



Southern New Hampshire Services

2021 Calendar

2020 Annual Report

At Southern New Hampshire Services...

We found ourselves in 2020 opening the windows of opportunity to people who need it to improve their lives, to help themselves and each other.

We strived to:

Turn hope into reality by identifying the needs of the community, collaborating with others in the community and taking action to improve life for our clients.

Treat people with respect.

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

And we lived 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.



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

When writing last year's message for our annual report, we were laser focused on implementing our Whole Family Approach and excited to have committed community partners and state and federal leaders working with us. I ended my message with "We are grateful to find so many open doors. Let's endeavor to move forward through them arm in arm with "2020" vision!"

Well, as the saying goes, when a door closes, a window opens! Learning a few months into 2020 that we were faced with a world-wide pandemic, there were no real "open doors" nor any walking arm in arm in a socially distanced environment. Yet, I can say with pride that Community Action quickly and safely stepped up, threw open the windows, worked virtually arm in arm, and put action into our community!

Our previous work in developing a Whole Family Approach proved beneficial as in 2020 more than ever, clients (current and new) found themselves addressing multiple areas of need. Joblessness; loss of childcare due to closings; need for childcare because of school closings; inability to meet housing costs including rent, mortgages and utilities; and food insecurity were among them. Programs adapted and so did we. The Whole Family team expanded, working to ensure families received assistance in all the areas of need and eligibility. You will see in the pages that follow how programs adapted and the volume of services and benefits provided to those in need.

We created an Action Line responding late into the evenings and on weekends to the concerns of the callers. We engaged our Retired Senior Volunteer Program (RSVP) volunteers to make daily calls to any of our elderly residents that were interested in hearing from a friendly voice during this very difficult time. We kept child care open for essential workers. We distributed masks, commodity food for the elderly, food for the food pantries, and served almost fifty thousand (50,000) Summer Meals to kids in Manchester and Nashua!

Thanks to the Governor's Office for Emergency Relief and Recovery (GOFERR), along with the Division of Economic and Housing Stability, the Housing Relief Program was created. The multi-million-dollar program was designed to help people financially affected by COVID-19 maintain housing and help cover energy costs. All five NH Community Action Agencies operated this program having a substantial impact statewide through December 30, 2020. A critical component of this program includes our financial capability program, Your Money in Action, providing the opportunity for people to learn and utilize tools to help them achieve their financial goals and stability.

Child Care Aware of NH answered the call to action at a critical time. Their on-going work with families, early childcare providers and community partners positioned them to be a valuable frontline information provider. They were and continue to be instrumental in getting the facts needed to allow for informed decisions as quickly as possible. Their reputation as the state's trusted source for referrals, technical assistance and professional development gave a voice to all stakeholders.

We are on track to host the state's Benefits Cliff Calculator on our website in early 2021. Clients and New Hampshire's employers will get a better view of the meaning of the benefits cliff. A clear understanding of the consequences will provide information to policy makers allowing them to create the path to economic mobility for all.

At the time of this publication we continue to serve our clients remotely. The exception being the 2020-2021 school year that opened on time and in person. Along with smaller class sizes, drop-off and pick-up precautions are taken each day.

Our Commodity Food Program packs and provides boxes of food with a great "drive-thru" delivery method. Our Elderly Housing managers remained on site, without face to face meetings with residents. Housing housekeepers and maintenance staff kept our housing clean and safe. Remaining program staff have returned to our sites with safety guidelines in place. We look forward to opening our doors to clients in the near future. 2020 will surely be one for the history books. We believe that this crisis provided an opportunity to see what is possible when we all join forces to overcome challenges and barriers.

As always, our work could not have been done without the constant support and encouragement of our Board of Directors. Our program directors, who know their role as part of the agency-wide solution, set the standard. Our dedicated front line staff, who understand that we are the "helpers" and we don't "go home" when our community needs us, continues to step up and lean in! Often overlooked is the behind-the-scenes staff that our clients rarely see, the fiscal staff and administrative staff who never complained when taking on more responsibility.

Lastly, I want to thank our executive management team. Susan Valaitis our Human Resource Director, led the way taking care of our employees and their challenges so they could keep their eyes on those we serve. Jim Chaisson, our CFO, never lost track of making the resources work, all while keeping us in compliance and in the black. Deputy Director Ryan Clouthier made sure that operations never faltered in spite of having to learn new programs and create the complicated processes necessary to make them work as intended.

Nothing demonstrates how strong your ship is and how capable your crew is than to be on board in a storm. A very unusual unexpected storm will show where the leaks are and how the crew responds. Some run for a lifeboat to get in, others run for the lifeboat to ensure others get in. While we may have had a few leaks, they were quickly fixed, the lifeboats were not deployed, and I know I'd get on a ship with my crew anytime. As we prepare and hope to open our doors soon, I know the lessons learned and the creative and strong partnerships developed due to necessity in 2020 definitely sharpened our vision in a way we did not expect and will only enhance our work in 2021 and beyond!

When Doors Close, We Open Windows, Letting the 'Action' in Community Action Shine

SNHS Funding by Program 2019-2020

HILLSBOROUGH

Child and Adult Care Food Program	\$323,771
Child Care Aware of NH	\$1,024,120
Child Care	\$1,443,500
Commodity Supplemental Food Program	\$334,149
Community Gardens	\$18,400
Early Head Start	\$1,794,856
Elderly Housing	\$10,060,921
Electrical Assistance Program	\$4,040,886
Emergency Energy Programs	\$63,897
Fuel Assistance	\$5,827,226
Head Start	\$4,458,673
Homelessness Prevention	\$1,054,210
Rural Transportation	\$24,000
Summer Food Service Program	\$160,100
Supportive Housing for the Homeless	\$555,110
Volunteer Services	\$135,776
Weatherization/Conservation Programs	\$2,714,181
Western Hills County Family Services	\$157,995
WIC Nutrition Program	\$2,649,042
Workforce Development	\$2,943,795

ROCKINGHAM

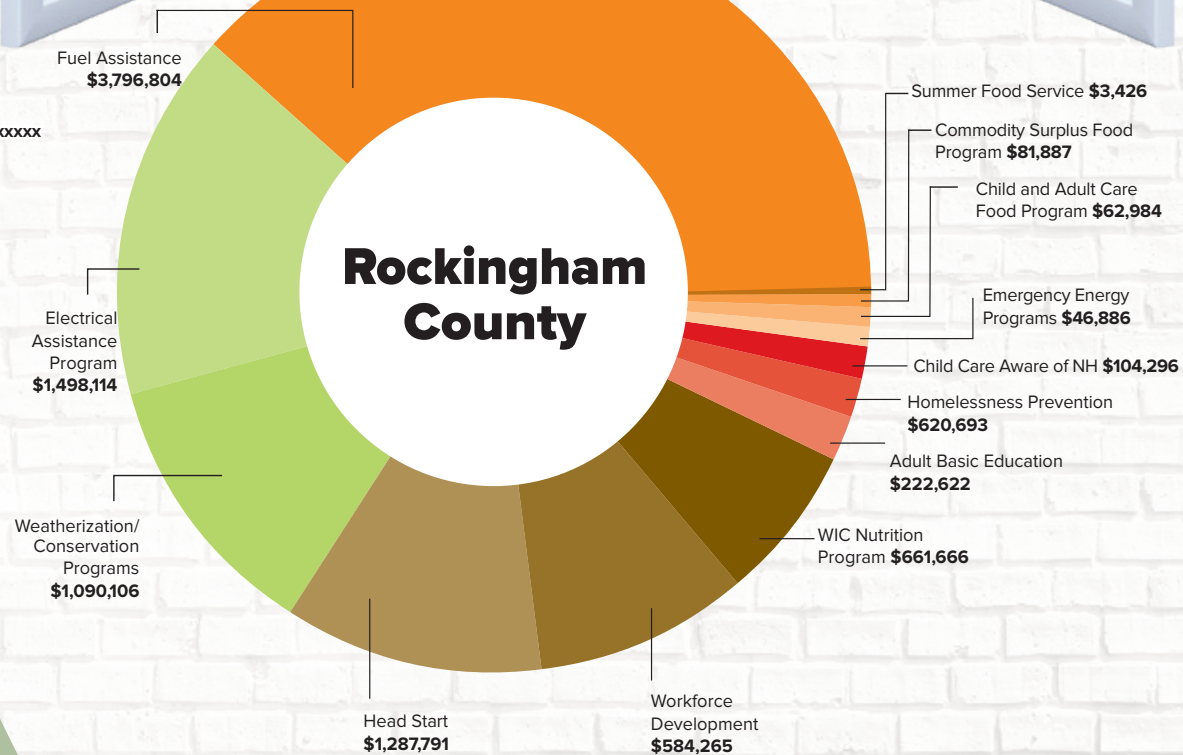
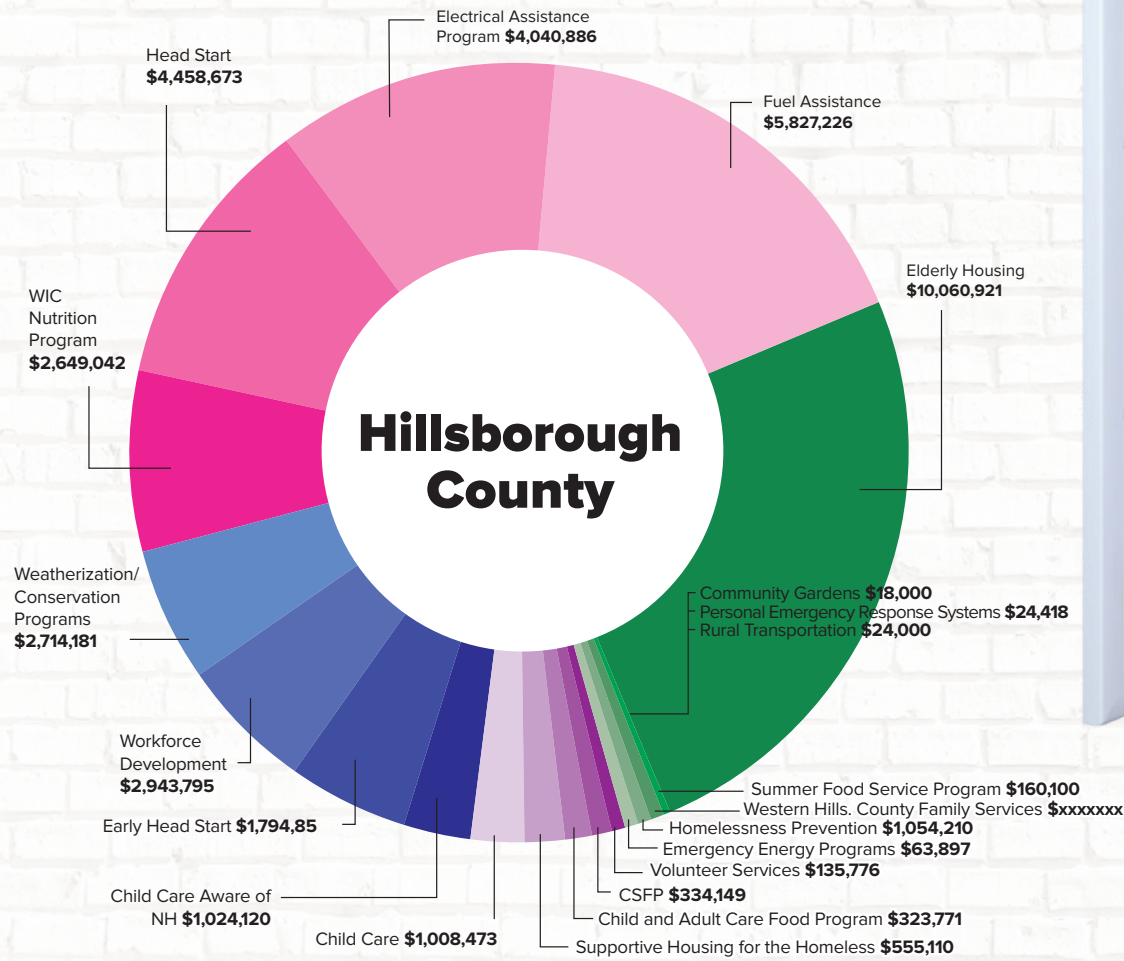
Adult Basic Education	\$222,622
Child and Adult Food Program	\$62,984
Child Care Aware of NH	\$104,296
Commodity Supplemental Food Program	\$81,887
Electrical Assistance Program	\$1,498,114
Emergency Energy Programs	\$46,886
Fuel Assistance	\$3,796,804
Head Start	\$1,287,791
Homelessness Prevention	\$620,693
Summer Food Service Program	\$3,426
Weatherization/Conservation Program	\$1,090,106
WIC Nutrition Program	\$661,666
Workforce Development	\$584,265

"Each and every employee at SNHS is integral to achieving our goal of helping people help themselves and each other. Everyone working together as one agency with a variety of resources and tools is the key to bringing economic stability to our clients."

- Donnalee Lozeau, Executive Director

When Our Doors Couldn't Open We Found Windows That Could!

All Our Programs Continued!



JANUARY 2021

DECEMBER 2020						
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FEBRUARY 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
	<p>Bad Weather Procedures</p> <ul style="list-style-type: none"> • Listen to a local radio station: WZID-95.7FM; and WOKQ-97.5FM. • 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: wmur.com and SNHS.org <p>Decisions on cancellations are made by 5am.</p>				1 New Year's Day SNHS Offices Closed	2				
3	WIC late clinics Manchester & Nashua until 7pm	4	All WIC offices closed for Staff Day CSFP Derry Crystal Ave. 8:30-12:30	5	6	CSFP Raymond Prescott Rd 8:30-12:30	7	8	WIC early clinics in Manchester & Nashua starting at 7 am	9
10	WIC late clinics Manchester & Nashua until 7pm	11	12	CSFP Nashua Alllds St., 8:30-4:30	13	14	CSFP Manchester Pine St., 8:30-4:30	15	16	
Letter Writing Week	17	18	19	CSFP Nashua Alllds St., 8:30-4:30	20	CSFP Seabrook Lafayette Rd., 8:30-12:30	21	CSFP Nashua Alllds St., 8:30-4:30	22	23
	Martin Luther King, Jr. Day SNHS Offices Closed	National Popcorn Day								
24	WIC late clinics Manchester & Nashua until 7pm	25	26	CSFP Manchester Pine St., 8:30-4:30	27	28	29	30		
31										

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

Financial Education Programs are Windows of Opportunity!

Volunteer Income Tax Assistance (VITA)

VITA quickly adapted to COVID-19 restrictions. Through a system of drop offs, Zoom calls, phone, and emails, our staff helped make possible free tax preparation services during the most difficult of times.

Total of all client refunds:

Total Tax Returns Prepared:	665
Total in Refund Dollars:	\$643,719

Your Money in Action Program

A Whole Family Approach to Economic Stability

Understanding financial literacy and budgeting is a central tool for families who are taking the steps toward becoming financially independent. Topics covered in the program include: financial goal setting, budgeting, saving, debt resolution, improving credit score, and banking. Family Resource Specialists deliver the three-part course both individually and in group settings. Participants are given assignments throughout the course to help them reflect on the information and begin to apply the principles in their lives. Family Resource Specialists meet with participants individually to provide specific guidance and assist with creating a clear plan to achieve the goals they've identified. In addition, participants are provided tools for tracking their spending so that they are able to make improvements to their spending habits and remain financially stable.

Recipients of SNHS's Cares Act Housing Relief program who received ongoing assistance for housing related costs were given access to the Your Money in Action program and Family Resource Specialists to help participants to reduce their reliance on housing assistance from one month to the next and regain self-sufficiency.

“
Thank you very very much for being the person on the other end of the phone who genuinely seems to care. I really appreciate it.
- Christina, VITA client
”

628 individuals and families were provided tools to build their financial management skills to attain energy self-sufficiency through the Assurance 16 program. Assurance 16 funds are added to existing energy programs and enriches services for households with complex needs.



“
In the few months that you guys have been helping me as well as watching these videos, I have looked to see where I can make cuts throughout the month to save money. With writing down everything I'm spending I can also keep track to make sure I'm not overspending. The videos taught me a lot on how to get my credit to a good spot, what affects my credit score, and things that I need to do to keep it in a good spot when I get there. Right now due to Covid I am having trouble financially with my job, but after this grant is over hopefully I am that much closer to finishing school and my income coming in will be higher. Once that happens, other things I've learned from the video is budgeting, and also putting some money away for a rainy day.
Maybe cutting down on things that are unnecessary and keeping track of what's coming in and what's going out.
- Bog Panaitescu, Your Money in Action client
”

FEBRUARY 2021

JANUARY 2021						
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MARCH 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	WIC late clinics 11-7 Manchester & Nashua 1	All WIC offices closed for Staff Day 2 CSFP Derry Crystal Ave. 8:30-12:30	CSFP Raymond Prescott 8:30-12:30 3	4	WIC early clinics in Manchester & Nashua starting at 7 am 5 CSFP Manchester Pine St., 8:30-4:30	6
7	WIC late clinics 11-7 Manchester & Nashua 8	9	CSFP Nashua Allds St., 8:30-4:30 10	CSFP Manchester Pine St., 8:30-4:30 11	12	13
	National Boy Scout Day					
14	15	16	17	CSFP Seabrook Lafayette Rd 8:30-12:30 18	WIC early clinics in Manchester & Nashua starting at 7 am 19	20
Valentine's Day/ National Organ Donor Day	President's Day SNHS Offices Closed					
21	WIC late clinics 11-7 Manchester & Nashua 22	CSFP Nashua Allds St., 8:30-4:30 23	24	25	26	27
		Mardi Gras/Fat Tuesday				
28				Bad Weather Procedures <ul style="list-style-type: none"> • Listen to a local radio station: WZID-95.7FM; and WOKQ-97.5FM. • 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: wmur.com and SNHS.org Decisions on cancellations are made by 5am.		

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

SNHS Nutrition: When Our Doors Closed, We Found “Windows”

March 2020 was a month of two realities and significant challenges.

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 a least a four year Bachelors in Science and Nutrition to support our families.

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 children and adults in their care.

Wanted: Gardeners with a Vision

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 produce, lower grocery bills and an increased sense of community. Deadline to apply for your plot is April 16.



Food insecurity was foremost on our mind as March turned into April. Staff were quick to jump in and get food resources out to families and seniors as quickly, and safely, as possible.



BEFORE ...

Head Start kids enjoy healthy and delicious snacks served 'family-style' in the classroom...



...AND AFTER!

We're proud that our nutrition programs never skipped a beat as staff jumped in to ensure that food was always available to our Head Start students, as well as seniors and families using socially distanced 'drive-through' food distribution.

“

I've had a lot of people say what a big help we are during the pandemic as it has changed their lives in some major ways. Some have lost their job and they just really appreciate the help with the food and the referrals to other SNHS programs and community services to help in other ways.

- WIC staff

”

MARCH 2021

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APRIL 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	WIC late clinics 11-7 Manchester & Nashua 1	All WIC offices closed for Staff Day 2 CSFP Derry Crystal Ave., 8:30-12:30	3 Caregiver Appreciation Day	CSFP Raymond Prescott 8:30-12:30 4	WIC early clinics in Manchester & Nashua starting at 7 am 5	6
7	WIC late clinics 11-7 Manchester & Nashua 8	9	CSFP Nashua Allds St., 8:30-4:30 10	11	CSFP Manchester Pine St., 8:30-4:30 12	13
14	WIC late clinics 11-7 Manchester & Nashua 15	16 Ides of March	17 Corned Beef & Cabbage Day	CSFP Seabrook Lafayette Rd., 8:30-12:30 18	WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua Allds St., 8:30-4:30 19	20
21 Credit Card Reduction Day	WIC late clinics 11-7 Manchester & Nashua 22	23	CSFP Manchester Pine St., 8:30-4:30 24	25	26	27
28	29	30	31	<p>Bad Weather Procedures</p> <ul style="list-style-type: none"> • Listen to a local radio station: WZID-95.7FM; and WOKG-97.5FM. • 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: wmur.com and SNHS.org <p>Decisions on cancellations are made by 5am.</p>		

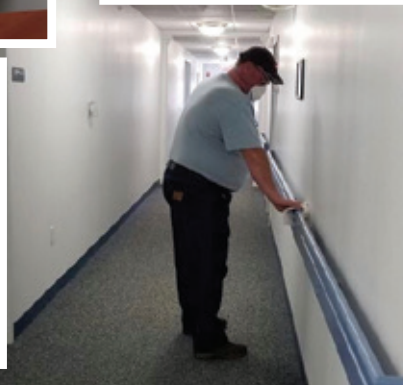
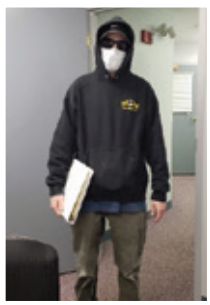
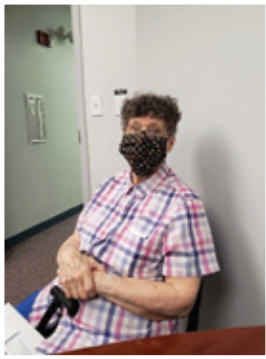
CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

SNHS Elderly Housing A Window to Our Days

The pandemic presented all of us with challenges that we couldn't imagine, especially for our seniors living in supportive housing. Putting safeguards in place to protect our residents as well as our staff meant that visits couldn't take place, common areas were closed, and community suppers or movie nights were on pause. We're proud of everyone who committed to working with us. Residents, families and staff alike took safety seriously, held to mask wearing and practicing frequent hand washing. Thank you to staff and clients alike who have been respectful of the guidelines, and who have kept their distance while doing the things that needed to be done!

We will get through this and will be stronger on the other side. Somehow, every crisis presents an opportunity. As this unfolds and we try new things, or do things differently, we will learn and improve.



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 facilities 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. Call individual sites for more information.

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. Milette Manor
72 Vine Street
Nashua, NH 03060
603-595-1300

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

North Berwick, ME Raymond

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

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

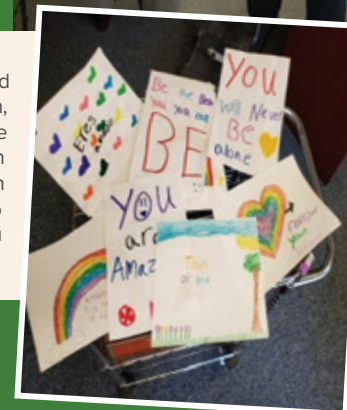
Mayor Roland Roberge Manor
14 Adrian Circle
Rochester, NH 03867
603-330-3217

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

18 year employee
Cindy Phillips, right,
stands with resident
Brenda Kendall in
Rochester's Laurel
Terrace laundry room.
"Kim and I receive
DAILY compliments
from residents at our
3 Rochester facilities
of how hard working
Cindy is and how
clean she keeps the
buildings!"
- Housing manager



Door art was created
by local children,
and donated to the
residents of Salmon
Brook Apartments in
Nashua as a way to
remind them that, 'You
will never be alone.'



Our Supportive Housing Program places the emphasis on safety, accessibility, adaptability, longevity – but it's our staff and residents that turn these communities into homes.

Window to the World of Community Action

May has traditionally been Community Action Month when the over 1000 Community Action agencies across America are recognized for putting the 'action' in Community Action. We have had our work cut out for us in a whole new way over the last few months. As NH's Community Action Agencies we've stepped up state-wide and have been working diligently to efficiently and effectively distribute monies through the Governor's Office for Emergency Relief and Recovery (GOFERR) Housing Relief Program. Keeping individuals and families safely housed allows us time to wrap around, and connect, these families with the programs and services that will help them to step out from under the weight of financial hardship and begin to build.

At SNHS we're encouraged by the agency-wide commitment of staff to the Whole Family Approach. This isn't a program, but instead, a thoughtful and focused approach to affect change within the entire family unit regardless of makeup. Parent, Grandparents, Aunt, Uncle or other, we've redoubled our pledge and continue to provide integrated services that work seamlessly with each other. We look forward to the continued partnership with our other 4 sister community action agencies. This combined effort of so many will serve to advance and inform the work being achieved daily by the dedicated staff, board of directors, and our community partners and leaders.



Left to right: son, Ryan; wife, Deborah; Michael; son, Mike.

Remembering MICHAEL O'SHEA

On January 29, 2020 we lost Michael O'Shea, our longtime Deputy Director/CFO (1973-2017). Michael fought a valiant battle with pancreatic cancer. He started here in 1973 in various programs and worked his way up to Fiscal Officer in 1976 and in 1995 added Deputy Director to his responsibilities, working together with Executive Director Gale Hennessy.

So many of us learned so much from Michael. Although he would never take credit for the time he invested in helping those at the agency learn and reach for greater responsibilities, you could see the pride in his eyes when those he believed in succeeded. Selfless colleagues like him are a gift.



Jeanne Chaffin (l) and Tiffney Marley (r) from the National Community Action Partnership are joined by Jamie Chandler, COO of Aroostook County Action Program at the Concord NH Holiday Inn for the 'All NH CAP Whole Family Sessions' held on January 28 - 29 2020

Betsey Andrews-Parker, center, Chief Executive Officer Community Action Partnership of Strafford County

Jeanne Agri, Chief Executive Officer of the Community Action Program of Belknap-Merrimack Counties



Hannaford Bros. presents Executive Director Donnalee Lozeau with a \$25,000 donation to be used in our Whole Family efforts.



John Manning, Chief Executive Officer of Southwestern Community Services



Jeanne Robillard, Chief Executive Officer of Tri-County Community Action



All five NH Community Action Executive Directors enjoy the opportunity to join Governor Sununu and the Executive Councilors for our annual proclamation of Community Action month. While we were not able to attend the May Governor and Council meeting, this year there was plenty of action in our communities!

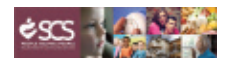


Helping People. Changing Lives
SNHS
The Community Action Partnership serving Hillsborough and Rockingham Counties
Southern New Hampshire Services
<http://www.snhs.org>

COMMUNITY ACTION PROGRAM
Belknap-Merrimack Counties, Inc.
Belknap-Merrimack Counties, Inc.
<http://www.bm-cap.org>

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

COMMUNITY **ACTION**
TRI-COUNTY CAP
Tri-County Community
Action Program, Inc.
<http://www.tccap.org/>



Southwestern Community Services, Inc.
<http://www.scshelps.org>

MAY 2021

APRIL 2021						
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JUNE 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1 Kentucky Derby Day
2 Nurses Week	3 WIC late clinics 11-7 Manchester & Nashua	4 All WIC offices closed for Staff Day CSFP Derry Crystal Ave. 8:30-12:30	5	6 CSFP Raymond Prescott 8:30-12:30	7 WIC early clinics in Manchester & Nashua starting at 7 am Childcare Providers Day	8
9 Mother's Day	10 WIC late clinics 11-7 Manchester & Nashua	11	12 CSFP Nashua Allids St., 8:30-4:30	13	14 CSFP Manchester Pine St., 8:30-4:30	15
16	17 WIC late clinics 11-7 Manchester & Nashua	18	19	20 CSFP Seabrook Lafayette Rd., 8:30-12:30	21 WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua Allids St. 8:30-4:30	22
23 Emergency Services Week	24 WIC late clinics 11-7 Manchester & Nashua	25	26 CSFP Manchester Pine St., 8:30-4:30	27	28	29
30	31 Memorial Day SNSH Offices Closed					30 National Hamburger Day

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



The town of North Hampton provided SNHS with donations from a local food drive.

Opening Windows to Health and Nutrition

Women, Infants & Children (WIC)

As with all programs, COVID-19 forced a seamless shift into remote programming and it was no different for our Women, Infants and Children (WIC) program. WIC swiftly transitioned to a remote service, allowing for families to participate in appointments over the phone and receive their benefits electronically. The Electronic Benefits Transfer (EBT) card allows families to access food benefits at the store which helps them stretch their food budget and provide healthy options for their families.

WIC update

Things have changed quickly over the past 6 months, and continue to do so on a daily basis. Many families have been in need of additional services while facing things like unemployment and food in-security. Thankfully, the SNHS Women, Infants and Children program has continued to serve our families in Hillsborough and Rockingham counties during this time. WIC swiftly transitioned to a remote service, where the families complete their appointments over the phone and receive their benefits electronically. With the Electronic WIC Debit card, families have been able to access food benefits at the store, which has helped them stretch their food budget and provide healthy options in their household. Nutritionists counsel families over the phone and provide education and support just like they would in the office. Staff have been able to work remotely, or in private offices to keep everyone safe during this time. In doing this, our WIC caseload has continued to climb over the past few months, serving more families than we have in recent years.

Our ability to serve our families remotely is due in part to waivers through the USDA. Currently, these waivers are set to expire at the end of September, which will require our families to come back in person to our offices. SNHS WIC is currently brainstorming ways to do this in each of our offices so that we can continue to support families and staff while following USDA guidelines. WIC will look different in the coming months, but our mission to help and support the families in our communities continues to be at the forefront of all of our decisions and actions. We are hopeful that we can continue to provide remote services for many families in the coming months as we all work together as a team.



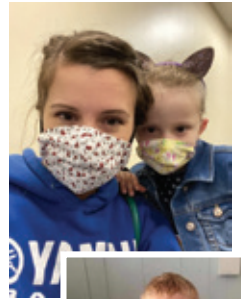
Fresh fruits and veggies, like this corn crop, were grown by those participating in our Community Gardens program located in Goffstown.

Seniors Farmers Market

SNHS is proud to have been a part of providing more than 1,498 low income seniors with fresh, NH grown bundles of fruits and vegetables throughout the summer season. Maintaining a healthy lifestyle through diet and exercise is key and SNHS is committed to making possible the supports that contribute to addressing the whole individual.



Nexterra Energy, Seabrook, drops off donation to SNHS Food Pantry Program



During the months of June, July and August, **49,117** meals were provided to youths experiencing food insecurity

Derry (Lunch)
825 meals served

Manchester
Breakfast - 5,338 served
Lunch - 5,004 served
Dinner - 2,881 served

Nashua
Breakfast - 17,409 served
Lunch - 17,660 served



To find Summer Food (SFSP) locations and start dates, please go to SNHS.org

Summer Food

Since 1978, and in partnership with the U.S. Department of Agriculture's (USDA) Summer Food Service Program (SFSP), SNHS has been providing kids and teens in low-income areas free meals when school is out in an effort to ensure that no child goes hungry during Summer vacation. You'll find us offering free healthy snacks and meals at local Summer camps, recreation centers and local parks to children and teens who otherwise may face food insecurity during the Summer months. The SFSP serves children and teens age 18 and younger. For more information, or to become a partner, contact us at 603-668-8010 and help us serve the youth in YOUR neighborhood!

SFSP update

This summer, the Summer Food Service Program looked different than past year. Through waivers from the USDA, SFSP was able to provide meals to kids in our communities without requiring them to stay and eat. This decreased the amount of gathering needed for our program and still met the needs of the children that rely on free and reduced school lunches during the school years.

SNHS SFSP partnered with the Nashua School District to provide meals at 6 of the schools in the Nashua area. This allowed us to get meals out to families in locations that they were familiar with, in a convenient way. We also continued to provide meals at other locations in Nashua and Manchester, with a total of 24

locations, with varying times during the day. Because of the waivers, SNHS SFSP served meals 7 days a week to our kids instead of the standard 5, decreasing the barriers to healthy foods even further.



In spite of all of the challenges that have been presented this year, our program was very successful in helping the children in our communities. We served 49,117 meals in the 2.5 months that we operated this summer! We look forward to next summer and our continued mission of making sure children have access to healthy meals all year long.

JUNE 2021

MAY 2021						
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JULY 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4 CSFP Nashua Allds St., 8:30-4:30 National Cheese Day	5
6 National Fishing Week	7 WIC late clinics 11-7 Manchester & Nashua	8 All WIC offices closed for Staff Day CSFP Derry Crystal Ave. 8:30-12:30	9 CSFP Raymond Prescott 8:30-12:30	10	11 WIC early clinics in Manchester & Nashua starting at 7 am	12
13 National Flag Day	14 WIC late clinics 11-7 Manchester & Nashua	15	16 CSFP Nashua Allds St., 8:30-4:30 Fresh Veggies Day	17 CSFP Manchester Pine St., 8:30-4:30	18	19
20 Father's Day Emergency Services Week	21 WIC late clinics 11-7 Manchester & Nashua	22	23	24 CSFP Seabrook Lafayette Rd., 8:30-12:30	25 WIC early clinics in Manchester & Nashua starting at 7 am	26 National Forgiveness Day
27	28 WIC late clinics 11-7 Manchester & Nashua	29 CSFP Manchester Pine St., 8:30-4:30	30			

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

Adult Education Programs: Windows to Success!

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

The Portsmouth Adult Education Program provides quality adult education services. Classroom-based instruction is available for adults in need of improving basic academic skills in the areas of reading, writing and math, as well as high school equivalency preparation (Academic Skills/HiSET Prep classes). Classroom instruction in English language skills (speaking, listening, reading, writing) for speakers of other languages (ESOL classes) is provided. Basic computer skills, employment and training resources, as well as career and college planning services are available to those enrolled in classes.

Adult Learner Services – Manchester

Manchester Adult Learner Services provides free, confidential, one-to-one instruction in basic reading, writing, mathematics, High School Equivalency Test (HiSET®) preparation, and English as a Second Language. The program pairs volunteer tutors with adult learners who can benefit from one-to-one help. Volunteers receive training, materials and ongoing support as they work in partnership with their students. Tutoring services are FREE!

HOW CAN A TUTOR HELP YOU?

- Learn to read
- Basic computer skills
- Do math
- Driver's license (*written test only*)
- Learn the English language
- Write better
- Study for the High School Equivalency Test (HiSET®)
- Resume writing and interview practice
- U.S. citizenship
- And much, much more!

HOW TO FIND US:

Portsmouth Adult Education Program

100 Campus Drive
Portsmouth
Phone: (603) 422-8233
Email: adulteducation@snhs.org
f Portsmouth NH Adult Education @portsadulred

Manchester Location

508 Union Street
Manchester
Phone: (603) 361-2649

English for New Americans

Email: ENA@snhs.org

Manchester Adult Learner Services

Email: ALS@snhs.org

Housing Relief Program

On June 10, 2020 Governor Sununu announced the allocation of \$35 million for the New Hampshire Housing Relief Program through the Governor's Office for Emergency Relief and Recovery. The 5 New Hampshire Community Action Agencies were named as the administering organizations responsible for helping those financially impacted by COVID-19 to remain safely housed.



March 20, 2020 marked the last day that we were all in our normal work places, and by July 9 many of us were still working remotely and staying safe. SNHS was able to continue to serve our clients without missing a beat, and in a professional, timely and compassionate way, all while adding programs and services. Within a week of the Governor's 'Stay at Home' order, our Adult Education program was offering 10 remote learning classes weekly (1-2 hours each), where our Day and Evening Level 2 English as a Second Language (ESL) classes, Academic Skills for English Language Learners class, Conversation Cafe and Evening Level 1 ESL classes.

On Friday, June 12, our day staff gathered in the parking lot at the Community Campus, while some students drove through or stopped in (socially distancing with masks) to receive certificates recognizing their year with us. Since the stay-at-home order by the Governor and Commissioner of Education on March 17, Portsmouth Adult Education went "remote" with its learning. For some classes, teachers put together at-home learning packets for independent learning to continue to build skills. Teachers made contacts through email and teleconferencing to follow up with those students who, for various reasons, were not able to attend Zoom classes.

Within a week of the order, Portsmouth Adult Education was offering 10 classes weekly (1-2 hours each), where instruction continued to occur. These included our Day and Evening Level 2 ESL classes, our Academic Skills for English Language Learners class, our Conversation Cafe and our Evening Level 1 ESL class. Our counselor continued to send out emails to all enrolled students with a range of information about services they might need for their families during this time - access to health care, access to food, access to many of the SNHS services that assist with housing and other emergency needs.

The staff here was creative, responsive, and adaptive in switching gears from in-person, face-to-face instruction to remote, online learning. They all rose to the occasion and are exemplary in their commitment to quality adult education services and the mission of our agency. BRAVO to all!

- Kristie Conrad
Portsmouth Adult Education
Program Manager

JULY 2021

JUNE 2021						
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AUGUST 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
				Fuel applications accepted for priority households	Floating Holiday SNHS Offices Closed	
4 Independence Day	5 Independence Day (observed) SNHS Offices Closed	6 CSFP Derry Crystal Ave., 8:30-12:30	7	8 CSFP Raymond Prescott 8:30-12:30	9 WIC early clinics in Manchester & Nashua starting at 7 am	10
11	12 WIC late clinics 11-7 Manchester & Nashua	13	14 CSFP Nashua Allds St., 8:30-4:30	15	16 CSFP Manchester Pine St., 8:30-4:30 Fresh Spinach Day	17
18	19 WIC late clinics 11-7 Manchester & Nashua	20	21	22 CSFP Seabrook Lafayette Rd., 8:30-12:30	23 WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua Allds St., 8:30-4:30	24
25 Parent's Day	26 WIC late clinics 11-7 Manchester & Nashua	27	28 CSFP Manchester Pine St., 8:30-4:30	29	30	31 International Day of Friendship

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

The Low Income Home Energy Program Action Month

Keeping Hillsborough & Rockingham Homes

Warm for Over 55 Years

Originally rolled out under the name of Project H.E.L.P. (Heat Emergency Loan Program), the Low Income Home Energy Assistance Program (LIHEAP) better known as Fuel Assistance, has provided heating and electrical assistance to households since 1965. The program is funded by grants from the federal government, and makes payments directly to local utilities and vendors. 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.



**LIHEAP numbers
2020 Enrolled**

12,401 Households
26,634 Individuals



“Put your pride aside and get the help you need. There is no shame in it and everyone needs help at some time or another. I never regretted asking. I got help from some very caring people who never made me feel bad about my situation. The people at CAP are angels and I am so grateful they are there.” - Jeannine

“I am so grateful for the fuel assistance program. I am a single mother on a fixed income. I recently had some car problems and the repairs were very expensive and caused me to fall behind on my gas bill. I applied to fuel assistance and was able to keep my heat on. Thank you for the fuel assistance program and all that you do.” -Lisa

2021 Fuel Dates:

- APRIL 30:** last day to apply for fuel assistance
- JULY 1:** Fuel apps accepted for priority households
- SEPT 1:** Fuel apps accepted for all households (2021-2022 season)
- DEC 1:** Fuel season generally opens (2021-2022 season)



AUGUST 2021

JULY 2021						
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SEPTEMBER 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
1	WIC late clinics 11-7 Manchester & Nashua	2 All WIC offices closed for Staff Day CSFP Derry Crystal Ave., 8:30-12:30	3 CSFP Raymond Prescott 8:30-12:30	4	5	6 WIC early clinics in Manchester & Nashua starting at 7 am	7
8	WIC late clinics 11-7 Manchester & Nashua	9	10	11 CSFP Nashua Allds St. 8:30-4:30	12 CSFP Manchester Pine St., 8:30-4:30	13	14
15	WIC late clinics 11-7 Manchester & Nashua	16	17	18	19 CSFP Seabrook Lafayette Rd., 8:30-12:30	20 WIC early clinics in Manchester & Nashua starting at 7 am	21
22	WIC late clinics 11-7 Manchester & Nashua	23	24 CSFP Nashua Allds St. 8:30-4:30	25 CSFP Manchester Pine St., 8:30-4:30	26	27	28
29	30	31					

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

NUMBERS SERVED:

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA):

628 participants enrolled, of which:

- 236 participated in Occupational Skills training;
- 206 participated in classroom based training that led to Industry Recognized Standards;
- Support Services were approved: Childcare, transportation assistance, auto repairs, etc...

NHEP/WORKPLACE SUCCESS (WPS):

- 735 participants served statewide with an average of 6.1 weeks in the program
- 156 participants were successfully placed in unsubsidized jobs with an average hourly wage of \$13.13
- 46 participants were successfully placed in subsidized jobs through the On the Job Training (OJT) program with an average hourly wage of \$13.81

Opening All Kinds of Windows to Employment Skills that Change Lives

Expert staff and statewide collaborative partnerships provide access to education, training and preparedness to our customers. But it's the supportive assistance that includes Child Care, Transportation and Housing assistance that are key in helping individuals gain economic stability. By providing for the Whole Family, we unlock multiple avenues for success.

COVID-19 took over the Spring and Summer of 2020 and after six months it was difficult to believe that we were still operating under such strict guidelines. The upside of adhering to those guidelines was that we had very little direct impact due to health issues. Though we had been operating differently, we had definitely been operating! All programs have been able to serve our clients efficiently and professionally. Many of us had to learn how to do things in ways that we never thought we would, and just about every one of us had to hone our computer skills!



Melissa Silvesteri, Workplace Success and Work Experience Program 'Graduate turned SNHS staff' in our Portsmouth office, speaks at the August 14 2020 Hannaford presentation of a \$25k donation to benefit our work in the Whole Family Approach.

"The staff are simply "INCREDIBLE." I have taken countless courses and have participated in employment programs in the past. This is the only one that I have actually learned from. I'm talking... from day 1 until today I have learned something (many things) each day that I actually reflect upon at home and use to my advantage."

- Taken from an exit survey

MARY'S STORY

When "Mary" first attended Workplace Success (WPS) she had no idea what she wanted to do and wasn't very motivated to attend WPS until she started to see all the pieces come together. After completing her Vocational Assessments and Career Pathway with her Coordinator, it became clear that she very much wanted to work in the substance recovery field. It was at this point when "Mary" started working with the Community Job Specialist who was able to secure a Work Experience Program (WEP) at a local recovery center. "Mary" was successful in her WEP and was on track to be hired by the recovery center with an On-the-Job-Training (OJT) contract when COVID hit. Despite having to provide homeschooling for her children, "Mary" continued to maintain all of her required hours in her WEP by working remotely, which was quite an incredible feat. When the recovery center reopened, "Mary" was in a great place to launch her career. She secured childcare and is in the process of completing her OJT in a career that makes her happy! "Mary" never let any obstacles get in the way of pursuing her career goals.

- Submitted by Community Job Specialist




"This class has been an amazing stepping stone for me, giving me resources that I never would have had access to before. The staff asked for my ideas and helped me in a way that I could easily understand things. Dianna, Lisa, and Lori were amazing, and honestly interested in me as a person, and they were engaged and encouraging about what my dreams and goals are."

SEPTEMBER 2021

AUGUST 2021						
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OCTOBER 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
			Fuel applications accepted for all households	VJ Day, WWII		
5	6	CSFP Derry Crystal Ave., 8:30-12:30	7	8	9	10
	Labor Day SNHS Offices Closed			CSFP Raymond Prescott 8:30-12:30	WIC early clinics in Manchester & Nashua starting at 7 am	11
						9-11 Remembrance Day National 401(k) & 403(b) Day
12	13	14	15	16	17	18
WIC late clinics 11-7 Manchester & Nashua		CSFP Nashua Allds St., 8:30-4:30			CSFP Manchester Pine St., 8:30-4:30	
19	20	21	22	23	24	25
WIC late clinics 11-7 Manchester & Nashua				CSFP Seabrook Lafayette Rd., 8:30-12:30	WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua Allds St., 8:30-4:30	
			Autumn Equinox			
26	27	28	29	30		
WIC late clinics 11-7 Manchester & Nashua		CSFP Manchester Pine St., 8:30-4:30				

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

Opening Windows to Teaching, Learning . . . and so much more!

SNHS is committed to providing the best in Head Start (3 to 5 years) and Early Head Start (birth to 3 years) programming, as well as high quality Child Care Centers for the children of working parents and those entering or re-entering the workforce.

Head Start and Early Head Start offer a unique, and time proven program design, coupled with a delivery system that marries local programs, national standards, monitoring, professional development, and family engagement.

How to Enroll

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.



The staff, particularly our granddaughter's teachers, are by far some of the most empathetic, compassionate and caring professionals we've ever dealt with..."
- Silver Street Head Start grandparent

This program is amazing! The teachers are a rare group of caring women who took teaching to the next level. I thank you! Not only for the wonderful impact you had on (my child) but you made us feel at home and for helping my entire family out."
- Northwest Head Start parent

(Head Start) helped me reach out to programs that could help us. They showed love and compassion for my family and daughter. I was able to get my life back in order with their help."
- Nashua Child Development Center parent



Child Care Aware® of New Hampshire (CCAofNH) 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.

The support that Child Care Aware of New Hampshire provided the state played a significant role in getting information out to Child Care providers to initially be approved as an Emergency Child Care Program (ECCP) to stay open. CCAofNH also made possible webinars that allowed for critical information to get from the state to providers, as well as the distribution of much needed supplies. Continued support for programs that needed to apply for Child Care Recovery and Stabilization (CCRSP) funding after ECCP was also made available through CCAofNH. Additional grant funding provided for CCAofNH to support CCRSP Capacity and Infrastructure Building through offering training, technical assistance, and coaching on COVID-related priority topics and emerging needs based on current circumstances; providing support to selected regional/local organizations to build capacity to serve families, businesses, and communities; and program coordination and support for CCRSP funding and related activities.



Newly redesigned and refurbished Child Development Center playground at 160 Silver Street

SNHS CCAoNH Facts

- In 2020 CCAoNH provided **1,393** referrals to families seeking child care options.
- **161** Health and Safety trainings were offered to **2,252** early childhood educators.
- **62** Online Trainings provided professional development value in order to support early childhood programs in an effort to keep childcare providers open and safe allowing parents to continue working.

T.E.A.C.H. NH Draws Governor's Recognition

The Southern NH Services and Department of Labor Child Care Apprenticeship Program is a training opportunity for individuals employed in the field of early childhood. It is designed to combine classroom instruction and work experience that will enhance the quality of care provided for children and families while increasing the apprentice's skill level and wages and obtaining the credentials necessary to work in a state licensed child care center. Jessica Emond, Early Childhood Specialist and Nikki Peno, Early Childhood Training and Technical Assistance Support, SNHS Child Development Program have been recognized by Governor Sununu in his Proclamation for 'National Apprenticeship Week' for their work with this program.



In Memory of Christine Bouchard (far left)

Christine devoted nearly 20 years to the SNHS Early Head Start on Silver Street in Manchester. The majority of her time with SNHS was spent as an infant/toddler teacher nurturing the development of our youngest clients with patience, humor, and dedication. Christine was truly passionate about the work of Community Action and used that passion to make a difference. She will be missed.

In October 2020 our hallways started to echo again with the voices of staff that had been working from home since mid-March. COVID-19 did, however, continue to have its impact. We put a survey protocol in place in early April so that staff had a way of gauging their own health, and a way for us to contact trace in the event that it was necessary. By October, staff were still checking in daily with a list of wellness questions before entering any of our offices. As an agency, the safety of our staff, of the children who were back enjoying time in our classrooms, and of all those who had started to again walk through our doorways was first priority.

OCTOBER 2021

SEPTEMBER 2021						
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NOVEMBER 2021						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3 Customer Service Week	4 WIC late clinics 11-7 Manchester & Nashua National Frappe Day	5 Staff Day All WIC offices closed CSFP Derry Crystal Ave., 8:30-12:30	6 CSFP Raymond Prescott 8:30-12:30	7	8 WIC early clinics in Manchester & Nashua starting at 7 am	9
10	11 Columbus Day SNHS Offices Closed	12 National Savings Day	13 CSFP Nashua Allids St., 8:30-4:30	14 CSFP Manchester Pine St., 8:30-4:30	15	16
17 National Retirement Security Week October 18-24	18 WIC late clinics 11-7 Manchester & Nashua	19	20	21 CSFP Seabrook Lafayette Rd., 8:30-12:30	22 WIC early clinics in Manchester & Nashua starting at 7 am	23 National Make a Difference Day
24 31 Halloween	25 WIC late clinics 11-7 Manchester & Nashua	26 CSFP Nashua Allids St., 8:30-4:30	27 CSFP Manchester Pine St., 8:30-4:30	28	29	30 National Weatherization Day

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

Giving Homeless Women & Men the Keys to Support and Stability



Mary's House residents gather safely in one of the cozy community rooms.

“

Jerusha in her pandemic outfit, from wearing a mask, gloves, and gown covering her entirely, welcomed us in...the client was extremely grateful, commenting, 'God bless you Jerusha and Susan.' It is this teamwork that has me most impressed, and Jerusha's dedication to the Mary's House mission of serving the homeless women in our community. She is a hero in my book, for making this happen as quickly as humanly possible and with such grace, despite the chaos.

— Susan Mead, MA Community Educator & Outreach Director, Greater Nashua Mental Health

”

Jerusha Mangera

Mary's House Supportive Housing Coordinator



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 for men-Manchester) and Mary's House (40 units for women-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.

The work of the Housing Relief Program team continued full speed into December as they worked toward keeping individuals and families safely housed. We have boots on the ground all year helping individuals and families facing eviction maintain their housing through Emergency Solutions Grant and financial support. But with the ongoing pandemic crises, COVID-19 continued to significantly impact the ability for many to main rent or mortgage payments.

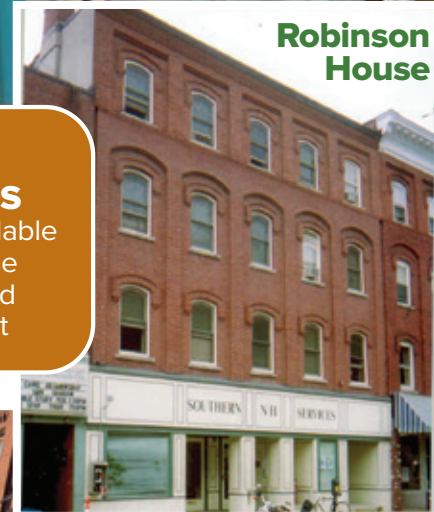
Through Dec. 18, 2021, SNHS continued to process Housing Relief Program applications allowing for families to remain housed and receive financial counselling through our own Your Money in Action curriculum.

445 FAMILIES FACING EVICTION

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

24 HOUSEHOLDS secured safe, affordable housing with case management and financial support

Robinson House



Mary's House, Nashua, NH

NOVEMBER 2021

OCTOBER 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
	25	26	27	28	29	30

DECEMBER 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
	WIC late clinics 11-7 Manchester & Nashua 1	Staff Day All WIC offices closed CSFP Derry Crystal Ave., 8:30-12:30 2	3	CSFP Raymond Prescott 8:30-12:30 4 Blood Pressure Check Day	WIC early clinics in Manchester & Nashua starting at 7 am 5	6
7	WIC late clinics 11-7 Manchester & Nashua 8	9	CSFP Nashua Allds St., 8:30-4:30 10	11 Veterans Day SNHS Offices Closed	CSFP Manchester Pine St., 8:30-4:30 12	13
14	WIC late clinics 11-7 Manchester & Nashua 15	16	17	CSFP Seabrook Lafayette Rd., 8:30-12:30 18	WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua Allds St. 8:30-4:30 19	20 Universal Children's Day
21	WIC late clinics 11-7 Manchester & Nashua CSFP Manchester Pine St., 8:30-4:30 22	23	24	25 Thanksgiving Day SNHS Offices Closed	26 Day after Thanksgiving SNHS Offices Closed	27
28	29	30				

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

Volunteers: A Window to the World of Helping Those Who Need it Most

SNHS is proud of our Volunteer Services Program and how we're able to positively affect so many lives through the spirit of helping.

RSVP

The Retired Senior Volunteer Program (RSVP) is one of the largest volunteer networks in the nation for people 55 and over. You can use the skills and talents you've learned over the years, or develop new skills while serving in a variety of volunteer activities in your community. During the COVID-19 pandemic our volunteers picked up their phones to maintain ties to housebound seniors and ensure that they had the supports needed to remain safe and healthy.

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 to get the job done.

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 your class and on your way to better protecting your bones!

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

*****From January to mid-March 2020, 95 Bone Builders classes were held with a total of 3,000 participants.**



Nexterra Energy staff help to unload food during The Emergency Food Assistance Program (TEFAP) drop off day



Hannaford's donates time, and food, to SNHS' food programs

"The 'Shelter at Home' order presented many unique challenges to seniors. One significant concern was the number of seniors who were isolated and had little to no contact with the outside. Because RSVP is our program we were able to reach out to volunteers who began calling elderly residents at SNHS housing units. These seniors self-identified themselves as someone who lived alone and would appreciate a call from a volunteer. The calls were very successful and volunteers reported back that residents sincerely appreciated having a call on a regular basis. A variety of issues were identified, including a couple of residents who had run out of food and had no knowledge of how to get assistance getting groceries."

- Linda Trust, RSVP Manager

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"I started because of bad balance issues due to diabetes. I am much better now and my last bone density test showed slight improvement! Everyone was very friendly and each week I looked forward to it more and more. We laugh a lot and have fun while exercising. I became certified as a trainer and talk about Bone Builders to everyone and encourage people to join."

"The comfort of knowing the Fixit program is available and renders the services needed has allowed me to remain in my home."

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Community Partnerships Help to Increase Reach

Digital Federal Credit Union has recognized SNHS as, '...a socially responsible organization that make an impact within the communities we serve.' Thank you to DCU for the generous donation of \$20,000 and for being a part of Community Action in Action!

DECEMBER 2021



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Bad Weather Procedures • Listen to a local radio station: WZID-95.7FM; and WOKQ-97.5FM. • 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: wmur.com and SNHS.org Decisions on cancellations are made by 5am.			1 Fuel season generally opens	2 TEFAP distribution Exeter Church Seacoast 8:30-1	3 CSFP Nashua Allds St., 8:30-4:30	4 National Cookie Day
5	WIC late clinics 11-7 Manchester & Nashua	6 Staff Day WIC offices closed Derry CSFP Crystal Ave., 8:30-12:30 Pearl Harbor Remembrance Day	7	8 CSFP Raymond Prescott 8:30-12:30	9	10 WIC Early clinics in Manchester & Nashua starting at 7 am CSFP Manchester Pine St., 8:30-4:30
12	WIC late clinics 11-7 Manchester & Nashua	13	14 CSFP Nashua Allds St., 8:30-4:30	15	16	17 WIC Early clinics in Manchester & Nashua starting at 7 am
19	WIC late clinics 11-7 Manchester & Nashua	20	21 Winter Solstice	22	23 CSFP Seabrook Lafayette Rd. 8:30-12:30	24 Christmas Eve SNHS Offices Closed
				No Classes – Adult Ed and ENA: December 24 - 25, 2021		
26	WIC late clinics 11-7 Manchester & Nashua	27	28 CSFP Manchester Pine St., 8:30-4:30	29	30	31 New Year's Eve
No Classes – Adult Ed and ENA: Dates						
New Year's Day 2022 observed. SNHS offices closed.						

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



Creating Opportunities, Empowering Families & Putting the 'Action' in Community Action... All Year Long!

<p>JANUARY</p> <p>Keys to our Clients' Potential</p>	<p>FEBRUARY</p> <p>Financial Education Programs are Windows of Opportunity!</p>	<p>MARCH</p> <p>SNHS Nutrition: When One Window Closes, Another Opens!</p>	<p>APRIL</p> <p>SNHS Housing: A Window to Our Days</p>
<p>MAY</p> <p>Windows to the World of Community Action</p>	<p>JUNE</p> <p>WIC Programs</p>	<p>JULY</p> <p>Adult Education Programs: Windows to Success!</p>	<p>AUGUST</p> <p>The Low Income Home Energy Program Action Month</p>
<p>SEPTEMBER</p> <p>Opening the Windows to Employment Skills that Change Lives</p>	<p>OCTOBER</p> <p>Opening the Windows to Teaching, Learning & More!</p>	<p>NOVEMBER</p> <p>Giving Homeless Women & Men the Keys to Support and Stability</p>	<p>DECEMBER</p> <p>Volunteers: A Window to the World of Helping Those Who Need it Most</p>

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SNHS is an equal opportunity provider and employer.

