



# *Guide to Programs & Services*

*Offered By*

# SOUTHERN NEW HAMPSHIRE SERVICES

*In Hillsborough & Rockingham Counties*

*April 2017*

*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.**



## SOUTHERN NEW HAMPSHIRE SERVICES

# Guide to Programs & Services

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# AGENCY HISTORY

On May 21, 1965, the Hillsborough County Community Action Program was chartered in the State of New Hampshire to serve the City of Nashua and the twenty-nine towns in Hillsborough County, in accordance with the Economic Opportunity Act of 1964. In 1969 the organization became the Community Action Agency for the City of Manchester as well, which meant that its service area included all of Hillsborough County. The agency's name was officially changed to Southern New Hampshire Services, Inc. in 1974.

SNHS was one of six such Community Action Agencies established in New Hampshire under the Economic Opportunity Act. The geographic area served by SNHS was increased through a merger with Rockingham Community Action on July 1, 2011.

As a result of this merger SNHS now provides services to residents of all 65 towns and 3 cities in Hillsborough and Rockingham Counties, which includes almost half of the state's population. The combining of both agencies' resources and program experience has resulted in a more comprehensive and effective service delivery system to assist low-income residents in the larger service area.



More than 60 programs are available to low-income individuals and families throughout the two counties at 10 Outreach Offices, 4 Field Sites, and 17 Child Development Centers. There are also 2 Supportive Housing sites for homeless individuals (in Manchester and Nashua), and 29 Elderly Housing sites throughout the state. Finally, Economic and Workforce Development staff are co-located with partners throughout the state. SNHS is well-positioned to provide advocacy and assistance for low-income residents for many years to come.

# CHILD DEVELOPMENT & ADULT EDUCATION

## HEAD START

Head Start is a federally funded pre-school program for low income children and families. The goal is to prepare children in all areas of development for a successful transition to kindergarten. Head Start provides a safe, nurturing environment and supports parents in their role as the child's primary educator.

### FAST FACTS:

- Preschool curriculum is designed to increase school readiness
- Wrap around child care is available for full day care at selected sites
- Highly qualified staff at all locations
- Nutritious meals provided (USDA)
- Staff assist families in identifying community services
- Opportunities for parent involvement
- Services to children with disabilities

### ELIGIBILITY REQUIREMENTS

**AGES:** 3-5 years

**INCOME GUIDELINES:** Low Income

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**PROGRAM COST:** No cost to income eligible families

**OTHER REQUIREMENTS:** Children need to be 3 or 4 years of age by September 30

*Contact a local Head Start location or call (603) 668-8010 x 6098 or (800) 322-1073 x 6098 for more information*

### PROGRAM LOCATIONS

- Bronstein Head Start Center, 41 Central St., Nashua .....(603) 882-3384
- Derry Head Start, 9 Crystal Ave., Derry.....(603) 216-8864
- Eleventh Street Head Start Center, 24 Eleventh St., Nashua.....(603) 882-6278
- The Family Place Head Start, 177 Lake Ave., Manchester .....(603) 232-7544
- Greenville Head Start, SAU 87, 16 Adams St., Greenville.....(603) 878-4028
- Hampton Head Start, 53 Winnacunnet Rd., Hampton.....(603) 601-2196
- Hillsborough Child Development Center,  
21 School St., Hillsborough .....(603) 464-3136
- Manchester Head Start West,  
435 So. Main St., Manchester ..... (603) 666-5982 x 16
- Nashua Child Development Center, 134 Allds St., Nashua.....(603) 889-7812
- Portsmouth Head Start, 100 Campus Dr., Ste. 22, Portsmouth.....(603) 422-8231
- Raymond Head Start, 108 Fremont Rd., Raymond .....(603) 244-2937
- Rose Byrne Head Start Center, 40 Pine St., Manchester ..... (603) 668-8010 x 6039
- Seabrook Head Start, 146 Lafayette St., Seabrook.....(603) 474-3507
- Silver Street Head Start, 160 Silver St., Manchester ..... (603) 668-8010 x 6098
- Head Start @ Manchester Community College,  
1066 Front St., Manchester.....(603) 623-2332

# EARLY HEAD START - CENTER BASED CARE

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 Center Based Program offers full day child care for infants and toddlers. Highly qualified staff care for children in a caring and nurturing environment.

**FAST FACTS:**

- Center Based program for parents working or in school full-time
- Caring and nurturing environment for infants and toddlers
- Highly qualified staff
- Child development activities to promote all areas of development
- Diapers, wipes and formula provided for center based care
- Staff assists families in identifying community resources
- Opportunities for parent involvement

## **ELIGIBILITY REQUIREMENTS**

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<b>AGES:</b>	Birth-3 years
<b>INCOME GUIDELINES:</b>	Low Income
<b>GEOGRAPHIC AREA:</b>	Manchester and Nashua
<b>PROGRAM COST:</b>	Program cost based on income; NH Child Care Scholarship accepted

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**OTHER REQUIREMENTS:** Must live in Nashua or Manchester

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*Contact a local Early Head Start location or call **(603) 668-8010 x 6098** or **(800) 322-1073 x 6098** for more information*

## **PROGRAM LOCATIONS**

- 160 Silver St., Manchester ..... (603) 668-8010 x 6107
- 88 Temple St., Nashua.....(603) 578-1732
- 134 Allds St., Nashua.....(603) 889-7812

## CHILD DEVELOPMENT & ADULT EDUCATION

# EARLY HEAD START - HOME BASED CARE

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 Home Based Program offers weekly home visits with families. Home visitors work with families to foster child development and offer family support.

### FAST FACTS:

- Program provides on-going developmental screening and assessment
- Parent/child activities designed to enhance development
- Highly qualified staff
- Child development activities to promote all areas of development
- Support with access to needed community services and transportation
- Opportunities for parent involvement

### ELIGIBILITY REQUIREMENTS

**AGES:** Birth-3 years

**INCOME GUIDELINES:** Low Income

**GEOGRAPHIC AREA:** Manchester and Nashua

**PROGRAM COST:** No cost to income eligible families

**OTHER REQUIREMENTS:** Must live in Nashua or Manchester

*Contact a local Early Head Start location or call **(603) 668-8010 x 6098** or **(800) 322-1073 x 6098** for more information*

### PROGRAM LOCATIONS

- 160 Silver St., Manchester ..... (603) 668-8010 x 6107
- 88 Temple St., Nashua.....(603) 578-1732

# CHILD DEVELOPMENT & ADULT EDUCATION

## CHILD CARE

High quality child care provided by qualified staff in a nurturing atmosphere for the children of working parents and for parents entering or re-entering the workforce.

The Nashua Child Development Center provides Toddler Child Care and Preschool Child Care for ages 2-5 years. Hillsborough Child Development Center provides part- and full-day preschool child care and a Before & After School Program (ages 2 1/2-12 years)

<p><b>FAST FACTS:</b></p> <ul style="list-style-type: none"><li>• High quality full and part day child care</li><li>• Licensed Plus status program</li><li>• Nutritious meals included</li><li>• Before and After School Care offered in Hillsborough only</li><li>• Accepts NH Child Care Scholarship</li><li>• Part day preschool program in Hillsborough only</li></ul>
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### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	Nashua: 2.5-5 years; Hillsborough: 2-12 years
<b>GEOGRAPHIC AREA:</b>	Nashua area; Hillsborough area
<b>PROGRAM COST:</b>	Program cost based on income; NH Child Care Scholarship accepted

Contact a Child Development Center or call **(603) 668-8010 x 6098** or **(800) 322-1073 x 6098** for more information

### PROGRAM LOCATIONS

- 40 Pine St., Manchester .....(603) 668-8010
- 134 Allds St., Nashua.....(603) 889-7812
- 21 School St., Hillsborough .....(603) 464-3136

# CHILD CARE AWARE OF NEW HAMPSHIRE

SNHS provides Child Care Resource and Referral (CCR&R) services as Child Care Aware of New Hampshire. These services educate and support families, providers and the community regarding their child care needs.

With regional outreach offices throughout the state, Child Care Aware of NH provides families with the consumer education, resources and referrals they need to find child care through free and confidential referral services.

Child Care Aware of NH provides targeted technical assistance and support to child care providers and programs. They develop and maintain a database of child care providers and programs, and provides child care training opportunities to enhance professional development.

Child Care Aware of NH also advocates for quality, affordable child care for families and better wages and benefits for child care providers.

### **ELIGIBILITY REQUIREMENTS**

#### **AGES:**

Serves families and early childhood professionals

**INCOME GUIDELINES:** None

**GEOGRAPHIC AREA:** Statewide

**PROGRAM COST:** No charge for resource and referral services; free or low cost fee charged for professional development trainings

### **FAST FACTS:**

- Provides free child care referrals to families seeking child care
- Provides consumer education to families on what to consider when selecting a quality child care environment for their family
- Provides training and professional development opportunities to early childhood professionals to foster quality in child care settings
- Provides phone, email and on-site technical assistance and consultation to early childhood programs throughout the state on various topics that support quality in early childhood programming
- Assists early childhood professionals with the use of the NH Professional Registry to register for professional development opportunities and to manage their professional development, education, experience and workforce information
- Collaboratively work with the NH Employment Program and State of NH District Offices and Workplace Success Centers to assist low income families in maintaining employment by assisting them in finding a child care program while they work

Contact Child Care Aware of NH's Temple Street Office or call **(855) 393-1731** for more information

**PROGRAM LOCATIONS**

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- 88 Temple St., Nashua.....(603) 578-1386
- 21 McKinley St., Rochester..... (603) 330-0962 or (603) 330-0961
- 448 White Mountain Highway, Tamworth ..... (603) 323-7091 or (603) 752-1327
- 25 Hall St., Ste. 001D, Concord..... (603) 227-6383 or (602) 227-6381
- 24 Opera Square 401E, Claremont..... (603) 578-1386 or (603) 903-0830

# ENGLISH FOR NEW AMERICANS

English for New Americans provides 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. Manchester’s adult refugees and immigrants receive the English language skills training and cultural orientation support necessary to reduce barriers to employment, enhance independence and promote full participation in local community life. The program focuses on enhancing English proficiency and communication, assisting in cultural adjustment, and giving program participants a greater sense of welcome, comfort and confidence.

**ELIGIBILITY REQUIREMENTS**

**AGES:** 18 and up

**INCOME GUIDELINES:** None

**GEOGRAPHIC AREA:** Manchester area

**PROGRAM COST:** No Cost

**FAST FACTS:**

- Classes address needs of students with varying levels of English Proficiency, from beginner to advanced
- Classes follow the local school calendar
- Students can register and begin classes even after the semester has started
- Citizenship classes to help those who are preparing to take the exam to become naturalized American Citizens are included
- Classes are held at the First Congregational Church in Manchester
- The curriculum covers the four core areas of language acquisition: understanding, speaking, reading and writing
- Classes are held in the mornings and evenings. Each class meets twice a week on alternate days
- Program information can be found on Facebook at “English for New Americans, ENA, Adult ESL”

*Contact the English for New Americans Program for more information*

**PROGRAM LOCATION**

- 508 Union St., Manchester.....(603) 361-2649

# PORTSMOUTH ADULT EDUCATION PROGRAM

The Portsmouth Adult Education Program provides quality adult education services. Classroom-based instruction is available for adults in need of improving basic academic skills in the areas of reading, writing and math, as well as high school equivalency preparation (Academic Skills/ HiSET Prep classes). Classroom instruction in English language skills (speaking, listening, reading, writing) for speakers of other languages (ESOL classes) is provided. Basic computer skills, employment and training resources, as well as career and college planning services are available to those enrolled in classes.

## **ELIGIBILITY REQUIREMENTS**

**AGES:**

Adults 18 years and older

**INCOME GUIDELINES:** None

**GEOGRAPHIC AREA:** None

**PROGRAM COST:** No Cost

*Contact the Portsmouth Adult Education Program for more information*

## **PROGRAM LOCATION**

- 100 Campus Dr., Portsmouth .....(603) 422-8233

### **FAST FACTS:**

- Education services help adults improve basic skills for better jobs or to enter college or certificate programs
- English language classes have two levels that focus on the basic life skills needed to function day-to-day, particularly in the areas of speaking and listening
- HiSET Test Preparation (high school equivalency preparation) for those who did not receive a high school diploma
- Instruction is focused on the individual’s interests and needs; it proceeds at the student’s own pace
- Counselor support assists adults with goals related to family, employment and post-secondary education
- Classes are available both days and evenings; Schedules are flexible
- Limited, on-site, free child care during class time on a first-come, first-served basis
- City trolley system drops off at the facility where classes are held
- Program provides referral services to other community services
- Learners can join classes at any time during the year

## ENERGY ASSISTANCE

# FUEL ASSISTANCE PROGRAM

The Fuel Assistance Program (FAP) is funded by the Low Income Home Energy Assistance Program (LIHEAP) and pays for a portion of a participating customer's home heating costs. Payment is made directly to the heating fuel supplier or landlord, if heat is included in the rent. The amount of payment is based on household size and income, energy costs, household type, and the kind of heating fuel used.

### **ELIGIBILITY REQUIREMENTS**

**AGES:** All

### **INCOME GUIDELINES:**

Typically equal to or less than 200% of the Federal Poverty Guidelines

### **GEOGRAPHIC AREA:**

Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

*Contact a local Outreach Office or call (603) 647-4470 for more information*

### **PROGRAM LOCATIONS**

- 160 Silver St., Manchester ..... (603) 647-4470 or (800) 322-1073
- 134 Allds St., Nashua..... (603) 889-3440 or (877) 211-0723
- 63 West Main St., Hillsborough..... (603) 924-2243 or (877) 757-7048
- 1 Columbus Ave., Milford..... (603) 924-2243 or (877) 757-7048
- 9 Vose Farm Rd., Peterborough ..... (603) 924-2243 or (877) 757-7048
- 4 Cutts St., Portsmouth ..... (603) 436-3896 or (800) 639-3896
- 9 Crystal Ave., Derry..... (603) 965-3029 or (855) 295-4105
- 55 Prescott Rd., Raymond..... (603) 895-2303 or (800) 974-2303
- 85 Stiles Rd., Salem ..... (603) 893-9172 or (800) 939-9172
- 146 Lafayette Rd., Seabrook..... (603) 474-3507 or (800) 979-3507

### **FAST FACTS:**

- Applications are taken by appointment
- Call ahead to get a list of what items are needed during the appointment
- Income qualification may be used to determine eligibility for other programs
- Funding is available to renters as well as homeowners
- Households with heat included in rent, which are not subsidized, will have part of their rent paid directly to the landlord on their behalf
- SNHS pays bill directly to the heating supplier
- Income guidelines may change during the current fuel season; if so, those who were denied earlier may qualify for benefits
- Application may determine eligibility for Private Donation Fund, Bishops Fund, Seniors Count/Gale Flex, Senior Energy Assistance, Family Emergency Loan Program and Emergency Food and Shelter Grant

**ENERGY ASSISTANCE**

# ELECTRIC ASSISTANCE PROGRAM

The Electric Assistance Program (EAP) provides customers of participating electric utilities with discounts on their monthly electric bill. Renters, subsidized renters and homeowners who receive an electric bill can apply for EAP. The EAP application can be done at the same time as the Fuel Assistance application.

**ELIGIBILITY REQUIREMENTS**

**AGES:** All

**INCOME GUIDELINES:**  
Typically at or below 200% of the Federal Poverty Guidelines

**GEOGRAPHIC AREA:**  
Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

**OTHER REQUIREMENTS:**  
Electric account must be in an adult household member’s name

*Contact a local Outreach Office or call (603) 647-4470 for more information*

**FAST FACTS:**

- Applications are taken by appointment
- Call ahead to get a list of what items will be needed during the application appointment
- Income qualification may be used to determine eligibility for other programs
- Available to renters as well as homeowners
- Discount is applied directly to utility bill each month by the utility
- Income guidelines may change during the current fuel season; if so, those who were denied earlier may qualify for benefits
- Application may determine eligibility for Private Donation Fund, Bishops Fund, Seniors Count/Gale Flex, Senior Energy Assistance, Family Emergency Loan Program and Emergency Food and Shelter Grants

**PROGRAM LOCATIONS**

- 160 Silver St., Manchester ..... (603) 647-4470 or (800) 322-1073
- 134 Allids St., Nashua..... (603) 889-3440 or (877) 211-0723
- 63 West Main St., Hillsborough..... (603) 924-2243 or (877) 757-7048
- 1 Columbus Ave., Milford..... (603) 924-2243 or (877) 757-7048
- 9 Vose Farm Rd., Peterborough ..... (603) 924-2243 or (877) 757-7048
- 4 Cutts St., Portsmouth ..... (603) 436-3896 or (800) 639-3896
- 9 Crystal Ave., Derry..... (603) 965-3029 or (855) 295-4105
- 55 Prescott Rd., Raymond ..... (603) 895-2303 or (800) 974-2303
- 85 Stiles Rd., Salem ..... (603) 893-9172 or (800) 939-9172
- 146 Lafayette Rd., Seabrook..... (603) 474-3507 or (800) 979-3507

**ENERGY ASSISTANCE**

# NEIGHBOR HELPING NEIGHBOR

The Neighbor Helping Neighbor Program (NHN) is designed to help utility (electric and natural gas) customers who experience some sort of emergency or financial hardship, and are unable to qualify for other government-funded energy assistance programs (such as LIHEAP). Grants are designed to prevent these customers from having their utility services disconnected because they are unable to pay their bills.

<p><b>FAST FACTS:</b></p> <ul style="list-style-type: none"> <li>• Applications are taken by appointment</li> <li>• Call ahead to get a list of what items will be needed during the application appointment Funds are available to renters as well as homeowners</li> <li>• Households whose heat is included in the rent and subsidized may qualify, even though they are under 200% of the Federal Poverty Guideline</li> </ul>
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**ELIGIBILITY REQUIREMENTS**

**AGES:** All

**INCOME GUIDELINES:**  
Typically over 200% of the Federal Poverty Guidelines

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

**OTHER REQUIREMENTS:** Cannot have received NHN in the past 24 months and must be faced with a disconnect notice combined with a financial hardship

*Contact a local Outreach Office or call (603) 647-4470 for more information*

**PROGRAM LOCATIONS**

- 160 Silver St., Manchester ..... (603) 647-4470 or (800) 322-1073
- 134 Allds St., Nashua..... (603) 889-3440 or (877) 211-0723
- 63 West Main St., Hillsborough..... (603) 924-2243 or (877) 757-7048
- 1 Columbus Ave., Milford..... (603) 924-2243 or (877) 757-7048
- 9 Vose Farm Rd., Peterborough ..... (603) 924-2243 or (877) 757-7048
- 4 Cutts St., Portsmouth ..... (603) 436-3896 or (800) 639-3896
- 9 Crystal Ave., Derry..... (603) 965-3029 or (855) 295-4105
- 55 Prescott Rd., Raymond ..... (603) 895-2303 or (800) 974-2303
- 85 Stiles Rd., Salem ..... (603) 893-9172 or (800) 939-9172
- 146 Lafayette Rd., Seabrook..... (603) 474-3507 or (800) 979-3507

## ENERGY ASSISTANCE

# WEATHERIZATION PROGRAMS

The Department of Energy 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. These programs work in conjunction with various other conservation programs funded by Liberty Utilities, Eversource Energy, Unitil, and NH Electric Co-Op. Energy auditors conduct an energy audit assessment of the home to address health and safety concerns while determining the most cost effective energy improvements. Contractors then perform all energy upgrades as determined by the energy auditor.

### FAST FACTS:

- Eligibility is determined by income with priority given to the elderly, the disabled, and families with children under six years of age
- Program is available to renters as well as homeowners
- Income eligibility is based on the Fuel Assistance Program/Electrical Assistance (FAP/EAP) application
- Income guidelines may change during the current fuel season; if so, those who were denied earlier may qualify for benefits
- There is a wait list for this program so it's important clients check "yes" to Weatherization when completing their FAP/EAP application

### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	All
<b>INCOME GUIDELINES:</b>	Typically at or below 200% of the Federal Poverty Guidelines
<b>GEOGRAPHIC AREA:</b>	Hillsborough and Rockingham Counties
<b>PROGRAM COST:</b>	No Cost

*Contact the Weatherization Program for more information*

### PROGRAM LOCATION

- 160 Silver St., Manchester .....(603) 647-4470

**ENERGY ASSISTANCE**

# HEATING REPAIR AND REPLACEMENT PROGRAM

The LIHEAP-funded Heating Repair and Replacement Program (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.

**ELIGIBILITY REQUIREMENTS**

**AGES:** All

**INCOME GUIDELINES:**  
Typically under 200% of Federal Poverty Guidelines

**FAST FACTS:**

- Money tends to go quickly as funds are extremely limited
- Requires an energy auditor to assess the heating equipment prior to ordering or making repairs
- Income guidelines may change during the current fuel season; if so, those who were denied earlier may qualify for benefits
- SNHS tries to lend space heaters to homeowners while the heating system is being repaired/replaced

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**OTHER REQUIREMENTS:** Homeowners only

*Contact the Heating Repair and Replacement Program for more information*

**PROGRAM LOCATION**

- 160 Silver St., Manchester .....(603) 647-4470

**ENERGY ASSISTANCE**

# NH HEALTHY HOMES “ONE TOUCH” PROGRAM

The Healthy Homes “One Touch” Program allows SNHS to facilitate a collaboration among health, housing and energy efficiency programs to deliver healthy and energy efficient home treatment when servicing SNHS Weatherization clients. The approach incorporates a referral checklist completed by Energy Auditors during a home visit within Manchester and Nashua. The form is then faxed to collaborating programs that are capable of providing assistance in the areas identified by the survey. These organizations, in turn, provide information about the SNHS Fuel Assistance and Weatherization programs to clients receiving their services.

**ELIGIBILITY REQUIREMENTS**

**AGES:** All ages

**INCOME GUIDELINES:**  
Low-income. Same guidelines as Fuel Assistance

**GEOGRAPHIC AREA:**  
Hillsborough and Rockingham Counties, with support from additional partners in Nashua and Manchester

**FAST FACTS:**

- Program goal is to find hidden dangers in the home, including health and safety hazards
- SNHS clients must be on Fuel Assistance and qualify for Weatherization to have an auditor come to their home
- Health hazard focus areas include mold, lead poisoning, drinking water, asthma, radon, weatherization, bedbugs, tobacco smoke exposure, carbon monoxide safety, fire prevention, pests and injuries
- Assessments are available with the Healthy Homes Rating System
- City of Nashua grant covers Nashua; NH Housing Finance Authority grant covers entire state
- Properties may be owner-occupied, investor-owned, single or multi-family properties to participate
- The program is a partnership between SNHS’ Weatherization Department and the City of Nashua, Child and Family Services, The Way Home, Try to Stop Tobacco, NH Housing Finance Authority and the NH Department of Health and Human Services.

**OTHER REQUIREMENTS:** SNHS Healthy Homes audit services are limited to Weatherization clients only

*Contact Healthy Homes for more information*

**PROGRAM LOCATIONS**

- Nashua Healthy Homes.....(603) 577-1306
- Manchester Healthy Homes (Weatherization) .....(603) 668-8010

## ENERGY ASSISTANCE

# GIFT OF WARMTH

The Gift of Warmth fund is made up of donations raised through the Seacoast Media Group's Gift of Warmth Campaign held each year beginning at Thanksgiving. The funds are used to keep those individuals and families with low incomes in their homes with a focus on safety and warmth.

The Gift of Warmth serves as a tool alongside the town of residence resources and/or other community financial resources. It is utilized in conjunction with a one-on-one meeting with a Financial Capability staff member who can help set in place a budget or make connections to other community services and programs so that the crisis will not repeat itself.

### FAST FACTS:

- Stories published in the Seacoast Media Group's publications provide insight to readers of the financial hardships faced by local residents
- Program helps those individuals and families who have expended their energy benefit or who have experienced financial hardship
- Program assists those individuals and families who present with situation(s) that threaten their ability to remain safely housed

### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	All
<b>INCOME GUIDELINES:</b>	Flexible
<b>GEOGRAPHIC AREA:</b>	Rockingham County
<b>PROGRAM COST:</b>	No Cost
<b>OTHER REQUIREMENTS:</b>	Flexible

Contact a local Outreach Office or call **(603) 431-2911** for more information about the Gift of Warmth Program

### PROGRAM LOCATIONS

- 4 Cutts St., Portsmouth .....(603) 431-2911
- 9 Crystal Ave., Derry (includes Salem inquiries).....(603) 965-3029
- 55 Prescott Rd., Raymond .....(603) 895-2303
- 146 Lafayette Rd., Seabrook.....(603) 474-3507

# **WOMEN, INFANT & CHILDREN NUTRITION PROGRAM**

WIC provides low-income pregnant and postpartum women, infants and children up to the age of 5 who are nutritional risk, with supplemental foods, health care referrals and nutrition education. Breastfeeding women can receive services for up to 12 months after childbirth; non-breastfeeding women for up to 6 months after childbirth. Families receive food vouchers to purchase fruits and vegetables, whole grains, low-fat dairy and protein foods, as well as infant formula.

**ELIGIBILITY REQUIREMENTS**

**AGES:**

Infants and children from birth to five years of age.  
No age limits for eligible pregnant, breastfeeding and postpartum women

**INCOME GUIDELINES:**

185% of poverty guidelines; however, if someone is eligible for Medicaid, TANF or SNAP benefits, they may be eligible for WIC even if they are over income

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

**FAST FACTS:**

- Participants can be over income guidelines if they are eligible for Medicaid, TANF or food stamps
- 1 (800) 256-9880 gets a participant in touch with any location to make an appointment
- WIC Clinics are held regularly at sites throughout Hillsborough and Rockingham Counties
- Selected sites offer evening hours
- Families are required to be re-certified on an annual basis
- Health measurements done during certifications including height, weight and hemoglobin levels
- Lead levels can be tested upon request
- Breastfeeding mothers receive support offered through Peer Counselors, increased food packages and, if needed, loaned electric breast pumps
- This institution is an equal opportunity provider

*Contact a local WIC office for more information*

**PROGRAM LOCATIONS**

- 40 Pine St., Manchester ..... (800) 256-9880 or (603) 668-8010
- 134 Allds St., Nashua..... (877) 211-0723 or (603) 889-3440
- 9 Crystal Ave, Derry..... (800) 256-9880 or (603) 965-3029
- 55 Prescott Dr., Raymond..... (800) 256-9880 or (603) 895-2303
- 146 Lafayette Rd., Seabrook..... (800) 256-9880 or (603) 474-3507

# COMMODITY SUPPLEMENTAL FOOD PROGRAM

The Commodity Supplemental Food Program (CSFP) provides nutritious food resources to income eligible adults over 60. 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 from our free shopping centers located in Manchester and Nashua.

Pre-packed food boxes are also available at each of the remote outreach centers located throughout Hillsborough and Rockingham Counties.

## FAST FACTS:

- Program is for seniors 60 and over
- Food package value is up to \$50
- Application process takes less then 10 minutes
- SNHS does not keep or make copies of eligibility information. Only a visual confirmation is required.
- If transportation or physical mobility is an issue, a friend or family member can be sent to pick up a client’s food after signing a proxy form
- This institution is an equal opportunity provider

## ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	60 and older
<b>INCOME GUIDELINES:</b>	Updated annually by USDA
<b>GEOGRAPHIC AREA:</b>	Hillsborough & Rockingham Counties
<b>PROGRAM COST:</b>	No Cost
<b>OTHER REQUIREMENTS:</b>	Those applying for the program must show proof of income, residency and date of birth. A photo ID is required.

*Contact the Commodity Supplemental Food Program for more information*

## PROGRAM LOCATIONS

- 40 Pine St. Manchester ..... (800) 256-9880
- 134 Allds St., Nashua..... (877) 211-0723 or (603) 889-3440
- Rockingham County Locations ..... (800) 256-9880

# THE EMERGENCY FOOD ASSISTANCE PROGRAM

The Emergency Food Assistance Program (TEFAP) is a federal program that helps supplement the diets of low-income Americans, including the elderly, by providing emergency food assistance at no cost. A program of the United States Department of Agriculture (USDA), TEFAP provides bulk commodities of food to food pantries, homeless shelters, soup kitchens and non-profit charitable organizations throughout Hillsborough and Rockingham Counties.

**ELIGIBILITY REQUIREMENTS**

**AGES:** All Ages

**INCOME GUIDELINES:**  
Income guidelines are determined by the organization distributing TEFAP food

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

**FAST FACTS:**

- Items available include but are not limited to staples such as spaghetti sauce, canned meats, canned vegetables and fruit, macaroni and fresh potatoes.
- 21 food pantries, 2 soup kitchens, 3 homeless shelters and 6 charitable institutions benefit from the program in Hillsborough County
- 23 food pantries, 4 soup kitchens, 1 homeless shelter and 1 charitable institution benefit from the program in Rockingham County
- Food distributions are done on a quarterly basis, with bonus distributions done when available
- Distributions are made from the Pine Street office in Manchester and the Raymond Outreach Center
- This institution is an equal opportunity provider

*Contact The Emergency Food Assistance Program for more information*

**PROGRAM LOCATION**

- 40 Pine St., Manchester ..... (800) 322-1073 x 6048

# SENIOR FARMERS' MARKET NUTRITION PROGRAM

The Senior Farmers' Market Nutrition Program (SFMNP) is provided during the months of July, August and September to senior participants enrolled in the Commodity Supplemental Food Program (CSFP). Each senior household receives a bundle of fresh fruits and vegetables with a combined value of \$18. Supporting local New Hampshire farmers, these items are locally grown and provided by farmers authorized to participate in the program. SFMNP provides nutrition education, information on food preparation and encouragement to participants to improve and expand their diets by adding fresh fruits and vegetables.

<p><b>FAST FACTS:</b></p> <ul style="list-style-type: none"> <li>• Seniors must be enrolled in Commodity Supplemental Foods Program</li> <li>• Household receives one bundle of fresh fruits and vegetables during the 3-month period</li> <li>• Produce received is in addition to regular CSFP food box</li> <li>• Bundles contain at least four different items</li> <li>• This institution is an equal opportunity provider</li> </ul>
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## ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	Seniors 60 years or older
<b>INCOME GUIDELINES:</b>	Must qualify for the Commodity Supplemental Food Program
<b>GEOGRAPHIC AREA:</b>	Hillsborough and Rockingham Counties
<b>PROGRAM COST:</b>	No Cost

Contact the Commodity Supplemental Food Program or call **(603) 668-8010 x 6048** or **(800) 322-1073 x 6048** for more information

## PROGRAM LOCATIONS

- CSFP Info/Rockingham County.....(800) 256-9880
- CSFP Info/Greater Manchester Area.....(800) 256-9880
- CSFP Info/Greater Nashua Area.....(877) 211-0723

# COMMUNITY GARDENS PROGRAM

The Community Gardens Program is an initiative of SNHS and Hillsborough County to provide garden plots to interested individuals on county land located in Goffstown. Income eligible Hillsborough County residents are given priority to available plots and are provided a plot free of charge. 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. Up to 50 garden plots are provided through the Community Gardens Program each year.

**ELIGIBILITY REQUIREMENTS**

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**AGES:** Families

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**INCOME GUIDELINES:**

Priority given to low-income households

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**GEOGRAPHIC AREA:** Hillsborough County

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**OTHER REQUIREMENTS:** Donation requested from those households that don't meet income guidelines

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*Contact the Community Gardens Program for more information*

**PROGRAM LOCATION**

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- 40 Pine St., Manchester .....(603) 668-8010 x 6045 or (800) 322-1073 x 6045

**FAST FACTS:**

- Community Garden plots are open to all Hillsborough County residents wishing a garden space
- A minimum of 75% of the gardening spaces are reserved for households meeting federal-low income guidelines
- The remaining land is made available by donation to households that exceed the income guidelines
- Each gardener receives a 25' x 25' rototilled garden plot
- All supplies (water, seeds, rakes, hoes, etc) needed to maintain the plot must be supplied by the gardener
- Food grown in the Commodity Garden is for personal consumption; it cannot be sold for profit
- The Community Garden is located in Goffstown on Route 114.

## HEALTH, FOOD & NUTRITION

# FRESH FRUIT AND VEGETABLE PROGRAM

The Fresh Fruit and Vegetable Program (FF&V) is a SNHS initiative providing fresh produce to enhance existing federal programmatic nutritional resources. Each year the FF&V program provides additional non-federal food resources to individuals and families participating in the Commodity Supplemental Food Program, Head Start, Summer Food Service Program and WIC based upon the volume of produce available.

### **ELIGIBILITY REQUIREMENTS**

**AGES:** All ages

**INCOME GUIDELINES:** Must qualify for WIC, CSFP, or Head Start

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

### **FAST FACTS:**

- Fresh fruits and vegetables are provided to permanent program locations and satellite sites throughout Hillsborough and Rockingham Counties
- When available, bonus bread items are provided to families in all Rockingham County WIC sites; Manchester and Nashua WIC sites; Head Starts in Derry, Raymond, Manchester and Nashua and the Raymond and Seabrook Outreach offices
- This institution is an equal opportunity provider

*Contact the Fresh Fruit & Vegetable Program for more information*

### **PROGRAM LOCATION**

- 40 Pine St., Manchester .....(603) 668-8010 x 6048 or (800) 322-1073 x 6048

# SUMMER FOOD SERVICE PROGRAM

The Summer Food Service Programs (SFSP) is designed to ensure that at-risk youth eat at least one nutritious meal each day when school lunch programs close for the summer. Sponsored by the United States Department of Agriculture (USDA), SNHS has operated the program for 14 years. Sites are located in Hillsborough and Rockingham Counties.

**FAST FACTS:**

- Breakfast, lunch and supper meals are available at designated locations
- No pre-registration and no identification are required
- Meals must be consumed on site
- Program begins shortly after school ends for the summer and runs through the start of the new school year.
- All meals are prepared following USDA guidelines
- This institution is an equal opportunity provider

**ELIGIBILITY REQUIREMENTS**

**AGES:**

Youth 18 and under

**INCOME GUIDELINES:** None

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

*Contact the Summer Food Service Program for more information*

**PROGRAM LOCATION**

- 40 Pine St., Manchester .....(603) 668-8010

# FOOD PANTRIES

Food pantries located in three Rockingham County Outreach Offices provide food allotments to households facing an unmet nutritional need in areas where other locally-based food pantries are under-stocked or unavailable.

**ELIGIBILITY REQUIREMENTS**

**AGES:** All

**INCOME GUIDELINES:**  
Clients must be under 185% Federal Poverty Guidelines to receive TEFAP food; no income eligibility for private donations

**GEOGRAPHIC AREA:**  
Rockingham County

**PROGRAM COST:** No Cost

**FAST FACTS:**

- Clients can use the food pantry whenever a unmet nutritional need is present
- Clients are encouraged to call their closest pantry first as some are by appointment only
- Each Outreach Office can refer clients to other local food pantries and soup kitchens
- Each pantry carries household and hygiene products in addition to shelf stable food and frozen meat
- Food distributed is provided by community food drives, USDA, local food vendor gleaning and through donations of products from farmers and other sources
- Program goal is to never turn anyone away who needs food

*Contact a local Food Panty or call (603) 474-3507 for more information*

**PROGRAM LOCATIONS**

- 55 Prescott Rd., Raymond .....(603) 895-2303
- 85 Stiles Rd., Salem ..... (603) 893-9172 or (800) 939-9172
- 146 Lafayette Rd., Seabrook..... (603) 474-3507 or (800) 979-3507

# HEALTH, FOOD & NUTRITION

## HOLIDAY PROGRAMS

Holiday assistance is provided during Thanksgiving and Christmas to households in need throughout Rockingham County, in particular those communities which have no other holiday assistance available.

The program provides foodstuffs for a traditional holiday meal for Thanksgiving and/or Christmas.

At Christmas, holiday gifts are provided for children who are still in school and where the applicant is the primary caregiver.

Gifts are also provided to adults who have been recommended by the Bureau of Elderly and Adult Services (BEAS).

### FAST FACTS:

- People must apply for Holiday Programs
- Applications are available at sites listed
- People can apply for both Thanksgiving and Christmas on the same application
- Gifts for children not in your care (grandchildren, etc.) are not available
- In most cases, supermarket gift cards are provided in lieu of food in order to give the recipient more choices

### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	Gifts for Children: 0-18
<b>INCOME GUIDELINES:</b>	In general, 180% of Federal Poverty Guidelines. Extenuating circumstances are considered
<b>GEOGRAPHIC AREA:</b>	Rockingham County
<b>PROGRAM COST:</b>	No Cost

*Contact a local Outreach Office for more information about the Holiday Programs*

### PROGRAM LOCATIONS

- 4 Cutts St., Portsmouth ..... (603) 431-2911
- 55 Prescott Rd., Raymond ..... (603) 895-2303
- 146 Lafayette Rd., Seabrook..... (603) 474-3507

# CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program (CACFP) is available to Family Child Care Homes, Child Care Centers, emergency shelters, afterschool programs, and Adult Care Centers. Participating centers receive reimbursements for the meals that they serve to the children and adults in their care under the guidelines of the CACFP. Southern New Hampshire Services is a sponsor of the program in the State of New Hampshire. SNHS CACFP staff use existing financial documentation for to determine eligibility for Family Child Care Homes and family income for participating child care centers.

**FAST FACTS:**

- No cost for program to participate
- Programs are reimbursed for food expenses
- CACFP allows program to provide balanced meals and nutrition information
- Educational resources provided to registered programs
- Registered programs have access to NH State Department of Education Bureau of Nutrition programs and trainings
- Program participants receive regular newsletters
- USDA is an Equal Opportunity employer and provider

## ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	Determined by the program type
<b>INCOME GUIDELINES:</b>	Released annually by USDA
<b>GEOGRAPHIC AREA:</b>	State of New Hampshire
<b>PROGRAM COST:</b>	No cost. Participating programs are reimbursed for meals provided
<b>OTHER REQUIREMENTS:</b>	Program must be a Licensed, License Exempt or Registered Family Child Care Home or Center; they must enroll children under the age of 13; keep daily attendance records; maintain menu record and meal attendance

*Child Care Programs can contact the CACFP staff for more information regarding participation under our sponsorship.*

## PROGRAM LOCATION

- 150 Silver St., Manchester ..... (603) 668-8010 x 6171 or x 6021

# HOUSING & HOMELESSNESS PREVENTION

## SUPPORTIVE HOUSING FOR THE ELDERLY

SNHS continues to maintain its place as one of the state’s leading providers of housing to low-income senior citizens. Funding from the U.S. Department of Housing and Urban Development’s (HUD) Section 202 Supportive Housing Program has enabled SNHS to build and manage 25 elderly housing projects reflecting 801 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.

**FAST FACTS:**

- Affordable HUD-subsidized housing
- Buildings are safe and secure
- Heat and utilities included in the rent
- Each location features on-site property management
- 24/7 emergency/maintenance available
- Laundry facilities located on-site
- Amenities include a community room available for resident use
- All locations are smoke-free
- Locations typically have waiting lists
- Applicant can place their name on the waiting list for any (and multiple) housing locations; residency in the community where housing is located is not required

### **ELIGIBILITY REQUIREMENTS**

**AGES:**

62 and older. Ronald A. Philbrick Elderly Housing at Greenville Falls and Whispering Pines I accept residents under age 62, if disabled

**INCOME GUIDELINES:** HUD Median Area Income Guidelines

**GEOGRAPHIC AREA:** NH statewide; one site located in Southern Maine

**PROGRAM COST:** Rent is set at 30% of adjusted gross income

**OTHER REQUIREMENTS:** Tenant Selection Plan outlines all criteria

*Contact a Senior Housing location directly or call (603) 668-8010 x 6028 for more information*

### **PROGRAM LOCATIONS**

- Campton Mills, 349 Owl St., Campton .....(603) 726-7093
- Chaplain Adrien Chasse Village, 11 Adrien Cir., Rochester.....(603) 335-6062
- Common Man Commons, 48 West St., Ashland .....(603) 968-3063
- Councilor Ray Burton Commons, 10 Washington Dr., No. Woodstock .....(603) 745-4989
- Davidson Landing I & II, 143 & 145 Ledge St., Nashua.....(603) 598-9846
- Derryfield Village, 628 Hanover St., Manchester .....(603) 621-7196
- Echo Valley Village, 20 Back Lake Rd., Pittsburg.....(603) 538-1122

## **PROGRAM LOCATIONS, con't**

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- Greenfield Commons, 826 Forest Rd., Greenfield .....(603) 547-2361
- Hallsville Court I, 870 Hayward St., Manchester .....(603) 622-9693
- Hallsville Court II, 850 Hayward St., Manchester .....(603) 624-8321
- Ice Pond Village, 13 Ice Pond Rd., Lancaster .....(603) 788-2285
- Jedidiah Brown House, 53 Prescott Rd., Raymond .....(603) 895-0389
- Laurel Terrace, 21 McKinley St., Rochester .....(603) 335-2733
- Ledgewood Commons, 4 Ledgewood Ln., Raymond .....(603) 895-0389
- Lucille M. Simpson Meadows, 1 Simpson Way, No. Berwick, ME ... (207) 676-3257
- Mayor Roland Roberge Manor, 14 Adrien Cir., Rochester .....(603) 330-3217
- The Meadow at Northwood, 243 Bow St., Northwood .....(603) 942-8245
- Pemi Commons, 230 Fairgrounds Rd., Plymouth .....(603) 536-4684
- Riverview Village, 780 Lake St., Bristol .....(603) 744-3627
- Ronald A. Philbrick Elderly Housing at Greenville, 56 Main St.,  
Greenville .....(603) 878-3364
- Streeter Shores, 76 Temple St., Nashua .....(603) 881-5214
- Sundance Village, 1915 Front St., Manchester .....(603) 634-0033
- Wagner Court, 101 Burke St., Nashua .....(603) 595-0316
- Whispering Pines I & II, 70 Pleasant St., Epping .....(603) 679-2495

# HOUSING & HOMELESSNESS PREVENTION

## LIHTC SENIOR HOUSING PROGRAM

SNHS continues to maintain its place as one of the state’s leading providers of housing to low-income senior citizens. Rents are restricted and the program is administered by New Hampshire Housing who serve as administrative agents for this Internal Revenue Service (IRS) program. SNHS’ four Low Income Housing Tax Credit (LIHTC) sites are for seniors; they must meet HUD’s median area income set for each area. There are currently 93 units of tax credit housing.

The first LIHTC senior housing facility, Sherburne Woods opened in 2003. Salmon Brook, an additional facility, is now open in Nashua. All 31 units are supported with rental assistance through the Nashua Housing Authority.

### FAST FACTS:

- Senior housing offering affordable rents
- Buildings are safe and secure
- 1- and 2-bedroom units available
- Each location features on-site property management
- 24/7 emergency/maintenance available
- Heat and hot water are included in the rent
- Amenities include a community room available for resident use and laundry facilities
- All locations are smoke-free
- Locations typically have waiting lists
- Applicant can place their name on the waiting list for any (and multiple) housing locations; residency in the community where housing is located is not required

### ELIGIBILITY REQUIREMENTS

**AGES:** Whispering Pines II: 55+; JB Milette Manor: 62+; Salmon Brook: 62+; Sherburne Woods: 55+ (subsidized units for ages 62+)

**INCOME GUIDELINES:** HUD Median Area Income Guidelines

**GEOGRAPHIC AREA:** Locations in Nashua, Deerfield and Epping

**PROGRAM COST:** Affordable rents; only 15 of the 20 units at Sherburne Woods have a subsidy attached

**OTHER REQUIREMENTS:** Tenant Selection Plan outlines all criteria

*Contact a Senior Housing location directly or call **(603) 668-8010 x 6028** for more information*

### PROGRAM LOCATIONS

- JB Milette Manor, 72 Vine St., Nashua .....(603) 595-1300
- Salmon Brook, 21 Lovell St., Nashua.....(603) 577-1306
- Sherburne Woods, One Upham Dr., Deerfield .....(603) 463-5893
- Whispering Pines II, 70 Pleasant St., Epping .....(603) 679-2495

# HOUSING & HOMELESSNESS PREVENTION

## ROBINSON HOUSE

Robinson House is a non-treatment facility designed to provide subsidized single-room occupancy apartments for homeless men over 18 who are in need of a safe and supportive living environment. It consists of 24 rehabilitated Section 8 rent-assisted apartments for homeless males who have successfully completed substance abuse treatment programs.

Rents at Robinson House are subsidized by HUD and by the Manchester Housing and Redevelopment Authority (MHRA). Men interested in living there must qualify through an application process. Robinson House rent is based in 30% of a resident's gross income.

### FAST FACTS:

- Robinson House is not a treatment facility
- Resident must have successfully completed a program at a substance abuse treatment facility
- Residents must be able to live independently
- Program provides a stable, supportive living environment
- Residents work with on-site staff to develop individualized goal plans
- On-site supportive supervision and case management provided
- Staff referrals to other resources available in the community

### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	18 and over/males only
<b>INCOME GUIDELINES:</b>	Same as HUD income guidelines
<b>GEOGRAPHIC AREA:</b>	No specific area
<b>PROGRAM COST:</b>	Up to 30% of monthly income
<b>OTHER REQUIREMENTS:</b>	Must have successfully completed a program at a substance abuse treatment facility

*Contact Robinson House for more information*

### PROGRAM LOCATION

- 49 Manchester St., Manchester .....(603) 627-9188

# HOUSING & HOMELESSNESS PREVENTION

## MARY’S HOUSE

Mary’s House is a non-treatment facility designed to provide subsidized single-room occupancy apartments for homeless women without children who are in need of a safe and supportive living environment. It consists of 40 rehabilitated Section 8 rent-assisted apartments. Rents are subsidized by HUD and administered by the Nashua Housing Authority (NHA). Women interested in living at Mary’s House must qualify through an application process.

### **ELIGIBILITY REQUIREMENTS**

**AGES:**

18 and over/females only

**INCOME GUIDELINES:**

Same as HUD income guidelines

**PROGRAM COST:**

Rent charged is up to 30% of resident’s monthly income

### **FAST FACTS:**

- Mary’s House is not a treatment facility
- Prospective residents apply through the Nashua Housing Authority by calling (603) 883-5661
- On-site property manager
- Rent is subsidized and based on 30% of a resident’s gross income
- A community room is available for functions and events
- Laundry facilities are available
- Heat and hot water are included in rent
- Residents work with on-site staff to develop Individualized goal plans
- Mary’s House staff provide case management services
- Safe and affordable
- Staff assists with referrals to other community resources

**OTHER REQUIREMENTS:** Must be homeless

*Contact the Nashua Housing Authority at (603) 883-5661 for application information*

### **PROGRAM LOCATION**

- 123 West Pearl St., Nashua .....(603) 886-3562
- Nashua Housing Authority (call for application) .....(603) 883-5661

# LEAD PAINT HAZARD CONTROL PROGRAM

Grant funding is available to remove lead paint hazards from properties built before 1978. Single family homes, multi-family homes and vacant units can qualify for the program. The focus of the program is to assist low-income families with children under the age of six in an effort to keep children and families safe from toxic lead paint. The program is funded by the Federal Department of Housing & Urban Development.

**ELIGIBILITY REQUIREMENTS**

**AGES:**

Any age; mainly units where children under 6 years of age are residing

**INCOME GUIDELINES:**

80% of the Average Median Family Income, for a specific area, adjusted for each person in the household

**GEOGRAPHIC AREA:** Rockingham and Hillsborough Counties. (Excludes Manchester and Nashua)

**PROGRAM COST:** 10% owners match and any amount above grant funding needed to complete project

**OTHER REQUIREMENTS:** Priority given to units under order

*Contact the Lead Hazard Control Program for more information*

**PROGRAM LOCATION**

- 160 Silver St., Manchester ..... (603) 668-8010 x 6117

**FAST FACTS:**

- The grant funds are available to owners of single family homes as well as multi-family dwellings
- Owner occupied units qualify as long as the owner also income qualifies
- Rental properties qualify regardless of the owner’s income level. The tenants must income qualify
- The grant can help owners comply with orders of lead hazard reduction issued by the State of NH
- The grant pays for the risk assessment and creates a work scope to address lead hazards
- The owner receives a Certificate of Compliance or Certificate of Lead Safe at the end of the project

## HOUSING & HOMELESSNESS PREVENTION

# LEAD-BASED PAINT HAZARD CONTROL GRANT

The City of Nashua receives funds from the United States Department of Housing and Urban Development for a Lead-Based Paint Hazard Control Grant. The City has contracted with SNHS to conduct lead hazard outreach and educational workshops related to lead poisoning and prevention.

The target is low to moderate income households within the City of Nashua. The grant program runs through September 30, 2017 with a goal of reaching 1,500 individuals.

### **ELIGIBILITY REQUIREMENTS**

#### **AGES:**

Specifically for homes with children under 6

#### **GEOGRAPHIC AREA:**

City of Nashua

**OTHER REQUIREMENTS:** Home needs to have been built before 1978

*Contact the Lead-Based Paint Hazard Control Grant Program for more information*

### **PROGRAM LOCATIONS**

- Nashua SNHS Contact .....(603) 577-1306
- SNHS Administrative Contact ..... (603) 668-8010 x 6060

### **FAST FACTS:**

- Program is limited to Nashua households only
- Landlords must rent to low-income households for three years
- Grants up to \$9,000 per unit are available
- \$400 relocation stipends per household for rental units
- Properties may be owner occupied, investor owned, single or multi-family properties
- Free blood lead screening for children 6 and under
- Program includes home visits by public health department staff
- Healthy homes assessment are available to identify home health hazards

## HOUSING & HOMELESSNESS PREVENTION

# HOMELESSNESS PREVENTION

SNHS receives funding to provide a range of services aimed at preventing homelessness or assisting those who find themselves homeless to find shelter or secure permanent housing. Services include short term-assistance to prevent eviction for those at risk of losing their housing or to secure housing for those suddenly homeless, and information and referral services for individuals or families in need of emergency shelter.

In providing assistance, SNHS collaborates with other organizations participating in HUD's Coordinated Entry process, which strives to ensure that assistance is provided as effectively as possible, and that it is accessible no matter how or where persons begin seeking help.

### FAST FACTS:

- Depending on specific program, individuals may be required to have sufficient income to maintain housing without subsidy after assistance ends.
- Individuals must fit HUD's definition of homelessness or at-risk of homelessness
- Funding sources include the City of Portsmouth, Emergency Food and Shelter National Board Program; NH Department of Health and Human Services, Bureau of Homeless and Housing Services; New Hampshire Housing; and United Way of Greater Seacoast

### ELIGIBILITY REQUIREMENTS

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**AGES:** All ages

**INCOME GUIDELINES:** Varies by program

**GEOGRAPHIC AREA:** Hillsborough and Rockingham Counties

**PROGRAM COST:** No Cost

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*Contact the Homelessness Prevention Program for more information*

### PROGRAM LOCATIONS

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- Hillsborough County Information.....(603) 668-8010
- Rockingham County Information .....(603) 431-2911

# HOMELESS HOUSING AND ACCESS REVOLVING

## LOAN FUND

The Homeless Housing and Access Revolving Loan Fund provides guarantees of rental security deposits and/or first month's rent to eligible persons. 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 client will be responsible to make monthly payments towards the security deposit and/or first month's rent to the HHARLF provider and, when the deposit is paid in full, the security deposit will be transferred to the landlord. To be eligible, an applicant must have no permanent address and be residing temporarily in a shelter for the homeless, a hotel, a motel, the home of another household designed for occupancy by only one household, or entirely without shelter.

**FAST FACTS:**

- Applicants must be homeless to be eligible to participate in the program
- Program applicants must have sufficient income to make monthly rent payments to maintain the housing
- The landlord must be willing to accept a guarantee certificate in lieu of any other security deposit
- Funds must be used solely to provide loans for the first month of rent and/or security deposit for homeless individuals and families
- This is a loan program. Participants are expected to make monthly payments to repay the loan

### **ELIGIBILITY REQUIREMENTS**

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<b>AGES:</b>	18 and up
<b>INCOME GUIDELINES:</b>	Based on HUD Guidelines
<b>GEOGRAPHIC AREA:</b>	Rockingham County
<b>PROGRAM COST:</b>	No Cost

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*Contact a local Outreach Office or call **(603) 431-2911** for more information*

### **PROGRAM LOCATIONS**

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- 4 Cutts St., Portsmouth .....(603) 431-2911
- 9 Crystal Ave., Derry..... (603) 965-3029 or (855) 295-4105
- 55 Prescott Rd., Raymond .....(603) 895-2303
- 85 Stiles Rd., Salem ..... (603) 893-9271 or (800) 939-9172
- 146 Lafayette Rd., Seabrook.....(603) 474-3507

## HOUSING & HOMELESSNESS PREVENTION

# HOUSING SECURITY GUARANTEE PROGRAM

The purpose of the program is to assist low-income individuals and families to obtain housing by issuing certificates of guarantees of security deposits to landlords. 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 client will be responsible for making 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.

### **ELIGIBILITY REQUIREMENTS**

**AGES:** 18 and up

**INCOME GUIDELINES:**  
Based on HUD Guidelines

**GEOGRAPHIC AREA:**  
Rockingham County

**PROGRAM COST:** No Cost

### **FAST FACTS:**

- An applicant's income must be within HUD's guidelines
- Program applicants must have sufficient income to make monthly rent payments to maintain the housing
- The landlord must be willing to accept a guarantee certificate in lieu of any other security deposit
- The housing must meet local health and safety standards
- HSGP does not pay a cash deposit to the landlord. Participating landlords receive a certificate that guarantees payment of the security deposit upon default by the qualified tenant
- The client is responsible for repaying the full amount of the security deposit

*Contact a local Outreach Office or call (603) 431-2911 for more information*

### **PROGRAM LOCATIONS**

- 4 Cutts St., Portsmouth ..... (603) 431-2911
- 9 Crystal Ave., Derry ..... (603) 965-3029 or (855) 295-4105
- 55 Prescott Rd., Raymond ..... (603) 895-2303
- 85 Stiles Rd., Salem ..... (603) 893-9271 or (800) 939-9172
- 146 Lafayette Rd., Seabrook ..... (603) 474-3507

# WORKFORCE INNOVATION AND OPPORTUNITY ACT

SNHS receives WIOA funds from the US Department of Labor through the Department of Resources and Economic Development Office of Workforce Opportunity. WIOA is an employment and training program that operates as a partner in the NH Works American Job Centers statewide.

WIOA provides low-income adults and dislocated workers with individualized services including career assessments, support services, job search assistance, basic skills and educational services, Individual Training Accounts (to pay for occupational skills training), and On-the-Job Training (OJT). Career Navigators work closely with program customers to provide the support and assistance necessary for them to achieve sustainable employment in in-demand occupations.

### FAST FACTS:

- Career Navigators provide in-depth career assessment and career counseling
- Career Navigators work with customers to develop an Individual Employment Plan
- Career Navigators assist customers with interviewing techniques and resume preparation
- Job Clubs provide customers with networking opportunities and additional job search support
- WIOA customers may be eligible for support services such as transportation or child care
- WIOA customers may be eligible for paid On-the-Job Training (OJT) opportunities
- WIOA customers may be eligible for paid occupational skills training

### ELIGIBILITY REQUIREMENTS

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To be eligible for **WIOA Adult Program** you must be 18+; be a NH resident; be registered for Selective Service (males only); and meet income guidelines (70% of the Lower Living Standard Income Level), receive public assistance or food stamps, or be determined basic skills deficient.

To be eligible for the **WIOA Dislocated Worker Program**, you must be 18+; be a NH resident or have been laid-off by a NH company; must be registered for Selective Service (males only); and have been terminated/laid-off or received a notice of termination/lay-off, and be eligible for or have exhausted unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a state unemployment compensation law; and not be likely to return to previous industry/occupation.

Contact a local NH Works office directly for more information.

**PROGRAM LOCATIONS**

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- NH Works, 300 Hanover St., Manchester..... (603) 656-6503 or (603) 656-6540
- NH Works, 6 Townsend West, Nashua ..... (603) 880-5219 or (603) 880-5250
- NH Works, 2000 Lafayette Rd., Portsmouth.....(603) 559-9130
- NH Works, 29 South Broadway, Salem.....(603) 870-5622

# NEW HAMPSHIRE EMPLOYMENT PROGRAM

The New Hampshire Employment Program (NHEP) provides support and services to Temporary Assistance for Needy Families (TANF) recipients in order to help them secure employment and achieve economic independence. SNHS staff and the NH Department of Health and Human Services (DHHS) collaborate to provide case management and employment counseling services to NHEP clients. Individuals can apply for TANF at their local DHHS office or online at <https://nheasy.nh.gov>.

**ELIGIBILITY REQUIREMENTS**

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**AGES:** 16 to 60

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**INCOME GUIDELINES:**

TANF recipients

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**GEOGRAPHIC AREA:** Statewide

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**OTHER REQUIREMENTS:**

TANF eligibility requirements can be found online at: <http://www.dhhs.nh.gov/dfa/tanf/eligibility.htm>

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**FAST FACTS:**

- NHEP offices are located in the 11 DHHS district offices throughout the state
- NHEP provides financial support and employment and training services
- Employment Counselor Specialists (ECS) serve as case managers for NHEP clients
- The Employment Counselor Specialists work with participants to create an employment plan
- Participants are expected to participate in approved work activities for 20-30 hours per week
- NHEP work activities include: Job preparation classes, HiSET/ GED-High School Equivalency test preparation, life skills training, on-the-job or vocational skills training, work placements in the community, workplace knowledge and career experience, and job search assistance
- NHEP provides supportive services to remove employment obstacles

*Clients should contact the local District Office for the State of New Hampshire, Department of Health and Human Services, Division of Family Assistance directly to determine their eligibility in the New Hampshire Employment Program (NHEP)*

**NH DHHS DISTRICT OFFICES**

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- 1050 Perimeter Rd., Ste. 501, Manchester .....(603) 668-2330
- 3 Pine Street Ext., Suite Q, Nashua .....(603) 883-7726
- 50 International Dr., Portsmouth .....(603) 433-8300

# NHEP WORKPLACE SUCCESS PROGRAM

The NHEP Workplace Success Program (WPS) is a work and training program for TANF recipients. It works in collaboration with the Division of Family Assistance to move recipients from welfare to paid employment. The program prepares participants to enter the workforce by providing workforce development services such as Job Readiness training, Vocational Assessments, Job Club, Job Search, Work Skills Training, Service Bureau, the Work Experience Program (WEP), and the On-the-Job Training Program (OJT).

The NHEP Workplace Success Program is funded by the Department of Health and Human Services and operates Career Centers in 12 communities across the state: Berlin, Claremont, Concord, Derry, Keene, Laconia, Littleton, Manchester, Nashua, Portsmouth, Rochester, and Tamworth.

### **ELIGIBILITY REQUIREMENTS**

**AGES:** 16 to 60

### **INCOME GUIDELINES:**

TANF recipients

**GEOGRAPHIC AREA:** Statewide

### **OTHER REQUIREMENTS:**

TANF Recipients that have a Mandatory or Voluntary status with NHEP. Participants must be referred by an NHEP Employment Counselor Specialist

### **FAST FACTS:**

- The goal is to increase the employability of all participants to help them obtain paid employment that will lead to self sufficiency
- WPS is a work simulated environment that takes place in a classroom setting, under the supervision of a WPS Coordinator
- Employment goals are identified through Vocational Assessment and a Career Plan
- Participants complete job applications, cover letters, resumes, and thank you letters
- Participants learn skills such as interviewing, networking, time management, appropriate dress, financial literacy, balancing work and family
- Participants learn additional skills such as computer skills, customer service, critical thinking, communication, and stress management
- Participants learn new job skills and obtain direct work experience and potential references
- Participants gain extended hands-on work experience through the Work Experience Program (WEP)
- Some participants may be eligible to be referred to the On-the-Job Training Program (OJT)

*Clients should contact the local District Office for the State of New Hampshire, Department of Health and Human Services, Division of Family Assistance to determine their eligibility in the New Hampshire Employment Program (NHEP) and the NHEP Workplace Success Program*

**NH DHHS DISTRICT OFFICES**

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- 1050 Perimeter Rd., Ste. 501, Manchester .....(603) 668-2330
- 3 Pine Street Ext., Suite Q, Nashua .....(603) 883-7726
- 50 International Dr., Portsmouth .....(603) 433-8300

**SNHS WPS CAREER CENTER LOCATIONS:**

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- 60 Rogers Street, Units 201 & 205, Manchester .....(603) 668-3148
- 18 Technology Way, Nashua.....(603) 889-0531
- 9 Crystal Ave., Derry.....(603) 216-8860
- 4 Cutts St., Portsmouth .....(603) 430-4910

# FINANCIAL CAPABILITY PROGRAM

Financial capability is the capacity, based on knowledge, skill and access, to manage financial resources effectively. The program helps low-to-moderate income clients develop this capacity by providing free tax preparation, one-on-one financial coaching, financial crisis intervention, workshops and access to partner financial services.

Through an Integrative Personalized Intervention model, financial education and skill building are provided through one-on-one sessions. An important component of Financial Capability is providing clients with access to the Individual Development Account (IDA) program, a matched savings program assisting low income individuals saving to purchase a home, start a business, or pursue a post-secondary education.

**FAST FACTS:**

- Clients who have not filed tax returns in recent years may still receive tax preparation services
- Clients who earn up to \$58k with a family of four could be eligible for the Earned Income Tax Credit (EITC)
- Program works with clients who have had a financial crisis that has resulted in bad credit and unpaid bills and would like to rebuild their credit
- Some individuals may be asked to provide a tax return in order to receive Financial Capability services
- Program encourages referrals from staff working with clients in other SNHS programs

## **ELIGIBILITY REQUIREMENTS**

<b>AGES:</b>	All
<b>INCOME GUIDELINES:</b>	Flexible
<b>GEOGRAPHIC AREA:</b>	Rockingham and Strafford Counties
<b>PROGRAM COST:</b>	No Cost

*For more information on financial coaching, tax preparation assistance and other services offered through the Financial Capability Program, contact a local Outreach Office or call **(603) 431-2911***

## **PROGRAM LOCATIONS**

- 4 Cutts St., Portsmouth .....(603) 431-2911
- 9 Crystal Ave., Derry..... (603) 965-3029 or (855) 295-4105
- 55 Prescott Rd., Raymond .....(603) 895-2303
- 85 Stiles Rd., Salem ..... (603) 893-9271 or (800) 939-9172
- 146 Lafayette Rd., Seabrook.....(603) 474-3507

## COMMUNITY & SUPPORTIVE SERVICES

# WESTERN HILLSBOROUGH COUNTY FAMILY SERVICES

Western Hillsborough County Family Services (WHCFS) responds to identified service gaps and barriers to the economic, physical, social and emotional well-being of low-income families in western Hillsborough County. This is accomplished through a collaborative effort between Southern New Hampshire Services and other area organizations and businesses.

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 17 years. Based on the success of the program at Riverview, these services were added at Pine View Village housing development.

### **ELIGIBILITY REQUIREMENTS**

**AGES:** All ages

### **INCOME GUIDELINES:**

Depends on specific assistance required

### **GEOGRAPHIC AREA:**

Antrim, Bennington, Frankestown, Greenfield, Greenville, Hancock, Hillsborough, New Ipswich, Peterborough, Sharon

**PROGRAM COST:** No Cost

*Contact Western Hillsborough County Family Services for more information*

### **PROGRAM LOCATION**

• 61 Pheasant Rd., Peterborough .....(603) 924-9601

### **FAST FACTS:**

- Program provides outreach to families and households for services provided by SNHS as well as referrals to other resources
- Staff assists individuals and families in applying for other services and benefits
- Services provided include access to food, rent assistance, parent education, education advocacy, drug and alcohol education, adult literacy, family support, custody information, assisting adults with preparation for the High School Equivalency Test (HiSET – formerly the GED), and other social services
- The Children's Program component of WHCFS operates year-round, with academic assistance and various activities during the school year, and a recreational program during the summer
- Children's after school program is NOT a child care program. Parents must be on-property for children to attend

## COMMUNITY & SUPPORTIVE SERVICES

# SENIOR EDUCATION WORKSHOPS - NASHUA

The Senior Education Workshops offer a series of free monthly programs targeted to the senior population in Greater Nashua.

Topics for previous workshops have included how to talk to your doctor, getting back into exercise, getting rid of the clutter while keeping the memories, car care, identity theft, issues in elder law, and preparing for an emergency. Local experts serve as presenters.

Those attending the workshops are invited to come early and enjoy a congregate meal provided by St. Joseph Community Services (Meals on Wheels).

The program is a partnership with the Nashua Public Library; Nashua Senior Activity Center; ServiceLink; and the NH Department of Health & Human Services, Bureau of Elderly and Adult Services.

### FAST FACTS:

- The free workshops are held at the Nashua Senior Activity Center, 70 Temple St., Nashua
- Workshops are held on the second Monday of each month and begin at 1:00pm
- Workshop topics are those of interest to aging population
- Programs are filmed and broadcast on the local Educational TV station, Comcast Channel 99
- Filmed programs are also available on the Internet via the City of Nashua website: [www.nashuanh.gov](http://www.nashuanh.gov)

### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	Target is seniors; programs are open to all
<b>INCOME GUIDELINES:</b>	None
<b>GEOGRAPHIC AREA:</b>	Greater Nashua, but all are welcome to attend
<b>PROGRAM COST:</b>	Free

*Contact Seniors Count Nashua for more information*

### PROGRAM LOCATION

- 134 Allds St., Nashua..... (603) 889-3440 x 132

# COMMUNITY & SUPPORTIVE SERVICES

## COMMUNITY OUTREACH CENTERS

A network of Outreach Offices has been established in Rockingham County to provide an active presence in Derry, Portsmouth, Raymond, Salem and Seabrook. Staff members at the Centers 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.

### FAST FACTS:

- Raymond, Salem and Seabrook Centers have on-site food pantries
- Each Center has a designated catchment area with specific towns, but individuals in need can access services at any Center

Resources are available to address crises such as current or imminent homelessness, lack of security deposit or first month's rent, or insufficient resources to pay for heating fuel or make utility payments. Raymond, Seabrook and Salem are also able to provide food assistance through their on-site food pantries. In addition to crisis services, the Women, Infants and Children Nutrition Program (WIC), Workforce Development, Financial Capability programing and other SNHS services can also be accessed through this system of locally supported offices.

### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	All Ages
<b>INCOME GUIDELINES:</b>	Varies by program
<b>GEOGRAPHIC AREA:</b>	Rockingham County
<b>PROGRAM COST:</b>	None

Contact a local Outreach Office for more information

### PROGRAM LOCATIONS

- 9 Crystal Ave., Derry..... (603) 965-3029 or (855) 295-4105  
*Derry, Londonderry, Auburn Chester, Hampstead, Sandown*
- 4 Cutts St., Portsmouth .....(603) 431-2911  
*Portsmouth, New Castle, Newington, Greenland, Rye, Newmarket*
- 55 Prescott Rd., Raymond .....(603) 895-2303  
*Brentwood, Candia, Deerfield, East Kingston, Epping, Exeter, Fremont, Kingston, Newfields, Northwood, Nottingham, Raymond*
- 85 Stiles Rd., Salem. ....(603) 893-9271 or (800) 939-9172  
*Atkinson, Danville, Newton, Plaistow, Salem, Windham*
- 146 Lafayette Rd., Seabrook..... (603) 474-3507 or (800) 979-3507  
*Hampton, Hampton Falls, Kensington, North Hampton, Seabrook, South Hampton, Stratham*

# PERSONAL EMERGENCY RESPONSE SYSTEMS

The Personal Emergency Response System (PERS) allows individuals to live independently, especially those at-risk disabled and seniors in the community.

Family members love the security of knowing that the needed help in a medical emergency is only the push of a button away. The monitoring service, with trained staff, is available 24 hours a day, 7 days a week, to assist in time of medical need.

**FAST FACTS:**

- Offers a reduced rate to those within Federal poverty guidelines
- Peace of mind for those living with medical/physical needs
- No contract; no hidden costs
- FDA approved product

## **ELIGIBILITY REQUIREMENTS**

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<b>AGES:</b>	Adults
<b>INCOME GUIDELINES:</b>	None
<b>GEOGRAPHIC AREA:</b>	Hillsborough County; Hooksett and Londonderry
<b>PROGRAM COST:</b>	Ranges between \$24 to \$38 monthly

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*Contact the Personal Emergency Response Systems Program for more information*

## **PROGRAM LOCATION**

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- 40 Pine St., Manchester ..... (603) 668-8010 x 6024

# COMMUNITY & SUPPORTIVE SERVICES

## RURAL TRANSPORTATION

For more than 23 years, SNHS has provided a handicapped accessible van for use in the rural western area of Hillsborough County. The van provides transportation for the area's low-income, elderly and handicapped individuals.

Arranging for simple trips to the grocery store, pharmacy or doctor's office is a major issue for members of this population. The program, staffed primarily by volunteer drivers, enables elderly and disabled individuals to keep important appointments, perform routine tasks such as shopping and stay connected with their community.

### FAST FACTS:

- Program requires advanced sign-ups for rides
- Rides provided on a space-available basis
- Services are provided Monday-Friday; hours vary based on availability of volunteer drivers
- Those requesting transportation must come to Greenville Falls Senior Housing, or call the office to make special arrangements

### ELIGIBILITY REQUIREMENTS

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<b>AGES:</b>	Same as elderly housing except in cases of disabled adults
<b>INCOME GUIDELINES:</b>	Same as elderly housing
<b>GEOGRAPHIC AREA:</b>	Greenville NH area

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*Contact the Rural Transportation Program for more information*

### PROGRAM LOCATION

- 56 Main St., Greenville .....(603) 878-3364

# COMMUNITY & SUPPORTIVE SERVICES

## SENIOR FLEX FUNDS

Senior Flex Funds are a temporary source of discretionary funds available for those 65+, or those with significant disabilities, who are able to live independently but whose homes and/or situations need support. Funds have been used to install hardware to allow for easier mobility, for energy-related costs, and car repairs, etc.

The Senior Flex Funds are used as a tool alongside the town of residence resources and/or other community financial resources. It is most often utilized in conjunction with a one-on-one meeting with a Financial Capability staff member who can help set in place a budget or make connections to other community services and programs so that the crisis will not repeat itself.

### FAST FACTS:

- Program is open to individuals 65 or older or who are disabled
- For those individuals and families who have expended their energy benefit or who have experienced a documented hardship
- For those individuals and families who are experiencing an inability to pay bills
- For those individuals and families who present with situation(s) that threatened their ability to remain housed

### ELIGIBILITY REQUIREMENTS

<b>AGES:</b>	65+ or disabled
<b>INCOME GUIDELINES:</b>	Flexible
<b>GEOGRAPHIC AREA:</b>	Rockingham County
<b>PROGRAM COST:</b>	No Cost

*Contact the Senior Flex Funds Program for more information*

### PROGRAM LOCATION

- 4 Cutts St., Portsmouth .....(603) 431-2911

## VOLUNTEER SERVICES

# RETIRED AND SENIOR VOLUNTEER PROGRAM

The Retired and Senior Volunteer Program (RSVP) is a national service program of the Corporation of National and Community Service. The program connects the 55 and better generation with the people and organizations that need ongoing volunteer support. Volunteer skills, knowledge, and experience make a real difference to individuals, nonprofit agencies, faith based and local community organizations.

### FAST FACTS:

- Program offers opportunity for seniors to stay involved and connected to their community
- Volunteers are provided with free supplemental insurance
- Focus areas include: Healthy Futures, Economic Opportunity, Education and Capacity Building
- Program is a component of Senior Corps

### ELIGIBILITY REQUIREMENTS

**AGES:** 55+ for volunteer positions

**GEOGRAPHIC AREA:** Hillsborough County

*Contact the Retired and Senior Volunteer Program for information on how to become a volunteer*

### PROGRAM LOCATIONS

- 1915 Front St., Manchester.....(603) 634-1169
- 145 Ledge St., Nashua.....(603) 598-9421

### VOLUNTEER OPPORTUNITIES INCLUDE:

- **EDUCATION:** Assisting in early childhood education programs; assisting in Head Start classrooms
- **HEALTHY FUTURES:** Leading and/or assisting Bone Builders classes; facilitating Adult Healthy Habits for Adults Workshops; providing companionship to homebound seniors and/or disabled individuals; distributing food at local food pantries; leading afterschool health and nutrition programs
- **ECONOMIC OPPORTUNITY:** Repairing homes of seniors/disabled homeowners; assisting at local VITA centers; assisting individuals in finding employment; coaching individuals involved in the NH criminal justice system
- **CAPACITY BUILDING:** Recruiting, training and managing volunteers

## VOLUNTEER SERVICES

# RSVP BONE BUILDERS

RSVP Bone Builders is a strength and balance exercise program. The primary focus of the program is to prevent and reverse osteoporosis. The program offers low impact weight training group exercise twice a week. All exercises are professionally designed to protect against fractures.

### **ELIGIBILITY REQUIREMENTS**

**AGES:** 55+

**GEOGRAPHIC AREA:** Hillsborough County

### **FAST FACTS:**

- Classes are free of charge; a donation of a dollar per class is appreciated to help sustain classes
- Program is a component of RSVP
- Trained volunteers lead all classes
- Classes help to build bone density and improve balance
- Classes are held in several communities, including Nashua, Hudson and Manchester

*Contact RSVP Bone Builders for more information*

### **PROGRAM LOCATIONS**

- 1915 Front St., Manchester.....(603) 634-1169

## VOLUNTEER SERVICES

# RSVP FIXIT CORPS

The RSVP Fixit Corps assists **homeowners** (60 years and older or disabled) with minor home repairs.

Volunteers with experience in the fields of plumbing, carpentry, painting, and electrical provide the labor for free; the homeowner is responsible for providing the supplies needed.

Minor repairs are defined as a service requiring five hours or less to complete. In order to stay compliant with insurance policies, volunteers are not able to complete work that requires use of a ladder or work on roofs.

### **ELIGIBILITY REQUIREMENTS**

#### **AGES:**

55+ for volunteers - 60+ (or disabled) for anyone requesting a repair

#### **GEOGRAPHIC AREA:**

Hillsborough County

#### **PROGRAM COST:**

Client pays for items needed to complete repair

*Those needing services and individuals interested in becoming volunteers can contact the RSVP Fixit Corps for more information*

### **PROGRAM LOCATION:**

- 1915 Front St., Manchester.....(603) 634-1169

### **FAST FACTS:**

- Labor for minor home repairs is provided by qualified “handyperson” volunteers
- Individuals must own and reside in the home where the work is being performed
- Homeowner is responsible for providing supplies needed for repair
- Donations are recommended for program sustainability
- Minor home repair is a job that can be completed in 5 hours or less; the average job is two hours
- Volunteers accept repair assignments when and where they want
- Program is a component of RSVP

## VOLUNTEER SERVICES

# RSVP PEN PAL PROGRAM

The RSVP Pen Pal program partners third graders with RSVP senior volunteers in order to improve language, written communication, and social skills of the students. This unique partnership promotes nurturing relationships that share experiential wisdom and encourage the child's growth.

### FAST FACTS:

- Program is offered in schools located in Nashua
- Letters are exchanged monthly during the school year
- Students and RSVP volunteers enjoy two social gatherings during the year

### ELIGIBILITY REQUIREMENTS

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**AGES:** 55+ for volunteer positions; 3rd grade students as Pen Pals

**GEOGRAPHIC AREA:** Nashua

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*Potential volunteers can contact the RSVP Pen Pal Program for more information*

### PROGRAM LOCATIONS

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- 145 Ledge St., Nashua.....(603) 598-9421

## VOLUNTEER SERVICES

# RSVP THRESHOLDS & DECISIONS PROGRAM

RSVP Thresholds & Decisions is a program that trains volunteers to teach decision making, problem solving, and life planning skills.

Volunteers teach the inmates the essential thought processes needed to make decisions and to solve problems. This allows them to gain control over their lives and develop a more positive self-image. They are then better equipped to cope with life when they return to their families and the community.

### **ELIGIBILITY REQUIREMENTS**

#### **AGES:**

55+ for volunteers - 18+ for program participants

**GEOGRAPHIC AREA:** Hillsborough County

*Contact the RSVP Thresholds & Decisions Program for more information*

### **PROGRAM LOCATION**

- 1915 Front St., Manchester.....(603) 634-1169

### **FAST FACTS:**

- Program is currently offered at both secure facilities and community-based treatment programs.
- Program participants meet one-on-one with trained volunteers for a 12-week period during the fall and spring sessions
- Participants also meet in a two-hour group session during the 12-week fall and spring sessions
- RSVP volunteers serve as counselors, teachers and mentors in the program

## VOLUNTEER SERVICES

# RSVP HEALTHY HABITS FOR ADULTS

Healthy Habits for Adults curriculum addresses the need for individuals to not only be aware of healthier options but also be instructed in regard to the nutritional benefits and ways to prepare food. The Healthy Habits for Adults Workshops focus on seniors (55 and older) and utilize trained RSVP volunteers in hour-long sessions that include a nutritious snack, nutrition lessons, interactive learning activities, recipes and handouts.

### FAST FACTS:

- Hour-long classes are free and offer snacks, nutrition lesson, interactive learning activities, recipes, and handouts
- Classes focus on eating healthy on a budget
- Additional workshop topics are available and can be customized per audience
- Workshops are led by trained RSVP volunteers

### ELIGIBILITY REQUIREMENTS

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<b>AGES:</b>	55+ for volunteer positions; 55+ for program participants
<b>GEOGRAPHIC AREA:</b>	Hillborough and Rockingham Counties

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*Contact RSVP for more information*

### PROGRAM LOCATIONS

- 1915 Front St., Manchester.....(603) 634-1169

#### Workshop topics include:

- Salt: Taste Bud Thriller or Silent Killer
- Stay Regular: Enjoy the Power of Fiber in Your Diet
- Protein: The Body's Own Superman
- Limiting Sugar in Your Diet: Sugar Detox 101
- Eating the Rainbow: Loving Your Fruits and Vegetables
- Reducing Fat in Your Diet: Fat, the Good, the Bad and the Ugly
- Dairy: Calcium and Vitamin D superstars

# OFFICE SITES

## *Main Office Location*

40 Pine St., Manchester 03103

(603) 668-8010

Toll-Free Hillsborough County: (800) 322-1073

Voice Mail: (603) 647-4470

Fax: (603) 645-6734

Mailing Address: P.O. Box 5040, Manchester, NH 03108-5040

## HILLSBOROUGH COUNTY OUTREACH OFFICES

### **Manchester Office**

160 Silver St., Manchester

(603) 647-4470 • Fax: (603) 647-7188

Toll Free Hillsborough County: (800) 322-1073

### **Nashua Office**

134 Allds St., Nashua

(603) 889-3440 • Fax: (603) 889-0945

Toll Free Hillsborough County: (877) 211-0723

### **Greenville Office**

54-56 Main St., Greenville

(603) 878-3364 • Fax: (603) 878-0520

### **Hillsborough Office**

63 West Main St., Hillsborough

(603) 464-5835 • Fax: (603) 464-3031

### **Milford Office**

1 Columbus Ave., Milford

(603) 924-2243

Toll-Free (877) 757-7048

### **Peterborough Office**

The River Center, 9 Vose Farm Rd., Peterborough

(603) 924-2243 • Fax (603) 924-5756

Toll-Free: (877) 757-7048

# OFFICE SITES

## *Rockingham County Office*

4 Cutts St., Portsmouth 03801

(603) 431-2911

Toll-Free Rockingham County: (800) 556-9300

Fax: (603) 431-2916

## ROCKINGHAM COUNTY OUTREACH OFFICES

### **Derry Office**

9 Crystal Ave., Derry

(603) 965-3029 • Fax: (603) 965-3049

Toll Free: (855) 295-4105

**Towns Served:** Derry, Londonderry, Auburn, Chester, Hampstead, Sandown

### **Portsmouth Office**

4 Cutts St., Portsmouth

(603) 431-2911 • Fax: (603) 431-2916

Toll-Free Rockingham County: (800) 556-9300

**Towns Served:** Portsmouth, New Castle, Newington, Greenland, Rye, Newmarket

### **Raymond Office**

55 Prescott Rd., Raymond

(603) 895-2303 • Fax: (603) 895-2330

**Towns Served:** Brentwood, Candia, Deerfield, East Kingston, Epping, Exeter, Fremont, Kingston, Newfields, Northwood, Nottingham, Raymond

### **Salem Office**

85 Stiles Rd., Ste. 103, Salem

(603) 893-9172 • Fax: (603) 912-5632

Toll-Free Rockingham County: (800) 939-9172

**Towns Served:** Atkinson, Danville, Newton, Plaistow, Salem, Windham

### **Seabrook Office**

146 Lafayette Rd., Seabrook

(603) 474-3507 • Fax: (603) 474-8728

Toll-Free: (800) 979-3507

**Towns Served:** Hampton, Hampton Falls, Kensington, North Hampton, Seabrook, South Hampton, Stratham

# PROGRAM FUNDING SOURCES

## Child Development/Adult

### Basic Education

- New Hampshire Department of Education
- New Hampshire Department of Health and Human Services
- Private Tuition Payments
- United States Department of Education
- United States Department of Health and Human Services
- Monadnock United Way
- United Way of Greater Nashua
- In Kind Donations

### Energy Programs

- Department of Homeland Security-FEMA
- Liberty Energy
- Mary Gale Foundation
- New Hampshire Department of Health and Human Services
- New Hampshire Utility Companies
- Private Contributions
- PUC and utility customers
- St. Mary's Bank
- United States Department of Energy
- United States Department of Health and Human Services
- Unitol

## Economic & Workforce

### Development

- New Hampshire Department of Health and Human Services
- United States Department of Health and Human Services
- United States Department of Labor - NH Office of Workforce Opportunity

## Health, Food & Nutrition

- New Hampshire Department of Education
- Share Our Strength
- United States Department of Agriculture

## Housing & Homelessness

### Prevention

- City of Nashua
- Client Fees
- Department of Homeland Security-FEMA
- New Hampshire Housing Finance Authority
- Private Donations
- State of New Hampshire
- United States Department of Housing and Urban Development
- United Way of Greater Seacoast

## Community & Supportive Services

- Medicaid and Client Fees
- Monadnock United Way
- New Hampshire Charitable Foundation
- New Hampshire Department of Education
- New Hampshire Department of Safety
- Town Funding (Rockingham County)
- United States Department of Agriculture
- United States Department of Education
- United Way of Greater Seacoast

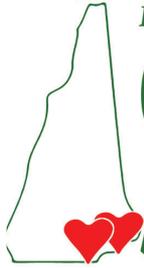
## Volunteer Services

- Corporation for National and Community Service
- Wellpoint Foundation

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***The Community Action Program for  
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***P.O. Box 5040  
Manchester, NH 03108  
(603) 668-8010  
(800) 322-1073***

***[www.SNHS.org](http://www.SNHS.org)***