

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

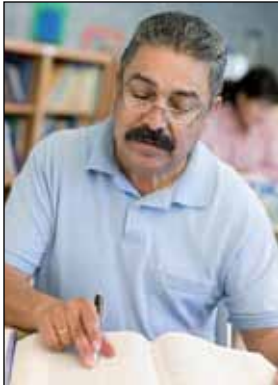
Follow this and additional works at: <https://scholars.unh.edu/mrg>

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 nicole.hentz@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

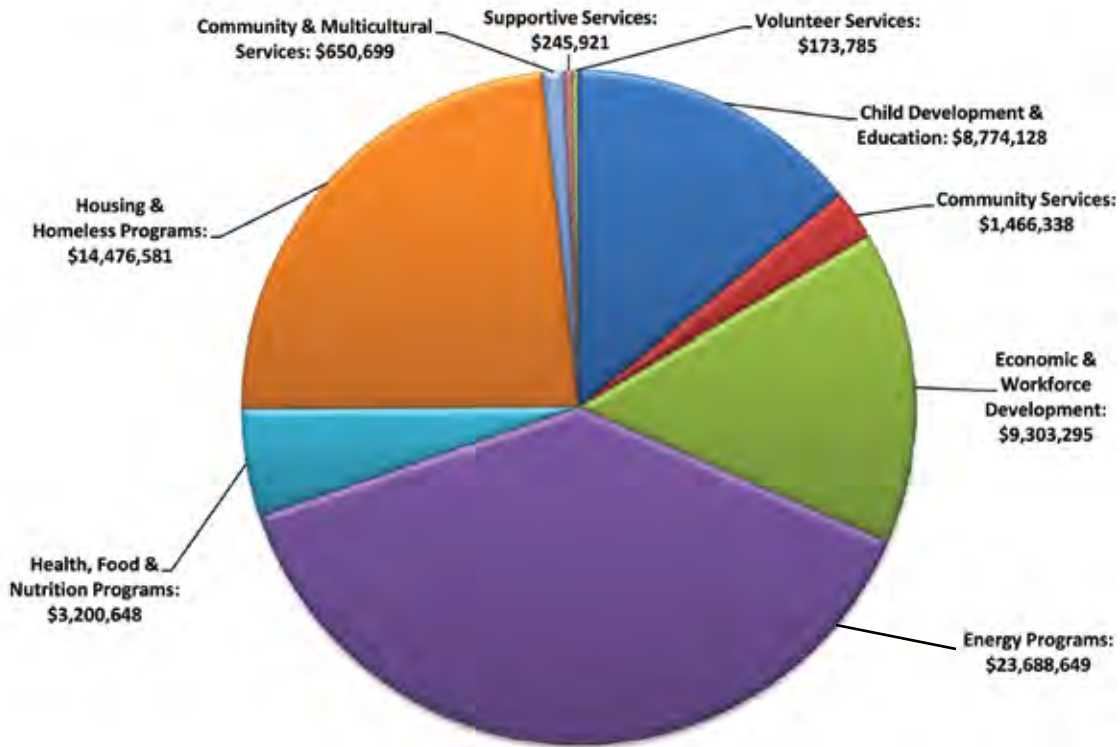
OFFICERS

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

Somerset NH Works

6 Marsh Brook Dr.,
Somerset 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.

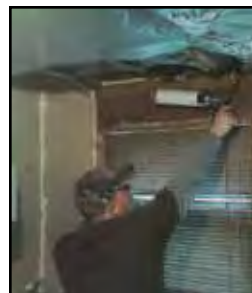
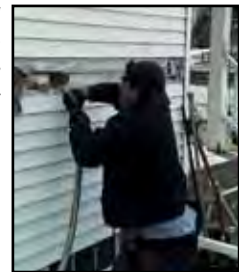
HEATING REPAIR AND REPLACEMENT PROGRAM (HRRP)

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.

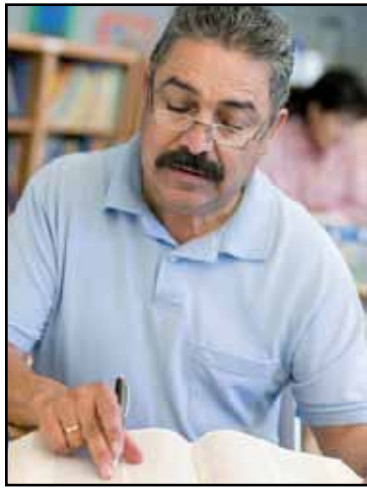
EMPLOYMENT ASSISTANCE PROJECT

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.

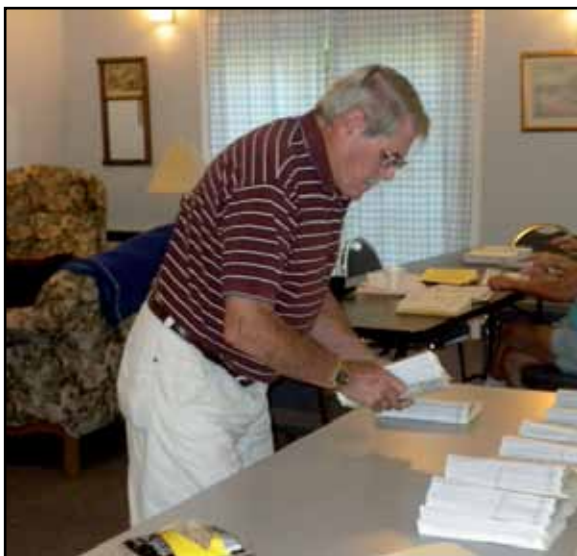
Signature programs offered by the Retired and Senior Volunteer Program include:

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

