0

**MOTION CARRIED**

**R-23-175**

Endorsers: Mayor Jim Donchess  
Alderman-at-Large Michael B. O'Brien, Sr.  
Alderman John Sullivan  
Alderman Patricia Klee  
Alderman Richard A. Dowd  
Alderman-at-Large Melbourne Moran, Jr.  
Alderman Tyler Gouveia  
Alderman Derek Thibeault  
Alderwoman-at-Large Gloria Timmons  
Alderman-at-Large Lori Wilshire

**RELATIVE TO THE ACCEPTANCE OF \$142,000 FROM THE UNITED STATES DEPARTMENT OF HOMELAND SECURITY AND THE NEW HAMPSHIRE DEPARTMENT OF SAFETY INTO FIRE DEPARTMENT GRANT ACTIVITY "2023 HOMELAND SECURITY GRANT PROGRAM – QUICK RESPONSE UTILITY VEHICLES"**

**MOTION BY ALDERMAN KLEE TO RECOMMEND FINAL PASSAGE BY ROLL CALL**

ON THE QUESTION

Steve Buxton, Nashua Fire Chief

Again, so this grant process was facilitated with the assistance of Emily our Emergency Management Director. This will give us the ability to have some quick response units for large type events or events that occur in places where we can't get our apparatus to such as Mine Falls Park, Yudicky Farm, and stuff like that. An event like we have coming up this weekend, the Holiday Stroll, Fourth of July fireworks, these units come in very handy for us. So, it would be a good tool for us to have.

Chairman Lopez

Just a comment that Emily might know actually. Is there a reason that is not a diabolical in nature that we're getting all these homeland security grants right now? I know sometimes grant cycles and then at the end of September and then other times they end in July or June.

Emily Martuscello, Emergency Management Director

The city has made a wise investment of hiring emergency managers. Other cities do not have the capacity to do this. The grant turnaround time is about two weeks over Christmas. So, I'll have more of these for you because we're going to be putting in for more stuff but it's an unfortunate setup the way the State has it. We're fortunate that we have the resources to go after the funds because these are 100% funds. There is no match so we're gonna keep going after them and getting the things that we need. I'm doing my best to help other communities but, yeah, it's not a coincidence that we're getting them. It's an investment that the city has chosen to make in having staff available to secure the resources we need for the city.

Chairman Lopez

Then I will definitely invite as I have other departments if you think you're going to need a special meeting from us, we'll definitely meet. Just give us a head's up and maybe talk to Donna to time it so that if we introduce something at the Board of Aldermen, we can meet afterwards if needed.

Emily Martuscello, Emergency Management Director

The timing worked out perfectly this time. So, thank you. I don't know how we timed it out but it did work out perfectly and because sometimes it is a tight turnaround on this grant specifically just the way the State does it but thank you for that Alderman Lopez.

Chairman Lopez

We did figure out a couple of months ago that we were always in the wrong position coming right after the Board of Aldermen meeting so we moved to this spot and it does definitely seem to be working better.

Emily Martuscello, Emergency Management Director

No, it's perfect so I appreciate that offer.

Chairman Lopez

Okay. All right. If there's no more questions, please call the roll.

A viva voce roll call was taken which resulted as follows:

Yea: Alderwoman Timmons, Alderman Klee, Alderwoman Kelly, Alderman Lopez 4

Nay: 0

**MOTION CARRIED**

NEW BUSINESS – ORDINANCES - None

TABLED IN COMMITTEE - None

GENERAL DISCUSSION

Alderman Klee

Thank you so much. I appreciate it. Once again, I want to commend you for having people come before our meetings. I find it's always been interesting being on this Committee. I've been on it now for six years and we learn things through the grants and the different positions that come here but having these presentations prior to it, the only comment that I would make is because we have the presentations, we have people in the audience that have sitting there for an hour. Perhaps we could suggest they come a little later maybe like a half an hour later so they don't have to sit there for an hour. I recognize that I'm gonna want a lot of questions because I don't stop but also I appreciate them having sat there for so long and with their patience. I know they've worked all day too but I want to continue having these types of groups. If you are Chair next time around, I hope that you'll continue that but thank you so much for all that you're doing.

Chairman Lopez

All right. It is under discussion. Would anyone like to discuss that?

Alderwoman Timmons

Ditto.

PUBLIC COMMENT - None

REMARKS BY THE ALDERMEN

Chairman Lopez

I would just like to comment that this Thanksgiving Operation Enduring Welcome is collecting to sponsor meals for veterans. Caribbean Breeze is nice enough to prepare those meals because they're open on Thanksgiving. Anybody who's not great at Thanksgiving. So we will be dropping those off. If anybody in the public is interested in supporting it, feel free to go to Caribbean Breeze and then next up for Christmas is going to be Soul Sisters. So just a lot of different people trying to help out in the community and make sure the public is aware that.

Alderwoman Kelly

Thank you. I just also realized that we're not meeting until after Thanksgiving. Wanted to remind people that we do Plaid Friday in Nashua which is the opportunity to come out and shop in local stores instead of giving into the big box Black Friday. So I'm excited to be there and I hope I'll see many people there.

Chairman Lopez

All right sounds good. Everybody have a great Thanksgiving. Be safe. I know especially Wednesday when everybody decides to celebrate Thanksgiving a little earlier. Everybody please be safe and make sure that he gets to make it to Thanksgiving and then enjoy your weekends. Can I have a motion?

ADJOURNMENT

**MOTION BY ALDERWOMAN KELLY TO ADJOURN BY ROLL CALL**

A viva voce roll call was taken which resulted as follows:

Yea: Alderwoman Timmons, Alderman Klee, Alderwoman Kelly, Alderman Lopez 4

Nay: 0

**MOTION CARRIED**

The meeting was declared adjourned at 8:23 p.m.

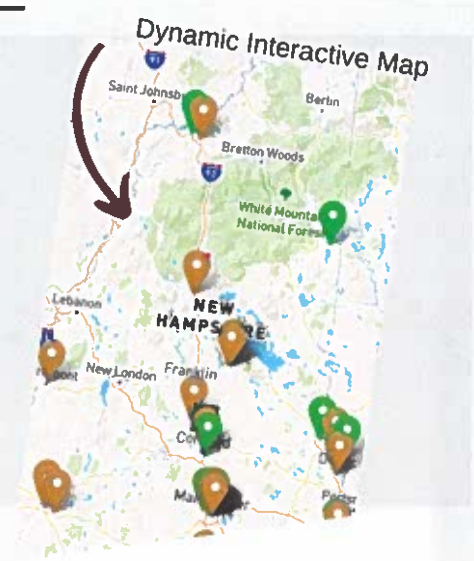
Alderman Patricia Klee  
Committee Clerk

# Technology Corner

- NHCORR website traffic increased by 13%
- 4,277 Housing Assistance page visits
- 7,041 total website visits



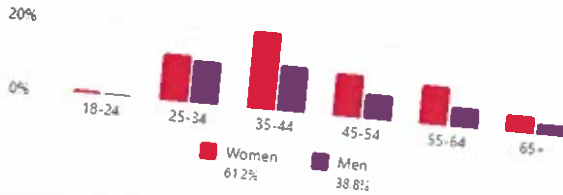
- Facebook Page presence increased by 66.8%
- Facebook Page visits increased by 257.4%
- Facebook Page new likes increased by 34%



Facebook followers

1,221

Age & gender



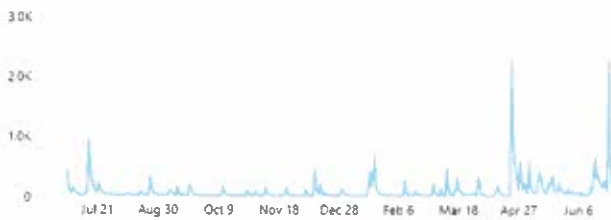
Facebook Page new likes

260 ↑ 34%



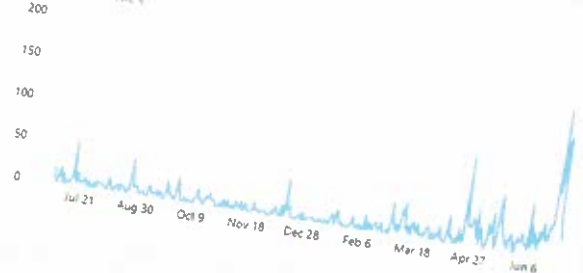
Facebook reach

17,306 ↑ 67.2%



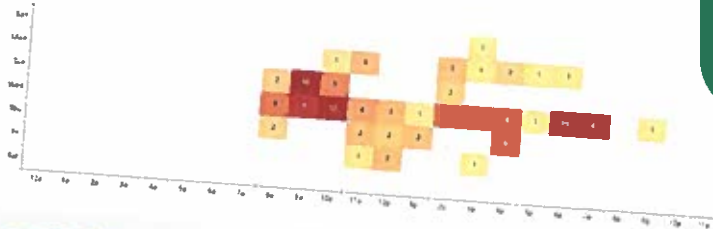
Facebook visits

3,746 ↑ 268.2%



# Leadership Development

Activity by Time of Day



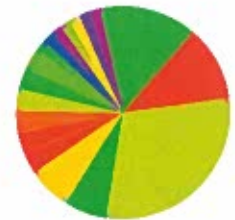
25 House Leaders from across the state gather together twice a month to support each other, learn best practices, ask questions and share experiences. 60% of certified residence organizations participate on a regular basis. All house leaders are welcome.



**Meet Evan! Evan Draper was hired to lead the NHCORR Leadership Development Trainings - read a statement here.**

Most Used Modules

- Explore the Stages of Change Model
- Explore the Relapse Triggers Model
- Explore the Boundary Management Practices Model
- Identify My Boundary Management Strengths
- Explore the Boundary Types Model
- Identify My Stage of Change
- Explore the Defense Mechanisms Model
- Identify My People Triggers





# Developments in Law

## State -

- Alcohol Fund is Fully Funded for the first time
- Medicaid Expansion is continued for seven years
- NH HFA and NHCORR met to legislatively define recovery housing
- 

## Federal -

- Excellence in Recovery Housing Act passed
- 10% Set Aside for Recovery in SABG tabled
- Support Act
- Understanding HUD Actions



Collaboration is the key to providing people in recovery with the housing and skills they need to maintain long term recovery. Collaboration happens at the very local level and at the national level.

NHCORR talks with neighbors of recovery houses and assures them of the good neighbor policies of certified houses. We also attend town meetings to testify in support of recovery houses. On a state level, NHCORR collaborates with both recovery based organizations including the Doorway, RCO's and the NH Providers Association, and we reach out to other housing stakeholders across the state including St. Anselm College, the CDFR, NH HFA and HA NH. NHCORR collaborates with New Futures to see state legislation affecting recovery house residents passed. We do similar work on the federal level with NARR, Rep Kuster, Senator Hassan and Senator Shaheen.

# Collaboration

## *Doorways*

- Higher level of care
- Bus passes
- Doctor referrals
- Relapse
- Funding

## *Better Life Partners*

*Families First Mobile Clinic  
Goodwin Community Health  
Indeed*

## *MaineWorks*

## *RCO's*

- Coaching
- Food stamps
- Medicaid
- Clothing

## *Salvation Army*

## *SHARE*

## *Working Fields*

## **On June 5th**

**NHCORR conducted a resource survey of all certified houses. 50% of the house operators responded to the survey.**

**NHCORR certified house operators feel well connected to many agencies (left panel). Operators also have insight into resident needs (right panel).**

## *Resident Needs*

*Family programs/unification*

*Food security*

*Housing*

*Legal services*

*Life skills*

*Meaningful employment*

*Mental health services*

*Transportation*



Thank you for everything you do!

**Friend: \$1-\$99**

- Kelly Hayward
- David Godbout
- Matt Gamham
- Deborah Taylor
- Henry Tipping

**Bronze Friend: \$100-\$249**

- David Kimball Jr Construction
- Monica Edgar
- Andy Moser
- Mallory Rinker
- RJM House
- Anthony Salvucci
- Michelle LeClerc
- The Freeman House
- Steve Draper
- Kristine Paquette

**Silver Friend: \$250-\$499**

- Matthew Bohanon
- Chris Charpentier
- Dan Cotter
- Jonathan Gerson
- Stacey Morrison
- Adam Moulton
- Ryan Kelly
- Thorne Family Foundation

**Gold Friend: \$500-\$999**

- Franklin Savings Bank
- Grandmaison Recovery Home
- Hope 2 Freedom
- Tyler Livermore
- Portsmouth Rotary Club
- The Gyro Spot
- A Way Out Sober Living
- Avenues Recovery Center of New England
- Granite Recovery Centers
- HOME Sober Living
- Kenyon Lawn & Property Maintenance
- Outdoor Pride Landscaping
- St. Christopher's Recovery
- Starting Point Sober Living
- Tabula Rasa Sober Living

**Platinum Friend: \$1,000 +**

- Addiction Recovery Coalition NH
- Service Credit Union
- Live Free Recovery Services
- Into Action Sober Living
- Under One Roof Construction
- Rise Above
- The Process Recovery Center



**FRIEND**

Anyone can be a **FRIEND** of NHCORR, provided they share the Coalition's values, make an annual contribution, and abide by the requirements set forth in our By-Laws. Friends of NHCORR do not have to be associated with any certified recovery home.

**MEMBER**

Any organization that owns and operates one or more NHCORR-certified homes is a **MEMBER**, provided they share the Coalition's values, retain certification for at least one home, and abide by the requirements set forth in our By-Laws.

**Donations in FY23:**

**100% Board Member Participation:**

\$1,433.48

**40% Member Participation:**

\$11,290.82

**All Other Donations:**

\$16,228.22



2023 NHCORR ANNUAL REPORT

07/01/22- 06/30/23

**Our Mission**

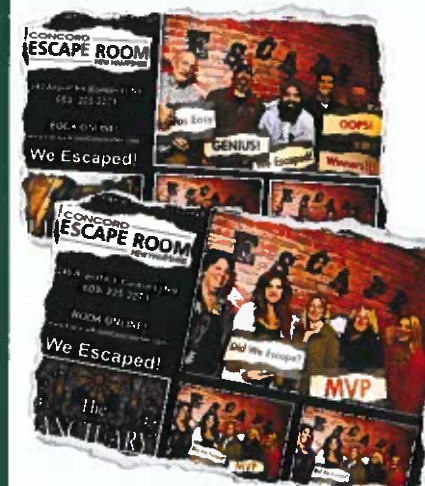
NH Coalition of Recovery Residences is committed to building strong recovery communities, eliminating barriers to recovery-supportive housing, and promoting best practice standards for New Hampshire's alcohol and drug-free recovery homes.

**Collaboration with Saint Anselm Center for Ethics**

Read more about a very productive half-day seminar at Saint Anselm College discussing recovery housing attended by over 100 town leaders and other stakeholders.



**A Year of Collaboration**



Team building is important! NHCORR Board Members got together and took on the Concord Escape Room after a board meeting in October. Interested in serving on the NHCORR board? - find more information here.

\*Click on the picture to learn more about the NHCORR Board of Directors.



"NHCORR has achieved significant progress over the past year in expanding recovery residences, advocating for policy changes, fostering collaborations, and maintaining financial stability."  
- Kristine Paquette, Chair of NHCORR

[click here to read the whole statement](#)

# Financial Overview

## New Hampshire Coalition of Recovery Residences Comparative Income Statement for FY22 & FY23

Account Name	FY22	FY23
<b>Income</b>		
Operating Grant Gov Com Income	253,284.29	280,922.80
Housing Asst Gov Com Income	126,250.00	100,000.00
SOR Grant Housing Assistance	116,253.43	0.00
SOR Grant MAR Training & TA	17,128.06	0.00
SABG Hsng Asst Income	90,000.00	260,000.00
NHHFA Sm Loan Grant Income	5,000.00	0.00
NHCF Operating Grant 6/2022	50,000.00	0.00
Mascoma Bank Grant Operating Reserve 6/2022	2,000.00	0.00
Bean Foundation Grant - Manchester HA 7/2022	0.00	10,000.00
Board Member Donations	2,201.96	1,408.48
NHCORR Member Donations	3,960.02	3,345.02
General Donations	6,015.22	6,320.24
Certification Fees	15,975.00	13,775.00
Training Registration	665.00	81.00
Advising/Speaking Fees	10,000.00	2,010.00
Spalding Fund Income	7,400.00	2,600.00
RH Emergency Fund Income	0.00	1,000.00
Memorial Fund Income	0.00	857.94
Fundraising Income	7,139.82	26,064.08
<b>Total Income</b>	<b>713,272.80</b>	<b>708,394.56</b>
<b>Expense</b>		
Salaries and Benefits	193,595.26	213,541.36
Other Administration Expenses	7,859.47	13,645.93
Building and Equipment	19,291.67	19,701.00
Office Expenses	29,066.66	31,627.74
Certification	7,538.63	4,538.49
Trainings	16,124.07	2,831.37
Board Expenses	2,539.49	7,687.84
Miscellaneous Expense	225.00	0.00
NHCORR Housing Asst - Gen Fund	0.00	23.26
Housing Assistance Scholarship Gov Com	126,250.00	100,000.00
SOR Housing Assistance Payments	116,253.43	0.00
SABG Housing Asst Payments	90,000.00	260,000.00
NHCF Housing Assistance Payments	33,992.86	0.00
Spalding Housing Asst Payment	7,400.00	2,600.00
RH Emergency Fund Expense	0.00	1,500.00
Fundraising Expenses	1,281.55	3,918.72
<b>Total Expense</b>	<b>651,418.09</b>	<b>661,615.71</b>
<b>Net Income (Loss)</b>	<b>61,854.71</b>	<b>46,778.85</b>

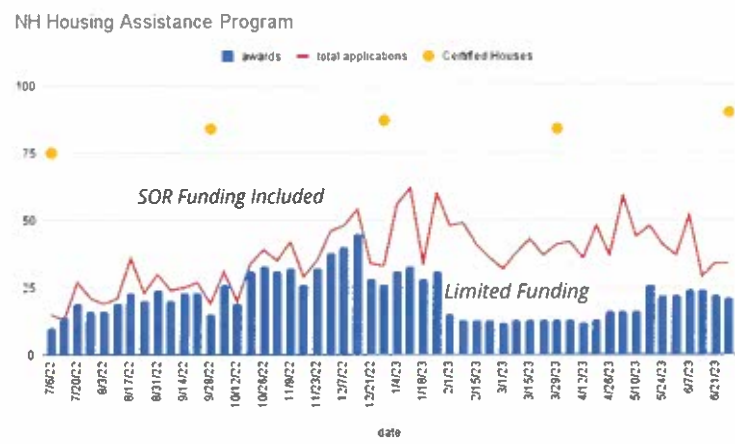
### New Hampshire Coalition of Recovery Residences Balance Sheet FY22 & FY23

Account Name	FY22	FY23
<b>Assets</b>		
Checking-FSB	117,270.01	185,766.79
Triangle CU Account	0.00	25.00
Petty Cash	100.00	100.00
Prepaid Expenses	0.00	7,773.50
Accounts Receivable	92,957.13	68,233.61
<b>Total Assets</b>	<b>210,327.14</b>	<b>261,898.90</b>
<b>Liabilities</b>		
Accounts Payable	0.00	7,708.55
Deferred Income	2,600.00	0.00
<b>Total Liabilities</b>	<b>2,600.00</b>	<b>7,708.55</b>
<b>Equity</b>		
General Fund - Fund Balance	196,610.95	227,589.94
Fundraising - Fund Balance	5,858.27	21,174.75
NHHFA Bridge Loan Fund - Fund Balance	5,075.66	0.00
NHCF Fund Housing Assistance - Fund Ba	182.26	0.00
RH Emergency Fund - Fund Balance	0.00	4,575.66
Memorial Fund - Fund Balance	0.00	850.00
<b>Total Equity</b>	<b>207,727.14</b>	<b>254,190.35</b>
<b>Total Liabilities + Total Equity</b>	<b>210,327.14</b>	<b>261,898.90</b>

## 729

Individuals  
Received Housing  
Assistance in  
**FY23**

**\$360,745 of housing assistance was awarded in FY23 and nearly \$1M since the start of the program in March 2020.**



## Learning Opportunities

NHCORR listens to operators, residents and house leaders as we travel around the state, walking through houses. We often receive suggestions of where support is needed and we do our best to answer that call. It can be surprising where this leads and it is always interesting.

### Leadership Development

- Position of Power
- Condolence Protocols
- Burnout

### Operator Roundtable

- Reasonable Accommodation
- Funding opportunities
- MAT/MAR

### Best Practice Trainings

- Housing 101
- MAT/MAR
- Recertification Training



Moriah Fitch started the newsletter for NHCORR. In March, Moriah left NHCORR to pursue her education to become a Medical Assistant with the Concord Hospital Apprenticeship Program. Congratulations and thank you for everything you have done!



Alexis Cox joined NHCORR in April and has expanded the newsletter with a short weekly reflection on recovery housing. Be sure to read her impressions each week! Welcome Alexis!

## 12 Concerns in FY23 Were Resolved



NHCORR offers ombudsman services to residents of certified recovery homes. Various corrective action plans were implemented in FY23 including but not limited to mediation, dismissal and certification revocation.

# Certifying Recovery Homes in New Hampshire

ADVOCACY + TRAINING + SUPPORT



## Our Services

- Certify recovery homes to meet national standards
- Provide advocacy, training and support to certified recovery home owners and operators
- Provide housing assistance to certified recovery home residents
- Offer ombudsman services to residents of certified recovery homes



*An independent nonprofit, NHCORR is the state affiliate of the  
National Association of Recovery Residences*

[www.NHCORR.org](http://www.NHCORR.org) Tel: (603) 715-1514

# Domains, Core Principles and Standards



## The Benefits of NHCORR Certification

- Listing on the NHCORR website - including the Accepting New Residents page
- Access to referral and assistance resources
- Advocacy at the local, state and federal levels
- Training and educational events for owners and house leaders
- Updates on best practices and standards
- Impartial complaint and mediation process
- Connection to the National Association of Recovery Residences (NARR)

**Learn more about recovery home certification.**

Contact NHCORR at:

(603) 715-1514

admin@NHCORR.org • www.NHCORR.org

*Tax deductible donations are welcome*