



Southern New Hampshire Services

For more detailed information
on all our programs
please visit our website
snhs.org



At Southern New Hampshire Services

We are always looking for ways to better serve our clients and community with the tools we have been given and with new and innovative practices.

We work in the community along side our partners to address concerns and conditions as they arise.

We review, assess and modify the delivery of services as circumstances and conditions warrant.

We engage our clients and support and encourage them toward self-sufficiency ... always with the Promise of Community Action in mind:



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.

2023 Annual Report

2024 Calendar

A Message from our Chief Executive Officer

Donnalee Lozeau

The last three years have certainly called on the significant dedication and every ounce of strength and positive attitude from all of us here at SNHS and I know the same can be said for our partner agencies.

Just when we thought we had our arms around what might be next there was a new challenge and less staff to overcome it, without a negative impact to those who most needed our help.

The many unexpected twists and turns we and the rest of the world faced in 2020, 2021 and 2022 provided new and/or expanded needs. We worked to manage them along with significant funding and programs developed to address them. COVID brought both challenges and solutions to those challenges that will forever change the way we provide some services. Fortunately, most are primarily for the better! Online application processes and drive-up food pick-up are just two of the ways we now do things that make good sense going forward.

2023 was an opportunity to look back, reevaluate and consider the broad needs of the people and communities we serve that have forever changed based on the impact of those unprecedented years. We are always on the look-out for opportunities for innovative ways to solve problems or strengthen skills beyond the robust programs that we continue to offer. As always, we have invested time, staff and funds to understand the needs in our communities, and to encourage and empower parents to be advocates for themselves, their children and their community. We have looked at the demands within workforce to try and build creative ways to engage potential employees, while understanding the challenges faced by employers.

As you look through this report you will see the launch of the Parent Leadership Training Institute (PTLI) made possible through our partnership with the Manchester Community College and the NH Charitable Foundation.

You will also see our Southern NH Nurse Leaders and Nurse Educators Pilot Project, which has been incredibly successful in bringing a group of dedicated leaders together. This opportunity to solve problems and make positive change for a smoother path to attract new students along with the goal to retain and recruit nurses is well attended and growing!

Our on-going Whole Family Approach innovations continue with the creation of a small cohort of what we call our Opportunity Navigators. They are in training learning new skills and utilizing a family centered coaching approach, along with developing strong connections across programs both internal and external. This will provide the space to meet our clients where they are and help them to use their voice to guide where they want to go to achieve their personal goals to become economically and socially mobile.

Throughout all of the programs and initiatives our SNHS staff have been the key to our ability to carry out the motto of Community Action: Helping people help themselves and each other. The Board of Directors and the Executive and Management Teams acknowledge, appreciate and thank each and every member of the staff for their commitment and dedication to their role in being the solid foundation that those we serve have come to rely on.



Donnalee

What can change the world today is the same thing that has changed it in the past-an idea and the service of dedicated, committed individuals to that idea.

- Sargent Shriver

Impact of Community Action

SNHS FUNDING/VALUE OF SERVICES BY PROGRAM 2022-2023

HILLSBOROUGH COUNTY

Bipartisan Infrastructure Law	\$133,679
Child and Adult Care Food Program	\$395,613
Child Care Aware of NH	\$964,015
Child Care	\$721,104
Commodity Supplemental Food Program	\$306,028
Community Gardens	\$14,000
Early Head Start	\$1,772,668
Early Childhood Education Apprenticeship	\$763,200
Electrical Assistance Program	\$4,860,078
Emergency Energy Programs	\$507,310
English for New Americans	\$151,043
Fuel Assistance	\$7,253,297
Head Start	\$4,383,306
Homelessness Prevention	\$83,128,632
Household Water Assistance Program	\$77,259
Rural Transportation	\$3,596
Senior Housing	\$9,879,127
Summer Food Program	\$143,606
Supportive Housing for the Homeless	\$219,168
T.E.A.C.H.	\$96,548
Volunteer Services	\$452,177
Weatherization/Conservation Programs	\$1,292,050
Western Hillsborough County Family Services	\$71,464
WIC Nutrition Program	\$1,961,030
Workforce Development*	\$6,040,995

ROCKINGHAM COUNTY

Bipartisan Infrastructure Law	\$174,654
Child and Adult Food Program	\$99,979
Child Care Aware of NH	\$179,185
Commodity Supplemental Food Program	\$61,065
Early Childhood Education Apprenticeship	\$95,400
Electrical Assistance Program	\$2,149,241
Emergency Energy Programs	\$398,115
Financial Capability/VITA	\$19,202
Food Pantries	\$451,813
Fuel Assistance	\$4,785,103
LIHWAP	\$51,351
Head Start	\$1,328,275
Homelessness Prevention	\$21,883,353
T.E.A.C.H.	\$20,237
Summer Food Service Program	\$10,667
Weatherization/Conservation Programs	\$1,871,308
WIC Nutrition Program	\$609,830

“During this most difficult period in our country’s history, community action programs have had to rise to the occasion and deliver to those in need. Southern New Hampshire Services has come through and provided necessary responses. Led by creative and innovative management, they go beyond the call of duty.”

- Sen. Lou D’Allesandro, SNHS Board Chair

* This figure represents statewide funding.



Parent Leadership Training Institute

Southern New Hampshire Services is proud to partner with Manchester Community College and the New Hampshire Charitable Foundation to present a wonderful opportunity to parents in our service area to gain practical knowledge and experience in advocating for themselves, their families, and their community.

The National Parent Leadership Institute (NPLI) is an organization that works to amplify parent voices so they can be at the table where decisions that impact their family are made. Parents gain key requisites for civic engagement through NPLI's Parent Leadership Training Institute (PLTI) initiative. Parents who participate in the PLTI report gaining confidence and other interpersonal skills, increasing their support system, learning how to participate in government, among other valuable parent outcomes. Communities where parent leaders are present also see positive outcomes, including "increased policy impact, positive neighborhood impact, policy makers (Government and School) making pro-family policy, funding, or programmatic change(s)" (parentswholead.org/plti/).

The key components of PLTI for parents are the 20-week parent training, completion of a community project, and a graduation ceremony. The 20-week training consists of weekly, one-hour training sessions and is broken up into two phases. The 20 week training schedule starts January, 2024 with a graduation scheduled for June.

There are currently 69 NPLI sites across the country offering PLTI to parents; some of which are led in conjunction with a local community college. Community colleges are naturally suited to house this initiative as the structures for providing knowledge and empowerment to parents are already in place. These education institutions serve many parents who are dedicated to creating a better world for their families, and offering PLTI can help the institution further this mission.

Similarly, Southern NH Services has been a leader in lifting parent voices for over 60 years through our family-centered programs, like Head Start and Early Head Start, that work to help families move out of poverty, and through membership on our Board of Directors. Additionally, our organization is connected with local and state governments which would open the door to additional civic opportunities for parents. Our two community-driven institutions together will lead an effective initiative, creating a lasting impact for parents and children. Funding for the Manchester PLTI comes from our Community Services Block Grant with additional funding support from the New Hampshire Charitable Foundation.

Phase 1 Facilitator at training in Everett, Washington



Site Coordinator at training

We must open the doors of opportunity. But we must also equip our people to walk through those doors. - Lyndon B. Johnson



Manchester PLTI Team

December 2023

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January 2024

National Poverty in America Awareness Month



February 2024

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 NEW YEAR'S DAY SNHS Offices Closed	2 WIC Offices Closed for Staff Day	3 CSFP Raymond	4 WIC Late Clinics Exeter until 7pm	5 WIC Early Clinics Manchester and Nashua 7 am	6
7	8 WIC Late Clinics Manchester and Nashua until 7pm	9 CSFP Nashua	10 CSFP Manchester	11 CSFP Weare & Goffstown	12	13
14	15 MARTIN LUTHER KING DAY SNHS Offices Closed	16	17	18 WORLD DAY OF THE SNOWMAN	19 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Portsmouth	20
21	22 WIC Late Clinics Manchester, Derry & Nashua until 7pm	23	24 CSFP Manchester	25 CSFP Seabrook	26 CSFP Nashua	27
28	29 WIC Late Clinics Manchester and Nashua until 7pm	30 WIC Offices Closed for Staff Day	31	Bad Weather Procedures Cancellations are listed on WMUR website: wmur.com and Southern New Hampshire Services website: snhs.org Decisions on cancellations are made by 5am.		

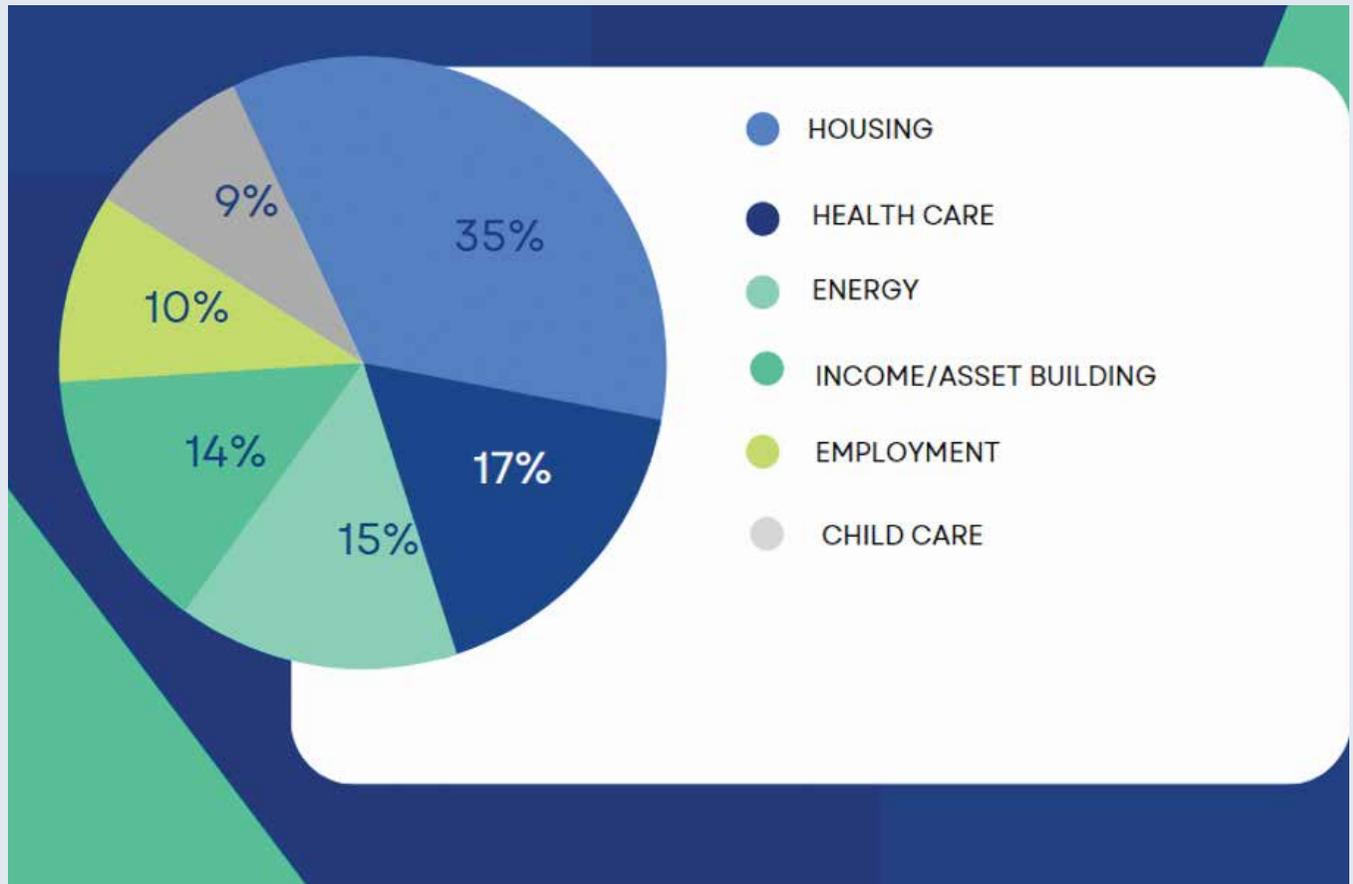
CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Our Community Needs Assessment Drives Our Programming

As part of the Community Services Block Grant (CSBG) requirements, SNHS conducts a Community Needs Assessment every three years to ensure that the programming that we offer align with what the community needs. It is a valuable tool to gather information from those we serve, agency staff, and various community partners.

The Community Needs Assessment is one of many ways that SNHS includes the voices of the individuals and families we serve in the planning and decision-making process. SNHS received surveys from over 2,000 service recipients and they identified the issues in the graph to the right as the most prominent needs in our community:

Through the community needs assessment process, SNHS collects quantitative and qualitative data via surveys, interviews, and focus groups and does extensive research about the causes and conditions of poverty in Hillsborough and Rockingham Counties. The results are analyzed and this information drives the agency's strategic plan for the upcoming years. What we learn assists us in developing innovative programming initiatives and fostering partnerships in the communities we serve. SNHS' Strategic Plan can be found on our website: [SNHS.org](https://www.snhs.org).



You spoke, we listened!

On the Community Needs Assessment, participants identified that the biggest barriers to services were:

- Having to complete too many applications to receive services
- Unsure about what services are available in the community
- Too many appointments to attend
- Lack of access to phone or internet

SNHS has hired Opportunity Navigators to help families to overcome these barriers! They will work with families to assess the strengths and needs of the *whole family* and help to connect them to agency and community resources for which they are eligible. The Opportunity Navigators will help with collection of eligibility documents, completion of applications, and coordination of appointments to facilitate access to services that will help them on the road to self-sufficiency.

January 2024

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February 2024



March 2024

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24	25	26	27	28	29	30
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Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Bad Weather Procedures

Cancellations are listed on WMUR website: wmur.com and Southern New Hampshire Services website: snhs.org

Decisions on cancellations are made by 5am.

				1	2	3
					WIC Early Clinics Manchester and Nashua 7 am CSFP Manchester	
4	5	6	7	8	9	10
	WIC Late Clinics Manchester, Nashua & Seabrook until 7pm	WIC Offices Closed for Staff Day	CSFP Raymond SEND A CARD TO A FRIEND DAY	WIC Late Clinics Exeter until 7pm CSFP Greenfield & Peterborough	WIC Early Clinics Manchester and Nashua 7 am CSFP Nashua Housing	
11	12	13	14	15	16	17
	WIC Late Clinics Manchester, Derry, Nashua & Raymond until 7pm CSFP Manchester Housing		VALENTINE'S DAY		WIC Early Clinics Manchester and Nashua 7 am CSFP Northwood & Newmarket	
18	19	20	21	22	23	24
	PRESIDENTS DAY SNHS Offices Closed		CSFP Manchester		WIC Late Clinics Manchester, Derry & Nashua until 7pm CSFP Nashua	
25	26	27	28	29		
	WIC Late Clinics Manchester, Derry & Nashua until 7pm		CSFP Nashua	CSFP Seabrook		

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Nutrition Programs

Just for the health of it!

Women, Infants & Children (WIC) WIC is more than just education and food provision – it's an entire program dedicated to making sure family needs are heard and that they have what they need to live a healthy life. Fathers, mothers, grandparents, foster parents or other legal guardians of children under five are eligible for WIC services.



Patricia Johnson, of the Women, Infants and Children (WIC) program, works with families from prenatal care for the mother through age 5 improving the health of pregnant women, new mothers, infants and children under the age of five.

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.

“North Woods Learning Center in Gorham utilizes the CACFP food program, and I can honestly say that it is the absolute saving grace, and I am speaking for not only myself, but our families! The families do not have to worry about packing their children four meals a day, it is all taken care of for them! Some are struggling to make ends meet. By us providing four solid meals a day, it takes a bit of a financial strain off of them.”

Jordyn Marshall – Director

CSFP: 1252 individuals served
WIC: 5942 households served
Food Pantry: 812 households served
Community Gardens: 35 participants
Summer Food Service Program: 34,046 meals served
CACFP: \$495,592



Commodity Foods Program



Hillsborough County Community Gardens partners with Hillsborough County to provide up to 50 garden plots to county residents. Plots are available to all residents of Hillsborough County regardless of income, with priority to income eligible residents. 2023 gardens enjoyed plenty of rain producing a healthy bounty for our gardeners!

Our **Food Pantry** sites provide basic necessities whenever an unmet nutritional need is present. Each pantry carries shelf stable food and frozen meat as well as household and hygiene products when available. The food is provided by community food drives, USDA, local food vendor collections and through donations of products from farmers and other sources.

Commodity Supplemental Food Program (CSFP) : Commodity Supplemental Food Program (CSFP) provides nutritious food resources to supplement nutritional needs to income eligible adults over 60 in Hillsborough and Rockingham Counties.

Summer Food Service Program: The Summer Food Service Program (SFSP) ensures that at-risk children and teens have access to healthy meals and snacks during the summer months when school is not in session.

The Emergency Food Assistance (TEFAP): The Emergency Food Assistance Program (TEFAP) is a federal program of the United States Department of Agriculture (USDA) that helps supplement the diets of low-income Americans, including the elderly, by providing emergency food assistance at no cost.



Incoming donations at Seabrook Food Pantry



February 2024

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4	5	6	7	8	9	10
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March 2024

National Nutrition Month



April 2024

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21	22	23	24	25	26	27
28	29	30				

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p>Bad Weather Procedures Cancellations are listed on WMUR website: wmur.com and Southern New Hampshire Services website: snhs.org Decisions on cancellations are made by 5am.</p>					1 WIC Early Clinics Manchester and Nashua 7 am CSFP Manchester	2
3	4 WIC Late Clinics Manchester, Nashua & Seabrook until 7pm	5 WIC Offices Closed for Staff Day	6 CSFP Weare & Goffstown	7 WIC Late Clinic Exeter 7 pm CEREAL DAY	8	9
10 DAYLIGHT SAVING TIME	11 WIC Late Clinics Manchester, Derry, Nashua & Raymond until 7pm	12 CSFP Salem & Plaistow	13 CSFP Raymond	14 CSFP Portsmouth	15 WIC Early Clinics Manchester and Nashua 7 am CSFP Nashua	16
17 ST. PATRICK'S DAY	18 WIC Late Clinics Manchester and Nashua until 7pm	19 FIRST DAY OF SPRING	20	21	22 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Manchester	23
24	25 WIC Late Clinics Manchester, Derry & Nashua until 7pm	26 CSFP Exeter & Whispering Pines	27	28 CSFP Seabrook	29 WIC Early Clinics Manchester and Nashua 7 am CSFP Nashua	30
31 EASTER						

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

SNHS Senior & Supportive Housing

There's No Place Like Home

SNHS Management Corporation is one of the leading providers of housing to income and age eligible applicants. We manage 29 elderly housing sites from Pittsburg to Greenville and Bristol to N. Berwick, ME, that include 910 units, currently with 951 residents choosing their homes with us. Our funding is provided by the U.S. Department of Housing and Urban Development (HUD) and area housing authorities.

Our residents have many common areas on site to enjoy individually, as a group or with family members. They are always making plans for events such as potluck dinners, playing Bingo, cards, making puzzles and crafts in the Community Rooms, Libraries and on our outdoor patios as well. In the Spring, a northern site had a family member provide all supplies and give instruction for creating their own floral hat to decorate all of the residents' unit doors! A beautiful sight and great to have family involved from within the local area.



Bruce, a long time resident at Robinson House relaxes in the Community Room.



Laurel Terrace, courtesy of Jeff Neal



"I am very happy at Pemi Commons and the people that work there have helped me to make the move easy after 69 years of owning my own home. It was a huge adjustment but you made it easy."

- new resident



Rebecca Cowser of the NH State Fire Marshal's Office presented, STEPS TO SAFETY, to Echo Valley Village Residents on October 18, 2023. The main focus of this well-attended presentation was aimed at preventing falls in the home. Tenants watched a presentation, took part in discussions and a trivia contest with winners being awarded prizes.

"I truly appreciate your help and I want to thank you for your service and the service you provide to such a vulnerable population. You are very kind, caring and considerate. I work with lots of folks like yourself and understand how easy it can be to get burnt out. You have been nothing but amazing and professional."

- Resident's family member

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
603-621-7196

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 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

Supportive Housing

Robinson House
49 Manchester St.
Manchester, NH
603-627-9188

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.



March 2024

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April 2024

Elderly Housing



May 2024

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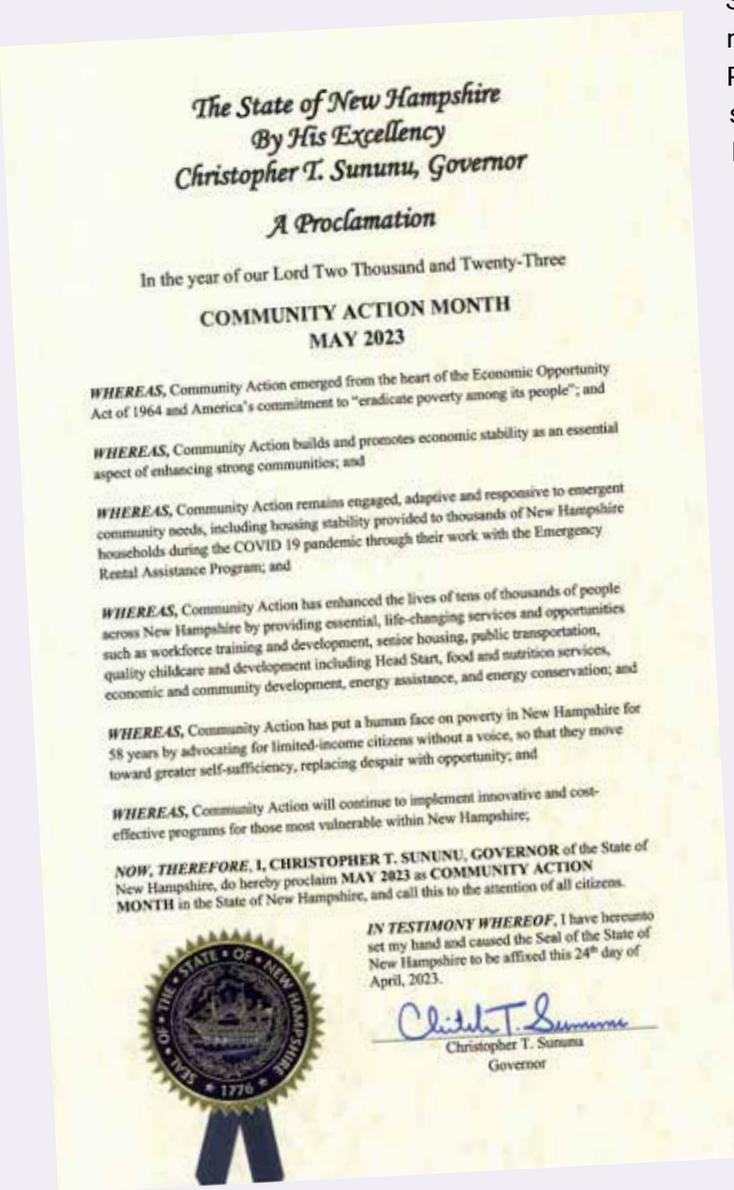
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 WIC Late Clinics Manchester & Seabrook until 7pm	2 WIC Offices Closed for Staff Day	3 CSFP Raymond	4 WIC Late Clinics Exeter until 7pm	5 WIC Early Clinics Manchester and Nashua 7 am	6
7	8 WIC Late Clinics Manchester, Nashua, Derry & Raymond until 7pm	9 CSFP Greenfield & Peterborough	10 CSFP Nashua NATIONAL SIBLINGS DAY	11 CSFP Manchester	12 WIC Early Clinics Manchester and Nashua 7 am CSFP Northwood & Newmarket	13
14	15 WIC Late Clinics Manchester and Nashua until 7pm CSFP Manchester Housing	16	17	18	19 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Seabrook	20
21	22 WIC Late Clinics Manchester, Derry & Nashua until 7pm	23	24 CSFP Manchester	25	26 WIC Early Clinics Manchester and Nashua 7 am CSFP Nashua	27
28	29 WIC Late Clinics Manchester and Nashua until 7pm	30 LAST DAY TO APPLY FOR FUEL ASSISTANCE WIC Offices Closed for Staff Day				

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

May is National Community Action Month!

Celebrated each May, National Community Action Month takes place allowing for a spotlight to be trained on the vital role of Community Action Agencies in supporting low-income families to attain financial stability.

SNHS is proud to have stood with its four sister Community Action agencies in helping to enrich and support the communities in which we serve, and to offer programs to individuals and families leading to financial stability and healthy homes.



SNHS is part of a much larger national network of Community Action Partnerships all dedicated to serving the same mission and subscribing to the Promise of Community Action.

SNHS has continually progressed towards a Whole Family approach and this year the SNHS team of Opportunity Navigators went to the National Community Action Partnership Annual Conference. They were excited to bring everything they learned back to NH for implementation. Furthering our commitment to serving the WHOLE FAMILY Opportunity Navigators will be working toward addressing the needs of families of low-income through a Whole Family Approach with the goal of ending intergenerational poverty by helping them overcome barriers to social and economic mobility through direct service delivery, effective coaching, and coordinated service delivery with other SNHS programs and our partner agencies.



(L to R) Opportunity Navigators Breisy Sanchez, Mina Rajbanshi, Stephanie Burton; Project Innovations Director Katie Dunfey; Family Centered Services Manager Zafar Farooqui; COO Ryan Clouthier

All five Community Action Partnerships across the state were entrusted with direct services from the Emergency Rental Assistance Program (NHERA) to residents of New Hampshire who were impacted by COVID 19 to assure they maintained safe and warm housing during the pandemic.

Emergency Rental Assistance Program
Hillsborough County: \$83,128,632
Rockingham County: \$21,883,353

In my vision of America, everyone is necessary and everyone has the opportunity to participate.
 - Sargent Shriver





April 2024

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June 2024

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May 2024

National Community Action Month



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 CSFP Manchester	2	3	4
5	6 WIC Late Clinics Manchester, Nashua & Seabrook until 7pm NATIONAL NURSES DAY	7 WIC Offices Closed for Staff Day	8 CSFP Weare & Goffstown	9 WIC Late Clinics Exeter until 7pm CSFP Raymond	10 WIC Early Clinics Manchester and Nashua 7 am CSFP Nashua	11
12 MOTHER'S DAY	13 WIC Late Clinics Manchester, Nashua, Derry & Raymond until 7pm	14	15	16	17 CSFP Seabrook	18
19	20 WIC Late Clinics Manchester and Nashua until 7pm	21	22 CSFP Manchester	23 CSFP Portsmouth	24 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Nashua	25
26	27 MEMORIAL DAY SNHS Offices Closed	28 CSFP Salem & Plaistow	29	30 CSFP Exeter & Whispering Pines	31	

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Southern NH Nurse Leaders and Nurse Educators Pilot Project

Mobilizing Collective Community Action to Address the New Hampshire Nursing Shortage

In February of 2022 Abigail Selden from the Seldin/Haring-Smith Foundation reached out to the NH Community College System of New Hampshire (CCSNH) Chancellor to discuss research they had completed relative to the nursing shortages across the country. In particular they wanted to provide information that could be utilized to create solutions. They provided their research paper titled: Nursing Education in New Hampshire.

Based on that information a discussion was held with Ms. Selden and our CEO. It was a perfect connection for collective action as SNHS has been contracted by the Department of Business & Economic Affairs and the Department of Employment Security to serve as the statewide operator of the Workforce Innovation Opportunity Act (WIOA) Adult Worker Program; our CEO serves on the boards of St. Joseph Hospital, the Community College System of NH(CCSNH) Trustees, and the State Workforce Investment Board (SWIB).

The following April members of the St. Joseph Hospital nursing staff, and School of Nursing education staff convened a meeting of 16 of their peers around the topic of “Mobilizing Collective Community Action to Address the New Hampshire Nursing Shortage.”

Faced with a severe nursing shortage, both nationally and in New Hampshire, the group tackled the reasons for the shortage, shared current programs underway in the state to address the nursing shortage, and considered if and how to continue this important dialogue. Among the myriad reasons for the nursing shortage, this group agreed there is a severe shortage of faculty and instructors to train nurses, and due to the shortages in all areas of the healthcare workforce there are also limited clinical settings for nursing students.

A task force was formed, called the Southern New Hampshire Nurse Leaders and Nurse Educators Pilot Project. Their work prioritizes problem solving around systemic issues in the field. The group has grown to include participation from 15 agencies across Southern New Hampshire that support and provide healthcare and education in this field.

The ongoing financial support for this work is provided by SNHS, through our Community Services Block Grant (CSBG).





May 2024

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June 2024



July 2024

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 WIC Late Clinics Manchester, Nashua & Seabrook until 7pm CSFP Seabrook	4 WIC Offices Closed for Staff Day	5 CSFP Raymond	6 WIC Late Clinics Exeter until 7pm	7 WIC Early Clinics Manchester and Nashua 7 am	8
9	10 WIC Late Clinics Manchester, Nashua, Raymond & Derry until 7pm CSFP Manchester	11	12 CSFP Nashua	13 CSFP Greenfield & Peterborough	14 CSFP Northwood & Newmarket	15
16 FATHER'S DAY	17 WIC Late Clinics Manchester and Nashua until 7pm CSFP Manchester Housing	18	19	20 FIRST DAY OF SUMMER	21 WIC Early Clinics Manchester, Derry & Nashua 7 am	22
23	24 WIC Late Clinics Manchester, Derry & Nashua until 7pm CSFP Manchester	25	26	27	28	29
30					CSFP Nashua	

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Low Income Home Energy Assistance Program (LIHEAP)

A Lifeline for Families Facing Energy Challenges

The Low-Income Home Energy Assistance Program (LIHEAP - also referred to as the Fuel Assistance Program) helps make a warm place to call home possible for those in our community in need. Thanks to funding from the U.S. Department of Energy, New Hampshire residents who meet eligibility guidelines are provided financial assistance needed to pay for vital heating and utility expenses through the colder months. LIHEAP also offers case management to develop a plan to achieve increased financial self-sufficiency to avoid energy-related emergencies such as running out of heating fuel.

Fuel Assistance Program

11,118 Households enrolled
22,457 Individuals served



Kathy Comeau at Portsmouth Senior Fair



Melissa Sylvestri taking fuel applications at Newmarket Community Church with Hilary McCarthy for Commodity Foods.



In celebration of their newest bank location at 170 Baker St. in Manchester, Bangor Bank presented SNHS with a \$500 donation for the Fuel Assistance Program. Left to right, Mary Mattson, SVP, Beth Gilbert, Ryan Clouthier, Heather Francoeur, VP and Steven Paquette, Customer Service Specialist.



Our office recently assisted a client when she was in a time of crisis. The client hadn't received or applied for assistance since 2011 when she called the Derry Office after being disconnected by her electric company. The client's partner had unexpectedly passed away 4 weeks prior, which not only took an emotional toll on her and her daughter but left her responsible for the past due balance on their electric account. The Fuel Assistance Program scheduled the client to come in that day and completed fuel and electric applications to help her immediate need and to move forward. We also were able to use crisis programs to have her power re-connected that day for her and her daughter.

2024 FUEL DATES:

Last day to apply: **April 30th**

Priority households: **July 1st**

All households: **September 1st**

Program opens: **December 1st**

Eligibility income limit: 60% State Median Income

June 2024

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July 2024



August 2024

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 WIC Late Clinics Manchester, Nashua, Seabrook & Exeter until 7pm FUEL ASSISTANCE PRIORITY HOUSEHOLD APPLICATIONS OPEN	2 WIC Offices Closed for Staff Day	3 CSFP Weare & Goffstown	4 INDEPENDENCE DAY SNHS Offices Closed	5 SNHS Offices Closed	6
7	8 WIC Late Clinics Manchester, Derry, Nashua & Raymond until 7pm	9 CSFP Salem & Plaistow	10 CSFP Nashua	11	12 CSFP Raymond	13
14	15 WIC Late Clinics Manchester and Nashua until 7pm	16	17	18 CSFP Portsmouth	19 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Manchester	20
21	22 WIC Late Clinics Manchester and Nashua until 7pm	23 CSFP Nashua	24	25	26 WIC Early Clinics Manchester and Nashua 7 am CSFP Seabrook	27
28	29 WIC Late Clinics Manchester, Derry & Nashua until 7pm	30 CSFP Exeter & Whispering Pines	31 CSFP Manchester			

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Weatherization Assistance Program

Increasing Safety and Comfort; Reducing Energy Costs



“

I have worked in this industry for 15 years. I enjoy learning something new every day and getting to educate our clients through the process of weatherization. One time in Hudson NH, my combustion safety test found a faulty furnace blowing carbon monoxide into the home. The clients had been feeling the effects of CO poisoning. The furnace was immediately shut down and replaced. They have since recovered and I often think to myself, "What if I wasn't there that day?"

Adam Foley
Technical Coordinator, Southern New Hampshire Services

Energy Auditors
Karen Sysyn
and Alan
Barnard test
home heating
equipment.



I have been working for the green industry for 3 ½ years and enjoy knowing that I'm helping people in need to save energy and live more comfortably every day. One memorable client was an 80-year old women in a drafty Victorian House. We insulated and sealed the structure so her fuel usage was literally cut in half. She was able to live in the house comfortably without dressing like she was outside like she for so many years.

- Alan Barnard



Homeowner with SNHS staff

I had just lost my husband in April when I met with Tim McDonald and he explained to me about weatherization. I was very happy when he told me that they are going to fix my problem in the cellar. At that time there was a lot of mold and a little water on the floor. He sent people to clean the place and fix the big problems. I really appreciated what they did in my home.

The overall goal of the Weatherization Program is to serve those low-income households that are most vulnerable to high-energy costs and who do not have the means of making cost-effective energy conservation improvements to their homes.

Excerpt of 2023 monitoring by the NH Department of Energy

“SNHS is managing an impressive and well-run low income weatherization program. The staff is experienced and properly credentialed with some new hires eager to grow and improve. Client files are complete and well-maintained. Client satisfaction, judging from the client files we reviewed, is high. Auditing, work order creation, contractor oversight, final inspections, and creative and timely use of T&TA money are all continuing to provide a solid foundation for a first-class program.”

Households
served:
387



“



I have worked in this industry for 9 years. I enjoy applying my skills to a greater good. Learning new things and sharing my experiences with others is very satisfying. I can recall helping to restore heat for an elderly client that was experiencing a no heat situation.

James Wilson
Energy Auditor, Southern New Hampshire Services





July 2024

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August 2024

LIHEAP Action Month



September 2024

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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2 WIC Early Clinics Manchester and Nashua 7 am	3
4	5 WIC Late Clinics Manchester, Nashua & Seabrook until 7pm	6 WIC Offices Closed for Staff Day	7 CSFP Raymond	8 WIC Late Clinics Exeter until 7 pm CSFP Greenfield & Peterborough	9 WIC Early Clinics Manchester and Nashua 7 am CSFP Manchester	10
11	12 WIC Late Clinics Manchester and Nashua until 7pm CSFP Manchester Housing	13	14	15	16 WIC Early Clinics Manchester and Nashua 7 am CSFP Northwood & Newmarket	17
18	19 WIC Late Clinics Manchester and Nashua until 7pm	20 CSFP Nashua	21	22 CSFP Seabrook	23 CSFP Manchester	24
25	26 WIC Late Clinics Manchester and Nashua until 7pm	27	28 CSFP Nashua	29	30 WIC Early Clinics Manchester, Derry & Nashua 7 am	31

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
 WIC: Women, Infants, and Children Program

Workforce Innovation Opportunity Act (WIOA)

Investing in America's Future and Empowering Tomorrow's Workforce

Creating a roadmap to successful employment after a setback can seem overwhelming, but with support and guidance, re-entering the workforce with a new set of skills and confidence for sustained success is possible. The Workforce Innovation & Opportunity Act (WIOA) provides eligible adults with professional career counseling and access to a wide range of employment and training related services. *The WIOA Adult Program is supported by the U.S. Department of Labor as part of an award totaling \$2,531,459.00 with \$0 (0%) state, local and/or non-governmental funds.* Southern New Hampshire Services is a proud member of the American Jobs Centers Network, an equal opportunity employer/program and complies with the Americans with Disabilities Act.

English for New Americans (ENA)

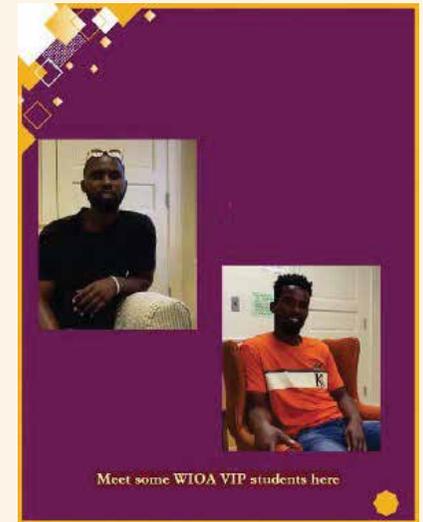
NH Adult Education Program offers free English as a Second Language, Health Care, and Citizenship classes. ENA enrolled 202 students.



Pictured above is Kathy Higgins-Consoli (ESOL Instructor) teaching students in the Advanced English Class with the help from a volunteer.

WIOA Adult/VIP Success Stories

Theo and Jackson came to Manchester from a refugee camp in Rwanda in the summer of 2022. Both young men came very excited to work and to get their driver's licenses. Both Theo and Jackson began working full-time at a manufacturing company, as well as starting English classes through International Institute of New England, and starting Driver's Education at New American Driving School to get their driver's license. Both did a great job balancing the ESL class, driver's education, and their job. They both received a driver's license and now have their own car. Both had also talked about eventually becoming truck drivers and they felt ready for the challenge. They were referred by Vibrant, Inclusive & Prosperous Grant (VIP) and enrolled in the WIOA Adult program to pay for the cost of training at New England Tractor Trailer Training School (NETTTS) in February 2023. WIOA Adult paid \$6,500 and another grant helped with the remainder of funds. Both graduated on August 31, 2023, having completed their CDL-A program. They are waiting to take their road tests and cannot wait to see what they do next.



Southern New Hampshire Services has been contracted by the Department of Business & Economic Affairs and the Department of Employment Security to serve as the statewide operator of the WIOA Adult Worker Program.



Workforce Innovation & Opportunity Act (WIOA)

Investing in America's Future and Empowering Tomorrow's Workforce

Total individuals: **459**

Tuition assistance for participants entering training related to healthcare, manufacturing, transportation/logistics, construction, IT, education, and hospitality: **352**

Participants who received support services: **190**



August 2024

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September 2024

National Adult Education and Family Literacy Month



October 2024

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20	21	22	23	24	25	26
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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 FUEL ASSISTANCE APPLICATIONS OPEN FOR ALL HOUSEHOLDS	2 LABOR DAY SNHS Offices Closed	3 WIC Offices Closed for Staff Day	4	5 WIC Late Clinics Exeter until 7pm	6 WIC Early Clinics Manchester and Nashua 7 am	7
8	9 WIC Late Clinics Manchester and Nashua until 7pm CSFP Nashua	10 CSFP Salem & Plaistow	11 CSFP Weare & Goffstown	12 CSFP Raymond	13 WIC Early Clinics Manchester and Nashua 7 am CSFP Portsmouth	14
15	16 WIC Late Clinics Manchester and Nashua until 7pm	17	18	19	20 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Manchester	21
22	23 WIC Late Clinics Manchester and Nashua until 7pm CSFP Exeter & Whispering Pines	24	25	26 CSFP Seabrook	27 WIC Early Clinics Manchester and Nashua 7 am CSFP Nashua	28
29	30 WIC Late Clinics Manchester, Derry & Nashua until 7pm CSFP Manchester					

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Head Start and Child Care

A Foundation for Lifelong Learning

Our Head Start, Early Head Start, and Child Care Programs are designed for infants, toddlers and pre-school children to learn the habits and tools they need to succeed in school and in life beyond school.

Along with affordable Child Care we also have been providing Head Start since 1965. These free and federally funded programs include two different program types: Head Start for children between three to five years old and Early Head Start for children six weeks to three years old.

All Head Start and Early Head Start children receive ongoing developmental screening and assessment to address their ongoing medical, dental, nutritional, emotional and social needs. Individualized services are also provided to meet the needs of children with disabilities. Enrolled center-based children are provided nutritious meals and snacks.

What some of our Head Start parents are saying:

- *My children love to learn. This is a perfect place with amazing people who actually care.*
- *My child has become outgoing, sociable and confident in things he is learning. We learned so much about him and his personality since he's blossomed.*
- *The Head Start program has made my daughter's life great. She loves going to school, has become more outgoing and has learned so much.*
- *Teachers have been an extended part of our family.*
- *My child has learned how to be more socially and emotionally independent. She has had so much support to help her during her development.*



SNHS' Head Start and Early Head Start programs joined staff of the Manchester-based Currier Museum of Art to make this collaborative art project a reality. The piece was designed by museum staff and was completed by the children, families, staff and community partners of the Head Start and Early Head Start programs.

Each did their part by painting brightly colored squares which museum staff then assembled into a large multi-canvas installation. The artwork is a result of everyone working together to create an outcome larger than any could do alone.





September 2024

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October 2024

Head Start Awareness Month



November 2024

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 WIC Offices Closed for Staff Day	2	3	4	5
6	7 WIC Late Clinics Manchester, Nashua & Seabrook until 7pm	8	9 CSFP Raymond	10 WIC Late Clinics Exeter until 7pm CSFP Manchester	11 WIC Early Clinics Manchester and Nashua 7 am CSFP Northwood & Newmarket	12
13	14 COLUMBUS DAY SNHS Offices Closed	15	16	17	18 CSFP Manchester	19
20	21 WIC Late Clinics Manchester and Nashua until 7pm CSFP Manchester Housing	22	23 CSFP Nashua	24	25 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Seabrook	26
27	28 WIC Late Clinics Manchester, Derry & Nashua until 7pm	29 CSFP Greenfield & Peterborough	30 CSFP Nashua	31	Bad Weather Procedures Cancellations are listed on WMUR website: wmur.com and Southern New Hampshire Services website: snhs.org Decisions on cancellations are made by 5am.	

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Rental Assistance and Housing Stability

Giving a hand-up to help people better help themselves

Emergency Solutions Grant (ESG): The ESG program objective is to assist individuals and families experiencing homelessness, or who are at risk of homelessness, to regain stability through services provided under the eligible activities. ESG may provide housing relocation and stabilization services as well as temporary financial assistance to individuals and families who are experiencing homelessness, or would be, but for this assistance. ESG funds are intended to be used as part of a community response system using a low barrier, housing focused approach to ensure that homelessness is rare, brief, and non-recurring.

As a subrecipient of the Federal and State ESG and Housing Stability funds, SNHS provided assistance to 12 households with a total cash assistance of over \$200,000 during the fiscal year 2022-2023.

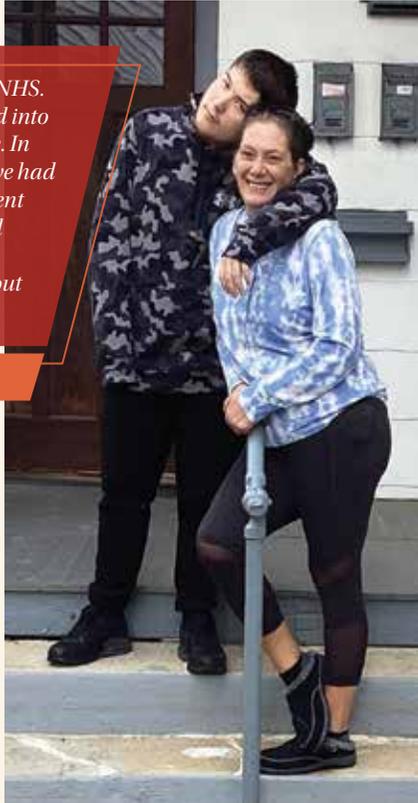
NH Emergency Rental Assistance Program (NHERAP): The Governors Office for Emergency Relief and Recovery (GOFERR) established the NHERAP with the New Hampshire Housing Finance Authority (NHHFA) to provide financial assistance for NH renters who could not pay their rent and utilities during the pandemic. All five Community Action Partnerships in partnership with NHHFA and GOFERR worked with tenants, landlords and utility companies to pay the rent and utility bills for eligible clients. The rental and utilities assistance ended in February 2023.

The ERA Housing Stability, a separate component of the program provided temporary hotel accommodations to homeless families, continued until June 15, 2023. SNHS staff continued to assist the families residing in hotels in finding affordable permanent housing. In an effort to further bolster this effort, SNHS created “wrap” teams that were made up of many of our local partners that included Families in Transition, Greater Manchester Mental Health, Manchester Redevelopment and Housing Authority, Manchester Welfare Dept, the YWCA, and Health Care for the Homeless to make a wide range of services and resources available to these clients. The NH Emergency Rental Assistance program provided nearly \$300 million in critical resources to over 26,000 Granite State households and the Housing Stability program housed 467 families and individuals in various hotels in the region between July 2022 through June 2023.



“*The SNHS ESG Program helped me and my family of seven not be evicted from our apartment due to extreme housing crisis, gas, food and daily life expenses and only one income at the time it was hard to get the rent paid. SNHS saved our family of seven from living on the street. They helped me to get a job and budget our income with winter and Christmas fast approaching their help is very much appreciated. So, with that THANK you very much SNHS for understanding the daily struggles of this world.*”

- Mellonie



“*My son and I would not be in an apartment if it wasn't for SNHS. We were evicted due to our building being bought and turned into a halfway house, which meant anyone with kids had to leave. In October of 2021 we accepted into the program and since have had amazing case workers who not only helped us find an apartment but really cared about us. Now we're in our own apartment and can't be more thankful. If there weren't programs like SNHS and FIT there would be a lot more people hungry and homeless without hope. Thank you for being a light in the dark.*”

- Tia



“*This program saved my life. After my heart attack, I was unable to work, behind on my bills and on the brink of homelessness. I'm now back to work and getting on track.*”

- Cameron



October 2024

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November 2024

National Homeless Awareness Month



December 2024

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29	30	31				

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<p>Bad Weather Procedures Cancellations are listed on WMUR website: wmur.com and Southern New Hampshire Services website: snhs.org Decisions on cancellations are made by 5am.</p>					1	2
3	4 WIC Late Clinics Manchester, Nashua & Seabrook until 7pm	5 ELECTION DAY SNHS Offices Closed	6 CSFP Weare & Goffstown	7 WIC Late Clinics Exeter until 7pm	8 WIC Early Clinics Manchester and Nashua 7 am CSFP Raymond	9
10	11 VETERANS DAY SNHS Offices Closed	12 CSFP Derry	13 CSFP Nashua	14 CSFP Portsmouth	15 CSFP Manchester	16
17	18 WIC Late Clinics Manchester, Derry & Nashua until 7pm CSFP Salem & Plaistow	19	20	21	22 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Nashua	23
24	25 WIC Offices Closed for Staff Day	26 CSFP Milford	27 CSFP Manchester	28 THANKSGIVING SNHS Offices Closed	29 DAY AFTER THANKSGIVING SNHS Offices Closed	30

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
WIC: Women, Infants, and Children Program

Working with Volunteers in our Community

Retired & Senior Volunteer Program (RSVP) is a part of AmeriCorps Seniors, a federal agency that improves lives, strengthens communities and fosters civic engagement through service and volunteering with a network of national service programs for Americans 55 years and older.



Retired & Senior Volunteer Program (RSVP) volunteers prepare mailing for Nashua Soup Kitchen while enjoying each other's company.

“Volunteering creates a national character in which the community and the nation take on a spirit of compassion, comradeship and confidence.

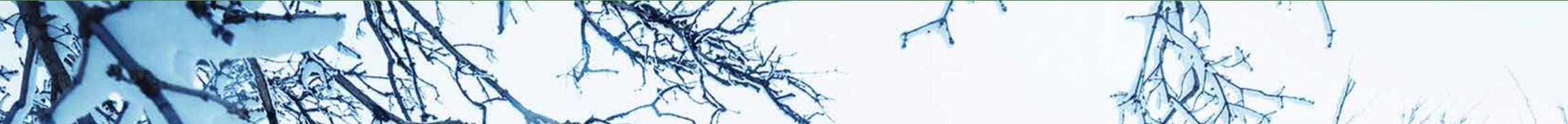
- Brian O'Connell



Many thanks to members of the Ladies Union of the United Church of Christ for taking some time to make up Easter bundles to be given through our Food Pantry program!



Raymond Youth Coalition held a donation drive to help stock our Raymond Pantry with items that aren't traditionally donated. A long time community partner, we thank them for their commitment to our families!



November 2024

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December 2024

January 2025

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 FUEL ASSISTANCE PROGRAM OPENS	2 WIC Late Clinics Manchester, Nashua & Seabrook until 7pm CSFP Nashua FUEL ASSISTANCE PROGRAM OPENS	3 WIC offices closed for Staff Day CSFP Greenfield & Peterborough	4 CSFP Raymond	5 WIC Late Clinics Exeter until 7pm	6 WIC Early Clinics Manchester and Nashua 7 am	7
8	9 WIC Late Clinics Manchester, Nashua, Derry & Raymond until 7pm CSFP Manchester	10 CSFP Derry	11 CSFP Nashua	12 CSFP Seabrook	13	14
15	16 WIC Late Clinics Manchester and Nashua until 7pm CSFP Manchester Housing	17 CSFP Manchester	18	19	20 WIC Early Clinics Manchester, Derry & Nashua 7 am CSFP Northwood & Newmarket	21
22	23 WIC Late Clinics Manchester, Derry & Nashua until 7pm	24	25 CHRISTMAS DAY SNHS Offices Closed	26	27	28
29	30 WIC Late Clinics Manchester and Nashua until 7pm	31		Bad Weather Procedures Cancellations are listed on WMUR website: wmur.com and Southern New Hampshire Services website: snhs.org Decisions on cancellations are made by 5am.		

CSFP: Commodity Supplemental Food Program Client Distribution Locations (by appointment)
 WIC: Women, Infants, and Children Program

Keeping up with the challenges and changing times by modifying and innovating the way we deliver services and working with the community to find paths forward.

<p>JANUARY</p> <p>Parent Leadership Training Institute</p>	<p>FEBRUARY</p> <p>Community Needs Drives Our Programming</p>	<p>MARCH</p> <p>Nutrition Programs</p>	<p>APRIL</p> <p>There's No Place Like Home</p>
<p>MAY</p> <p>National Community Action</p>	<p>JUNE</p> <p>SNH Nurse Leaders & Educators Pilot Program</p>	<p>JULY</p> <p>Low Income Household Energy Assistance Program (LIHEAP)</p>	<p>AUGUST</p> <p>Weatherization Assistance</p>
<p>SEPTEMBER</p> <p>Workforce Innovation Opportunity Act (WIOA)</p>	<p>OCTOBER</p> <p>Head Start & Child Care</p>	<p>NOVEMBER</p> <p>Rental Assistance & Housing Stability</p>	<p>DECEMBER</p> <p>Working with Volunteers in our Community</p>

USDA Nondiscrimination Statement

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.



Monadnock United Way





Administrative Office

40 Pine St., Manchester
 Mailing Address: P.O. Box 5040,
 Manchester, NH 03108-5040
 (603) 668-8010 / (800) 322-1073
 Hard of Hearing: (800) 877-8339

See April calendar page for Senior Housing locations

Rockingham County Resource Centers

- Derry:** 9 Crystal Ave.
(603) 295-4105
- Portsmouth:** 4 Cutts St.
(603) 431-2911 / (800) 556-9300
- Raymond:** 55 Prescott Rd.
(603) 895-2303 / (800) 974-2303
- Salem:** 85 Stiles Rd., Ste. 103
(603) 893-9172 / (800) 939-9172
- Seacoast:** 146 Lafayette Rd., Seabrook
(603) 474-3507 / (800) 979-3507

Hillsborough County Resource Centers

- Manchester:** 40 Pine St.
(603) 668-8010 / (800) 322-1073
- Nashua:** 134 Allds St.
(603) 889-3440 / (877) 211-0723
- Peterborough:** 9 Vose Farm Rd.,
The River Center
(603) 924-2243 / (877) 757-7048
- Hillsborough:** 4 Church St.
(603) 464-5835
- Milford:** 1 Columbus Ave.
(603) 924-2243 / (877) 757-7048

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2023-24 Board of Directors

OFFICERS

- Senator Lou D'Allesandro, *Chair*
- Dr. Kevin Moriarty, *Vice Chair*
- Thomas Mullins, Esq., *Treasurer*
- Orville Kerr, *Secretary*

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- | | |
|------------------------------|-----------------|
| Representative Sherm Packard | Bonnie Henault |
| Commissioner Toni Pappas | Wanda Kennerson |
| James Brown | Kathleen Mackin |
| Molly Driver | German Ortiz |
| Carrie Marshall Gross | Peter Ramsey |
| Anna Hamel | |

EXECUTIVE STAFF

- Donnalee Lozeau, CCAP, *Chief Executive Officer*
- Ryan Clouthier, *Chief Operating Officer*
- James Chaisson, *Chief Fiscal Officer*
- Susan Valaitis, *HR Director*
- Debra Stohrer, *Executive Assistant., EEO*
- Gabrielle Mooney, *Administrative Assistant*

ADMINISTRATIVE STAFF

- Al Burton, *Housing Director (South)*
- Regina Buteau, *Housing Director (North)*
- Nick Caggiano, *Facilities Director*
- Katie Dunfey, CCAP, *Innovation & Strategy Director*
- Beth Gilbert, *Fuel Assistance Director*
- Tim McDonald, *Weatherization Director*
- Mark Johnson, *IT Director*
- Tom Nelson, *Community Services Director*
- Sara Sacco, *Workforce Director*
- Melanie Sanuth, *Strategic Growth Initiatives Director*
- Sarah Vanderhoof, MSM, RD, LD, *Child Development and Nutrition Services Director*

