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### **2011 Annual report: southern New Hampshire services, the community action program for Hillsborough and Rockingham counties**

Southern New Hampshire Services; Community Action Partnership, Rockingham Community Action

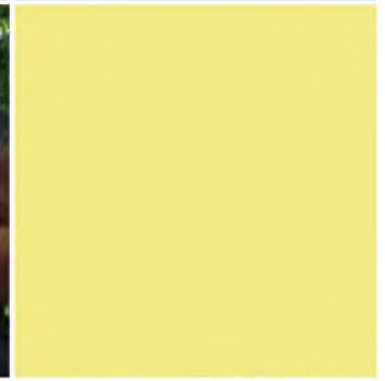
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**2011**  
ANNUAL REPORT

**SOUTHERN  
NEW HAMPSHIRE  
SERVICES**



THE COMMUNITY ACTION PROGRAM FOR HILLSBOROUGH AND ROCKINGHAM COUNTIES



*Southern New Hampshire Services, Inc., (SNHS) is a private, non-profit corporation chartered in the State of New Hampshire, May 21, 1965 in compliance with the Economic Opportunity Act of 1964. It serves as the Community Action Agency for Hillsborough and Rockingham Counties. SNHS is part of a nation-wide network of over 1000 Community Action Agencies providing advocacy for and services to America's disadvantaged. SNHS is an equal opportunity employer.*

**Southern New Hampshire Services is an equal opportunity provider.**

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*Gale F. Hennessy*

## A MESSAGE FROM THE EXECUTIVE DIRECTOR

As we look forward to Southern New Hampshire Services' 46th year as the anti-poverty and service delivery agency for Hillsborough and Rockingham Counties, Southern New Hampshire Services has been dealing with two major and unique issues: The returning to normal levels of funding after a year or two of stimulus (ARRA) funding, and the integration of Rockingham Community Action into the Southern New Hampshire Services network.

During the past year and a half, SNHS was the beneficiary of increased funding as part of the federal stimulus program designed to alleviate the effects of the Great Recession. The vast majority of this funding was one time and short term. We received an influx of program stimulus funds for the Community Services Block Grant (CSBG), Head Start, the Workforce Investment Act (WIA), and, most significantly, the Weatherization program. These funds were put immediately to good use and resulted in a large increase in services and job opportunities for dozens of previously unemployed individuals. Our recent challenge has been to adjust back to the pre-stimulus level and that has unfortunately caused disruptions, including employment reductions, program cutbacks, and limitations on service delivery. However, Southern New Hampshire Services is proud of the results of our use of stimulus funds; many more homes are weatherized, individuals employed, and Head Start classrooms opened. Our staff has been scrambling to make sure these gains are consolidated and that the service delivery enhancement can continue.

The merger between Rockingham Community Action and Southern New Hampshire Services has been completed, and we are now busy integrating the two agencies into one. Obviously there have been enormous efficiencies and cost savings by combining administrative services, reducing the number of administrative staff and, therefore, increasing services and field staff. This merger has gone remarkably well considering that the two agencies had been separate for 45 years, both with effective but different programming and cultures. Despite a merger, SNHS has made it a priority to continue the Rockingham Community Action programming and brand. RCA had an especially strong community center and outreach network that had been maintained and enhanced. Our service centers in Seabrook, Raymond and Portsmouth have been enhanced and now offer an even more comprehensive range of programming activities. In Derry, we have recently purchased and renovated a new RCA Derry Center and are about to have its grand opening and dedication. We urge anyone interested to take time to visit our new Derry Center and hope you will agree with us that the convenience and professionalism of services rendered in Derry will be a step forward for RCA as we inaugurate our new Center into Rockingham County's largest community.

Rockingham Community Action has long held the outstanding reputation for service delivery for advocacy on behalf of the

disadvantaged, and the perpetuation of the RCA brand is an important component of the merger with SNHS. To ensure the continuation of effective services in New Hampshire's second largest County (Rockingham), the Board of Directors of SNHS has been expanded to include representatives from RCA. This final step in the integration of the two agencies has greatly enhanced the service delivery potential and the increased programming for both areas.

In other accomplishments, Southern New Hampshire Services continues to provide quality, affordable housing for disadvantaged elderly individuals throughout the State. We're in the process of building a third 202 project at Hallsville Court in Manchester, have secured 202 grants for Lancaster, Plymouth, N. Woodstock, and recently dedicated projects in Campton and Bristol. These new elderly housing projects will bring SNHS' total housing development to 31 projects serving over 950 residents. Southern New Hampshire Services continues to expand the Summer Food Service Program (SFSP). We operate these programs which are a continuation of the school lunch programs and are delivered primarily at recreational and educational sites serving disadvantaged youth during the non-school months. Sites include Hillsborough, Rockingham, Strafford and Carroll Counties. The long, successful Volunteer Income Tax Assistance (VITA) program has continued to expand. Last year, this program, one of the core activities of RCA, prepared approximately 800 tax returns generating over \$1 million in refunds for individuals whose tax preparation assistance was provided by the RCA outreach network. RCA also continues to operate an Earned Income Tax Credit (EITC) program.

In conclusion, Southern New Hampshire Services will continue to build on its strong programming and advocacy activities while we watch, with interest, the impact of the deficit reduction frenzy that has consumed both federal and state government in recent months. While our Washington advocates are optimistic that most of our programs will be protected as Congress sees the necessity of these grassroots efforts to help the disadvantaged, we have already seen the results of some budget cutting particularly in the Weatherization program and potentially in the Low-Income Home Energy Assistance Program (LIHEAP). Community Action in New Hampshire has been successful in our efforts to convince the New Hampshire Congressional Delegation of the merits of continued federal support for our programs by demonstrating the effectiveness and efficiencies of Southern New Hampshire Services and New Hampshire Community Action.



# SOUTHERN NEW HAMPSHIRE SERVICES

## OUR MISSION



*The mission of Southern New Hampshire Services is to provide activities designed to assist low-income participants, including the elderly poor, to secure and retain meaningful employment, attain an adequate education, and make better use of available income; to ameliorate the causes of poverty within the community; to meet urgent and immediate individual and family needs, including health, nutrition, housing and employment-related assistance; and to address the problems and barriers which block the achievement of self-sufficiency.*

The Community Service Block Grant (CSBG) is the core source of funding to Southern New Hampshire Services and to over 1000 Community Action Agencies throughout the nation. The CSBG defining goal is "... to ameliorate the causes of poverty within communities within the states ..."

CSBG legislation also requires us to provide services and activities having a measurable and potential major impact on causes of poverty within the community with a tri-fold focus on families, the community and the continuous improvement of agency effectiveness in this regard.

***CSBG funding has allowed us to provide services to those in need in Hillsborough and Rockingham Counties through 64 different programs.***

## BOARD OF DIRECTORS

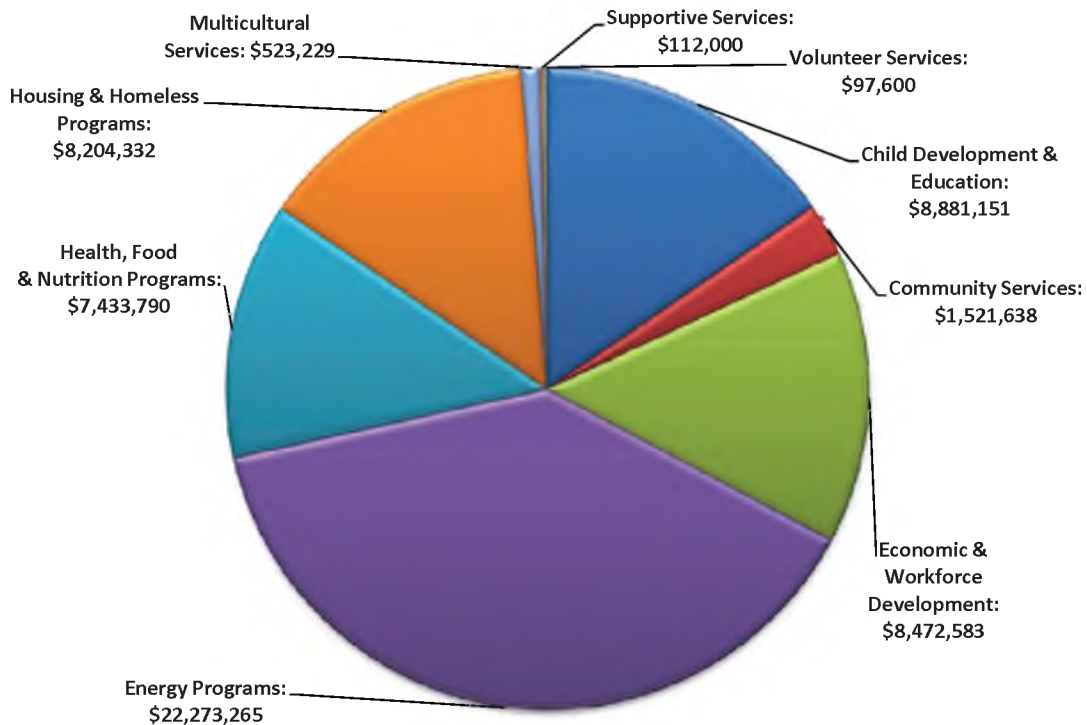
### OFFICERS

**Richard Delay, Sr.,** *Chairman*  
**Dolores Bellavance,** *Vice Chairman*  
**Mary Moriarty,** *Secretary*  
**Constance Erickson,** *Treasurer*

### DIRECTORS

Janet Allard	Sarah Jacobs	German Ortiz
James Brown	Wayne R. Johnson	Shirley Pelletier
Arthur T. Craffey, Jr.	Dan McKenna	Peter Ramsey
Senator Lou D'Allesandro	Jill McLaughlin	Donna Schlachman
Linda Foster	Thomas Meissner	Julie Stokes
Nancy Guthrie	Thomas Mullins	Martha Verville
	Jennifer O'Neil	

# 2011-12 FUNDING LEVELS BY PROGRAM CATEGORY



## RESULTS ORIENTED MANAGEMENT

During the 2010-2011 program year, Southern New Hampshire Services mobilized \$54,456,337 in non-CSBG funds; 130,566 units of service were delivered to Southern New Hampshire Services clients. For every CSBG dollar received, an additional \$54.96 in financial resources were mobilized.

### THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community and we are dedicated to helping people help themselves and each other.



### EXECUTIVE STAFF

**Gale Hennessy**, CCAP, *Executive Director*  
**Michael O'Shea**, *Deputy Director/Fiscal Officer*  
**Deborah Gosselin**, CCAP, *Programs Operations Director*  
**Diane Erikson**, *Administrative Assistant*

### ADMINISTRATIVE STAFF

<b>Jeanne Agri</b> , <i>Child Development Director</i>	<b>Sharon Brody</b> , <i>Community Services Director</i>
<b>Patte Anne Ardizzoni</b> , <i>RCA Administrator</i>	<b>Ryan Clouthier</b> , <i>Weatherization Director</i>
<b>Christine Beauvais</b> , <i>Workforce Development Operations Administrator</i>	<b>Kathleen Devlin</b> , <i>Community Health and Nutrition Services Director</i>
<b>Louise Bergeron</b> , <i>Energy Director</i>	<b>Keith Dunfey</b> , <i>Management Information Systems Coordinator</i>
<b>Frank Boudreau</b> , <i>NH Employment Program Administrator</i>	

<b>Philip Grandmaison</b> , <i>Special Projects Coordinator</i>
<b>William Hart</b> , <i>Facilities and Housing Development Director</i>
<b>Douglas Heuser</b> , <i>SEE Science Center Director</i>
<b>Dee Martin</b> , <i>Volunteer Services Director</i>
<b>Karen Moyer</b> , <i>Family Support Education Director</i>

<b>Gregory Schneider</b> , <i>CCAP, Community and Multicultural Services Director/EEO Officer</i>
<b>Debra Sevigny</b> , <i>Housing Director</i>
<b>Michael Tabory</b> , <i>Human Resources Director</i>
<b>Denise Vallancourt</b> , <i>Accounting Manager</i>

# SOUTHERN NEW HAMPSHIRE SERVICES LOCATIONS

## OFFICE SITES

### Main Office Location

40 Pine St., Manchester 03103  
603-668-8010  
Toll-Free Hillsborough County:  
1-800-322-1073  
Voice Mail: 603-647-4470  
Fax: 603-645-6734  
www.SNHS.org

### Mailing Address

Southern New Hampshire Services,  
Inc.  
P.O. Box 5040,  
Manchester 03108-5040

### Rockingham County Office

4 Cutts St., Portsmouth 03801  
(603) 431-2911  
Toll-Free Rockingham County:  
1-800-556-9300  
Fax: (603) 431-2916  
www.RCAction.org

### Outreach Offices

#### Manchester Office

160 Silver St., Manchester 03103  
603-647-4470 • Fax: 603-647-7188  
Toll Free Hillsborough County:  
1-800-322-1073

#### Nashua Office

134 Allds St., Nashua 03060  
603-889-3440 • Fax: 603-889-0945  
Toll Free Hillsborough County:  
1-877-211-0723

#### Greenville Office

54-56 Main St., Greenville 03048  
603-878-3364 • Fax: 603-878-0520

#### Hillsboro Office

63 West Main St.,  
Hillsborough 03244  
603-464-5835 • Fax: 603-464-3031

#### Peterborough Office

The River Center  
46 Concord St.,  
Peterborough 03458  
603-924-2243 • Fax 603-924-5756  
Toll-Free: 1-877-757-7048

#### Derry Office

9 Crystal Ave., Derry 03038  
603-965-3029 • Fax: 603-965-3049  
Toll Free: 1-855-295-4105

#### Raymond Office

55 Prescott Rd., Raymond 03077  
603-895-2303 • Fax: 603-895-2330

#### Seacoast Office

638 Lafayette Rd., Seabrook 03874  
603-474-3507 • Fax: 603-474-8728

#### Salem Office

287 Lawrence Rd., Salem 03079  
603-893-9172 • Fax: 603-893-6723

## FIELD SITES

### Eileen Phinney Multi-Cultural Center

521 Maple St., Manchester 03104  
603-669-5661 • Fax: 603-669-5265

### BRING-IT!!! Program

Jodi Harper, Youth Services  
Coordinator

521 Maple St., Manchester 03104  
603-669-5661 • Fax: 603-669-5265

### Economic Opportunity Center

18 Technology Way, Nashua 03060  
603-889-0531 • Fax: 603-880-5182

### Nashua Community

#### Coordinator - Seniors Count

Beth Quarm Todgham, Nashua  
Community Coordinator  
134 Allds St., Nashua 03060  
603-889-3440 • Fax: 603-889-0945

### RSVP (Retired & Senior Volunteer Program)

Denise Charest, Nashua Coordinator  
145 Ledge St., 3rd Fl., Nashua 03060  
603-598-9421 • Fax: 603-598-9421  
Lyn Collins, Manchester Coordinator  
1915 Front St., Manchester 03102  
603-634-1169 • Fax: 603-641-6054

### SEE Science Center

Douglas Heuser, Director  
200 Bedford St., 4th Floor,  
Manchester 03101  
603-669-0400 • Fax: 603-669-0400

### Western Hillsborough County Family Services

Erika Alusic-Bingham, Children's  
Program Coordinator  
61 Pheasant Rd. #41,  
Peterborough 03458  
603-924-9601 • Fax: 603-924-9601



## HEAD START / EARLY HEAD START / CHILD DEVELOPMENT CENTERS

### Early Head Start

Robin Gustafson, Center Director  
160 Silver St., P.O. Box 5040,  
Manchester 03108-5040  
603-668-8010 • Fax: 603-623-1670

### Early Head Start

Jessica Desroches, Center Director  
88 Temple St., Nashua 03060  
603-578-1732 • Fax: 603-578-1736

### Derry Head Start

Karyn Moschella, Center Director  
9 Crystal Ave., Derry 03038  
603-216-8864 • Fax: 603-965-3049

### Epping Head Start

Marion Ober, Center Director  
SAU 14 School District  
213B Main St., Epping 03042  
603-679-2892 • Fax: 603-679-5879

### Greenville Head Start

Ann Panagoulas, Contact Person  
SAU 87 School District  
16 Adams St., Greenville 03048  
603-878-4028

### Hillsborough Child Development

Donna Godron, Center Director  
21 School St., P.O. Box 184,  
Hillsborough 03244  
603 464-3136 • Fax: 603-464-3420

### Hudson Head Start

Ann Panagoulas, Contact Person  
Hills Garrison Elementary School  
190 Derry Rd., Hudson 03051  
603-598-4135

### Rose Byrne Head Start Center

Haley Gardner, Center Director  
40 Pine St., P.O. Box 5040,  
Manchester 03108-5040  
603-668-8010, Ext. 6039  
Fax: 603-645-6734

### West Side Child Development Center

Ann Panagoulas, Contact Person  
Manchester Community College  
1066 Front St., Manchester 03102  
603-623-2332

### Bronstein Head Start Center

Ann Panagoulas, Contact Person  
41 Central St., Nashua 03060  
603-882-3384

### Eleventh Street Head Start Center

Ann Panagoulas, Contact Person  
24 Eleventh St., Nashua 03060  
603-882-6278

### Nashua Child Development Center

Christine Randall, Center Director  
134 Allds St., Nashua 03060  
603-889-7812 • Fax: 603-889-0945

### Newmarket Head Start

Joann Boddy, Center Director  
Newmarket Recreation Center  
1 Terrace Dr., Newmarket 03857  
603-659-4927 • Fax: 603-659-3899

### Portsmouth Head Start

Marion Ober, Center Director  
Community Campus  
Campus Drive, Ste. 22,  
Portsmouth 03801  
603-422-8231 • Fax: 603-422-8258

### Seacoast Head Start

Joann Boddy, Center Director  
137 Lafayette Rd.,  
Hampton Falls, 03844  
603-601-2196 • Fax: 603-601-6041

### **Child Care Resource and Referral**

*Tracy Pond, Nashua Manager*  
88 Temple St., Nashua 03060  
603-578-1386 • Fax: 603-578-1736

*CarrieJaye Scott, Seacoast Coordinator*

4 Cutts St., Portsmouth 03801  
603-430-4923 • Fax: 603-431-2916  
1-800-556-9300

*Janet Skillin, Rochester Coordinator*  
1 Old Dover Rd., Ste. 2, Rochester 03867  
603-994-3505 • Fax: 603-994-0361

## **ELDERLY HOUSING SITES**

### **Campton Mills**

*Regina Buteau, Manager*  
349 Owl St., Campton, 03223  
603-726-7093 • Fax: 603-726-7173

### **Chaplain Adrien Chasse Village**

*Paul O'Shea, Manager*  
11 Adrien Cir., Rochester 03867  
603-335-6062 • Fax: 603-335-3597

### **Common Man Commons**

*Regina Buteau, Manager*  
48 West St., Ashland 03217  
603-968-3063 • Fax: 603-968-3189

### **Davidson Landing I & II**

*Leslie Mendenhall, Manager*  
143 & 145 Ledge St., Nashua 03060  
603-598-9846 • Fax: 603-598-0371

### **Derryfield Village**

*Claudette Girard, Manager*  
628 Hanover St., Manchester 03104  
603-621-7196 • Fax: 603-621-7197

### **Echo Valley Village**

*Donna Kingsbury, Manager*  
20 Back Lake Rd., Pittsburg 03592  
603-538-1122 • Fax: 603-538-1133

### **Greenfield Commons**

*Linda Smith, Manager*  
826 Forest Rd., Greenfield 03047  
603-547-2361 • Fax: 603-547-2361

### **Greenville Falls**

*Linda Smith, Manager*  
56 Main St., Greenville 03048  
603-878-3364 • Fax: 603-878-0520

### **Hallsville Court I**

*Cristina Cataño, Manager*  
870 Hayward St., Manchester 03103  
603-622-9693 • Fax: 603-622-9708

### **Hallsville Court II**

*Anna Wong, Manager*  
850 Hayward St., Manchester 03103  
603-624-8321 • Fax: 603-624-8321

### **J.B. Milette Manor**

*Leslie Mendenhall, Manager*  
72 Vine St., Nashua 03060  
603-598-9846 • Fax: 603-598-0371

### **Jedidiah Brown House**

*Colleen Forsythe, Manager*  
53 Prescott Rd., Raymond 03077  
603-895-0389 • Fax: 603-895-0582

### **Laurel Terrace**

*Steven Weeks, Manager*  
21 McKinley St., Rochester 03867  
603-335-2733 • Fax: 603-335-2737

### **Ledgewood Commons**

*Colleen Forsythe, Manager*  
4 Ledgewood Ln., Raymond 03077  
603-895-0389 • Fax: 603-895-0582

### **Lucille M. Simpson Meadows**

*Laurie Palmeira, Manager*  
1 Simpson Way, North Berwick, Maine 03906  
207-676-3257 • Fax: 207-676-0974

### **Mayor Roland Roberge Manor**

*Steven Weeks, Manager*  
14 Adrien Cir., Rochester 03867  
603-330-3217 • Fax: 603-330-3989

### **The Meadow at Northwood**

*Laurie Palmeira, Manager*  
243 Bow St., Northwood 03261  
603-942-8245 • Fax: 603-942-5473

### **Riverview Village**

*Regina Buteau, Manager*  
780 Lake St., Bristol 03222  
603-744-3627 • Fax: 603-744-3630

### **Sherburne Woods**

*Laurie Palmeira, Manager*  
1 Upham Dr., Deerfield 03037  
603-463-5893 • Fax: 603-463-5924

### **Streeter Shores**

*Nancy Garland, Manager*  
76 Temple St., Nashua 03060  
603-881-5214 • Fax: 603-881-3805

### **Sundance Village**

*Claudette Girard, Manager*  
1915 Front St., Manchester 03102  
603-634-0033 • Fax: 603-641-1314

### **Wagner Court**

*Nancy Adrien, Manager*  
101 Burke St., Nashua 03060  
603-595-0316 • Fax: 603-595-6280

### **Whispering Pines I & II**

*Colleen Forsythe, Manager*  
70 Pleasant St., Epping 03042  
603-679-2495 • Fax: 603-679-2593

## **SUPPORTIVE HOUSING FOR THE HOMELESS**

### **Mary's House**

*Jerusha Mangera, Supportive Housing Coordinator*  
123 West Pearl St., Nashua 03060  
603-886-3562 • Fax: 603-880-9825

### **Robinson House**

*Robert Müller, Supportive Housing Coordinator*  
49 Manchester St., Manchester 03101  
603-627-9188 • Fax: 603-625-0461

## **ECONOMIC & WORKFORCE DEVELOPMENT SITES**

Staff for WIA are co-located at the following sites:

### **Berlin NH Works**

151 Pleasant St., P.O. Box 159, Berlin 03570  
603-752-5500 • Fax: 603-752-5536

### **Concord NH Works**

10 West St., P.O. Box 1140, Concord 03302  
603-228-4100 • Fax: 603-229-4353

### **Claremont NH Works**

402 Washington St., Claremont 03743  
603-543-3111 • Fax: 603-543-3113

### **Conway NH Works**

518 White Mountain Hwy., Conway 03818  
603-447-5924 • Fax: 603-447-5985

### **Keene NH Works**

109 Key Rd., Keene 03431  
603-352-1904 • Fax: 603-352-1906

### **Laconia NH Works**

426 Union Ave., Laconia 03246  
603-524-3960 • Fax: 603-524-3963

### **Littleton NH Works**

646 Union St., Ste. 100, Littleton 03561  
603-444-2971 • Fax: 603-444-6245

### **Manchester NH Works**

300 Hanover St., Manchester 03104  
603-627-7841 • Fax: 603-627-7982

### **Nashua NH Works**

6 Townsend West, Nashua 03063  
603-882-5177 • Fax: 603-880-5256

### **Portsmouth NH Works**

2000 Lafayette Rd., Portsmouth 03801  
603-436-3702 • Fax: 603-436-3754

### **Salem NH Works**

29 South Broadway, Salem 03079  
603-893-9185 • Fax: 603-893-9212

### **Somersworth NH Works**

6 Marsh Brook Dr., Somersworth 03878  
603-742-3600 • Fax: 603-749-7515





# PROGRAM DEVELOPMENT

## SENIOR HOUSING

In November 2011, the U.S. Department of Housing and Urban Development (HUD) 202 program awarded Southern New Hampshire Services over \$5.8M to build and operate 16 apartments in the third and final phase of Hallsville Court in Manchester, and 20 units in Lancaster at the intersection of Routes 2 & 3. By December 2011, the general contractor had arrived on site to begin construction of 16-unit developments in both Plymouth and North Woodstock, bringing the total number of affordable senior housing units in the development and/or construction stage to 68.

SNHS acquired the 20-unit Whispering Pines II property in Epping and J.B. Milette Manor which provides 22 affordable senior housing units in Nashua. By the end of 2011, residents were moving into Hallsville Court-Phase 2 and the 16-unit Campton Mills development was far enough along that the first residents moved in right after the new year. These additional 78 units of senior housing brought the total of existing affordable units managed by Southern New Hampshire Services in New Hampshire and Maine to 811.

## EMPLOYMENT ASSISTANCE PROJECT

SNHS partnered with the Bank of America Charitable Foundation, which provided funding to address the struggles of the local refugee population, especially the Bhutanese, in securing employment. These individuals face cultural and linguistic barriers which hinder progress otherwise made through the agency's existing workforce development programs. SNHS utilized the funding to develop the Employment Assistance project, and hired a bilingual Bhutanese individual to work directly with program participants one-on-one and in small groups, coordinating services with existing programs assisting the refugees.



*The first residents of Campton Mills began moving in early in the new year. The development brought 16 units of affordable senior housing to the community.*

This individual performs outreach to area employers, assists job-seekers with applications, accompanies many of them to interviews, and maintains contact with both employers and employees after people are placed in jobs. In the first 9 months of the initiative, 89 Bhutanese refugees completed and submitted applications for employment. Thirty-six individuals obtained jobs (31 full-time and 5 part-time) at 6 different employers. The jobs were in the childcare, housekeeping, manufacturing, security and health care fields. While a number of jobs were temporary (9 months to a year) some were permanent. The results led the Bank of America Charitable Foundation to continue funding the project for an additional year, and will serve as a model to leverage additional resources from other entities.

## REFUGEE PROGRAMS

The purpose of the SNHS' programs supporting refugees is to promote the economic and social self-sufficiency of refugees in Hillsborough County, regardless of ethnicity or country of origin, in a linguistically and culturally appropriate manner. The primary objectives of these services are to increase access to, and receipt of, public services by refugees, increase their awareness and knowledge of laws, customs, existing resources and how to access them, increase access to employment opportunities, and promote understanding and acceptance of refugees by New Hampshire residents, local institutions, and service providers through community outreach and education.

Refugees are served through programs supported by funding from the federal Office of Refugee Resettlement and the US Department of Agriculture. The Ethnic Self-Help program supports initiatives to assist refugees in obtaining employment and becoming self-sufficient. Several agriculture-related grant programs help refugees to develop or enhance their farming skills, and provide resources and education to enable them to develop farming-based businesses. In 2011, 115 individuals from 9 different countries participated in these programs.

*Refugees active in a SNHS-supported agricultural program work together to build a greenhouse.*

## ON THE JOB TRAINING (OJT) NATIONAL EMERGENCY GRANT (NEG)

New Hampshire was one of 41 states awarded a WIA ARRA OJT NEG by the US Department of Labor. As the NH WIA Program Operator, SNHS was awarded a contract from the Department of Resources & Economic Development Office of Workforce Opportunity to operate the grant effective July 1, 2010. The targeted goal of 48 OJTs was achieved – and exceeded – in just nine months with a total of 61 OJTs.

Due to the success of the grant, a press release from Senator Shaheen touted that “NH was awarded a supplemental grant based on the success it has achieved in implementing the first award and was only one of four states to receive a supplemental grant.” The supplemental funds will enable us to provide 50-60 additional OJT opportunities through June 2013.

The goal of the OJT NEG is to provide on-the-job training (participants earn while they learn) leading to permanent employment. This opportunity has proved beneficial for both the workers who might otherwise have not been able to secure a position; and the employers, who through the OJT receive reimbursement of up to 90% of the participant’s wages for up to six months. These employers have been able to bring on additional staff to sustain and grow their businesses thus contributing to the general health of our local economy.

OJT Agreements have been established with companies statewide in the manufacturing, service, information technology, engineering, construction, and administration industries. All OJTs constitute full-time employment with benefits and are targeted to result in permanent full-time employment. Currently, 97% of exited participants have met that target.

## MANCHESTER HEALTHY HOMES ONE TOUCH PILOT PROGRAM

The Weatherization Department has partnered with the Manchester Health Department, Child and Family Services, The Way Home, Try to Stop Tobacco and the Manchester Housing Initiative to create a “One Touch” approach at servicing clients. The “One Touch” approach incorporated a referral checklist completed by Energy Auditors and other home visitors within the City of Manchester. This form is completed during a home visit then faxed to each program capable of providing assistance to clients. This allows SNHS to facilitate collaboration among Health, Housing and Energy Efficiency programs to deliver the “One Touch” healthy and energy efficient home treatment. SNHS has made a total of 70 referrals.

## SUSTAINABLE ENERGY RESOURCES FOR CONSUMERS PROGRAM (SERC)

The Sustainable Energy Resources for Consumers (SERC) program provides additional funding to expand the present Weatherization Assistance Program (WAP) funded under the American Recovery and Reinvestment Act (ARRA.) The SERC program allows for materials beyond what is currently approved for the Department of Energy (DOE) WAP, including solar photovoltaic and solar hot water systems. A total of 98 SERC jobs were completed since the first one was started in April 2011.



*The goal of the OJT NEG program is to provide on-the-job training where participants earn while they learn.*

## RESIDENT OWNED COMMUNITIES (ROC-NH)

The Community Loan Fund received funding from the Regional Greenhouse Gas Initiative (RGGI) and Department of Energy to work with SNHS and other Community Action Agencies in an effort to weatherize manufactured homes located in Resident-Owned Communities. The program’s mission is to weatherize over 400 homes statewide concentrating on COOP owned mobile home parks. By focusing on an entire park at one time, the program is able to purchase materials in bulk and weatherization crews work in close proximity to the next weatherization job. This speeds up the weatherization process as it decreases travel and equipment set up time. Weatherization kick off meetings are held in each park at which time park representatives are trained as Energy Advocates capable of promoting the program and benefits of weatherization to other park members.

## BETTER BUILDINGS

The Community Development Finance Authority implemented a program designed to address health and safety issues and to apply energy conservation measures in order to increase the energy efficiency and reduce household energy costs for homes in Nashua. This program works in conjunction with various other conservation programs funded by National Grid-NH and Public Service of New Hampshire. Beginning with the weatherization of one home in 2011, the program’s goal is to weatherize a total of 47 Nashua homes.

## CATCH HEALTHY HABITS

Southern New Hampshire Services, in conjunction with the OASIS Institute, received a grant from the WellPoint Foundation to implement the CATCH (Coordinated Approach to Child Health) Healthy Habits Program in Manchester. This unique inter-generational program engages adults 50 and older to educate children in kindergarten through grade 5 about nutrition and fitness. The program addresses adult and childhood obesity by providing educational sessions on healthy eating and physical activity. The CATCH program runs in after school, summer and other recreational programs. Volunteer teams of 3-5 adults present a series of lessons that involve a healthy snack, health education lesson, and fun physical activities.



**CATCH Healthy Habits**

# RCA COMMUNITY OUTREACH OFFICES

## OUTREACH OFFICES

Through its well-established network of community Outreach Offices, Rockingham Community Action offers an active presence in Salem, Seabrook, Portsmouth, Raymond and Derry. The Outreach Offices allow RCA to develop relationships and work closely with local Welfare Offices and other community partners to more effectively provide self-sufficiency programs and services to low-income residents in each of the 37 cities and towns in Rockingham County.

Fuel and Energy Assistance, the Women, Infants and Children Nutrition Program (WIC), and Housing Assistance are a few of the many services which can be accessed through this system of locally supported offices that allow for ease of access for clients and a strong community-based network of partnerships and supports.

The Outreach Program also provides emergency financial assistance to low-income households for the payment of rent, mortgage, electricity, fuel and other basic needs.

Each Outreach Office is a valued partner within the social service network for the communities it serves, often pooling resources with cities and towns to meet the needs of their low-income residents. Whether it is in providing crisis services, general information and referral, advocacy or ongoing program support services, the Outreach Centers play a vital role in assisting those in our communities who have the greatest need and the fewest resources. They may be single adults, couples, families with children, elderly, with or without jobs, or perhaps unable to work.

In these current economic times, many continue to struggle toward self-sufficiency, while an increasing number find themselves seeking assistance from RCA for the first time. What they all share is the need for a helping hand in finding a way out of their current circumstances.

The Outreach Program makes extensive use of volunteers to carry out its activities. Volunteer opportunities are available at each of the Outreach Offices, and could include helping out in the emergency



*IDA program participants work towards the dream of home ownership, starting a small business or gaining a post-secondary degree.*

food pantries. Individuals wishing to help are encouraged to contact their local Outreach Center for information on local needs.

## ASSET DEVELOPMENT

Rockingham Community Action's Asset Development Program offers low and moderate income households the opportunity to build a strong financial foundation through one-on-one financial guidance, individually designed financial health programs, and the Individual Development Account (IDA) \$3 to \$1 matched savings program. A key component of these services is Volunteer Income Tax Assistance (VITA) free tax preparation, offered at several sites located in and around Rockingham and Strafford Counties. The efforts are coordinated by the RCA-led CASH Coalition of Southeastern New Hampshire. The Coalition includes 20 community partners who work together to plan and implement many of the programs.

Over the past year, volunteers at the VITA sites prepared approximately 800 tax returns throughout Rockingham and Strafford counties, which translated

## TOWNS SERVED BY RCA OUTREACH OFFICES

### **Derry Outreach Office**

Serving Derry & Londonderry

### **Portsmouth Outreach Office**

Serving Portsmouth, New Castle, Newington, Greenland & Rye

### **Raymond Outreach Office**

Serving Brentwood, Candia, Deerfield, East Kingston, Epping, Exeter, Fremont, Kingston, Newfields, Newmarket, Northwood, Nottingham & Raymond

### **Salem Outreach Office**

Serving Atkinson, Auburn, Chester, Danville, Hampstead, Newton, Plaistow, Salem, Sandown & Windham

### **Seacoast Outreach Office**

Serving Hampton, Hampton Falls, Kensington, North Hampton, Seabrook, South Hampton, & Stratham

*Please see Page 6 for Outreach Office locations and contact information*

into more than \$1 million in refunds for low and moderate income households. The IDA program boasts 26 participants with 17 more in the eligibility phase. All are or will be working toward a first home purchase, small business startup or post-secondary degree. Finally, hundreds have participated in one of the many financial workshops or counseling sessions that have taken place over the past year. Many RCA clients take advantage of the Asset Development staff's expertise as they apply for and receive services through other RCA programs.

## CHILD AND ADULT CARE FOOD PROGRAM

RCA's Child and Adult Care Food Program (CACFP), a program of the US Department of Agriculture, administered in NH by the State Department of Education, plays a vital role in improving the quality of child care and making it more affordable for many low-income families. Children in child care receive nutritious meals and snacks through CACFP.

Child care centers and home-based child care providers which are part of RCA's network in Rockingham and Strafford counties receive cash reimbursement for serving meals to enrolled children that meet Federal nutritional guidelines. The CACFP meal pattern varies according to age and types of meal served. The program serves a dual purpose in supporting child care service providers, many of whom are self-employed, with resources for meals and snacks, while providing nutritious and healthy food for many children who would not otherwise have access to it.

## EMERGENCY FOOD PANTRIES & ASSISTANCE

For over 30 years, Rockingham Community Action has assisted households who are struggling with food insufficiency. One of the key services addressing this problem is the Emergency Food Pantry program, which operates out of the Outreach Offices in Seabrook, Salem and Raymond. With food provided through community food drives, the USDA program, gleaning from local food vendors (such as supermarkets) and through donations of produce by farmers, the pantries have provided 3 to 5 days of well-balanced food for each of the households who have applied for assistance.

In addition to the Emergency Food Pantries, RCA provides holiday food assistance during Thanksgiving and Christmas to households in need. This assistance includes food baskets and/or gift certificates to local supermarkets to allow for individual preferences. While trying never to turn anyone away needing emergency food, the Outreach Offices endeavor to assist residents in towns that do not have any other emergency food providers.



*The Portsmouth Adult Basic Education Program provides classroom-based instruction for adults in need of basic literacy skills, GED preparation and English language instruction.*

## LITERACY SERVICES

Literacy Services at RCA began in 1989 with The Gift of Reading Program, a book distribution program for WIC and Head Start children in which families can visit their local library to select a quality hardcover book which is theirs to keep, and learn what free services libraries have to offer. The program began in 2 public libraries, and has since expanded to 25 libraries throughout Rockingham County.

Literacy Services expanded to include The Gift of Reading Storytime at WIC clinics beginning in 1989. Trained volunteers present read-aloud stories and arts activities to show parents with young children how to engage children in books early in life. Additional programs include the Child Care Provider Project featuring bi-weekly story time visits to family childcare providers.

Participation in the national Reading is Fundamental program enables RCA to distribute quality paperback books through WIC, CSFP, Head Start and outreach sites. Children at these sites select books to own and participate in motivational reading activities.

In the fall of 1995, Literacy Services extended the range of its activities to include the Portsmouth Adult Basic Education (ABE) Program. This program provides classroom-based instruction for adults in need of basic literacy skills (reading, writing, and math), pre-GED and GED preparation, as well as English language instruction for speakers of other languages. Comprehensive support services and resources as well as counseling services focused on career and college transitions are available to help adult learners access the skills and education necessary to build secure families and employment, and to become active community members.



*A component of Southern New Hampshire Services*

# CHILD DEVELOPMENT/ EDUCATION PROGRAMS

## HEAD START

Head Start is a comprehensive child development program designed to foster the healthy development of preschool children and families. Head Start provides a safe, nurturing environment and supports parents in their role as the child's primary educator.

The mission of SNHS Head Start is to empower families to meet present and future challenges with confidence. The classroom curriculum builds school readiness skills through activities that promote literacy, math and social emotional development. In addition, the program provides nutritious meals and snacks in compliance with the USDA through the Child and Adult Care Food Program (CACFP).

SNHS Head Start has an enrollment of 494 children in urban and rural sites in Hillsborough and Rockingham Counties. Classrooms are located in Derry, Epping, Greenville, Hampton Falls, Hillsborough, Hudson, Manchester, Nashua, Newmarket and Portsmouth. The centers provide preschool opportunities for children in the town in which they are located as well as surrounding communities within the county.

## EARLY HEAD START

The Early Head Start center-based program provides high quality care for infants and toddlers up to three years of age. The Early Head Start home-based program option promotes healthy birth outcomes for pregnant women and provides weekly home visits for infants and toddlers with a focus on healthy development and strengthening the parent-child bond.

Early Head Start focuses on children's physical, social, emotional, and intellectual development; assists parents in successfully fulfilling their parental roles; and helps families move toward self-sufficiency.



*A visit from the local fire department offers the opportunity to see what the inside of a fire truck looks like.*

Early Head Start provides services to 102 children and their families in Nashua and Manchester.

## CHILD CARE

SNHS' Child Care Centers provide a high quality, affordable, dependable and nurturing atmosphere for the children of working parents and for those parents entering or reentering the workforce.

Children enjoy a nutritious breakfast, lunch and snack along with developmentally appropriate activities and an individualized program designed to fit each child's needs. The Centers' holistic approach addresses the needs of the whole family and supports efforts to achieve self-sufficiency while encouraging children's learning and development.

Full day childcare is available for pre-school children in Nashua, Manchester and Hillsborough. Extended day childcare services are available for Head Start children enrolled on site. Infant and toddler care is offered in Nashua and at the Early Head Start centers in Manchester and Nashua.

*Head Start provides a safe, nurturing environment and supports parents in their role as the child's primary educator.*

# 2011-2012 FUNDING LEVELS & SOURCES

## CHILD DEVELOPMENT/EDUCATION PROGRAMS

Adult Basic Education.....	U.S. Department of Education .....	\$ 72,415
	State of New Hampshire.....	\$ 72,415
Child Care Resource and Referral.....	NH Department of Health and Human Services .....	\$ 331,983
Early Head Start.....	U.S. Department of Health and Human Services .....	\$ 1,191,409
	NH Department of Health and Human Services/Tuition .....	\$ 296,500
	Early Head Start In-Kind .....	\$ 297,852
Gift of Reading.....	Community Revenue.....	\$ 3,500
Head Start.....	U.S. Department of Health and Human Services .....	\$ 4,157,025
	Head Start In-Kind .....	\$ 1,039,256
Hillsborough Child Development .....	NH Department of Health and Human Services/Tuition .....	\$ 129,800
	United Way, Monadnock Region.....	\$ 30,000
Nashua Child Development.....	NH Department of Health and Human Services/Tuition .....	\$ 515,000
	United Way of Greater Nashua.....	\$ 35,076
Rose Byrne Child Development .....	U.S. Department of Health and Human Services .....	\$ 152,000
Reading is Fundamental.....	Park Street Foundation.....	\$ 1,310
	Reading is Fundamental.....	\$ 5,610
SEE Science Center .....	Community Revenue.....	\$ 550,000
<b>Child Development/Education Programs.....</b>		<b>\$ 8,881,151</b>

## CHILD CARE RESOURCE AND REFERRAL

SNHS is a member of the New Hampshire Child Care Resource and Referral (NHCCR&R) Network, a cooperative group of child care resource and referral programs that educate and support families, providers and the community regarding childcare issues.

With offices located in Nashua, Portsmouth and Rochester, CCR&R provides families in Hillsborough, Rockingham and Strafford Counties with the education and resources they need to find childcare through free and confidential referral services. CCR&R also recruits new providers and helps them begin their childcare business. It offers technical assistance and support to childcare providers and programs, develops and maintains a database of childcare providers and programs, and provides childcare training opportunities to enhance early childhood professional development. CCR&R also advocates for quality, affordable childcare for families and better wages and benefits for childcare providers.

## SEE SCIENCE CENTER

The SEE Science Center, an independent non-profit that has entered into a management agreement with SNHS, has promoted the excitement of science discovery for more than 25 years. Located at 200 Bedford Street in Manchester's Millyard, visitors from age one to adult learn about science by doing science.

In addition to more than 75 hands-on exhibits that demonstrate the basic principles of science, SEE also offers a Chemistry Discovery Lab, weekly Family Activity Lab, classrooms, function rooms, birthday parties, overnights, Summer Science Camps, traveling exhibits and workshops for teachers, parents and students.

SEE is also home to the LEGO Millyard Project. This 2,200 square foot area is a representation of the Amoskeag Mills as it was circa 1900. It is made entirely out of LEGO bricks and includes running water, a working railroad and mini-cam. It is the largest permanent installation of LEGO bricks at mini-figure scale in the world.



*The SEE Science Center in Manchester is home to the LEGO Millyard Project, a representation of the Amoskeag Mills as it was circa 1900.*

# HOUSING & HOMELESS PROGRAMS

## SUPPORTIVE HOUSING FOR THE ELDERLY

SNHS continues to maintain its place as one of the state's leading providers of housing to low-income eligible senior citizens. Funding from the U.S. Department of Housing and Urban Development's Section 202 Supportive Housing Program has enabled us to build and manage 25 elderly housing projects reflecting 811 affordable apartments. The low-income residents of these apartments pay 30% of their income for rent with the balance subsidized under HUD's Section 8 Rental Assistance Program. Heat and utilities are included in the rent. Our supportive elderly housing projects include:

- Campton Mills: 16 units in Campton, NH
- Chaplain Adrien Chasse Village: 42 units in Rochester, NH
- Common Man Commons: 28 units in Ashland, NH
- Davidson Landing I: 36 units in Nashua, NH
- Davidson Landing II: 46 units in Nashua, NH
- Derryfield Village: 28 units in Manchester, NH
- Echo Valley Village: 24 units in Pittsburg, NH
- Greenfield Commons: 24 units in Greenfield, NH
- Greenville Falls: 70 units in Greenville, NH
- Hallsville Court I: 34 units in Manchester, NH
- Hallsville Court II: 20 units in Manchester, NH
- J.B. Milette Manor: 22 units in Nashua, NH
- Jedediah Brown House: 4 units in Raymond, NH
- Laurel Terrace: 55 units in Rochester, NH
- Ledgewood Commons: 24 units in Raymond, NH
- Lucille M. Simpson Meadows: 30 units in No. Berwick, ME
- Mayor Roland Roberge Manor: 44 units in Rochester, NH
- The Meadow at Northwood: 31 units in Northwood, NH
- Riverview Village: 19 units in Bristol, NH



*Solar panels installed at Hallsville Court increase energy efficiency at this Manchester senior housing location.*

- Sherburne Woods: 20 units in Deerfield, NH
- Streeter Shores: 43 units in Nashua, NH
- Sundance Village: 41 units in Manchester, NH
- Wagner Court: 70 units in Nashua, NH
- Whispering Pines I: 20 units in Epping, NH
- Whispering Pines II: 20 units in Epping, NH

## HOUSING MANAGEMENT

SNHS Management Corporation, the housing management subsidiary, provides specialized management services to the elderly housing programs, sponsors the supportive housing for the homeless projects in Manchester and Nashua, serves as general contractor for select projects, and undertakes housing and property rehabilitation benefiting low-income individuals.

## HOMELESS SUPPORT/CASE MANAGEMENT

The Homeless Outreach/Case Management project is the primary entry point into the Manchester and Nashua area Continuum of Care systems and other networks of services for homeless individuals and families. The project is funded by the U.S. Department of Housing and Urban Development (HUD). Our Homeless Support Specialists reach out to individuals and families who are unsheltered. These clients are connected to services and adequate housing within the respective Continuum of Care services system. The services provided last year through this program (outreach, intervention, referral and case management) resulted in 218 clients being sheltered and/or receiving assistance within the Manchester and Nashua homeless services delivery systems.

*Scrabble games are a weekly social event for residents at Common Man Commons in Ashland.*

# 2011-2012 FUNDING LEVELS & SOURCES

## HOUSING & HOMELESS PROGRAMS

Campton Mills .....	U.S. Department of Housing and Urban Development .....	\$ 153,024
Chasse Village .....	U.S. Department of Housing and Urban Development .....	\$ 303,912
Common Man Commons .....	U.S. Department of Housing and Urban Development .....	\$ 193,200
Davidson Landing I .....	U.S. Department of Housing and Urban Development .....	\$ 284,256
Davidson Landing II .....	U.S. Department of Housing and Urban Development .....	\$ 314,640
Derryfield Village .....	U.S. Department of Housing and Urban Development .....	\$ 216,048
Echo Valley Village .....	U.S. Department of Housing and Urban Development .....	\$ 210,816
Greenfield Commons .....	U.S. Department of Housing and Urban Development .....	\$ 217,728
Greenville Falls .....	U.S. Department of Housing and Urban Development .....	\$ 944,364
Hallsville Court .....	U.S. Department of Housing and Urban Development .....	\$ 243,576
Hallsville Court II .....	U.S. Department of Housing and Urban Development .....	\$ 191,280
Laurel Terrace .....	U.S. Department of Housing and Urban Development .....	\$ 382,800
Ledgewood Commons .....	U.S. Department of Housing and Urban Development .....	\$ 207,936
The Meadow at Northwood .....	U.S. Department of Housing and Urban Development .....	\$ 249,240
Riverview Village .....	U.S. Department of Housing and Urban Development .....	\$ 144,588
Roberge Manor .....	U.S. Department of Housing and Urban Development .....	\$ 334,752
Sherburne Woods .....	NH Housing Finance Authority (Tax Credits) .....	\$ 201,060
Simpson Meadows .....	U.S. Department of Housing and Urban Development .....	\$ 253,080
Streeter Shores .....	U.S. Department of Housing and Urban Development .....	\$ 294,120
Sundance Village .....	U.S. Department of Housing and Urban Development .....	\$ 303,532
Wagner Court .....	U.S. Department of Housing and Urban Development .....	\$ 493,920
Whispering Pines I .....	U.S. Department of Housing and Urban Development .....	\$ 271,800
Whispering Pines II .....	NH Housing Finance Authority (Tax Credits) .....	\$ 155,952
J. B. Milette Manor .....	NH Housing Finance Authority (Tax Credits) .....	\$ 243,144
Mary's House .....	U.S. Department of Housing and Urban Development .....	\$ 189,504
	Private .....	\$ 126,336
Robinson House .....	U.S. Department of Housing and Urban Development .....	\$ 95,904
	Private .....	\$ 63,936
Homeless Housing and Access Revolving Loan Fund .....	State of New Hampshire .....	\$ 8,325
Homeless Prevention .....	NH Department of Health and Human Services .....	\$39,532
Homeless Outreach & Intervention (Manchester) .....	U.S. Department of Housing and Urban Development .....	\$ 36,039
Homeless Outreach & Intervention (Nashua) .....	U.S. Department of Housing and Urban Development .....	\$ 32,191
Lead Paint Hazard Control Program .....	U.S. Department of Housing and Urban Development .....	\$ 675,000
Emergency Shelter State Grant-in-Aid .....	State of New Hampshire .....	\$ 128,797
<b>Housing and Homeless Programs .....</b>		<b>\$ 8,204,332</b>

## HOMELESS PREVENTION

The New Hampshire Department of Health & Human Services-Bureau of Behavioral Health awarded Southern New Hampshire Services funds to provide short term assistance to families and individuals who have received utility termination (due to arrearages) or eviction notices and are at imminent risk of becoming homeless; 261 households at risk of eviction were assisted with Homeless Prevention Funds in 2011.



## SUPPORTIVE HOUSING FOR HOMELESS

There is no one reason why a person becomes homeless. Contributing factors may include substance abuse, mental illness, domestic violence, extreme poverty or a combination of those causative factors.

SNHS' Supportive Housing Program provides previously homeless individuals with a stable living environment, needed supportive services, and assistance in becoming increasingly productive members of the community.

- **Mary's House**, located in Nashua, NH, consists of 40 rehabilitated Section 8 rent-assisted apartments for homeless women. The Nashua Housing Authority has contracted with SNHS to administer the rents for this program.
- **Robinson House**, located in Manchester, NH, consists of 24 rehabilitated Section 8 rent-assisted apartments for homeless males who have successfully completed substance abuse treatment programs.

*The community room at Robinson House in Manchester offers residents the chance to read, relax and socialize.*



# WORKFORCE & ECONOMIC DEVELOPMENT

## WORKFORCE INVESTMENT ACT

WIA is an employment and training program funded by the U.S. Department of Labor to help Dislocated Workers and other eligible Adults access the tools they need to manage their careers through information and high quality services, and to help companies find skilled workers.

Southern New Hampshire Services and the other four New Hampshire Community Action Agencies are key partners in delivering statewide employment and training services. Since the implementation of WIA in 2000, SNHS has been awarded the role of the Workforce Investment Act (WIA) Program Administrator responsible for the service delivery and performance outcomes of the WIA Adult and Dislocated Worker Programs and National Emergency Grants for the state of New Hampshire by the Department of Resources and Economic Development (DRED) Office of Workforce Opportunity (formerly the Workforce Opportunity Council).

SNHS is part of the one-stop NH Works partnership system that includes the NH Department of Resources and Economic Development, NH Department of Education, NH Employment Security, NH Department of Health and Human Services, Senior Community Service Employment Program and the NH Community College System.

WIA services are flexible, diverse, and based on individual customer choice and include: career assessment; development of an Individual Employment Plan; Individual Training Accounts leading to employment in high demand occupations; on-the-job training allowing participants to “earn while they learn” new job skills with an employer; basic skills remediation such as ESOL, basic reading and math, and computer literacy; resume writing and interviewing assistance; job placement assistance; support services to remove job barriers; and follow-up services after job placement.



*The WIA program provides funding to train workers for jobs in the advanced manufacturing sector.*

## NEW HAMPSHIRE EMPLOYMENT PROGRAM

Southern New Hampshire Services is a major partner in the delivery of the New Hampshire Employment Program (NHEP). The program seeks to promote economic independence by enabling welfare recipients to achieve meaningful employment. NHEP provides financial support as well as employment and training services to low-income families with children who receive benefits under the Temporary Assistance to Needy Families Program (TANF).

The participation of SNHS in the New Hampshire Employment Program provides improved coordination with and access to local Community Action Agencies' resources by TANF clients across the state.

SNHS professional staff partner with the NH Department of Health and Human Services (DHHS) staff to form inter-agency teams located in the 12 DHHS District Offices throughout the state. These teams provide case management & employment counseling services to more than 2,500 active NHEP participants each month.



*A Workplace Success client explores volunteer options at the computer lab at the Workplace Success site in Manchester.*

# 2011-2012 FUNDING LEVELS & SOURCES

## ECONOMIC & WORKFORCE DEVELOPMENT

Employment Assistance Project .....	Bank of America Charitable Foundation.....	\$ 19,877
NH Employment Program (NHEP)* .....	U.S. Department of Labor.....	\$ 1,091,553
	NH Department of Health and Human Services .....	\$ 360,212
Work Skills – Work Experience.....	NH Department of Health and Human Services .....	\$ 2,886,976
WIA Adult Worker* .....	NH Office of Workforce Opportunity .....	\$ 1,527,195
WIA Dislocated Worker* .....	NH Office of Workforce Opportunity .....	\$ 1,944,956
WIA National Emergency Grant.....	NH Office of Workforce Opportunity .....	\$ 641,814

**Economic & Workforce Development .....** **\$ 8,472,583**

\* Statewide program administered by Southern New Hampshire Services

## WORKPLACE SUCCESS PROGRAM

Workplace Success is funded by the Department of Health and Human Services and represents collaboration between the Division of Family Assistance, SNHS, and the other New Hampshire Community Action Agencies to enable Financial Assistance for Needy Families (FANF) recipients to move from welfare to work. The goal of the program is to prepare participants to enter a volunteer Work Experience position to develop work skills for 20-30 hours per week within a nonprofit, business, or local/state government host site, or to enter paid or partially subsidized employment.

Workplace Success training sites are located in 12 communities across the state: Berlin, Tamworth, Littleton, Claremont, Keene, Concord, Laconia, Manchester, Nashua, Salem, Portsmouth and Rochester.

Workplace Success provides participants in the New Hampshire Employment Program with the skills, knowledge, experience and support needed to obtain paid employment.

The **Workplace Success Service Bureau** gives trainees the opportunity to perform work assignments that offer them the chance to learn new skills, obtain direct work experience, and network with potential employers and employment references. These community-based projects are performed both on-site and off-site.

In 2011 SNHS Workplace Success sites in Manchester, Nashua, Portsmouth and Salem enrolled over 984 New Hampshire Employment Program participants and worked on more than 500 community-based projects through Service Bureau learning various work skills and gaining direct work experience. Approximately 70% of the clients enrolled in the program completed it successfully.

To complement the Service Bureau, **Work Skills Training** enhances employability by providing customer service skills, written and verbal communication skills, workplace survival skills, and basic-to-advanced Microsoft applications and keyboarding skills.

The **Work Experience Program (WEP)** is another important component of the Workplace Success Program. It provides NHEP participants an opportunity to improve their employability and gain the skills, knowledge and work habits necessary to obtain employment through supervised 16-week volunteer assignments with participating host sites. 425 non-profit and for-profit businesses or local/state government entities participated as host sites in Manchester, Nashua, Portsmouth and Salem in 2011.

The host sites benefit by having extra personnel to assist with their organization's work needs and a no-risk opportunity to evaluate a participant for employment. Additionally, if a WEP participant is selected for employment, the NHEP On-the-Job Training Program (OJT) is available to the host site. The OJT Program offers a 50% wage reimbursement of up to \$3,500 to the employer during the new employee's training period. In 2011, 22 host sites hired their assigned WEP participant; 11 of the new hires directly benefited from the OJT Program. The program offers benefits and supportive services to the NHEP participant during the OJT training period.



*Workplace Success clients polish their organizational skills on a volunteer project for the UpReach Therapeutic Riding Center located in Goffstown.*

# ENERGY PROGRAMS

## LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

The Low-Income Home Energy Assistance Program (LIHEAP) provides elderly, handicapped and low-income residents with the financial assistance necessary to meet vital heating expenses. This critical program is funded by the U.S. Department of Health and Human Services. Clients may also choose to participate in developing a case management plan to achieve increased financial self-sufficiency to avoid energy related emergencies. LIHEAP provided services to 13,689 households in 2011.

## ELECTRIC ASSISTANCE PROGRAM

The Electric Assistance Program (EAP) provides qualifying utility customers with a discount of 7% to 70% off their monthly electric bill, depending on their household income. Renters, subsidized renters and homeowners who receive an electric bill may apply for EAP. Eligibility is determined by the total household income and the number of household members. Eligible customers receive a discount on their electric bill every month. While some households were put on a waiting list this year due to lack of funding, the program helped up to 15,216 households cope with their utility costs in 2011.

## EMERGENCY ENERGY ASSISTANCE PROGRAMS

These programs benefit families who are in crisis and facing an emergency situation. The programs have different criteria; for some, applicants must exceed the income guidelines for LIHEAP; for others the programs can help people at all income levels who are in a crisis situation.

### FEMA ENERGY ASSISTANCE

Individual and family households whose energy needs cannot be met under the State's Low-Income Home Energy Assistance Program may apply for FEMA Energy Assistance. In such instances, utility payments may be provided but are restricted to one month's



*Fuel and Energy Assistance Programs provide elderly, handicapped and low income residents the financial assistance to meet heating expenses.*

cost, one time, during the program period. FEMA assistance helped 323 households in 2011.

### NEIGHBOR HELPING NEIGHBOR

This non-profit charitable fund is generously supported by corporate matching funds and contributions from customers and employees of Unitil, National Grid-NH and Public Service of New Hampshire. Neighbor Helping Neighbor provides funds for energy assistance to needy individuals who are experiencing hardships, have disconnects pending and are ineligible for help from LIHEAP. The program assisted 639 households in Hillsborough County and 141 Rockingham County households in 2011.

### FAMILY EMERGENCY LOAN PROGRAM

This program, generously funded by St. Mary's Bank and Bellwether Credit Union, provides participants with emergency assistance loans of up to \$1000 for a period of ten months at a low interest rate. Clients pay back the bank in monthly installments. A total of 7 households received assistance in 2011.

### SENIOR ENERGY ASSISTANCE SERVICE

The Senior Energy Assistance Service (SEAS) provides energy assistance funds in an amount up to \$270 per elderly household for individuals sixty years of age or older, who are ineligible under the Low-Income Home Energy Assistance Program. The program secures and maintains maximum independence and dignity in a home environment for elderly individuals capable of self-care with appropriate supportive services. In the last program year, 29 elderly households were assisted.

### SENIORS COUNT FLEX FUNDING

The Mary Gale Foundation provides funding to the Seniors Count initiative to assist low-income elderly women in Manchester. As a partner in Seniors Count, SNHS accesses these funds to provide energy, rental and other miscellaneous assistance to low-income elderly women who do not qualify for other programs or require additional services. In the last calendar year, 37 elderly women were assisted with these funds for a total of \$20,636.

# 2011-2012 FUNDING LEVELS & SOURCES

## ENERGY PROGRAMS

Bishop's Charitable Fund.....	Diocese of Manchester.....	\$ 10,000
CORE Residential Conservation Program .....	Utilities .....	\$ 700,000
Electric Assistance Program .....	PUC and utility customers.....	\$ 6,525,000
Energy Block Grant/Fuel Assistance.....	U.S. Department of Health and Human Services.....	\$13,256,759
Energy Usage Case Management .....	U.S. Department of Health and Human Services.....	\$ 226,659
Family Emergency Loan Program .....	St. Mary's Bank.....	\$ 5,000
FEMA Emergency Energy Assistance .....	FEMA/United Way-National .....	\$ 30,000
Gale Flex Fund.....	Mary Gale Foundation .....	\$ 15,000
Heating Repair/Replacement Project .....	U.S. Department of Health and Human Services.....	\$ 297,957
National Grid Weatherization Program.....	National Grid.....	\$ 423,106
Neighbor Helping Neighbor .....	Utilities .....	\$ 100,000
Senior Energy Assistance Program (SEAS) .....	NH Department of Health and Human Services .....	\$ 10,791
Weatherization .....	U.S. Department of Energy.....	\$ 472,993
Weatherization Manufactured Homes Agreement.....	RGGL.....	\$ 200,000

**Energy Programs..... \$ 22,273,265**

### BISHOP'S CHARITABLE ASSISTANCE FUND

SNHS received a grant from the Bishop's Charitable Assistance Fund to help Hillsborough County residents who were in a crisis but who were over income limits for federally funded LIHEAP. A total of 18 households in crisis received assistance through this fund in 2011.

### NGRID FOUNDATION

National Grid provided \$25,000 to be used to help their customers who were in a disconnect crisis. In 2011, 66 families were assisted in keeping their natural gas on.

### PRIVATE DONATIONS FOR ENERGY ASSISTANCE

These funds, received from individuals, banks, businesses, churches and corporations, help assist those who had no other place to turn for help in their hardship situation. During 2011, these limited funds were invaluable to the 158 households without other resources to help them through their crisis.

## DEPARTMENT OF ENERGY WEATHERIZATION PROGRAMMING

Federally funded weatherization programs are designed to address health and safety issues and to apply energy conservation measures in order to increase the energy efficiency of the home and reduce household energy costs. Eligibility is determined by income with



priority given to the elderly, the disabled and families with children under six years of age. These programs work in conjunction with various other conservation programs funded by: National Grid-NH, Public Service of New Hampshire, Unitil, and NH Electric Co-op. Weatherization services were provided to 344 homes in 2011.

## HEATING REPAIR AND REPLACEMENT PROGRAM (HRRP)

The LIHEAP funded HRRP program is designed to assist income eligible clients with emergency heating system repair or replacements needed throughout the heating season. Heating systems which are defective or unsafe to operate are repaired or replaced while funding is available. In 2011, 75 households received services from the HRRP program.

## NHSAVES@HOME

Utility companies are increasingly concerned about the ability of their customers to make the most efficient use of costly energy resources. National Grid-NH, Public Service of New Hampshire, Unitil, and NH Electric Co-Op have contracted with SNHS to offer the NHSaves@Home/Home Energy Assistance Program. The program helps qualifying residents with the installation of energy efficient measures in the home as well as baseload conservation measures such as energy efficient light bulbs, light fixtures, thermostats and, in some cases, refrigerators. The NHSaves@Home/ Energy Assistance Program provided services to 392 households in 2011.

## NATIONAL GRID NATURAL GAS

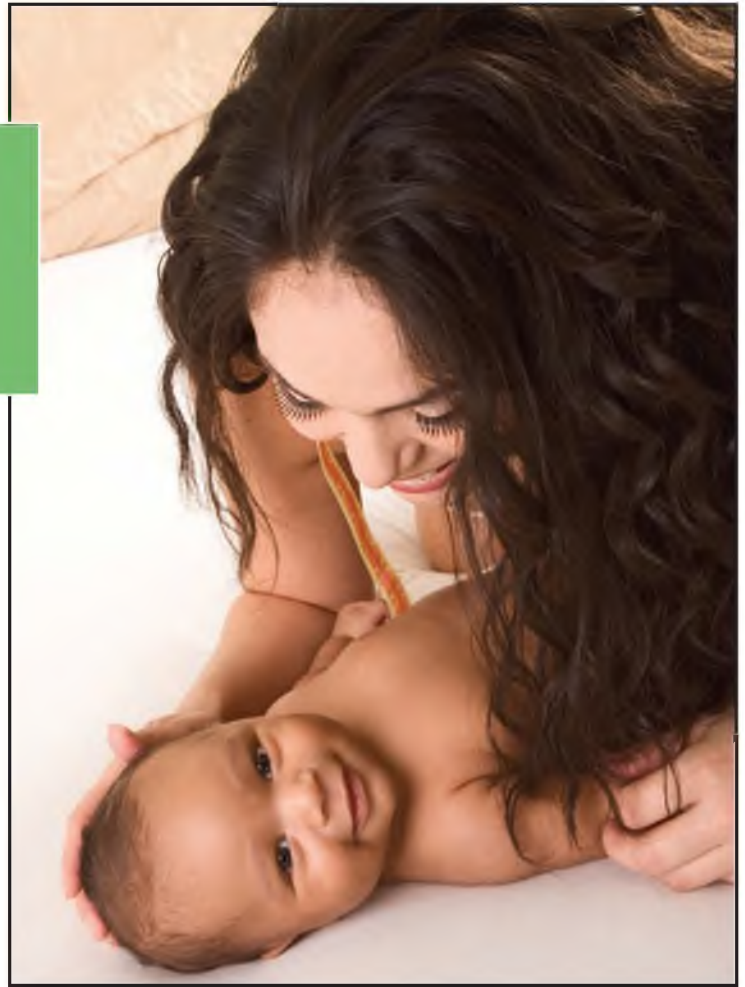
SNHS and National Grid implemented a program designed to secure maximum energy conservation and effective customer relations through education, and the installation of energy-saving measures in houses of qualified customers. Customers receiving LIHEAP benefits who have natural gas space heating and natural gas water heating are eligible for the installation of gas efficiency measures. The work is often done in conjunction with Department of Energy Weatherization funds. The additional funding allows for a more thorough system upgrade resulting in greater customer comfort and less expensive heating bills. This program provided weatherization services to 195 households in 2011.

*Weatherization programs offered through Southern New Hampshire Services increase energy efficiency and save homeowners money on their heating and electric bills.*

# HEALTH, FOOD & NUTRITION PROGRAMS

## WOMAN INFANTS CHILDREN (WIC)

The Special Supplemental Nutrition Program for Woman, Infants & Children (WIC) provides nutrition education, breastfeeding support and access to nutritious foods to help keep pregnant women, new mothers, infants and preschool children healthy and strong. WIC provides families with food instruments to purchase fruits and vegetables, whole grains, low-fat dairy and protein foods, as well as infant formula. An integral component of the SNHS WIC program is the Breastfeeding Peer Counselor Program which promotes breastfeeding as the optimal way to feed infants, works to increase knowledge regarding the benefits of breastfeeding for mothers and infants, and provides resources and support to breastfeeding mothers. SNHS is contracted to serve 6,062 WIC participants in Hillsborough County and 2,562 participants in Rockingham County each month.



*Both new mothers and their children under age five benefit from the food and nutrition education programs provided through WIC.*

## COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)

The Commodity Supplemental Food Program (CSFP) provides nutritious food resources to income eligible adults over 60, children up to age 6 and post-partum women. The CSFP Food package is designed to supplement the participant's monthly nutritional needs. Participants select from dry beans, cheese, juices, shelf stable milk, dry milk, cereals, rice or pasta, canned fruits and vegetables and meats that are stored in the warehouse "shopping area." Pre-packed food boxes are also available at each of the remote certification sites throughout Hillsborough and Rockingham Counties. SNHS is contracted to serve 2,514 participants in Hillsborough county and 407 participants in Rockingham County each month.



## THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

The Emergency Food Assistance Program (TEFAP) provides USDA bulk commodities to food pantries, homeless shelters, soup kitchens and non-profit charitable organizations throughout Hillsborough and Rockingham Counties.

In 2011, SNHS distributed 597,933 pounds of food to organizations serving Hillsborough County and 280,877 pounds of food throughout Rockingham County. Items include, but are not limited to, staples such as spaghetti sauce, chicken legs, canned vegetables and fruit, macaroni and fresh potatoes.

Twenty-one food pantries, 2 soup kitchens, 3 homeless shelters, and 6 charitable institutions in Hillsborough County and 23 food pantries, 4 soup kitchens, 1 homeless shelters and 1 charitable institution in Rockingham County receive food through quarterly and bonus food distribution cycles.

*The Fresh Fruit and Vegetables Program reaches participants throughout Hillsborough and Rockingham Counties.*

# 2011-2012 FUNDING LEVELS & SOURCES

## HEALTH, FOOD & NUTRITION PROGRAMS

Child and Adult Care Food Program (CACFP)		
- Child Care Nutrition (Head Start)	NH Department of Education	\$ 248,516
- Child Care Nutrition (CH&N Child Care Sponsorship)	NH Department of Education	\$ 280,000
- Summer Food Service for Children	U.S. Department of Agriculture	\$ 123,000
	Share Our Strength	\$ 10,000
Commodity Supplemental Food (CSFP)	U.S. Department of Agriculture	\$ 194,616
CSFP Food Value	U.S. Department of Agriculture	\$ 615,000
TEFAP Food Value	U.S. Department of Agriculture	\$ 266,000
Farmers' Market Food Vouchers	U.S. Department of Agriculture	\$ 23,616
Risk Management Training for Refugee Farmers	U.S. Department of Agriculture	\$ 75,027
Woman, Infants, & Children Nutrition (WIC)	U.S. Department of Agriculture	\$ 1,288,475
WIC Immunization Monitoring	U.S. Department of Agriculture	\$ 11,773
WIC Breastfeeding Support Program	U.S. Department of Agriculture	\$ 97,767
WIC Food Vouchers	U.S. Department of Agriculture	\$ 4,200,000

**Health, Food & Nutrition Programs..... \$ 7,433,790**

## SENIOR FARMERS MARKET NUTRITION PROGRAM (SFMNP)

The Senior Farmers Market Nutrition Program (SFMNP) is provided during the months of July and August to senior participants enrolled in the Commodity Supplemental Food Program (CSFP). Each senior household receives a bundle of fresh fruits and vegetables containing at least four different items with a combined value of \$18. Supporting local New Hampshire farmers, these items are locally grown and distributed by farmers authorized to participate in the program. In addition to produce bundles, the SFMNP provides nutrition education, information on food preparation and encouragement to participants to improve and expand their diets by adding fresh fruits and vegetables. In 2011, 1,087 senior households in Hillsborough County and 368 senior households in Rockingham County received produce through the SFMNP.



## COMMUNITY GARDENS

The Community Gardens Program is an initiative of Southern New Hampshire Services and Hillsborough County to provide garden plots to interested individuals on county land located in Goffstown. Income eligible Hillsborough County residents are afforded priority to available plots and are provided a plot free of charge, while a nominal donation is requested of community members exceeding the income threshold. Benefits of the program include greater access to fresh local produce, lower grocery bills and an increased sense of community. During the summer of 2011, 55 garden plots were provided through the Community Gardens Program.

## SUMMER FOOD SERVICE PROGRAM (SFSP)

Food that's in when school is out! The Summer Food Service Program (SFSP) is designed to ensure that in areas where 50% or more of the school children receive free or reduced priced lunches, low-income youth may continue to receive healthy meals during the summer. The summer of 2011 included on-going expansion into Hillsborough, Rockingham, Strafford and Carroll Counties. For the summer of 2011 SNHS provided 57,246 meals to children at 53 meal service locations.

## FRESH FRUITS AND VEGETABLES PROGRAM (FF&V)

The Fresh Fruits & Vegetables Program (FF&V) is an SNHS initiative providing fresh produce to enhance existing federal programmatic nutritional resources. In 2011 the FF&V Program provided 45,905 pounds of additional non-federal food resources to individuals and families participating in CSFP, Head Start, SFSP and WIC. Based upon the volume of produce available, FF&V is provided to permanent program locations and satellite sites throughout Hillsborough and Rockingham Counties.

*Community Gardens offer local residents greater access to fresh, local produce, lower grocery bills and an increased sense of community.*

# MULTICULTURAL & COMMUNITY SERVICES

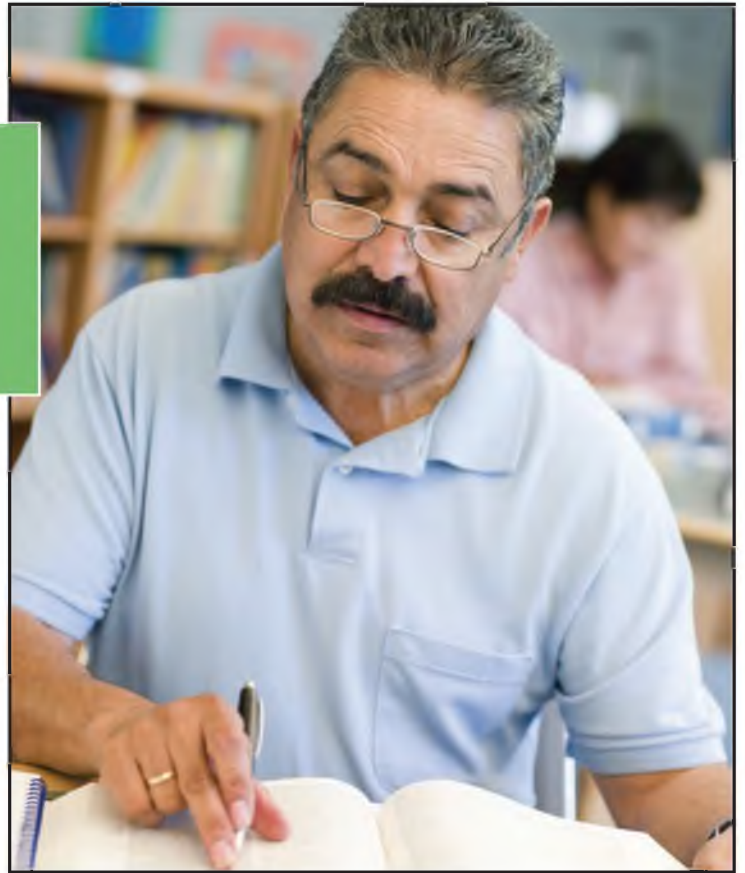
## MULTICULTURAL SERVICES

### **B.R.I.N.G.I.T.!!!**

B.R.I.N.G. I.T.!!! (Bringing Refugees, Immigrants, and Neighbors Gently Into Tomorrow) offers after school activities that serve low-income and at-risk adolescents in grades 4-12 in Manchester. It provides recreational, social, and educational experiences to local youths, most of whom are newly-arrived refugees and immigrants who face major educational and socioeconomic barriers to success. The main program component is run on Tuesday and Wednesday evenings at Hillside Middle School. Program activities consist of soccer instruction, games and tournaments, dance lessons, and a homework club. Art lessons are offered to students on Mondays through a collaborative effort of the New Hampshire Institute of Art and the Currier Museum of Art. A drumming program for students is held at Manchester Housing's Elmwood Gardens.

Last year B.R.I.N.G. I.T.!!! began offering after-school nursing programming for Manchester students in grades 8-10 as well as a college preparation program for high school juniors and seniors interested in nursing careers. Funding for the program was provided through the Endowment for Health as part of the Partners Investing in Nursing's Future Grant to create a NH Nursing Diversity Pipeline. Partners Investing in Nursing's Future (PIN) is a partnership of the Northwest Health Foundation and the Robert Wood Johnson Foundation.

The program supports the capacity, involvement and leadership of local foundations to advance the nursing profession in their own communities. This collaboration offers a unique opportunity



*English for New Americans provides Manchester's adult refugees and immigrants with English language skills and cultural orientation support to overcome barriers.*

for B.R.I.N.G. I.T.!!! to offer a career-based program for students interested in entering the health care fields after high school.

Last year the B.R.I.N.G. I.T.!!! program served 282 children.

### **ENGLISH FOR NEW AMERICANS**

The mission of English for New Americans is to provide Manchester's adult refugees and immigrants with English language skills and cultural orientation support necessary to reduce barriers to employment, enhance independence and promote full participation in community life. It accomplishes its mission by providing accessible, welcoming, and high quality English language classes and a variety of cultural orientation activities to promote cultural understanding and exchange between refugees and immigrants and the wider community. English for New Americans focuses on enhancing English proficiency and communication, assisting in cultural adjustment, and giving program participants a greater sense of welcome, comfort and confidence.

*Nursing program students celebrate their graduation at a recent ceremony. 39 students, representing 15 different countries, participated in the program. All three Manchester high schools were represented.*



# 2011-2012 FUNDING LEVELS & SOURCES

## COMMUNITY & MULTICULTURAL, SUPPORTIVE & VOLUNTEER SERVICES

### Supportive Services

North Peterborough Family Services.....	New Hampshire Charitable Foundation.....	\$ 20,000
	Monadnock United Way.....	\$ 25,000
Personal Emergency Response Systems.....	Medicaid and Community Revenue.....	\$ 67,000
<b>Total Supportive Services.....</b>		<b>\$ 112,000</b>

### Community & Multicultural Services

B.R.I.N.G. I.T.!!!.....	City of Manchester.....	\$ 4,500
	Heritage United Way.....	\$ 14,500
	Community Revenue.....	\$ 21,500
	New Hampshire Charitable Fund.....	\$ 12,000
	Sisters of the Presentation of Mary.....	\$ 3,500
English as a Second Language.....	NH Department of Education.....	\$ 55,019
	NH Office of Minority Health & Refugee Affairs.....	\$ 30,000
	State of New Hampshire.....	\$ 55,019
Translation and Interpretation Services.....	NH Department of Safety.....	\$ 5,000
Ethnic Community Self Help Program.....	U.S. Office of Refugee Resettlement.....	\$ 118,420
Farmers Market Promotion Program.....	U.S. Department of Agriculture.....	\$ 27,855
Risk Management Training for Refugee Farmers in NH.....	U.S. Department of Agriculture.....	\$ 75,027
Beginning Farmers & Ranchers Development Program.....	U.S. Department of Agriculture.....	\$ 78,889
Eileen Phinney Multi-Cultural Center.....	City of Manchester.....	\$ 4,500
	Community Revenue.....	\$ 17,500
<b>Total Community and Multicultural Services.....</b>		<b>\$ 523,229</b>

### Volunteer Services

Retired and Senior Volunteer Program.....	Corporation for National Service.....	\$ 70,000
Seniors Count Neighbors Care.....	Mary Gale Foundation.....	\$ 27,600
<b>Total Volunteer Services.....</b>		<b>\$ 97,600</b>

**Community & Multicultural Programs, Supportive & Volunteer Services..... \$ 732,829**

There are currently 12 classes covering six different levels of instruction. Classes are held in the mornings and evenings and each class meets twice a week on alternate days. The curriculum covers the four core areas of language acquisition: understanding, speaking, reading and writing. Speakers from a variety of community agencies come in to inform students of community resources and help them adjust to life in the USA. Special events, such as the Holiday Dinner provided by First Congregational Church and a mid-winter dinner provided by Saint Anselm College Alternative Spring Break students, and field trips to nearby places of interest are an important part of the program. In 2011 English for New Americans provided English classes to 416 individuals from 47 different countries.

#### EILEEN PHINNEY MULTI-CULTURAL CENTER

The Eileen Phinney Multi-Cultural Center houses several programs offering services to immigrants and refugees from



The Eileen Phinney  
**Multi-Cultural Center**

many countries. In addition to continuing to provide advocacy, information and referral and other assistance to Spanish speaking individuals, Center staff assist former residents of Somalia, Bhutan, the Democratic Republic of Congo, Iraq and many other countries. The languages and backgrounds are different, but the common thread is that each person is seeking a better life for themselves and their family. Resources provided at the Center help individuals prepare for or find employment, navigate the social service or health care system, and accelerate their move toward self-sufficiency.

## SUPPORTIVE SERVICES

### WESTERN HILLSBOROUGH COUNTY FAMILY SERVICES

Western Hillsborough County Family Services (WHCFS) responds to identified service gaps and barriers to the economic, physical, social and emotional well being of low-income families in Hillsborough County. This is accomplished through services provided as part of a collaborative effort between Southern New Hampshire Services and other organizations and businesses in the Peterborough area. Services provided include: access to food, rent assistance, parent education, education advocacy, drug and alcohol education, adult literacy, family support, custody information, and a myriad of other social services.

The overall goal of WHCFS is to provide long term services to help strengthen families and provide the tools for self-sufficiency. WHCFS has been an established program at the Riverview Housing Complex in Peterborough for fourteen years. With encouragement from the Peterborough community, law enforcement, the education system, and management of Pine View Village, another housing development in Peterborough, the WHCFS formally initiated a program at Pine View Village in 2003 through a Venture Grant from the Monadnock United Way.

The Children's Summer Program component of WHCFS has the highest level of participation. This program runs through the summer vacation, offering arts and crafts, sports, outdoor activities and field trips, which include camping, hiking local mountains, botanical parks, boating, swimming in local areas and a trip to the ocean. For children who often do not leave the confines of the housing projects within which they live and certainly do not have the benefit of what could be considered a family-type summer



vacation, the field trips are a crucial part of the summer program and the children's developmental process. Last year WHCFS assisted 129 families, including 145 children who participated in the after-school program.

### SENIORS COUNT COMMUNITY COLLABORATIVES

Southern New Hampshire Services maintains Seniors Count community collaborative initiatives in two areas of their catchment area. The Seacoast initiative began in November 2006 when the Foundation for Seacoast Health convened the Seacoast Senior Coalition, a group concerned about unmet needs for frail seniors. Now known as Seniors Count of the Seacoast, the group includes leadership representatives from Rockingham County who in the past year, along with the Community Liaison, has made possible 107 homes visits, 110 meetings with providers, 250 referrals made to other agencies/community groups/providers, 15 hospital/nursing facility visits and 30 community appointments. Seniors Count of the Seacoast is working collaboratively to "change the face of aging" for area seniors by creating systemic change in public perception and the way we care for frail older adults.

The Nashua initiative began in November of the same year as a group of over 35 community leaders worked together to identify the unmet needs of elderly community residents. The group works together to develop a strategy to help address those unmet needs.

With a concentration on providing seniors with the information they need to make informed decisions as they age, the Seniors Count Nashua collaborative coordinates a series of monthly workshops where specific issues, such as how to talk to your doctor, understanding and caring for a loved one with dementia, controlling the clutter, how to avoid falls and remaining safe behind the wheel as you age.

Over 175 seniors have benefited from the information provided through these workshops as over 20 community organizations, including both Nashua-based hospitals, representatives from local



*Learning how to maintain balance and avoid falls was the subject of a Seniors Count workshop offered at the Nashua Senior Activity Center.*

and state government, area businesses and non-profits have served as workshop presenters. Each workshop is filmed by the local educational station and broadcast in Nashua on Channel 99.

The Nashua-based Seniors Count initiative works closely with SNHS' RSVP Fixit Corps to coordinate volunteer groups to rake the yards of area seniors. The yards of 10 seniors have been raked through this coordinated effort.

### PERSONAL EMERGENCY RESPONSE SYSTEMS

The Personal Emergency Response System (PERS) allows frail seniors to live independently, and provides both seniors and their family members with the security of knowing that help in a medical emergency is literally only the push of a button away. Trained personnel are available 24 hours a day to respond when a senior pushes the "HELP" button on their communicator and sends a message to the response center. Participating in the program provides peace of mind that help is always available quickly in an emergency. 399 individuals in Hillsborough County were enrolled in the program last year.

## VOLUNTEER SERVICES

### THE RETIRED AND SENIOR VOLUNTEER PROGRAM

The Retired Senior Volunteer Program (RSVP) invites adults age 55 and older to share their life experiences, skills and talents in meaningful volunteer opportunities that respond to community needs. RSVP's key objective is to enrich the lives of seniors by matching their personal interests, life experiences, and skills with rewarding volunteer opportunities in their area. These generous, productive and capable seniors improve the quality of life for hundreds of people one hour at a time. RSVP offices in Manchester and Nashua support over 625 volunteers countywide. RSVP Volunteers provided 115,000 hours of service in 2011. The benefit of these services to the community is estimated at over \$2.3 million dollars.

*Mrs. LaRosa and her kindergarten students from Pollard Elementary School display a few of the skeins of yarn they collected and donated to RSVP.*



Signature programs offered by the Retired and Senior Volunteer Program include:

**THRESHOLDS AND DECISIONS:** This critical thinking and decision-making course has a twenty-five year history in the Northeast. It is presented to inmates in county jails by trained RSVP volunteers who meet one-on-one in weekly one-hour sessions with selected inmates for twelve weeks. These sessions are supported by a weekly two-hour group session that reinforces the five steps of good decision-making. The recidivism rate of graduates of the Thresholds and Decisions Program is 14%, compared to the recidivism rate of the general inmate population, which is over 60%. 20 RSVP volunteers served as mentors in the program in 2011.

**THE PEN PAL PROGRAM:** RSVP's award-winning Pen Pal Program partners third grade students with caring RSVP seniors who, through an exchange of letters, foster an interest in reading and writing to improve language, written communication and social skills. This unique partnership promotes nurturing relationships that share experiential wisdom and encourage the child's growth into a confident, responsible and caring individual. The Pen Pal Program started in Nashua in 2004; it is now active at two schools in the Manchester area as well and involved 50 volunteers during the 2011 school year.

**THE RSVP FIXIT CORPS:** The RSVP Fixit Corps provides minor home maintenance and repair for seniors 60 years or older and disabled citizens in Hillsborough County. Qualified volunteers who have experience in the trades or general maintenance do all work. Clients are responsible for the materials needed to complete the repair; an affordable donation is encouraged to allow the program to continue offering services to others. In 2011, RSVP Fixit Corps' 18 active volunteers served 275 households.

**BONE BUILDERS:** Trained RSVP (Retired and Senior Volunteer Program) volunteers deliver the RSVP Bone Builders Program to at-risk



*RSVP Fixit Corps volunteers provide minor home repair services to elderly and disabled residents in Hillsborough County, making it possible for these residents to remain safe in their homes.*

women and men. The program relies upon weight training to protect against fractures caused by osteoporosis, by increasing muscular strength and bone density. Balance exercises aimed at preventing falls and fractures are key components of the program. Studies published in the *New England Journal of Medicine* and the *Journal of the American Medical Association* show that elderly women who participated in a weight-training program twice weekly for a year gained an average of 1% of bone density. Participants also reported increased strength, better balance, more energy and feelings of well-being. Participants meet twice a week for a minimum of six months. Two Bone Builders programs were started in Nashua in 2010; the program has expanded to include additional sites in Nashua and Manchester and involves 11 active volunteers.

#### **SENIORS COUNT NEIGHBORS CARE**

Seniors Count is a Manchester community initiative that collaborates with local organizations to raise awareness, leverage resources and coordinate services for at-risk elderly members of the community. SNHS, is a Seniors Count collaborating partner, and receives funds to support Seniors Count Neighbors Care, as an ongoing project that assists frail and at-risk indigent women in Manchester.

The goal of the Friendly Visitor program is to allow the women to remain in their homes living independently for as long as possible. Individual volunteers are matched with program participants and offer services such as running errands, performing light household tasks, or just visiting to provide a social connection to the community.

As the program has grown, Seniors Count Neighbors Care has collaborated with the community service groups of the seven Manchester colleges as well as local youth groups who provide a corps of volunteers for both short and long-term opportunities, including the Fall/Spring Clean Ups and the annual Home Safety Survey. The Mary Gale Foundation funds Seniors Count Neighbors Care.



*Norma Valley (right), RSVP volunteer and Bone Builders instructor receives a certificate of appreciation on the one-year anniversary of the Bone Builders program at Wagner Court in Nashua. Jeannette, a Wagner Court resident and Bones Builders participant, joined the celebration.*

# SOUTHERN NEW HAMPSHIRE SERVICES

## 2011 Clients Served and Value of Services

COMMUNITY	CHILD CARE		COMMODITY FOOD PROGRAM		COMMUNITY GARDENS		EARLY HEAD START		ELDERLY HOUSING		ELECTRICAL ASSISTANCE PROGRAMS		EMERGENCY ENERGY PROGRAMS	
	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services
AMHERST			16	\$2,689							155	\$104,705	3	\$605
ANTRIM	1	\$5,476	60	\$10,022							133	\$82,154	7	\$1,376
BEDFORD			35	\$5,725							199	\$143,959	11	\$2,870
BENNINGTON	1	\$5,476	14	\$2,268							81	\$53,635	4	\$1,030
BROOKLINE			12	\$1,847							69	\$42,672	1	\$50
DEERING	6	\$32,856	16	\$2,432							95	\$62,095	9	\$1,597
FRANCESTOWN			9	\$1,408							24	\$17,975	1	\$200
GOPFSTOWN			77	\$11,941	12	\$4,800					409	\$266,014	27	\$7,867
GREENFIELD			21	\$3,549					31	\$217,728	48	\$26,388	4	\$1,352
GREENVILLE			74	\$11,595					93	\$954,396	175	\$83,666	5	\$851
HANCOCK			4	\$640							68	\$40,651	2	\$361
HILLSBORO	28	\$153,328	110	\$17,354							463	\$257,285	27	\$5,006
HOLLIS			25	\$3,786							51	\$34,338	1	\$270
HUDSON	1	\$5,476	82	\$12,268							605	\$386,638	36	\$6,932
LITCHFIELD			32	\$5,029							137	\$101,421	14	\$3,251
LYNDEBORO			17	\$2,706							53	\$33,972	2	\$255
MANCHESTER	42	\$229,992	2,397	\$385,960	31	\$12,400	85	\$792,714	119	\$988,434	8,791	\$4,482,359	637	\$127,911
MASON			12	\$1,884							14	\$10,913	1	\$200
MERRIMACK			48	\$7,257							385	\$301,011	23	\$4,827
MILFORD			81	\$11,350							538	\$325,430	18	\$4,052
MONT VERNON			16	\$2,689							37	\$29,090	1	\$85
NASHUA	32	\$175,232	1,409	\$219,800			53	\$494,281	230	\$1,769,736	4,368	\$2,372,189	257	\$49,672
NEW BOSTON			21	\$3,237	1	\$400					75	\$50,748	8	\$1,180
NEW IPSWICH			56	\$8,852							166	\$110,078	6	\$985
PELHAM			35	\$5,504							193	\$148,245	6	\$1,655
PETERBOROUGH			36	\$5,852							248	\$139,382	14	\$2,753
SHARON			9	\$1,555							7	\$2,857		
TEMPLE			9	\$1,408							38	\$23,227	1	\$200
WEARE			41	\$6,106							284	\$189,066	13	\$2,372
WILTON			33	\$5,341							171	\$110,820	4	\$700
WINDSOR			5	\$786							16	\$8,564		
TOTAL HILLSBOROUGH COUNTY TOWNS	37	\$202,612	1,006	\$157,078	13	\$5,200			124	\$1,172,124	4,937	\$3,187,003	249	\$52,882
MANCHESTER	42	\$229,992	2,397	\$385,960	31	\$12,400	85	\$792,714	119	\$988,434	8,791	\$4,482,359	637	\$127,911
NASHUA	32	\$175,232	1,409	\$219,800			53	\$494,281	230	\$1,769,736	4,368	\$2,372,189	257	\$49,672
TOTAL HILLSBOROUGH COUNTY	111	\$607,836	4,812	\$762,837	44	\$17,600	138	\$1,286,995	473	\$3,930,294	18,096	\$10,041,550	1,143	\$230,465
OTHER NEW HAMPSHIRE COMMUNITIES	5	\$27,380			2	\$800			375	\$2,347,762				
GRAND TOTAL	116	\$635,216	4,812	\$762,837	46	\$18,400	138	\$1,286,995	848	\$6,278,056	18,096	\$10,041,550	1,143	\$230,465

# SOUTHERN NEW HAMPSHIRE SERVICES

## 2011 Clients Served and Value of Services

COMMUNITY	FUEL ASSISTANCE		HEAD START		HOMELESS OUTREACH & INTERVENTION		MULTICULTURAL SERVICES		WEST HILLSBOROUGH CO. FAMILY SERVICES		PERSONAL RESPONSE SYSTEMS		RURAL TRANSPORTATION	
	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services
AMHERST	257	\$78,033									3	\$615	133	\$4,388
ANTRIM	265	\$74,400												
BEDFORD	459	\$121,233	1	\$6,605			2	\$826			17	\$3,485		
BENNINGTON	211	\$62,115												
BROOKLINE	139	\$41,775												
DEERING	193	\$70,746	2	\$13,210										
FRANCESTOWN	61	\$14,745												
GOFFSTOWN	902	\$297,810	1	\$6,605			2	\$826			17	\$3,485		
GREENFIELD	123	\$36,487									2	\$410		
GREENVILLE	373	\$113,365	3	\$19,815							5	\$1,025	517	\$17,056
HANCOCK	116	\$40,455												
HILLSBORO	837	\$262,664	14	\$92,472										
HOLLIS	130	\$44,166									3	\$615		
HUDSON	1,184	\$363,068	14	\$92,472			1	\$413			4	\$820		
LITCHFIELD	297	\$76,781	1	\$6,605							1	\$205		
LYNDEBORO	115	\$33,900	1	\$6,605										
MANCHESTER	15,599	\$4,442,235	143	\$944,531	437	\$36,039	870	\$359,099			256	\$52,477		
MASON	42	\$12,150									1	\$205		
MERRIMACK	956	\$288,572					1	\$413						
MILFORD	1,058	\$317,607	1	\$6,605			4	\$1,651			11	\$2,255	217	\$7,159
MONT VERNON	77	\$22,485												
NASHUA	7,743	\$2,437,635	194	\$1,281,391	233	\$32,191	4	\$1,651			36	\$7,380		
NEW BOSTON	218	\$69,285					3	\$1,238			6	\$1,230		
NEW IPSWICH	406	\$116,311	6	\$39,631										
PELHAM	370	\$112,963												
PETERBOROUGH	444	\$135,795							380	\$106,402	3	\$615		
SHARON	15	\$4,650												
TEMPLE	110	\$32,190												
WEARE	615	\$197,190					1	\$413			4	\$820		
WILTON	317	\$88,605	6	\$39,631										
WINDSOR	18	\$6,474												
TOTAL HILLSBOROUGH COUNTY TOWNS	10,308	\$3,316,020	50	\$330,256			14	\$5,779	380	\$106,402	77	\$15,784	867	\$28,602
MANCHESTER	15,599	\$4,442,235	143	\$944,531	437	\$36,039	870	\$359,099			256	\$52,477		
NASHUA	7,743	\$2,437,635	194	\$1,281,391	233	\$32,191	4	\$1,651			36	\$7,380		
TOTAL HILLSBOROUGH COUNTY	33,650	\$10,015,889	387	\$2,566,178	670	\$63,230	888	\$366,529	380	\$106,402	369	\$75,641	867	\$28,602
OTHER NEW HAMPSHIRE COMMUNITIES			4	\$26,420			9	\$3,715			30	\$6,150		
GRAND TOTAL	33,650	\$10,015,889	391	\$2,582,598	670	\$68,230	897	\$370,243	380	\$106,402	399	\$81,794	867	\$28,602

# SOUTHERN NEW HAMPSHIRE SERVICES

## 2011 Clients Served and Value of Services

COMMUNITY	SUMMER FOOD PROGRAM		SUPPORTIVE HOUSING FOR HOMELESS		RSVP VOLUNTEER SERVICES		WEATHERIZATION/ CONSERVATION PROGRAMS		WIC/FARMERS MARKETS		WORKFORCE DEVELOPMENT		GRAND TOTAL	
	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services
AMHERST					3	\$1,000	3	\$23,801	41	\$23,587	9	\$17,732	623	\$257,154
ANTRIM							8	\$55,290	49	\$28,189	4	\$7,881	527	\$264,789
BEDFORD					22	\$95,274	9	\$57,694	58	\$33,367	19	\$37,433	832	\$508,472
BENNINGTON							3	\$18,902	32	\$18,409	5	\$9,851	351	\$171,686
BROOKLINE					3	\$10,250	2	\$9,118	39	\$22,437	3	\$5,911	268	\$134,059
DEERING							10	\$90,224	59	\$33,942	3	\$5,911	393	\$313,013
FRANCESTOWN							1	\$10,974	14	\$8,054	2	\$3,940	112	\$57,297
GOFFSTOWN					4	\$3,000	13	\$105,363	86	\$49,475	27	\$53,195	1,577	\$810,380
GREENFIELD							1	\$14,329	17	\$9,780	1	\$1,970	248	\$311,993
GREENVILLE							12	\$107,192	72	\$41,421			1,329	\$1,350,383
HANCOCK							1	\$346	20	\$11,506	1	\$1,970	212	\$95,929
HILLSBORO							11	\$82,001	149	\$85,719	13	\$25,612	1,652	\$981,442
HOLLIS					9	\$9,680	1	\$2,650	61	\$35,093	5	\$9,851	286	\$140,450
HUDSON					23	\$43,840	24	\$141,481	198	\$113,908	19	\$37,433	2,191	\$1,204,749
LITCHFIELD					2	\$2,080	3	\$9,127	94	\$54,078	11	\$21,672	592	\$280,248
LYNDEBORO							2	\$15,766	15	\$8,629	1	\$1,970	206	\$103,804
MANCHESTER	27,350	\$75,657	37	\$131,070	198	\$396,077	186	\$1,179,031	4,354	\$2,504,834	350	\$689,563	61,882	\$17,830,373
MASON							1	\$21,213	9	\$5,178			80	\$51,743
MERRIMACK					18	\$17,280	17	\$96,708	124	\$71,337	33	\$65,016	1,605	\$852,420
MILFORD					2	\$1,700	18	\$105,043	247	\$142,098	17	\$33,493	2,212	\$958,442
MONT VERNON									22	\$12,656	1	\$1,970	154	\$68,975
NASHUA	5,798	\$17,278	49	\$305,487	182	\$365,240	113	\$636,326	2,865	\$1,648,220	92	\$181,257	23,658	\$11,994,965
NEW BOSTON					1	\$1,000	5	\$35,993	34	\$19,560	13	\$25,612	385	\$209,484
NEW IPSWICH							5	\$32,319	83	\$47,749	3	\$5,911	731	\$361,835
PELHAM					1	\$3,360	11	\$67,352	71	\$40,846	7	\$13,791	694	\$393,716
PETERBOROUGH							2	\$15,941	106	\$60,981	13	\$25,612	1,246	\$493,333
SHARON									12	\$6,904			43	\$15,966
TEMPLE							2	\$16,980	20	\$11,506	1	\$1,970	181	\$87,482
WEARE					2	\$2,800	5	\$39,275	112	\$64,433	12	\$23,642	1,089	\$526,117
WILTON									55	\$31,641	5	\$9,851	591	\$286,589
WINDSOR									8	\$4,602			47	\$20,426
TOTAL HILLSBOROUGH COUNTY TOWNS					90	\$191,264	170	\$1,175,083	1,907	\$1,097,088	228	\$449,201	20,457	\$11,312,377
MANCHESTER	27,350	\$75,657	37	\$131,070	198	\$396,077	186	\$1,179,031	4,354	\$2,504,834	350	\$689,563	61,882	\$17,830,383
NASHUA	5,798	\$17,278	49	\$305,487	182	\$365,240	113	\$636,326	2,865	\$1,648,200	92	\$181,257	23,658	\$11,994,965
TOTAL HILLSBOROUGH COUNTY	33,148	\$92,935	86	\$436,557	470	\$952,581	469	\$2,990,440	9,126	\$5,250,142	670	\$1,320,021	105,897	\$41,137,725
OTHER NEW HAMPSHIRE COMMUNITIES	24,098	\$57,753			46	\$164,000							24,569	\$2,633,980
GRAND TOTAL	57,246	\$150,688	86	\$436,557	516	\$1,116,581	469	\$2,990,440	9,126	\$5,250,142	670	\$1,320,021	130,566	\$43,771,706

# ROCKINGHAM COMMUNITY ACTION

## 2011 Clients Served and Value of Services

COMMUNITY	ADULT BASIC EDUCATION		ASSET DEVELOPMENT		CHILD & ADULT CARE FOOD		CHILD CARE RESOURCE & REFERRAL		COMMODITY SURPLUS FOOD PROGRAM		ELECTRICAL ASSISTANCE PROGRAM		EMERGENCY ENERGY PROGRAMS	
	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services
ATKINSON							7	\$1,706	1	\$600	8	\$6,265	1	\$200
AUBURN			1	\$244			3	\$731	4	\$2,400	29	\$19,618	1	\$200
BRENTWOOD					18	\$10,689	8	\$1,950	2	\$1,200	19	\$12,243	4	\$800
CANDIA							10	\$2,438	2	\$1,200	40	\$16,643	1	\$200
CHESTER			2	\$488	18	\$10,689	1	\$244	3	\$1,800	12	\$11,457	2	\$500
DANVILLE			4	\$976	12	\$7,126	12	\$2,925	3	\$1,800	37	\$25,325		
DEERFIELD			1	\$244			19	\$4,632	5	\$3,000	12	\$18,577	1	\$270
DERRY			7	\$1,709	96	\$57,006	179	\$43,635	49	\$29,400	426	\$242,198	37	\$7,350
EAST KINGSTON			1	244			1	\$244			2	\$1,511		
EPPING			9	\$2,197	9	\$5,344	38	\$9,263	13	\$7,800	88	\$55,852	3	\$770
EXETER			24	\$5,858	9	\$5,344	60	\$14,626	18	\$10,800	189	\$105,486	6	\$1,199
FREMONT			3	732	9	\$5,344	16	\$3,900	3	\$1,800	35	\$27,723	1	\$200
GREENLAND	5	\$6,850	11	2,685	24	\$14,251	12	\$2,925	1	\$600	16	\$15,586		
HAMPSTEAD							31	\$7,557	5	\$3,000	26	\$21,948	3	\$493
HAMPTON	6	\$8,220	14	3,417			60	\$14,626	25	\$15,000	158	\$80,225	9	\$1,844
HAMPTON FALLS							3	\$731	1	\$600	8	\$5,286		
KENSINGTON			3	732			8	\$1,950	3	\$1,800	14	\$7,506		
KINGSTON			6	1,465			16	\$3,900	3	\$1,800	65	\$58,417		
LONDONDERRY					34	\$20,190	91	\$22,183	7	\$4,200	96	\$91,100	16	\$3,858
NEW CASTLE											3	\$1,962		
NEWFIELDS			1	\$244			2	\$488			9	\$2,003		
NEWINGTON	1	\$1,370	113	\$27,582							8	\$3,623		
NEWMARKET			22	\$5,370			62	\$15,114	18	\$10,800	127	\$78,112	10	\$2,200
NEWTON			1	\$244			8	\$1,950	4	\$2,400	37	\$19,346	1	\$200
NO. HAMPTON			6	\$1,465			9	\$2,194	4	\$2,400	14	\$9,662	2	\$600
NORTHWOOD			1	\$244			20	\$4,875	5	\$3,000	51	\$41,860	1	\$270
NOTTINGHAM	1	\$1,370	3	\$732	16	\$9,501	18	\$4,388	3	\$1,800	35	\$29,606	2	\$500
PLAISTOW			2	\$488			16	\$3,900	15	\$9,000	40	\$29,426	2	\$470
PORTSMOUTH	72	\$98,637	121	\$29,535	22	\$13,064	103	\$25,109	78	\$46,800	248	\$152,130	21	\$3,696
RAYMOND			10	\$2,441			39	\$9,507	24	\$14,400	169	\$129,760	8	\$1,600
RYE			11	\$2,685			5	\$1,219	5	\$3,000	24	\$21,929	1	\$48
SALEM			5	\$1,220	17	\$10,095	109	\$26,571	34	\$20,400	236	\$101,691	9	\$2,135
SANDOWN							13	\$3,169			55	\$42,953	3	\$493
SEABROOK	1	\$1,370	9	\$2,197			57	\$13,895	61	\$36,600	236	\$155,573	4	\$964
SO. HAMPTON											8	\$2,753		
STRATHAM	1	\$1,370	6	\$1,465	4	\$2,375	19	\$4,632	5	\$3,000	30	\$23,965	1	\$200
WINDHAM			1	\$244			37	\$9,020	2	\$1,200	34	\$19,930	4	\$800
PORTSMOUTH	72	\$98,637	121	\$29,535	22	\$13,064	103	\$25,109	78	\$46,800	248	\$152,130	21	\$3,696
RAYMOND			10	\$2,441			39	\$9,507	24	\$14,400	169	\$129,760	8	\$1,600
SALEM			5	\$1,220	17	\$10,095	109	\$26,571	34	\$20,400	236	\$101,691	9	\$2,135
SEABROOK	1	\$1,370	9	\$2,197			57	\$13,895	61	\$36,600	236	\$155,573	4	\$964
TOWNS	14	\$19,179	253	\$61,755	249	\$147,858	784	\$191,118	209	\$125,400	1,755	\$1,150,095	112	\$23,665
GRAND TOTAL	87	\$119,186	398	\$97,148	288	\$171,017	1,092	\$266,200	406	\$243,600	2,644	\$1,689,249	154	\$32,060

# ROCKINGHAM COMMUNITY ACTION

## 2011 Clients Served and Value of Services

COMMUNITY	EMERGENCY FOOD PANTRIES		FIXIT PROGRAM		FUEL ASSISTANCE		HEAD START		HOMELESSNESS PREVENTION PROGRAMS		LITERACY PROGRAMMING		SUMMER FOOD SERVICE	
	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services
ATKINSON	4	\$400			98	\$33,930					13	\$51		
AUBURN	2	\$200			157	\$47,595	1	\$7,391			33	\$128		
BRENTWOOD			3	\$65	97	\$26,055	2	\$14,782			42	\$163		
CANDIA			3	\$383	164	\$52,348	1	\$7,391			46	\$179		
CHESTER			2	\$123	133	\$34,380					42	\$163		
DANVILLE	3	\$300			195	\$75,942	1	\$7,391	1	\$480	51	\$198		
DEERFIELD			2	\$368	224	\$68,462					63	\$245		
DERRY	62	\$6,200	6	\$458	1,871	\$563,434	35	\$258,681	4	\$2,648	879	\$3,418		
EAST KINGSTON	1	\$100			47	\$15,150	1	\$7,391			24	\$93		
EPPING	4	\$400	4	\$169	469	\$155,755	7	\$51,736	3	\$2,732	406	\$1,579		
EXETER	5	\$500	16	\$2,228	840	\$322,365	9	\$66,518	5	\$3,388	263	\$1,023		
FREMONT	2	\$200	3	\$271	203	\$49,590					56	\$218		
GREENLAND			2	\$320	99	\$34,200	2	\$14,782			28	\$109		
HAMPSTEAD	4	\$400	5	\$433	272	\$101,610	1	\$7,391			92	\$358		
HAMPTON	34	\$3,400	8	\$1,272	649	\$235,875	18	\$133,036	4	\$2,460	272	\$1,058		
HAMPTON FALLS	1	\$100	1	\$376	50	\$16,500	1	\$7,391			19	\$74	136	\$405
KENSINGTON	3	\$300			44	\$18,765	2	\$14,782			13	\$51		
KINGSTON	12	\$1,200	5	\$943	320	\$103,260	4	\$29,563	2	\$1,280	87	\$338		
LONDONDERRY	40	\$4,00	5	\$516	771	\$241,695	6	\$44,345	2	\$1,348	237	\$922		
NEW CASTLE					1	\$450					8	\$31		
NEWFIELDS	1	\$100	1	\$46	31	\$10,050					11	\$43		
NEWINGTON					18	\$7,395					4	\$16		
NEWMARKET			5	\$865	461	\$163,815	20	\$147,817	2	\$1,420	272	\$1,058		
NEWTON	2	\$200			148	\$49,455			1	\$1,200	56	\$218		
NO. HAMPTON	3	\$300			136	\$54,682			1	\$880	36	\$140		
NORTHWOOD			4	\$477	287	\$85,395					114	\$443		
NOTTINGHAM			5	\$616	155	\$49,875					51	\$198		
PLAISTOW	8	\$800	2	\$829	290	\$100,031	1	\$7,391			122	\$474		
PORTSMOUTH	1	\$100	25	\$2,344	726	\$304,890	53	\$391,716	6	\$3,450	509	\$1,979	2,696	\$6,514
RAYMOND	225	\$22,500	9	\$1,265	906	\$316,726	9	\$66,518	3	\$2,105	431	\$1,676		
RYE			1	\$131	150	\$53,250	1	\$7,391			35	\$136		
SALEM	163	\$16,300	17	\$2,634	1,166	\$418,635	13	\$96,081	3	\$2,520	386	\$1,501		
SANDOWN	11	\$1,100	4	\$543	263	\$80,970	1	\$7,391	1	\$720	75	\$292		
SEABROOK	269	\$26,900	11	\$3,456	1,054	\$386,122	26	\$192,163	2	\$1,772	751	\$2,920	3,521	\$8,439
SO. HAMPTON	2	\$200			24	\$9,750	1	\$7,391			5	\$19		
STRATHAM			5	\$4,183	143	\$47,776	1	\$7,391			41	\$159		
WINDHAM	25	\$2,500	3	\$120	246	\$68,640	3	\$22,173			69	\$268		
PORTSMOUTH	1	\$100	25	\$2,344	726	\$304,890	53	\$391,716	6	\$3,450	509	\$1,979	2,696	\$6,514
RAYMOND	225	\$22,500	9	\$1,265	906	\$316,726	9	\$66,518	3	\$2,105	431	\$1,676		
SALEM	163	\$16,300	17	\$2,634	1,166	\$418,635	13	\$96,081	3	\$2,520	386	\$1,501		
SEABROOK	269	\$26,900	11	\$3,456	1,054	\$386,122	26	\$192,163	2	\$1,772	751	\$2,920	3,521	\$8,439
TOWNS	229	\$22,900	95	\$15,735	9,056	\$2,978,445	119	\$879,514	26	\$18,556	3,565	\$13,863	136	\$405
GRAND TOTAL	887	\$88,700	157	\$25,434	12,908	\$4,404,818	220	\$1,625,992	40	\$28,403	5,642	\$21,940	6,353	\$15,358

# ROCKINGHAM COMMUNITY ACTION

## 2011 Clients Served and Value of Services

COMMUNITY	WEATHERIZATION/ CONSERVATION PROGRAMS		WIC/FARMERS MARKETS		WORKFORCE DEVELOPMENT		GRAND TOTAL	
	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services	Clients Served	Value of Services
ATKINSON	6	\$33,911	6	\$3,457	3	\$5,911	147	\$86,430
AUBURN	16	\$15,190	16	\$9,218	6	\$11,821	269	\$114,736
BRENTWOOD			21	\$12,099	5	\$9,851	221	\$89,896
CANDIA	4	\$2,194	27	\$15,555	6	\$11,821	304	\$110,351
CHESTER	4	\$11,693	22	\$12,675	2	\$3,940	243	\$88,152
DANVILLE	21	\$34,913	30	\$17,284	3	\$5,911	373	\$180,571
DEERFIELD	7	\$18,930	37	\$21,316	5	\$9,851	376	\$145,895
DERRY	13	\$30,834	447	\$257,526	37	\$72,897	4,148	\$1,577,393
EAST KINGSTON			11	\$6,337			88	\$31,070
EPPING	15	\$70,441	92	\$53,003	9	\$17,732	1,169	\$434,773
EXETER	57	\$175,484	136	\$78,352	7	\$13,791	1,644	\$806,962
FREMONT			33	\$19,012	7	\$13,791	371	\$122,782
GREENLAND	4	\$13,161	14	\$8,066	5	\$9,851	223	\$123,386
HAMPSTEAD	8	\$43,403	54	\$31,110	4	\$7,881	505	\$225,584
HAMPTON	18	\$61,145	131	\$75,472	12	\$23,642	1,418	\$660,693
HAMPTON FALLS			9	\$5,185	1	\$1,970	230	\$38,618
KENSINGTON	2	\$11,563	7	\$4,033	1	\$1,970	100	\$63,451
KINGSTON	19	\$65,492	51	\$29,382	4	\$7,881	594	\$304,922
LONDONDERRY	21	\$54,028	121	\$69,711	25	\$49,255	1,472	\$607,350
NEW CASTLE			4	\$2,304			16	\$4,748
NEWFIELDS	3	\$5,344	5	\$2,881	1	\$1,970	65	\$23,168
NEWINGTON			2	\$1,152			146	\$41,137
NEWMARKET	12	\$12,542	113	\$65,102	10	\$19,702	1,134	\$523,917
NEWTON	10	\$14,134	33	\$19,012	2	\$3,940	303	\$112,299
NO. HAMPTON	1	\$5,792	19	\$10,946	2	\$3,940	233	\$93,001
NORTHWOOD	13	\$23,843	58	\$33,415	8	\$15,761	562	\$209,585
NOTTINGHAM	12	\$29,769	26	\$14,979	8	\$15,761	335	\$159,096
PLAISTOW	8	\$24,974	72	\$41,481	6	\$11,821	584	\$231,086
PORTSMOUTH	16	\$53,652	168	\$96,788	28	\$55,165	4,893	\$1,285,569
RAYMOND	38	\$107,999	146	\$84,114	20	\$39,404	2,037	\$800,015
RYE	2	\$8,293	19	\$10,946	3	\$5,911	257	\$114,939
SALEM	40	\$146,613	222	\$127,899	25	\$49,255	2,445	\$1,023,550
SANDOWN	6	\$7,262	44	\$25,349	6	\$11,821	482	\$182,063
SEABROOK	14	\$60,474	168	\$96,788	9	\$17,732	6,193	\$1,007,364
SO. HAMPTON			3	\$1,728			43	\$21,842
STRATHAM	1	\$4,987	22	\$12,675	2	\$3,940	281	\$118,118
WINDHAM			34	\$19,588	5	\$9,851	463	\$154,334
PORTSMOUTH	16	\$53,652	168	\$96,788	28	\$55,165	4,893	\$1,285,569
RAYMOND	38	\$107,999	146	\$84,114	20	\$39,404	2,037	\$800,015
SALEM	40	\$146,613	222	\$127,899	25	\$49,255	2,445	\$1,023,550
SEABROOK	14	\$60,474	168	\$96,788	9	\$17,732	6,193	\$1,007,364
TOWNS	283	\$779,322	1,719	\$990,350	195	\$384,186	18,799	\$7,802,348
GRAND TOTAL	391	\$1,148,061	2,423	\$1,395,939	277	\$545,741	34,367	\$11,918,844



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603-889-3440 • Fax: 603-889-0945

Toll Free Hillsborough County:

1-877-211-0723

##### Greenville Office

54-56 Main St., Greenville 03048

603-878-3364 • Fax: 603-878-0520

##### Hillsboro Office

63 West Main St.,

Hillsborough 03244

603-464-5835 • Fax: 603-464-3031

##### Peterborough Office

The River Center

46 Concord St.,

Peterborough 03458

603-924-2243 • Fax 603-924-5756

Toll-Free: 1-877-757-7048

##### Derry Office

9 Crystal Ave., Derry 03038

603-965-3029 • Fax: 603-965-3049

Toll Free: 1-855-295-4105

##### Raymond Office

55 Prescott Rd., Raymond 03077

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638 Lafayette Rd., Seabrook 03874

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