

# Homeless Liaison Committee: Homeless Representatives Meeting

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## **Date and Time**

Monday, August 5<sup>th</sup>, 2013 3:00-4:00PM

## **Location**

Homeless Services Center 140 Central St.

## **Attendance**

Veterans - 2 Males

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## **When did you serve, and in which branches?**

- “Air Force, 1982-1983”
- “Army, 1963-1966; 1969-1970 (Vietnam)”

## **What helped – what did not?**

- Liberty House is great, they treat you as an individual, not as part of a herd.
- They ask how you are doing, interact one-on-one, as equals.
- Weekly meetings provide a way to address any issues directly, quickly.

## **What would you recommend to improve services?**

- “Staff at some agencies need to be trained to deal with families in a more compassionate manner. When your family is homeless you are desperate and a kind word goes a long way.”
- The wait lists are too long.
  - There should be more funding to support homeless families.
- Agencies could hire formally homeless individuals that understand the problems.

## **Minutes Prepared By:**

David Carroll, Homeless Liaison Chair

The Mental Health Center of Greater Manchester