

SERVICE BUREAU IN ACTION

Fourth Quarter Issue, April 2011

By *Kathleen Wolfe* - Newsletter Editor,
Salem Workplace Success Facilitator



WORKPLACE SUCCESS

Sponsored by the NH Department of Health & Human Services, Division of Family Assistance, through a contract with Southern NH Services and the NH Community Action Agencies, to provide TANF recipients participating in the NH Employment Program with current work experience, references and marketable skills to facilitate a timely and successful transition from public assistance to employment.



LITTLETON VOLUNTEERS SPRING INTO WORK



RED CROSS BLOOD DRIVE

Littleton Workplace Success Service Bureau volunteers have been very busy working since taking on the local blood drive responsibilities last summer. Each blood drive in the area is held every eight weeks and involves a multitude of tasks that must be completed well in advance of each drive, the day before the drive and the day of the drive. Volunteers at Workplace Success eagerly await each drive as they love this particular Service Bureau project! The volunteers do a fabulous job getting everything done down to the last detail and also learn skills about taking responsibility, team work, customer service, food service, delegation of tasks and leadership. This project has blossomed into an ongoing and larger than life Service Bureau opportunity for the Littleton Workplace Success office. "There are folks who are no longer in the Workplace Success program who continue to come back every eight weeks to help out at the drives!" (as *Red Cross Volunteers*) says Penny Shortt-Newton, Workplace Success Program Facilitator for Littleton, NH.

The next drive is on May 5th, 2011 from 12-5:30pm at the Littleton National Guard Armory, and there is already a flurry of activity happening behind the scenes. The Littleton Service Bureau volunteers are now busy making phone calls to the area business' requesting the necessary food items and other donations that are needed at each drive. The next step will be canvassing the entire town with posters announcing the next drive date. The day prior to the drive, they canvass the community with road signs with date, time and location of the next days drive. The day of the drive is extremely busy with everyone having an assignment for the day, that is of course, subject to change as new needs/issues arise! Volunteers help staff the registration table, the kitchen, the recovery/food table and provide escort to both donors and the blood they have donated. It is a very interesting, long and exhausting day that everyone loves! If your non-profit group needs volunteer work, please don't hesitate to contact the outstanding Littleton Service Bureau for a helping hand!



Group of Littleton Service Bureau Volunteers with Certificate of Achievement Award.

Inside this issue: Recommendations for Volunteer Work

Berlin	2	Nashua	3
Claremont Lebanon	2	Portsmouth	3
Concord	2	Rochester	3
Keene	2	Salem	3
Laconia	2	Tamworth	3
Littleton	2	Recommendations	4-7
Manchester	3	Work Order-Contact	8-9

Littleton Workplace Success Service Bureau



Workplace Success Tri-County CAP

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Littleton, NH 03561

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Staff: Penny Shortt-Newton, Facilitator

Emile Buteau Community Job Specialist

Berlin

One of our favorite Service Bureau projects is putting together/or taking apart, Orientation packets for our NHEP staff. The Berlin Service Bureau volunteers do this on a regular basis as their information changes often. They appreciate the time our volunteers take to **copy** and put together the orientation packets. Our volunteers learn teamwork, office equipment use and organizational skills, which makes it a win-win project.

Another regular project is cleaning around the outside of the building during all seasons.

Currently, the Berlin Service Bureau is doing a 6,000 piece mass mailing for the Tri-County CAP Fuel Assistance Program. Volunteers have had to **collate**, sort and stuff envelopes. Then, the final product is placed in zip code order and stamped.



Keene

The Keene Service Bureau will be taking over a portion of the Commodity Foods Program at SCS. We will be doing all of the **data entry** and organizing of the distribution pick-ups. We were trained recently on how to conduct the distributions and what to do with all the paperwork. We are honored SCS thought of us to help them with this important task which benefits so many Cheshire County families.



Volunteers also **created** a Wellness bulletin board which illustrated all the aspects of wellness that the SCS Wellness Team focuses on including; occupational, environmental, intellectual, social, physical and emotional. The Wellness Wheel demonstrates that there is more to Wellness than just being active.

Claremont Lebanon



Spring is finally here! Claremont Service Bureau volunteers have been routinely cleaning the Head Start Center every day. It became obvious to them that there were some things that could use some extra attention from the daily cleaning. We approached the Center Manager and offered to do a "**spring**" **cleaning** during their February vacation. Teachers made a list of the

cleaning chores they would like done. Volunteer work included **removing** wax build-up, washing windows, cleaning all the toys and cubbies, and **washing** the walls and woodwork. There was a feeling of teamwork and pride in accomplishing this job. In figuring the benefit to Head Start, it was calculated that there was a cost savings of over \$1600 dollars that became an in-kind contribution to their program! *Picture on pg 5*

Laconia



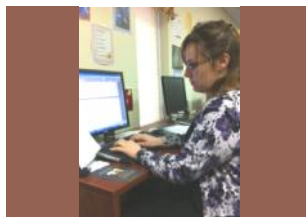
The Laconia Workplace Success Service Bureau volunteers have been using their computer skills to **research** camp opportunities for children.

A non-profit organization called PICK (People Investing in Community & Kids) uses the proceeds from their warehouse sales to help local community children attend overnight summer camp and for financial literacy programs. The directors asked us to **compile** a list of all overnight summer camp opportunities for children in NH. How nice that there will be children sitting around a campfire, singing songs and munching on s'mores this summer, and we had a little hand in making it happen!

Concord

On 1/31/11 Concord Service Bureau started an exciting project for the Center for Professional Excellence in Child Welfare. The Center for Professional Excellence is a University of New Hampshire, Department of Social Work program that is contracted by the State to provide training to Division of Children, Youth and Families staff. Our volunteers **typed over 400 pages** of information from a training manual into word documents.

This project provided opportunities to learn formatting, inserting footers and page numbers, **proofreading** and key-boarding. Approximately 19 volunteers worked for 20 days logging 200 hours on this project! Thank you Misty for providing us with the opportunity to help out.



Littleton

Over the past months, the Littleton Service Bureau volunteers have partnered with Tri-County Community Action Programs', Burch House. The Tri-County Community Action's Support Center at Burch House is a non-profit, volunteer-supported organization committed to providing services and support to survivors of Domestic Violence and Sexual Assault in 17 towns around the Littleton, NH, area. The Service Bureau volunteers have assisted



in thoroughly cleaning rooms and **organizing** the food pantry at the shelter. This has been in addition to all the work with the ongoing Red Cross Blood Drives mentioned on the front of this newsletter.

Manchester

During this past month, the Manchester Service Bureau team stepped up to the plate and hit a home run on a **mass mailing** that consisted of over **14,000** letters. This was a project for the SNHS Fuel Assistance Program and was completed on site.



Two of our trainees were very ambitious and demonstrated their exceptional leadership abilities. They ensured that all trainees were busy and producing high **quality work**. Everyone pulled together, and this project was completed in under 14 hours! Our contact from the Fuel Assistance Program was very pleased with the outcome and was able to come to our site and personally thank all of the volunteers for their efforts.

Nashua

Nashua Service Bureau assisted Lucky Dog Thrift Shop by cleaning and organizing their merchandise for sale. Lucky Dog Thrift Shop is partnered with "Tails to Freedom", a charitable organization dedicated to raising awareness about the majesty and importance of all animals and



the environment. 100% of sales go for this endeavor.

In addition, The Adult Learning Center has kept the Nashua Service Bureau volunteers very busy working on the 5th Annual Ride to Read fundraiser by utilizing our **telemarketing** skills. Additional work included organizing and preparing the mailing of posters and registration forms for the various businesses participating with the event.

Portsmouth

Spring has finally arrived on the Seacoast and with it comes several Service Bureau projects!

Portsmouth Workplace Success volunteers continue to work with Seacoast Healthy Grins and the Department of Health and Human Services. We have had several **large mailings** and thankfully, the Rochester Workplace Success Service Bureau was able to lend us quite a few hands to help out with these very large projects.



Rockingham Community's own Fuel Assistance Program has also been utilizing our capable volunteers inside the office doing **filing and sorting**. One item next on the agenda will be assisting with RCA's 18th Annual Tournament of Hope fundraiser!

Rochester



Service Bureau in the Rochester office continues to be active. The Rochester Workplace Success office has helped with many mailings, cleaning projects, food pantry and community clothing shop assistance. Also, we were able to lend a hand to the Portsmouth office with some Service Bureau overflow work.

In February, the Rochester office was privileged to help out the Muscular Dystrophy Association in their local "Go to Jail for MDA". The Rochester office provided 4 participants to the Exeter Inn to police the event, **take pictures** and give the jailbirds instructions. It was an exciting and fun day for everyone. The local MDA chapter was very thankful for the extra help and our volunteers were able to network with local businesses and help out a great cause!

Salem

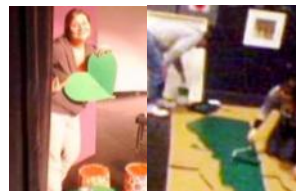
Multi-tasking is a high priority this spring for Salem Service Bureau volunteers. Everyday work has included getting **donations** for the Boy Scouts' Silent Auction, the RCA 18th Tournament of Hope and the Londonderry Old Home Days Committee - a new customer this year.

Besides all the great fundraising efforts, the group has designed



flyers for the Derry Rotary Club Car Show and the Salem Women's Club Yard Sale for Honor Flight New England. Recently, Londonderry Trailways has utilized our volunteers for **computer** work, too!

Tamworth



Tamworth Service Bureau volunteers worked from beginning to end with a non-profit production of Alice in Wonderland. They assisted with memorizing lines, **set design and construction**, learning songs, props & costumes for almost 2 weeks. The show was a big success!

Other work includes cleaning windows at the Tri-County CAP and putting together NHEP folders. Every Thursday, Service Bureau helps at the Mount Washington Valley Children's



Museum with painting, cleaning, cutouts, organizing clothing in the Green Closet and even creating an 8 foot 3-D Fish pictured above that was viewed by the Oprah Winfrey film crew!

Recommendations

"I have been incredibly impressed with the expedience and the precision with which the folks at Workplace Success demonstrate."

Cynthia Bishop, RDH Program Coordinator, Seacoast Healthy Grins Families



"On behalf of the Londonderry High School Band and Color Guard, I wish to compliment you on the excellent service our organization received from the Salem Workplace Success... Your program's assistance was an invaluable assistance to our fundraising efforts."

Pollyann Winslow, Corporate Fundraising Chair



"Salemhaven appreciates the extra help from Workplace Success."

Emily Nutter, Activity Director Salemhaven

"We have been extremely pleased with the caliber of volunteers from Workplace Success."

David Phreaner, Career Development Specialist, Working Futures



SERVICE BUREAU WORK

It is easy to get volunteer help for your non-profit organization from the Workplace Success Service Bureau. By contacting a representative, you can get help with projects large or small. The process is easy and involves completing a simple Work Order form. Our volunteers can do work inside or outside either at our site or at yours!

(If you are a profit business, please ask about our Work Experience Program or On-The-Job Training Program)

Pictured to the left are the Claremont Service Bureau Volunteers all ready to do some Spring Cleaning!

FAMILY PLANNING AND PRENATAL PROGRAMS

Community Action Program Belknap-Merrimack Counties, Inc.

121 Belmont Road
Laconia, NH 03246
524-5453

March 30, 2011

Service Bureau
Work Place Success
121 Belmont Road
Laconia, NH 03246

To Whom It May Concern:

It is my pleasure to write a letter of support for the Service Bureau of the Work Place Success Program.

Our Family Planning and Prenatal Program has used students from the program to assist with various office duties. Students have answered phones, copied forms and collated clinic packets, shredded and filed. The students have followed directions, completed work in a timely fashion and been polite and cheerful as they worked.

In conclusion, I fully support the efforts of the Service Bureau and Work Place Success. Any program that can give unemployed persons a work force experience and the knowledge and skills to find employment is of benefit the community.

Sincerely,
Jean Boynton
Jean Boynton
Site Manager

Service Bureau Volunteers On The Move

WORK EXPERIENCE PROGRAM ON-THE-JOB TRAINING PAID EMPLOYMENT



Our Workplace Success Service Bureau volunteers can transition to the **Work Experience Program (WEP)** where they do longer term volunteer work for

- ◆ Non-Profit Organizations
- ◆ Businesses/ Companies (Profit)

Volunteers can work up to 16 weeks for an agreed upon amount of hours at your work site. Volunteers further their connection to the workplace by using their skills and learning while you get the help you need!

***You can hire
our volunteers
directly
at any time!**

Our Workplace Success Service Bureau and WEP volunteers can transition to the **On-The-Job Training Program (OJT)** which is an employer incentive program offered through the NH Employment Program (NHEP). The OJT subsidy is available to all industries, and there are many other great benefits to learn about. Please contact a representative for more information. Many employers across New Hampshire have used the OJT Program to meet their hiring needs. You can too!

Salem & Derry Work Experience Program Volunteers



Recommendations

"ImageAbility has always been civic minded, donating product and support to local causes; the Workplace Success "Work Experience Program" looked like a way we could have the best of both worlds. While providing training to someone in need, we could also get help growing our community news service. At first, we had concerns, since Londonderry Hometown Online News www.LondonderryNH.net is not a non-profit, we thought we would not even qualify.

We were wrong! What a great thing that we were too!

At first our staff was excited to train our new "employee" wanting to share what each of us knew to help her grow. She only came in 4 days a week, since she attended school one day each week. Within a few weeks it became clear, we were likely providing work experience and training like no other university could! The amazing thing was the personal and professional growth that she started to exhibit. As time went on, we started to provide more tasks, some beyond what our paid staff were given. While they were accepted without question and our "trainee" excelled at them, the best part was she was a self starter that worked well independently or in a team.

One fear at the start of this pilot project was the amount of time that would be taken up "taking care" of this person. Now our only fear is who will get the work done the day she moves on to another company and a paid job? Twenty one years we have been in operation, this is one of the best employees we have had. Ever."

Steve Young

V.P Operations ImageAbility Inc.

Publisher Londonderry Hometown Online News

"We have four employees who have joined us through Workplace Success. We are extremely lucky to have found such hard workers. The Workplace Success process is easy to use, and invites you to utilize their services with limited risk. I will definitely use their services again...soon!"

Michael LaRosa, Owner, Wonder Years Learning Center



Workplace Success Service Bureau

Specializing in Quality Volunteer Work Services!

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

Workplace Success Office _____

Workplace Success Staff
Contact _____

Address _____

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 _____

Does Your Non-profit Need Help With Projects Large Or Small?

- ◆ 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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Manchester, NH 03103

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Fax: 603-644-4706



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Manchester, NH 03103

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Fax: 603-645-4972

Contact Your Local Service Bureau

Berlin	Hunky Dupuis	603-752-3500
Claremont Lebanon	Leslie Jones	603-542-6236
Concord	Cheryl Marsh	603-223-2305
Keene	Jenna Spofford	603-357-1822
Laconia	Cathe Roche	603-524-4367
Littleton	Penny Shortt-Newton	603-444-2744
Manchester	Connie Cote & Matt Russell	603-668-3148
Nashua	Sara Davis-Pagan	603-889-0531
Portsmouth	Meghan Dix	603-766-0166
Rochester	Lisa Brown	603-994-0130
Salem	Kathleen Wolfe	603-212-9006
Tamworth	Patti Leavitt	603-323-9300

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