

HOMELESS SHELTERS IN NEW HAMPSHIRE AND VERMONT

NI = No Interview Conducted

*Organizational representative in attendance

Bancroft House

P.O. Box 344

Franconia, NH 03580

(603) 823-8842

Director: Bob Gorgone

The Bancroft House is an emergency shelter primarily serving individual women or mothers and their children. The shelter is a house in a neighborhood, with the first floor entirely devoted to the guests. Its maximum capacity is about 15 guests, depending on the composition of the families. Stay is usually limited to three weeks, although this can be extended to as long as two months if a guest is making progress. The Bancroft House provides food and shelter and helps guests to connect with other local resources as necessary.

Bennington Coalition for the Homeless NI

The 6 Bank Street Shelter

6 Bank Street

North Bennington, VT 05257

(802) 442-2424

Thatcher House

212 Pleasant Street

Bennington, VT 05201

(802) 753-7205

<http://www.benningtoncoalitionforthehomeless.org/default.htm>

Executive Director: Kendy Skidmore

The Bennington Coalition for the Homeless provides help to families experiencing or facing homelessness, though it also serves homeless individuals. The Coalition offers two housing options: the 6 Bank Street Shelter, which offers a short-term housing program for homeless families and individuals, and the Thatcher House, which functions as a long-term transitional program. Both of these programs offer services such as case management, employment assistance, and life skills education.

Brattleboro Area Drop In Center*

60 South Main St.
Brattleboro, VT 05302
1-800-852-4286
<http://www.brattleborodropin.org/about.html>
Executive Director: Melinda Bussino

The Brattleboro Drop-In Center operates a cold weather shelter that is open from late November to April or May, depending on the year, in the main hall of the First Baptist Church in Brattleboro. Volunteers bring guests a hot dinner each night, and a light breakfast is provided at the Drop-In Center in the morning, where guests can go to shower, do laundry, use a phone, receive case management (if client-requested) or receive services if they have special needs. The shelter may have as many as 35 guests any one night, with most guests sleeping on the carpeted church floor with mats and blankets.

The Bridge House*

260 Highland Avenue
Plymouth, NH 03264
(603) 536-7631
<http://www.tbhshelter.org/>
Director: Catherine Bentwood

The Bridge House is a 20-bed shelter that serves individuals and families. Along with its AA meetings and casework, the shelter runs on a largely no-TV program, except for on Sundays. The shelter seeks to give guests a sense of a schedule by forcing residents out into the community in the middle of the week; it is part of the larger Whole Village Family Resource Center Complex.

Burlington Emergency Shelter*

89 North Street
Burlington, VT 05401
(802) 862-9879
<http://www.beshelter.org/>
Executive Director: Dale Cawthon

The Burlington Emergency Shelter is an emergency shelter for individual adult men and women. It is a predominantly overnight program, open from 7 pm to 8 am. There is a requirement that guests are actively doing a job and housing search (with staff assistance), as well as daily chores. There is zero tolerance for drugs or alcohol. The shelter holds up to 14 men and 4 women. The Burlington Emergency Shelter also includes the **Good Neighbor Program**. The Good Neighbor Program is a Christian halfway house to aid men who may have had difficulties adjusting in society and to provide them with faith-based support. It admits adult men primarily from corrections system. The GNP may help individuals with job search. There is a nightly hot meal. This program typically serves four ex-inmates and four individuals with substance abuse issues at any given time (they must be sober and actively working on remaining sober). Each guest in The Good Neighbor Program will have a Community Support Team. The standard program is three months to one year.

The Carey House*

6 Spring Street
Laconia, NH 03246
(603) 273-0238
Director: Susan Lunt

As the only emergency shelter in Belknap County, The Carey House serves males, females, and families, each in a separate wing. There are 30 beds available. Its goals are to provide the essential elements of housing as well as focused, intensive, compassionate case management to help clients move on to transitional or permanent housing. Volunteers also donate their time to run on-site life skills classes, teaching such topics as cooking, nutrition, or "financial fitness."

The Committee on Temporary Shelter (COTS)*

PO Box 1616
Burlington, VT 05402
(802) 864-7402
<http://www.cotsonline.org/>
Program Director: Mary Anne Kohn

COTS has both a day station and a way station. The way station is a 36-bed shelter for men and women who are 18 years of age and older. The average stay at the way station is four to six months, with 33 beds occupied at a time on average. The day station is a day-time drop-in center for individuals to meet with COTS staff to connect with resources and move toward self-sufficiency. In 2009, COTS served 57 people per day, on average. There is also a noontime meal served daily, and the shelter is open from 9 am to 5 pm.

Crossroads House*

600 Lafayette Road
Portsmouth, NH 03801
(603) 436-2218
<http://www.crossroadshouse.org/>
Executive Director: Chris Sterndale

The Crossroads House is both an emergency and transitional shelter for individuals and families. Services offered include tutoring, counseling, job training, medical care, but all are optional. Dinner is served at the shelter, while supplemental meals are served at a local soup kitchen. There are 88 beds in total (for emergency and transitional combined). The average stay in the emergency shelter is 34 nights while transitional is an average of seven months for families, and five months for individuals. There are 19 staff members and two buildings on the site.

Families in Transition, Inc. NI

122 Market Street
Manchester, NH 03101
(603) 641-9441
<http://www.fitnh.org/index.htm>
President: Maureen Beauregard

Families in Transition, Inc. offers both transitional and emergency housing. The organization seeks to break the cycle of homelessness by identifying and solving its root causes. The shelter emphasizes “wrap around” services to clients, including case management, childcare programming, wellness, and cooking classes.

The First Congregational Church NI

177 North Main Street
Concord, NH 03301
603-225-5491
<http://www.concordsfirstchurch.org/Cold-Weather-Shelter.html>
Cold Weather Shelter Director: Sarah Greene

Since 2003, The First Congregational Church and The South Congregational Church have collaborated to shelter the homeless for the cold winter months of December through March. The South Church is a dry facility and serves the more stable clients, while all others are welcome at First Congregational. This past season, over 100 individuals received shelter. The operation is volunteer run and receives the support of over 200 members of the community. The shelter operates on the principles of “Safety, Hospitality and Respect.”

The Friends Emergency Housing Program*

30 Thompson St.
Concord, NH 03301
(603) 228-1462
<http://www.friendsprogram.org/eh.php>
Program Director: Jean Tewksbury

The Friends Emergency Housing Program is an emergency shelter for families only. The shelter can house up to eight families, or 35 people, and average stay is between six and nine months. The shelter works closely with UNH Cooperative Extension to provide services.

Good Samaritan Haven, Inc.*

105 North Seminary Street
Barre, VT 05641
(802) 479-2294
<http://www.goodsamaritanhaven.org/>
Executive Director: Kimberly Woolaver

Good Samaritan Haven, Inc. is an emergency shelter serving both individuals and families. It is a faith-based organization, open from 7:00pm to 7:00am seven days a week and 365 days a year. There are 21 beds in a four-“dorm” house, but if the shelter is full, overflow shelter is also available at local churches. The average length of stay for guests is hard to gauge, as some people just stay one night, while others call it home for 10-11 months. Volunteers bring in a hot, group dinner each night and a light breakfast is served in the morning and guests work with case managers to set and work toward achieving their goals.

Greater Nashua Interfaith Hospitality Network, Inc. – The Anne-Marie House*

180 Lowell Road
Hudson, NH 03051-4907
(603) 883-7338
<http://www.gnihn.org/>
Executive Director: Laurie Skibba

The Anne Marie House is hybrid transitional-emergency shelter that houses families for up to two years. Twenty-five individual rooms provide privacy for families, while meals are eaten in a community environment. The Anne Marie House provides mentoring to families who graduate from their transitional stage of life, providing follow up support in hopes that they maintain housing independence. In 2009, the average stay was 296 days, up from 171 days in 2008. The shelter has an 88% success rate measured by guests living independently six consecutive months after having left the program.

Harbor Homes, Inc.*

45 High Street
Nashua, NH 03060
(603) 882-3616
<http://www.harborhomes.org/>
President and Chief Executive Officer: Peter Kelleher

Harbor Homes is officially affiliated with Welcoming Light, Southern NH HIV/AIDS Task Force, Milford Regional Counseling Services, Greater Nashua Council on Alcoholism, and Healthy at Home to provide comprehensive community support services. As an entire organization, Harbor Homes serves more than 1,000 individuals annually, with permanent housing being its largest service. The organization offers a wide variety of housing options, including a shelter for veterans. In 2008, the emergency shelter served 1,237 guests.

Helping Hands Outreach Ministries, Inc.*

50 Lowell Street
Manchester, NH 03105
(603) 623-8778
Executive Director: Craig Everett

Helping Hands Outreach Center is a shelter and recovery program in Manchester, NH, primarily serving recovering substance abusers. It is a two-part shelter: one is an emergency/transitional program, and the second is a next step housing program (safe haven for men in recovery). Helping Hands is also a senior partner with the new Manchester Continuum of Care daytime program for both sheltered and unsheltered homeless. The emergency/transitional site has 23 beds, with residents staying on average approximately four months. The Next Step facility has 16 beds and allows more freedom and flexibility to the guests. The Helping Hands program is focused on bringing guests back to sobriety, and giving them the tools to maintain that sobriety when they move on to independent life.

The Homeless Center for Strafford County*

9 Islinglas Dr.
Rochester, NH 03839
(603) 332-3065
Executive Director: Jan Walsh-Grande

The Homeless Center for Strafford County serves up to 20 residents, who consist of single women, single parents, and families. Privately funded, the shelter provides both emergency and transitional housing, and the average stay is between three and seven months. The shelter also utilizes case management and encourages appropriate parenting and social skills.

John W. Graham Emergency Shelter NI

69 Main Street
Vergennes, VT 05491
(802) 877-2677
<http://www.johngrahamshelter.org/>
Executive Director: Elizabeth Ready

The John Graham Shelter is an emergency shelter for both individuals and families. There is an open door healthcare clinic open twice a week, and the shelter also provides food, laundry, transportation, and counseling. Residents can stay for 21 days and then apply to a committee for an extension. The shelter accommodates 17 residents at one time; there are six staff members.

Laconia Area Land Trust

658 Union Avenue
Laconia, NH 03246
(603) 524-0747
<http://www.laact.org/default.htm>
Executive Director: Linda Harvey

Laconia Area Community Land Trust's Transitional Shelter Program makes up only one aspect of this organization's programs. Only families are admitted; each is given its own apartment and is granted much of the independence of autonomous living – e.g., the ability to parent as desired, or consume alcohol (if no history of substance abuse). Families are required to meet with the Resident Services Coordinator at least once a week to develop and achieve goals and overcome any barriers to their success. They may stay in the program for up to two years, but most graduate in a year or less. These families benefit from the organization's other housing programs and receive priority for placement in its permanent housing facilities.

Manchester Emergency Family Shelter NI

11 Liberty Street
Manchester, NH 03104
(603) 627-2636
Director: Vallorie Martin

Marguerite's Place, Inc.*

87 Palm Street
Nashua, NH 03060
(603) 598 1582
http://www.margueritesplace.org/Home_Page.php
Director of Operations: Lianne Bower

Marguerite's Place is a two-year transitional housing program for homeless women ages 18-45 with children under the age of 12. The shelter requires their residents to be involved in some type of activity for a minimum of 30 hours a week. The shelter has intensive intake procedures in addition to services that include case management, budgeting and cooking classes, and a life skills program. Marguerite's Place also offers five years of aftercare, which provides former residents with the same services that they had at the shelter.

McKenna House*

100 South Fruit Street
Concord, NH 03301
(603) 228-3505
Shelter Director: Lorrie Dale

The McKenna House in Concord, NH is an emergency shelter for individuals (both men and women) that houses 26 people: 7 women and 19 men. There are services such as food, case-management, laundry and mental-health support. Guests are charged \$70 per week or are required to do 20 hours of community service.

The Middlebury Transitional Care Coalition

27 North Pleasant Street
Middlebury, VT 05753
(802) 388-5499
Executive Director: Douglas Sinclair

The Middlebury Transitional Care Coalition operates an emergency winter shelter, The Community at Trevor House, and a transitional housing program, Pleasant Street Community Housing. Both serve both individuals and families. The emergency shelter is run entirely by volunteers, and the support of Middlebury College and local churches are indispensable to its continuing operations. The Coalition also partners with a local agency, HOPE, which handles intake procedures, case management, and connecting residents to other support resources. The shelter's maximum capacity is about 14, depending on the composition of the guest families, and the average stay is about three months.

Monadnock Area Transitional Shelter*

PO Box 3053
Peterborough, NH 03458
(603) 924-5033
<http://www.matsnh.org/index.php>
Board of Trustees President: Peter Harrison

The Monadnock Area Transitional Shelter is a transitional shelter for both individuals and families. Most guests stay for six months, and the shelter usually serves between 20 and 26 persons per year. It offers case management, and, through a partnership with the River Center, provides guests with access to parenting classes, financial classes, help with taxes, counseling, ride-share programs, and connections to other resources. It also offers an optional, loosely structured mentoring program in which a volunteer—often a board member—is matched with an individual or family to provide further support.

Morningside Shelter*

81 Morningside Drive
Brattleboro, VT 05302
(802) 257-0066
<http://www.morningsideshelter.org/>
Executive Director: Paul Capcara

Morningside is an emergency shelter serving both families and individuals. Guests check in with their caseworker twice daily to work to address the root causes of homelessness and how to achieve sustained independence. After leaving the shelter, former residents may receive up to two years of continued case management. The shelter has 24 beds, four of which are located in transitional apartments where residents can stay for up to two years. The other beds have an average stay of three months, with the longest stay reaching about 18 months. The shelter currently has a waitlist of over 40 homeless people.

My Friend's Place

368 Washington Street

Dover, NH 03820

(603) 749-3017

Executive Director: Robert O'Connell

My Friend's Place is an emergency-transitional shelter for individuals and families with four transitional housing units. There are eight bedrooms, and a 17-person capacity. Individuals stay an average of 40 days, while families tend to stay longer. Approximately 200 people stay at My Friend's Place annually.

Nashua Soup Kitchen and Shelter*

42 Chestnut Street

Nashua, NH 03061

(603) 889-7770

<http://www.nsk.org/Home.asp>

Executive Director: Lisa Christie

As both soup kitchen and a shelter, the organization serves more than 200 people per day. In addition to assisting with many of the basic shelter needs, the shelter actively seeks to prevent homelessness by giving assistance to individuals and families in order to avoid their becoming homeless. The shelter seeks to fill in the gaps in normal aid programs by offering items not usually covered.

New Generation, Inc.*

568 Portsmouth Ave.

Greenland, NH 03840

(603) 436-4989

<http://www.newgennh.org/>

Executive Director: Kelsi Deters-McCarthy

New Generation is a shelter for homeless pregnant women and mothers of infants under 12 months old. At maximum capacity, the shelter can house nine women, although the normal occupancy is six. The shelter strives for a home-like atmosphere and, in addition to general case management, offers a parenting education program, training in resume writing and meal preparation, a computer education program, budgeting classes, a Community Mentor Program with women from the community, and a strong AfterCare program. Medical services are also easily accessible to guests through the organization's various partnerships.

New Horizons for New Hampshire, Inc.*

199 Manchester Street
Manchester, NH 03103
(603) 668-1877

<http://www.newhorizonsfornh.org/>

Executive Director: Michael Tessier

Angie's Shelter

434 Union Street
Manchester, NH 03103
(603) 668-8698

New Horizons is an emergency shelter for homeless individuals, both male and female. While there is no maximum capacity, as more people are always let in to sleep on the floor or in the halls if necessary, there are usually about 75 guests a night. The shelter runs a three-“tier” program, meaning the facilities and services provided depend on a client’s level of commitment to obtaining sustained self-sufficiency and adopting increased responsibilities. There is also an on-site health clinic, soup kitchen, and food pantry to serve the community. **Angie’s Shelter**, while part of New Horizons, is housed in a separate building. This three-story house contains the Tier Three program for women. Up to 16 women can stay at Angie’s Shelter. A successful stay is usually at least six months. Case managers work to link guests to other agencies for housing, employment, and other services. Many classes and presentations regarding health, nutrition, stress relief, maintaining sobriety, financial basics, employment and self-esteem are provided on-site.

Northeast Kingdom Community Action* NI

70 Main Street
Newport, VT 05855
(802) 334-7316

Executive Director: Mary Lee Blais

NEKCA operates a variety of programs to serve those in need in the community. In addition to a transitional shelter, the organization runs several specialty shelters and has an extensive outreach program. Many of its services target specific sectors of the population to appropriately address each group's unique needs.

Northeast Kingdom Youth Services*

24 Bagley Street
St. Johnsbury VT 05828
(802) 748-8711

<http://www.nekyouthservices.org/splashsite/>

Northeast Kingdom Youth Services Supervisor: Hope Lakus

Northeast Kingdom Youth Services provides both emergency and transitional housing for individual youths from ages 16-21. The shelter holds 10 beds, and usually serves six to seven residents. It strives to empower residents through a combination of rules, supportive staff, and case management.

Rutland City Rescue Mission - Open Door Mission NI

31 Park Street
Rutland, VT 05701
(802) 775-5661
<http://vermontpet.com/mission/>
Executive Director: Sharon Russell

The John Cassarino Overnight Shelter is one component of the Open Door Mission, which also operates the David Dean Veteran Shelter, the Soup Kitchen, and the Mission Thrift Store. The John Cassarino Overnight Shelter holds 15 beds with a 14 night free stay and provides education and employment referrals to residents.

Samaritan House* NI

22 Kingman Street
St. Albans, VT 05478
(802) 373-6505
<http://www.samaritanhouseinc.com/>
Executive Director: Linda Ryan

The Samaritan House Inc. provides emergency shelter and transitional housing to people in the Vermont Counties of Franklin and Grand Isle. Samaritan House operates two six-month shelters—one transitional for men, and one transitional for women and families. In addition to providing a shelter, the Samaritan House also provides hygiene products, clothing, food, laundry facilities, and other services.

Seacoast Family Promise

P.O. Box 233
Stratham, NH 03885
(603) 658-8448
<http://sihnnh.org/default.aspx>
Network Director: Pati Frew-Waters

Seacoast Family Promise uses local churches to shelter homeless families at night. Guest families also have use of a day center. They stay in one church every night for a week, and churches operate on a ten-week rotation. The shelter also provides case management and three hot meals a day.

Southwestern Community Services Homeless Services Program NI

63 Community Way
Keene, NH 03431
(603) 352-7512
<http://www.scsshelps.org/default.htm>

Southwestern Community Services Homeless Services Program offers 120 emergency shelter beds for homeless families and individuals in Cheshire and Sullivan counties. These are open 24 hours a day, 365 days a year and seek to transition individuals and families back into communities into safe, affordable housing. In addition to case management, SCS offers life skill programs including courses in nutrition, budgeting, tenancy and time management. To help community members at risk of homelessness, there is landlord/tenant mediation and one-time financial assistance. The organization also offers a food pantry, youth services, transitional housing, and permanent housing and participates in the Shelter Plus Care program.

Tri-County Community Action Program*

57 Mechanic Street
Lebanon, NH 03766
(603) 443-6150
<http://www.tccap.org/>

Tyler Blain House

56 Prospect Street
Lancaster, NH 03584
(603) 788-2344

<http://www.tccaphomeless.org/tylerblainhouse.html>
House Manager: Mark Labonville

Tri-County CAP is a multi-program agency. The homelessness division runs the "Tyler Blain House" as well as an outreach and intervention program for more than half of NH. The Tyler Blain House is an emergency shelter that serves individuals (families are rare). Sex offenders or violent criminals are not permitted, and guests must be free of alcohol or drugs. Guests must be over the age of 18. Capacity of the Tyler Blain House is eight, and the average length of stay is three to four months.

The Upper Valley Haven*

713 Hartford Avenue
White River Junction, VT 05001
(802) 295-6500
<http://www.uppervalleyhaven.org/>
Executive Director: Sara Kobylenski

The Haven is a family shelter in White River Junction, VT that has capacity for eight families at a time. In 2008, the shelter provided housing and advocacy for 34 families, who stayed an average of 106 days. The Haven provides food to these families as well as significant programs and services such as afterschool classes, free clothing, tutoring and mentoring for the youth and support groups. There are 11 staff members, and the organization is currently expanding in order to be able to provide services for individuals.

Windsor County Youth Services NI

The Mountainside House

6 Mill Street

Ludlow, VT 05149

(802) 228-7783

The House At 20-Mile Stream

756 Main Street

Proctorsville, VT 05153

(802) 226-7134

Executive Director: Jacqueline Hanlon

Windsor County Youth Services operates two youth shelters: The Mountainside House for males and the House at Twenty-Mile Stream for females.