NEW HAMPSHIRE COMMUNITY ACTION ASSOCIATION
Improving the Quality of Life

“Helping people help themselves and each other.”
PRESIDENT’S MESSAGE

The five New Hampshire Community Action Agencies were created as a result of America’s war on poverty in 1965. Our mission remains unchanged today; it is to provide economic opportunity to those struggling to make ends meet in today’s complicated modern society. As in every State, New Hampshire’s poverty rate has dramatically increased in the 2010 Census and the child poverty rate has led that change. Those who struggle with poverty in New Hampshire face severe challenges and many roadblocks. New Hampshire’s statewide Community Action network hopes that the information provided in this report captures a snapshot of our efforts to help children, families, seniors, and other individuals to better survive the day-to-day struggles of being poor and, more importantly, provide opportunities to break out of the cycles of poverty and live comfortable and self-supporting lives.

New Hampshire’s five agencies operate a series of programs in common, among them: Head Start, Fuel Assistance, Energy Assistance, Weatherization, Nutrition, Employment and Training, Transportation, and Homeless programs. The core concept of Community Action, however, involves local programming, providing opportunities for disadvantaged families and individuals to succeed in their own communities. Because of this flexibility, built into the Community Action concept and funded through the Community Services Block Grant, each local Community Action Agency is able to design programs reflecting the needs of local families and opportunities found in each community. This program is under review and, in some cases, attack in Washington as the government struggles with efforts to balance the federal budget and reduce the national debt. While the political mantra in Washington these days may be “jobs, jobs, jobs”, the reality is that people will not secure or retain jobs without an infrastructure that includes housing, nutrition, education, transportation, and the other obvious necessities of life that enable families to function.

The New Hampshire Community Action Agencies are non-profit corporations contracting with federal, state and local governments, private agencies, local businesses, and philanthropies to meet local needs. The following pages will report the outcomes of our efforts, the barriers still before New Hampshire’s disadvantaged population, and some of the stories of the families we assist. The task faced by Community Action in New Hampshire is difficult. We look to state and local government, other non-profits, and especially the private sector to form partnerships so that effective services and increased opportunities are available for all New Hampshire residents regardless of their economic status. We realize there is much to do and we ask you to join us in our efforts to open the doors to economic opportunity for all.

Gale F. Hennessy
President
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COMMUNITY ACTION IN NEW HAMPSHIRE

WHO ARE WE? – WHAT DO WE DO?

The five Community Action Agencies (CAAs) in New Hampshire are dedicated to the principle that poverty should not be a permanent condition of people’s lives. Created as a result of the Economic Opportunity Act of 1964, our organizations empower low income people, with the help of their communities, to lift themselves and their families out of poverty.

New Hampshire CAAs are private nonprofit corporations with boards of directors composed of representatives of the private sector, public officials, and low-income individuals. As private non-private corporations, CAA’s are governed by appropriate Federal and State laws. Our funding is a mix of Federal, State and private resources. We are geographically designed along county lines, either single or multi-county in service area, and together we serve every one of the 234 cities and towns in our state.

With local direction and management, New Hampshire CAAs are able to respond quickly and effectively to the variety of needs of our disadvantaged population. We work closely with local, county, and state governments, as well as other social service agencies, and private industry, including banks, investors and local businesses. Together we strive to marshal as many resources as possible in our efforts to provide comprehensive services responsive to conditions. While we operate similar core programs such as Head Start and Fuel Assistance, each of us also has programs reflecting unique, local needs. Thus one Community Action Agency may specialize in housing, another in transportation, and still another in health and nutrition.

The tax structure in the state presents unique challenges, and can be especially burdensome to those with the fewest resources. With that in mind, we are committed to collaborative efforts in attacking the problems faced by the poor. By partnering with other social service organizations, State Agencies, municipalities and the private sector, we strive to maximize the impact of each dollar in providing services. A strong social service network, including Community Action Agencies, provides New Hampshire communities with cost effective services, locally controlled and supervised. This is the essence of Community Action.

The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves community and makes America a better place to live.

We care about the entire community and we are dedicated to helping people help themselves and each other.
As a result of a number of critical analyses in the late 50’s and early 60’s of the American economy and subculture of poverty, poverty came to be more of a national focus in the Kennedy administration. Initiatives such as Mobilization for Youth, which emphasized the role of neighborhood councils, school boards, local service providers, neighbors, etc. in addressing juvenile crime and the conditions which led to it, gave impetus to the approach which came to be called “community action.”

President Johnson declared the “War on Poverty” in his 1964 State of the Union address, and the Economic Opportunity Act was passed in 1964, and brought into being in Title II “Urban and Rural Community Action Programs.” Sargent Shriver was the first Director of the Office of Economic Opportunity (OEO) which administered these programs. In New Hampshire, at Governor John King’s direction, seven Community Action Agencies were created to cover all New Hampshire communities. The city of Manchester Community Action Agency was eventually consolidated with the balance of Hillsborough County.

A national network of Community Action Agencies (CAAs) used their local initiative funding to design and administer local programs at the local level. The structure and function of these CAAs continued to be refined through the 60’s and early 70’s, with the Quie and Green Amendments being key components of legislation which helped Community Action develop as it moved forward. Through the Nixon presidency the administration continually attempted to dismantle the OEO and eliminate Community Action. Donald Rumsfeld played a key role in preventing this from occurring.

In 1974 the Community Services Act brought into being the Community Services Administration (CSA) as successor to the OEO. The energy crisis of the mid 70’s gave birth to the Weatherization program, and in fiscal year 1980 Community Action received its highest funding level, $2.15 billion. Congressional oversight increased and several changes were made which strengthened internal controls at the CSA. The “Reagan Revolution” led to attempts to eliminate the CSA while consolidating many social service programs into a block grant administered by the states. The Omnibus Budget Reconciliation Act of 1981 created the Community Services Block Grant (CSBG), but the essential components of Community Action were retained. The Office of Community Services (OCS) assumed the former duties of the CSA.

CSBG is the key to the Community Action concept. Each Agency receives Federal funding to design and implement programs for the poor that meet local community needs. The use of these funds is not dictated in Washington or in Concord, but decisions by local Community Action boards determine the use of CSBG funds. This allows Community Action Agencies to be responsive to local needs and to design programs that fit unique circumstances. This has allowed substantial new initiatives by the New Hampshire Community Action network.

While the funding processes for Community Action Agencies have changed over the years the concept of local control has remained at the heart of New Hampshire’s Community Action effort. Within this context, New Hampshire Community Action Agencies have broadened program efforts over the years. Marshalling resources has allowed Community Action Agencies to effectively operate programs in such diverse fields as housing, health, transportation, education, employment, training, family planning, drug and alcohol use treatment and homelessness.

New Hampshire’s Community Action network stresses cooperation. The five Agencies are members of the New Hampshire Community Action Association as well as the New England Community Action Association and the national Community Action Partnership. Working together on many state-wide projects, New Hampshire Community Action Agencies are an effective delivery network. In addition to providing services for a variety of New Hampshire state agencies, the New Hampshire Community Action network has collaborated to impact on utility rates for the economically disadvantaged, sought grants to provide economic development in the smaller communities in the State, and continually worked to implement best practices.

The changing nature of Federal and State funding patterns, the ever-increasing burden on local taxpayers, and the evolving nature of poverty in New Hampshire are challenges for the New Hampshire Community Action network as we continue our work in this new century. We are ready to face those challenges with the same commitment to improving people’s lives and alleviating poverty with which Community Action began more than 40 years ago.
MAKING OUR PROGRAM SERVICES POSSIBLE

THE COMMUNITY SERVICES BLOCK GRANT

The Community Services Block Grant (CSBG), created by the Omnibus Budget Reconciliation Act of 1981, is a federal, anti-poverty block grant. CSBG funds the operations of a state administered network of more than 1,000 local agencies nationwide, the vast majority of which are Community Action Agencies (CAAs). These agencies create, coordinate and deliver programs and services to low-income Americans in 96 percent of the nation’s counties.

For FY 2011 $688,834,510 in CSBG funding was made available to 50 States, the District of Columbia, the Commonwealth of Puerto Rico and the U.S. Territories, which in turn subcontracted with CAAs and locally-based community organizations. The state of New Hampshire received $3,431,174 in CSBG funding.

To ensure maximum effectiveness of CAAs and other CSBG recipients, a measurement tool known as Results Oriented Management and Accountability (ROMA) was developed in 1994. ROMA's purpose is to provide a framework for assessing and measuring the effectiveness of agencies using CSBG resources in helping people move toward self-sufficiency. The NHCAA members are committed to the principles of sound management, effective service delivery and the ROMA process. Six goals were outlined as broad measuring sticks in the areas of Family, Agency and Community. They are:

Goal 1: Low-income people become more self-sufficient
Goal 2: The conditions in which low-income people live are improved
Goal 3: Low-income people own a stake in their community
Goal 4: Partnerships among supporters and providers of service to low-income people are achieved.
Goal 5: Agencies increase their capacity to achieve results
Goal 6: Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems

"The CSBG Program provides invaluable assistance to our neediest families and gives individuals the necessary tools to help them get back on their feet...We've seen great progress for many of America's poorer families. But we need to do better. By continuing the services of the CSBG program we are expanding our social service networks and helping the poorest of the poor reach financial independence and self-sufficiency." Congressman Phil English, (R-Pa.) May 2006
COMMUNITY ACTION AGENCY PROFILES
COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.

BOARD OF DIRECTORS – Effective January 24, 2013

Sara A. Lewko, President
Charles Russell, Esq., Vice-President
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Kathy Goode, Treasurer

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Nicolette Clark
Susan Koerber
Bill Johnson

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Theresa Cromwell
Cindy Cantelo
Matthew Hayward

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Brian F. Hoffman
Kathy Lavigne
Teresa Beauchesne
Steven Gregoire
Elaine Roundy

Executive Director
Deputy Director/Fiscal Officer
Chief Accountant
Personnel Coordinator
Budget Analyst
Executive Secretary

PROGRAM DIRECTORS

Mike Coleman
Rick Cote
Randy Emerson
Lisa Hazeltine
Rebecca Johnson
Pam Jolivette
Shannon Nolin
Robert Bowers
David Poisson
Julie Sackett
Judy Scothorne
Jim Sudak
Susan Wnuk

Elderly Housing Director
Homeless and Family Housing Director
Emergency Food Assistance Program/Summer Food Service Director
Workforce Development Program/Senior Community Service
Employment Director
Family Services Director
Elder Services/Rural Transportation/Senior Companion Program Director
Electric Assistance Program Director
Housing Rehabilitation and Energy Conservation Director
The Fixit Program/NH Modular Ramp Director
Head Start/Early Head Start/Childcare Director
Community Services Director
Concord Area Transit Director
Community Health and Nutrition Services Director
Since 1965 Community Action Programs Belknap-Merrimack Counties Inc. has worked with the towns and cities of our two county area to meet the needs of their citizens who are having difficulties in remaining independent and self-sufficient. To accomplish this task we have developed and assembled a broad array of services targeted to those needs expressed by our clients and those who represent both the public and private sectors on our Board of Directors.

We hope that the information provided within this booklet will provide you with some insight into the workings of our organization and the number of clients that we serve through our various programs and services.

Through our one stop model of service delivery, we can meet many of the needs of our clients while keeping our overall administrative cost to a minimum. Ninety Five cents of every dollar, provided to our organization, whether from Federal, State, local or private donations goes into the provision of direct services.

With all levels of government struggling with their budgets, our expectation is that we will face even greater difficulties in assisting those in need. We continue our pledge to work with our partner communities to find real solutions for their citizens.

Ralph Littlefield
Executive Director
COMMUNITY ACTION PROGRAM
BELKNAP-MERRIMACK COUNTIES, INC.

AGENCY PROGRAMS

A) EDUCATION
Child Care Centers
Early Head Start
Head Start
Home Visiting

B) EMERGENCY SERVICES
Continuum of Care
Emergency Assistance Supportive Housing Program
Emergency Food Pantries
Low Income Home Energy Assistance Program (LIHEAP)
Homeless Housing and Access Resolving Loan Fund
Homeless Outreach and Intervention Program
Homeless Prevention and Rapid Re-Housing Program
Homelessness Prevention/Intervention
Neighbor Helping Neighbor
NH Security Guarantee Deposit Program
New Start Program
Senior Energy Assistance Services (SEAS)
Short/Long Term Disaster Recovery

C) EMPLOYMENT
Community Work Experience
Senior Community Service Employment Program
WIA Adult Worker Program
WIA Dislocated Worker Program
Work Skills-Work Experience

D) HEALTH
Family Planning
Prenatal Program
Sexually Transmitted Disease Clinics
STD/HIV Counseling and Testing Clinics
Teen Clinic

E) HOUSING
American Dream Home Program
Elderly Housing-HUD 202(6)-Tax Credits (1)
Family Housing – Tax Credits (3)
Family Housing – Affordable (2)
HOME Rehabilitation Program
Home Access Program (HAP)
Housing Futures Fund
Lead Abatement Program
Mobile Home Park-Weatherization
NH Modular Ramps Program – Special Needs Access Program
Purchase/Rehabilitation Program
The Fixit Program

F) INCOME MANAGEMENT
CORE Residential Conservation Program
Electrical Assistance Program (EAP)
Fuel Assistance Program (FAP)
Residential Energy Improvement Program (REAP)
Heating Repair/Replacement Project (HRRP)
National Grid Weatherization Program
Weatherization Assistance Program

G) LINKAGES
Area Outreach Centers (6)
Concord Area Transit
Rural Transportation Services
Senior Centers (9)
Senior Companion Program
ServiceLink Resource Center of Merrimack County
Special Transit Services
Winnipesaukee Transit System
Mid-State Region 3: Regional Transportation Coordinating Council
Travel Trainer
Volunteer Driver Program

H) NUTRITION
Child Care Food Program
Commodity Supplemental Food Program (CSFP)
Congregate Meals
Farmers Market Nutrition Program (FMNP)
Food Pantries
Holiday Gift and Food Baskets
Meals-on-Wheels
Summer Food Service Program
Temporary Emergency Food Assistance Program (TEFAP)
Women, Infants and Children Nutrition Program (WIC)

I) SELF-SUFFICIENCY
Community Development Block Grant
### BMCAP - Summary of Program Expenditures
#### Oct '11 - Sep '12 Reporting Year for Annual Report

<table>
<thead>
<tr>
<th>Exp by Category</th>
<th>Oct '11 - Sep '12</th>
<th>Oct '11 - Sep '12</th>
<th>Oct '11 - Sep '12</th>
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<td>Education</td>
<td>$4,815,915</td>
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<td>Emergency Services</td>
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<tr>
<td>Housing</td>
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<tr>
<td>Income Mgt.</td>
<td>$4,576,618</td>
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<tr>
<td>Linkages</td>
<td>$4,743,803</td>
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<td>Nutrition</td>
<td>$2,949,129</td>
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<tr>
<td>Self-Sufficiency</td>
<td>$950,266</td>
<td>222</td>
<td>meals</td>
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$30,376,508

#### Oct '11 - Sep '12

- **Number of Full Time Employees:** 229
- **Number of Part Time Employees:** 295
- **Payroll:** $9,103,781
- **Volunteer hours:** 142,139
- **Value of volunteer hours:** $2,963,598
- **Value of In-Kind Donations:** $1,525,926
Southern New Hampshire Services

Main Office

40 Pine St.
PO Box 5040
Manchester, NH 03108-5040
Tel. 603-668-8010  Fax 603-645-6734
Hillsborough County: 1-800-322-1073
www.snhs.org

RCA Office

4 Cutts Street
Portsmouth, NH 03801
Tel. 603-431-2911  Fax 603-431-2916
Toll-free 1-800-556-9300
www.rcaction.org

Outreach Offices

Derry
9 Crystal Ave.
603-965-3029

Greenville
54-56 Main St.
603-878-3364

Hillsboro
21 School St.
603-464-3136

Manchester
160 Silver St
603-647-4470

Nashua
134 Allds St.
603-889-3440 or 1-877-211-0723

Peterborough
The River Center
46 Concord St.
603-924-2243 or 1-877-757-7048

Raymond
55 Prescott Rd.
Raymond, NH 03077
603-895-2303

Services in Rockingham County are delivered through the Community Action Centers of Rockingham Community Action, a component of Southern New Hampshire Services.
Weatherization and other energy conservation programs offered by SNHS increase energy efficiency and save homeowners money on their heating and electric bills.
## Senior Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gale F. Hennessy, CCAP</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Michael O’Shea</td>
<td>Deputy Director/Fiscal Officer</td>
</tr>
<tr>
<td>Deborah Gosselin, CCAP</td>
<td>Program Operations Director</td>
</tr>
<tr>
<td>Diane Erikson</td>
<td>Administrative Assistant</td>
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<tr>
<td>Jeanne Agri</td>
<td>Child Development Director</td>
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<tr>
<td>Patte Anne Ardizzoni</td>
<td>Administrator, RCA</td>
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<tr>
<td>Keith Bates</td>
<td>Community Services Director</td>
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<tr>
<td>Christine Beauvais</td>
<td>Workforce Development Operations Administrator</td>
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<tr>
<td>Louise Bergeron</td>
<td>Energy Director</td>
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<tr>
<td>Frank Boudreau</td>
<td>NH Employment Program Administrator</td>
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<tr>
<td>Dan Calegari</td>
<td>Manchester Community Coordinator</td>
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<td>Ryan Clouthier</td>
<td>Weatherization Director</td>
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<tr>
<td>Kathleen Devlin</td>
<td>Community Health and Nutrition Services Director</td>
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<tr>
<td>Phil Grandmaison</td>
<td>Special Projects Coordinator</td>
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<tr>
<td>Dee Martin</td>
<td>Volunteer Services Director</td>
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<tr>
<td>Karen Moyer</td>
<td>Family Education Support Director</td>
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<tr>
<td>Ronald Ross</td>
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<tr>
<td>Gregory Schneider, CCAP</td>
<td>Community and Multi-Cultural Services Director EEO Officer</td>
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<tr>
<td>Debra Sevigny</td>
<td>Housing Director</td>
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<tr>
<td>Michael Tabory</td>
<td>Human Resources Director</td>
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<tr>
<td>Beth Todgham</td>
<td>Nashua Community Coordinator</td>
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<tr>
<td>Denise Vallancourt</td>
<td>Accounting Manager</td>
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<tr>
<td>William Hart</td>
<td>Facilities and Housing Development Director</td>
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</tbody>
</table>
Campton Mills development, which opened early in 2012, brought 16 units of affordable housing to the community.”
LETTER FROM THE EXECUTIVE DIRECTOR

Southern New Hampshire Services is the Community Action Agency for New Hampshire’s two largest Counties, Hillsborough and Rockingham. The population of these two Counties is nearly 50% of the state total. Southern New Hampshire’s territory ranges from the state’s two largest cities, Manchester and Nashua, Rockingham County’s only City, Portsmouth, and many of the larger towns in the State including Derry, Salem, Merrimack, Goffstown and Hudson. The recent merger of Community Action in Rockingham and Hillsborough Counties has offered our agency the opportunity to combine programming, boards and advisory committees, as well as to reduce administrative costs. It also offers an opportunity to bring services that were only available in one of the two Counties to the other. One of our major accomplishments this year has been the opening of an outreach facility in Derry. The renovated building is a full service SNHS/RCA outreach center with Head Start classrooms, a training center for the NH Employment Program, WIC clinics, and intake offices for all of our programs. We think this is a valuable addition to service provision in Rockingham County’s largest community and will serve the western half of Rockingham County more effectively and efficiently.

The programs of Southern New Hampshire Services concentrate on providing access to improve a family’s ability to secure the basics of life; therefore, housing, employment, health and nutrition services, and education are priorities at SNHS.

- **Housing:** We operate nearly 1,000 units of housing; we have built, own and operate over 850 units of elderly housing, and have two housing projects for homeless individuals. We also have a network of homeless outreach programs. Our Energy Department, through LIHEAP and EAP, helps pay the heating, cooling, and electric costs of thousands of homes. Our Weatherization and Lead Paint Programs make homes more efficient and safe.

- **Nutrition and Health:** Through our Woman, Infants and Children’s Nutrition Program (WIC), Commodity Supplemental Food (CSFP), Community Gardens, and Summer Food Services Program (SFSP), we offer access to healthy food, nutrition education, and referrals to health services.

- **Education:** Our Child Development Programs include Head Start, Early Head Start, and Child Care. Our Employment and Training Programs place heavy emphasis on continuing education.

- **Employment:** Preparation for work and training activities are the core of our Employment Programs. We offer training and job opportunities for individuals who are unemployed due to downturns in the local economy as well as those exiting public assistance.

- **Income Enhancement:** Increasing a family’s assets is essential in the struggle to overcome poverty. Through our Individual Development Account program, the Low-income Tax Credit Assistance program, and the immigrant population’s agricultural programs which provide farm land and markets for immigrant and refugee farmers, we are able to greatly enhance the financial assets of many families.

- **Community Programs:** SNHS offers refugee and immigrant assimilation programs, programs for seniors wishing to volunteer, health programs to keep frail elderly from losing their mobility, our Gift of Reading program enhances the lives of hundreds of youngsters and enables them to get a leg up on their educational futures, and our many emergency assistance programs that provide funds or materials to pay unforeseen bills or meet emergency needs, support a variety of categorical grants.

These are but a few examples of the flexibility and the multi-pronged concept of meeting our communities’ needs. The Board and Staff of Southern New Hampshire Services are proud of our ability to respond not only to the ongoing and obvious needs of the disadvantaged members of our society but to immediately respond in unforeseen circumstances where the mobilization of resources and quick response is a necessity.

Gale F. Hennessy, Executive Director
Southern New Hampshire Services
A) **EDUCATION**
Early Head Start
Gift of Reading
Head Start
Pen Pal Program
Reading is Fundamental

B) **EMERGENCY SERVICES**
Bishop’s Charitable Assistance Fund
Emergency Food Pantries
Family Emergency Loan Program
FEMA Emergency Assistance
Gift of Warmth
Homeless and Housing Revolving Loan Fund
Homeless Outreach and Intervention Program
Homelessness Prevention (State Grant in Aid)
Homelessness Prevention Program (UWGS)
Long Term Disaster Recovery
Low Income Home Energy Assistance Program (LIHEAP)
Neighbor Helping Neighbor
Senior Energy Assistance Program (SEAS)
Seniors Count Gale Flex Fund

C) **EMPLOYMENT**
New Hampshire Employment Program (NHEP)
Work Skills – Work Experience
Workforce Investment Act (WIA) Dislocated Worker
Workforce Investment Act (WIA) Adult Worker
Youthbuild

D) **HEALTH**
Bone Builders
CATCH Healthy Habits

E) **HOUSING**
Elderly Housing HUD 202
Elderly Housing Tax Credit
Fix-It Program
Lead Paint Hazard Control Program
City of Nashua Lead Paint Hazard Control Program
Housing Security Guarantee Program
Personal Emergency Response Systems (PERS)
Mary’s House
Robinson House

F) **INCOME MANAGEMENT**
Asset Development
CORE Residential Conservation Program
Electric Assistance Program (EAP)
Heating Repair/Replacement Project (HRRP)
Liberty Energy Gas Weatherization
Unitil Gas Weatherization Program
Weatherization Assistance Program
Weatherization Manufactured Home Agreement
G) **LINKAGES**
Retired Senior Volunteer Program
Rural Transportation Services
Seniors Count (Manchester, Nashua, Portsmouth)
Thresholds and Decisions

H) **NUTRITION**
Child and Adult Care Food Program
Commodity Supplemental Food Program (CSFP)
Community Gardens
Seniors Farmers’ Market Nutrition Programs
Fresh Fruits and Vegetables Program
Summer Food Service Program
The Emergency Food Assistance Program (TEFAP)
Women Infants and Children Nutrition Program (WIC)

I) **SELF SUFFICIENCY**
Adult Basic Education
Adult Education Post-Secondary Transitions Program
Beginning Farmers and Ranchers Development Program
Bringing Refugees, Immigrants and Neighbors
Gently Into Tomorrow (B.R.I.N.G.I.T.!!!)
Child Care
Child Care Resource and Referral
Eileen Phinney Multicultural Center
English for New Americans
Ethnic Community Self-Help Program
Farmers Market Promotion Program
Western Hillsborough County Family Services
Southern New Hampshire Services, Inc.

Information for program year 10/1/2010 to 9/30/2011

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<tr>
<th>Program Expenditures by Category</th>
<th>Persons* by Category</th>
<th>Households* by Category</th>
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<td>A. Education</td>
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<td>B. Emergency Services</td>
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<td>C. Employment</td>
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<td>D. Health</td>
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<td>F. Income Management</td>
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<td>G. Nutrition</td>
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<td>H. Self-Sufficiency</td>
<td>870,907</td>
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**TOTAL:** $67,814,476

Number of Full Time Employees: 406

Number of Part Time Employees: 81

Payroll: $18,509,827.30

Volunteer Hours: 55,146

Value of Volunteer Hours: $1,174,058 (based on figure of $21.29/hr as determined by the Bureau of Labor Statistics for earnings in certain occupations and adjusted by Independent Sector to include benefits)

Value of In-Kind Donations: $901,839

* These figures may represent duplicated counts.
Southwestern Community Services (SCS) is a major provider of social services to the residents of Sullivan and Cheshire Counties in New Hampshire. During the Year 2011, SCS provided assistance to 34,238 residents representing more than 17,563 households.

Southwestern Community Services provides a myriad of assistance through transitional housing and emergency shelter programs, workforce and senior rental housing, education and childcare, nutrition and health, energy conservation, utility programs, day and employment services for developmentally disabled individuals, and workforce development services for clients and dislocated workers.

We are proud of the positive impact we have made on the lives of so many individuals and families. While we acknowledge the importance of diversity of the assistance our programs offer to meet our consumers’ immediate needs, it is also important to underscore that our mission is designed to put them on the road to self-sufficiency.

For more than four decades the flexibility of SCS’ resources and approaches in addressing the needs of our consumers has been one of our strongest weapons in fighting President Lyndon Johnson’s “War on Poverty”. For 46 years, including the current downturn in the economy, through our many, many successes, and even some failures, SCS has come to recognize that two events need to occur in order for our residents to achieve economic independence.

The first is that decent, affordable housing needs to be available in all of our communities. In addition to rental opportunities, this should also include the opportunity for home ownership.

The second event is to provide meaningful employment. By this we mean the availability of jobs, close to where folks live. These jobs should provide a chance for advancement as well as a livable wage with fringe benefits and health insurance.

We believe that by working together we can reach our goal of making a difference in the lives of our citizens by helping them to help themselves achieve economic independence.

Bill Marcello, Chief Executive Officer
Southwestern Community Services
**Main Office Locations**

**Service Sites**

63 Community Way  
P.O. Box 603  
Keene, NH 03431-0603  
Tel: (603) 352-7512  Fax: (603) 352-3618  
www.scshelps.org

96-102 Main Street  
P.O. Box 1338  
Claremont, NH 03743  
Tel: (603) 542-9528  Fax: (603) 542-3140

**Program**

Alstead  
Ashuelot  
Charlestown  
Claremont  
Drewsville  
Hinsdale  
Jaffrey  
Keene  
Newport  
North Walpole  
Peterborough  
Rindge  
Swanzey  
Troy  
Walpole  
Winchester

**SCS Board of Directors**

Chairman: Kevin Watterson  
Vice-Chairman: Scott Croteau  
Secretary/Treasurer: Elaine M. Amer  
Assistant Secretary/Treasurer: Cheryl Gallien

Leroy Austin  
Anne Beattie  
Penny Despres  
David Edkins  
Beth Fox  
Raymond Gagnon  
Louis Remi Gendron  
David Hill  
Mary Lou Huffling  
Sen. Robert Odell  
Cathy Paradis  
Peter (Sturdy) Thomas

**SCS Senior Team**

William Marcello  Chief Executive Officer  
John Manning  Chief Financial Officer  
Tina Roy  Chief Administrative Officer  
Keith Thibault  Chief Development Officer  
James Stitham  Compliance Officer  
Gail Merrill  Community Services Director  
Meg Freeman  Fiscal Director
SCS PROGRAMS

A) EDUCATION
   Head Start

B) EMERGENCY SERVICES
   Continuum of Care
   Emergency Food Pantries
   Homeless Outreach & Intervention Program
   Homeless Transitional Housing Program
   Homelessness Prevention/Intervention Program
   Housing & Shelter Program
   Long Term Disaster Recovery
   Low Income Home Energy Assistance Program
   Monadnock Area Housing Coalition
   Neighbor Helping Neighbor
   NH Security Guarantee Deposit Program
   NH Housing Security Guarantee Program
   Senior Energy Assistance Services
   Sullivan County Housing Coalition

C) EMPLOYMENT
   Community Work Experience
   Families @ Work
   WIA Adult Disadvantaged Worker Program
   WIA Dislocated Worker Program
   Workplace Success
   TANF – Job Retention & Advancement
   New Hope New Horizons

D) HEALTH  n/a

E) HOUSING
   Elderly Housing Section 202
   Elderly Housing Tax Credits
   Family Workforce Housing
   HOME Rehabilitation Program
   Rural Development/Housing Preservation Grant
   Security Deposit Loan Program
   Lead Abatement Program
   Monadnock Township Home Rehab Program
F) INCOME MANAGEMENT
   CORE Residential Conservation Programs
   Electric Assistance Program
   Heating Repair/Replacement Project
   Weatherization Assistance Program

G) LINKAGES
   Area Outreach Centers
   ServiceLink (Sullivan County)

H) NUTRITION
   Breastfeeding Peer Counseling
   Child and Adult Care Food Program
   Commodity Supplemental Food Program
   Emergency Food Assistance Program
   Farmers Market Nutrition Program
   Women, Infants & Children’s Nutrition Program

I) SELF-SUFFICIENCY
   Community Development Block Grant
   Community Development Investment Program
   New Hope New Horizons

"Rock and Roll Dreams" New Hope New Horizon
### SUMMARY OF PROGRAM EXPENDITURES

**FISCAL YEAR: OCT 1, 2010 – SEPT 30, 2011**

<table>
<thead>
<tr>
<th>Category</th>
<th>Prog Expenditures</th>
<th>Persons*</th>
<th>Households*</th>
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<tbody>
<tr>
<td>A) Education</td>
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<td>257</td>
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<td>B) Emergency Services</td>
<td>4,565,503</td>
<td>21,773</td>
<td>9,246</td>
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<td>C) Employment</td>
<td>632,229</td>
<td>592</td>
<td>592</td>
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<tr>
<td>D) Health</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>E) Housing</td>
<td>3,310,345</td>
<td>2,521</td>
<td>1,395</td>
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<td>F) Income Management</td>
<td>1,395,324</td>
<td>1,668</td>
<td>641</td>
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<td>G) Linkages</td>
<td>354,804</td>
<td>2,763</td>
<td>2,460</td>
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<td>H) Nutrition</td>
<td>588,184</td>
<td>3,939</td>
<td>2,772</td>
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<td>I) Self-Sufficiency</td>
<td>903,636</td>
<td>725</td>
<td>200</td>
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</table>

**TOTAL:** $14,187,858

- **Number Full-time Employees:** 146
- **Number Part-time Employees:** 21
- **Payroll:** $4,361,094
- **Volunteer Hours:** 29,617
- **Value Volunteer Hours:** $617,514 (based on figure of $20.85/hr as determined by Bureau of Labor Statistics for earnings in certain occupations & adjusted by Independent Sector to include benefits)
- **Value of In-Kind Donations:** $748,774

*Figures may represent duplicated counts*
Contact Information:

Community Action Partnership of Strafford County
P.O. Box 160
Dover, NH 03821-0160
Main: 603-516-8130
Fax: 603-516-8140
Email: cap@co.strafford.nh.us
Web: www.straffordcap.org
Twitter & Pinterest: @StraffordCap

Board of Directors

Rev. Mark Rideout, Chair  Carol Garlough, Vice Chair
Elizabeth Seymour  Amy Michaels, Secretary
Kimberly Alty  Thurman Bryson
Don Routhier  Timothea Smith
David Terlemezian  Arianna Adams
Lori Hults  Jeni Mosca

Senior Staff

Betsy Andrews Parker  Executive Director
Douglas Surina  Financial Director
Susan Geier  Community Services and Outreach Director
Tracy Jordan  Human Resources Director
Marybeth Schofield  Housing and Weatherization Director
Melissa Adams  Child and Family Services Director

Homes that have been improved through Community Action Partnership’s Weatherization program save an average of $437.00 in heating and cooling costs annually.
As I look back on the past year, I am proud of the work that our staff and volunteers have accomplished. The agency has increased pressured to do more with less. We experienced a reduction in federal and state funding, even though more people sought assistance due to the economic climate. Despite these challenges, we continue to meet our mission to educate, advocate and assist residents in Strafford County with their basic needs.

Part of our success has been a focus on where the agency has come from and where we are going. The Board of Directors and staff embarked on a three-year strategic planning process to evaluate our agency mission, vision and initiatives. As we near the end of our first year of our strategic plan, we are proud of what we have accomplished. We are improving technology to better serve our clients and our staff, including computer and software upgrades and centralized scheduling. We welcomed three new board members with expertise in education and the consumer perspective.

We also revised how we collaborate with partners and conduct outreach to clients as a direct result of the feedback we received from the community and key leaders. For example, our fuel and electrical assistance staff are working on site at municipal buildings and other social services agencies, such as Goodwin Community Health, to take applications. In a new joint venture with SAU 56, our Somersworth Head Start Center is imbedded inside Maple Wood Elementary School.

As I reflect back on our year, I want recognize our staff and their incredible dedication to our mission. Every day, they recognize the needs of our community and make sure those needs are being met, even when budgets are tight and funding uncertainly continues at the federal and state levels.

It is because of this dedication I remain committed to the mission, vision and values of Community Action Partnership of Strafford County.

Sincerely,

Betsey Andrews Parker
Executive Director
Community Action Partnership of Strafford County
COMMUNITY OUTREACH
Dover, Farmington and Rochester Outreach Offices

EDUCATION & CHILD CARE
Early Head Start
Head Start
Home Visiting
Traveling Tales

ENERGY SERVICES
Low Income Home Energy Assistance Utility Assistance
Senior Energy Assistance Services
Dover Community Development Block Grant
Electric Assistance Program
Heating Repair/Replacement Project Northern Utilities Conservation Program
Rochester Community Development Block Grant
Weatherization Assistance Program

EMPLOYMENT & TRAINING
Community Work Experience
Workforce Investment Act Adult Disadvantaged Worker
Workforce Investment Act Dislocated Worker
Workforce Development Program
Workplace Success

FOOD & NUTRITION
Dover, Farmington and Milton Food Pantries
The Emergency Food Assistance Program
Summer Feeding Program

HOMELESS & HOUSING
Elderly Housing HUD Section 202 (1)
Security Deposit Loan Program
Supportive Housing
Homelessness Outreach and Intervention
Homeless Prevention
Long-Term Disaster Recovery
Neighbor Helping Neighbor

TRANSPORTATION
Senior Transportation Program
Community Action Partnership of Strafford County

Information for fiscal year January 1, 2011 to December 31, 2011

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Education</td>
<td>$3,255,480</td>
</tr>
<tr>
<td>B. Emergency</td>
<td>$4,166,797</td>
</tr>
<tr>
<td>C. Employment</td>
<td>$277,196</td>
</tr>
<tr>
<td>D. Health</td>
<td>$0</td>
</tr>
<tr>
<td>E. Housing</td>
<td>$94,007</td>
</tr>
<tr>
<td>F. Income</td>
<td>$1,205,369</td>
</tr>
<tr>
<td>F. Linkages</td>
<td>$105,072</td>
</tr>
<tr>
<td>G. Nutrition</td>
<td>$197,027</td>
</tr>
<tr>
<td>H. Self Sufficiency</td>
<td>$463,958</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$9,764,876</strong></td>
</tr>
</tbody>
</table>

Program Expenditures by Category

A. Education $3,255,480
B. Emergency Services $4,166,797
C. Employment $277,196
D. Health $0
E. Housing $94,007
F. Income Management $1,205,369
F. Linkages $105,072
G. Nutrition $197,027
H. Self-Sufficiency $463,958

**TOTAL**: $9,764,876

Number of Full Time Employees: 107

Number of Part Time Employees: 28

Payroll: $3,152,798 million

Volunteer Hours: 34,091

Value of Volunteer Hours: $728,183 (based on figure of $21.36/hr as determined by the Bureau of Labor Statistics for earnings in certain occupations and adjusted by Independent Sector to include benefits)

Value of In-Kind Donations: $875,709
## 2011-2012 TCCAP Board & Senior Staff

### Board of Directors

**President:** William Hatch  
**Vice-Presidents:** Stan Judge  
Rita Libby  
Nancy Plantinga  
**Secretary:** Rudy Urban  
**Treasurer:** Karen Matthews  
**Directors:** Jim Anan  
Eric Bossidy  
Michael Cryans  
Ned Densmore  
Sandy Kydd  
Ed Labonville  
Jenny Rowe  
Edward Tobin  
John Walsh  
Jim Weagle

### Senior Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joseph Costello</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>Peter Higbee</td>
<td>Chief Operations Officer</td>
</tr>
<tr>
<td>Dori Ducharme</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>Rita Bergeron</td>
<td>Head Start Administrative Assistant</td>
</tr>
<tr>
<td>Suzanne French</td>
<td>Administrative Assistant</td>
</tr>
<tr>
<td>Philip Guiser</td>
<td>Energy Programs Director</td>
</tr>
<tr>
<td>Dick Huot</td>
<td>Northern Forest Heritage Park Director/Property Manager</td>
</tr>
<tr>
<td>Donna Keddy</td>
<td>Guardianship Director</td>
</tr>
<tr>
<td>Kristy Letendre</td>
<td>AoD Administrative Assistant</td>
</tr>
<tr>
<td>Max Makaitis</td>
<td>Housing &amp; Economic Development Director</td>
</tr>
<tr>
<td>Kathy McCosh</td>
<td>Energy Programs Manager</td>
</tr>
<tr>
<td>Kathy McKenna</td>
<td>Volunteer Programs Director</td>
</tr>
<tr>
<td>Alison Morgan</td>
<td>Head Start Director</td>
</tr>
<tr>
<td>Beverly Raymond</td>
<td>Transportation Director</td>
</tr>
<tr>
<td>Jeanne Robillard</td>
<td>Support Center Director</td>
</tr>
<tr>
<td>Patti Stolte</td>
<td>Elder Programs Director</td>
</tr>
<tr>
<td>Lucille Tremblay</td>
<td>AoD Director</td>
</tr>
</tbody>
</table>
LETTER FROM THE CHIEF EXECUTIVE OFFICER

This past year has been a tough one for so many businesses, organizations, non-profits, and citizens alike; and Tri-County Community Action Program, Inc. is no exception. As the economy continues to struggle, the availability of funds are fewer and fewer causing some programs to cut back further - yet we have not lost hope. We continue in our efforts and dedication to improving the lives and well being of New Hampshire’s people and communities during these difficult times.

We are proud to be a community partner collaborating with federal, state, and local governments, businesses, other service organizations, and private donors and foundations. As a result of these partnerships we have been able for over 40 years to deliver comprehensive services to meet immediate needs, provide tools and resources to overcome economic hardship, and empower families and individuals in our communities.

Tri-County Community Action Program, Inc. was formed in 1965 with a mission to provide opportunities and support for people to learn and grow in self-sufficiency and to get involved in helping their neighbors and improving the conditions in their communities - this has not changed. With 335 full and part-time employees and over 1,000 volunteers serving primarily communities in Coos, Carroll, and Grafton Counties, we provide direct service assistance to more than 44,000 NH residents annually through our 60+ programs. We are proud of our heritage and our flexible abilities to immediately respond in unforeseen circumstances where the mobilization and quick response is necessary, both in meeting the needs of our clients and serving the communities we are so proud to live in.

Our presence in these communities has helped to lessen the financial burden on local welfare and other social service agencies. We value our community partners for their support and belief in our mission to help the disadvantaged. Together we press onward with diligence, excellence, and a continued commitment to address the inequities of poverty that plague the citizens of northern New Hampshire.

We hope that you find this annual report equally useful and informative. The success of our many programs is equated largely to the fact that we have a great staff of employees and volunteers - for this I am sincerely grateful.

*Helping people, changing lives... Making a difference in our communities!*
A) EDUCATION
Children’s Programming
Head Start

B) EMERGENCY SERVICES
10 Bricks Homeless Program
Homeless Outreach/Intervention & Prevention Program (HOIP/PATH)
Housing Access Revolving Loan Program
Housing Referral Network
Housing WIN (HPRP)
Low Income Home Energy Assistance Program (LIHEAP)
Neighbor Helping Neighbor
Senior Energy Assistance Services (SEAS)
Support Center at Burch House
Tyler Blain House Homeless Shelter

C) EMPLOYMENT
Community Work Experience
WIA Adult Disadvantaged Worker Program
WIA Dislocated Worker Program
Workplace Success

D) HEALTH
Adult Day Care Services
Health Insurance Counseling Education Assistance Service (HICEAS)
School Smiles Dental Program
Tamworth Dental Center

E) HOUSING
Berlin Neighborhood Reinvestment Project
Elderly Housing HUD 202
Rural Housing Preservation Grant
Security Deposit Loan Guarantee Program

F) INCOME MANAGEMENT
Electric Assistance Rate Reduction Program (EAP)
Fuel Assistance Program (FAP)
Heating Repair/Replacement Project (HRRP)
Home Energy Assistance Electric Conservation Program
HUD Housing Counseling
Weatherization Assistance Program (WAP)

G) LINKAGES
Area Community Contact Offices
Economic and Community Development
North Country Senior Wheels
Northern Forest Heritage Park
Retired & Senior Volunteer Program (RSVP)
Rural/Public Transportation Services
ServiceLink Aging & Disabilities Resource Center
Tri-County CAP Guardianship Services
Tri-County CAP Restorative Justice
Tyler’s Second Time Around Thrift Store

H) NUTRITION
Emergency Food Assistance Program
Food Pantry
Meals on Wheels Home-Delivered Meals
Senior Meals Community Dining
USDA Commodity Food Distribution

I) SELF-SUFFICIENCY
Alcohol and Other Drug Programs
Berlin Area Renewable Energy Initiative (BAREI)
Friendship House Services

Groveton Head Start
Northern Forest Heritage Park Lumberjack Festival
Tri-County Community Action

Information for fiscal year July 1, 2011 to June 30, 2012

<table>
<thead>
<tr>
<th>Program Expenditures by Category</th>
<th>Persons* by Category</th>
<th>Households* by Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Education</td>
<td>$2,833,919</td>
<td>916</td>
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<tr>
<td>B. Emergency Services</td>
<td>9,810,137</td>
<td>6,881</td>
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<tr>
<td>C. Employment</td>
<td>572,747</td>
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<tr>
<td>D. Health</td>
<td>764,546</td>
<td>418</td>
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<tr>
<td>E. Housing</td>
<td>119,707</td>
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<tr>
<td>F. Income Management</td>
<td>2,559,377</td>
<td>9,655</td>
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<td>F. Linkages</td>
<td>3,821,711</td>
<td>11,005</td>
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<tr>
<td>G. Nutrition</td>
<td>1,033,291</td>
<td>1,254</td>
</tr>
<tr>
<td>H. Self-Sufficiency</td>
<td>1,564,416</td>
<td>418</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>23,079,851</strong></td>
<td></td>
</tr>
</tbody>
</table>

Number of Full Time Employees: 237

Number of Part Time Employees: 98

Payroll: $7,087,858

Volunteer Hours: 24,098

Value of Volunteer Hours: $502,443 (based on figure of $20.85/hr as determined by the Bureau of Labor Statistics for earnings in certain occupations and adjusted by Independent Sector to include benefits)

Value of In-Kind Donations: $377,322

* These figures may represent duplicated counts.
Summary of Community Action Program Expenditures  
(Agency 2011 Fiscal Year)

<table>
<thead>
<tr>
<th>Agency</th>
<th>Budget Amount</th>
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<tbody>
<tr>
<td>Community Action Program Belknap-Merrimack Counties</td>
<td>$30,376,508.00</td>
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<tr>
<td>Southern New Hampshire Services</td>
<td>$67,814,476.00</td>
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<tr>
<td>Southwestern Community Services</td>
<td>$14,187,858.00</td>
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<tr>
<td>Strafford County Community Action Committee</td>
<td>$9,764,876.00</td>
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<tr>
<td>Tri-County Community Action</td>
<td>$23,079,851.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$145,223,569.00</strong></td>
</tr>
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</table>
ECONOMIC AND DEMOGRAPHIC INFORMATION
ASSESSING THE IMPACT OF NEW HAMPSHIRE’S COMMUNITY ACTION AGENCIES ON THE NEW HAMPSHIRE ECONOMY

During the most recent fiscal year, the five Community Action Agencies (CAAs) in New Hampshire expended $145,223,569 in the state through the standard contracting and budgeting process. They purchased building and insulating materials, office products, computers, health services, food, printing services, vehicles, fuel, contract services, and a host of other goods and services. They also currently provide full and part-time employment to approximately 1,800 New Hampshire residents, many of whom are (or were) low income. More than $42,215,358 was put into the state economy in the form of wages paid of Community Action Agency employees.

Through the 2009 American Recovery and Reinvestment Act (ARRA), New Hampshire CAAs received additional one-time funding of $5,000,000 in Community Service Block Grant funds. With this money which only became available in September 2009, CAAs in New Hampshire were able to create or retain more than the equivalent of 47 full time jobs thru March, 2010. New programs and initiatives were developed, others were saved from elimination, and many more residents of the state received services. By the time the funding period is over, more than 4 million additional dollars will have been invested in the New Hampshire economy.

In excess of 90 percent of the funding for CAAs comes into New Hampshire from the Federal government to support the many locally managed programs and services these five agencies provide to 175,000 New Hampshire residents on an annual basis. While it is easy to track the Federal dollars which pass through the budgets of the Community Action Agencies, the overall economic impact goes far beyond these budget expenditures. Not included in that figure are other Federal dollars which do not pass through Community Action budgets, but are components of programs managed by Community Action Agencies. Included in this category are funding for Section 8 rent subsidies and WIC vouchers, for example, amounting to millions of dollars for low income New Hampshire citizens.

Individuals as well as the state economy benefit in several ways from Community Action’s presence. Low income elderly and families are able to put more of their income toward other expenses due to discounted utility rate programs managed by Community Action. Communities benefit from the tens of thousands of volunteer hours spent in Community Action Agencies on their behalf, in addition to the transportation services provided and the increased earning power of formerly unemployed or underemployed individuals who benefit from workforce development and training programs. A concrete example of this economic benefit to all of the people of New Hampshire is the Families @ Work program. This important initiative provides support to former recipients of Temporary Assistance to Needy Families, a public assistance program commonly referred to as TANF. When TANF recipients find employment and leave the program, Families @ Work provides material support to prevent recidivism and help the families maintain their economic self-sufficiency. Statistics demonstrate that after one year of employment, only 25% of Families @ Work participants return to public assistance, compared to the state average recidivism rate of 40%. This amounts to tens of thousands of dollars in savings to taxpayers of New Hampshire, as well as an increased number of self-sufficient and productive taxpayers supporting local economies.

As impressive as the economic factors are, the total impact of Community Action reaches far beyond budget dollars. Programs and services help build stronger communities and create positive change for individuals and families, leading to self-sufficiency and a brighter future for them and the communities in which they live.
2012 Federal Poverty Guidelines

<table>
<thead>
<tr>
<th>Family Size</th>
<th>50%</th>
<th>75%</th>
<th>100%</th>
<th>133%</th>
<th>150%</th>
<th>185%</th>
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<tr>
<td>1</td>
<td>5,585</td>
<td>8,378</td>
<td>11,170</td>
<td>14,856</td>
<td>16,755</td>
<td>20,665</td>
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<td>2</td>
<td>7,565</td>
<td>11,348</td>
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<td>3</td>
<td>9,545</td>
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<td>13,505</td>
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<td>27,010</td>
<td>35,923</td>
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<td>49,969</td>
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<td>6</td>
<td>15,485</td>
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<td>17,465</td>
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<td>46,457</td>
<td>52,395</td>
<td>64,621</td>
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<td>8</td>
<td>19,445</td>
<td>29,168</td>
<td>38,890</td>
<td>51,724</td>
<td>58,335</td>
<td>71,947</td>
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<tr>
<td>Each additional</td>
<td>$3,960</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

There are two basic measurements of poverty used by the Federal government. The original of these measurements, called the poverty threshold, was developed in the early 1960’s by Molly Orshansky, an economist in the Social Security Administration. She developed what actually became multiple thresholds based on USDA food plans. The poverty thresholds are updated each year, and are used by the Census Bureau mainly for statistical purposes such as preparing estimates of the number of Americans in poverty each year.

The poverty guidelines are a somewhat simplified version of the thresholds and are issued annually by the Federal Department of Health and Human Services. The guidelines are used for administrative purposes such as determining eligibility for certain federal programs, including many Community Action Programs, such as Head Start, the Low-Income Home Energy Assistance Program, and WIC. Federal departments frequently use percentage multiples of the guidelines in determining eligibility, which may vary from program to program.
COMMUNITY ACTION AGENCY
PROGRAM INFORMATION
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COMMUNITY ACTION AGENCY PROGRAM INFORMATION

EDUCATION

Adult Basic Education
Designed to meet the educational needs of under-educated individuals 16 and older with basic reading, writing and math skills, and GED preparation.

Early Head Start
Program provides comprehensive services for families with children ages 0-3. Flexible program options, including center-based, home-based, combination programs and prenatal provide options for the varying needs of families.

Head Start
A comprehensive family development program that includes home visits, and provides education, health, nutrition and family support services to income-eligible pre-school children ages 4-5 and their families.

Literacy Programs
Programs promote literacy through volunteer read aloud programs in various settings, free book distribution and/or lending, parental involvement, and fun art and educational activities. Programs often involve traveling literacy vans visiting neighborhoods and housing complexes to engage families.

Pen Pal Program
The program partners RSVP volunteers with third graders through an exchange of letters to develop an interest in reading and writing to improve language, written communication and social skills. The partnership fosters nurturing relationships and encourages the child’s growth into a confident and caring individual.

EMERGENCY SERVICES

Emergency Energy Assistance
Individuals and families who are ineligible for other energy programs may receive assistance through special programs operated in cooperation with other community organizations, and funded by one or more of a number of local private funding sources.

Emergency Food Pantries
Programs provide emergency food packages to low-income households and coordinate with other groups providing similar services.

Homeless Outreach and Intervention Program
Through aggressive outreach and intervention, this program assures that all unsheltered people are identified and gain access to appropriate shelter and other necessary services.

Short/Long Term Disaster Recovery
NH Community Action Agencies are partners in the state’s emergency response plans for dealing with future disasters. They play a vital role in responding to floods and other natural disasters by providing case management for affected persons in local communities, coordinating with federal, state and local agencies to assist persons with repairing and rebuilding their homes and lives.

Homelness Prevention Programs
Homelessness prevention programs which assist individuals and families with financial resources to obtain housing or to forestall eviction and remain in their homes.

Low Income Home Energy Assistance Program – LIHEAP
Provides elderly, disabled and low-income house-holds with financial assistance to help meet heating and utility expenses. Payments are made to local energy vendors or landlords if heat is included in the rent. Households may receive budget and energy counseling, and furnace cleaning services if necessary.

EMPLOYMENT

New Hampshire Employment Program
Teams located at NHWorks locations throughout the state provide financial assistance as well as employment and training support to TANF recipients.

Workforce Investment Act (WIA)
WIA offers a wide array of employment and training services through the Adults (18 and older) and Dislocated worker programs, based on individual need and choice. Services available include skills assessment, job search and placement assistance, labor market information, individual and group career counseling, case management, supportive services and occupational skills training.

Work Skills – Work Experience
As a complementary experience to other workforce development initiatives, NH Community Action Agencies have also established the Work Skills – Work Experience Program which combines class/lab instruction in Personal Workplace Skills; Getting & Keeping Employment; and Basic Technology Skills with on-site Work Experience.

HEALTH

Bone Builders
Elderly participants improve their strength, flexibility and overall health through specific exercises and
overall health through specific exercises and routines under the supervision of a qualified trainer.

**Preventive Health Services**
Agency offers a number of preventive and reproductive health services as well as prenatal care.

**HOUSING**

**Elderly Housing (HUD 202)**
Rent-assisted supportive housing projects for low-income elderly capable of independent living. Tenants pay 30% of their income, with the balance being subsidized. Projects totaling 783 units are located in 17 communities.

**Elderly Housing (Tax Credit)**
These programs are developed in partnership with public and private agencies and lenders. Eligible projects receive federal income tax credits over a 10 year period based on the number of units targeted to seniors age 55 and older earning less than 50%-60% of the median area income, depending on certain factors.

**The Fixit Program**
Assists residents 60 years of age or older or individuals with disabilities with minor home repairs and maintenance provided by qualified volunteers.

**Lead Paint hazard Control Program**
Lead-based paint is removed from the homes of qualified low-income households to enhance the safety and quality of life for the residents, and improve the quality of the housing stock.

**Personal Emergency Response System (PERS)**
Systems allow seniors or medically challenged individuals to live at home while being able to contact assistance through the touch of a "HELP" button

**Housing Rehabilitation Programs**
Programs offer various resources and/or direct services to assist homeowners with rehabilitation projects to eliminate safety concerns and bring housing up on HUD standards.

**Supportive Housing**
Single room apartments, supportive services and HUD Section 8 rent assistance programs for homeless men and women and housing for men with mental illness.

**INCOME MANAGEMENT**

**Asset Development**
Participants in the program receive financial education, free tax preparation and the opportunity to open an Individual Development Account (IDA) to help them retain more of their income and realize their financial goals.

**Electric Assistance Program (EAP)**
EAP provides qualifying utility customers with a percentage discount on their monthly electric bill, based on their household income. The program is designed to make electric bills affordable in times of need.

**Energy Conservation Program**
Agencies work with homeowners and utilities to implement energy conservation measures.

**FAP Budget Counseling Assurance 16**
Provides assistance to LIHEAP clients with budget problems to help them develop their budgeting skills and make the most effective use of their resources.

**Utility Energy Conservation Programs**
Utility-sponsored special energy conservation programs to reduce energy usage and expenses by installation of energy efficiency measures in the homes of qualified residents.

**Weatherization**
An energy conservation repair and improvement program to increase energy efficiency and improve living standards. Income-eligible owners and tenants may qualify.

**LINKAGES**

**Area Outreach Centers**
An important link in the Association’s system of providing services and activities through a permanent outreach and intake structure. Each center provides individualized programs based on the community’s needs.

**Economic Opportunity Center**
Center provides a platform for programming and services designed to enhance economic stability of individuals and the community.

**Retired Senior Volunteer Program (RSVP)**
RSVP provides critical linkages between the active 55+ volunteer and the community need. Program supports volunteers with training, mileage reimbursement, insurance and recognition events.