



# Southern New Hampshire Services

## 2020 Calendar

2019 Annual Report



### AT SOUTHERN NEW HAMPSHIRE SERVICES...

We open doors and lead the way in providing access to the opportunities people need to improve their lives; to help themselves and each other.

We turn hope into reality by identifying the needs of the entire community, collaborating with others in the community, and taking action to improve life for everyone in the community.

We treat people with respect.

We give a voice to the poor and through our advocacy, we seek to make society more flexible and responsive to the needs of the low-income.

We mirror the diversity of our communities in our Board leadership by including low-income people, local public officials, and business and community groups.



### AND WE LIVE BY THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, 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.



# A message from our Executive Director

## Donnalee Lozeau

The past year has opened many doors to economic stability for those we serve. Simultaneously, new doors have opened to transform critical partnerships in these efforts. The conversations, understanding and impact has never been stronger.

For the first time in a long time, we see the “stars aligning” to expand the method our Head Start programs have always taken, the “whole family approach” also known as 2Gen. Research demonstrates that it is a proven model to help families achieve their goals and feel empowered to drive their own futures. These stars are aligning locally, statewide, nationally, and of course within our agency and our sister agencies.

Locally, in June of 2019 Amoskeag Health (formerly known as Manchester Community Health Center) issued LAUNCH, Manchester’s five-year strategic plan for young children and families. This report was a culmination of a community collaboration from 2012 through 2019. This work identifies challenges and opportunities. It is a living road map to best practice, evidence-based solutions promoting the wellness of young children ages birth to 8 with a long-term goal of ensuring all children enter school ready to learn and able to succeed.

NH Department of Health and Human Services is bringing the whole family lens to their work. They are transforming and rebalancing their divisions to reflect the value of strengthening the whole family. They are implementing integration teams across the agency and encouraging partnerships internally and externally to have a shared responsibility for outcomes. They created the Division of Economic and Housing Stability which puts the social determinates of health in the forefront of their work. They are changing the conversation not only at Health and Human Services, but across state departments.

The NH Charitable Foundation’s on-going initiative, New Hampshire Tomorrow Investing in our Kids is making great strides in their 4 proven focus areas: early childhood development; family and youth support; substance use prevention, treatment and recovery; and education in career pathways. Their research, funding, and community discussion groups bring cross sector partners working in those fields together. Their dollars leverage other resources and provide needed ingredients for success.

The Administration for Children and Families, the National Council of State Legislators, and each state are partnering with an initiative for jobs, “Helping Parents Work and Children Thrive.” We are on board and helping to bring the parent voice to the table. Best of all, there is movement in the right direction. The level of understanding from our policy makers, to our employers is nothing short of remarkable. In 2019 House Bill 4 created a working group on the “cliff effect” which will report out this coming year providing the tools to further this work.

We are fortunate that we have been at the table in all of the aforementioned initiatives. The roadmap to expanding

agency-wide to the Whole Family Approach is well underway. In 2019 we invited a group of those we serve to discuss their experiences including what has or has not worked for them. In addition, we convened staff from all five Community Action Partnerships that work within our workforce programs and childcare staff to help them to build stronger connections with each other and inform their efforts in a more meaningful way.

We know that:

1. Without affordable housing nothing else can matter.
2. Without quality affordable childcare jobs can’t be filled.
3. Without access to quality education and/or training reaching a living wage won’t happen.
4. Without the right bridges to economic mobility nothing changes.

As we move into 2020, we look forward to breaking down not only program silos, but funding silos. The benefit of working across disciplines, and providing resources in a more comprehensive way will have a positive, measurable outcome for New Hampshire and our families.

While we know the combined efforts have made a difference in many lives as you will see on the pages that follow, we know there is still much to be done! As always, our success is due to our staff, our board of directors, and our community partners and leaders who support our efforts to help those we serve reach their full potential, thank you!

Because of the concentrated efforts particularly over this last year, the year to come begins with a collective understanding of the tools needed to really leverage all available resources in a very new way!

We are grateful to find so many open doors. Let’s endeavor to move forward through them arm and arm with “2020” vision!



# 2019 Board of Directors

## Officers

**Dolores Bellavance, Chair**

**Senator Lou D’Allesandro, Vice Chair**

**Dr. Kevin Moriarty, Treasurer**

**Orville Kerr, Secretary**

## Directors

**James Brown**

**Carrie Marshall-Gross**

**Anna Hamel**

**Bonnie Henault**

**Wayne B. Johnson**

**Tom Mullins, Esquire**

**Deirdre O’Malley**

**German Ortiz**

**Representative Sherm Packard**

**Shirley Pelletier**

**Peter Ramsey**

## Executive Staff

**Donnalee Lozeau, CCAP, Executive Director**

**Ryan Clouthier, Deputy Director**

**James Chaisson, Chief Fiscal Officer**

**Debra Stohrer, Executive Assistant**

**Deanna Marston, Administrative Assistant**

## Administrative Staff

**Patte Anne Ardizzoni**

*Communications Director*

**Al Burton**

*Housing Director (South)*

**Valerie Carignan**

*WIC Director*

**Katie Dunfey, CCAP**

*Special Projects Coordinator*

**Steve Genest**

*Nashua Community Coordinator*

**Henry Harris, MSW**

*Community Outreach Services Director*

**Matt Russell**

*WIOA Statewide Administrator*

**Melanie Sanuth**

*NH Employment Program Administrator*

**Gregory Schneider, CCAP**

*Planning and Grants Management Director/  
EEO Director*

**Debra Sevigny**

*Housing Director(North)*

**Susan Valaitis**

*HR Director*

**Sarah Vanderhoof, MSM, RD, LD**

*Child Development Director*

Our Board members are dedicated to both the idea of community action and the people we serve and their challenges. After 43 years serving on the board and chairing the board Wayne Johnson is stepping down.

Wayne’s efforts and insight in the early years of his tenure proved to be invaluable. His unwavering support for the team at the agency and his firm belief that our efforts could change lives certainly buoyed our efforts. We will always be grateful to his years of service.



Wayne B. Johnson



# SNHS at Work in Your Neighborhood

**Hillsborough County - Value of Services by Municipality**

Community	Value of Services
AMHERST	\$142,836
ANTRIM	\$188,510
BEDFORD	\$225,892
BENNINGTON	\$122,833
BROOKLINE	\$76,680
DEERING	\$198,262
FRANCESTOWN	\$42,934
GOFFSTOWN	\$512,692
GREENFIELD	\$282,790
GREENVILLE	\$1,400,935
HANCOCK	\$42,614
HILLSBORO	\$871,307
HOLLIS	\$62,646
HUDSON	\$727,426
LITCHFIELD	\$195,683
LYNDEBORO	\$35,726
MANCHESTER	\$12,929,959
MASON	\$21,076
MERRIMACK	\$437,745
MILFORD	\$590,601
MONT VERNON	\$36,371
NASHUA	\$8,887,983
NEW BOSTON	\$126,798
NEW IPSWICH	\$184,921
PELHAM	\$302,588
PETERBOROUGH	\$346,842
SHARON	\$4,256
TEMPLE	\$42,761
WEARE	\$350,530
WILTON	\$165,860
WINDSOR	\$12,048

**Rockingham County - Value of Services by Municipality**

Community	Value of Services
ATKINSON	\$119,097
AUBURN	\$116,432
BRENTWOOD	\$59,979
CANDIA	\$79,129
CHESTER	\$70,109
DANVILLE	\$189,355
DEERFIELD	\$109,028
DERRY	\$1,702,555
EAST KINGSTON	\$29,360
EPPING	\$376,584
EXETER	\$688,069
FREMONT	\$132,487
GREENLAND	\$67,868
HAMPSTEAD	\$187,420
HAMPTON	\$400,792
HAMPTON FALLS	\$52,340
KENSINGTON	\$48,310
KINGSTON	\$180,723
LONDONDERRY	\$771,371
NEWCASTLE	\$2,534
NEWFIELDS	\$19,953
NEWINGTON	\$8,335
NEWMARKET	\$409,718
NEWTON	\$78,484
NORTH HAMPTON	\$113,235
NORTHWOOD	\$179,929
NOTTINGHAM	\$107,772
PLAISTOW	\$190,668
PORTSMOUTH	\$1,082,518
RAYMOND	\$747,704
RYE	\$72,103
SALEM	\$903,637
SANDOWN	\$151,343
SEABROOK	\$869,009
SOUTH HAMPTON	\$9,083
STRATHAM	\$83,329
WINDHAM	\$161,028



The Community Action Partnership serving Hillsborough and Rockingham Counties



# SNHS Opens Doors, Unlocking our Clients' Potential

## Funding by Program 2018-2019



# January 2020

DECEMBER 2019						
S	M	T	W	TH	F	S
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FEBRUARY 2020						
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23	24	25	26	27	28	29



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday					
			New Year's Day SNHS Offices Closed 1	2	3	4					
	<b>Bad Weather Procedures</b> • Listen to a local radio station: WZID-95.7 FM; and WOKQ-97.5 FM. • WMUR: Cancellations are broadcast on WMUR TV Channel 9 at 15 minutes to the hour along with other business and government listings and listed on the WMUR website: www.wmur.com • www.SNHS.com Decisions on cancellations are made by 5:00am.										
5		CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	6	All WIC offices closed for Staff Day.	7	8	CSFP Derry (Crystal Ave) 8:30 am - 2 pm	9	CSFP Raymond (Prescott Rd.) 8:30 am - 2 pm TEFAP Distribution to Food Pantries (Raymond Firehouse) 8:30 am - 2:30 pm  National Law Enforcement Day	10	WIC Early Clinics in Manchester & Nashua Starting at 7 am  ○ Full Moon
12	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	13	CSFP Nashua (Allids St.) 8:30 am - 4:30 pm	14	15	CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	16	17	18		
19	Martin Luther King Jr. Day SNHS Offices Closed	20	CSFP Nashua (Allids St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	21	22	CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	23	24	25		
26	CSFP Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	27	28	29	30	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	31	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm			

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



# Financial Capability...

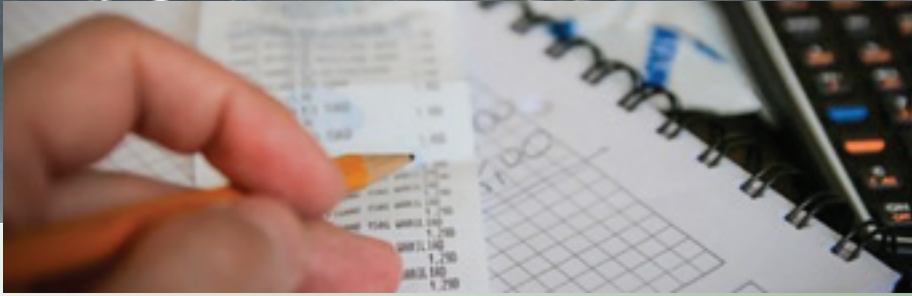
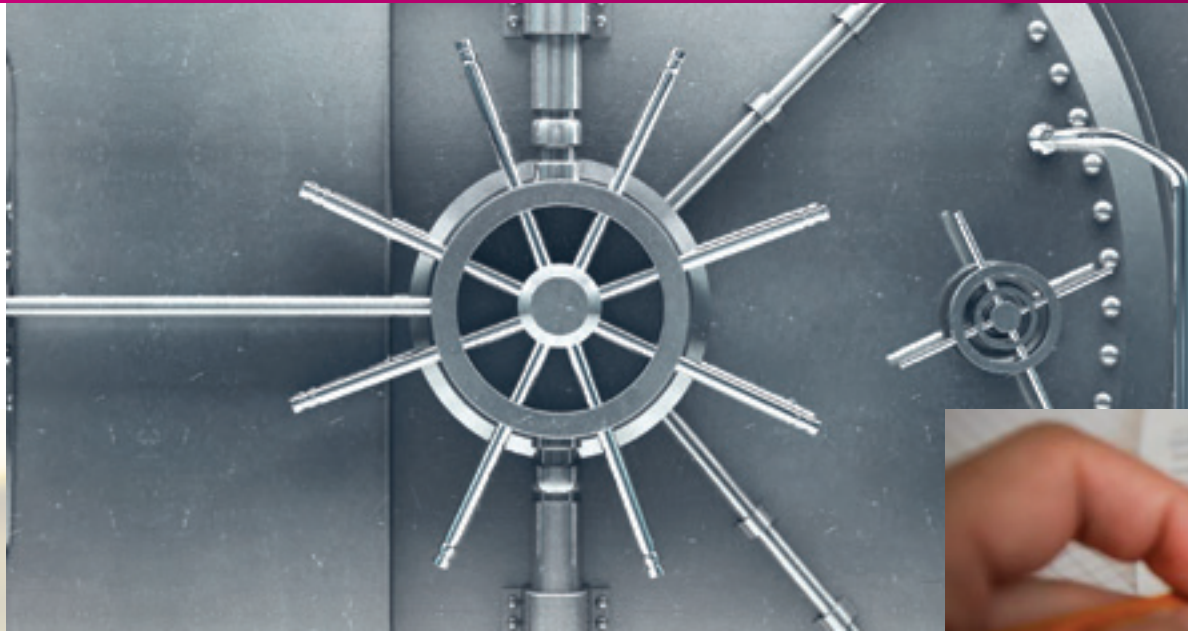
## Opening Doors to Economic Stability

During Tax Year 2019 SNHS drew 37 tax preparer volunteers who donated 705 hours of tax preparation time = a value of \$17,928 in services rendered.

### Testimonial

A single working mother in Raymond faced eviction from the family's apartment until it was revealed that her taxes had yet to be prepared and filed. After a review of her tax documents, staff discovered that between the EITC and Child Tax Credit she would receive enough to pay off all of her past due rent.

1,179 Taxpayers took advantage of SNHS provided free tax preparation services and increased their financial assets by accessing \$1,582,125 in Federal Tax Credits and Refund dollars.



SNHS is committed to creating opportunities throughout Hillsborough and Rockingham Counties for individuals and families to receive free tax preparation through the Volunteer Income Tax Assistance Program (VITA). The Earned Income Tax Credit (EITC) is a refundable tax credit that has lifted millions of poor working families out of poverty and SNHS. Research suggests the EITC improves health, with the most robust results for single mothers and children.

### Have Taxes? Get VITA!

VITA, the Volunteer Income Tax Assistance Program, is provided by SNHS to help individual and families with their tax preparations. For low- to middle-income taxpayers who make \$54,000 or less annually, who have a disability preventing them from filing, or for whom English is a second language, VITA is a very valuable free service.

If you feel like you could use some help preparing and filing your taxes, a call to VITA will help you navigate the process and ensure you receive your maximum refund and credit!

### What is the EITC?

The Earned Income Tax Credit (EITC) is a tax credit for low- and moderate-income wage earners. The team at the VITA program can help you determine if you qualify and claim it.

Worried you should have been claiming the EITC for a few years now? No problem. The IRS allows taxpayers to go back three years (2016, 2017 & 2018 tax years) and claim it. Call VITA to find out more today!

### Tax Facts:

- Low- and moderate-wage earners may qualify for the Earned Income Tax Credit (EITC).
- For the 2019 tax year, the earned income credit ranges from \$529 to \$6,557 depending on your filing status and how many children you have.
- You don't have to have a child in order to claim the earned income credit.
- The earned income tax credit doesn't just cut the amount of tax you owe — the EITC could also provide you a refund, and in some cases a refund that's more than what you actually paid in taxes.

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



# February 2020

JANUARY 2020						
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MARCH 2020						
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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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## Bad Weather Procedures

- Listen to a local radio station: WZID-95.7 FM; and WOKQ-97.5 FM.
- WMUR: Cancellations are broadcast on WMUR TV Channel 9 at 15 minutes to the hour along with other business and government listings and listed on the WMUR website: www.wmur.com
- www.SNHS.com

Decisions on cancellations are made by 5:00am.

						1					
2	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	3	All WIC offices closed for Staff Day.	4	CSFP Raymond (Prescott Rd.) & Derry (Crystal Ave) 8:30 am - 2 pm	5	TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	6	WIC Early Clinics in Manchester & Nashua Starting at 7 am	7	8
Groundhog Day Super Bowl Miami, Florida											
9	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	10	 1 <sup>ST</sup> IN THE NATION 100 years of tradition! Presidential Primary Voting Day International Women and Girls in Science Day	11	CSFP Nashua (Allds St.) 8:30 am - 4:30 pm	12	CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	13	14	15	
○ Full Moon National Pizza Day											
16	Presidents Day SNHS Offices Closed	17	CSFP Nashua (Allds St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	18	19	20	CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	21	WIC Early Clinics in Manchester & Nashua Starting at 7 am	22	
23	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	24	25	26	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	27	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	28	WIC Early Clinics in Manchester & Nashua Starting at 7 am	29	
Mardi Gras											
Winter Vacation for Adult Education Classes											

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



# SNHS: Opening Doors to Food Security

**The Emergency Food Assistance Program (TEFAP)** provides emergency food assistance at no cost to low-income families. SNHS helps distribute this food to programs that can get it into the community, such as food pantries, local soup kitchens and other charitable organizations.

**The Women, Infants and Children Program (WIC)** provides nutritious foods, education, referrals and breastfeeding support to income eligible pregnant and post-partum women, infants and children under the age of 5. All of our nutritionists have at least a four year Bachelors in Science and Nutrition to support our participants.

## Food Pantries

SNHS also has multiple food pantry sites that are located in Rockingham County. These food pantries are open at no cost to community members that need additional food resources.

## The Commodity Supplemental Food Program (CSFP)

provides food resources to income eligible adults over the age of 60. SNHS has CSFP sites all throughout both Rockingham and Hillsborough counties.

**Child and Adult Care Food Program (CACFP)** sponsorship is available to Family Child Care Homes, Child Care Centers, and Adult Care Centers to receive reimbursement for meals that they serve to the children and adults in their care.



Weston Foods' generous donation helped SNHS combat food insecurity and stock food pantry shelves this past year.



*Krystal Bedard - It has been three years since I started Receiving WIC. This program has helped me raise my now six year old and it will help to raise my twins. I am grateful for the peer counselor and all the support that I had and will continue to have. It allows me to relearn feeding schedules.*



*Ruben Carson - We are incredibly thankful a program like this exists. It is a benefit to our family as well as to many other families.*



**SNHS Fact:**  
In 2019 SNHS' Food Pantries distributed 97,452 meals to 6,492 individuals in Rockingham County

## Green Thumbs Wanted

The Community Gardens Program is an initiative of SNHS and Hillsborough County to provide garden plots to interested individuals on county land located in Goffstown. Income eligible Hillsborough County residents are given priority to available plots and are provided a plot free of charge. A nominal donation is requested of community members exceeding the income threshold.

Each community gardener accepted into the program receives a 25'x25' rototilled garden plot. Water, seeds, tools, and other materials needed to maintain the plot must be supplied by the gardener. Benefits of the program include greater access to fresh local produce, lower grocery bills and an increased sense of community. Deadline to apply for your plot is April 17.

For more information or an application contact staff at 603-668-8010 x 6046 or [communitygardens@snhs.org](mailto:communitygardens@snhs.org)





# March 2020

FEBRUARY 2020						
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APRIL 2020						
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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 National Zero Discrimination Day	2 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm National Read Across America Day	3 All WIC offices closed for Staff Day.	4 CSFP Derry (Crystal Ave.) 8:30 am - 2 pm	5 CSFP Raymond (Prescott Rd.) 8:30 am - 2 pm	6 TEFAP Distribution to Food Pantries (Raymond Firehouse) 8:30 am - 2:30 pm WIC Early Clinics in Manchester & Nashua Starting at 7 am National Employee Appreciation Day	7 National Cereal Day
8 Daylight Savings Time Begins	9 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm ○ Full Moon	10	11 CSFP Nashua (Allds St.) 8:30 am - 4:30 pm	12 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am	13	14 National Pi Day
15	16 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	17 CSFP Nashua (Allds St.) & Manchester (Pine St.) 8:30 am - 4:30 pm St. Patrick's Day	18	19 CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am Spring Begins	20 WIC Early Clinics in Manchester & Nashua Starting at 7 am	21
22 WIC Late Clinics in Manchester & Nashua until 7 pm	23	24	25 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm International Waffle Day	26 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	27 WIC Early Clinics in Manchester & Nashua Starting at 7 am	28
29	30	31	<p><b>Bad Weather Procedures</b></p> <ul style="list-style-type: none"> <li>• Listen to a local radio station: WZID-95.7 FM; and WOKQ-97.5 FM.</li> <li>• WMUR: Cancellations are broadcast on WMUR TV Channel 9 at 15 minutes to the hour along with other business and government listings and listed on the WMUR website: <a href="http://www.wmur.com">www.wmur.com</a></li> <li>• <a href="http://www.SNHS.com">www.SNHS.com</a></li> </ul> <p><b>Decisions on cancellations are made by 5:00am.</b></p>			

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



# Opening Doors to Supportive & Welcoming Elderly Housing.

Funding from the U.S. Department of Housing and Urban Development Section 202 Supportive Housing Program, Low Income Housing Tax Credits (LIHTC), and New Hampshire Housing has enabled us to build and manage 29 elderly housing projects which represent 894 apartments. The residents of these units pay 30% of their income for rent with the balance subsidized under HUD's Section 8 Rental Assistance Program. Heat and utilities are included in the rent.

## Ashland

**Common Man Commons**  
48 West Street.  
Ashland, NH 03217  
603-968-3063

## Bristol

**Riverview Village**  
780 Lake Street  
Bristol, NH 03222  
603-744-3627

## Campton

**Campton Mills**  
349 Owl Street  
Campton, NH 03223  
603-726-7093

## Deerfield

**Sherburne Woods**  
1 Upham Drive  
Deerfield, NH 03037  
603-463-5893

## Epping

**Whispering Pines I**  
70 Pleasant Street  
Epping, NH 03042  
603-679-2495

## Whispering Pines II

70 Pleasant Street  
Epping, NH 03042  
603-679-2495

## Greenfield

**Greenfield Commons**  
826 Forest Road  
Greenfield, NH 03047  
603-547-2361

## Greenville

**Ronald A. Philbrick Elderly Housing**  
54/56 Main Street  
Greenville, NH 03048  
603-878-3364

## Lancaster

**Ice Pond Village**  
13 Ice Pond Road  
Lancaster, NH 03584  
603-788-2285

## Manchester

**Sundance Village**  
1915 Front Street  
Manchester, NH 03102  
603-634-0033

## Hallsville Court II

850 Hayward Street  
Manchester, NH 03103  
603-624-8321

## Hallsville Court I

870 Hayward Street  
Manchester, NH 03103  
603-622-9693

## Deryfield Village

628 Hanover Street  
Manchester, NH 03104  
603-521-7196

## N. Woodstock

**Councilor Ray Burton Commons**  
10 Washington Drive  
N.Woodstock, NH 03262  
603-745-4989

## Nashua

**Wagner Court**  
101 Burke Street  
Nashua, NH 03060  
603-595-0316

## Davidson Landing 1

143 Ledge Street  
Nashua, NH 03060  
603-598-9846

## Davidson Landing II

145 Ledge Street  
Nashua, NH 03060  
603-598-9846

## Salmon Brook

21 Lovell Road  
Nashua, NH 03060  
603-577-1306

## J.B. Millette Manor

72 Vine Street  
Nashua, NH 03060  
603-595-1300

## Streeter Shores

76 Temple Street  
Nashua, NH 03060  
603-881-5214

## North Berwick, ME

**Lucille M. Simpson Meadows**  
1 Simpson Way  
North Berwick, ME 03906  
207-676-3257

## Northwood

**The Meadows at Northwood**  
243 Bow Street  
Northwood, NH 03261  
603-942-8245

## Pittsburg

**Echo Valley Village**  
20 Black Lake Road  
Pittsburg, NH 03592  
603-538-1122

## Plymouth

**Pemi Commons**  
230 Fairgrounds Road  
Plymouth, NH 03264  
603-536-4684

## Raymond

**Ledgewood Commons**  
4 Ledgewood Lane  
Raymond, NH 03077  
603-895-0389

## Rochester

**Chaplain Adrien Chasse Village**  
11 Adrian Circle  
Rochester, NH 03867  
603-335-6062

## Mayor Roland Roberge Manor

14 Adrian Circle  
Rochester, NH 03867  
603-330-3217

## Laurel Terrace

21 McKinley Street  
Rochester, NH 03867  
603-335-2733

**CALL INDIVIDUAL SITES FOR MORE INFORMATION.**



## A Son's Thanks...



*I had the pleasure of recently spending some quality time up in Lancaster with my Mom at the Ice Pond. I simply wanted to pass on my high regards for the outstanding condition of the entire facility... both inside and out! Not only were the common areas absolutely immaculate but the outside grounds were equally beautiful in its overall appearance. Hopefully it brings you great joy to represent a facility that inspires residents to take such pride in their shared environment! I know that my Mom greatly appreciates all that the Ice Pond has to offer from both a housing as well as a social experience. So kudos to all of you for making Ice Pond what it is today!*

*Warmest regards,  
Lou Jr.*

**Our Supportive Housing Program provides the four walls – But the staff and residents turn these houses into homes**



# April 2020

MARCH 2020						
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MAY 2020						
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24	25	26	27	28	29	30
31						



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday					
			1	2	3	4					
			April Fools' Day National Walking Day			National Education & Sharing Day					
5	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	6	All WIC offices closed for Staff Day.	7	CSFP Raymond (Prescott Rd.) & Derry (Crystal Ave) 8:30 am - 2 pm	8	TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	9	WIC Early Clinics in Manchester & Nashua Starting at 7 am	10	11
		○ Full Moon				Good Friday					
Public Health Week											
12	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	13	14	CSFP Nashua (Allds St.) 8:30 am - 4:30 pm	15	CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	16	17	18		
Easter											
Public Health Week (Cont.)											
						Community Gardens Application Deadline					
19	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	20	CSFP Nashua (Allds St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	21	22	CSFP Seabrook (Lafayette Rd.) 8:30 am - 2:30 pm	23	WIC Early Clinics in Manchester & Nashua Starting at 7 am	24	25	
				National Earth Day							
National Volunteer Week: Find out how you can volunteer at <a href="http://www.SNHS.org">www.SNHS.org</a>											
26	WIC Late Clinics in Manchester & Nashua until 7 pm	27	28	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	29	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	30				
Adult Education Spring Break (Portsmouth)											

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



## SNHS Staff Achieving Excellence:

Congratulations to  
Katie Dunfey, SNHS's  
Newest Certified  
Community Action  
Professional (CCAP)



# Community Action Network - Opening the Doors of Opportunity

Across New Hampshire Community Action programs connect thousands of children and families to innovative, responsive programs and services that help lift them out of poverty toward self-sufficiency, transforming their lives and making communities stronger.

Annually in May, Southern New Hampshire Services, along with over 1,000 Community Action Agencies across the country, take time to reflect on the power that CAPs have to make a tangible difference in the lives of those with low-incomes. In Hillsborough and Rockingham

Counties, residents of those 68 cities and towns feel the positive effects of having one, or more, of our programs easily available. Warmth, increased education, employment skills and increased career mobility, nutrition and ways to make more of the income that they earn, are all a part of what we do each and every day.

Each Community Action Agency is a private or public non-profit organization established under the Economic Opportunity Act of 1964 to fight America's War on Poverty and help people to help themselves in achieving self-sufficiency.



It is with profound sadness that we say goodbye and thank you to Gale Hennessy, our Executive Director (1967-2015), who passed away on October 22, 2019.

Gale was a constant and steady hand at the helm, helping to guide the organization through the tough times, and positioning it to be able to take advantage of every opportunity to make life better for low income residents, not only here in New Hampshire but within the National Community Action Partnership network.

His willingness to take steps that others might consider risky, his dedication to the success of his staff, and a vision of what we could accomplish for those we serve made this organization into the agency we are today. Gale knew that a strong leader's first responsibility was to bring out the best in their staff. So very many of us in the agency over the years benefited from what he saw in us and the opportunities he gave us. He knew that opportunity was important to those we serve and to those who work to serve.

On the occasion of Gale's retirement Michael O'Shea, his right hand for more than forty years, said it best, "Gale was the leader of us all. Gale was one of a kind. No question."

To the man who once knocked on doors, and then spent a lifetime opening doors of opportunity to so many, we are better because of you.



Standing left to right: Councilor Russell E. Prescott; Councilor Michael J. Cryans; Councilor Andru Volinski; Ryan Clouthier, Deputy Director SNHS; Betsey Andrews-Parker, ED Community Action Partnership of Strafford County; Senator Lou D'Allesandro; Jeanne Robillard, ED Tri-County Community Action Program; Donnalee Lozeau, ED SNHS; Governor John Sununu; Representative Sherman Packard, SNHS Board; John Manning, ED Southwestern Community Services; Michael Tabory, Deputy Director Community Action Program Belknap-Merrimack Counties; Jeanne Agri, ED Community Action Program Belknap-Merrimack Counties; Councilor Debora B. Pignatelli; Councilor Theodore L. Gatsas

## The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, 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.



Southern New Hampshire Services  
<http://www.snh.org>



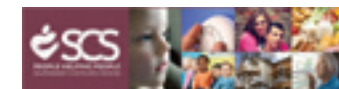
Community Action Program of  
Belknap-Merrimack Counties, Inc.  
<http://www.bm-cap.org>



Community Action Partnership  
of Strafford County  
<http://www.straffordcap.org>



Southwestern Community Services, Inc.  
<http://www.scs-helps.org>



Tri-County Community  
Action Program, Inc.  
<http://www.tccap.org/>



# May 2020

APRIL 2020						
S	M	T	W	TH	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

JUNE 2020						
S	M	T	W	TH	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
					Adult Education Spring Break (Portsmouth)	
3	4	5	6	7	8	9
CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	All WIC offices closed for Staff Day.  Cinco de Mayo	CSFP Derry (Crystal Ave) 8:30 am - 2 pm	CSFP Raymond (Prescott Rd.) 8:30 am - 2 pm TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm  ○ Full Moon	WIC Early Clinics in Manchester & Nashua Starting at 7 am		
World Laughter Day						
National Hospital Week						
10	11	12	13	14	15	16
CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm		CSFP Nashua (Allids St.) 8:30 am - 4:30 pm	CSFP Manchester (Pine St.) 8:30 am - 4:30 pm			
Mother's Day						
Community Gardens Tentative Start Date						
17	18	19	20	21	22	23
CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	CSFP Nashua (Allids St.) & Manchester (Pine St.) 8:30 am - 4:30 pm			CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am  World Cultural Diversity Day	WIC Early Clinics in Manchester & Nashua Starting at 7 am	
National Emergency Services Week						
24	25	26	27	28	29	30
Memorial Day SNHS Offices Closed						
31						

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program





During the months of June, July and August 32,255 meals were provided to youths experiencing food insecurity



# Summer Food Program

## Senior Farmers' Market

SNHS knows that fresh fruits and vegetables are key in maintaining a healthy lifestyle. We're proud to have been a part of providing more than 1,427 low income NH seniors with fresh, NH grown bundles of fruits and vegetables throughout the summer season.

## Summer Food Service Program

Summer months can be difficult for families to provide nutritious meals and snacks for their children while school is out. You'll find SNHS setting up tables at local Summer camps, recreation centers and local parks in an effort to ensure that no child goes hungry during vacation.

SNHS has been in your neighborhoods operating the Summer Food program since 1978. For more information on the program, or to become a partner, contact us at 603-668-8010 and help us serve the youth in YOUR neighborhood!

Maria Rodriguez - I started receiving CSFP in April so this is my first summer that I receive Farmer's Market. I am excited to make many meals with the produces.



Maria Santiago - I am new to CSFP and Farmer's market program, but I am very excited to use the eggplant I received in my bundle of produces.



# June 2020

MAY 2020							JULY 2020						
S	M	T	W	TH	F	S	S	M	T	W	TH	F	S
					1	2				1	2	3	4
3	4	5	6	7	8	9	5	6	7	8	9	10	11
10	11	12	13	14	15	16	12	13	14	15	16	17	18
17	18	19	20	21	22	23	19	20	21	22	23	24	25
24	25	26	27	28	29	30	26	27	28	29	30	31	
31													



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	<b>CSFP Clinic Manchester (Pine St.)</b> 6:30 am - 10:30 am <b>WIC Late Clinics in Manchester &amp; Nashua until 7 pm</b> 1	All WIC offices closed for Staff Day. 2	<b>CSFP Raymond (Prescott Rd.) &amp; Derry (Crystal Ave.)</b> 8:30 am - 2 pm 3	<b>TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse)</b> 8:30 am - 2:30 pm 4	<b>WIC Early Clinics in Manchester &amp; Nashua Starting at 7 am</b> 5  ○ Full Moon	6
7	<b>CSFP Clinic Manchester (Pine St.)</b> 6:30 am - 10:30 am <b>WIC Late Clinics in Manchester &amp; Nashua until 7 pm</b> 8	9	<b>CSFP Nashua (Allds St.)</b> 8:30 am - 4:30 pm 10	<b>CSFP Manchester (Pine St.)</b> 8:30 am - 4:30 pm 11	12	13
14	<b>CSFP Clinic Manchester (Pine St.)</b> 6:30 am - 10:30 am <b>WIC Late Clinics in Manchester &amp; Nashua until 7 pm</b> 15	<b>CSFP Nashua (Allds St.) &amp; Manchester (Pine St.)</b> 8:30 am - 4:30 pm 16	17	<b>CSFP Seabrook (Lafayette Rd.)</b> 8:30 am - 11:30 am 18	<b>WIC Early Clinics in Manchester &amp; Nashua Starting at 7 am</b> 19	20
Flag Day World Blood Donor Day	Tentative SFSP Start Date for Seabrook district	Tentative SFSP Start Date for Derry and Manchester district	Tentative SFSP Start Date for Nashua district			
21	<b>WIC Late Clinics in Manchester &amp; Nashua until 7 pm</b> 22	23	<b>Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.)</b> 8:30 am - 2:30 pm 24	<b>Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.)</b> 8:30 am - 2:30 pm 25	26	27
Father's Day						National Ice Cream Day
28	29	30				

CSFP: Commodity Supplemental Food Program  
 TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



# Adult Education Programs - Opening Doors to Opportunity with Learning

This month we recognize the importance of federal and state investment in programming that provides training, education, and skill enhancement opportunities for those living in and around our neighborhoods.

## Academic Skills/High School Equivalency and ESL classes for Adults - Portsmouth

The Portsmouth Adult Education Program provides quality adult basic education services in a classroom learning environment. These FREE Day and evening classes are available for adults in need of improving:

- Basic academic skills in the areas of reading, writing and math (Academic Skills)
- High school equivalency preparation (HiSET Test Preparation)
- English language skills (speaking, listening, reading, writing) for speakers of other languages (ESL classes)

Additional services include:

- Basic computer skills, employment and training resources, as well as career and college planning services are available to those enrolled in classes
- Limited, free on-site child care during class time
- On public transportation route (COAST Trolley)

## Adult Learner Services - Manchester

One-on-one tutoring is available in Manchester and are completely free of charge! Adult learners receive instruction in basic reading, writing, mathematics, High School Equivalency Test (HiSET®) preparation, or English as a Second Language. Participants take a test so that they can start in the right place and receive the help that is appropriate to them.

### How to Find Us:

Portsmouth Adult Education Program

**Phone:** (603) 422-8233

**Email:** [adulthoodeducation@snhs.org](mailto:adulthoodeducation@snhs.org)

**Look for us on Facebook:**

Portsmouth NH Adult Education @portsadulthood

Manchester Location - 508 Union St.

**Facebook:** English for New Americans, ENA

**Phone:** 603-361-2649

**Email Contact:** [ENA@snhs.org](mailto:ENA@snhs.org)

Manchester Adult Learner Services

[ALS@snhs.org](mailto:ALS@snhs.org)



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**Adult Education exists to provide each and every adult with opportunities to develop literacy skills needed to qualify for further education, job training, and better employment, and to reach his/her full potential as a family member, productive worker, and part of their community.**


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# July 2020

JUNE 2020						
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21	22	23	24	25	26	27
28	29	30				

AUGUST 2020						
S	M	T	W	TH	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	Independence Day (Observed) <b>SNHS Offices Closed</b>	3  Independence Day
5 ○ Full Moon	6 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	7 All WIC offices closed for Staff Day.	8 CSFP Derry (Crystal Ave) 8:30 am - 2 pm	9 CSFP Raymond (Prescott Rd.) 8:30 am - 2 pm TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	10 WIC Early Clinics in Manchester & Nashua Starting at 7 am	11
12	13 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	14	15 CSFP Nashua (Allids St.) 8:30 am - 4:30 pm  National Youth Skills Day	16 CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	17	18
19	20 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	21 CSFP Nashua (Allids St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	22 CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	23 WIC Early Clinics in Manchester & Nashua Starting at 7 am	24	25
26 National Parents Day	27 WIC Late Clinics in Manchester & Nashua until 7 pm	28	29 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm  National Lasagne Day	30 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	31	

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



# SNHS – Shutting Out the Cold!

## One Weatherization Project At a Time...



### SNHS Staff Provides Warmth in Many Ways

“My last appointment was an easy FAP/EAP. We chit-chatted while I processed her paperwork, made her copies and came back for the signatures. After signing she looked at me and said “Thank you for having a conversation with me. Most appointments like this are so mechanical, they don’t even acknowledge you. Thank you for treating me like a human being.”

### The Low Income Home Energy Assistance Program Action Month

#### Cold weather months are on the way!

The Low Income Home Energy Assistance Program (LIHEAP), also known as the Fuel Assistance Program (FAP), assists low income households that pay a high proportion of income for home energy. The program is funded by grants from the federal government, and makes payments directly to local utilities. To be eligible, an individual’s income level must not be more than 150% of the federal poverty level. The payment amount is determined according to the size and type of the home, as well as type of fuel.



**SNHS Fact:**  
13,044 households in Hillsborough & Rockingham Counties were kept warm through the LIHEAP program

### Weatherization Success Story

A call came in from a father of four who was struggling to make ends meet after returning home from Afghanistan. He was experiencing unexpected hardships that left him alone to raise and provide for his children. An Energy Audit proved that there were many ways that we could make the home more energy efficient but the savings in energy costs still didn’t reflect in enough cost savings to give financial respite. A call by our staff to the utility company resulted in an approval to install a new Energy Star LP Gas high efficiency heating system. Soon there was a new boiler, baseboard distribution, and indirect fired water heater with insulation measures installed in the home to further improve the home’s efficiency.

The client was overwhelmed by all the work that was done and the treatment his family received throughout the process. He now has peace of mind knowing that he can keep his family warm throughout the upcoming heating seasons and as his heating cost will be much more affordable.





# August 2020

JULY 2020						
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

SEPTEMBER 2020						
S	M	T	W	TH	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
	2 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	3 All WIC offices closed for Staff Day.	4 CSFP Raymond (Prescott Rd.) & Derry (Crystal Ave) 8:30 am - 2 pm	5 TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	6 WIC Early Clinics in Manchester & Nashua Starting at 7 am	7
National Friendship Day	○ Full Moon				National Purple Heart Day	8
	9 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	10	11	12 CSFP Nashua (Allids St.) 8:30 am - 4:30 pm	13 CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	14
World Breastfeeding Celebration Rockingham County						
	16 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	17 CSFP Nashua (Allids St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	18	19	20 CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	21 WIC Early Clinics in Manchester & Nashua Starting at 7 am
World Breastfeeding Celebration Hillsborough County						
	23 WIC Late Clinics in Manchester and Nashua until 7 pm	24	25	26 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	27 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	28
30	31					29

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



# SNHS - Providing Employment Skills that Open Doors!

SNHS combines staff expertise, along with robust partnerships statewide, that makes possible the education, training and preparedness offered to our customers. Child care, housing and transportation assistance are key in helping individuals truly become self-sufficient and we understand the importance in taking the whole family into consideration.



July 1, 2018-  
June 30, 2019

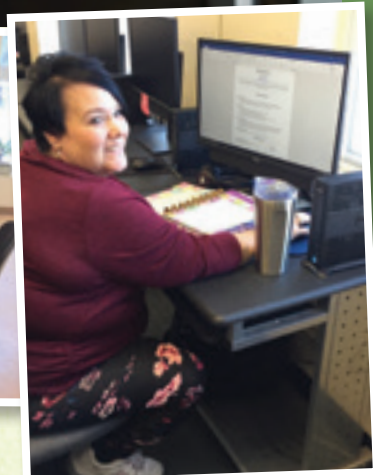
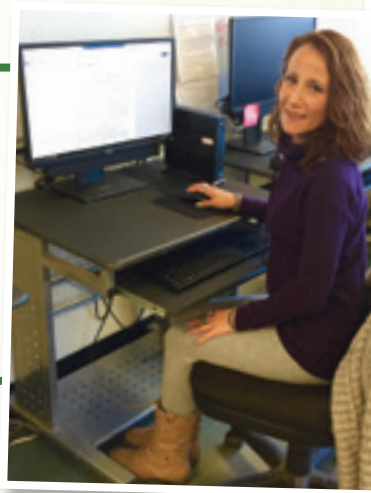
**685**  
participants  
were served  
by WIOA

**100**  
individuals  
received  
support  
services:  
Child care,  
transportation  
assistance,  
auto repairs,  
etc.

**479**  
received  
training  
services

**343**  
received  
Individual  
Training  
Account  
services

**39**  
received  
On the Job  
Training  
services



## Success Stories

A single Dad, originally from Africa, had a school aged child at home as well as a few teenagers. He was not at all comfortable on the computer and had never completed a resume or any job search tool. However, he was very eager to learn and had his hopes set on becoming a bus driver. He was very reliable, and even though he had no transportation, he completed his vocational assessments and job search tools. I referred him to the On the Job Training (OJT) program. He was approved and was able to secure a job as a bus driver for Easter Seals. His wonderful and caring personality was a great fit for this position and he continues to thrive. He still is employed and whenever I see him he lets me know how much he appreciates the help he had and how much he loves his job.

A single mother of four with children ranging from 9 to 19 in age (one with disabilities and many needs) was referred to us through NH Works. She had been out of work for years due to leg issues and managing her personal life. She had a wonderful work past but, her large gap in her employment history was a major issue for her in finding a new job. She did not know how to best frame the reasons behind the gap in employment and felt like she needed to brush up on communication and customer service skills. When she came here her computer skills were very limited and she was uncertain of what she wanted to do with her life. On top of it all, her physical limitations from her leg injury was a big problem for her since she was still on crutches. Through the course of her training she gained confidence, enhanced her computer skills, learned to better manage her schedule and found time for physical therapy for her leg. Once she completed the program she quickly obtained a manager's job at Subway. She has kept in contact, and is now managing two stores in Manchester, received a raise and hopes to move up in the company soon!

## Testimonials

My Coordinator worked with me to show me how to create a resume and cover to highlight my skills and qualifications for each position I apply to. All the other tools were extremely helpful and when I recently went on an interview I used all the tools I learned here and it impressed my interviewer.

I was able to finish and earn my diploma which I would not have been able to do without being here in this program.

I am excited to move forward with the WEP to OJT I will be starting next week. I am sad to be leaving Workplace Success, but excited for the doors it has opened. I would love to share this experience with others!

it is a wonderful program and would recommend anyone and everyone attend it. The program is extremely beneficial for those who have the desire to piece their life back together. The staff is great and willing to help at any given moment. They make sure you stay on the right path to success.





# September 2020

AUGUST 2020						
S	M	T	W	TH	F	S
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2	3	4	5	6	7	8
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

OCTOBER 2020						
S	M	T	W	TH	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
			○ Full Moon		National Wild Life Day	
6	Labor Day SNHS Offices Closed	7	All WIC offices closed for Staff Day.	8	9	10
			CSFP Derry (Crystal Ave) 8:30 am - 2 pm		CSFP Raymond (Prescott Rd.) 8:30 am - 2 pm TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	11
National Read a Book Day						12
13	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	14	15	16	17	18
			CSFP Nashua (Allids St.) 8:30 am - 4:30 pm		CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	
20	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	21	22	23	24	25
			CSFP Nashua (Allids St.) & Manchester (Pine St.) 8:30 am - 4:30 pm		CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	WIC Early Clinics in Manchester & Nashua Starting at 7 am
						National Women's Health & Fitness Day
27	WIC Late Clinics in Manchester & Nashua until 7 pm	28	29	30		
			Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm		

CSFP: Commodity Supplemental Food Program  
TEFAP: The Emergency Food Assistance Program

WIC: Women, Infants, and Children Program



# Head Start Awareness Month



## Head Start:

Head Start is a program that helps eligible young children between the ages of three and five grow up ready to succeed in school and in life. Our programs work to meet high standards for delivering quality services to children and their families.

In addition to life and school preparedness, Head Start is also the nation's proving ground for early learning innovation. Head Start offers a unique whole child/whole family program design coupled with a delivery system that includes local programs, national standards, monitoring, professional development, and family engagement.

## How to Enroll:

Head Start staff meets with families to complete an application. Families can call the Head Start office in their area to make an appointment and find out what they need to bring with them. You can also call the main office at (603) 668-8010 ext. 6098 or 1 (800) 322-1073 ext. 6098.

**'Our hearts are filled with love and gratitude for the way that Pine Street teachers and staff have lovingly cared for our two precious grandsons. It takes a very special team of dedicated teachers and staff to accomplish what you have done for our boys. We are truly grateful and cannot thank you all enough...'**

*- Mike and Marianne, Head Start Grandparents*

**'The children teach me as much as I teach them: they teach me to be happy, to always give with an open heart, to believe in myself, and to be patient. I have learned so many important life lessons from the children I teach!'**

*- Aicha, Lead Teacher for Head Start*

Aicha was featured as a Spotlight on Excellence in the Dec/Jan 2019 National Association for the Education of Young Children publication!!



## Child Care Aware of New Hampshire

Child Care Aware® of New Hampshire is committed to serving all families who are seeking child care in New Hampshire. We also provide services to providers who are caring for the children in our state. The mission of Child Care Aware® of New Hampshire, the most trusted resource for referrals, technical assistance and professional development for the diverse needs of families, early childhood providers and community partners, is to improve the quality and accessibility of child care. **For more information go to [www.nh.childcareaware.org](http://www.nh.childcareaware.org)**



## SNHS Fact:

Our resource team delivered 243 on-site training sessions for child care providers in NH. 2,664 families received referrals and assistance in obtaining child care.



## SNHS Child Care Centers

SNHS' child care centers provide a high quality, affordable, dependable and nurturing atmosphere for the children of working parents and for those parents entering or reentering the workforce.

### Program Services:

- Highly qualified staff
- Developmentally appropriate activities
- Individualized program designed to fit each child's needs
- Nutritious breakfast, lunch and snack provided
- Full day and extended day program options available



# October 2020

SEPTEMBER 2020						
S	M	T	W	TH	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

NOVEMBER 2020						
S	M	T	W	TH	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday					
				1	2	3					
				○ Full Moon							
4	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	5	All WIC offices closed for Staff Day.	6	CSFP Raymond (Prescott Rd.) & Derry (Crystal Ave) 8:30 am - 2 pm	7	TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	8	WIC Early Clinics in Manchester & Nashua Starting at 7 am	9	10
11	Columbus Day SNHS Offices Closed	12	13	CSFP Nashua (Allids St.) 8:30 am - 4:30 pm	14	CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	15	16	17		
											National Get Smart About Credit Day
18	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	19	CSFP Nashua (Allids St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	20	21	CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	22	WIC Early Clinics in Manchester & Nashua Starting at 7 am	23	24	
25	WIC Late Clinics in Manchester & Nashua until 7 pm	26	27	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	28	Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	29	30	31		○ Full Moon Halloween
	National Make a Difference Day										

CSFP: Commodity Supplemental Food Program  
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WIC: Women, Infants, and Children Program



# November Homelessness Prevention

## SNHS Helps Homeless Men & Women to Open Their Own Doors!

### Safe and Supportive Housing

SNHS plays a significant role in the lives of men and women living in Manchester and Nashua who are experiencing issues related to homelessness. On-site staff help to connect residents with the supportive programming that can enable them to move toward increased quality of life.

Robinson House (24 units-Manchester) and Mary's House (40 units-Nashua) consist of rehabilitated Section 8 rent assisted apartments for homeless individuals who need safe and affordable housing to reach their personal goals.

#### The Homeless Housing and Access Revolving Loan Fund

Provides guarantees of rental security deposits and/or first month's rent to eligible persons.

#### The Housing Security Guarantee Program

Assists low income individuals and families in obtaining housing by issuing certificates to landlords that guarantee security deposits.

SNHS can also provide information and referral services for individuals or families in need of emergency shelter. In providing assistance, SNHS collaborates with other organizations participating in HUD's Coordinated Entry process, which strives to ensure that those in crisis are provided information and resources as quickly as possible.



Residents of Robinson House  
Left to right: David, Gary, Arthur, Gary

133

families facing eviction were able to maintain their housing with emergency case management and financial support

79

homeless families secured safe affordable housing with case management and financial support





# November 2020

OCTOBER 2020						
S	M	T	W	TH	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

DECEMBER 2020						
S	M	T	W	TH	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm  Daylight Savings Ends	2 Election Day SNHS Offices Closed  	3 CSFP Derry (Crystal Ave) 8:30 am - 2 pm	4 CSFP Raymond (Prescott Rd.) 8:30 am - 2 pm TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	5 WIC Early Clinics in Manchester & Nashua Starting at 7 am	6	7
8 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	9	10 Veterans Day SNHS Offices Closed	11	12 CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	13  World Kindness Day	14
15 CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	16 CSFP Nashua (Allds St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	17 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	18 Tentative TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm CSFP Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	19 WIC Early Clinics in Manchester & Nashua Starting at 7 am	20	21  National Stuffing Day
22 WIC Late Clinics in Manchester & Nashua until 7 pm	23	24	25	26 Thanksgiving Day SNHS Offices Closed	27 Day After Thanksgiving SNHS Offices Closed	28
29  ○ Full Moon	30					

CSFP: Commodity Supplemental Food Program  
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# SNHS Volunteers - Opening Doors to a Better Quality of Life for Those in Need



Retired Senior Volunteer Program (RSVP) is a free program for adults 55 and better. RSVP staff strive to provide meaningful volunteer opportunities that meet local needs and respond to priorities of national significance.

RSVP volunteers lent their support to 32 community partners in 2019 that included the Nashua Historical Society, the Palace Theater, the Manchester and Nashua Senior Centers, the Granite State Ambassadors and more.

**The RSVP Fixit Corps** assists homeowners (60 years and older or disabled) with minor home repairs. Volunteers with experience in the fields of plumbing, carpentry and electrical provide the labor for free. The homeowner is responsible for providing the supplies needed.

**RSVP Bone Builders Program** is a strength training and balance exercise program to prevent and reverse osteoporosis. Bone Builders offers no impact weight training group exercise classes lead by RSVP volunteers who will help guide you through you class. It's never too early or too late to take steps to protect your bones. Join a Bone Builders class today!



*"The volunteers go out of their way to help. It's a wonderful service for seniors on a fixed income. The comfort of knowing the Fix-It Program is available and renders the service needed at a minimal cost - allows me to remain in my home." - Mark*

*"Late in July, 2017 I suffered a fractured pelvis when I fell from my bike. I was hospitalized for 10 days and received extensive physical therapy for my injuries. During my hospital stay and the out-patient therapy that followed, the therapists commented how rapid my recovery rate was, without a doubt, due to my pre-injury physical condition. Thanks Bone Builders!! - Louise*

**SNHS Fact:**  
278 volunteers gave more than 128,337 service hours through SNHS sponsored programming

If you would like to volunteer or need a volunteer call our Volunteer Services Program: (603)634-1169 ext 10 (Manchester NH) or email [RSVP@snhs.org](mailto:RSVP@snhs.org).





# December 2020

NOVEMBER 2020						
S	M	T	W	TH	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

JANUARY 2021						
S	M	T	W	TH	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday					
		1	2	3	4	5					
		National Giving Tuesday				National Volunteer Day					
6	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	7	All WIC offices closed for Staff Day.	8	CSFP Raymond (Prescott Rd.) & Derry (Crystal Ave.) 8:30 am - 2 pm	9	Tentative TEFAP Distribution to Food Pantries Seacoast (Raymond Firehouse) 8:30 am - 2:30 pm	10	WIC early Clinics in Manchester & Nashua Starting at 7 am	11	12
13	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	14	15	CSFP Nashua (Allids St.) 8:30 am - 4:30 pm	16	CSFP Manchester (Pine St.) 8:30 am - 4:30 pm	17	18	19		
20	CSFP Clinic Manchester (Pine St.) 6:30 am - 10:30 am WIC Late Clinics in Manchester & Nashua until 7 pm	21	CSFP Nashua (Allids St.) & Manchester (Pine St.) 8:30 am - 4:30 pm	22	CSFP Tentative date Seabrook (Lafayette Rd.) 8:30 am - 11:30 am	23	Floating Holiday Christmas Eve SNHS Offices Closed	24	Christmas Day SNHS Offices Closed	25	26
	Winter Begins						No Classes - Adult Ed and ENA: December 24 - 25, 2020				
27	WIC Late Clinics in Manchester & Nashua until 7 pm	28	29	TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	30	TEFAP Distribution to Food Pantries Manchester (Pine St.) 8:30 am - 2:30 pm	31	JANUARY 2021 1 SNHS Offices Closed			JANUARY 2021 2
		○ Full Moon									
No Classes - Adult Ed and ENA: December 28, 2020 - January 1, 2021											

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# Opening Doors, Helping Granite Staters Thrive... All Year Long!

<p>January</p> <p><b>SNHS Opens Doors, Unlocking Clients' Potential</b></p> 	<p>February</p> <p><b>Financial Capability... Opening Doors to Economic Stability</b></p> 	<p>March</p> <p><b>SNHS: Opening Doors to Food Security</b></p> 	<p>April</p> <p><b>Opening Doors to Supportive &amp; Welcoming Elderly Housing.</b></p> 
<p>May</p> <p><b>Community Action Network - Opening the Doors of Opportunity</b></p> 	<p>June</p> <p><b>Summer Food Program</b></p> 	<p>July</p> <p><b>Adult Education Programs - Opening Doors to Opportunity with Learning</b></p> 	<p>August</p> <p><b>SNHS - Shutting Out the Cold! One Weatherization At a Time...</b></p> 
<p>September</p> <p><b>SNHS - Providing Employment Skills that Open Doors!</b></p> 	<p>October</p> <p><b>Head Start Awareness Month</b></p> 	<p>November</p> <p><b>November Homelessness Prevention</b></p> 	<p>December</p> <p><b>SNHS Volunteers - Opening Doors to a Better Quality of Life For Those in Need</b></p> 