

SERVICE BUREAU IN ACTION

Third Quarter Issue, January 2012

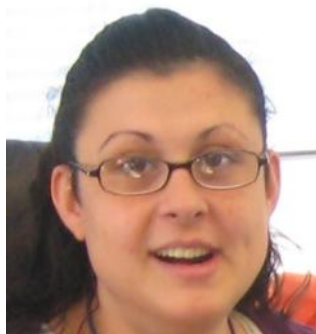
*By Kathleen Wolfe - Newsletter Editor,
Salem Workplace Success Facilitator*



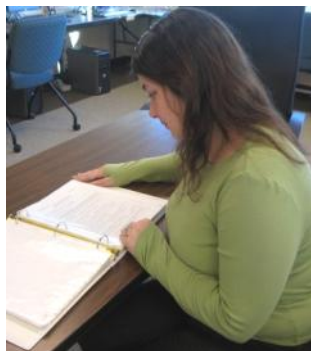
WORKPLACE SUCCESS

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.

FACES OF HOPE FOR THE NEW YEAR 2012



Service Bureau volunteers across the state of New Hampshire in 2012 look forward to making a difference in their communities, networking and learning new skills with the goal of finding full time employment. Every time a non-profit organization uses the Workplace Success Service Bureau, something almost magical happens. Not only does important community work get done but a window opens to new opportunities, skills and experiences that can mean so much to an individual. *"Volunteering gives me a sense of accomplishment and pride."* *"I went into it to give it my all!"* *"Volunteering is a good feeling that I go home with every single day."* Going into our fourth year of Service Bureau In Action news, sincere thanks to all the organizations and businesses that have utilized our volunteer staffing services, discovered all that we can do and provided progress for many dreams of the future.



Inside this issue: Introducing New Program Manager

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Are you interested in getting volunteers or future employees from the Workplace Success Program? Please call:

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Workplace Success Program Manager

Stephanie Henry
603- 668-3148 cell 603-345-1357
Work Experience/OJT Manager

Berlin

The Berlin Service Bureau volunteers have been busy helping at the Tri-County Community Action Program administration office by **sorting and attaching** vouchers to invoices and filing them. They also have assisted with other clerical duties as needed.



We have had some snowy, icy days this past month in the North Country and some of our clients have helped to assure foot traffic would be accident free by shoveling and salting the area around our office building. Our Service Bureau group of volunteers is always looking for more ways to help out the community so please do not hesitate to contact us if your non-profit needs a helping hand this New Year!

Claremont/ Lebanon

DHHS in Claremont has been using our Service Bureau to collate all the packets that are given out to clients from the various departments and provide assistance with old files. On another note, one of our volunteers worked with local town officials after Hurricane Irene to organize a resource list of available resources in Sullivan County, identified and trained local volunteers and developed an

assessment tool. ★ ★

Good Beginnings ★ has been revising all of their client handouts. We have been **collating and creating** manuals for them to use as they interact and teach their clients. They also found a new building to house their administrative offices and their children's boutique store. We became involved in helping to pack, move and set up the new spaces.

Concord

Concord Service Bureau volunteers have been very busy with a variety of work for the community. We have collated and assembled packets and folders for the Division of Family Assistance, **loaded trucks** with food supplies for the Emergency Food Assistance Program, organized and tabulated surveys for the Elder Services Program and cleaned furniture using professional cleaning equipment for the Combined Services Program. Our volunteers have been able to utilize

skills in project management, **team work** and communication to meet and exceed the expectations of our customers. We look forward to working with these organizations in the future to assist in serving the needs of our community.



Keene

Dedicated volunteers spent a week stringing over **20,000** tags for the Keene Pumpkin Festival. They also assisted with setting up and taking down staging for this popular community festival. Next, they completed a scarecrow project with children from Head Start and assisted the Keene Community Kitchen with their Thanksgiving Boxes. In December, the Keene Service Bureau helped the

Salvation Army with their very large Christmas Program including emptying their storage unit full of toys, sorting out the toys by age group, assembling food boxes, **unloading** and inventorying the food for the boxes. Captain Doris from the Salvation Army was very pleased with the work that the volunteers did. Keene Service Bureau volunteers also wrapped gifts for The Adopt-a-Family Program at Southwestern Community Services.



Laconia

Laconia Service Bureau volunteers had a great time when they helped "arrest" individuals in the community as part of the Muscular Dystrophy Association Lock-Up Fundraising Event. They also honed their organizational skills through **mailings** for the Lake Winnepesaukee Watershed Association, Habitat for Humanity and the Belknap-Merrimack

County Conservation District.



Volunteers helped **clean up** the community gardens and worked regularly at Squam Lakes Natural Science Center.

Littleton



Littleton Service Bureau volunteers helped this year at

The Littleton group has also been very busy helping Copper Cannon Camp with several of their mailers and other **fundraising projects** that they do every year. *Please see the letter of recommendation that we received from the camp director on page 4.

Glenclyff Home for The Elderly in Benton, NH. Clients put up Christmas trees, decorated for the holidays, played games with residents and assisted with craft projects.



Manchester



The Manchester Workplace Success clients continue to give back to the community through providing volunteer **support** to local organizations like Commodity Foods, Fuel Assistance, The Way Home, NH Food Bank and the American Red Cross. One of the fan favorites among the volunteers has been our ongoing project working with FIRST Robotics.

Service Bureau volunteers have been able to contribute to the expansion of FIRST's mission and have also gained valuable computer training, networking **opportunities** with industry professionals and a chance to be a part of a project working to advance future generations.

Nashua

Here at Nashua Service Bureau, we have assisted Marguerite's Place with volunteer services for over 3 years! The latest projects have been onsite fundraising at the Nashua Service Bureau office and newsletter distribution off-site at the Marguerite's Place program. We continue to work with Tolles Street Mission assisting the food pantry by **unloading** fruit, vegetables, can goods and dry goods from the delivery

trucks to the pantry. Next the products are organized, inventoried and stored in the proper storage areas. At times, an extra hand is needed for food basket setup and contribution especially during the holidays. Our Service Bureau not only helped to set up the baskets, we also **distributed** them.



Portsmouth

It's cold outside, but Portsmouth Service Bureau is heating up!

Our volunteers utilized their communication and team work skills to assemble complex informational packets for Families First healthcare clients. Our talented volunteers also **organized and assembled** hundreds of packets for the Seacoast Housing Coalition.



Next week, our volunteers will be **packaging** hundreds of dental bags for Seacoast Healthy Grins to give to local school children.



Rochester

The holidays brought a number of great Service Bureau experiences to the Rochester office. We were able to help with the annual Thanksgiving baskets at Gerry's Food Pantry. Our **volunteer crews arrived early** and helped hand out over 300 meals to families on the Seacoast. Not only did the Rochester group help at Gerry's Food Pantry, but they also spent hours at the Dover Food Bank putting together baskets for those in need.



Salem

Salem Service Bureau worked on a 3,000 piece mailing project for the Upper Room, **collected** toys for Toys For Tots, helped organize the food pantry at the Salem Outreach Center and did a data entry offsite assignment for Parkland Medical.



What's in a bookmark? A catchy design, a message, information for the customer and a marketing opportunity! Just ask our Salem volunteers - we **designed** and created many for 3 locations of SNHU, Salem Caregivers, the Derry Library and Family Promise.



Tamworth



Tamworth Service Bureau volunteers lend a hand to Diana's Farm by **shoveling, splitting, stacking wood**, closing gardens and preparing garden beds for the 2012 spring planting season. Other exciting projects are described on page 8 in the newsletter.

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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Contact Your Local Service Bureau

Berlin	Hunky Dupuis	603-752-3500
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Concord	Cathe Roche	603-223-2305
Keene	Joyce Lanier	603-357-1822
Laconia	Emma Laing	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	Judy Lowell	603-766-0166
Rochester	Lisa Brown	603-994-0130
Salem	Kathleen Wolfe	603-212-9006
Tamworth	Patti Leavitt	603-323-9300

Newsletter Editor: Kathleen Wolfe - 603-212-9006 - kwolfe@rcaction.org

Recommendations



Copper Cannon Camp is a 128 acre summer camp and conference center located in the White Mountains of New Hampshire. It is a traditional resident camp serving over 450 low income children during the summer program. Youth come from throughout New Hampshire for a wonderful FREE summer camp experience.

Penny Shortt-Newton, Littleton's Workplace Success Program Facilitator, has been wonderful providing assistance to our program. Being a free summer camp, we depend on volunteers and Penny has helped immeasurably. For the last two years, I have taken advantage of the participants in her program to do our annual appeal mailers, auction mailers, and our holiday postcard mailers. Throughout all of these, the crew in Littleton has been great.

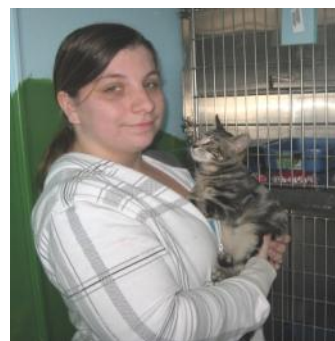
Having this service available to my organization has allowed me and my limited staff to focus on other aspects of our jobs. Knowing I can trust Penny to see that our projects are done correctly and efficiently gives me time to worry about a camp full of very excited children, making smores and changing the lives of youth.

Copper Cannon Camp Director,

Peter Christnacht

www.coppercannon.org

Work Experience Program (WEP)

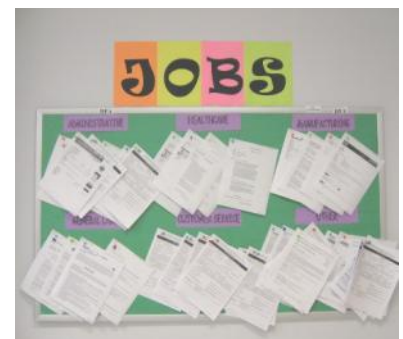
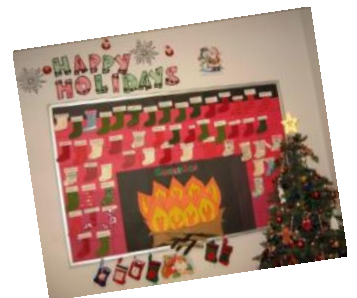
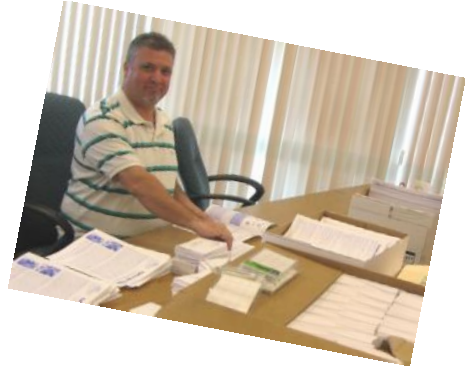


This Service Bureau volunteer has transitioned into the Work Experience Program where she is now learning new skills in the adoption process at the SARL business office and caring for cats and dogs at the Salem Animal Rescue League. The kitty in the far right picture leaped into her arms and gazed happily at her caregiver when the picture was taken. Please contact your local Workplace Success office if you are interested in becoming a host site and need volunteer help for the New Year.

SOME COMMON WEP HOST SITE QUESTIONS

- Q: How long can the volunteers stay?
 A: Contracts are usually written for up to 16 weeks.
- Q: What happens if the WEP participant is injured?
 A: There is Worker's Compensation coverage provided by the State of New Hampshire.
- Q: How much paperwork is involved?
 A: The paperwork is minimal and there is a Community Job Specialist available to provide support to host sites.

Service Bureau Photos



Community Food Drive Gets Service Bureau Help



Photo Courtesy of the Conway Daily Sun



Tamworth Service Bureau joins the team with Mount Washington Radio/ Vaughan Community Service 10th Annual Radio Food Drive! Donations of over 400 turkeys (approximately 7,500 lbs of birds) and thousands of donated food items were shared with 7 area food banks to go directly to families in need. Volunteers worked for hours and enjoyed the experience!



Service Bureau Mount Washington Valley Children's Museum

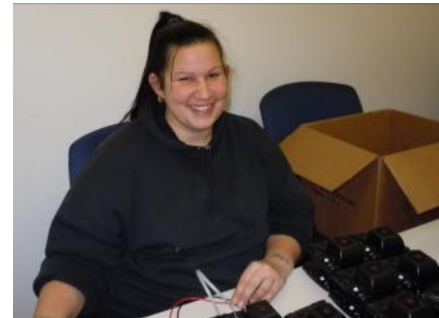


Introducing New Workplace Success Program Manager Katie Gonzalez-Dunfey

As the new Workplace Success Program Manager, I would like to take a moment to introduce myself and express my enthusiasm about the Workplace Success Service Bureau. I have worked at Southern NH Services for 15 years in many capacities including the last 4.5 years as the Welfare-to-Work Program Assistant and Families @ Work Program Manager. In my new role as Workplace Success Manager, I look forward to overseeing further success of the Service Bureau program as it continues to grow and flourish at our 12 offices across the state. Workplace Success staff have proven to possess tremendous expertise in recruiting new Service Bureau projects with a variety of local community agencies that have benefited the community and provided Workplace Success participants with important skill building opportunities. I look forward to continued success, and I would like to thank all Workplace Success staff, participants, and host agencies, each of whom have had an integral role in the success of Service Bureau.

Katie Gonzalez Dunfey

Service Bureau at FIRST Robotics in Manchester, NH



On-The-Job Training Success Story

This certainly was a whirlwind holiday season for a participant named Scott! He started the Workplace Success Combined Services program in Rochester on 10/24/11. Scott learned about the OJT program at orientation and did very well on Service Bureau projects and classroom assignments. Being identified by staff members as extremely motivated to work as soon as possible, he began volunteering at the Habitat for Humanity ReStore on 11/5/11 for 20 hours a week. On 11/16/11, he added more hours to his schedule and started volunteering for 30 hours a week. The quality of his work was so high that the manager of the store eagerly provided Scott with a written letter of recommendation. Besides volunteering 30 hours a week and keeping on top of family matters during the holidays, Scott managed to extensively search for full time employment. He landed an interview with a local manufacturer, Liberty Research, on 12/21/11 just a few days before Christmas. His interview went extremely well, and he mentioned the On-the-Job Training Program opportunity to the prospective employer. Through an outstanding team effort, the paperwork was rapidly processed despite the holiday work schedule. Scott proudly started his full time job on 12/29/11, and the employer started the new year with an excellent employee who came with the added benefits of the OJT Program. For more information on how your organization or business can access the On-the-Job Training Program, please contact your local Workplace Success office or OJT Manager Stephanie Henry at 603-668-3148 or 603-345-1357.