



Southern New Hampshire Services

2022 Calendar

2021 Annual Report

At Southern New Hampshire Services...

We faced the difficulties of a year filled with the unknown, holding our breaths while we held onto one another's hands both remotely and in person.

We strived to:

Be consistently accessible to those clients, new and known, who found themselves having to ask for help in a way they had never had to before.

Treat people with respect.

Our staff worked tirelessly to understand and anticipate our clients' needs in a quickly changing world, and were ready to pivot at a moment's notice to keep clients and staff safe while providing services through our Whole Family Approach.

Engage and listen.

And we know that the people we serve are our most knowledgeable resource. We will only be effective if we successfully engage and listen as we work with them to address the issues that impact their lives.



And We Always 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

2021 was a year as much unexpected as the previous. With the pandemic not loosening its effect on our service delivery methods we continued to adapt to ensure seamless delivery of services!

On behalf of the Board of Directors and the Management Team the 2021 Annual Report is dedicated to our staff that were all committed to the Promise of Community Action. Their actions proved to be the key to our ability and success in delivering essential assistance to so many of our neighbors that found themselves in a vulnerable situation, some of them for the first time in their lives. I had full confidence that we would rise to any new challenges and I'm proud to report that everyone at SNHS made this a reality.

The calendar pages that follow will shine a spotlight on programs and personnel that kept the light of hope burning (and in many cases the actual lights on!) for those facing hardship during year two of an era that will long be remembered.

Southern New Hampshire Services has for over 55 years operated programs year after year that have helped individuals and families navigate and survive difficult times. The pandemic has added needs and the resources to address those needs in numbers that few of us would have imagined just two years ago. Without a doubt the New Hampshire Emergency Rental Assistance Program (NHERAP) expanded our resources, response and challenges like nothing else in recent history.

We worked alongside the other four Community Action Agencies in New Hampshire and the New Hampshire Housing Finance Authority to develop an application and delivery system that met federal regulations. The timing for that development seemed simultaneous with getting the needed assistance to the tenants of New Hampshire. We hired, trained and located new Family Resource Specialists during a time of physical distancing. This required the response of our IT Department, Human Resource Department, Fiscal Department and Facilities Department all working what seemed to be around the clock to get things in place. At the time of publication SNHS has delivered \$40 million for rent and utility relief through the NHERAP alone.

All other programs continued as well. Our Child Care, Early Head Start and Head Start programs continued in person services providing for the child, but also providing for the parents who were in many cases essential workers. Our food and nutrition programs including Commodity Senior Food Program, Women, Infants and Children (WIC), and the Summer Food Program continued to provide food to those insecure about where their next meal would be coming from. Our workforce and adult education programs continued to prepare job seekers for their opportunity to become part of the workforce, helping them individually, but also assisting with the workforce needs of New Hampshire businesses. Our Elderly Housing staff maintained safe housing for more than 1000 residents. Our energy assistance and weatherization programs kept the heat on and systems safe and efficient. And our volunteers continued their assistance throughout many of our programs including the Retired Senior Volunteer Program (RSVP) to lend a hand to their neighbors in need.

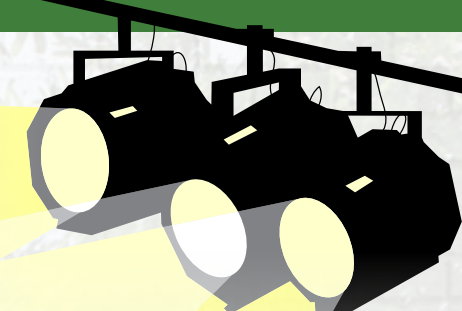
The statewide team working on the Cliff Effect was hopeful to launch the Cliff Calculator in early 2021, however it was delayed due to many factors. We are looking forward to hosting this exciting tool on our website very soon! As we turn the 2022 Calendar pages we look forward to opening our doors armed with new tools we were allowed to use and develop with great hope that many of them can and will continue to be used to serve our clients safely, efficiently and in keeping with the Whole Family Approach!

The Management Team and Board of Directors are hopeful that our deep appreciation for everyone's effort is known. The following twelve calendar pages doesn't seem enough to shine a light on all that the staff has overcome and accomplished in 2021.

William Arthur Ward an American writer and Author said and I wholeheartedly agree..

*“Feeling gratitude and not expressing it is like wrapping
a present and not giving it”*

Shining a Light on the 'Action' in Community Action



SNHS FUNDING/VALUE OF SERVICES BY PROGRAM 2020-2021

HILLSBOROUGH COUNTY

Child and Adult Care Food Program	\$88,427
Child Care Aware of NH	\$1,130,886
Child Care	\$816,684
Commodity Supplemental Food Program	\$336,443
Community Gardens	\$19,600
Early Head Start	\$2,133,334
Elderly Housing	\$8,716,177
Electrical Assistance Program	\$3,896,437
Emergency Energy Programs	\$90,137
Fuel Assistance	\$6,941,819
Head Start	\$4,943,088
Homelessness Prevention	\$17,029,819
Summer Food Service Program	\$110,879
Supportive Housing for the Homeless	\$553,765
Volunteer Services	\$97,493
Weatherization/Conservation Programs	\$1,950,409
Western Hillsborough County Family Services	\$67,090
WIC Nutrition Program	\$2,157,804
Workforce Development	\$4,279,179

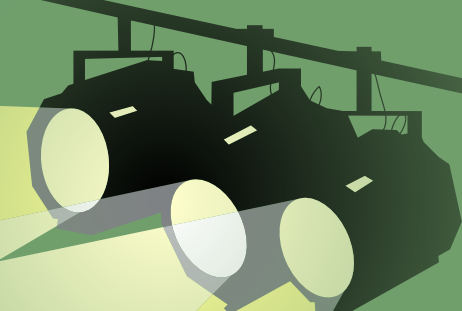
ROCKINGHAM COUNTY

Adult Basic Education	\$163,043
Child and Adult Food Program	\$321,758
Child Care Aware of NH	\$166,002
Commodity Supplemental Food Program	\$64,588
Electrical Assistance Program	\$1,576,193
Emergency Energy Programs	\$39,159
Fuel Assistance	\$4,918,716
Head Start	\$988,618
Homelessness Prevention	\$6,403,851
Summer Food Service Program	\$2,288
Weatherization/Conservation Program	\$1,250,847
WIC Nutrition Program	\$596,057
Workforce Development	\$4,272,806

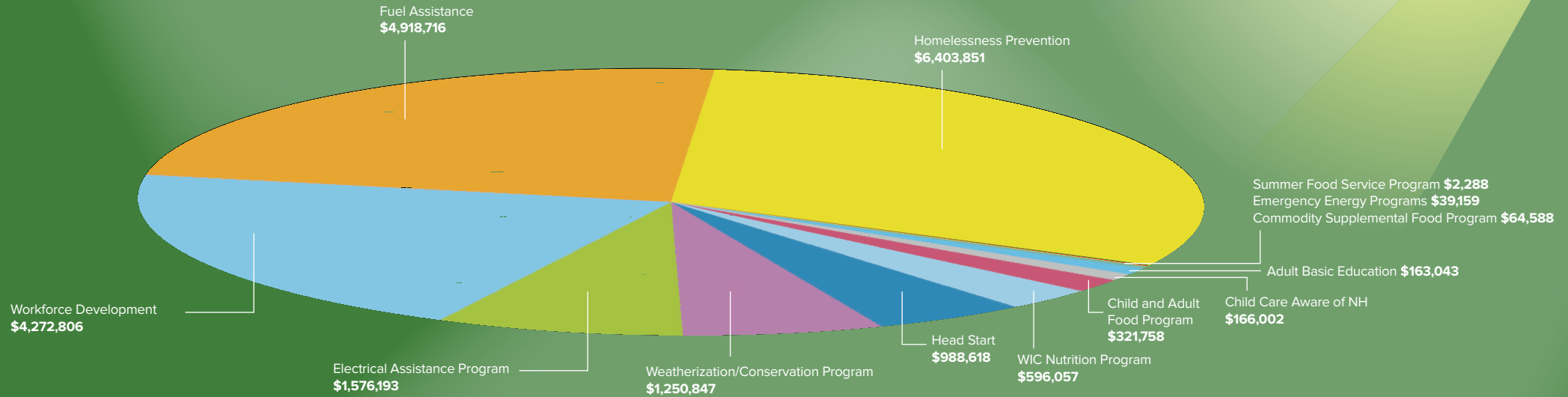
“Each and every employee at SNHS is integral to achieving our goal of helping people help themselves and each other. Everyone working together as one agency with a variety of resources and tools is the key to bringing economic stability to our clients.”

- Donnalee Lozeau, Executive Director

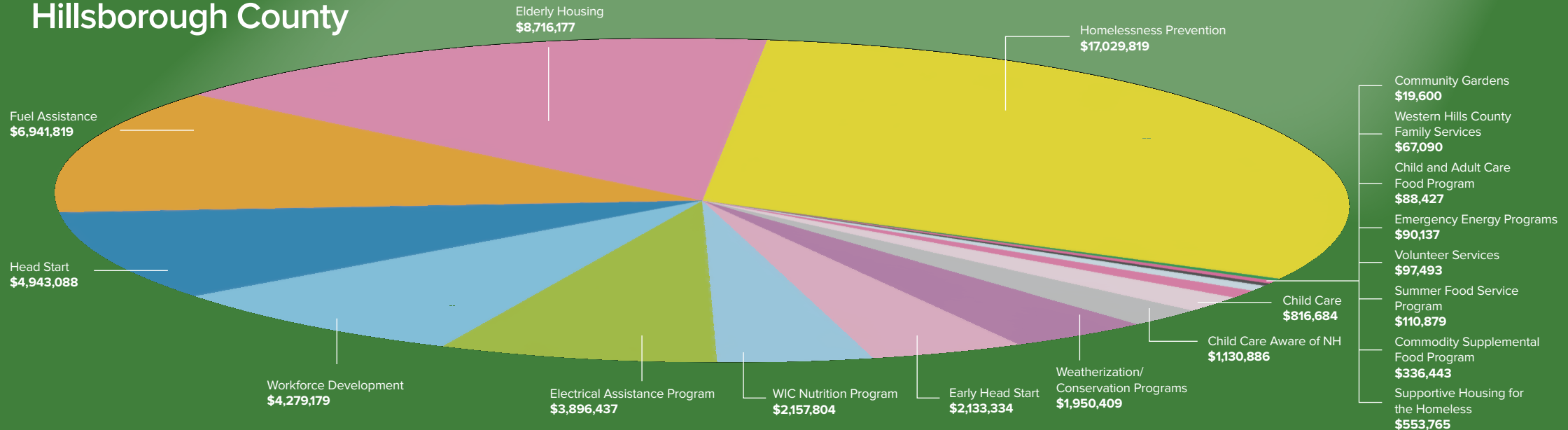
Spotlight on Services Delivered.



Rockingham County



Hillsborough County



JANUARY 2022

DECEMBER 2021						
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FEBRUARY 2022						
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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	
2	WIC late clinic 11-7 Manchester & Nashua	3 All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00	4	5	6 CSFP Raymond 55 Prescott Rd. 9:00-12:00	7 WIC early clinics in Manchester & Nashua starting at 7 am	8
9 Letter Writing Week	10 WIC late clinic 11-7 Manchester & Nashua National Cut Your Energy Costs Day	11	12 CSFP Nashua 134 Allds St. 8:30-4:30	13	14 CSFP Manchester 40 Pine St. 8:30-4:30	15	
16	17 Martin Luther King, Jr. Day SNHS Offices Closed	18	19 National Popcorn Day	20	21 WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua 134 Allds St. 8:30-4:30	22	
23	24 WIC late clinic 11-7 Manchester & Nashua	25	26	27 CSFP Seabrook Lafayette Rd. 9:00-12:00	28	29	
30	31	National Opposites Day					

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



Supporting, and Building on Financial Wellness Helps the Whole Family Move Forward!

Your Money In Action

Offering A Whole Family Approach to Financial Wellness

Without an understanding of financial wellness and budgeting, taking steps toward becoming financially independent can be difficult. That's where the SNHS 'Your Money In Action' program comes in. Topics covered include: financial goal setting, budgeting, saving, debt resolution, improving credit scores, and banking. Family Resource Specialists deliver the three-part course both individually and in group settings. Participants are given opportunities throughout the course that help them to practice what they've learned and to begin to apply the principles in their lives. Participants meet with Family Resource Specialists individually to provide specific guidance and assist with creating a clear plan that enable the achievement of the client-identified goals set. In addition, participants are provided tools for tracking their spending so that they are able to continue to grow their ability to improve budgeting skills and remain financially stable.



“

I didn't know what I would do during COVID, but you were there and made it so easy. Thank you for making this program available to us! I feel so fortunate to have been selected to participate in the You, Behind the Wheel program through Southern New Hampshire Services, Grappone Automotive and St. Mary's Bank. I was driving a car that had 225,000 miles on it and was in and out of the shop for repairs but due to poor credit, couldn't get approved for a car loan. After completing the "Your Money in Action" Program with my financial literacy coach Olivia Bardsley, where I looked at my budget, credit score and set financial goals, I had a better idea of what I could afford for a car payment. After a few months of searching, I finally found a car that was perfect for my needs at Grappone and was offered a loan through St. Mary's Bank. I am so appreciative of Olivia, SNHS, Grappone Automotive and St Mary's Bank for giving me this opportunity!

- Sarah Birch

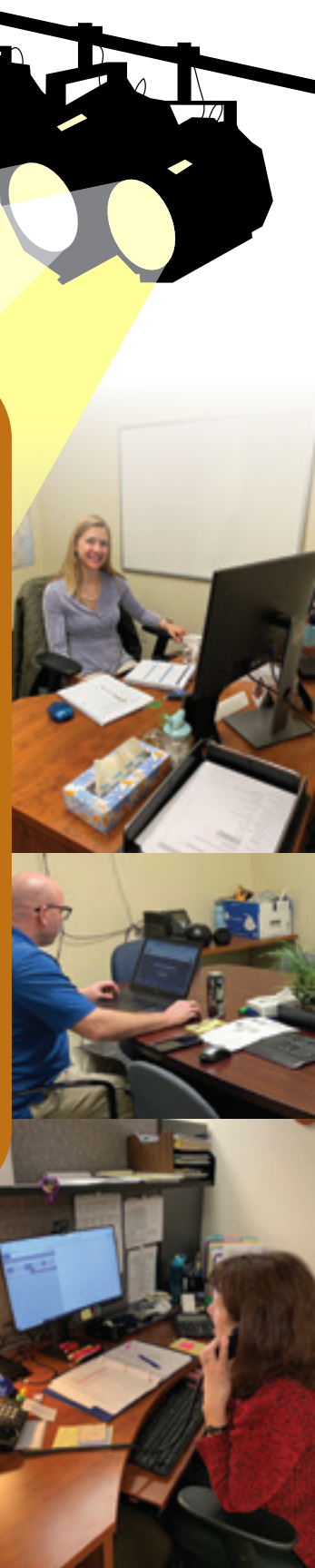
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Volunteer Income Tax Assistance (VITA)

VITA continued to morph and become a completely Virtual program allowing for tax payers to drop off or scan their tax documents safely. We're proud of the leadership shown by our staff who answered questions on the phone, met tax payers at our many doors and helped to continue this complement to our "Your Money in Action" financial education programming.

Total Tax Returns Prepared: 441
Total in Refund Dollars: \$834,850

Assurance 16 monies allows staff the opportunity to provide services that encourage and enable households to reduce their home energy as well as increase education in budgeting to help leverage the Fuel Assistance benefits received. In FY21 380 households received support through Assurance 16 with a value of \$173,981.58.



FEBRUARY 2022

JANUARY 2022						
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MARCH 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
		1	CSFP Nashua 134 Allds St. 8:30-4:30 National Day of the Crepe	2	3	CSFP Manchester 40 Pine St. 8:30-4:30	4	5		
6	WIC late clinic 11-7 Manchester & Nashua	7	All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00 National Boy Scout Day	8	CSFP Raymond 55 Prescott Rd. 9:00-12:00	9	10	WIC early clinics in Manchester & Nashua starting at 7 am	11	12
13	WIC late clinic 11-7 Manchester & Nashua Valentine's Day/ National Organ Donor Day	14	CSFP Nashua 134 Allds St. 8:30-4:30	15	16	CSFP Seabrook Lafayette Rd. 9:00-12:00 Random Acts of Kindness Day	17	18	19	
20	Presidents' Day SNHS Offices Closed	21	22	CSFP Manchester 40 Pine St. 8:30-4:30	23	24	WIC early clinics in Manchester & Nashua starting at 7 am	25	26	
27	WIC late clinic 11-7 Manchester & Nashua	28					<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>			

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



SNHS Nutrition Programs Remained Open and Ready; A Path to Health for the Whole Family

Throughout the pandemic, SNHS remained steadfast in our mission to provide nutritious food for individuals and families who found themselves at home during unprecedented times.

The Emergency Food Assistance Program (TEFAP) provides emergency food assistance at no cost to low-income families. This program searches out community links that include local food pantries, soup kitchens and other charitable organizations that can provide pathways for getting food out into the communities.

The Women, Infants and Children (WIC) Program 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 degree in Science and Nutrition to support our families.

SNHS is proud to offer the resources of 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 throughout both Rockingham and Hillsborough Counties.

Client Quotes:

'The experiences I've had have been wonderful. Very helpful, kind and nonjudgmental folks that I encountered.'

CSFP client

'Extremely kind and generous. I've been living in my truck and any time I go there they are always willing to help with food that I can eat without any cooking. GOD BLESS THEM.'

Food Pantry client

'Telephone appointments have allowed me to continue to receive WIC benefits for my family. I don't have a vehicle, one of my children is in school, and I do not have enough time in the day to walk with my child to WIC appointments. It has allowed me to continue to receive healthy foods for my family during a very stressful time. I am thankful for WIC.'

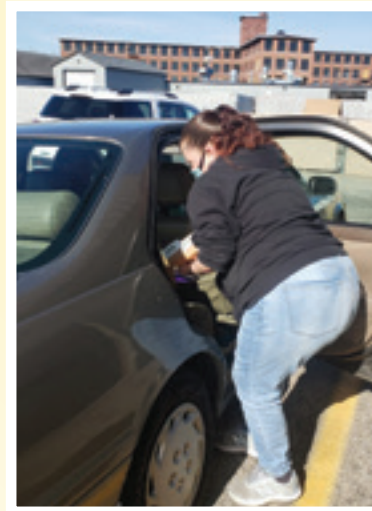
WIC client

'I have several children and it is really hard for me to get everyone ready and out the door in time for me to make my WIC appointments. Before Telehealth was offered, I was always late for my appointment. Telehealth appointments have allowed me to ask my questions and share more of my concerns with the Nutritionists. I am very thankful for the flexibility WIC provides.'

WIC client

'Nicole, a mother of two children on the program says that the remote appointments have been a huge help, Dad is a delivery driver and works odd hours, he is the only one in the house who drives so it has been easier to keep appointments. She also said there have been recent outbreaks in her community so she feels safer keeping her children home.'

Jennifer Chabot
WIC Nutrition Coordinator



The Commodity Supplemental Food Program (CSFP) provides food resources to income eligible adults over the age of 60. Shown, participants enjoy the continued 'drive thru' service at our Manchester warehouse.



Commodity Supplemental Foods:

Mr. and Mrs. A look forward to receiving their boxes every two months. They said the boxes provide a great variety of food. The new recipes printed on the back of their appointment notices gives a special twist to their meals too.

—Nutrition program staff

A Gardener's Dream

The Community Gardens program is an initiative of SNHS and Hillsborough County to provide garden plots on county land located in Goffstown to interested individuals. 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 garden must be supplied by the gardener. Benefits of the program include greater access to fresh fruits and vegetables, lower grocery bills, and an increased sense of community. Deadline to apply for your plot is April 15.

Dunkin' Donuts presents our Seabrook Food Pantry with a donation through the Dunkin' Joy Foundation



Volunteers big and small help to fill the shelves of our Food Pantries located in Raymond, Salem and Seabrook.



Raymond's Girls on the Run Club planned and held a food drive out of the Lamprey Elementary School. The girls learned about food insecurity during their club meetings, voted on a project, and SNHS' Food Pantry program came out the winner!

Commodity Supplemental Food Program 1,240 participants served
WIC 6,574 participants served
536 Households received two weeks of food from our Rockingham Food Pantry Program

The glory of gardening: hands in the dirt, head in the sun, heart with nature. To nurture a garden is to feed not just the body, but the soul.

— Alfred Austin



MARCH 2022

FEBRUARY 2022						
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APRIL 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
		1	CSFP Manchester 40 Pine St. 8:30-4:30	2	3	CSFP Nashua 134 Allds St. 8:30-4:30	4	5		
				Caregiver Appreciation Day						
6	WIC late clinic 11-7 Manchester & Nashua	7	All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00	8	9	CSFP Raymond 55 Prescott Rd. 9:00-12:00	10	CSFP early clinics in Manchester & Nashua starting at 7 am	11	12
National Dentists Day										
13	WIC late clinic 11-7 Manchester & Nashua	14	15	16	17	18	19			
	Pi Day	Common Courtesy Day/ Ides of March		St. Patrick's Day						
20	WIC late clinic 11-7 Manchester & Nashua	21	22	23	CSFP Seabrook Lafayette Rd. 9:00-12:00	24	WIC early clinics in Manchester & Nashua starting at 7 am	25	26	
	Credit Card Reduction Day					CSFP Manchester 40 Pine St. 8:30-4:30				
27	WIC late clinic 11-7 Manchester & Nashua	28	29	CSFP Nashua 134 Allds St. 8:30-4:30	30	31	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 Elderly Supportive Housing Strong, Connected and Thriving

The barriers presented to our residents and staff during the pandemic were significant, but that only challenged us to reach over and above. SNHS provided on-site vaccination opportunities that allowed staff and residents to move forward thoughtfully and intentionally. Staff and residents continued to respect the safeguards put in place and reached out to their neighbors. Crafts, cards and birthdays became a community activity. As time moved on and guidelines were relaxed, masks were removed and smiles were on full display!

We did get through this very unique time, and as we projected in our 2021 Annual Calendar, we are stronger. Thank you to staff and clients alike who upheld safety measures, who knocked on one another's doors and who have, in the face of so much uncertainty, created communities that are shining brightly.



Two of our Roberge Manor residents, Joe and Ferris, make sure that there are plenty of laughs. Shown here are the two comedians seen hamming it up for the camera!



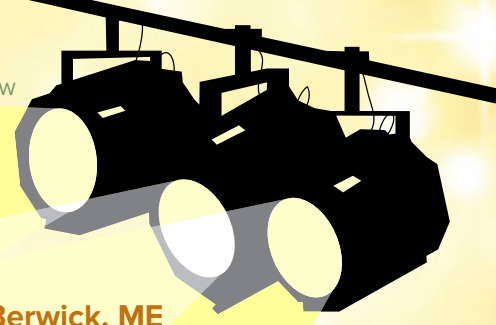
Pittsburgh's Echo Valley Village residents I to: Priscilla Cliche, Connie Tourssant, Maureen Pruliot (and Izzy!) sit and enjoy the coming Spring weather.



'Chasse Village residents have been eagerly awaiting the flu clinic sponsored by Cornerstone VNA in Rochester, NH. Everyone's favorite nurse, Sandy Powers, was on hand to give the flu shot. In addition, Sandy is there every month to run the preventive health clinic in our Rochester Community rooms. We feel very fortunate to have this well qualified, friendly nurse and this beneficial community service keeping our residents healthy.'

Chasse Village staff

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

Derryfield 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 I
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

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 Adrian 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

Bristol Birthday Note

'On August 18 it was John Monahan's birthday. John does not usually join us for get-togethers. In light of this we decided to go to him. We arrived at his door, a group of us, with cards and a cake. One of our tenants is a guitarist, so we sang Happy Birthday. He was so pleased and surprised. Little things mean a lot.'



Isabel has lived at Chasse Village for 2 years. She is known as the "resident baker" and surprises tenants with homemade cupcakes for all occasions. She is uplifting and adds positivity and sweetness to the community.

Shown, (l) Kim Ladisheff and (r) Isabel LeProhon



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.

APRIL 2022

MARCH 2022						
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MAY 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
					CSFP Nashua 134 Allds St. 8:30-4:30 Walk to Work Day	1 2 Children's Book Day	
3 National Library Week	WIC late clinic 11-7 Manchester & Nashua	4 All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00	5 CSFP Raymond 55 Prescott Rd. 9:00-12:00	6	7	8 WIC early clinics in Manchester & Nashua starting at 7 am	9
10	WIC late clinic 11-7 Manchester & Nashua	11	12 CSFP Nashua 134 Allds St. 8:30-4:30	13	CSFP Manchester 40 Pine St. 8:30-4:30 Community Garden Application Deadline Tax Day	15	16
17 Easter	WIC late clinic 11-7 Manchester & Nashua	18	19	20	21 National Kindergarten Day	22 WIC early clinics in Manchester & Nashua starting at 7 am CSFP Seabrook Lafayette Rd. 9:00-12:00 Earth Day	23
24	WIC late clinic 11-7 Manchester & Nashua	25 CSFP Manchester 40 Pine St. 8:30-4:30	26 Administrative Assistants Week	27	28	29	30 Last day to apply for fuel assistance

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



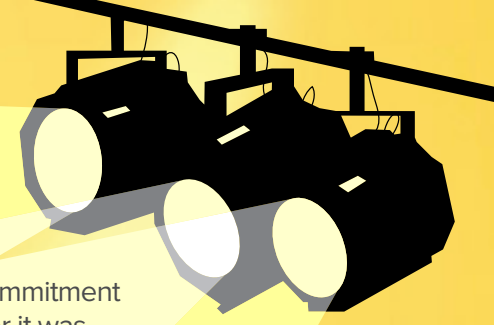
Community Action: Fueled by the Power of our Staff

SNHS encourages an ongoing culture of welcoming partners. Together, our achievements are boundless.

Community Action Month, or May as it's otherwise known, has traditionally been a time for us to shine our light onto our fellow New Hampshire CAPs and the other 995 across the nation. We wanted to make sure this year of all years we turn a concentrated spotlight our staff that make our work possible!

These professionals stepped up during the past year and showed us genuine commitment during days where there were sometimes more questions than answers. Whether it was being readily available to take a fuel application, training another team of new staff who would help support the work of the New Hampshire Emergency Rental Assistance Program (NHERAP), providing Workforce Development support over the phone or on-line, providing food for our elderly and families, or walking into a home to assess its safety wearing PPE and offering a comforting word...they were there.

We speak often of the Whole Family Approach as a way to better serve our families, but during this past year what we experienced was a Whole Family Approach and support system within our two-county agency. We became a stronger unit, program by program, sharing fears and solutions to daily challenges. That caring support and commitment made its way out to the clients, and they felt it.



On Monday, November 1, Southern New Hampshire Services hosted Governor Chris Sununu, the New Hampshire Insurance Department (NHID), Department of Health and Human Services (DHHS), First Choice Services and Health Market Connect as they kicked off the Healthcare.gov Marketplace Open Enrollment Period. Creating opportunities to bring our partners together to share information on resources has been a SNHS tradition for over 50 years! L to R: Insurance Commissioner Chris Nicolopoulos; Jeremy Smith, Program Director/ Outreach Coordinator; Governor Sununu at podium; Elias Ashooh, Project Director, Health Market Connect; Associate Commissioner at the Department of Health and Human Services (DHHS), Christine Santaniello.



Kathy Palys, SNHS' Child Care Aware of NH, is seen taking part in a community initiative that brings education program information to families. Meeting our families where they live helps to break down barriers and provide access to supportive services in a trusted environment.



SNHS acted as host to Senator Jeanne Shaheen and local community stakeholders, creating an opportunity for conversation about the pandemic and how it affected child care providers and enrollment. Shown above, Child Development Director, Sarah Vanderhoof (l), and Child Development Director Tasha Jones gives Senator Shaheen a tour of our Allds Street Head Start and Child Care classrooms.



Head Start Family Services Specialist, Pam Lane, explains SNHS' Commodity Supplemental Food Program (CSFP) to a resident of Manchester's Kelley Falls during a local Resource Fair pop-up event. Our Whole Family Approach creates pathways for SNHS staff to step across program lines and provide information that's important to the person when and where it's needed.

SNHS joins other community partners at a Raymond NH Resource Fair for SAU staff and administration in an effort to best share the programs and supports helpful to local families.



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



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



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



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



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

MAY 2022

APRIL 2022						
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JUNE 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY					
1	WIC late clinic 11-7 Manchester & Nashua	2	All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00	3	4	CSFP Raymond 55 Prescott Rd. 9:00-12:00	5	WIC early clinics in Manchester & Nashua starting at 7 am Childcare Providers Day/ Nurses Week	6	7	Kentucky Derby Day
8	WIC late clinic 11-7 Manchester & Nashua	9	10	CSFP Nashua 134 Allds St. 8:30-4:30	11	12	CSFP Manchester 40 Pine St. 8:30-4:30	13	14	Mother's Day	
15	WIC late clinic 11-7 Manchester & Nashua	16	17	18	CSFP Seabrook Lafayette Rd. 9:00-12:00	19	WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua 134 Allds St. 8:30-4:30	20	21	Emergency Services Week	
22	WIC late clinic 11-7 Manchester & Nashua	23	24	CSFP Manchester 40 Pine St. 8:30-4:30	25	26	27	28	National Sunscreen Day	National Hamburger Day	
29	Memorial Day SNHS Offices Closed	30	31								

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



Just for the Health of it... Unlocking Your Nutrition Potential!

Program Numbers

Community Gardens	49 participants
Fresh Fruits and Veggies Program	200 served
Senior Farmers Market Nutrition Program	1,240
Summer Food Service Program	35,135 meals served



Val Carignan, SNHS' Health, Food and Nutrition Director, speaks to residents of Kelley Falls in Manchester during a Community Resources pop-up event.

Seniors Farmers Market

Summer weather is always good for a positive attitude boost, but fresh fruit and veggies? They go hand in hand! SNHS has been providing access to NH grown bundles of fruits and vegetables throughout the summer season. In fact, more than 1,240 seniors with low incomes were able to enjoy the tastes of summer this season. Thank you to all of the farmers who make maintaining a healthy lifestyle through diet a possibility for our clients!



CACFP

The **Child and Adult Care Food Program (CACFP)** is a meal sponsorship available to Family Child Care Homes, Child Care Centers, Adult Care Centers, Homeless Shelters and At-Risk Programs to receive reimbursement for meals that are served to children and adults in their care. Southern New Hampshire Services is a sponsor of the program for the State of New Hampshire and provides additional benefits to participants.

Summer Food

The pandemic has caused challenges for our families that we have never had to consider in the past. Schools stepped up and removed income eligibility for food programs while offering breakfast and lunch in drive-thru fashion in an effort to capture every family in need. SNHS, working with the U.S. Department of Agriculture's (USDA) **Summer Food Service Program (SFSP)**, focused on those common areas that naturally draw families. Parks, recreation centers and local summer camps became our 'office' as we continued to meet families 'where they are' to provide breakfast, snacks or dinner to children and teens age 18 and younger. For more information, or to become a partner, contact us at 603-668-8010 or visit www.snhs.org.

“Farmers Market

Mrs. L looks forward to her summer appointment to receive her commodity food boxes because that's when she receives her Farmers Market program bundle. Her favorite items she has received are corn on the cob, tomatoes, and peaches. Mrs. L said she is very thankful for the program because it is expensive to try to get farm fresh produce on a fixed income. ”

- Nutrition program staff



There's more to SNHS' Child Development programs than meets the eye. Shown, homemade dried apple slices are a delicious snack!



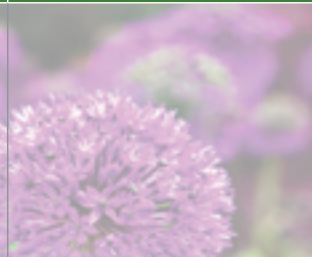
The Child and Adult Care Food Program (CACFP) is a federal program that provides reimbursements for nutritious meals and snacks to eligible children and adults who are enrolled for care at participating child care centers, day care homes, and adult day care centers. CACFP also provides reimbursements for meals served to children and youth participating in afterschool care programs, children residing in emergency shelters, and adults over the age of 60 or living with a disability and enrolled in day care facilities. CACFP contributes to the wellness, healthy growth, and development of young children and adults in the United States.

JUNE 2022

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JULY 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 National Say Something Nice Day	2	3 CSFP Nashua 134 Allds St. 8:30-4:30	4 National Cheese Day/ National Fishing Week
5	6 WIC late clinic 11-7 Manchester & Nashua	7 All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00	8 CSFP Raymond 55 Prescott Rd. 9:00-12:00	9	10 WIC early clinics in Manchester & Nashua starting at 7 am	11
12	13 WIC late clinic 11-7 Manchester & Nashua	14 CSFP Manchester 40 Pine St. 8:30-4:30 National Flag Day	15 National Nature Photography Day	16	17 Fresh Veggies Day	18
19 Father's Day	20 WIC late clinic 11-7 Manchester & Nashua	21	22 CSFP Nashua 134 Allds St. 8:30-4:30	23 CSFP Seabrook Lafayette Rd. 9:00-12:00	24 WIC early clinics in Manchester & Nashua starting at 7 am	25
26 National Forgiveness Day	27 WIC late clinic 11-7 Manchester & Nashua	28 CSFP Manchester 40 Pine St. 8:30-4:30	29	30		

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



A Difficult Year Posed Some Unique Challenges for our Students: We All Passed that Test!

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

Quality education services, connections to fellow students, and personalized curriculum that help bridge communication gaps weave together to provide excellence in our classrooms. Improving basic academic skills in the areas of reading, writing and math, as well as high school equivalency preparation (Academic Skills/HiSET Prep Classes) have helped many of our neighbors succeed. Classroom instruction in English language skills (speaking, listening, reading, writing) for speakers of other languages (ESOL classes) is provided. Also available is basic computer skills, employment and training resources, and career and college planning services are available to those enrolled in classes.

Adult Learner Services – Manchester

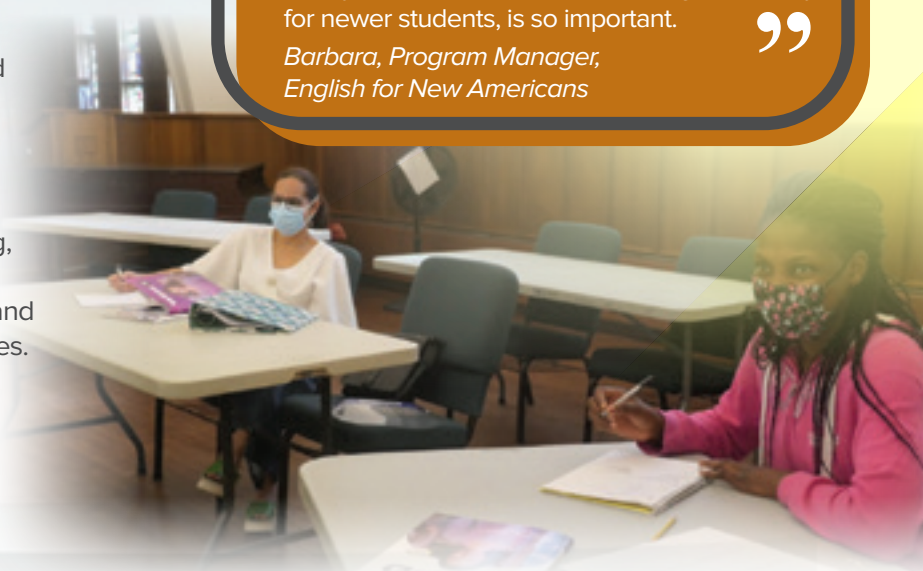
Our Manchester Adult Learner Services provides free, confidential, one-to-one instruction in basic reading, writing, mathematics, High School Equivalency Test (HiSET®) preparation, and English as a Second Language. The program matches volunteer tutors with adult learners who can benefit from that 1:1 help. Our volunteers receive training, materials and ongoing support as they work in partnership with the students.

“ Babikir never went to school in his native village in Darfur, Sudan and never learned to write his spoken language, Arabic. That makes learning to read and write, and even to speak, in English very difficult, and many people with these challenges are unable to overcome them. Babikir arrived in the US in June of 2009 and began taking English classes at English for New Americans the next Fall. After 10 years of English and Citizenship classes, many hours of one-to-one tutoring and much hard work on his part, Babikir’s dream of becoming a U.S. citizen came true on December 15, 2020! This enabled him to return this summer to his home village and family (who he had not seen since he was 17) and enabled him to vote in our city elections. We are very proud of him and thrilled that his hard work has paid off. ”

Barbara, Program Manager, English for New Americans

“ The most important thing that has happened for our program is to be able to offer in person classes again. Students and teachers are very happy to be here. In-person learning, especially for newer students, is so important. ”

Barbara, Program Manager, English for New Americans



‘I love ENA program because it gives us the opportunity to improve our skills to communicate more effectively. At the same time we learn about American culture. Thank you ENA!’ - Martha Rodriguez, left, is from Columbia

‘When I was a child I wanted to be a lawyer. Before I moved to the U.S. I started to study. Now I learn at my current job, PCA. I need more English to reach my goal. I study English and computer at English for New Americans.’ - Louise Alima is from Rwanda.



‘This program is good for me because I have learned how to read, and how to speak English.’ - Miriam Soulama, right, is from Burkina Faso

WHAT DO WE OFFER?

- Tutoring help
- Reading skills
- Math skills
- Driver’s license preparation (written test only)
- Learning the English language
- Writing skills
- High School Equivalency Test (HiSET) study skills
- Resume’ writing and interview practice
- Studying for U.S. citizenship exam
- And much, much, more!

HOW TO FIND US:

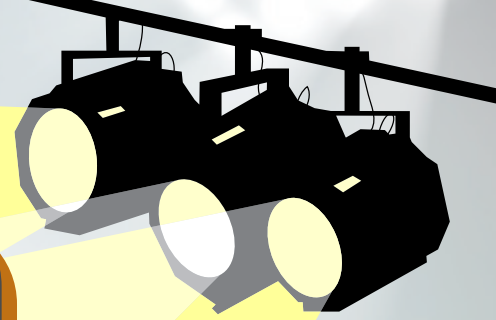
Portsmouth Adult Education Program

100 Campus Drive
Portsmouth
Phone: (603) 422-8233
Email: adulthoodeducation@snhs.org

Manchester Location

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

English for New Americans
Email: ENA@snhs.org



JULY 2022

JUNE 2022						
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AUGUST 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY				
					Floating Holiday SNHS Offices Closed	1 2				
					Fuel applications accepted for priority households					
3	Independence Day SNHS Offices Closed	4	CSFP Derry 9 Crystal Ave. 9:00-12:00	5	6	CSFP Raymond 55 Prescott Rd. 9:00-12:00	7	8	WIC early clinics in Manchester & Nashua starting at 7 am	9
10	WIC late clinic 11-7 Manchester & Nashua	11	12	CSFP Nashua 134 Allids St. 8:30-4:30	13	14	CSFP Manchester 40 Pine St. 8:30-4:30	15	16	
Teddy Bear Picnic Day										Fresh Spinach Day
17	WIC late clinic 11-7 Manchester & Nashua	18	19	20	CSFP Seabrook Lafayette Rd. 9:00-12:00	21	22	WIC early clinics in Manchester & Nashua starting at 7 am CSFP Nashua 134 Allids St. 8:30-4:30	23	
24	WIC late clinic 11-7 Manchester & Nashua	25	26	CSFP Manchester 40 Pine St. 8:30-4:30	27	28	29	30		
31							National Lasagna Day		International Day of Friendship	

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



The Low Income Home Energy Program Action Month (LIHEAP)

Hillsborough and Rockingham Counties made Warmer (and more Energy Efficient) one Household at a Time



Before



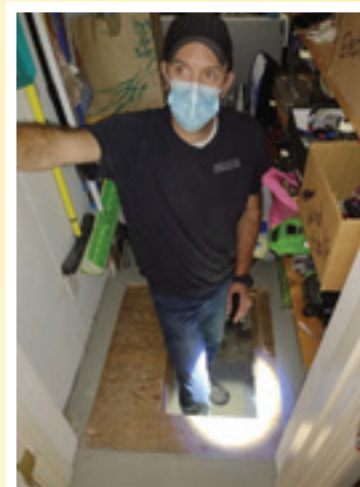
After

Since 1965 Fuel Assistance has been providing heating and electrical assistance to households facing financial challenges. This past year, full of so many unexpected challenges many of our neighbors found the support that they needed at one of our many Resource Centers. The program is funded by grants from the federal government, and makes payments that go 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 home, as well as type of fuel.

“ I want to thank everyone at SNHS for the recent weatherization work completed at my place. The furnace, of course, has made such a huge difference. Prior to the new furnace, I was keeping the temperature at a steady 60 degrees even in the coldest of winter days, just to preserve the furnace's functioning as long as possible. I was totally stressed out and fearful knowing that I couldn't afford to replace it. Your services were a godsend.

I so appreciate the work that you do to, not only help residents in need, but attend to the needs of our environment. Heating and insulation issues in this cold climate of NH are critical in the lives of individuals and families. You do so much to aid families facing fuel needs and insecurity. I will be forever grateful for the assistance.

” - Kathleen Macklin



Weatherization Technical Coordinator, Adam Foley, inspects a crawl space for areas that could be losing heat. The U.S. Department of Energy (DOE) Weatherization Assistance Program (WAP) reduces energy costs for low-income households by increasing the energy efficiency of their homes, while ensuring their health and safety.

“ Dear Mrs. Lozeau,

Both I and Mrs. Shattuck want to thank you, members of your staff, and Southern NH Services most warmly for your assistance and aid – first for help on electricity and heating, more recently for weatherization and the emergency replacement of our heating system boiler. Without your help it would have been a financial disaster.

” - Gilman and Sissy Shattuck



SNHS Fuel staff attend the September CelebratED MHT event held in Veterans Park. The SAU lead event drew families and services providers together to share their programming and resources.



Joining forces with our local contractors helps SNHS provide the highest quality in Weatherization programming. Above, staff at TruTeam join the SNHS Weatherization crew in ensuring the heightened energy efficiency of each project.

LIHEAP numbers
2021 Enrolled
 12,396 Households
 26,625 Individuals

2022 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 (2022-2023 season)
DEC 1: Fuel season generally opens (2022-2023 season)



AUGUST 2022

JULY 2022						
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SEPTEMBER 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	WIC late clinic 11-7 Manchester & Nashua 1 Girlfriends Day/ World Breastfeeding Week	All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00 2	CSFP Raymond 55 Prescott Rd. 9:00-12:00 3		WIC early clinics in Manchester & Nashua starting at 7 am 5	6
7	WIC late clinic 11-7 Manchester & Nashua 8		CSFP Nashua 134 Allds St. 8:30-4:30 10	CSFP Manchester 40 Pine St. 8:30-4:30 11		12
14	WIC late clinic 11-7 Manchester & Nashua 15				WIC early clinics in Manchester & Nashua starting at 7 am CSFP Seabrook Lafayette Rd. 9:00-12:00 19	20
21	WIC late clinic 11-7 Manchester & Nashua 22	CSFP Nashua 134 Allds St. 8:30-4:30 23	CSFP Manchester 40 Pine St. 8:30-4:30 24			26
					National Dog Appreciation Day	27
28	29	30	31			

CSFP: Commodity Supplemental Food Program

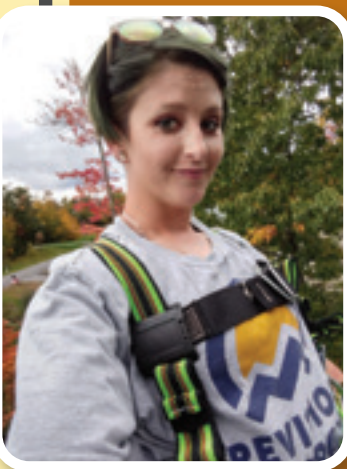
WIC: Women, Infants, and Children Program



Through These Times of Change... Our Workforce Programs are There for You

Our focus strong, and with staff expertise, we found ourselves moving through a landscape of changing health, work and having to shift at a moment's notice. The collaborative nature of our agency, and our Whole Family Approach to supportive assistance, allowed us to braid together Child Care, Transportation and Housing assistance which enabled individuals to gain economic stability. Though we were still operating differently, we were able to make our clients feel seen during a time when that was not always possible.

“ I am a 31-year-old single mother whose suffered with addiction almost my whole adult life. Originally from Florida I moved to New Hampshire in 2016 in the hopes of starting a new life. I got a job in construction doing prefabrication work because I loved building things with my hands. Unfortunately, I fell back into my addiction a year after I started that job. For the next few years, I struggled. Then in 2020 I gave birth to my now one-year-old son. I moved to Nashua, where I found an amazing recovery community, where I began to work on my addiction for not only myself, but my son. During that year I enrolled in NHEP and was given the opportunity to work with some great people that helped me to see the opportunities that were out there that fit what I was looking to do.



While trying to figure out what it was I wanted to do for a career, I really reflected on what my life goals were. Building my own home that was off grid in Northern New Hampshire is a goal and dream of mine. Since I have the actual building experience, I thought what was next? Electrical, I want to be an Electrician. Because my contacts at NHEP were able to point me to the right contact, I was able to find out about Revision Energy installing solar. I applied to their in-house apprenticeship program and after a few interviews I got the call that I got the job. I absolutely love what I do today, and I just came up on a year clean with my recovery! I'm making a life for me and my son and working towards a lifelong career as an Electrician. The future looks brighter than it's ever been today. ”

“ 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



Lee Machine of North Hampton recognizes the value of employees who are trained under their own roof. Through the OJT program, SNHS is able to match local businesses with participants who are ready to be trained, and ready to work. Seen here is On the Job (OJT) program participant Cameron Whalen, right.



“ 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. ”

- Taken from an exit survey

A traditional 'pinning' ceremony was held at St. Joseph's Hospital in Nashua, celebrating the graduation of 9 new graduates of the WIOA Phlebotomist training program. Seen far right back, SNHS Executive Director Donnalee Lozeau and front, WIOA Program Manager, Michelle Hart.



Staff of St. Joseph Hospital attended a presentation on the Workforce Innovation & Opportunity Act (WIOA) given by Program Manager, Michelle Hart. WIOA is landmark legislation that is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

Total Individuals Served:

Workforce Innovation & Opportunity Act (WIOA)	
NH Works For Recovery Program	
NHEP/Workplace Success	1,343
WIOA clients enrolled in Occupational Skills Training leading to Industry Recognized credentials in the fields of Healthcare, Manufacturing, Technology, Transportation Logistics and Construction.	234
Supportive Services provided to individuals to overcome various barriers to unemployment	175

Agility Manufacturing of Dover, a contract manufacturing company specializing in Printed Circuit Board Assembly, has partnered with SNHS providing hands-on learning opportunities through SNHS' On the Job (OJT) training program.



SEPTEMBER 2022

AUGUST 2022						
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OCTOBER 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	Labor Day SNHS Offices Closed	5	6	7	8	9
		CSFP Derry 9 Crystal Ave. 9:00-12:00			CSFP Raymond 55 Prescott Rd. 9:00-12:00	10
					VJ Day, WWII	
					National 401(k) & 403(b) Day	
11	WIC late clinic 11-7 Manchester & Nashua	12	13	14	15	16
			CSFP Nashua 134 Allds St. 8:30-4:30			CSFP Manchester 40 Pine St. 8:30-4:30
9-11 Remembrance Day						17
18	WIC late clinic 11-7 Manchester & Nashua	19	20	21	22	23
				CSFP Seabrook Lafayette Rd. 9:00-12:00		WIC early clinics in Manchester & Nashua starting at 7 am
					CSFP Nashua 134 Allds St. 8:30-4:30	24
25	WIC late clinic 11-7 Manchester & Nashua	26	27	28	29	30
			CSFP Manchester 40 Pine St. 8:30-4:30			

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



Throughout the Year Our Families Faced Tremendous Challenges... And Our Staff Never Missed a Beat

At SNHS we know that the key to succeeding in our mission is to focus on the Whole Family approach, providing programming in a holistic and comprehensive way. SNHS is proud of our Head Start (3 to 5 years) and Early Head Start (birth to 3 years) programs, as well as our high quality affordable Child Care Centers.

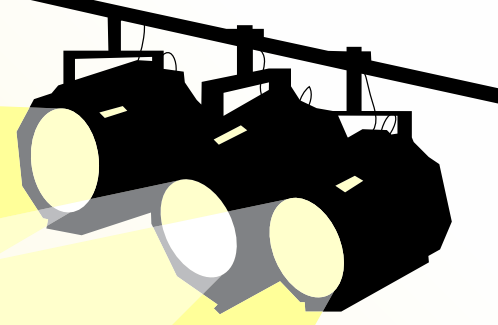
Head Start and Early Head Start were pioneers in adopting a delivery system that braids together local programs, national standards, monitoring, professional development and family engagement.

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 Early Learning Center of Milford completed the Emergency Preparedness Cohort. They were incredibly proud of their accomplishments in making their program safer for the children in their care.



Katie M's Story



My family loves Head Start. Both my children have attended / still attend Head Start and it's nothing short of amazing! Not only are each and every teacher and staff member amazing, but the amount of things my children have learned is incredible! I must add the amount of love and help my family has received through the years is something that will stick with us forever. Head Start is much more than just a childcare for us, it's become family! SO thankful!



Krystal's Story



I have been a parent with Head Start for several years now. My older child attended and my youngest child has been in the program for five years. He started in Early Head Start when he was three months old and is now in Head Start, getting ready to go to kindergarten.

The teachers have been great to help my children expand their education and help with the behaviors they were having. They have taught them how to use their words and express their feelings and get them ready for kindergarten.

Ms. Dawn takes the time out to work with my son weekly to help support his social and emotional needs.

My family worker has been the best support since day one. She has been very helpful, a good listener and never judged me. She always made me feel better! I appreciate that she does hearing, vision, height and weight and reviews the results with me. I like the help to keep us updated with dental and physical appointments. Especially during COVID, I found it helpful that she gave me updates, reminders and community resources. I learned about T-ball for my son from one of the posts she gave me and was able to sign him up and now he is on the team.

We love all the family involvement and fun activities for both the kids and parents. Some activities we enjoy are the cat and the hat week, where each day is a different dress up day with a coordinating activity and reading Dr. Seuss books. My son loves the pajama days with a movie and the cute art projects from Currier Museum that are sent home.

In the past, family nights were a lot of fun. We enjoyed the education, dinner and activities. When its Christmas time, the gifts for the kids have been so helpful!

We participate in the homework (home school connections). We especially enjoy the talk it up activities and find them fun. It helps to get the kids talking. We love reading books! He always wants to get his homework done and has learned to write his name. We love that you have donations of boy's cloths, toys and the weekly fruit or veggie with the recipe to make something.

We love the new playground, it is beautiful and so much fun for the kids. Thank you Head Start for all you have given to us and taught us. Our family is in a good place and has been able to grow and learn with your support and nurturing!



Child Care Aware of New Hampshire (CCAofNH) is committed to serving all families who are seeking child care in New Hampshire and to improve the quality and accessibility of child care. CCAofNH also provides services to providers who are caring for the children in our state. The Child Care Aware of NH Program offers various types of professional development opportunities including a Progressive Training and Technical Assistance Model, Early Childhood Cohorts, Early Childhood Focused Collaborative, Special Events and E-Conferences.

For more information go to <https://www.snhs.org/services/child-care-aware>.

The Child Care Aware of NH Program has also supported providers with navigating the New Hampshire Connections Information System and the NH Connections website.



Just wanted to send a huge THANK YOU for walking me through all of that!! It really helped me knowing you were right there talking me through each step. Please also pass along my thanks to the Training and Marketing Coordinator. I posted the job opening made possible by both of you :). Hope you have a good week.

- Jen Brackett, Hazel MacBrien Nursery School



Patch, Manchester Police Department's Support dog, poses with a happy family who participated in the June 18th Head Start Car Seat Safety and Resource Fair event held in the 160 Silver Street parking lot. There were 39 families who participated, and 7 car seats were replaced. This, according to Officer Mark Aquino, makes the SNHS event the best attended in MPD history.



A SNHS hosted Early Childhood Roundtable brought state leaders, local educators and parents together to discuss issues relating to family and early education. Shown above l to r: Manchester Mayor, Joyce Craig and Health and Human Services Secretary, Xavier Becerra.

OCTOBER 2022

SEPTEMBER 2022						
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NOVEMBER 2022						
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27	28	29	30			



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
						1 International Coffee Day	
2 Customer Service Week	WIC late clinic 11-7 Manchester & Nashua	3 All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00	4	5 CSFP Raymond 55 Prescott Rd. 9:00-12:00	6	7 WIC early clinics in Manchester & Nashua starting at 7 am National Frappe Day	8
9 National Retirement Security Week October 16-22	9 Columbus Day SNHS Offices Closed	10	11	12 National Savings Day	13 CSFP Manchester 40 Pine St. 8:30-4:30	14	15 I Love Lucy Day
16 National Retirement Security Week October 16-22	16 WIC late clinic 11-7 Manchester & Nashua	17	18	19	20	21 WIC early clinics in Manchester & Nashua starting at 7 am CSFP Seabrook Lafayette Rd. 9:00-12:00	22 National Make a Difference Day
23 National Weatherization Day	24 WIC late clinic 11-7 Manchester & Nashua Halloween	25 CSFP Nashua 134 Allds St. 8:30-4:30	25	26 CSFP Manchester 40 Pine St. 8:30-4:30	27	28	29
30	31						

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



In the Toughest of Times, SNHS Helps to Eliminate the Barriers to Stable Housing

For years, SNHS has played a significant role in the lives of men and women living in Manchester and Nashua who are experiencing issues related to homelessness. Residents are connected with supportive programming, as well as to community partners 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

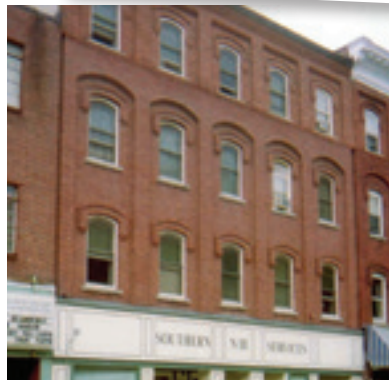
Assists individuals and families with low incomes in obtaining housing by issuing certificates to landlords that guarantee security deposits.

Testimonial

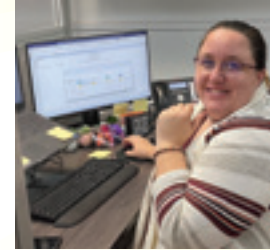
Steve has been fighting addiction his whole adult life. In his mid-50's he had hit bottom. He was homeless, had a brother incarcerated for drugs and a son who was having run-ins with the law. Steve started attending multiple meetings and started to feel like life was possible without drugs but he still needed a place to live. He applied to Robinson house and was accepted! It wasn't long before he was providing rides to meetings and time to listen to other tenants to provide support. He has been at Robinson house for 2 years and has been helpful to all seeking help, a mentor to many living here and fairly soon he will be getting his own apartment. But as he has said in his own words, 'This place saved my life. I was able to work on my addiction in a safe and secure place with fellow addicts who wanted to live a substance free life. I never knew life could be so good...I am happy for every day!'



Mary's House, located in Nashua NH, is a non-treatment facility featuring 40 subsidized single-room occupancy apartments for homeless women living alone who are in need of a safe and supportive living environment. All apartments are Section 8 rent-assisted and subsidized by HUD and administered by the Nashua Housing & Redevelopment Authority (NHA). Each resident's rent will be up to 30% of their monthly income.



Manchester located Robinson House is a non-treatment facility featuring 24 subsidized single-room occupancy apartments for homeless men who have completed a substance abuse program and are in need of a safe and supportive living environment. All apartments are Section 8 rent-assisted and subsidized by HUD and by the Manchester Housing and Redevelopment Authority (MHRA). Each resident's rent will be up to 30% of their monthly income.



Our New Hampshire Emergency Rental Assistance Program (NHERAP) staff have answered thousands of calls offering information to landlords and a path for many in maintaining housing stability.

Pictured: Kate Cox, Family Resource Specialist - Housing Stability

NHERAP

Launched March 15 2021-The NH Emergency Rental Assistance Program (NHERAP) is a federally funded rental assistance program through the Governor's Office for Relief and recovery (GOFERR). It is administered by New Hampshire Housing Finance Authority, in collaboration with GOFERR and the state's five community action partnership agencies.

As of the writing of this year's annual report, our Family Resource Specialists have served over 5,269 households in Hillsborough and Rockingham Counties. This translates to over \$40 million in checks sent out that are keeping our neighbors housed, helping landlords maintain affordable units, covering the costs of utilities and providing housing stability services. We also staff two circuit courts making our staff accessible in order to stave off evictions.

Longtime supporter of Mary's House, Karen Bill and friends, purchased and delivered 54 pairs of new sheets to residents.

Pictured: Karen Bill (c) stands between Mary's House staff Jerusha (l) and MaryAnn (r).

**5,269
RECEIVING
NHERAP**

**604
HELPED
THROUGH OUR
HOMELESS
PROGRAMS**



NOVEMBER 2022

OCTOBER 2022						
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DECEMBER 2022						
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3 Men Make Dinner Day	4	5
6	WIC late clinic 11-7 Manchester & Nashua	7	8 Election Day SNHS Offices Closed	9	10 CSFP Raymond 55 Prescott Rd. 9:00-12:00	11 Veterans Day SNHS Offices Closed
13	WIC late clinic 11-7 Manchester & Nashua National Pickle Day	14	15	16 CSFP Nashua 134 Allds St. 8:30-4:30	17	18 CSFP Manchester 40 Pine St. 8:30-4:30
20	WIC late clinic 11-7 Manchester & Nashua CSFP Seabrook Lafayette Rd. 9:00-12:00	21	22	23	24 Thanksgiving Day SNHS Offices Closed	25 Day after Thanksgiving SNHS Offices Closed
27	WIC late clinic 11-7 Manchester & Nashua CSFP Nashua 134 Allds St. 8:30-4:30	28	29	30 CSFP Manchester 40 Pine St. 8:30-4:30		

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program

No early clinics in November



In a Year of Uncertainty, Our Volunteers Stepped Up

SNHS Volunteer Services Program is Proof that No Matter the Circumstances, 'our Volunteers remain Committed members of our Team

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 better. A lifetime of skills, talents and expertise can be shared, or new skills developed while serving in a variety of volunteer activities in your community. This past year was full of unknowns and seemed to change by the minute, but our volunteers remained ready to help at a moment's notice.

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 that helps 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.



Left to right: Seabrook Food Pantry Coordinator Hilary McCarthy, volunteer team Steve and Trisha.



Community Food Drives allow us to keep nutritious foods in cupboards throughout Rockingham County.

'RSVP Volunteer's made great use with the time presented by the pandemic by knitting hats for our elderly residents and clients. Whatever is needed our volunteers are there.'
Linda Trust, Retired and Senior Volunteer Program (RSVP) Manager.



Haulin' 4 Hunger, an initiative of Advantage Truck Group, presents donations for our Seabrook Food Pantry Program. SNHS welcomes volunteers from businesses located in our communities who help to us to provide food security for so many.



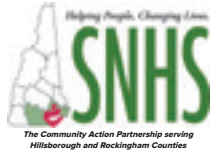
Without the food offered through the (Seabrook) Food Pantry there's no way that I could've fed myself. The staff made sure to have a table and cooler always full of food so that I was kept safe. Thank you!

- Seabrook Food Pantry client

After my husband lost his job we didn't know what we would do. We have kids and were afraid that we wouldn't be able to keep food in the house. Thank you to everyone who helped take that fear away.

- Raymond Food Pantry client

DECEMBER 2022



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	2	3
				Fuel season generally opens		National Cookie Day
4	WIC late clinic 11-7 Manchester & Nashua 5	All WIC offices closed for Staff Day CSFP Derry 9 Crystal Ave. 9:00-12:00 6	CSFP Raymond 55 Prescott Rd. 9:00-12:00 7	8	WIC early clinics in Manchester & Nashua starting at 7 am CSFP Manchester 40 Pine St. 8:30-4:30 National Christmas Card Day 9	10
11	WIC late clinic 11-7 Manchester & Nashua 12	CSFP Nashua 134 Allds St. 8:30-4:30 13	14	15	16	17
18	WIC late clinic 11-7 Manchester & Nashua 19	20	21	CSFP Seabrook Lafayette Rd. 9:00-12:00 22	WIC early clinics in Manchester & Nashua starting at 7 am CSFP Manchester 40 Pine St. 8:30-4:30 23	24
25	Christmas Holiday (observed)** SNHS Offices Closed 26	27	CSFP Nashua 134 Allds St. 8:30-4:30 28	29	30	31
Christmas Day						New Year's Eve

CSFP: Commodity Supplemental Food Program

WIC: Women, Infants, and Children Program



Challenges Faced, Staff and Families Moving Forward, and Programs Stronger than Ever... That's the Community Action Way!

<p>JANUARY</p> <p>Spotlight on Services Delivered.</p>	<p>FEBRUARY</p> <p>Supporting, and Building on Financial Wellness Helps the Whole Family Move Forward!</p>	<p>MARCH</p> <p>SNHS Nutrition Programs Remained Open and Ready; A Path to Health for the Whole Family</p>	<p>APRIL</p> <p>SNHS Elderly Supportive Housing Strong, Connected and Thriving</p>
<p>MAY</p> <p>Community Action: Fueled by the Power of our Staff</p>	<p>JUNE</p> <p>Just for the Health of it... Unlocking Your Nutrition Potential!</p>	<p>JULY</p> <p>A Difficult Year Posed Some Unique Challenges for our Students: All Passed that Test!</p>	<p>AUGUST</p> <p>The Low Income Home Energy Program Action Month (LIHEAP)</p>
<p>SEPTEMBER</p> <p>Through These Times of Change... Our Workforce Programs are There for You</p>	<p>OCTOBER</p> <p>Throughout the Year Our Families Faced Tremendous Challenges... And Our Staff Never Missed a Beat</p>	<p>NOVEMBER</p> <p>In the Toughest of Times, SNHS Helps to Eliminate the Barriers to Stable Housing</p>	<p>DECEMBER</p> <p>In a Year of Uncertainty, Our Volunteers Stepped Up</p>

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In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

SNHS is an equal opportunity provider and employer.

