

SERVICE BUREAU IN ACTION



Third Quarter Issue, January 2011

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WORKPLACE SUCCESS

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KEENE VOLUNTEERS HAVE HEART



Though they are not the largest Workplace Success office in New Hampshire, the Service Bureau volunteers from Keene always seem to put heart into their community service work! For a number of years, they have sorted clothing donations and cleaned at Linda's Closet in downtown Keene and have provided clerical support and completed indoor and outdoor projects for Southwestern Community Services. This December, they were asked to wrap presents for 3 families that the Wellness Team at SCS adopted, and they did a fabulous job with the high volume of donated gifts received. They even made a fireplace mural, pictured below. Another work order they received was to create a Safety Bulletin Board highlighting "Winter Safety." They researched auto safety, advice for parents and children, winter survival car kits and how to drive safely on icy roads and effectively used the information to create an astonishing office display benefitting the community. Recently, one volunteer was selected for a paid On-The-Job-Training opportunity with the New Hope New Horizons Program at Southwestern Community Services due to outstanding volunteer work. Another former Keene Service Bureau volunteer stopped in for a visit over winter break from her Paralegal studies and mentioned that she will be doing an internship for Senator Jean Shaheen this January.



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Keene Workplace Success Service Bureau



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Berlin

In November, Berlin Service Bureau volunteers participated in the Resource Fair, sponsored by the NH Works, Fraser Papers Dislocation Project Advisory Committee. The Fair was provided to the public as well as Mill employees due to the economic times and the impact on the residents of our community due to the closing of the Paper Mill.

Tri-County Community Action Program set up a booth at the Fair and handed out pamphlets, which included information about all the TCCAP programs, including Fuel assistance, Weatherization, Food Pantry, and winter safety, etc. The Fair was well attended and our volunteers got to use their **customer service** skills. Other work has included making packets and shoveling snow.



Keene

This quarter, the Keene Service Bureau volunteers **were very busy copying** and collating large numbers of documents for Homeless Services at Southwestern Community Services. They used excellent teamwork skills and completed all the requested work on time.



Pictured above is a small project that a Keene Service Bureau volunteer worked on for Southwestern Community Services. The work order called for designing a container for a monthly raffle. The outcome was successful with positive results for the raffle effort.



Claremont Lebanon

Our local non-profit children's store needed help merchandizing donations for the winter season and decorating for the holidays. This is a repeat request throughout the year and the manager relies on our Claremont Lebanon Service Bureau volunteers to help with this endeavor. With the winter clothing season almost over, we already have the work order for the spring!



Maintenance/cleaning is another example of the repeat service we provide to the community. The volunteers take pride in doing a good job and appreciate the compliments they receive. We have developed **a reputation for quality** and will start the New Year doing the daily cleaning of our local Head Start. We also have repeat work orders for our clerical services: filing, copying, collating and mass mailing.



Laconia



The Laconia Workplace Success Service Bureau volunteers have been very busy providing services to area agencies and organizations. One of our

volunteers, worked on site at Laconia Housing Authority helping to **organize files and records**, as well as copy and collate application packets for housing assistance. Other volunteers have provided administrative assistance to Belknap-Merrimack Community Action Program. We have assembled materials for the Head Start classroom portfolios, created calculation calendars for Fuel Assistance and even provided receptionist help for Family Planning during a snowstorm!

Concord



Concord Service Bureau volunteers spent 81 hours assisting the Emergency Food Assistance Program with commodity food distributions to food pantries, soup kitchens, homeless shelters and other charitable institutions. Taking part in this project was a rewarding experience for all. We formed assembly lines and loaded incoming vehicles efficiently.

We also spent approximately 155 hours working on survey calculations for Belknap-Merrimack Community Action, Elder Services program. Volunteers **totaled the surveys** and entered them into a database that we set up. Everyone loves doing this project because they find out more about services provided to the elderly population. Some volunteers discovered that they are really good at data entry and will use these skills in the future.

Littleton

January is National Blood Donor Month and the volunteers from the Littleton Service Bureau have really made an impact in their area of the state. The help that volunteers provided the Littleton Red Cross for their January Blood Drive resulted in the organization donation goal of 112 units being **surpassed** for the first time in 5 years with 152 units. *"Our volunteers enjoy making a difference in the community."*

Other projects that the Littleton Service Bureau has been involved with include wrapping holiday gifts for the Littleton Elks Club and helping with food boxes for the elderly in the Littleton community.



**All articles are submitted by local Workplace Success offices.*

Manchester

Manchester put in almost 5,000, yes 5,000, Service Bureau hours for the year of 2010! Over 988 volunteers went out into the community to assist non-profit organizations in the Manchester area.

During the holiday season, we helped Toys for Tots distribute toys totaling almost 200 hours and using 38 volunteers. Other projects have included:



mailings, packing, **warehouse work**, phone calls, fundraisers, sorting, food canteens, copying, clean up, planting, farming, setting up, shipping, labeling, surveys and much more!

Nashua

Nashua Service Bureau volunteers once again assisted with the Muscular Dystrophy Association with their annual 'MDA Lock-Up' fundraiser.



The Bridges Domestic & Sexual Violence Support Program kept our Service Bureau busy with organizing and distributing their quarterly 'Building Bridges' publication.

The Adult Learning Center requested a hand with **creating 'Views Posters'** to educate their students on the political views of all candidates running for Governor and the Senate in NH. The posters were also used as a reminder to vote on Election Day.



Portsmouth



Seacoast Healthy Grins needed the Portsmouth Service Bureau volunteer services once again to make dental gift bags for area school children. Our volunteers assembled hundreds of these gift bags! Rochester WPS assembled some bags too!

Also, we worked with Fuel Assistance by readying their mailings as well as some large volume filing. A new opportunity was for our volunteers to work on **sorting** through all the toy donations; we even came across some vintage 80's toys! Another large project was to **assemble** dozens of information binders for the Food Providers Network. From copying to collating, labeling and finally assembling, we managed to finish the project in short time thanks to several very organized volunteers.

Rochester

Rochester Service Bureau volunteers had an exciting variety of opportunities to end 2010. They **assisted residents** at The Gaffney home with using the Wii, and helped at the Halloween Parade of Ghouls and the Rochester Christmas Parade. The volunteers also completed many projects including a massive mailing for The HUB and binder assembly for Workforce Coalition. In addition, they continued to provide DHHS with **clerical**

assistance and Community Closet with help sorting through the clothing donations.



Rochester Main Street Horribles Parade that Rochester Service Bureau volunteers helped with

Salem



Toy Drive at Workplace Success

Salem Service Bureau volunteers helped **obtain** a very large truckload of toy **donations** for Toys For Tots by connecting with area businesses and becoming an official drop off location for Toys For Tots.



Other volunteer activities have included maintaining a small library, typing agendas, making crafts for non-profit organizations, designing flyers, completing wall displays, working on informational PowerPoint's, and putting together a large newsletter mailing for RCA Child Care Services.



Tamworth

The Tamworth Service Bureau volunteers have been busy again working with the Mount Washington Children's Museum located in North Conway, New Hampshire. Projects have included creative things like **designing displays** and putting together puppets!



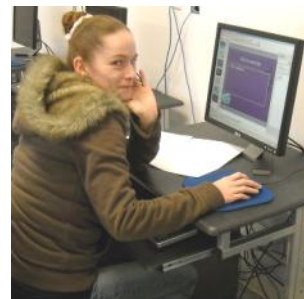
Volunteers have also assisted with the **cleaning** needs of the busy museum.



During the holiday season this December 2010, the Tamworth Service Bureau volunteers assisted the Mount Washington Valley Kiwanis Club with their Angles and Elves project by gift wrapping numerous gifts for needy children who might not otherwise have received gifts during this holiday time.

**"The work of volunteers impacts on all our lives,
even if we are not aware of it"**

~Anthony Worrall-Thompson



**COMPLETE THE WORK ORDER FORM BELOW
and get volunteer help when you need it!**



Workplace Success Service Bureau

Specializing in Quality Volunteer Work Services!

*"A helping hand ~
when you need it the most!"*

Workplace Success Office _____
Address _____

Workplace Success Staff
Contact _____
Phone _____
Fax _____

Onsite Service Bureau WORK ORDER

Organization _____
Address Line 1 _____
Address Line 2 _____
City, State ZIP _____
Phone # _____
Contact Person _____
E-Mail _____
Due Date _____ Drop Off Date & Time _____

WPS Success Service Bureau Use:
Order Number: _____
Order Taken By: _____
Approved: _____
Additional Materials Requested:

Completion Date: _____

Work Order Instructions:

Materials Received:

Special Conditions:

Customer Signature _____ Date _____
Workplace Success Authorized Signature _____ Date _____

Workplace Success Service Bureau Use: # Volunteers _____ Total Hours Worked _____ Referral Source _____

Concord Service Bureau Volunteers Provide Help for the Emergency Assistance Food Program



Does Your Non-profit Need Help For the Upcoming New Year?

- ◆ **Schedule A Visit To A Workplace Success Office In Your Area**
- ◆ **Enjoy A Free Consultation With A Service Bureau Representative**
- ◆ **Learn How Our Volunteer Staffing Can Help You At NO COST!**
- ◆ **Get Quality Work Done On Your Schedule**
- ◆ **Give You and Your Staff the Gift of Extra Time For Other Tasks**
- ◆ **Get Creative Ideas from the Service Bureau. See Work Samples.**
- ◆ **Take Advantage of Quality Computer Services for all Your Needs!**

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