

6.05 You Got This! Effective Case Management Interventions to Build Trust in Rapid Re-Housing Programs



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Rapid Re-Housing is meant to be a short-term rental assistance program. One main ingredient in the recipe for successful housing stability is the support services that participants receive and openness to engaging with those resources. Learn from RRH case management peers how to sprinkle in encouragement, compassion and accountability through critical time intervention, motivational interviewing, and other trauma-informed care strategies to foster a smooth transition out of RRH and into the next chapter of someone's housing journey.



Our Mission

To assist in reducing poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to reach economic stability.

The Community Action Program Belknap-Merrimack Counties, Inc. (CAPBM) is a New Hampshire based 501(c)(3) private, nonprofit organization. The agency was established in 1965 under the provisions of the Equal Opportunity Act of 1964. Under this Act over twelve hundred Community Action Agencies (CAA) were established nationwide.

- **The primary mission of the organization is to work with low-income families and the elderly to assist them in their efforts to become or remain both financially and socially independent in their communities. The agency accomplishes this task by providing a broad array of services that are locally defined, planned, and managed.**
- **The agency sponsors and manages over 70 programs and services designed to meet the needs of children, families, single parents, elderly, and the disabled. Without the services provided by the agency and in collaboration with other local organizations, many local residents would be without a means to provide for their basic needs, including food and shelter.**
- **The agency maintains six(6) local offices that provide direct services to households in need. These offices are located throughout our two (2) county area.**



Eleanor Bradford

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National Alliance to
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The Street Outreach Team provides support and case management services to people experiencing homelessness or those who are at risk of becoming homeless. We engage with unsheltered individuals and families through partnerships with local service providers, 211 NH, the NH HMIS Coordinated Entry System, and regular unsheltered encampment outreach. We provide access to shelter & housing search information, food, and safety equipment such as tents, blankets, and basic survival items.





Coordinated Entry System

The Coordinated Entry System is designed to quickly rehouse homeless individuals and families. This system provides access to a variety of other community programs, with the goal of helping individuals and families become self-sufficient while minimizing the trauma caused by sudden dislocation and homelessness.





Permanent Supportive Housing

The Coordinated Entry System is designed to quickly rehouse homeless individuals and families. This system provides access to a variety of other community programs, with the goal of helping individuals and families become self-sufficient while minimizing the trauma caused by sudden dislocation and homelessness.



Beth Heyward has worked in the non-profit sector for most of her professional career. Starting in direct support for a small non-profit and working her way into management. Beth has been with Community Action Program Belknap-Merrimack Counties, Inc. (CAPBM) for over five years. Originally serving as the Energy Director and now as Director of Strategy and Planning, which includes overseeing the CSBG funding and reporting for the organization. Beth is the agency's certified ROMA Implementer. Beth is also responsible for the oversight and operations of the Housing Stabilization Programs.

Beth has her associate's degree in public relations and bachelor's degree in business administration. She also earned her Master of Business Administration with a graduate certificate in Non-Profit Leadership from Southern New Hampshire University. She recently received her certification in Strategic Performance Management from Suffolk University. When Beth is not working, she loves spending time with husband and 7-year-old son. She loves swimming, reading, and hiking.

Here is my linked in page.

<https://www.linkedin.com/in/elizabeth-heyward-68897417/>





Freeman (Free) Toth is the Homeless Street Outreach & Housing Stabilization Manager for the Community Action Program of Belknap and Merrimack Counties (CAPBM). With a personal history that includes lived experience of homelessness, disability, and identity as a member of the LGBTQIA+ community, Free brings both professional leadership and authentic perspective to her work serving New Hampshire's most vulnerable residents.

Born and raised in Manchester, NH, Free overcame early challenges related to severe learning disabilities with the support of special education programs, mentors, and community connection. These experiences instilled a lasting passion for education, the arts, and social equity. After graduating high school in Connecticut, she returned to New Hampshire for college, where she met her wife, Kristin. They have been together for nearly 25 years and are proud parents to their 22-year-old son, Will.

Before transitioning to the human services field in 2019, Free built a successful career in the wireless industry as a Sales Manager, District Manager, and Regional Trainer. At CAPBM, she now oversees a portfolio of programs including Homeless Street Outreach, ESG Rapid Re-Housing, Permanent Supportive Housing, and harm reduction initiatives. She leads a dynamic team focused on responding to encampments, connecting individuals to shelter and housing solutions, and advancing trauma-informed, housing-first strategies throughout the region.

Free believes that dignity, compassion, and relentless advocacy must guide every effort to end homelessness. She is committed to ensuring that all individuals—regardless of background or circumstance—have access to the same opportunities that helped shape her own life.





Ending Homelessness is Possible.



SAVE THE DATE

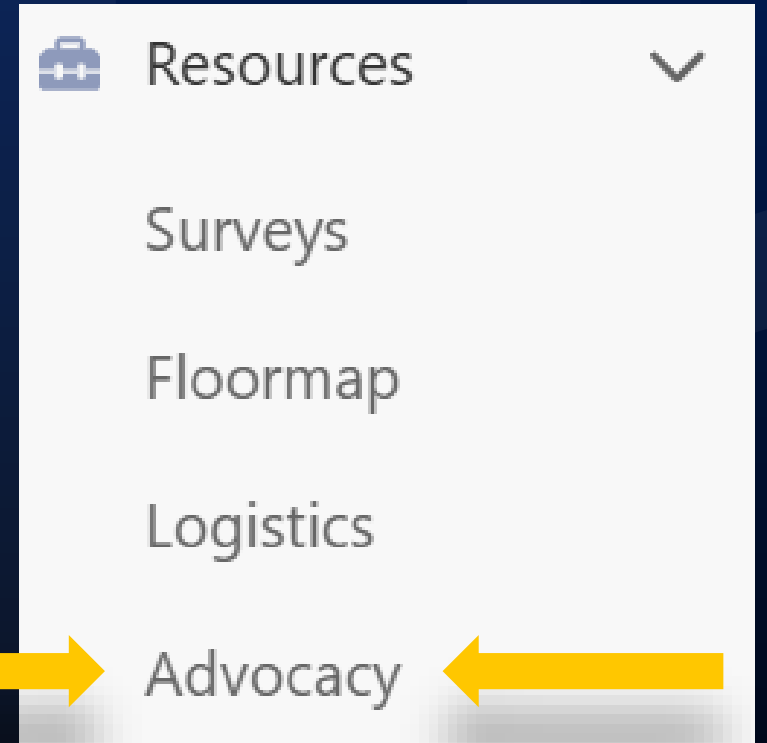
***Virtual* Capitol Hill Day: September 17**



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FY2026 Federal Budget Resource Series

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Alliance Resources

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