

University of New Hampshire

University of New Hampshire Scholars' Repository

Manchester Research Group

UNH Community Projects

1-1-2012

2012 Annual report

Southern New Hampshire Services, The Community Action Program for Hillsborough and Rockingham Counties

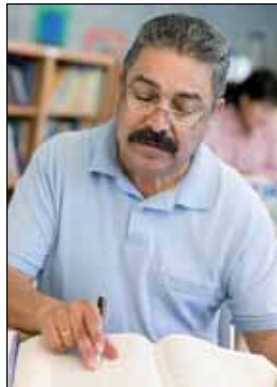
Follow this and additional works at: <https://scholars.unh.edu/mrg>

Recommended Citation

Southern New Hampshire Services, The Community Action Program for Hillsborough and Rockingham Counties, "2012 Annual report" (2012). *Manchester Research Group*. 122.
<https://scholars.unh.edu/mrg/122>

This Text is brought to you for free and open access by the UNH Community Projects at University of New Hampshire Scholars' Repository. It has been accepted for inclusion in Manchester Research Group by an authorized administrator of University of New Hampshire Scholars' Repository. For more information, please contact Scholarly.Communication@unh.edu.

2012 ANNUAL REPORT



The Community Action Program for
Hillsborough and Rockingham Counties

WWW.SNHS.ORG ■ WWW.RCACTION.ORG



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.

A MESSAGE FROM THE EXECUTIVE DIRECTOR

The upcoming year at Southern New Hampshire Services will be greatly affected by the funding mood in Washington and Concord. Public funding, which is the vast base of resources that Southern New Hampshire Services and all Community Action Agencies rely on to provide programs for the disadvantaged, has been severely limited by the realities of the New American economy, and by the public's mood to both limit government and decrease the use of public money.

Southern New Hampshire Services is therefore faced with a quandary: Do we reduce both the size and number of programs; do we continue to emphasize consolidation and innovation to get more bang for the buck or, do we look for alternative resources. The answer is clearly, all of the above. So, as we present this annual report, we need to keep in mind that resources are tight and shrinking while needs are various and growing, and that changes must be expected.

It is impossible to list here all of the activities we are undertaking to increase efficiency and output but, rest assured, the delivery of these much needed services will not be compromised. Staff will be asked to do more and do it more economically. Customers will be asked to expect change and to show patience, and the public, New Hampshire's taxpayers, and all interested in improving society will have to pitch in with suggestions, new resources and understanding. The job of making opportunity available to all and remedies available to those with difficulties must continue. We urge all partners and participants to join in our efforts to upgrade and reinforce programming, to identify new methods, and to support these efforts to solve problems.



Gale F. Hennessy
Executive Director

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.



CSBG funding has allowed us to provide services to those in need in Hillsborough and Rockingham Counties through 69 different programs.

The Community Service Block Grant (CSBG) is the core source of funding to Southern New Hampshire Services and to over 1,000 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.



BOARD OF DIRECTORS

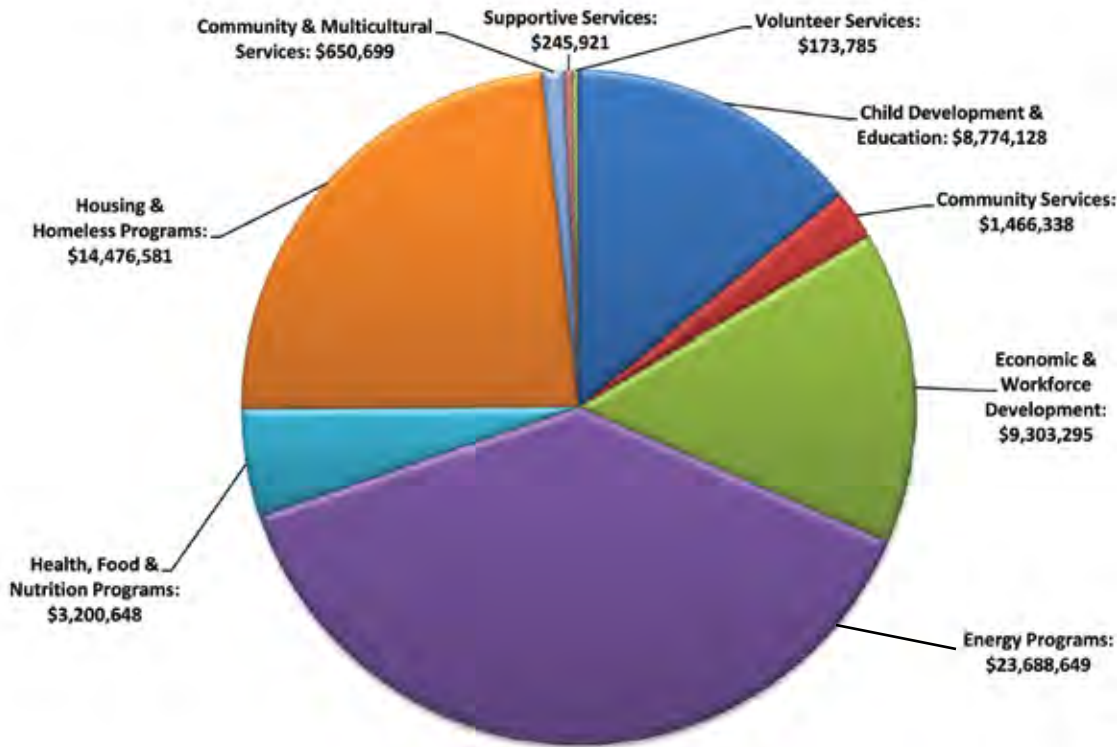
OFFICERS

Richard Delay, Sr., *Chairman*
Dolores Bellavance, *Vice Chairman*
Nancy Guthrie, *Secretary*
Constance Erickson, *Treasurer*

DIRECTORS

Janet Allard	Sarah Jacobs	Jennifer O'Neil
Esther Brailsford	Wayne R. Johnson	German Ortiz
James Brown	Dan McKenna	Shirley Pelletier
Arthur T. Craffey, Jr.	Jill McLaughlin	Peter Ramsey
Senator Lou D'Allesandro	Thomas Meissner	Leo G. Sauve, Sr.
Linda Foster	Mary Moriarty	Donna Schlachman
	Thomas Mullins	Martha Verville

2012-2013 FUNDING BY PROGRAM CATEGORY



RESULTS ORIENTED MANAGEMENT

During the 2011-2012 program year, Southern New Hampshire Services mobilized \$58,861,567 in non-CSBG funds; 133,373 units of service were delivered to Southern New Hampshire Services clients. For every CSBG dollar received, an additional \$45.91 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, Chief Operating Officer**
- Diane Erikson, Executive Assistant**

ADMINISTRATIVE STAFF

- Jeanne Agri, Child Development Director**
- Patte Anne Ardizzoni, RCA Administrator**
- Keith Bates, Community Services Director**
- Christine Beauvais, Workforce Development Operations Administrator**
- Louise Bergeron, Energy Director**
- Frank Boudreau, NH Employment Program Administrator**
- Ryan Clouthier, Weatherization Director**
- Kathleen Devlin, Community Health and Nutrition Services Director**
- Keith Dunfey, Management Information Systems Coordinator**

- Philip Grandmaison, Special Projects Coordinator**
- William Hart, Facilities and Housing Development Director**
- Douglas Heuser, SEE Science Center Director**
- Dee Martin, Volunteer Services Director**

- Gregory Schneider, CCAP, Community and Multicultural Services Director/EEO Officer**
- Debra Sevigny, Housing Director**
- Michael Tabory, Human Resources Director**
- Denise Vallancourt, Accounting Manager**

OFFICE & PROGRAM 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
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.RCAAction.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/Salem Office

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

Portsmouth Office

4 Cutts St., Portsmouth 03801
603-431-2911 • Fax: 603-431-2916
Toll-Free Rockingham County:
1-800-556-9300

Raymond Office

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

Seacoast Office

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

FIELD SITES

Adult Basic Education Center

100 Campus Dr., Portsmouth
03801
603-422-8233

Eileen Phinney Multi-Cultural Center

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)

Lyn Collins, Manchester
Coordinator
1915 Front St., Manchester 03102
603-634-1169 • Fax: 603-641-6054

Nicholas Copadis, Nashua

Coordinator
145 Ledge St., 3rd Fl., Nashua
03060
603-598-9421 • Fax: 603-598-9421

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

YouthBuild Program

Brian Keating, Program Manager
83 Trahan St., Manchester 03103
603-935-7463 • Fax: 603-836-5369

HEAD START / EARLY HEAD START / CHILD DEVELOPMENT CENTERS

Early Head Start - Manchester

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

Early Head Start - Nashua

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

Bronstein Head Start Center

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

Derry Head Start

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

Eleventh Street Head Start Center

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

Epping Head Start

Marion Ober, Center Director
SAU 14 School District
213B Main St., Epping 03042

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

Nashua Child Development Center

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

Portsmouth Head Start

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



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

Seacoast Head Start

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

West Side Head Start @ Manchester Community College

Karyn Moschella, Center Director
Manchester Community College
1066 Front St., Manchester 03102
603-623-2332

Child Care Resource and Referral

Tracy Pond, Program Manager
88 Temple St., Nashua 03060
603-578-1386 • Fax: 603-578-1736
4 Cutts St., Portsmouth 03801
603-430-4923 • Fax: 603-431-2916
1-800-556-9300
21 McKinley St., Rochester 03867
603-330-0961 • Fax: 603-330-0962

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

Councilor Ray Burton Commons

Regina Buteau, Manager
10 Washington Dr.
North Woodstock 03262
603-745-4989 • Fax: 603-745-5064

Davidson Landing I & II

Al Burton, 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

Ice Pond Village

Regina Buteau, Manager
13 Ice Pond Rd., Lancaster 03584
603-788-2285 • Fax: 603-788-2263

J.B. Millette 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

Pemi Commons

Regina Buteau, Manager
230 Fairgrounds Rd.
Plymouth 03264
603-536-4684 • Fax: 603-536-4753

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 Miller, 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 DEVELOPMENT

Southern New Hampshire Services kept construction crews busy throughout 2012; by year's end, the first residents had moved into Plymouth's "Pemi Commons" and North Woodstock's "Councilor Ray Burton Commons," named in honor of Governor's Councilor Raymond S. Burton who has done so much for Community Action and the people we serve.

Additionally, both Lancaster Senior Housing and the final phase of Manchester's Hallsville Court surpassed 50% completion with residents scheduled to occupy both locations in mid-2013.

SNHS' commitment to the communities it supports was evidenced at both the Lancaster and Manchester sites. In Lancaster, school children from Lancaster Elementary School were invited to submit possible names for the new development which is located adjacent to the school. The winning entry "Ice Pond Village" was selected from three finalists and recognizes the ice pond that was located on the site in bygone days.

The significant role that Our Lady of Perpetual Help Parish played in Manchester continues to be honored through the work Southern New Hampshire Services has done in preserving the history of the former church, school and rectory site that is now home to the Hallsville Court senior housing complex.

Artifacts from the church buildings were carefully preserved and have been incorporated into the site. Most notable is a commemorative park that features statuary from the former school. The park provides a quiet, relaxing space for the residents and neighbors to reflect on the past. In addition, items recovered from a time capsule discovered in the building's cornerstone will be on display at Hallsville Court in mid-2013.

In November, during an annual event held in Concord, New Hampshire Housing presented SNHS with a 2012 "Bringing You Home" Award in recognition of exceptional and innovative contributions made to affordable housing at Hallsville Court.

In addition, 2012 saw the start of our collaboration with the Stabile Companies for redevelopment of Cotton Mill Square in Nashua, a project that will convert an abandoned warehouse into 109 units of mixed income housing. SNHS' participation will ensure that a minimum of 51% of the units will be rented to low-to-moderate income residents.



DERRY OUTREACH OFFICE OPENING

The Derry Outreach Center opened its doors at 9 Crystal Ave. in May 2012.

The centralized location allowed the agency to bring "one-stop" services

to residents of Derry and its surrounding communities. The town of Derry and SNHS worked together to make the Outreach Center a reality.

As part of the network of Outreach Offices located in Rockingham County, the Derry center is a valued partner within the local social service community as its employees are able to provide crisis services, as well as both general and specialized information and referral service, including referral services that connect the homeless or those at risk of becoming homeless to available resources. Derry Outreach Center staff provide advocacy for those in the community with the greatest needs and fewest resources.

The Outreach office houses the Fuel Assistance, Workforce Development, and Women Infant Children Supplemental Nutrition (WIC) programs. It is also home to the Head Start program, which features three classrooms and has enabled the agency to provide both center-based and home-based services to families enrolled in Head Start.

YOUTHBUILD

SNHS became home to the YouthBuild® program in 2012. YouthBuild® is a U.S. Department of Labor (DOL) funded education and job training program for young adults aged 18-24 who have dropped out of school and need to attain a GED. YouthBuild students earn their GED certificates and work together to create affordable housing in the Manchester community. The goal of the program is to place program graduates into further education, an apprenticeship, or a career-oriented job.

YouthBuild students attend the program fulltime for six to eighteen months, or until they accomplish their outcome goal. In addition to the construction training and education components, YouthBuild® students receive life skills training and participate in leadership development projects.

Support in bringing the program to Manchester was provided by the City of Manchester; Manchester Community College; the Manchester Community Resource Center; Office of Youth Services, City of Manchester; the Home Builders and Remodelers Association of New Hampshire; YouthBuilt ECO Solutions; and the NH Department of Health and Human Services, Division of Juvenile Justice Services. The Manchester Housing and Redevelopment Authority has provided space for the YouthBuild® program.

The commemorative park at Hallsville Court celebrates the rich history of the Manchester neighborhood



Derry Outreach Center, 9 Crystal Avenue



In addition to the construction training and education components, YouthBuild students receive life skills and leadership training

Each student is required to complete 50 hours of service learning. As part of a collaboration with Manchester Community College, YouthBuild® students receive intensive job readiness training in the Work Ready New Hampshire® certificate program.

In 2013, the students will break ground on the program's first housing project that will be located on Wolcott Street in Manchester. Anagnost Companies sponsors this valuable training opportunity.

YouthBuild® is a provisional member of the Affiliated Network of YouthBuild Programs, one of 225 programs in 45 states across the country. YouthBuild USA® provides professional development training and capacity building for affiliated programs. The Department of Labor also provides valuable training for funded programs and administers a web-based management information system that programs utilize to track performance and outcome rates.

EXPANDED ROCKINGHAM COUNTY WIC / CSFP DELIVERY SYSTEMS

Aiming to increase access for eligible individuals, the Supplemental Nutrition Program for Women Infants & Children (WIC) and the Commodity Supplemental Food Program (CSFP) expanded service delivery systems in Rockingham County.

In an effort that began in October 2011, a new "team model" was implemented allowing for the operation of multiple clinics on a daily basis. By dividing the staff into three teams with designated service areas, we have been able to increase the number of available clinic days by as many as 10 days per month in some of our busiest clinics.

Following a "one-stop-shopping" model, WIC and CSFP services have been integrated into the same clinic environment. Additionally, WIC and CSFP home-based clinics are co-located with other agency programs, such as Fuel Assistance and Head Start in Raymond and Derry.

LEAD-BASED PAINT HAZARD CONTROL GRANT

The City of Nashua received funds from the United States Department of Housing and Urban Development for a Lead-Based Paint Hazard Control Grant. The City of Nashua has contracted with SNHS to conduct lead hazard outreach and educational workshops related to lead poisoning and prevention targeting low to moderate income households within the City of Nashua. The grant program is from June 2012- May 2015 with a goal of reaching at least 1500 individuals. Since the start of the program, 161 individuals have been reached.

FRESH START FARMS

The New American Sustainable Agriculture Project (NASAP) supports refugees and immigrants who are starting farm businesses through a land and market based training program. Participants access land at one of two incubator farm sites: Liberty Gardens in Bedford, and Fresh Start Farms in Dunbarton. Forty refugee farmers accessed land during 2012. At the end of the season, each one reported an increase in their family's food security.

25 Refugee farmers sold produce under the Fresh Start Farms collective, via Community Supported Agriculture (CSA) and wholesale outlets. 15 were "Beginning Market Gardeners" who were accessing American markets for the first time. 10 were "Advanced Market" Gardeners who sold as individual vendors at farmers markets in Manchester, Salem and Derry and through the Senior Farmers Market Nutrition Program. All 25 individuals reported an increase in their family's income.

Fresh Start Farms is committed to increasing access to fresh food for low-income consumers. In 2012 Fresh Start Farms became an authorized SNAP vendor, accepting food stamp benefits at their JFK Coliseum Farm Stand, and for 20 participating vendors at Manchester Farmers Market. NASAP leveraged funds through private donations, and partnered with the International Institute to provide matching incentives for SNAP customers at these locations. In addition, Fresh Start Farms donated over \$8,000 in produce to the NH Food Bank. Producers were paid for these deliveries through a wholesale training grant. Sales, for all participants, totaled \$28,670 in 2012, an increase of \$17,670 over 2011 sales.



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 communities in Rockingham County.

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. Those requesting assistance include single adults, couples, families with children, and the elderly. More than a third of those assisted in 2012 were single parent families, and approximately 25% of applicants reported working one or more jobs.

A primary benefit to those seeking assistance is the comprehensive nature of the Outreach Offices. Staff members can offer general information and referral, provide advocacy and support, and assist with basic needs to help stabilize the household while other chronic issues are addressed. Current or imminent homelessness, lack of security deposit or first month's rent, impending foreclosure, insufficient resources to make utility payments, lack of food or material resources are some of the emergency situations staff respond to every day. Raymond, Seabrook and Salem are able to provide emergency food assistance through their on-site food pantries. Fuel and Energy Assistance, the Women, Infants and Children Nutrition Program (WIC), and Workforce Development programs can also be accessed through this system of locally supported offices.

The Outreach Centers makes extensive use of volunteers to carry out the various activities. Volunteer opportunities, which could include helping out in the emergency food pantries where applicable, are available at each location.



HOMELESSNESS PREVENTION

State Grant-in-Aid funding from the NH Bureau of Homeless and Housing Services funds a program in Rockingham County to assist those at imminent risk of losing their housing, as well as address the needs of those who find themselves homeless. Staff members work with local partners to keep families and individuals throughout Rockingham County in their homes, or to secure at least emergency shelter — and ideally stable housing — for those who have fallen into homelessness. Services are delivered through the four Community Action Centers in Derry, Raymond, Portsmouth and Seabrook, as well as one day a week in the St. Vincent de Paul Community Assistance Center in Exeter.

Individuals and families in Rockingham County are also assisted through the Housing Security Guarantee Program (HSGP) and the Homeless Housing and Access Revolving Loan Fund (HHARLF).

HSGP provides guarantees of rental security deposits to eligible persons who are unable to access housing because they lack the required security deposit. This is a loan program with a guarantee to the landlord that, in the event of a default, they will be reimbursed the amount of the security deposit. The renter is responsible to make monthly payments towards the security deposit to SNHS, and when the deposit is paid in full the security deposit will be transferred to the landlord. This guarantee is backed by the State of New Hampshire. Last year 38 households were assisted by this program.

HHARLF also provides guarantees of rental security deposits and/or first month's rent to persons who suddenly find themselves homeless, but have sufficient income to maintain an apartment. This is a loan program with a guarantee to the landlord that, in the event of a default, they will be reimbursed the amount of the security deposit or first months rent. As with HSGP, the client is responsible to make monthly payments towards the security deposit and/or first month's rent to SNHS and, when the deposit is paid in full, the security deposit will be transferred to the landlord. Last year 7 households were able to secure housing through HHARLF assistance.

United Way of Greater Seacoast provides funding to allow local families and individuals who are facing foreclosure or eviction to remain in their homes. This is part of the United Way's initiative involving the Ending Homelessness Work Group, which is focused on preventing and reducing homelessness for individuals and families and those at risk of becoming homeless.

GIFT OF WARMTH

The Gift of Warmth Campaign, run by the Seacoast Media Group (SMG), is an initiative that provides a look into the unique crisis situations experienced by individuals and families in and around Rockingham County. Each Sunday following Thanksgiving and running through the holidays, a series of personal stories highlight struggles faced by local residents. Through generous community support, the Gift of Warmth fund provides RCA with resources to assist those facing an impending crisis.

ASSET DEVELOPMENT

The 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 RCA in partnership with the CA\$H 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, which translated into more than \$1.9 million in refunds. The IDA program boasts 25 participants with 11 more in the eligibility phase. All are, or will be, working toward a first home purchase, small business startup or post-secondary degree. 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.

LITERACY SERVICES

Literacy Services offers 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 while learning what free services libraries have to offer. The program began in two public libraries in 1989, and has since expanded to 25 libraries throughout Rockingham County.

Trained volunteers present read-aloud stories and arts activities through the Gift of Reading Storytime at Rockingham County WIC clinics. These activities show parents with young children how to engage children in reading early in life. Additional programs include the Child Care Provider Project which features bi-weekly story time visits to family childcare providers.

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

Literacy Services extended the range of its activities to include the Portsmouth Adult Basic Education (ABE) Program in the fall of 1995. 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.

EMERGENCY FOOD PANTRIES & ASSISTANCE

Rockingham Community Action (RCA) Emergency Food Assistance programming assists households who are struggling with food insecurity. One of the key services designed to address this issue 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, USDA, local food vendor gleaning and through donations of produce from farmers, the pantries have provided 3-5 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. It is our goal to never turn anyone away who needs emergency food. With this in mind, the Outreach Offices endeavor to assist residents in towns that do not have any other emergency food providers available to meet emergency food needs.

SENIORNET

Covering seven communities, the Seacoast initiative to support its aging population began as a senior issues coalition in early 2000; it was formed as Seniors Count in November 2006 and recently adopted a more local name, Greater Portsmouth SeniorNet. The group, concerned about the unmet needs of frail seniors and identifying ways in which systems can change, includes leadership representatives from Rockingham County. Working with the Community Liaison, Greater Portsmouth SeniorNet, has made possible 223 homes visits, 95 meetings with providers, 231 referrals made to other agencies/community groups/providers, 21 hospital/nursing facility visits and 53 community appointments.

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.

"It is important for me to feel safe about where my children are going and who they are with. Head Start does this for me."

Nashua Parent

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 for surrounding communities.



EARLY HEAD START

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.

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



The Early Head Start center-based program provides quality care for infants and toddlers up to three years of age

CHILD CARE

SNHS' Child Care Centers provide a high quality, affordable, dependable and nurturing atmosphere for the children of working parents and for parents entering or re-entering 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 entire 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's classroom curriculum builds school readiness skills through activities that promote literacy, math and social development

2012-2013 FUNDING LEVELS & SOURCES

CHILD DEVELOPMENT/EDUCATION PROGRAMS

Adult Basic Education	U.S Dept. of Education	\$ 79,866
	NH Dept. of Education	\$ 79,866
Adult Ed. Post-Secondary Transitions Program	U.S Dept. of Education	\$ 6,020
Child Care Resource and Referral (Hillsborough County).....	NH Dept. of Health and Human Services	\$ 149,123
Child Care Resource and Referral (Rock./Strafford Counties).....	NH Dept. of Health and Human Services	\$ 182,411
Early Head Start	U.S. Dept. of Health and Human Services	\$ 1,284,262
	In Kind	\$ 321,065
	Private Tuition.....	\$ 43,000
Head Start.....	U.S. Dept. of Health and Human Services	\$ 4,318,481
	In Kind	\$ 1,079,620
Hillsborough Child Development	U.S. Dept. of Health and Human Services	\$ 12,000
	Monadnock United Way	\$ 30,000
	Private Tuition.....	\$ 106,000
Nashua Child Development	U.S. Dept. of Health and Human Services	\$ 430,500
	United Way of Greater Nashua	\$ 13,914
	Private Tuition.....	\$ 123,000
Infant and Toddler Child Care	U.S. Dept. of Health and Human Services	\$ 287,000
Rose Byrne Child Development	U.S. Dept. of Health and Human Services	\$ 190,000
	Private Tuition.....	\$ 38,000

Child Development/Education Programs\$ 8,774,128

CHILD CARE RESOURCE AND REFERRAL

SNHS is a member of Child Care Aware of New Hampshire®, a cooperative group of Child Care Resource and Referral programs that educate and support families, providers, and the community regarding childcare in New Hampshire. 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 targeted 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

SNHS served as the fiscal agent for the SEE Science Center for many years. SEE now operates as an independent non-profit organization, receiving support services from SNHS under a management agreement. Located at 200 Bedford Street in Manchester's Millyard, SEE has promoted the excitement of science discovery for more than 25 years. 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.

Overall, I am extremely pleased with how Head Start has been for our family and I am grateful for the great teachers and my family worker.

Derry Parent



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 28 elderly housing projects reflecting 863 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
- Councilor Ray Burton Commons: 16 units in N. Woodstock, 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
- Ice Pond Village: 20 units in Lancaster, NH
- J.B. Milette Manor: 22 units in Nashua, NH
- Jedidiah 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 North Berwick, ME
- Mayor Roland Roberge Manor: 44 units in Rochester, NH
- The Meadow at Northwood: 31 units in Northwood, NH
- Pemi Commons: 16 units in Plymouth, NH
- Riverview Village: 19 units in Bristol, NH
- 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.

LEAD PAINT HAZARD CONTROL

New Hampshire Housing has been awarded a federal grant for the removal of hazardous lead paint from the state's homes and apartments. The award, which was approved by the U.S. Department of Housing and Urban Development, will provide money for lead hazard reduction in at least 200 rental property units and single-family homes, particularly in pre-1978 housing where lead-based paint hazards are much more likely to be found. The grant program period is from 2012-2015. Since the start of the program, 3 units have been completed.

HOMELESSNESS PREVENTION & OUTREACH

Homelessness has many faces, and is often the most visible indication that there are a number of issues and circumstances faced by the affected individuals and families which need to be addressed. SNHS administers several programs in Hillsborough County which address the issue of homelessness both from the aspect of preventing it and, when that is not possible, addressing the situation with the goal of re-establishing the individual or family in stable housing as quickly as possible. The solutions are rarely easy or quick, and are most often the result of different community partners pooling resources to resolve the situation.

HOMELESSNESS PREVENTION

SNHS receives funding from The New Hampshire Department of Health & Human Services-Bureau of Homeless and Housing Services, for several different services to address or prevent homelessness. Short term assistance aids families and individuals who have received utility termination (due to arrearages) or eviction notices and are at imminent risk of becoming homeless; 333 households at risk of eviction were assisted with Homelessness Prevention Funds in 2012.

HOMELESS OUTREACH

The Homeless Outreach workers are the primary entry point into the Manchester and Nashua area Continuum of Care systems and other networks of services for homeless individuals and families, and those at imminent risk of becoming homeless. The Outreach program is funded by the U.S. Department of Housing and Urban Development (HUD). Homeless Support Specialists reach out to individuals and families who are unsheltered. These clients are connected through outreach, intervention and referral to services and adequate housing within their respective Continuum of Care services system. Through this program last year, 712 clients were directly assisted or referred for services from other agencies within the Manchester and Nashua homeless services delivery systems for shelter and other support.

Common Man Commons residents celebrate St. Patrick's Day in Ashland



2012-2013 FUNDING LEVELS & SOURCES

HOUSING & HOMELESS PROGRAMS

Campton Mills	U.S. Dept. of Housing and Urban Development	\$ 153,024
Chasse Village	U.S. Dept. of Housing and Urban Development	\$ 313,992
Common Man Commons.....	U.S. Dept. of Housing and Urban Development	\$ 204,960
Councilor Ray Burton Commons.....	U.S. Dept. of Housing and Urban Development	\$ 153,600
Davidson Landing I.....	U.S. Dept. of Housing and Urban Development	\$ 285,984
Davidson Landing II	U.S. Dept. of Housing and Urban Development	\$ 320,160
Derryfield Village.....	U.S. Dept. of Housing and Urban Development	\$ 226,128
Echo Valley Village	U.S. Dept. of Housing and Urban Development	\$ 215,136
Greenfield Commons	U.S. Dept. of Housing and Urban Development	\$ 220,608
Greenville Falls	U.S. Dept. of Housing and Urban Development	\$ 954,396
Hallsville Court	U.S. Dept. of Housing and Urban Development	\$ 243,576
Hallsville Court II	U.S. Dept. of Housing and Urban Development	\$ 191,280
Hallsville Court IIA**.....	U.S. Dept. of Housing and Urban Development	\$ 2,783,358
Ice Pond Village**.....	U.S. Dept. of Housing and Urban Development	\$ 3,245,500
J.B. Millette Manor.....	NH Housing Finance Authority (Tax Credits)	\$ 243,144
Lancaster Elderly Housing.....	U.S. Dept. of Housing and Urban Development	\$ 185,760
Laurel Terrace	U.S. Dept. of Housing and Urban Development	\$ 382,800
Ledgewood Commons	U.S. Dept. of Housing and Urban Development	\$ 212,256
The Meadow at Northwood	U.S. Dept. of Housing and Urban Development	\$ 249,240
Pemi Commons	U.S. Dept. of Housing and Urban Development	\$ 153,216
Riverview Village	U.S. Dept. of Housing and Urban Development	\$ 151,848
Roberge Manor	U.S. Dept. of Housing and Urban Development	\$ 334,752
Sherburne Woods	NH Housing Finance Authority (Tax Credits)	\$ 241,056
Simpson Meadows	U.S. Dept. of Housing and Urban Development	\$ 253,080
Streeter Shores	U.S. Dept. of Housing and Urban Development	\$ 309,600
Sundance Village	U.S. Dept. of Housing and Urban Development	\$ 305,532
Wagner Court.....	U.S. Dept. of Housing and Urban Development	\$ 493,920
Whispering Pines I.....	U.S. Dept. of Housing and Urban Development	\$ 275,340
Whispering Pines II.....	NH Housing Finance Authority (Tax Credits)	\$ 159,120
Mary's House.....	U.S. Dept. of Housing and Urban Development	\$ 183,011
	Private	\$ 102,933
Robinson House	U.S. Dept. of Housing and Urban Development	\$ 107,259
	Private	\$ 48,160
Homeless Outreach	U.S. Dept. of Housing and Urban Development	\$ 68,230
Lead Paint Hazard Control Program	U.S. Dept. of Housing and Urban Development	\$ 112,500
Lead Paint Hazard Control Program (Nashua).....	City of Nashua	\$ 165,000
Homeless Housing and Access Revolving Loan Fund	State of New Hampshire	\$ 8,325
Housing Security Guarantee Program	State of New Hampshire	\$ 40,000
Homelessness Prevention (Hillsborough County).....	State of New Hampshire	\$ 39,532
Homelessness Prevention (Rockingham County).....	State of New Hampshire	\$ 89,265
Homelessness Prevention (Rockingham County).....	United Way of Greater Seacoast	\$ 50,000

Housing & Homeless Programs.....\$ 14,476,581

** Construction dollars are dedicated solely to the building of the facility.

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.

The 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, 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, consists of 24 rehabilitated Section 8 rent-assisted apartments for homeless males who have successfully completed substance abuse treatment programs.



Residents of Mary's House in Nashua enjoy dinner prepared by the Infant Jesus Spirit Crew made up of Girls Scouts, Brownies and parents. Thirty-six residents and staff enjoy the meal and entertainment that followed

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 16,074 households in 2012.

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. The program helped up to 15,501 households cope with their utility costs in 2012.

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 cost, one time, during the program period. FEMA assistance helped 37 households in 2012.



NEIGHBOR HELPING NEIGHBOR

This non-profit charitable fund is generously supported by corporate matching funds and contributions from customers and employees of Unil, Liberty Utilities 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. In 2012, the program assisted 1,037 households in Hillsborough and Rockingham Counties.

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 five households received assistance in 2012.

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, 39 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, 46 elderly women were assisted with these funds for a total of \$10,563.

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 17 households in crisis received assistance through this fund in 2012.

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 2012, these limited funds were invaluable to 184 households without other resources to help them through their crisis.

NORTHEAST UTILITIES GRANT

Northeast Utility gave the Community Action Agencies in New Hampshire a grant of \$225,000 to be used for non-electric fuel types for PSNH customers. SNHS clients received 464 minimum deliveries of either oil, propane or kerosene. This was a one time grant from Northeast Utilities.

Fuel and Energy Assistance Programs provide elderly, handicapped and low-income residents the financial assistance they need to meet heating expenses

2012-2013 FUNDING LEVELS & SOURCES

ENERGY PROGRAMS

Electric Assistance Program	PUC and utility customers	\$ 5,400,000
Energy Block Grant/Fuel Assistance	U.S. Dept. of Health and Human Services.....	\$ 15,000,000
Energy Usage Case Management	U.S. Dept. of Health and Human Services.....	\$ 226,659
Emergency Food and Shelter National Board Program.....	Dept of Homelend Security-FEMA	\$ 12,000
Heating Repair/Replacement Project.....	U.S. Dept. of Health and Human Services.....	\$ 195,951
Liberty Energy Gas Weatherization Program	Liberty Energy	\$ 879,546
Neighbor Helping Neighbor	Utilities.....	\$ 150,000
CORE Residential Conservation Program.....	Utilities.....	\$ 886,600
Bishop's Charitable Relief Fund.....	Private Contributions	\$ 5,000
Gift of Warmth	Private Contributions	\$ 50,000
Private Contributions Program	Private Contributions	\$ 24,000
Seniors Count Flex Fund	Mary Gale Foundation	\$ 20,000
Family Emergency Loan Program	St. Mary's Bank	\$ 5,000
Senior Energy Assistance Program (SEAS).....	NH Dept. of Health and Human Services.....	\$ 10,791
Weatherization	U.S. Dept. of Energy	\$ 267,412
Unitil Gas Weatherization Program	Unitil	\$ 55,690
Weatherization Manufactured Homes Agreement	RGGI.....	\$ 500,000
Energy Programs	\$ 23,688,649

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 Liberty Utilities, Public Service of New Hampshire, Unitil, and NH Electric Co-Op. Weatherization services were provided to 92 homes in 2012.

NHSAVES@HOME

Utility companies are increasingly concerned about the ability of their customers to make the most efficient use of costly energy resources. Liberty Utilities, 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 274 households in 2012.

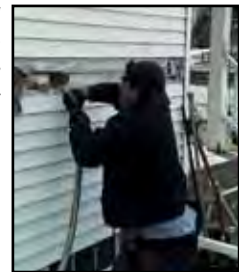
HEATING REPAIR AND REPLACEMENT PROGRAM (HRRP)

The LIHEAP-funded HRRP program is designed to assist income eligible clients with emergency heating system repair or replacements. Heating systems which are defective or unsafe to operate are repaired or replaced while funding is available. In 2012, 66 households received services from the HRRP program.

LIBERTY UTILITIES NATURAL GAS

SNHS and Liberty Utilities 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 that 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 lower heating bills. This program provided weatherization services to 168 households in 2012.

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



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 by the Department of Energy (DOE) WAP, including solar photovoltaic and solar hot water systems. A total of 99 SERC jobs were completed since the program's introduction in April 2011.

MANCHESTER HEALTHY HOMES ONE TOUCH 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 incorporates 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 115 referrals through this "One Touch" approach.



"I was amazed by all that was done to my mobile home. It has made such a difference to my comfort and I've notice a big savings to my fuel oil consumption. Not only does my furnace run much less but now I am actually warm."

Weatherization Program client

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 were held in each park; at that time park representatives were trained as Energy Advocates capable of promoting the program and the benefits of weatherization to other park members. A total of 108 weatherization jobs have been completed since the project started in January 2012.

BETTER BUILDINGS

The Community Development Finance Authority implemented this 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 Liberty Utilities and Public Service of New Hampshire. The program has completed 63 jobs in 2012.

UNITIL GAS

SNHS and Unitil Gas 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 that 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 lower heating bills. This program provided weatherization services to 21 households in 2012.

Weatherization staff use the blower door test to check homes for leaks

ECONOMIC & WORKFORCE 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 Operator 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 DRED, 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 English for Speakers of Other Languages (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.



WIA program funding allows individuals to train for jobs in the advanced manufacturing sector

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

New Hampshire was one of 41 states awarded a WIA OJT NEG by the US Department of Labor under the Recovery Act. 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 original targeted goal of 48 OJTs was achieved – and exceeded – with a total of 82 OJTs.

Based on 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 enabled SNHS to provide 57 additional OJT opportunities. A third grant awarded in July of 2012 extended the initiative through June 2014; 49 additional OJTs have been developed to date with 109 planned between now and the grant end date.

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, transportation, retail, and administration industries. All OJTs constitute full-time employment with benefits and are targeted to result in permanent full-time employment. Currently, 96% of exited participants have met that target.

The strategic initiative has been so successful that an additional 157 OJTs were developed through formula WIA funds for those individuals not eligible for the OJT NEG. The effort is still ongoing.

All the folks at NH Works have been great! We have hired two OJT’s and both have worked out great. We are currently looking to hire two additional employees and NH Works is our first choice. NH Works is important for any small business in New Hampshire and been very important for our business and growth.

Travis Adams, Owner. Whaddy.com

2012-2013 FUNDING LEVELS & SOURCES

ECONOMIC & WORKFORCE DEVELOPMENT

NH Employment Program (NHEP)*	US Department of Labor.....	\$ 1,113,885
Work Skills - Work Experience.....	NH Department of Health and Human Services.....	\$ 2,449,765
WIA Adult Worker*.....	NH Workforce Opportunity Council.....	\$ 1,373,461
WIA Dislocated Worker*.....	NH Workforce Opportunity Council.....	\$ 2,036,531
WIA OJT National Emergency Grant.....		\$ 1,985,078
YouthBuild		\$ 344,575

Economic & Workforce Development.....\$ 9,303,295

* Statewide program administered by Southern New Hampshire Services

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 Financial Assistance for Needy Families Program (FANF). The participation of SNHS in the New Hampshire Employment Program provides improved coordination with, and access to, local Community Action Agencies' resources by FANF 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.

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 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 new work skills, for 20-30 hours per week



Workplace Success clients gain valuable skills while providing volunteer service to organizations such as the Animal Rescue League (top) and Habitat for Humanity (left)

within a nonprofit, business, or local/state government host site, or to enter paid or partially subsidized employment. Workplace Success provides participants in the New Hampshire Employment Program (NHEP) with the skills, knowledge, experience, and support needed to obtain paid employment. Workplace Success training sites are located in 12 communities across the state: Berlin, Tamworth, Littleton, Claremont, Keene, Concord, Laconia, Manchester, Nashua, Derry, Portsmouth, and Rochester.

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

In 2012 SNHS Workplace Success sites in Manchester, Nashua, Portsmouth and Derry enrolled over 720 NHEP participants who worked on more than 650 community-based projects. Approximately 70% of the clients enrolled in the program completed it successfully.

To complement the Service Bureau, Work Skills Training enhances participants' employability by providing training on 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 unpaid work assignments with participating host sites. Over 600 non-profit and for-profit businesses or local/state government entities served as host sites in Manchester, Nashua, Portsmouth and Derry in 2012.

The host sites benefit by having extra personnel to assist with their organization's work needs along with 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 2012, WEP host sites hired 56 work experience participants; 24 of these new hires resulted after additional training in the OJT Program. The program offers benefits and supportive services to the NHEP participant during the OJT training period. After the OJT is completed and the trainee is hired, participating employers may also benefit from a tax credit of up to \$4,000 that is offered through the Work Opportunity Tax Credit program.

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 5,897 WIC participants in Hillsborough County and 2,492 participants in Rockingham County each month.

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 nutrition programs offered by Southern New Hampshire Services in Hillsborough and Rockingham Counties encourage healthy eating habits that last a lifetime



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 2012, SNHS distributed 363,447 pounds of food to organizations serving Hillsborough County and 172,029 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-four food pantries, two soup kitchens, three homeless shelters, and six charitable institutions in Hillsborough County and 24 food pantries, four soup kitchens, one homeless shelter and one charitable institution in Rockingham County receive food through quarterly and bonus food distribution cycles.

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 2012, 1,496 seniors in Hillsborough County and Rockingham County received produce through the SFMNP.



CSFP participants select nutritional food in the "shopping area" of the CSFP warehouse in Manchester

2012-2013 FUNDING LEVELS & SOURCES

HEALTH, FOOD & NUTRITION PROGRAMS

Child and Adult Care Food Program (CACFP)		
- Child Care Nutrition (Head Start)	U.S. Dept. of Agriculture	\$ 340,000
- Child Care Nutrition (Rockingham County)	NH Dept. of Education	\$ 309,033
- Summer Food Service for Children	U.S. Dept. of Agriculture	\$ 123,000
Commodity Supplemental Food (CSFP)	U.S. Dept. of Agriculture	\$ 185,574
CSFP Food Value	U.S. Dept. of Agriculture	\$666,000
TEFAP Food Value	U.S. Dept. of Agriculture	\$ 266,000
Woman, Infants, & Children Nutrition (WIC) (Hillsb. County)	U.S. Dept. of Agriculture	\$ 846,405
Woman, Infants, & Children Nutrition (WIC) (Rock. County)	U.S. Dept. of Agriculture	\$ 373,162
WIC Breastfeeding Support Program (Hillsborough County)	U.S. Dept. of Agriculture	\$ 64,552
WIC Breastfeeding Support Program (Rockingham County)	U.S. Dept. of Agriculture	\$ 26,922
Health, Food & Nutrition Programs		\$ 3,200,648

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 2012, 50 garden plots were provided through the Community Gardens Program.

FRESH FRUITS AND VEGETABLES PROGRAM (FF&V) AND BONUS FOODS

The Fresh Fruits & Vegetables Program (FF&V) is a SNHS initiative providing fresh produce to enhance existing federal programmatic nutritional resources. In 2012 the FF&V Program provided 78,998 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.

New during 2012 was the addition of over 7,800 bonus bread items that were provided to families in the Derry, Raymond and Seacoast WIC program sites as well as Derry Head Start and the Raymond Outreach Office.

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 2012 included on-going expansion within Hillsborough, Rockingham, Strafford and Carroll Counties. For the summer of 2012 SNHS provided 42,564 meals to children at 53 meal service locations.

CHILD AND ADULT CARE FOOD PROGRAM SPONSORSHIP

SNHS is a sponsor organization for the US Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP). The CACFP plays a vital role in improving the affordability and quality of childcare for low income families. As a sponsoring organization, SNHS assumes administrative responsibility for both affiliated SNHS/RCA Head Start meals as well as sponsored meals in unaffiliated Family Day Care Homes and Center Based programs. This program reimburses providers at free, reduced-price, or paid rates for eligible meals and snacks served to enrolled children, targeting benefits to those children most in need.

All meals served through this program meet meal pattern requirements and nutrition standards by age as outlined by the USDA CACFP. SNHS provides CACFP to 494 Head Start children and 48 Early Head Start children, as well as 70 children in childcare centers, plus children in 15 unaffiliated centers and 25 family day care homes.



Food pantries, soup kitchens, homeless shelters and charitable institutions in Hillsborough and Rockingham Counties benefit from the food made available through quarterly TEFAP distributions

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) is a program offered in collaboration with the Manchester School Department providing after school activities that serve low-income and at-risk adolescents in grades 4-12. 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 runs 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 both the New Hampshire Institute of Art and the Currier Museum of Art.

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 in 2011. Funding for the program was provided through the Endowment for Health as part of the Partners Investing in Nursing's Future (PIN) Grant to create a NH Nursing Diversity Pipeline. Partners Investing in Nursing's Future 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 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 194 children from 27 different countries.

EILEEN PHINNEY MULTI-CULTURAL CENTER

The Eileen Phinney Multi-Cultural Center houses several programs offering services to immigrants and refugees from 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 and/or health care system, and accelerate their move toward self-sufficiency.

REFUGEE PROGRAMS

Programs assisting refugees serve the same purpose as every other program Southern New Hampshire Services offers: to promote economic self-sufficiency. The scope of the delivery system is somewhat broader however, given the linguistic and cultural barriers these individuals face. 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 Community 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. Refugee programs in 2012 served 135 individuals, including 52 participants in the agricultural programs.

B.R.I.N.G.I.T.!!! activities include soccer instruction, games, tournaments, dance lessons and a homework club

Photos this page by Becky Field,
FieldWorkPhotos.com ©2012



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 local 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.

The classes cover multiple levels of instruction from beginner to advanced. 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. There are also Citizenship classes which help those who are preparing to take the exam to become naturalized American Citizens.

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 and field trips to nearby places of interest are also an important part of the program. In 2012 English for New Americans provided English classes to 385 individuals from more than 40 different countries.

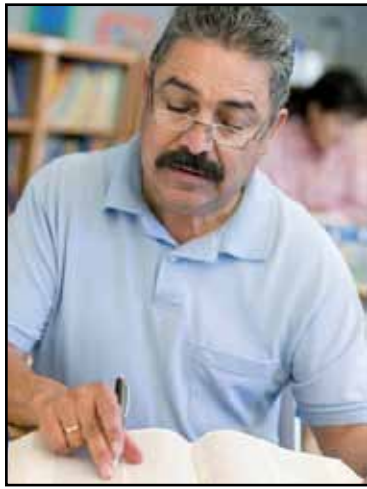
EMPLOYMENT ASSISTANCE PROJECT

Generous support from the Bank of America Charitable Foundation has enabled SNHS to address in a specific way 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 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. 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 participants are placed in jobs.

Since June of 2012, 111 Bhutanese refugees have been assisted with the job search process, including completing applications and participating in interviews. Thirty-six new participants obtained jobs (30 full-time and 6 part-time) at 17 different employers. The jobs were in a number of fields, including childcare, maintenance, housekeeping, manufacturing, security and health care fields.

The Bank of America Charitable Foundation continued funding the project in 2012. SNHS has also added funding to expand the program to include members from the Congolese community.



SUPPORTIVE SERVICES

SENIORS COUNT-NASHUA

The Nashua Seniors Count initiative began in November 2006 as a group of over 35 community leaders worked together to identify the unmet needs of elderly community residents. The group continues to work 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, including how to talk to your doctor, the role nutrition plays in staying healthy, understanding and caring for a loved one with dementia, how to avoid falls, remaining safe behind the wheel and the benefits of laughter. Over 225 seniors have benefited from the information provided through these workshops as over 20 representatives from local and state government, area businesses and non-profits have served as workshop presenters. Each workshop is broadcast on the local educational station in Nashua on Comcast Channel 99.

The Nashua-based Seniors Count initiative works closely with the RSVP Fixit Corps to coordinate volunteer groups to rake the yards of area seniors. The yards of 10 seniors were raked through this coordinated effort in 2012.

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. 309 individuals in Hillsborough County were enrolled in the program last year.

RURAL TRANSPORTATION

Transportation is a significant issue in rural areas of the county, especially for low-income, elderly, and handicapped individuals. Arranging for simple trips to the grocery store, pharmacy or doctor's office can be a major concern for members of this population. To alleviate the problem, SNHS provides a handicapped-accessible van for use in the western area of Hillsborough County. The van is stationed at our Greenville Falls elderly housing complex and provided 1,005 rides in 2012.

The original funding agent for this vehicle was the NH Department of Transportation; DOT funding to provide a new van was approved in 2012 with delivery expected in 2013.

2012-2013 FUNDING LEVELS & SOURCES

COMMUNITY & MULTICULTURAL, SUPPORTIVE & VOLUNTEER SERVICES

Community & Multicultural Services

Emergency Services and Crisis Assistance.....	Town Funding (Rockingham County)	\$ 250,000
B.R.I.N.G.I.T.!!!.....	Granite United Way.....	\$ 14,000
	Community Revenue	\$ 21,500
	Endowment for Health.....	\$ 12,000
	Norwin S and Elizabeth N Bean Foundation.....	\$ 15,000
Translation and Interpretation Services	NH Dept. of Safety	\$ 3,000
English for New Americans	NH Dept of Education	\$ 58,129
	US Dept of Education	\$ 58,129
	NH Dept of Health and Human Services.....	\$ 32,441
Employment Assistance Project.....	Bank of America Charitable Foundation	\$ 15,000
Farmers Market Promotion Program	U.S. Dept. of Agriculture	\$ 27,855
Beginning Farmers and Ranchers Development Program.....	U.S. Dept. of Agriculture	\$ 119,494
Eileen Phinney Multi-Cultural Center	City of Manchester.....	\$ 4,150
	Community Revenue	\$ 20,000
Total Community and Multicultural Services.....		\$ 650,699

Supportive Services

Asset Development	United Way.....	\$ 114,921
Western Hillsborough County Family Services	New Hampshire Charitable Foundation.....	\$ 20,000
	Monadnock United Way	\$ 30,000
Personal Emergency Response Systems	Medicaid and Client Fees.....	\$ 81,000
Total Supportive Services.....		\$ 245,921

Volunteer Services

Catch Healthy Habits	Wellpoint Foundation.....	\$ 13,000
Fixit Program	Home Instead Foundation	\$ 15,000
Retired and Senior Volunteer Program	Corporation for National Service.....	\$ 118,185
Seniors Count Neighbors Care.....	Mary Gale Foundation	\$ 27,600
Total Volunteer Services		\$ 173,785

Community & Multicultural Programs, Supportive & Volunteer Services \$ 1,070,405

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 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.

WHCFS' goal is to provide long-term services to help strengthen families and provide the tools for self-sufficiency. It has been an established program at the Riverview Housing Complex in Peterborough for fifteen years. Based on the success of the program at Riverview, these services were added at Pine View Village

The Children's Program component of WHCFS operates year-round, with academic assistance and various activities during the school year, and recreational program during the summer.

The summer program offers arts and crafts, sports, outdoor activities and field trips, which include camping, hiking local mountains, botanical parks, boating, swimming and a trip to the ocean. For children who often do not leave the confines of the housing projects within which they live and do not have the benefit of a family-type summer vacation, the field trips are a crucial part of the summer program and the children's developmental process.

WHCFS offers opportunities for fun, including arts and crafts, sports, outdoor activities and field trips throughout the summer



VOLUNTEER SERVICES

THE RETIRED AND SENIOR VOLUNTEER PROGRAM

The Retired Senior Volunteer Program (RSVP) invites adults age 55 and older to participate 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. RSVP offices in Manchester and Nashua support over 575 volunteers county-wide. RSVP Volunteers provided 115,000 hours of service in 2012. The benefit of these services to the community is estimated at over \$2.0 million dollars.

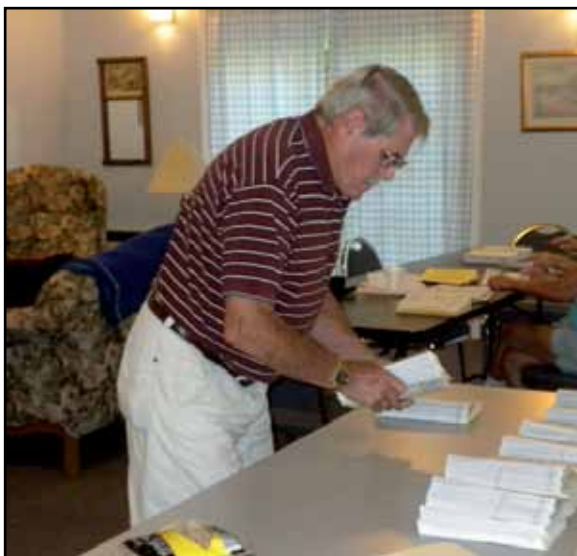
Signature programs offered by the Retired and Senior Volunteer Program include:

THE PEN PAL PROGRAM

RSVP's award-winning Pen Pal Program partners third grade students with caring RSVP seniors volunteers 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 four schools in Hillsborough County. The program involved 80 senior volunteers during the 2012 school year.

RSVP BONE BUILDERS

Trained Retired and Senior Volunteer Program (RSVP) volunteers deliver the RSVP Bone Builders Program to at-risk 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. Participants meet twice a week for a minimum of six months. Participants reported increased strength, better balance, more energy and feelings of well-being. The program has expanded to four sites in Nashua and two sites in Manchester and involves 13 active volunteer leaders.



RSVP volunteers help Hillsborough County non-profits with projects like assembling mailings (left photo)

Students in Mrs. LaRosa's kindergarten class at Pollard Elementary School collected skeins of yarn for RSVP knitters (right photo)

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 with selected inmates in one-on-one, one-hour sessions for

12 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%. 18 RSVP volunteers served as mentors in the program in 2012.

THE RSVP FIXIT CORPS

The RSVP Fixit Corps provides minor home maintenance and repairs for seniors 60 years or older and disabled citizens living in their own homes in Hillsborough County. Qualified volunteers who have experience in the construction trades or general maintenance skills do all work involved. Clients are responsible for the materials needed to complete the repair; an affordable donation from clients is encouraged to allow the program to continue offering services to others. In 2012, RSVP Fixit Corps' 25 active volunteers served over 230 households.





Catch Healthy Habits encourages young and old alike to learn ways to stay healthy and active

CATCH HEALTHY HABITS

SNHS, in conjunction with the OASIS Institute, received a grant from the Anthem Blue Cross and Blue Shield 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 2-4 adults present a series of lessons that involve a healthy snack, health education, and fun physical activities. In 2012, 65 children and 10 volunteers participated in the start up of the program. CATCH Volunteers provided over 400 hours to the program that contributed to the successful launch of Manchester's program.

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 community members. SNHS is a 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 frail, elderly 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 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 providing a corps of volunteers for both short and long-term opportunities, including the Fall/Spring Clean Ups and the Home Safety Survey.

The Mary Gale Foundation funds Seniors Count Neighbors Care.



RSVP volunteers address both the health and safety concerns of seniors through programs such as Bone Builders (left) and the Fixit Program (right)

HILLSBOROUGH COUNTY

2012 Clients Served and Value of Services

COMMUNITY	CHILD CARE		CHILD CARE RESOURCE & REFERRAL		COMMODITY FOOD PROGRAM		COMMUNITY GARDENS		EARLY HEAD START		ELDERLY HOUSING	
	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			10	\$3,543	16	\$2,341						
ANTRIM					26	\$3,925						
BEDFORD					18	\$2,717						
BENNINGTON					10	\$1,510						
BROOKLINE			6	\$2,126	7	\$1,000						
DEERING	6	\$58,058			11	\$1,726						
FRANCESTOWN					6	\$928	2	\$800				
GOFFSTOWN			4	\$1,417	59	\$8,907	20	\$8,000				
GREENFIELD					16	\$2,483					27	\$221,799
GREENVILLE			8	\$2,834	59	\$8,907					85	\$974,433
HANCOCK					5	\$726						
HILLSBORO	27	\$261,263			81	\$12,228						
HOLLIS			8	\$2,834	19	\$2,868						
HUDSON	5	\$48,382	51	\$18,070	44	\$6,642						
LITCHFIELD	2	\$19,353	6	\$2,126	28	\$4,227						
LYNDEBORO					9	\$1,424						
MANCHESTER	9	\$87,088	7	\$2,480	2,340	\$353,246	21	\$8,400	90	\$823,099	173	\$1,123,401
MASON			2	\$709	8	\$1,213						
MERRIMACK	3	\$29,029	30	\$10,629	46	\$6,944						
MILFORD			31	\$10,983	54	\$8,152						
MONT VERNON			1	\$354	15	\$2,264						
NASHUA	64	\$619,289	338	\$119,755	1,244	\$187,794			47	\$429,840	325	\$1,702,193
NEW BOSTON					19	\$2,868	3	\$1,200				
NEW IPSWICH					42	\$6,340						
PELHAM			17	\$6,023	31	\$4,680						
PETERBOROUGH					27	\$4,056						
SHARON					8	\$1,213						
TEMPLE			1	\$354	5	\$777						
WEARE			1	\$354	36	\$5,442	2	\$800				
WILTON					29	\$4,317						
WINDSOR					5	\$755						
GRAND TOTAL	116	\$1,122,462	521	\$184,591	4,323	\$652,621	48	\$19,200	137	\$1,252,939	610	\$4,021,826

Information below summarizes above figures by cities, towns, and other locations.

MANCHESTER	9	\$87,088	7	\$2,480	2,340	\$353,246	21	\$8,400	90	\$823,099	173	\$1,123,401
NASHUA	64	\$619,289	338	\$119,755	1,244	\$187,794			47	\$429,840	325	\$1,702,193
TOTAL HILLSBOROUGH COUNTY TOWNS	43	\$416,085	176	\$62,358	739	\$111,580	27	\$10,800			112	\$1,196,232
TOTAL HILLSBOROUGH COUNTY	116	\$1,122,462	521	\$184,593	4,323	\$652,621	48	\$19,200	137	\$1,252,939	610	\$4,021,826
OTHER NH TOWNS	7	\$67,735					2	\$800			453	\$3,159,864
GRAND TOTAL	123	\$1,190,196	521	\$184,593	4,323	\$652,621	50	\$20,000	137	\$1,252,939	1063	\$7,181,690

HILLSBOROUGH COUNTY

2012 Clients Served and Value of Services

COMMUNITY	ELECTRICAL ASSISTANCE PROGRAM		EMERGENCY ENERGY PROGRAM		FUEL ASSISTANCE PROGRAM		HEAD START		HOMELESS OUTREACH & PREVENTION	
	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	89	\$30,991	15	\$1,272	206	\$66,060				
ANTRIM	89	\$34,235	11	\$1,768	232	\$76,155				
BEDFORD	135	\$34,540	27	\$3,685	349	\$96,765				
BENNINGTON	58	\$14,352	7	\$764	136	\$50,460	1	\$9,004		
BROOKLINE	32	\$26,004	3	\$123	89	\$34,515				
DEERING	61	\$8,594	10	\$1,273	179	\$64,338	4	\$36,017		
FRANCESTOWN	20	\$5,796	2	\$541	72	\$18,675				
GOFFSTOWN	317	\$119,821	39	\$4,676	681	\$242,565				
GREENFIELD	37	\$14,171	8	\$1,093	99	\$31,065	7	\$63,030		
GREENVILLE	115	\$64,076	36	\$3,174	291	\$93,045				
HANCOCK	40	\$7,707	5	\$1,000	89	\$32,130				
HILLSBORO	295	\$115,395	42	\$3,490	749	\$224,400	10	\$90,043		
HOLLIS	43	\$17,160	4	\$770	125	\$44,534				
HUDSON	384	\$125,536	50	\$8,042	899	\$299,895	18	\$162,077		
LITCHFIELD	90	\$32,821	15	\$2,060	226	\$59,580	2	\$18,009		
LYNDEBORO	27	\$7,999	1	\$200	70	\$23,325	2	\$18,009		
MANCHESTER	5,902	1,652,315	1,852	\$161,769	13,093	\$3,835,568	181	\$1,629,769	460	\$45,095
MASON	9	\$9,121	1	\$91	40	\$10,500				
MERRIMACK	288	\$68,371	48	\$4,619	701	\$224,117	3	\$27,013		
MILFORD	367	\$140,456	53	\$6,142	927	\$286,710	3	\$27,013		
MONT VERNON	28	\$1,542	2	\$400	81	\$21,879				
NASHUA	2,682	\$956,250	499	\$63,283	6,188	\$1,955,693	148	\$1,332,629	236	\$23,135
NEW BOSTON	69	\$28,329	7	\$550	198	\$60,122				
NEW IPSWICH	134	\$36,656	17	\$1,940	368	\$100,620	5	\$45,021		
PELHAM	104	\$10,715	7	\$1,431	325	\$108,630				
PETERBOROUGH	144	\$57,949	19	\$1,896	376	\$111,135				
SHARON	4	\$3,198			13	\$4,500				
TEMPLE	31	\$3,537	7	\$672	64	\$21,450				
WEARE	187	\$57,076	47	\$5,123	441	\$155,220				
WILTON	102	\$46,060	7	\$1,178	301	\$83,805	5	\$45,021		
WINDSOR	9	\$2,294	2	\$499	21	\$5,400				
GRAND TOTAL	11,892	\$3,733,068	2,843	\$283,524	27,629	\$8,442,856	389	\$3,502,654	696	\$68,230

Information below summarizes above figures by cities, towns, and other locations.

MANCHESTER	5,902	\$1,652,315	1,852	\$161,769	13,093	\$3,835,568	181	\$1,629,769	460	\$45,095
NASHUA	2,682	\$956,250	499	\$63,283	6,188	\$1,955,693	148	\$1,332,629	236	\$23,135
TOTAL HILLSBOROUGH COUNTY TOWNS	3,308	\$1,124,502	492	\$58,472	8,348	\$2,651,596	60	\$540,255		
TOTAL HILLSBOROUGH COUNTY	11,892	3,733,068	2,843	\$283,524	27,629	\$8,442,856	389	3,502,654	696	\$68,230
OTHER NH TOWNS										
GRAND TOTAL	11,892	\$3,733,068	2,843	\$283,524	27,629	\$8,442,856	389	\$3,502,654	696	\$68,230

HILLSBOROUGH COUNTY

2012 Clients Served and Value of Services

COMMUNITY	MULTICULTURAL PROGRAMS		WESTERN HILLSBOROUGH CO. FAMILY PROGRAM		PERSONAL RESPONSE SYSTEM		RURAL TRANSPORTATION		SUMMER FOOD PROGRAM		SUPPORTIVE HOUSING FOR HOMELESS	
	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							60	\$1,979				
ANTRIM							26	\$858				
BEDFORD					16	\$4,424						
BENNINGTON												
BROOKLINE												
DEERING												
FRANCESTOWN												
GOFFSTOWN					14	\$3,871						
GREENFIELD					2	\$553						
GREENVILLE					6	\$1,659	515	\$16,990				
HANCOCK												
HILLSBORO												
HOLLIS					1	\$277						
HUDSON					7	\$1,936						
LITCHFIELD					2	\$553						
LYNDEBORO												
MANCHESTER	841	\$421,816			205	\$56,686			19,230	\$62,276	38	\$160,831
MASON					1	\$277						
MERRIMACK	2	\$1,003			1	\$277						
MILFORD					11	\$3,042	300	\$9,897				
MONT VERNON												
NASHUA	3	\$1,505			19	\$5,254			4,912	\$16,603	53	\$306,634
NEW BOSTON					3	\$830						
NEW IPSWICH												
PELHAM												
PETERBOROUGH			358	\$80,760	3	\$830						
SHARON												
TEMPLE												
WEARE	2	\$1,003			3	\$830						
WILTON							104	\$3,431				
WINDSOR												
GRAND TOTAL	848	\$425,327	358	\$80,760	294	\$81,299	1,005	\$33,155	24,142	\$78,879	91	\$467,465

Information below summarizes above figures by cities, towns, and other locations.

MANCHESTER	841	\$421,816			205	\$56,686			19,230	\$62,276	38	\$160,831
NASHUA	3	\$1,505			19	\$5,254			4,912	\$16,603	53	\$306,634
TOTAL HILLSBOROUGH COUNTY TOWNS	4	\$2,006	358	\$80,760	70	\$19,356	1,005	\$33,155				
TOTAL HILLSBOROUGH COUNTY	848	\$425,327	358	\$80,760	294	\$81,295	1,005	\$33,155	24,142	\$78,879	91	\$467,465
OTHER NH TOWNS	12	\$6,019			15	\$4,148			14,683	\$49,629		
GRAND TOTAL	860	\$431,346	358	\$80,760	309	\$85,443	1,005	\$33,155	38,825	\$128,508	91	\$467,465

HILLSBOROUGH COUNTY

2012 Clients Served and Value of Services

COMMUNITY	VOLUNTEER SERVICES		WEATHERIZATION / CONSERVATION PROGRAMS		WORKFORCE DEVELOPMENT		WIC NUTRITION PROGRAMS		TOTAL BY COMMUNITY	
	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	2	\$2,130	3	\$11,868	6	\$12,423	34	\$19,560	441	\$152,168
ANTRIM			4	\$29,487	1	\$2,070	38	\$21,861	427	\$170,359
BEDFORD	11	\$48,315	15	\$10,123	20	\$41,410	34	\$19,560	625	\$261,539
BENNINGTON			5	\$44,163	1	\$2,070	13	\$7,479	231	\$129,801
BROOKLINE	3	\$16,725			6	\$12,423	11	\$6,328	157	\$99,244
DEERING			3	\$24,312	1	\$2,070	13	\$7,479	288	\$203,868
FRANCESTOWN					6	\$12,423	12	\$6,904	120	\$46,067
GOFFSTOWN	3	\$6,090	11	\$92,328	45	\$93,172	88	\$50,626	1,281	\$631,474
GREENFIELD			2	\$14,684	2	\$4,141	18	\$10,355	218	\$363,374
GREENVILLE			6	\$43,121	7	\$14,493	67	\$38,545	1,195	\$1,261,276
HANCOCK			3	\$16,173			11	\$6,328	153	\$64,064
HILLSBORO			11	\$91,202	5	\$10,352	108	\$62,132	1,328	\$870,503
HOLLIS	8	\$8,255	3	\$14,943	6	\$12,423	12	\$6,904	229	\$110,969
HUDSON	19	\$30,855	28	\$174,850	25	\$51,762	172	\$98,951	1,702	\$1,026,998
LITCHFIELD	2	\$1,700	4	\$22,665	9	\$18,634	46	\$26,464	432	\$208,190
LYNDEBORO							11	\$6,328	120	\$57,284
MANCHESTER	157	\$292,205	161	\$1,066,509	315	\$652,206	3,275	\$1,884,091	48,350	\$14,318,850
MASON					1	\$2,070	11	\$6,328	73	\$30,308
MERRIMACK	11	\$18,015	16	\$91,893	26	\$53,833	119	\$68,460	1,294	\$604,203
MILFORD	3	\$1,795	10	\$63,091	13	\$26,916	175	\$100,677	1,947	\$684,873
MONT VERNON					1	\$2,070	15	\$8,629	143	\$37,140
NASHUA	182	\$334,980	117	\$751,227	100	\$207,049	1,629	\$937,156	18,786	\$9,950,269
NEW BOSTON	1	\$65	4	\$22,786	10	\$20,705	37	\$21,286	351	\$158,741
NEW IPSWICH			2	\$13,360	8	\$16,564	48	\$27,614	624	\$248,115
PELHAM	1	\$1,265	8	\$75,720	6	\$12,423	42	\$24,162	541	\$245,050
PETERBOROUGH			4	\$24,137	10	\$20,705	56	\$32,217	997	\$333,684
SHARON					1	\$2,070	7	\$4,027	33	\$15,008
TEMPLE			2	\$16,980	3	\$6,211	5	\$2,876	118	\$52,858
WEARE	2	\$42,810	6	\$48,297	12	\$24,846	97	\$55,804	836	\$397,605
WILTON					4	\$8,282	43	\$24,738	595	\$216,832
WINDSOR							7	\$4,027	44	\$12,975
GRAND TOTAL	405	\$805,205	428	\$2,763,919	650	\$1,345,816	6,254	\$3,597,896	83,679	\$32,963,689

Information below summarizes above figures by cities, towns, and other locations.

MANCHESTER	157	\$292,205	161	\$1,066,509	315	\$652,206	3,275	\$1,884,091	48,350	\$14,318,850
NASHUA	182	\$334,980	117	\$751,227	100	\$207,049	1,629	\$937,156	18,786	\$9,950,269
TOTAL HILLSBOROUGH COUNTY TOWNS	66	\$178,020	150	\$946,183	235	\$486,561	1,350	\$776,648	16,543	\$8,694,570
TOTAL HILLSBOROUGH COUNTY	405	\$805,205	428	2,763,919	650	\$1,345,816	6,254	\$3,597,895	83,679	\$32,963,689
OTHER NH TOWNS	18	\$29,980							15,190	\$3,318,174
GRAND TOTAL	423	\$835,185	428	\$2,763,919	650	\$1,345,816	6,254	\$3,597,895	98,869	\$36,281,863

ROCKINGHAM COUNTY

2012 Clients Served and Value of Services

COMMUNITY	ADULT BASIC EDUCATION		ASSET DEVELOPMENT: IDA PROGRAM/BUDGET DEVELOPMENT		ASSET DEVELOPMENT: FREE TAX PREPARATION		CHILD & ADULT CARE FOOD PROGRAM		CHILD CARE RESOURCE & REFERRAL		COMMODITY SURPLUS FOOD PROGRAM	
	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					1				2	\$709	9	\$1,308
AUBURN									2	\$709	18	\$2,717
BRENTWOOD					3		16	\$10,289	6	\$2,126	13	\$1,962
CANDIA									3	\$1,063	10	\$1,510
CHESTER					2		19	\$12,218			10	\$1,510
DANVILLE					3		14	\$9,003	9	\$3,189		
DEERFIELD					1				8	\$2,834	13	\$1,962
DERRY			8	\$22,703	8		96	\$61,735	77	\$27,282	78	\$11,775
EAST KINGSTON					1				2	\$709	6	\$906
EPPING	2	\$2,623	3	\$8,514	10		11	\$7,074	7	\$2,480	43	\$6,491
EXETER			2	\$5,676	31		12	\$7,717	19	\$6,732	56	\$8,454
FREMONT					2		8	\$5,145	4	\$1,417	13	\$1,962
GREENLAND	5	\$6,558	3	\$8,514	16		27	\$17,363	9	\$3,189		
HAMPSTEAD					3				5	\$1,772	36	\$5,435
HAMPTON	6	\$7,870	1	\$2,838	13				21	\$7,440	24	\$3,623
HAMPTON FALLS									1	\$354	4	\$603
KENSINGTON					4				2	\$709	5	\$772
KINGSTON					5				5	\$1,772	25	\$3,774
LONDONDERRY					3		29	\$18,649	40	\$14,172	29	\$4,378
NEW CASTLE					1				1	\$354	4	\$604
NEWFIELDS			1	\$2,838	3				1	\$354		
NEWINGTON	2	\$2,623			13							
NEWMARKET	1	\$1,312	2	\$5,676	19				19	\$6,732	31	\$4,680
NEWTON					1				5	\$1,772		
NO. HAMPTON			2	\$5,676	11				4	\$1,417	8	\$1,208
NORTHWOOD					2				4	\$1,417	35	\$5,284
NOTTINGHAM	2	\$2,623			7		15	\$9,646	7	\$2,480	17	\$2,566
PLAISTOW			2	\$5,676	1				9	\$3,189	34	\$5,133
PORTSMOUTH	78	\$102,305	3	\$8,514	109		16	\$10,289	39	\$13,818	47	\$7,095
RAYMOND			2	\$5,676	16				24	\$8,503	46	\$6,944
RYE	2	\$2,623	1	\$2,838	13				6	\$2,126	5	\$785
SALEM			2	\$5,676	28		12	\$7,717	41	\$14,527	56	\$8,454
SANDOWN					10				7	\$2,480	31	\$4,680
SEABROOK	1	\$1,312	5	\$14,189	15		64	\$41,156	12	\$4,252	70	\$10,567
SO. HAMPTON											4	\$603
STRATHAM					9				2	\$709	20	\$3,019
WINDHAM									13	\$4,606	20	\$3,019
GRAND TOTAL	99	\$129,848	37	\$105,000	364		339	\$218,000	416	\$147,391	820	\$123,783

Information below summarizes above figures by outreach office locations and remaining towns.

PORTSMOUTH	78	\$102,305	3	\$8,514	109		16	\$10,289	39	\$13,818	47	\$7,095
RAYMOND			2	\$5,676	16				24	\$8,503	46	\$6,944
SALEM			2	\$5,676	28		12	\$7,717	41	\$14,527	56	\$8,454
SEABROOK	1	\$1,312	5	\$14,189	15		64	\$41,156	12	\$4,252	70	\$10,567
TOWNS	20	\$26,232	25	\$70,946	196		247	\$158,838	300	\$106,292	601	\$90,723
GRAND TOTAL	99	\$129,848	37	\$105,000	364		339	\$218,000	416	\$147,391	820	\$123,783

ROCKINGHAM COUNTY

2012 Clients Served and Value of Services

COMMUNITY	ELECTRICAL ASSISTANCE PROGRAM		EMERGENCY ENERGY		EMERGENCY FOOD PANTRIES		FUEL ASSISTANCE		HEAD START		HOMELESS PREVENTION 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
ATKINSON	36	\$32,133	4	\$1,500	6		78	\$32,385				
AUBURN	69	\$72,877			4		154	\$56,850	1	\$9,004	2	\$1,100
BRENTWOOD	32	\$8,508	3	\$600			73	\$22,005	1	\$9,004	9	\$488
CANDIA	61	\$24,279			2		142	\$49,695	2	\$18,009	11	\$2,577
CHESTER	35	\$10,616					75	\$26,625				
DANVILLE	88	\$14,218	2	\$400	5		182	\$75,390			6	\$2,540
DEERFIELD	72	\$15,995	3	\$600			146	\$50,115			4	\$898
DERRY	870	\$292,488	71	\$14,785	93		1,645	\$540,823	37	\$333,157	88	\$33,910
EAST KINGSTON	24	\$7,634			3		46	\$20,400	1	\$9,004		
EPPING	173	\$42,569	9	\$1,757	5		352	\$137,505	9	\$81,038	21	\$5,529
EXETER	388	\$83,861	8	\$1,523	7		705	\$287,539	2	\$18,009	68	\$17,437
FREMONT	70	\$18,500	4	\$1,000	4		172	\$51,285			7	\$2,257
GREENLAND	31	\$4,943	2	\$400	1		72	\$31,800	1	\$9,004	5	\$1,641
HAMPSTEAD	99	\$27,560	11	\$1,989	3		210	\$87,840			5	\$1,601
HAMPTON	250	\$56,410	5	\$1,299	51		546	\$207,194	15	\$135,064	35	\$11,303
HAMPTON FALLS	16	\$4,540			3		27	\$10,800	3	\$27,013		
KENSINGTON	22	\$4,303			4		46	\$17,400	1	\$9,004		
KINGSTON	113	\$31,610	4	\$970	6		249	\$86,160	3	\$27,013	14	\$4,870
LONDONDERRY	305	\$144,286	14	\$2,840	28		665	\$227,520	8	\$72,034	29	\$11,737
NEW CASTLE	2	\$920					1	\$750				
NEWFIELDS	14	\$2,458	1	\$200			43	\$13,800				
NEWINGTON	4	\$3,108	1	\$200			15	\$4,290	1	\$9,004	5	\$511
NEWMARKET	227	\$67,785	12	\$2,600	6		447	\$163,230	11	\$99,047	36	\$11,495
NEWTON	59	\$8,529	2	\$500	4		133	\$50,385	2	\$18,009		
NO. HAMPTON	64	\$18,837	1	\$300	7		110	\$49,905	11	\$99,047	11	\$1,354
NORTHWOOD	103	\$39,881	2	\$500			241	\$84,957			5	\$259
NOTTINGHAM	61	\$6,752	2	\$400			148	\$52,155			6	\$1,305
PLAISTOW	118	\$36,271	2	\$470	19		302	\$107,625			12	\$6,050
PORTSMOUTH	399	\$139,578	21	\$3,993	1		644	\$264,300	47	\$423,200	107	\$32,538
RAYMOND	363	\$114,782	11	\$2,292	239		739	\$283,640	8	\$72,034	47	\$14,655
RYE	50	\$15,534	1	\$200	3		96	\$38,730			17	\$6,333
SALEM	455	\$77,654	16	\$2,999	297		1,088	\$402,210	9	\$81,038	33	\$14,410
SANDOWN	80	\$677			9		212	\$67,515	4	\$36,017	1	\$720
SEABROOK	418	\$128,807	13	\$2,664	304		939	\$365,891	20	\$180,085	54	\$17,741
SO. HAMPTON	9	\$6,076			7		26	\$9,450				
STRATHAM	55	\$13,787					109	\$35,940	4	\$36,017	11	\$1,836
WINDHAM	53	\$20,320	3	\$600	14		181	\$56,205			2	\$1,275
GRAND TOTAL	5,288	\$1,599,086	228	\$47,581	1,135		11,059	\$4,070,310	201	\$1,809,854	651	\$208,370

Information below summarizes above figures by outreach office locations and remaining towns.

PORTSMOUTH	399	\$139,578	21	\$3,993	1		644	\$264,300	47	\$423,200	107	\$32,538
RAYMOND	363	\$114,782	11	\$2,292	239		739	\$283,640	8	\$72,034	47	\$14,655
SALEM	455	\$77,654	16	\$2,999	297		1,088	\$402,210	9	\$81,038	33	\$14,410
SEABROOK	418	\$128,807	13	\$2,664	304		939	\$365,891	20	\$180,085	54	\$17,741
TOWNS	3653	\$1,138,265	167	\$35,632	294		7,649	\$2,754,268	117	\$1,053,497	410	\$129,027
GRAND TOTAL	5,288	\$1,599,086	228	\$47,581	1,135		11,059	\$4,070,310	201	\$1,809,854	651	\$208,370

ROCKINGHAM COUNTY

2012 Clients Served and Value of Services

COMMUNITY	LITERACY PROGRAMMING		SUMMER FOOD SERVICE		WEATHERIZATION/ CONSERVATION PROGRAMS		WIC NUTRITION PROGRAMS		WORKFORCE DEVELOPMENT		TOTALS BY COMMUNITY	
	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	19				1	\$7,971	12	\$6,904	2	\$4,141	170	\$87,050
AUBURN	26				2	\$13,586	20	\$11,506	10	\$20,705	308	\$189,054
BRENTWOOD	33				1	\$6,352	8	\$4,602	5	\$10,352	203	\$76,289
CANDIA	43				1	\$2,194	23	\$13,232	5	\$10,352	303	\$122,910
CHESTER	52						18	\$10,355	8	\$16,564	219	\$77,888
DANVILLE	79				2	\$12,549			1	\$2,070	391	\$119,359
DEERFIELD	71				5	\$45,254	43	\$24,738	1	\$2,070	367	\$144,467
DERRY	1,141		936	\$3,164	13	\$114,042	424	\$243,925	31	\$64,185	5,616	\$1,763,9743
EAST KINGSTON	13				1	\$3,850	11	\$6,328			108	\$48,831
EPPING	649				7	\$90,483	108	\$62,132	8	\$16,564	1,417	\$464,758
EXETER	311				21	\$149,726	117	\$67,310	16	\$33,128	1,763	\$687,111
FREMONT	97						35	\$20,135	9	\$18,634	425	\$120,336
GREENLAND	51								2	\$4,141	225	\$87,552
HAMPSTEAD	74				9	\$68,146	38	\$21,861	4	\$8,282	497	\$224,486
HAMPTON	320				6	\$33,463	128	\$73,638	12	\$24,846	1,433	\$564,988
HAMPTON FALLS	20						11	\$6,328	1	\$2,070	86	\$51,709
KENSINGTON	20				1	\$11,563	12	\$6,904	2	\$4,141	119	\$54,795
KINGSTON	88				3	\$29,842	43	\$24,738	6	\$12,423	564	\$223,170
LONDONDERRY	284				11	\$76,018	126	\$72,487	22	\$45,551	1,593	\$689,672
NEW CASTLE	7						3	\$1,726			19	\$4,354
NEWFIELDS	10				1	\$5,329			2	\$4,141	76	\$29,120
NEWINGTON	1										42	\$19,7237
NEWMARKET	359				4	\$20,900	90	\$51,777	5	\$10,352	1,269	\$445,585
NEWTON	61								1	\$2,070	268	\$81,264
NO. HAMPTON	39				2	\$13,689	32	\$18,409	1	\$2,070	303	\$211,912
NORTHWOOD	99				2	\$14,574	38	\$21,861	5	\$10,352	536	\$179,084
NOTTINGHAM	64				5	\$39,042	27	\$15,533	4	\$8,282	365	\$140,786
PLAISTOW	129				5	\$26,374	56	\$32,217	6	\$12,423	695	\$235,428
PORTSMOUTH	838		185	\$529	2	\$21,936	124	\$71,337	25	\$51,762	2,685	\$1,151,193
RAYMOND	880				16	\$134,126	143	\$82,267	12	\$24,846	2,546	\$749,766
RYE	12				1	\$5,589	5	\$2,876	2	\$4,141	214	\$81,775
SALEM	475				20	\$152,717	194	\$111,607	23	\$47,621	2,749	\$926,628
SANDOWN	86				2	\$15,567	44	\$25,313	6	\$12,423	492	\$165,392
SEABROOK	1,005		2,618	\$7,280	17	\$115,961	123	\$70,761	11	\$22,775	5,689	\$983,442
SO. HAMPTON	2						2	\$1,151			50	\$17,280
STRATHAM	27				2	\$6,662	21	\$12,081	6	\$12,423	266	\$122,474
WINDHAM	102				1	\$2,557	37	\$21,286	7	\$14,493	433	\$124,361
GRAND TOTAL	7,587		3,739	\$10,973	164	\$1,240,063	2,116	\$1,217,324	261	\$540,393	34,504	\$1,467,976

Information below summarizes above figures by outreach office locations and remaining towns.

PORTSMOUTH	838		185	\$529	2	\$21,936	124	\$71,337	25	\$51,762	2,685	\$1,151,193
RAYMOND	880				16	\$134,126	143	\$82,267	12	\$24,846	2,546	\$749,766
SALEM	475				20	\$152,717	194	\$111,607	23	\$47,621	2,749	\$926,629
SEABROOK	1,005		2,618	\$7,280	17	\$115,961	123	\$70,761	11	\$22,775	5,689	\$983,441
TOWNS	4,389		936	\$3,164	109	\$815,323	1,532	\$881,352	190	\$393,389	20,835	\$7,656,9438
GRAND TOTAL	7,587		3,739	\$10,973	164	\$1,240,063	2,116	\$1,217,324	261	\$540,393	34,504	\$1,467,976

USDA Nondiscrimination Statement

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer.



Helping People. Changing Lives.



The Community Action Program for
Hillsborough and Rockingham Counties

SOUTHERN NEW HAMPSHIRE SERVICES

P.O. BOX 5040

MANCHESTER, NH 03108-5040

NON-PROFIT ORG.
U.S. POSTAGE

PAID

MANCHESTER, NH
PERMIT NO. 544



OFFICE OF
**WORKFORCE
OPPORTUNITY**
NH DEPARTMENT OF RESOURCES
& ECONOMIC DEVELOPMENT

