

OUTSIDE AGENCIES REQUESTS

**McGregor Memorial EMS
Oyster River Youth Association
Community Action Partnership of Strafford County
Easter Seals NH, Inc.
Greater Seacoast Community Health
American Red Cross
Court Appointed Special Advocates (CASA) of NH
HAVEN Violence & Prevention Services
Big Brothers Big Sisters of New Hampshire
Ready Rides
Strafford Nutrition & Meals on Wheels
Cross Roads House, Inc.**

Town of Durham
Request for Funding for Social Service Agencies
for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Wednesday, August 11, 2021.** Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: McGregor Memorial EMS

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): Jan 1-Dec 31

Key Contact Person: Chris Lemelin

Mailing Address: 47 College Road, Durham, NH 03824

Telephone Number: 603-862-3674 E-mail address: CLemelin@mcgregorems.org

Amount of funding requested from the Town of Durham **\$43,217 or \$39,039***

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.
- ☐ Attach a copy of your most recent audit and Form 990.
- ☐ Describe how these funds will be used (attach statement if additional space is required).

**** The amount requested by McGregor depends on whether a change to the appropriation formula (explained in the attached letter and below) is accepted by all of the communities McGregor serves.***

- ☐ Does the organization receive funding from other municipalities? XX YES ☐ NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
Durham	\$32,866	\$31,305	\$37,560
UNH	\$16,677	\$20,529	\$21,297
Lee	\$20,199	\$21,827	\$26,190
Madbury	\$5,097	\$4,955	\$4,940

- ☐ Does the organization provide services to Durham residents? XX YES ☐ NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program #1 Description:	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served/Anticipated
Residents of Durham	806 responses	749 responses	875 responses
Residents of <u>UNH</u>	457 responses	195 responses	400 responses
Residents of <u>Lee</u>	562 responses	517 responses	560 responses
Residents of <u>Madbury</u>	106 responses	127 responses	115 responses
Residents of _____			
Total Clients Served	1931	1588	1950
Program #2 Description:			
Residents of Durham			
Residents of _____			
Residents of _____			
Residents of _____			
Residents of _____			
Total Clients Served			

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

Historically, McGregor has arrived at its funding request by following three steps:

1. McGregor takes the sum of three relatively fixed costs: dispatch services, station lease, overnight paramedic coverage
2. McGregor reduces the total of these three costs by a percentage set by the organization's Board of Directors, thus absorbing some of these expenses
3. The remaining cost is allocated to each of McGregor's core communities proportionally based on the call volume to each community from the last full calendar year (e.g., the 2022 request would historically be based on 2020 call volume.)

This year, McGregor is proposing a change to step #3. We propose that appropriations be allocated using a 3-year rolling average instead of a single year in the future (beginning in 2022.)

As outlined in our letter, the benefit to this is that it would limit the natural volatility that can occur when a community has an unusual shift in call volume during a single year. This change would not increase the amount of appropriation money received by McGregor. Because this change would impact all of the communities McGregor serves, we propose only moving forward if all communities agree to the change.

The attached letter provides more details on this topic.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Community contributions pay for a portion of certain fixed costs of the organization. By covering these fixed costs, McGregor can maintain state-of-the-art patient care equipment, a reserve ambulance, 24x7 paramedic coverage, and a high level of training for our personnel. In addition, McGregor has a generous debt forgiveness program with the aim of helping our patients defray the unexpected cost of ambulance bills that are not covered by their insurance. This program aims to ensure that no patient is afraid to seek emergency medical services because of a potential ambulance bill.



Appropriation Request Options

Below are two possibilities for how the appropriation request could be distributed among the Durham, Lee, Madbury, and University of New Hampshire communities. While both are equal in terms of the amount of money received by McGregor the first (proposed) option utilizes a 3-year average to calculate the appropriation amount while the second utilizes the traditional approach.

Proposed Appropriation Calculation (uses a 3-year call volume average to distribute the appropriation request)

	Responses			3-Year Avg Calls (2018-2020)	2022 Requested Approp.	2021-2022 change	2021 Requested	
	2018	2019	2020					
Durham	796	806	749	43%	\$ 39,039	\$ 1,479	\$ 37,560	4%
UNH	522	457	195	21%	\$ 19,494	\$ (1,803)	\$ 21,297	-8%
Lee	555	562	517	30%	\$ 27,133	\$ 943	\$ 26,190	4%
Madbury	126	106	127	7%	\$ 5,961	\$ 1,021	\$ 4,940	21%
Subtotal (McGr Communities)	1999	1931	1588	100%	\$ 91,627	\$ 1,640	\$ 89,987	
Mutual Aid	271	254	243					
Grand Total Responses	2270	2185	1831					

Traditional Appropriation Calculation (utilizes the traditional method to distribute the appropriation request)

	2020 Responses	1-Year Avg Calls (2020)	2022 Requested Approp.	2021-2022 change	2021 Requested	
Durham	749	47%	\$ 43,217	\$ 5,657	\$ 37,560	15%
UNH	195	12%	\$ 11,251	\$ (10,046)	\$ 21,297	-47%
Lee	517	33%	\$ 29,831	\$ 3,641	\$ 26,190	14%
Madbury	127	8%	\$ 7,328	\$ 2,388	\$ 4,940	48%
Subtotal (McGr Communities)	1588	100%	\$ 91,627	\$ 1,640	\$ 89,987	
Mutual Aid	243					
Grand Total Responses	1831					

Explanation of total appropriation amount:

	2019	2020	2021	
Dispatch Costs	\$ 21,476	\$23,000	\$23,750	This expense was added by UNH in 2011.
Station Lease	\$ 35,318	\$37,084	\$38,938	This expense was added by UNH / Durham in 2011.
Nighttime Medic Program	\$ 81,129	\$82,752	\$82,752	Includes the overnight portion of Paramedic coverage only
Subtotal	\$ 137,923	\$142,836	\$145,440	
Discount	43%	37%	37%	Portion of above expenses covered by McGregor
Total Appropriation	\$78,616	\$89,986	\$91,627	



McGregorEMS.org
TEL: 603.862.3674
FAX: 603.862.4415

McGregor Memorial EMS

"Committed to Compassionate Excellence"

Chris Lemelin
Executive Director
CLemelin@McGregorEMS.org



McGregorInstitute.org
47 COLLEGE RD
DURHAM, NH 03824

RE: Appropriation Request – Town of Durham

July 1, 2021

To Whom It May Concern:

McGregor continues to adapt to the changes necessitated by COVID-19. While we have much to be grateful for from this past year (the outpouring of support from those we serve and the tremendous record-breaking service given by our volunteers), we also are still managing the significant financial consequences of the pandemic. Most of our revenue streams (patient billing, support from our educational programs, and so forth) were negatively impacted by the pandemic. At the same time, we saw expenses increase as we purchased the necessary supplies and equipment to adapt to the rapidly changing situation. Despite the substantial financial loss incurred in 2020, the only cost increase we are passing along to the communities are those created by increasing costs related to our UNH Dispatch and UNH rent fees which are two of the three fixed costs used to calculate our appropriation request. This means that the increase to Durham, Lee, Madbury, and UNH combined will be only \$1,641.

We wish to propose a change in how the appropriation amounts are distributed between the communities we serve. For many years, the appropriation amount paid by each community was proportional to that communities' call volume in the last full calendar year. For example, Durham's 2021 appropriation amount was determined based on its 2019 call volume as a share of the sum of calls to Durham, Lee, Madbury, and the University of New Hampshire. Our proposal is simply that instead of using a single year's call volume, we instead utilize a three year rolling average. The obvious benefit to this is that it would limit the natural volatility that can occur when a town has an unusual shift in call volume during a single year. We believe this would make budgeting easier for all the communities we serve. Moreover, it should be noted that this change would not increase the amount of appropriation money received by McGregor.

While we have long contemplated this change, the pandemic caused particularly dramatic shifts in call volume among all communities. As you can see below, while most communities saw a decrease in responses during the pandemic, the most dramatic decrease was in responses to the University of New Hampshire campus. As a result, Durham's share of the overall call volume (which is used to calculate its share of appropriations) would increase from 42% based on 2019 responses to 47% based on 2020 responses.

	Responses by Year			2019 to 2020 Change
	<u>2018</u>	<u>2019</u>	<u>2020</u>	
Durham	796	806	749	-7%
UNH	522	457	195	-57%
Lee	555	562	517	-8%
Madbury	126	106	127	20%
Total¹	1,999	1,931	1,588	-18%

¹ For the sake of simplicity, mutual aid responses are not shown or included in this total

Over fifty years of service to the communities of Durham, Lee, Madbury, and UNH in memory of Dr. George G. McGregor

McGregor Memorial EMS

When integrated into the rest of the appropriation calculation this would result in a 15% increase in appropriations for Durham in 2022, followed by a decrease as call volume returns to more normal levels. By contrast, transitioning to the three year rolling average that we propose would result in a 4% cost increase to Durham. This is illustrated by the chart included with the last page of this letter.

Because McGregor exists to serve all four communities, we would only move forward with this change if all communities agree.

While unchanged from prior years, it may now be worth reviewing the other pieces of McGregor's appropriation calculation. As always, McGregor's appropriation request is calculated using three fixed costs - dispatch, station lease cost, and the cost of our overnight paramedics - to arrive at a total / gross figure. From there, McGregor has voluntarily "discounted" or reduced the amount requested of the communities, thus absorbing some of these costs. It is this total amount (fixed costs minus the discount) that is split between each community based on their share of the last full year's call volume.

This year, the fixed costs charged by UNH for Dispatch Services and our Station Lease both increased. Rather than pass the full cost of these increases along to our communities, the McGregor Board of Directors made the decision to maintain the percentage of these costs absorbed by McGregor at the same level. This decision was made in spite of the significant financial loss caused by the pandemic.

	2021	2022	Change	% Change
Dispatch	\$23,000	\$23,750	\$750	3%
Station Lease	\$37,084	\$38,938	\$1,854	5%
Overnight Medics	\$82,752	\$82,752	\$0	0%
Subtotal	\$142,836	\$145,440	\$2,604	2%
Discount (37%) ²	-\$52,850	-\$53,813	-\$963	
Total Appropriation Request	\$89,986	\$91,627	\$1,641	2%

All of these calculations and figures along with a calculation showing the impact of a 3-year rolling average versus the traditional approach are shown on the next page.

Overall our goal in proposing this change is to lessen the impact of changing appropriation requests on all of the communities we serve into the future while also decreasing the impact caused by the COVID pandemic on each community.

The past many months have been some of the most challenging in the organization's 52-year history. Durham's appropriation contribution - when combined with those from the other communities - helps to ensure our continued sustainability as we all emerge from this challenging time. As always please feel free to contact me with any questions, concerns, or feedback.

Respectfully submitted,

Chris Lemelin

² This is the portion of the fixed costs absorbed by McGregor. The organization will continue to absorb the same percentage of the rates (37%) in 2022 as in 2021.

Over fifty years of service to the communities of Durham, Lee, Madbury, and UNH in memory of Dr. George G. McGregor

McGregor Memorial EMS: 2022 EMS Budget Projections

As of June, 2021

Income	
	<u>2022 Budget</u>
Total Appropriations	91,627
Donations	32,500
Miscellaneous Income	5,000
Patient Billing	855,000
Total Income	984,127

Expenses	
Attendants	50,000
Building & Storage Leases	40,125
Legal, Accounting, Payroll & Other Services	23,500
Dispatch Services	27,860
Filing, Government, and Bank Fees	6,790
Fuel	19,333
Development	4,300
Insurance	58,000
Maintenance	37,000
Medical Supplies & Equipment	31,000
Office Supplies & Equipment	9,500
Patient Billing Fees	46,475
Payroll Expenses	
Benefits	38,000
Payroll	498,000
Taxes	38,844
Total Payroll Expenses	574,844
Preventative Healthcare	1,800
Protective Clothing	5,250
Recruitment, Outreach, Prevention & Rehab	2,500
Communications & Scheduling	17,505
Training	17,500
Total Operating Expenses	973,282
Capital Depreciation	70,845
Grand Total Expense	1,044,127

EMS total (without Institute support)	(60,000)
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EMS costs covered by Institute revenue	60,000	Includes contribution for Institute staff who provide EMS coverage while doing Institute administrative work as well as the institute's contribution to overhead costs
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Organization total (with Institute support)	0
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Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: **Oyster River Youth Association**

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): August 1-July 31

Key Contact Person: Matthew Glode

Mailing Address: 9 Town Hall Road Madbury, NH 03823

Telephone Number: 603-868-5150 E-mail address: director@oryarec.org

Amount of funding requested from the Town of Durham **\$56741**

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served. **ATTACHED**
- ☐ Attach a copy of your most recent audit and Form 990. **ATTACHED**
- ☐ Describe how these funds will be used (attach statement if additional space is required). **ATTACHED**

- ☐ Does the organization receive funding from other municipalities? X YES NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
Lee	\$28700	\$15000	\$15000
Madbury	\$22880	\$24039	\$20860

- ☐ Does the organization provide services to Durham residents? X YES NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program #1 Description:	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served/Anticipated
Residents of Durham			
Residents of _____			
Residents of _____			
Residents of _____			
Residents of _____			
Total Clients Served			
Program #2 Description:			
Residents of Durham			
Residents of _____			
Residents of _____			
Residents of _____			
Residents of _____			

Total Clients Served			
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For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

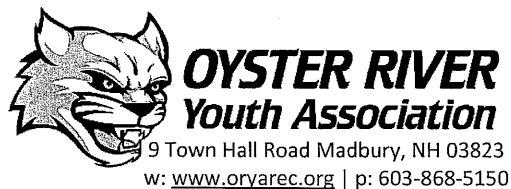
FY22 ORYA REC Admin Calculation	
Budgeted REC Admin Expenses	\$ 329,355
Budgeted Fundraising, Late Fees, & Other Admin Revenue	\$ 200,150
Remaining Admin	\$ 129,205
Expected REC Participation FY21	1463
Average Admin Needed per Participant	\$ 88.32

FY22 In-Kind Allocation	
Durham	\$3,755
Total	\$3,755

Durham Admin Calculation	
Expected Durham Participants	685
Total Durham Admin	\$ 60,496
Durham In-Kind Funding Calculation	\$ 3,755
Durham Direct Funding Request	\$ 56,741

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Attached



- **Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.**

Mission:

The Oyster River Youth Association provides inclusive, fair, diverse, and developmentally appropriate recreational programs to the youth of Durham, Lee, and Madbury, NH. ORYA meets the changing needs of the children and families in our community for sports and recreational activities by acquiring and maintaining facilities, promoting volunteerism, and seeking collaborative and strategic partnerships.

Prospectus:

ORYA programs engaged 2263 participants in the 2021 fiscal year (August 1, 2020-July 31, 2021). Durham residents accounted for 1001 accumulated participants which represents 44 percent of our total participation. Those participants represent 491 unique individuals (individual players).

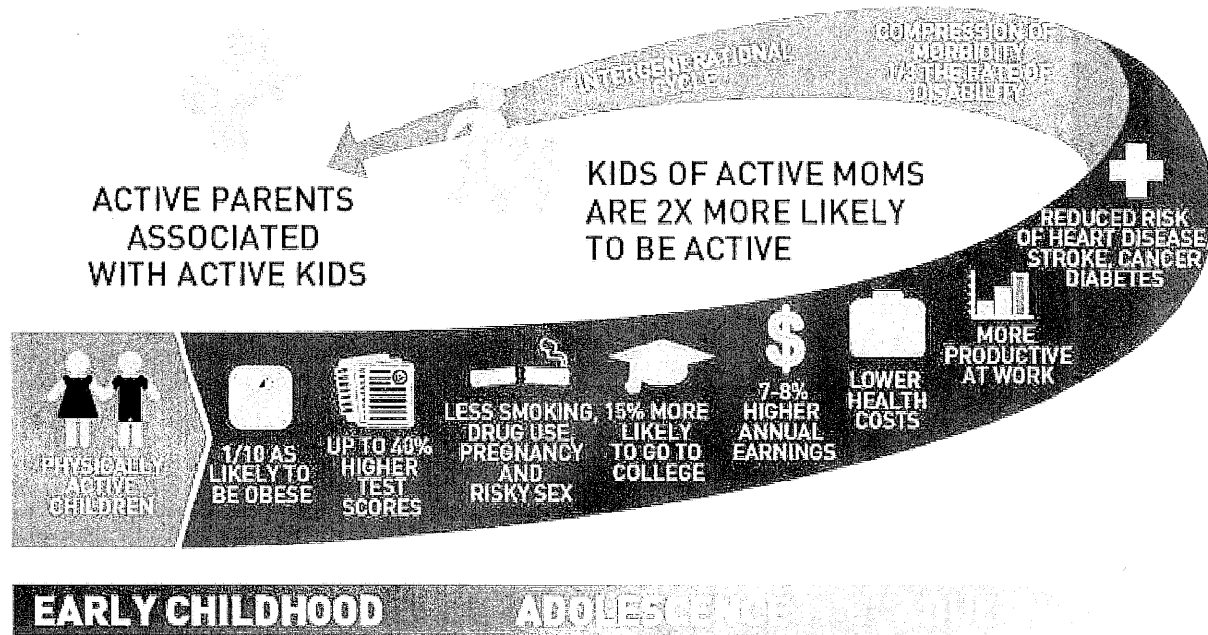
From coaches to board members, ORYA celebrates over 200 dedicated community volunteers annually. In addition to prerequisite coach requirements such as a background check, a Safe Sport certification, and a commitment to the ORYA code of conduct, most coaches are also required to attend coach meetings, trainings, or program information nights. With the support of volunteers and our only paid staff member, ORYA was able to offer 42 unique programs in FY20 that included soccer, baseball, basketball, basketball skills programs, lacrosse, football, field hockey, ice hockey, skating, tennis, track, volleyball, ultimate frisbee, surfing and golf spanning all seasons.

In contrast to younger, year-round specialization and exclusive club-level sports, ORYA maintains a local, recreational focus open to all players regardless of ability. We believe multi-sport participation leads to a more active adult life, limits overuse injuries in children and teens, and helps develop physical literacy and longer athletic participation. Our approach allows players to sample sports with fellow community members in low stress environments close to home. Regardless of season, ORYA has a variety of sports opportunities to engage as many participants as possible.

The Aspen Institute showcases some additional benefits of youth sports:

ACTIVE KIDS DO BETTER IN LIFE

WHAT THE RESEARCH SHOWS ON THE COMPOUNDING BENEFITS



- Describe how these funds will be used

Any funding received from the Town of Durham will be directly subsidize participation of Durham residents in our recreational class programs. This will mirror how funding to the Parks & Rec. department is utilized. This request therefore will only use Durham funds for in-town recreation sports and not travel sports. Travel sport fees are based on registrant numbers and fundraising. The amount requested represents full subsidization of Durham resident administrative costs for recreational programs.

As player fees increase to account for reduced community funding, many program fees are in danger of reaching levels that far exceed those of comparable programs from neighboring communities. ORYA families will migrate to programs in neighboring communities that offer programming funded or subsidized by their Town. In addition, ORYA staff are forced to spend increasing amounts of time and resources on finding alternative sources of funding in an attempt to offset administrative expenses. Subsequently, the burden of largescale fundraising takes focus away from the primary mission of our organization, which is to provide inclusive, fair, diverse, and developmentally appropriate recreational programs to the youth of Durham, Lee, and Madbury.

- What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Durham is a sought-after community on the seacoast for families because of the school district, University and community programs offered – a large one of which is ORYA. If ORYA did not

provide programming a major connection to the community will be lost. Families and children build a sense of community pride from local sports and that pride spills over into other areas such as volunteerism, and local business support.

If ORY ceased to exist, the immediate impact would mean the loss of up to 30+ annual, inclusive and affordable, volunteer-based youth sports programs for local families. Roughly 2,000 participants per year (nearly half from Durham) would be forced to find non-local options or discontinue participation in youth sports. Many working families wouldn't be able to make non-local after school practices considering the additional travel time and, often, significantly higher costs.

Locally run programming options that promote intermingling of elementary school students would be drastically reduced resulting in a more segregated community until students reach the 5th grade. The opportunity to develop early friendships through ORYA participation would disappear. Families will scatter to other communities that offer programs they're interested in. There, they will be viewed as non-residents which often comes with higher fees and less input.

	FY18	FY19	FY20		FY18	FY19	FY20
2019 Fall Academy Soccer				2019-2020 Basketball			
Durham	114	136	155	Durham	141	139	128
Lee	90	66	70	Lee	93	100	91
Madbury	44	51	42	Madbury	58	56	51
Other	5	6	15	Other	2	0	1
*2020 Spring Baseball				*2020 Spring Lacrosse			
Durham	104	104	98	Durham	93	75	69
Lee	80	84	35	Lee	41	33	31
Madbury	41	37	34	Madbury	32	39	34
Other	1	1	2	Other	17	14	27
*2020 Spring Travel Soccer				*2020 Spring Academy Soccer			
Durham	59	35	61	Durham	80	70	53
Lee	27	19	32	Lee	38	37	27
Madbury	19	14	20	Madbury	20	27	18
Other	22	14	34	Other	4	5	4
2019 Fall Travel Soccer				2019-2020 Travel Hockey			
Durham	41	47	45	Durham	35	25	24
Lee	21	18	26	Lee	16	16	13
Madbury	14	16	11	Madbury	13	13	8
Other	15	9	9	Other	34	29	26
2019-2020 Learn to Skate				*2020 Spring Tennis			
Durham	39	40	33	Durham	2	N/O	30
Lee	23	14	17	Lee	5	N/O	10
Madbury	3	14	10	Madbury	1	N/O	4
Other	10	9	6	Other	4	N/O	2
2019 Fall Tackle Football				2019 Fall Field Hockey			
Durham	23	11	8	Durham	N/O	32	19
Lee	22	14	11	Lee	N/O	15	12
Madbury	11	7	11	Madbury	N/O	7	4
Other	25	25	15	Other	N/O	4	1
2019 Fall Boys Midgets Hockey				2019-2020 Futsal			
Durham	13	19	18	Durham	8	N/O	19
Lee	0	1	1	Lee	7	N/O	11
Madbury	4	7	7	Madbury	2	N/O	4
Other	6	10	11	Other	3	N/O	5
*2020 Spring Track				2020 Tournament Baseball Teams			
Durham	14	25	23	Durham	N/A	N/A	19
Lee	8	7	7	Lee	N/A	N/A	11
Madbury	7	5	6	Madbury	N/A	N/A	7
Other	0	1	2	Other			0

	FY18	FY19	FY20		FY18	FY19	FY20
*2020 Tournament Team Basketball				2020 Summer Ice Hockey Skills			
Durham	15	14	16	Durham	10	10	16
Lee	9	9	16	Lee	3	0	5
Madbury	8	9	3	Madbury	5	4	1
Other	0	0	0	Other	4	6	12
*2020 Spring Field Hockey				2020 Summer Lacrosse Skills			
Durham	19	21	11	Durham	N/O	N/O	7
Lee	10	19	9	Lee	N/O	N/O	11
Madbury	3	6	5	Madbury	N/O	N/O	4
Other	5	6	3	Other	N/O	N/O	9
2019-2020 Jr. Ice Cats				2020 Summer Baseball Clinic			
Durham	N/A	N/A	8	Durham	N/O	10	15
Lee	N/A	N/A	7	Lee	N/O	5	5
Madbury	N/A	N/A	0	Madbury	N/O	2	1
Other	N/A	N/A	6	Other	N/O	1	13
2020 Summer Golf Clinic				*2020 Summer Tennis #1			
Durham	N/O	5	10	Durham	N/A	N/A	20
Lee	N/O	1	4	Lee	N/A	N/A	4
Madbury	N/O	4	3	Madbury	N/A	N/A	3
Other	N/O	0	2	Other			2
2020 Summer Field Hockey Clinic				2019 Fall Girls Midgets Hockey			
Durham	N/A	N/A	15	Durham	N/A	N/A	3
Lee	N/A	N/A	7	Lee	N/A	N/A	1
Madbury	N/A	N/A	2	Madbury	N/A	N/A	0
Other	N/A	N/A	0	Other	N/A	N/A	12
*2020 Spring Golf				2020 Summer Field Hockey Skills			
Durham	N/A	N/A	3	Durham	N/O	N/O	5
Lee	N/A	N/A	5	Lee	N/O	N/O	1
Madbury	N/A	N/A	2	Madbury	N/O	N/O	2
Other	N/A	N/A	3	Other	N/O	N/O	0
2019-2020 Intro to Hockey				*2020 Spring Soccer Skills			
Durham	23	8	4	Durham	N/A	9	4
Lee	8	5	2	Lee	N/A	4	0
Madbury	3	6	0	Madbury	N/A	3	0
Other	4	3	0	Other	N/A	6	2
2020 Summer Volleyball Skills							
Durham	2	9	2				
Lee	1	4	0				
Madbury	2	5	2				
Other	2	4	3				

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Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: Community Action Partnership of Strafford County

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): Jan 1- Dec 31

Key Contact Person: Betsey Andrews Parker, CEO _____

Mailing Address: 577 Central Ave. Suite 10, Dover, NH 03820

Telephone Number: 603-817-4945 E-mail address: bandrewsparker@gmail.com

Amount of funding requested from the Town of Durham \$2000

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.
- ☐ Attach a copy of your most recent audit and Form 990.
- ☐ Describe how these funds will be used (attach statement if additional space is required).

At CAPSC, we strongly believe no one should go without having their basic needs met. As the leading anti-poverty agency in Strafford County, we strive to empower individuals and families to achieve self-sufficiency by opening the doors to resources and opportunities that offer a hand up, not a hand out. When we achieve this goal, we reduce the impact of poverty and build a stronger community.

Last year, CAPSC helped over 17,000 Strafford County households become self-sufficient through housing, child and parent education, utility assistance, nutrition, transportation, and job training and employment services at a value of over \$14 million in services.

- ☐ Does the organization receive funding from other municipalities? X YES NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
Barrington	\$2,000	2000	2000- anticipated
Dover	\$11,500	51,000	51,000
Farmington- *building donation	\$0	0	
Lee	\$2,000	2000	20001- anticipated
Madbury	\$1,000	1000	1000-- anticipated
Middleton	\$0	0	0
Milton	\$7,250	7250	7250- anticipated
New Durham	\$2,000	2000	2000- anticipated
Rochester	\$9,000	59,000	59,000
Rollinsford	\$1,000	1000	1000- anticipated
Somersworth	\$4,000	29,000	29,000
Strafford	2,000	2000	2000- anticipated

- ☐ Does the organization provide services to Durham residents? X YES NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

See attached table with breakdown of clients served by town compared to the total county. In addition to the prior year data, CAPSC supported Durham residents with GOFERR and NHERAP funding for a total of **\$141,483.02** for rent and utility assistance as of this request (program is still ongoing). This was a total of 20 unique households - 38 individual participants. Average of \$7,074.15 per HH/ \$3,723.24 per person.

Total obligated amount in FAP system for enrolled FAP applications this past season was \$9,349.00 Total paid out was **\$8,926.65**. This number is down from the previous year because of the national housing stability programs covered many utility costs.

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

CAPSC structures its funding request based on the size of the community served, previous giving history, and the value of the services provided to that community. CAPSC recognizes that the municipalities we serve face difficult budget decisions, and we strive to request a reasonable appropriation. The Town of Durham's investment helps us leverage grants and other funding streams to provide services for residents of your community living at 200% or below of the federal poverty level. Without the services provided by CAPSC, Durham residents are more likely to access town welfare to ensure their needs are met.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

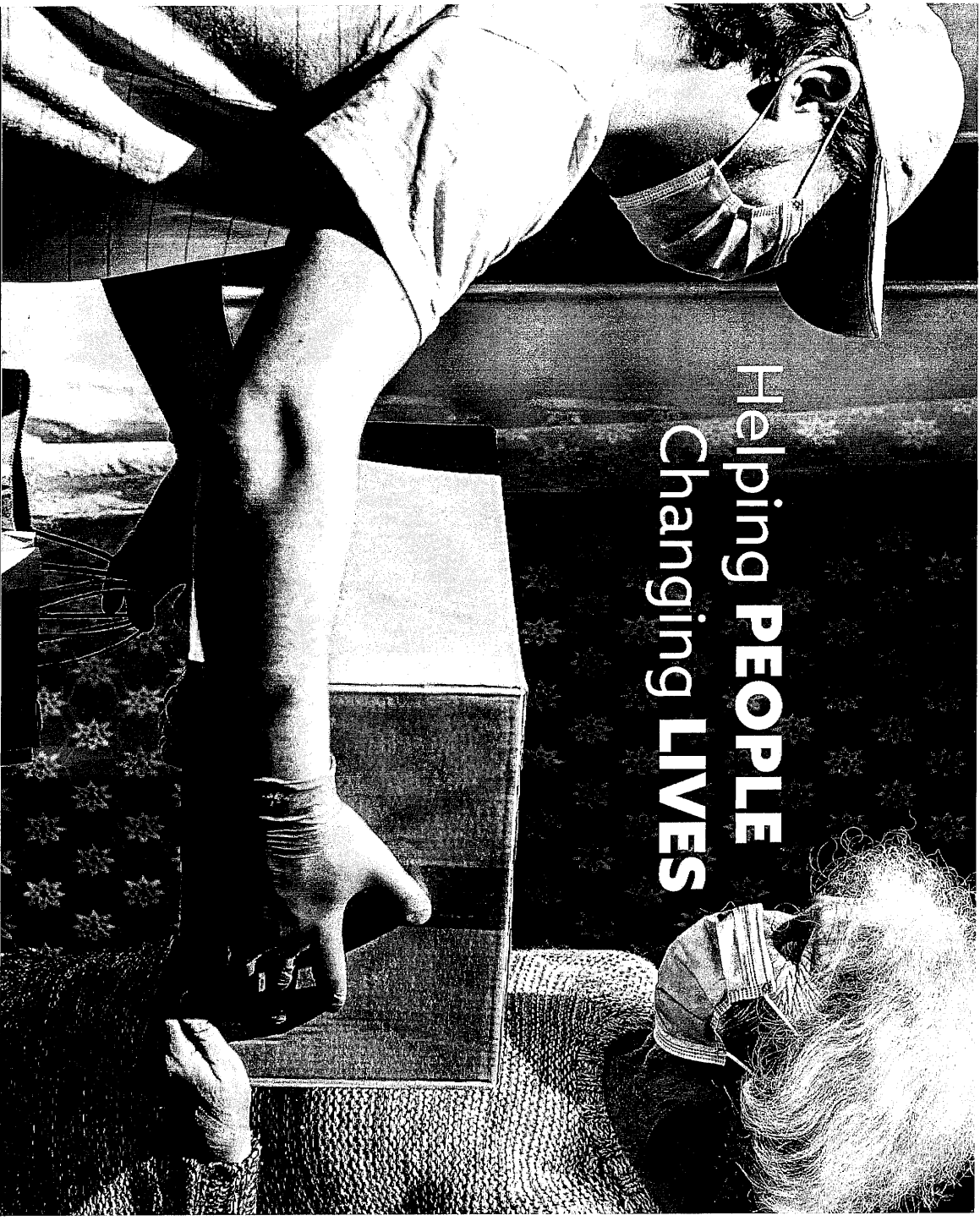
While the amount seems insignificant in the larger budget, it is important to our federal, state and local funders that CAPSC has support from our communities. This is significant because it helps CAPSC make the case statement that our services are needed and valued. We are able to leverage this for additional funding. In addition, the town funding is used to support the client services team which is the forward-facing staff that conduct the application intake for the programs. If we lost the funding, CAPSC would have to find a way to make up for the funding and the staff it supports.

Town Data July 1, 2020- June 30, 2021

Programs	Strafford County	Barrington	Dover	Durham	Farmington	Lee	Madbury	Middleton	Milton	New Durham	Rochester	Rollinsford	Somersworth	Strafford
Energy Services														
Electrical Assistance- # households	2,343	102	502	25	201	36	6	35	107	30	966	31	268	34
Fuel Assistance- # households	3,691	161	791	39	317	57	9	55	169	47	1,521	49	422	54
Weatherization Assistance- # of homes	444	25	18	-	69	1	3	7	12	11	267	-	27	4
Total Energy Services	6,478	288	1,311	64	587	94	18	97	288	88	2,754	80	717	92
Homeless/Housing Stability														
Homeless Outreach	355													
Homeless Prevention (sec dep, RRH, Prevention)	3,128	121	964	38	132	54	14	34	106	8	1,204	23	394	36
Total Housing/Homeless	3,483	121	964	38	132	54	14	34	106	8	1,204	23	394	36
Child & Family Services														
Head Start- # of children	122	-	38	-	5	-	-	1	1	-	57	3	17	-
Early Head Start- # of children	134	-	44	-	14	-	-	-	2	1	48	1	24	-
Early Head Start Child Care Partnership # of children	43	2	9	-	9	-	-	-	1	1	13	1	7	-
Home Visiting - Health Families America # of	311	7	95	3	30	2		6	8	2	145		6	7

families														
Home Visiting - Comprehensive Family Supports and Services # of families	1,177	9	417	14	88	6		22	20	11	577			13
Kinship		4	86	1	14	12					40		12	
Childcare- FCC # of children	95	-	1	-	75	-	-	2	6	8	3	-	-	-
Child Care - DCC	28	2	18	-	-	-	2	-	-	-	4	1	1	-
Total Child & Family Svcs	1,910	24	708	18	235	20	2	31	38	23	887	6	67	20
Transportation														
Senior Transportation- # of riders	111	-	56	9	5	-	-	-	-	-	40	-	1	-
Nutrition														
Food Pantry	739	19	351	2	29	7	10	2	12	7	202	6	86	6
Thanksgiving - # of baskets	1,134	19	365	3	92	4	-	-	19	-	490	19	122	1
Christmas- # of baskets	973	10	305	-	51	2	-	-	19	-	438	11	136	1
Summer Meals	114,586	-	30,320	-	18,754	-	-	-	9,120	-	31,944	-	24,448	-
Total Nutrition	117,432	48	31,341	5	18,926	13	10	2	9,170	7	33,074	36	24,792	8

Helping **PEOPLE**
Changing **LIVES**



2020 | **Annual**
Report



A WELCOME FROM OUR CEO

Betsey Andrews Parker, MPH



Dear Friends:

This was a tough year.

What started as a year of celebration of our 55th year of service to the community and a goal to finalize our \$2 million Open Doors Campaign by year end, quickly changed to address the immediate and emergency needs of the community in the face of COVID-19. We were often left to wonder how we would make it through the day and ensure our clients continued to be cared for. What emerged, continues to humble me.

I am in awe of the generosity and caring shown to us by the community. Your support kept us going but more importantly, it kept people impacted by COVID, fed, sheltered, warm and safe. Never have the words "Community, Action, and Partnership" been so evident.

Thanks to a rich and vibrant network of partner organizations; our local, state and federal officials; strong vendor relationships; generous corporate partners, donors and volunteers; and the unwavering dedication of our staff, CAPSC was able to pivot our programming priorities and shift our fundraising and communication strategies, to ensure continuity of care for those impacted by COVID.

We kept children, families and seniors fed; kept peo-

ple warm and safe in their homes; provided access to basic necessities such as washing stations, masks, cleaning products, and laundry and phone cards. We educated our children remotely; offered a new summer Head Start program so children would be ready for school in September; supported working families with access to affordable childcare and virtual Home Visiting support; provided over \$1.5 million in housing assistance; and most recently, opened an emergency cold weather homeless shelter and new day program serving the tri-city area.

Never have I been prouder to work for such an incredible organization, with a dedicated and talented team, in a generous and supportive community, during the most unbelievable year in the history of our organization.

Take a bow, Strafford County - YOU made this all possible and I cannot thank you enough!



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Marion Cheney, Co-Chair
Thomas Lavasseur
David Terlemezian
Kristen Welch



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Kathleen Crompton
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CREATING **RELIABLE & AFFORDABLE HOUSING** IN STRAFFORD COUNTY

One of the biggest issues facing communities across the country and right here in New Hampshire, is access to stable, affordable housing. Community Action Partnership of Strafford County's (CAPSC) mission has always been to support people in meeting their basic needs and assist them in achieving self-sufficiency, which includes stable, long-term housing. The need for affordable housing has become more apparent as COVID-19 has driven many people living on the edge of poverty into dire situations, facing utility shutoffs, evictions, and homelessness.

In 1995 Frank and Christina Gapp, the long-time owners of 22-24 Academy Street in Rochester transferred ownership of the property to CAPSC, with the stipulation that it be used as either temporary or permanent housing for persons in need in the community.

In 1996 the then-duplex was converted to five individual apartments. This layout served as the residence for five tenants, who needed significant assistance and supportive housing to live independently. With the building vacant, it was a perfect time to invest in renovations that would benefit both the future tenants and address issues of the aging infrastructure.

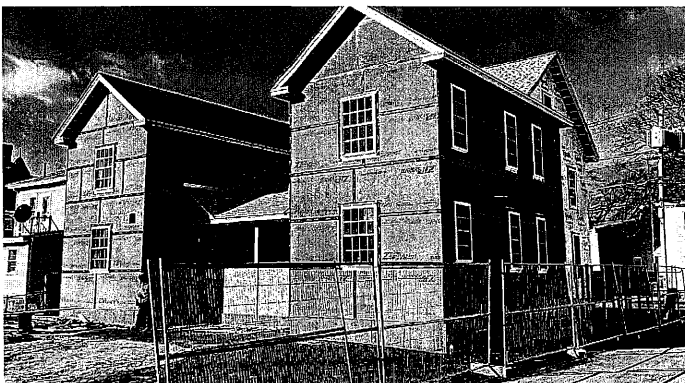


An audit was conducted to determine the cost and scope of the needed renovations. It was during this audit that structural issues were identified that needed to be addressed to ensure the long-term viability of the building. The cost of the proposed renovations nearly tripled as a result.

In mid-2018, the New Hampshire Housing Finance Authority (NHHFA) announced a round of new funding opportunities specifically targeting multi-unit residential projects in need of renovation. This funding was laid out to support projects such as ours that serve our clients.

CAPSC submitted a proposal in the Spring of 2019 to NHHFA and was able to secure \$785,890 in funding for the project. The result has allowed us to redesign the layout of the units to create four two-bedroom apartments including a fully handicap-accessible unit. This building will house four income qualified families in need of stable housing. The project is on pace to be completed by January 2021.

Affordable housing in our community is a critical need, as we see a dramatic increase in individuals and families who are on the brink of being evicted or becoming homeless. Projects that reinvest in our communities and create safe and sustainable housing, allow us the opportunity to improve the communities we serve, and create pathways out of poverty for the people who are the most vulnerable.



COVID-19

A **THANK YOU** TO OUR COMMUNITY

On Friday, March 13, 2020, the world as we knew it changed. As the threat of COVID-19 grew stronger and schools began to close their doors, CAPSC was faced with an instantaneous "wave of need," and the challenge of ensuring that our community's most vulnerable populations remained stable.

Our leadership team met to develop a plan for managing this crisis. With deep roots in the community, we were fortunate to have a network of partners and supporters to help us continue to deliver on our mission through these challenging times.

The community responded in a wide variety of ways - with funding, food, services and goods - all of which were critical to our ability to serve our neighbors in need.

THANK YOU to Liberty Mutual Insurance who redeployed their café team and prepared 100 boxed lunches, three times a week for six weeks to help us feed children, their parents, seniors and visitors to our food pantry.

THANK YOU to Seacoast Mask Makers who delivered 400 handmade cloth masks for our staff. There were enough masks for our entire group to have two!

THANK YOU to First Seacoast Bank for its \$25,000 donation to support our mission through COVID.

THANK YOU to the New Hampshire Charitable Foundation, Neighborworks of Southern New Hampshire, United Way of Mass Bay, Bank of America, Rutman Family Fund of the New Hampshire Charitable Foundation, Eastern Bank Foundation, Dobles Foundation, Bishop's Charitable Assistance Fund, and Town Fair Tire Foundation for grant funding to support CAPSC through COVID.

THANK YOU to local companies and restaurants like Franz Foods, that donated nutrition including fresh eggs, meat and milk for distribution to families from our food pantry.

THANK YOU to DF Richard for donating a liquid propane tank to keep the water warm at the temporary washing stations for our homeless residents.

THANK YOU to the amazing teacher's associations and PTA groups from the Dover School District who donated on behalf of their teachers AND their students, to show their love and support and to help keep "their kids" fed.

THANK YOU to Keller Williams and Melissa Lesniak for their food drive in honor of 'Wear Red Day' which inspires its employees to Give Where You Live!

THANK YOU to the Triangle Club for donating winter boots for our Homeless Outreach program.

THANK YOU to community groups such as the Dover Rotary Club, Everest Centennial Lions Club, American Legion Aux Unit 8, Club Finz, Parish of the Assumption, First Parish Church, First Church Congregational of Rochester and Dover Democrats for their ongoing support.

THANK YOU to the small community fundraisers like Sarah Canny's 50K Project and Lucas Nering's beautiful piano concert broadcast live on Facebook. Every little bit adds up and your community spirit shines!

THANK YOU to the cities of Dover, Somersworth and Rochester for supporting and helping us launch the emergency winter shelter to keep people safe from both the elements and COVID.

THANK YOU to the corporate supporters! Kennebunk Savings, Center for Assessment, Long Term Care Partners, Egg Clearinghouse, Newburyport Bank, HBL/MMG Insurance, HRCU, Taste of India, Connexus Credit Union, Efi and Tasker Funeral Home.

THANK YOU to the individual donors - some of whom have never given to CAPSC before, and others were longtime supporters. You are the heartbeat of CAPSC and what makes it possible for us to do what we do.

Together, the Strafford County (and beyond) community raised over \$145,000, provided food and goods and volunteered their time, to support our neighbors in need.

Being a part of this community for the past 55 years has been a true privilege. The love shown to us from our community during the most challenging of times, is something we don't take for granted.

We simply cannot say 'THANK YOU' enough!



**CAPSC's
COVID
IMPACT**



**Over \$1.5 Million
in Rental Assistance**



**\$145,000
Raised in
Community Donations**



**12,500 Meals/Week
Served through Summer Meals**



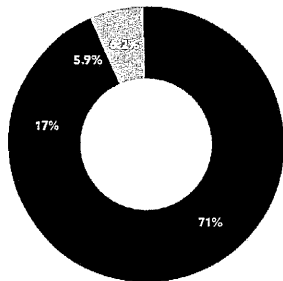
**1,900 Meals
Safely Delivered to Seniors**



THE YEAR IN REVIEW

Revenue

Fiscal Year; January 1st - December 31, 2019

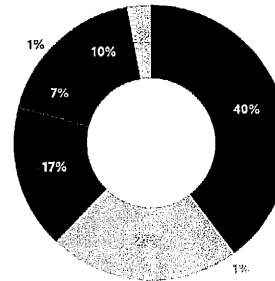


* - Less than 1%

Grant Revenue	\$8,385,228
Fee for Service	\$2,026,319
Public Support	\$732,235
In-Kind Donations	\$699,583
Fundraising	\$25,334*
Rent	\$9,385*
Interest	\$335*

Expenses

Fiscal Year; January 1st - December 31, 2019



Child & Family	\$4,467,960
Energy Assistance	\$2,382,870
Weatherization	\$1,894,800
Community Services	\$1,084,930
Mgmt. & General	\$834,730
Housing	\$310,583
Workforce Dev.	\$134,487
Fundraising	\$93,752

CAPSC BY THE NUMBERS

CAPSC is the sole provider in Stafford County that offers a full suite of programs and services designed to have a measurable impact on the health and welfare of at-risk children, seniors, and those experiencing low-incomes. CAPSC offers over 64 coordinated programs that serve the whole person or family and include nutrition, housing, fuel and electrical assistance, weatherization, parent and child education, childcare, transportation, and employment and job training, all of which are locally defined, planned, and managed in partnership with community agencies.

TOWN	CLIENTS SERVED	VALUE OF SERVICES
Barrington	273	\$272,219
Dover	2,241	\$2,829,400
Durham	179	\$30,913
Farmington	745	\$2,611,310
Lee	96	\$96,036
Madbury	19	\$23,186
Middleton	94	\$110,302
Milton	329	\$752,198
New Durham	69	\$68,904
Rochester	3,366	\$5,552,592
Rollinsford	64	\$67,627
Somersworth	778	\$1,756,184
Stafford	76	\$98,364
TOTAL:	\$8,329	\$14,301,744

14,000 Families
and individuals who received assistance across Stafford County

\$14.3 Million
in assistance for Stafford County residents

1,900 Seniors
received rides and reliable transportation

357,000 lbs.
of food distributed to Stafford County food pantries

92,000 Meals
and snacks provided for school age students

460 Children
in Early Head Start, Head Start, and childcare programs

700 Homeless
residents assisted and moved to stable housing

5,000 Homes
received fuel and electrical assistance, valued at \$3.5M

THANK YOU TO OUR CORPORATE SPONSORS

D.F. RICHARD



D.F. Richard is a terrific community partner and champion of CAPSC's mission and programs. Since 1932, D.F. Richard has demonstrated their commitment to their customers and greater Strafford County through a strong sense of community and continued support.

DFRichard.com



Business Solutions

CGI Business Solutions has been a long time partner of CAPSC and supporter of our mission. With over 20 years experience in human resources management, benefits planning and administration, business insurance, technology, and financial services. We thank CGI for their continued support and partnership!

CGIBusinessSolutions.com

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- | | | | |
|--|---|---|---|
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¹ - Donor to Open Doors Campaign

² - Donor to COVID Emergency Response Fund

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 Max Charles Salon
 Mezzanine Catering
 Nippo Lake Golf Club
 Our Daily Bread
 Parish of the Assumption
 Peggy Carter
 Rochester Country Club
 Rotary Club of Dover
 RPOA - Rental Property
 Owners Association
 Runners Alley
 Sally Cobb
 Sarah Chapman
 Sassy Biscuit Company
 Seacoast Mask Makers
 Skin Health & Medi-Spa
 Stripe Nine Brewery
 The Leddy Group
 Townsend Energy
 Trevor Bergeron
 Virginia Hanson
 Wendy Berthiaume
 Wentworth Greenhouses &
 Garden Center

WELCOMING DOVER CHILDREN'S CENTER

For 55 years, CAPSC has been providing Strafford County families with childcare, early childhood education and parenting services through our Head Start, Early Head Start and childcare programs.

CAPSC administers Farmington Child-care Center (FCC) for children ages six weeks through Kindergarten. FCC provides a critical service for working families so they may continue to support their families while their children are cared for in a nurturing environment.

Given CAPSC's success and longevity in providing these services and a commitment to serve children and families with limited means, the CAPSC Board of Directors and the Board from Dover Children's Center (DCC), voted to approve a merger of the two organizations effective October 1, 2020, thereby expanding CAPSC's childcare services to Strafford County families.

CAPSC is honored to welcome all DCC families to CAPSC and appreciates the work of the DCC Board of Directors, staff and teachers as we enter the next phase in supporting Dover children and their families. It is our intent to honor the DCC legacy and continue to provide Dover families with high-quality, affordable childcare from caring and supportive teachers and staff in a safe environment. Welcome to CAPSC!

MUNICIPAL SUPPORT

We gratefully acknowledge the support we receive from the municipalities we serve.

City of Dover	Town of Madbury
City of Rochester	Town of Middleton
City of Somersworth	Town of Milton
Town of Barrington	Town of New Durham
Town of Deerfield	Town of Rollinsford
Town of Durham	Town of Strafford
Town of Lee	



CAPSC Main Office
 577 Central Avenue, Suite 10
 Dover, NH 03820
 (603)435-2500
cap@straffordcap.org
StraffordCAP.org

Town of Durham
Request for Funding for Social Service Agencies
for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Wednesday, August 11, 2021.** Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: Easter Seals NH, Inc. *Homemakers - Health Services*

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): Sept 1-Aug 31

Key Contact Person: Laurie Duff

Mailing Address: 555 Auburn Street, Manchester, NH 03103

Telephone Number: 603.621.3422 E-mail address: lduff@eastersealsnh.org

Amount of funding requested from the Town of Durham \$3000

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.
- ☐ Attach a copy of your most recent audit and Form 990.
- ☐ Describe how these funds will be used (attach statement if additional space is required).

Does the organization receive funding from other municipalities? x YES NO
 If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
Durham	\$4000	\$3000	\$3000 (current ask)
Barrington	\$3868	\$3868	\$3868
Farmington	\$2011	\$2011	\$2011
Lee	\$1500	\$1700	\$1500
Madbury	\$1000	-	\$500
Middleton	\$1000	-	-
Milton	\$2500	-	-
Rollingsford	\$1000	\$1000	\$1000
Somersworth	-	\$8500	\$8000
Strafford	\$3200	\$3200	\$3200
Rochester	\$10,000	\$10,000	\$10,000

☐ Does the organization provide services to Durham residents? x YES NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program #1 Description: In Home Support and Medical Adult Day	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served /Anticipated
Residents of Durham	13	6	9
Residents of Rochester	287	168	117
Residents of Dover	103	68	89
Residents of Farmington	25	23	18
Residents of Barrington	13	8	5
Residents of Somersworth	66	37	58
Residents of Lee	4	1	5
Residents of Rollinsford	2	0	3
Residents of Milton	3	0	4
Residents of New Durham	4	2	3
Residents of Strafford	14	7	4
Residents of Madbury			2
See below Total Clients Served	534	320 +(100)	317

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

This request for \$3000 will be used to help cover the cost of the non-reimbursable and/or "free" health care services provided to socially isolated Durham residents. In FY21 this eleven month cost of free care totaled \$5821.14.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Homemakers & Health Services has provided 920 hours of in-home supports to Durham residents in the first 11 months of FY21. Continued workforce shortages in addition to COVID consequences has been reflected in the decrease of residents served over the previous year. The State of NH recently passed legislature to raise the Medicaid reimbursement rates for In Home Support Services as well as Adult Day Services, Easterseals passed along this rate increase to raise wages for our direct care workforce. The demand for services continues to be strong but the ability to provide these needed services continues to be a challenge due to mentioned obstacles.

74% of our total population served is low income, older adults unable to pay for the services we provide. Our mission has always been to go above and beyond for the individuals we serve, we will continue to the best of our ability but without funding the capacity to meet requested needs may be impacted as evidenced by less or no hours provided to individuals.

PROSPECTUS OF EASTER SEALS NH

The mission of Easterseals New Hampshire is to provide exceptional services to ensure that individuals with disabilities or special needs and their families have equal opportunities to live, learn, work, and play in their communities. Since its inception in 1936, Easterseals NH has developed a strong community presence, filling gaps in services and expanding to address vital community needs. While originally focused on children, the organization has grown rapidly in response to the changing needs of our communities. Easterseals NH currently provides a variety of core programs that include our Child Development Centers and Family Resource Center, Early Supports and Services, Autism Services, Residential & Educational Services, Transportation Services, Camping and Recreation, Community Based Services, Workforce Development, Substance Use Treatment Services, Military & Veterans Services, and Senior Services. Through our diverse array of programs that address critical needs across the lifespan, last year alone, we assisted 25,702 children, adults, and older adults throughout New Hampshire. In keeping with our vision to make services available to all, \$6.5M in free or subsidized services was provided to those families that could not afford them.

Easterseals NH offers services for people throughout the state, providing a continuum of care from birth to the end of life. We primarily serve people with disabilities or special needs who are typically low to moderate income due to challenges surrounding employment and the additional expenses they carry as a result of medical bills or special equipment etc. We are there for children, adults with disabilities, people challenged by addictions, veterans facing unexpected crises, and for older adults who desire to age in place and need supportive services to do so. Easterseals NH prides itself in examining gaps in services and developing programs to fill emerging needs.

Our services for seniors include Homemakers & Health Services providing in home support for those whom are isolated and/or homebound whether assisting with personal care or preparing a meal, this valuable service is a lifeline for many. Our Medical Adult Day Program located in Rochester has been providing exceptional services for over 40 years. Older adults benefit from peer support, nursing oversight, nutritious meals and engaging cognitive stimulation all with the added advantage of sleeping in their own bed at night. Caregiver support and education is at the forefront of all our services, providing Caregiver Coaches to walk the difficult and rewarding caregiving journey with individuals. Our Memory Care Programs are engaging, supportive and impacting. Care Coordination offers social work services to address barriers to the social determinants of health of the individuals we serve. A variety of our Grant Programs are specifically designed to meet the critical and emergency needs for older adults to purchase such items as a bed, groceries, medicine, durable medical equipment etc. Easterseals is passionate about addressing the unmet needs of the whole person as they experience the aging process.

Town of Durham
Request for Funding for Social Service Agencies
for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Wednesday, August 11, 2021.** Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: Greater Seacoast Community Health

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): Jan 1 – Dec 31

Key Contact Person: Helen Long

Mailing Address: 100 Campus Drive, Suite 12

Telephone Number: 603-422-8208 X 3322 E-mail address: hlong@goodwinch.org

Amount of funding requested from the Town of Durham \$ 2,464

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.
- ☐ Attach a copy of your most recent audit and Form 990.
- ☐ Describe how these funds will be used (attach statement if additional space is required).

☐ How funds will be used:

We will use funds from the Town of Durham to subsidize a broad range of health and family support services to Durham residents with low incomes who are uninsured and underinsured.

- ☐ Does the organization receive funding from other municipalities? X YES NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY2019 Received	FY2020 Received	FY2021 Received/Anticipated*
Town of Exeter	\$5,000	\$5,000	\$5,000
Town of Hampton	\$10,000	\$10,000	\$10,000
Town of Hampton Falls	\$400	\$400	\$400
Town of Lee	\$4,003	\$0	\$2,880*
Town of New Castle	\$750	\$750	\$750
Town of Newington	\$490	\$490	\$490
Town of North Hampton	\$1,000	\$1,000	\$1,000
City of Portsmouth	\$15,000	\$10,000	\$10,000
Town of Rye	\$2,000	\$2,000	\$2,000
Town of Seabrook	\$6,000	\$6,000	\$6,000
Town of Stratham	\$2,500	\$2,500	\$2,500*

- ☐ Does the organization provide services to Durham residents? X YES NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program #1 Description: Medical	FY2019 Clients Served	FY2020 Clients Served	FY2021 Clients Served/Anticipated*
Residents of Durham	32	36	36
Residents of Exeter	154	128	128
Residents of Greenland	82	74	74
Residents of Hampton	307	263	263
Residents of Hampton Falls	28	20	20
Residents of Lee	47	39	39
Residents of New Castle	13	13	13
Residents of Newington	13	14	14
Residents of North Hampton	85	59	59
Residents of Portsmouth	1,089	942	942
Residents of Rye	108	87	87

Residents of Seabrook	316	325	325
Residents of Stratham	28	34	34
Total Clients Served	2302	2035	2035
Program #2 Description: Dental			
Residents of Durham	22	17	17
Residents of Exeter	111	79	79
Residents of Greenland	23	21	21
Residents of Hampton	72	77	77
Residents of Hampton Falls	1	5	5
Residents of Lee	26	21	21
Residents of New Castle	2	0	0
Residents of Newington	1	4	4
Residents of North Hampton	14	19	19
Residents of Portsmouth	236	172	172
Residents of Rye	14	14	14
Residents of Seabrook	92	55	55
Residents of Stratham	10	9	9
Total Clients Served	624	493	493

*Our FY is based on a calendar year. FY2021 numbers are only projections. We will be able to provide actual numbers for FY2021 next year.

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

Request to Town of Durham:

- **Town support requested:** \$2,464 (11 uninsured patients X 224*, average cost per medical visit)
- **Amount requested per Durham resident served:** \$46
(\$2,464 divided by 53 or more Durham residents expected to be served in FY22)
- **Annual cost of serving Durham residents:**
\$74,094 (53 residents x \$1,398*, the average cost of serving one client annually)

*These costs are averages based on our annual Uniform Data Survey performance report for the calendar year 2020 that the Bureau of Primary Care requires.

- ☐ What would be the impact on Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

In the calendar year 2020, 53 Durham residents utilized Greater Seacoast Community Health (hereafter Greater Seacoast) services. The majority of them relied on Greater Seacoast for

medical and/or dental care; 21% (11 individuals) were uninsured and had their care heavily subsidized by Greater Seacoast, and Medicaid covered 32%. Six residents participated in parenting and family programs we offer in Portsmouth and other towns. (Some residents used both our Health Center and Family Center)

Without access to quality affordable care, regardless of ability to pay, low-income Durham residents would either forego care or pay higher costs for care, leaving them with less income for other basic needs such as food, clothing, and shelter. The cost of not receiving regular preventive care becomes expensive when the patient ends up with an undiagnosed illness and requires more advanced care. And patients not receiving regular care will utilize the emergency departments for acute care.

Greater Seacoast is a safety net for Durham residents, providing integrated health and support services under one roof. Over the past few years, we have expanded programs to address emerging community needs such as behavioral health, substance use disorder treatment and recovery, and parenting support programs. As a Patient-Centered Medical Home, we treat the whole person, not just their immediate health needs. Our social workers, home visitors, and enrollment specialists help connect patients to services that address the social determinants of health, remove barriers, make it easier for clients to use our services, and access other community supports.

COVID-19 Response:

Early on in the pandemic, we quickly transitioned to offering many medical, behavioral health, and recovery services virtually. Emergency dental care was available for any person, not just patients of Greater Seacoast. Mobile health vans were repurposed to assist with testing. Family programs and home visits were available through virtual groups and phone support. In July 2020, we began opening the practice back up to patients with non-emergency oral health needs and seeing more primary care patients in the office setting. And our mobile team began offering weekly clinics again in Rochester, Exeter, and Portsmouth. We offered drive-up clinics led by nurses for high-risk diabetes patients and provided patients with home-monitoring equipment. Last fall, we developed an onsite learning center for staff with school-aged children doing remote learning, and we ramped up operations to offer rapid testing for COVID-19 and influenza.

Early in 2021, we transitioned back to more virtual service offerings, and some programs temporarily suspended operations again due to another spike in COVID-19 infections and hospitalizations. The availability of vaccinations has prompted us to offer more in-person visits at the health centers and community clinics through our mobile health program. And a federal program will enable us to provide COVID-19 vaccinations to Greater Seacoast patients in our health centers through the mobile health program and in partnership with the public health networks.

The COVID-19 pandemic has had devastating consequences. Many workers with employer-sponsored health insurance have found themselves without health insurance coverage after being laid off from their jobs, increasing the need for affordable, quality healthcare services that Greater Seacoast provides. The pandemic has had a negative impact on our patient numbers. Overall, offering telehealth and in-person visits is a model that patients seem to like,

which has helped us maintain some operational volume throughout. However, we served fewer patients in 2020 than in 2019 but hope to see growth in 2021. The focus is on encouraging existing patients who put off preventive or other healthcare needs last year to re-engage and enroll new patients.

More change is inevitable as we move through this incredibly volatile and uncertain time. Greater Seacoast is positioned and ready to meet the challenges ahead and remain a safety net for our patients to access critical health and supportive services.

Organization Overview:

Greater Seacoast Community Health (hereafter Greater Seacoast) is a network of community health centers that includes Families First Health & Support Center in Portsmouth, Goodwin Community Health in Somersworth, and Lilac City Pediatrics in Rochester. Our mission is to deliver innovative, compassionate, integrated health services and support that are accessible to all in our community, regardless of ability to pay.

Since 1969 and 1984, respectively, Goodwin Community Health and Families First have been providing health care to residents of Strafford and Rockingham counties who have low incomes and/or are underinsured or uninsured. We provide primary care, pediatric care, dental care, prenatal care, behavioral health counseling, substance use disorder treatment, mobile health services, WIC, social work services, and a pharmacy. Greater Seacoast's Family Resource Center provides parenting classes, playgroups, family programs, and home visiting services. The Strafford County Public Health Network and SOS Recovery Community Organization also are affiliated with Greater Seacoast.

In the calendar year 2020, 14% of Greater Seacoast's medical and dental patients were uninsured, Medicaid covered 44%, and 3% were homeless. Eighty-two percent of patients with known income were living at or below 200% of federal poverty. The majority of them, 62%, were living at or below 100% (\$26,500 for a family of four).

We serve more than 16,000 people who live in eastern Rockingham County and Strafford County, New Hampshire, and York County, Maine. Health and dental services are provided regardless of ability to pay, with a sliding fee scale offered to uninsured patients, and most parent/family programs are offered at no cost. Services are open to everyone and aim to be respectful, recovery-friendly, LGBTQ-affirming, and trauma-informed.



American Red Cross
Northern New England Region

August 27, 2021

Town of Durham
Attn: Gail Jablonski , Business Manager
8 Newmarket Road
Durham, NH 3824

RECEIVED

SEP 16 2021

Dear Gail,

Town of Durham
8 Newmarket Road

As we look ahead to the new year, we take a moment to reflect on our profound gratitude to the municipal partners who help us deliver our lifesaving mission in our community. With your support, we are able to ensure the health, safety, and preparedness of our friends and neighbors throughout Northern New England.

Last year, our volunteer workforce provided an array of services throughout the region:

- We assisted a local family in the face of disaster, on average, **once every 18 hours**, helping more than **2,000 individuals**.
- We made over **500 homes safer** by installing smoke detectors and educating families about fire safety and prevention through our Home Fire Campaign.
- Trained **26,957 people** in first aid, CPR, and water safety skills.
- We collected over **153,000 units of blood**. Hospitals throughout Northern New England depend on the American Red Cross for these collections.
- In our region, **850** service members, veterans, and their families received supportive services through our Service to the Armed Forces department.

Your American Red Cross remains committed to providing relief and support. We do this with the help of our incredible volunteers and donors, including you, our friends in Durham. ***This year, we respectfully request a municipal appropriation of \$250.00.*** These funds will directly benefit individuals and families right here in our region, who benefit from our unique services at no cost.

For more information about the work we've been doing in your area, please refer to the attached Impact Sheet for Strafford County. If you have any questions, please call us at 1-800-464-6692 or supportnne@redcross.org.

Warmly,

Rachel Zellem
Development Specialist



American Red Cross
Northern New England Region

Strafford County Service Delivery

July 1, 2020 - June 30, 2021

Disaster Response

In the past year, the American Red Cross has responded to **16 disaster cases** in **Strafford County**, providing assistance to **89 individuals**. Most commonly, these incidents were home fires. Red Cross workers were on the scene to provide food, clothing, lodging, emotional support, and more to families during their hours of greatest need. Our teams also provide Mass Care to first responders. Things like food, water, and warm drinks strengthen the brave men and women of your local Fire and Police Departments as they answer the call to keep your residents safe.

Town/City	Disaster Events	Individuals
Dover	3	25
Rochester	10	43
Somersworth	3	21

Home Fire Campaign

Last year, Red Cross staff and volunteers worked throughout **Strafford County** to educate residents on fire, safety and preparedness. We made **24 homes safer** by helping families develop emergency evacuation plans.

Service to the Armed Forces

We proudly assisted **27 of Strafford County's Service Members, veterans, and their families** by providing emergency communications and other services, including counseling and financial assistance.

Blood Drives

During the last fiscal year, we collected **5766 pints** of lifesaving blood at **202 drives** in **Strafford County**.

Training Services

Last year, **1056 Strafford County residents** were taught a variety of important lifesaving skills such as First Aid, CPR, Babysitting Skills and Water Safety.

Volunteer Services

Strafford County is home to **122 American Red Cross Volunteers**. We have volunteers from all walks of life, who are trained and empowered to respond to disasters in the middle of the night, to teach safety courses, to help at our many blood drives, and so much more. The American Red Cross is proud that 90% of its staff is made up of volunteers; they are truly the heart and soul of our organization.



Town of Durham
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for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

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Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: Court Appointed Special Advocates (CASA) of NH

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): July 01- June 30

Key Contact Person: Tarah Bergeron, Development Assistant

Mailing Address: PO Box 1327 Manchester, NH 03105

Telephone Number: 603-626-4600 E-mail address: tbergeron@casanh.org

Amount of funding requested from the Town of Durham \$ 500.00

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.

Court Appointed Special Advocates (CASA) of New Hampshire is a non-profit organization that provides a voice for abused and neglected children and youth by empowering a statewide network of trained volunteers to advocate on their behalf so they can thrive in safe, permanent homes. CASA of NH recruits, trains and supports volunteer advocates to speak on behalf of victimized children who come to the attention of NH's courts through no fault of their own. We are the only organization in the state that performs this function on behalf of New Hampshire youth.

- ☐ Attach a copy of your most recent audit and Form 990.
☐ Describe how these funds will be used (attach statement if additional space is required).

Recently, there has been a spike in the number of abuse and neglect cases in the Dover courts. We are expecting the number of reported cases of abuse and neglect to increase exponentially in the coming months as children come out of the isolation caused by the COVID-19 epidemic and in the view of responsible adults who can report new cases of victimization.

Without enough trained volunteers, we will not be able to meet the impending need for our advocacy services in Durham and throughout the state. Funds will be used to recruit, screen, train and supervise volunteer advocates to speak on behalf of the abused and neglected children in the Dover court. It costs

approximately \$2,000 to train and supervise a volunteer advocate for a year. The support of local communities is not only important to the organization, but also meaningful to our volunteers.

Our goal is to serve 100% of victimized children in need. Since our inception, CASA of NH's volunteers have advocated for more than 10,000 young victims of abuse and neglect. Last fiscal year (2021) 628 volunteers advocated for 1,417 in 905 cases statewide. In addition, these citizens contributed 88,859 hours of their time and drove over 339, 166 miles to safeguard the children they represented, volunteers in the Dover Family Court logged 14,938 miles and more than 3,000 hours

Many of the children and youth we serve suffer from multiple categories of victimization such as physical abuse, neglect, sexual abuse or assault, domestic and/or family violence, human trafficking, medical neglect, educational neglect and child pornography. Abuse and neglect can have a tremendous impact on a child's lifelong health and wellbeing. By supporting CASA, you are making it possible for our advocates to continue to work diligently on behalf of children and families to ensure the best possible outcomes for our children in your town and across the state.

- ☐ Does the organization receive funding from other municipalities? X YES NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
City of Berlin	\$500.00	\$0.00	\$500.00
City of Keene	\$0.00	\$2,000.00	\$2,058.06
City of Laconia	\$1,000.00	\$1,500.00	\$1,500.00
City of Manchester	\$13,000.00	\$13,000.00	\$13,000.00
City of Nashua	\$16,010.00	\$8,576.00	\$9,000.00
City of Portsmouth	\$1,000.00	\$1,000.00	\$1,500.00
City of Rochester	\$2,682.86	\$727.64	\$2,500.00
County of Cheshire	\$0.00	\$2,500.00	\$2,500.00
Town of Allenstown	\$0.00	\$0.00	\$500.00
Town of Alton	\$500.00	\$0.00	\$500.00
Town of Amherst	\$500.00	\$500.00	\$500.00
Town of Antrim	\$500.00	\$500.00	\$0.00
Town of Atkinson	\$500.00	\$0.00	\$0.00
Town of Auburn	\$0.00	\$0.00	\$500.00
Town of Barrington	\$500.00	\$0.00	\$500.00
Town of Belmont	\$500.00	\$500.00	\$500.00
Town of Bennington	\$0.00	\$500.00	\$1,000.00
Town of Boscawen	\$500.00	\$1,000.00	\$0.00
Town of Bow	\$0.00	\$0.00	\$500.00
Town of Bristol	\$750.00	\$0.00	\$1,000.00
Town of Brookline	\$300.00	\$150.00	\$200.00
Town of Campton	\$500.00	\$1,000.00	\$500.00
Town of Candia	\$1,000.00	\$0.00	\$1,000.00
Town of Carroll	\$500.00	\$1,000.00	\$500.00
Town of Center Harbor	\$1,000.00	\$0.00	\$2,000.00

Town of Chatham	\$500.00	\$500.00	\$500.00
Town of Chesterfield	\$0.00	\$0.00	\$500.00
Town of Colebrook	\$500.00	\$1,000.00	\$1,000.00
Town of Danville	\$1,000.00	\$1,000.00	\$1,000.00
Town of Deerfield	\$500.00	\$625.00	\$500.00
Town of Derry	\$125.00	\$0.00	\$0.00
Town of Dublin	\$0.00	\$500.00	\$500.00
Town of Dummer	\$500.00	\$500.00	\$500.00
Town of Durham	\$1,000.00	\$500.00	\$500.00
Town of East Kingston	\$1,000.00	\$0.00	\$1,000.00
Town of Enfield	\$0.00	\$0.00	\$500.00
Town of Errol	\$500.00	\$500.00	\$500.00
Town of Exeter	\$625.00	\$750.00	\$1,625.00
Town of Fitzwilliam	\$500.00	\$0.00	\$500.00
Town of Francestown	\$300.00	\$300.00	\$0.00
Town of Franconia	\$1,000.00	\$0.00	\$500.00
Town of Freedom	\$500.00	\$1,000.00	\$500.00
Town of Fremont	\$500.00	\$500.00	\$500.00
Town of Gilmanton	\$500.00	\$500.00	\$1,000.00
Town of Goshen	\$500.00	\$500.00	\$500.00
Town of Groton	\$250.00	\$250.00	\$250.00
Town of Hampstead	\$500.00	\$500.00	\$500.00
Town of Hampton Falls	\$1,000.00	\$500.00	\$500.00
Town of Harrisville	\$500.00	\$500.00	\$0.00
Town of Haverhill	\$500.00	\$1,000.00	\$1,000.00
Town of Hinsdale	\$500.00	\$500.00	\$1,000.00
Town of Hollis	\$0.00	\$0.00	\$500.00
Town of Hooksett	\$500.00	\$500.00	\$500.00
Town of Hudson	\$500.00	\$500.00	\$500.00
Town of Jefferson	\$500.00	\$0.00	\$500.00
Town of Kingston	\$575.00	\$600.00	\$500.00
Town of Lancaster	\$1,500.00	\$1,000.00	\$0.00
Town of Landaff	\$0.00	\$500.00	\$500.00
Town of Langdon	\$500.00	\$500.00	\$500.00
Town of Lee	\$500.00	\$500.00	\$1,000.00
Town of Lincoln	\$500.00	\$500.00	\$500.00
Town of Litchfield	\$0.00	\$500.00	\$500.00
Town of Londonderry	\$500.00	\$500.00	\$500.00
Town of Lyme	\$500.00	\$500.00	\$500.00
Town of Lyndeborough	\$500.00	\$500.00	\$500.00
Town of Milan	\$200.00	\$0.00	\$500.00
Town of Milford	\$3,000.00	\$3,000.00	\$3,000.00
Town of Nelson	\$500.00	\$0.00	\$768.00
Town of New Boston	\$500.00	\$500.00	\$500.00
Town of New Castle	\$500.00	\$500.00	\$500.00

Town of New Ipswich	\$500.00	\$250.00	\$500.00
Town of New London	\$500.00	\$500.00	\$1,500.00
Town of Newfields	\$500.00	\$500.00	\$0.00
Town of Newington	\$350.00	\$350.00	\$500.00
Town of North Hampton	\$1,000.00	\$1,000.00	\$1,272.00
Town of Northumberland	\$0.00	\$0.00	\$500.00
Town of Northwood	\$0.00	\$500.00	\$0.00
Town of Nottingham	\$1,000.00	\$500.00	\$500.00
Town of Orford	\$500.00	\$500.00	\$500.00
Town of Piermont	\$500.00	\$500.00	\$500.00
Town of Pittsfield	\$500.00	\$0.00	\$1,000.00
Town of Plymouth	\$1,000.00	\$1,000.00	\$1,000.00
Town of Raymond	\$0.00	\$1,000.00	\$1,500.00
Town of Rollinsford	\$500.00	\$500.00	\$0.00
Town of Rumney	\$500.00	\$500.00	\$500.00
Town of Sandown	\$398.00	\$0.00	\$398.00
Town of South Hampton	\$200.00	\$0.00	\$200.00
Town of Springfield	\$500.00	\$500.00	\$500.00
Town of Stark	\$100.00	\$100.00	\$500.00
Town of Stewartstown	\$500.00	\$0.00	\$500.00
Town of Strafford	\$500.00	\$500.00	\$500.00
Town of Stratford	\$115.00	\$150.00	\$150.00
Town of Swanzy	\$375.00	\$0.00	\$0.00
Town of Temple	\$1,000.00	\$0.00	\$500.00
Town of Thornton	\$500.00	\$500.00	\$500.00
Town of Tilton	\$2,000.00	\$500.00	\$0.00
Town of Troy	\$0.00	\$500.00	\$1,000.00
Town of Tuftonboro	\$1,000.00	\$0.00	\$500.00
Town of Unity	\$500.00	\$500.00	\$500.00
Town of Wakefield	\$500.00	\$750.00	\$750.00
Town of Walpole	\$500.00	\$500.00	\$500.00
Town of Warren	\$1,000.00	\$1,000.00	\$0.00
Town of Washington	\$500.00	\$500.00	\$500.00
Town of Waterville Valley	\$500.00	\$500.00	\$0.00
Town of Webster	\$1,000.00	\$0.00	\$500.00
Town of Westmoreland	\$500.00	\$400.00	\$400.00
Town of Wilton	\$500.00	\$500.00	\$0.00
Town of Winchester	\$500.00	\$0.00	\$1,000.00
Town of Windham	\$0.00	\$1,000.00	\$0.00
Town of Wolfeboro	\$1,000.00	\$1,000.00	\$2,000.00

- ☐ Does the organization provide services to Durham residents? X YES NO
If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of

services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program #1 Description:	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served/Anticipated
Residents of Durham			
Residents of _____			
Residents of _____			
Residents of _____			
Residents of _____			
Total Clients Served			
Program #2 Description:			
Residents of Durham			
Residents of _____			
Residents of _____			
Residents of _____			
Residents of _____			
Total Clients Served			

In the past fiscal year 2021 (July 1, 2020 – June 30, 2021) CASA served 71 children at the Dover Family Court, the court that serves residents of Durham and children who use the Durham school system. In Fiscal Year 2021, CASA of NH served a total of 172 children in Strafford County with 53 volunteers.

Although the goal of a CASA advocate is to ensure that victimized children are placed in stable and permanent homes, there is still a constant flux of children in and out of the child protective system. These children are often relocated multiple times throughout the course of an abuse/neglect case—moving from one foster or relative home to another and transferring schools multiple times a year. When you support CASA of NH, your contribution does not only benefit children who are from the Town of Durham. Your support also helps us to advocate for children who use the Durham school system or live in foster homes in Durham.

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

We request a minimal amount of funding from 237 towns and cities in New Hampshire annually. It costs \$2,000 to train and support a CASA volunteer advocate for a year, but we request \$500 from most towns to contribute to the cost of ongoing advocacy services. Funding from the Town of Durham has been vital to the support of our mission and ensuring our work to reach our goal of serving 100% of abused and neglected children in the state.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

If CASA of NH's advocacy services were not available to Durham residents, abused and neglected children would not receive the intensive advocacy services that our organization provides. Instead, the State of New Hampshire would have to pay a board-certified GAL \$60/hour, plus travel costs. CASA estimates that we save the state over \$4.8M in legal fees each year.

National studies show that children with a CASA volunteer benefit in countless ways -- they are more likely to be placed in safe, permanent homes, likely to receive better services, and more likely to have fewer placement changes than children without a focused advocate. With the support of a CASA advocate, neglected and abused children have access to a brighter future.

Town of Durham
Request for Funding for Social Service Agencies
for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Wednesday, August 11, 2021.** Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: HAVEN Violence & Prevention Services

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): July 1-June 30

Key Contact Person: Kathy Beebe, Executive Director

Mailing Address: 20 International Drive, Suite 30, Portsmouth NH 03801

Telephone Number: 603-436-4107 E-mail address: KBeebe@havennh.org

Amount of funding requested from the Town of Durham \$2900

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.
- ☐ Attach a copy of your most recent audit and Form 990.
- ☐ Describe how these funds will be used (attach statement if additional space is required).

Funds will be used to offset the costs of providing our comprehensive 24-hour crisis intervention, shelter and support services to those Durham residents impacted by domestic and sexual violence and the Safe Kids Strong Teens prevention education program to Durham students.

- ☐ Does the organization receive funding from other municipalities? X YES

NO

If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
See attached			

- ☐ Does the organization provide services to Durham residents? X YES NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

Program #1 Description: <u>Client Services</u>	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served/Anticipated
Residents of Durham	47	37	38
All other towns	3483	3088	2650
Total Clients Served	3530	3125	2688
Program #2 Description: <u>K-12 Prevention Education</u>			
Residents of Durham*	1627	497*	488*
<u>*Oyster River District</u>			
All other towns	13930	3517*	2917*
Total Clients Served	15557	4014*	3405*

*COVID Impact on our ability to provide school-based programming

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

HAVEN is requesting level funding at \$2900. Although we used to use a formula based on the number of residents assisted each year to determine the amount requested, HAVEN has consistently asked for level funding for the past several years. One reason for this, is that it is impossible to predict how many residents may need our services each year and level funding ensures that HAVEN can be available 24 hours a day to any Durham resident in need of services.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Sexual assault, domestic violence, child sexual victimization and teen dating violence are costly public health issues. Victims are more likely to suffer from low self-esteem, substance abuse and suicidal behavior. Adult victims often experience a loss of work and difficulty maintaining a job due to safety concerns and depression in the aftermath of abuse. Since we know that youth are the most at risk for child sexual abuse and teen dating violence, the HAVEN Safe Kids Strong Teens school-based prevention program is critical to reaching out to current and potential victims. If HAVEN was not available to provide FREE services to the town of Durham, the town would incur expenses related to the ongoing health and services required to meet the needs of those impacted by sexual violence.

HAVEN continues to see an increased need in services as an impact from COVID-19; especially as children see other trusted adults in their lives and are able to disclose about abuse happening at home. As an organization, we have continued to be innovative and provide support and shelter to more people than ever before. The services HAVEN provides are vital to survivors experiencing ongoing violence and abuse; they also set survivors up for self-sufficiency after they begin rebuilding their lives through housing, shelter, or other programs.

"I am not the same person I was when I first started working with HAVEN. After spending so much time finding a home for my children and I that was really ours and couldn't be taken away from us, I then worked with HAVEN to get a job I loved and that would pay the bills. Aside from those things though, I found myself, I found safety, and I found my life again." HAVEN client



ENDING VIOLENCE.
CHANGING LIVES.

20 International Drive
Suite 300
Portsmouth, NH 03801

24-Hour Hotline: 1-603-994-SAFE (7233)
Main Office: 603-436-4107 | Fax: 603-436-7951
www.havennh.org | info@havennh.org

August 10, 2021

Gail Jablonski
Business Manager
Town of Durham
8 Newmarket Road
Durham, NH 03824

Dear Ms. Jablonski,

On behalf of HAVEN, I am pleased to submit our annual request in the amount of \$2900.00 for funding as an Outside Human Service Agency. The mission of HAVEN is to prevent sexual assault and domestic violence and to empower women, men, youth and families to heal from abuse, and rebuild their lives.

HAVEN offers the following services and programs to residents of Durham:

- Emergency Shelter
- 24-hour support: **1-603-994-SAFE (7233)**
- Support and accompaniments to families at the Rockingham and Strafford Child Advocacy Centers
- Support Groups
- Supportive Housing Programs
- Accompaniments to hospitals, child advocacy centers, police departments and courts
- *Safe Kids Strong Teens* K-12 prevention programs
- 3 offices for in-person support

HAVEN continues to see an increased need in services as an impact from COVID-19; especially as children see other trusted adults in their lives and are able to disclose about abuse happening at home. As an organization, we have continued to be innovative and provide support and shelter to more people than ever before. The services HAVEN provides are vital to survivors experiencing ongoing violence and abuse; they also set survivors up for self-sufficiency after they begin rebuilding their lives through housing, shelter, or other programs.

"I am not the same person I was when I first started working with HAVEN. After spending so much time finding a home for my children and I that was really ours and couldn't be taken away from us, I then worked with HAVEN to get a job I loved and that would pay the bills. Aside from those things though, I found myself, I found safety, and I found my life again."

If HAVEN was not available to provide FREE services to our local communities, area municipalities would incur expenses related to the ongoing health and services required to meet the needs of those impacted by domestic and sexual violence. Preventing violence and providing support for those impacted, can lead to healthier and more secure children and adults.

Last year, HAVEN provided **38 Durham residents with 296.5 units of service.**

Total 2022 Request: \$2900.00

On behalf of our clients, board, and staff I want to thank the Town of Durham for your continued support.

Sincerely,

Kathy Beebe
Executive Director

HAVEN Statistics			FY 2021						
Total Individuals, Units of Service and Shelter Bed Nights by Town and County									
Start date	7/1/2020		End date	6/30/2021					
Rockingham County					Strafford County				
Town	Individuals Served	Service Hours	Units of Service (Hours x 4)	Shelter Bed Nights	Town	Individuals Served	Service Hours	Units of Service (Hours x 4)	Shelter Bed Nights
Atkinson	12	12.3	49.0	0	Barrington	34	37.8	151.3	0
Auburn	0	0.0	0.0	0	Dover	252	552.9	2211.5	316
Brentwood	12	20.6	82.5	0	Durham	38	74.1	296.5	0
Candia	8	9.2	36.7	0	Farmington	84	211.6	846.3	184
Chester	17	16.6	66.2	0	Gonic	1	0.4	1.6	0
Danville	19	28.4	113.5	0	Lee	16	23.6	94.2	0
Deerfield	13	20.1	80.2	0	Madbury	3	53.8	215.2	92
Derry	45	80.5	321.9	140	Middleton	7	10.3	41.3	0
East Kingston	1	0.8	3.2	0	Milton	13	21.2	84.7	0
Epping	29	46.9	187.7	0	New Durham	20	50.1	200.3	75
Exeter	117	303.1	1212.2	578	Rochester	397	610.3	2441.2	99
Fremont	14	22.2	88.9	0	Rollinsford	10	15.6	62.5	0
Greenland	18	40.1	160.2	0	Somersworth	109	197.4	789.4	0
Hampstead	18	32.8	131.2	0	Strafford	23	56.7	226.8	0
Hampton	84	178.5	714.0	210	County Total	1007	1915.7	7662.8	766
Hampton Falls	3	5.0	20.0	0					
Kensington	0	0.0	0.0	0	Out of Catchment	493	576.4	2305.6	264
Kingston	8	18.7	74.9	0	Unknown	104	52.5	210	0
Londonderry	25	36.4	145.6	0					
New Castle	1	0.5	2.0	0					
Newfields	3	3.8	15.3	0					
Newington	4	4.7	18.7	0	Grand Total	2668	4448.5	17793.8	3506
Newmarket	55	98.1	392.5	0					
Newton	19	22.9	91.7	0					
North Hampton	22	32.4	129.4	0					
Northwood	25	49.4	197.7	0					
Nottingham	15	25.0	99.8	0					
Plaistow	42	49.3	197.3	0					
Portsmouth	153	295.6	1182.3	1407					
Raymond	51	70.9	283.7	0					
Rye	17	23.9	95.7	0					
Salem	74	105.0	419.8	0					
Sandown	11	16.3	65.2	0					
Seabrook	83	136.8	547.1	141					
South Hampton	0	0.0	0.0	0					
Stratham	32	80.9	323.4	0					
Windham	14	16.5	65.9	0					
County Total	1064	1903.9	7615.4	2476					

Town of Durham
Request for Funding for Social Service Agencies
for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Wednesday, August 11, 2021**. Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: **Big Brothers Big Sisters of New Hampshire**

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): **Jan 1 – Dec 31**

Key Contact Person: **Abby Sprackland, Grants Manager**

Mailing Address: **3 Portsmouth Ave #2 Stratham, NH 03885**

Telephone Number: **603-430-1140 ext. 1002** E-mail address: **asprackland@bbbsnh.org**

Amount of funding requested from the Town of Durham **\$ 1,200**

Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.

Please see attached

Attach a copy of your most recent audit and Form 990.

Please see attached

Describe how these funds will be used (attach statement if additional space is required). Funds from the Town of Durham will be used to continue supporting mentoring services for children in the Town of Durham who are facing adversity. All of our efforts are focused on making the best possible match which is achieved through thorough interviews and assessments of youth and mentors in addition to volunteer background and reference checks. Once a match is determined, our Match Support Specialists facilitate an initial match meeting to introduce the Big, Little and Parent/Guardian. From there on, we provide ongoing match support, resources and child-safety-check-ins throughout the duration of the match. This sets us apart from other organizations – and is the key to the success of a strong, healthy, mentoring relationship. This past year was an especially critical year for our services, due to the state of the pandemic. With children not physically in school or attending their normal day-to-day activities, concerns grew surrounding isolation, child abuse and mental health issues. As one of just a few organizations with “access” to the homes of these children, came greater responsibility to intensify match support and resources for staff and Bigs to address any rising concerns.

- ☐ Does the organization receive funding from other municipalities? X YES NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
Exeter	7500	7200	7200
Hampton	8000	8000	8000
Somersworth	1500	1500	1500
Rye	3000	3000	3000
Hampton Falls	800	1200	1200
Portsmouth	4000	3000	4000

- ☐ Does the organization provide services to Durham residents? X YES NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program Description: One-to-One mentoring (youth served)	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served/Anticipated
Residents of Durham	10	3	6+
Residents of Barrington	9	4	5
Residents of Danville	1	1	1
Residents of Dover	32	26	26+
Residents of Eliot, ME	1	2	3

Residents of Epping	4	2	2+
Residents of Exeter	22	13	10+
Residents of Farmington	2	3	4
Residents of Fremont	3	1	3
Residents of Greenland	4	1	2
Residents of Hampstead	2	1	2
Residents of Hampton	12	8	7+
Residents of Hampton Falls	1	0	1
Residents of Kingston	6	5	4
Residents of Lee	5	0	1
Residents of Madbury	1	0	1+
Residents of Milton	2	1	2
Residents of Newfields	1	0	1
Residents of Newmarket	4	4	2+
Residents of Newton	3	0	1+
Residents of North Hampton	1	0	1+
Residents of Northwood	4	1	3
Residents of Portsmouth	39	13	26+
Residents of Raymond	4	0	1+
Residents of Rochester	39	19	28+
Residents of Rollinsford	6	2	3
Residents of Rye	9	0	2
Residents of Sandown	1	0	1
Residents of Seabrook	9	2	6
Residents of Somersworth	12	7	17
Residents of South Berwick, ME	1	0	1
Residents of Stratham	4	1	2+
Total Clients Served	251	120	170 – 200+

**The above table is a snapshot of the Seacoast area we serve. Our services actually extend across the entire state. Due to school and business closures, our site-based programs were temporarily paused, fundraising events were postponed or canceled and social distancing created challenges for matches to connect in-person as they normally would. Despite challenges our organization persevered to serve youth throughout one of the most difficult times. We are making great strides in 2021 to serve even more children.*

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

The cost to make and support each mentoring relationship provided by Big Brothers Big Sisters of New Hampshire costs approximately \$1,800. As mentioned before, this includes the time and

cost spent to conduct thorough interviews and assessments of both mentors and youth, including volunteer background and reference checks. Ongoing training for volunteers, facilitating an initial match meeting, providing match support (such as child safety check-ins) and resources to the mentor, youth and their family, throughout the duration of the match. BBBSNH currently serves six matches and counting in Durham, we are requesting \$1,200 to contribute to some of the cost to support one of those matches and any new matches that are made.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

BBBSNH is recognized as an evidence-based preventive program by the U.S. Substance Abuse and Mental Health Administration's National Registry of Evidence-Based Programs and Practices and also, an affiliate of Big Brothers Big Sisters of America. While all children, no matter their circumstance, are welcome to join BBBSNH, it is important to remember that opportunity is not always equally distributed for our youth. Many of the children we match include children with incarcerated parents, history of trauma, mental and emotional health concerns, have experiences in foster homes or live in an environment with substance misuse. Children living in poverty with little to no parental support or guidance are at higher risk than their peers for being truant from class, dropping out of school and participating in risky behaviors. It is known that the dropout epidemic disproportionately affects young people who are low income, children of single parents, or certain minorities, all of whom are the youth population we serve. We also know that when children fail to thrive academically and socially they are more likely to need social services as adults. The Centers for Disease Control and Prevention (CDC) reports that as the number of ACEs increases, so does the risk for negative outcomes and toxic stress, leaving a lasting impact on individuals.

However, additional research shows that the presence of protective factors, including a caring adult, can guard against the increased risks of negative health and life outcomes in youth. Without our services, youth facing adversity lose an opportunity to have a consistent, supportive and positive influence in their life and a safe place to turn outside of their immediate family. This was especially important this past year as youth experienced increased circumstances of stress and isolation. Our mentors stepped up in a big way for their Littles – helping with homework via zoom, writing letters to stay connected, hosting drive-by birthday parties or meeting from a social distance. One of our Bigs even refurbished an old phone so that their Little could contact them more regularly.

Our work takes a proactive approach to improve the health and life outcomes for youth and address the need for positive, prevention strategies. When a child has a foundation that's built on self-confidence, respect and compassion for others, their better prepared to succeed and reach their full potential as well as handle difficult situations that arise, like the pandemic. This in turn strengthens the future of our communities. All children deserve to have a caring adult in their corner and our staff ensures the work is done to find that person for them.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

August 5, 2021

3 Portsmouth Ave. #2
Stratham, NH 03885

www.bbbsnh.org

Dear Ms. Jablonski,

I would like to sincerely thank the Town of Durham for the opportunity to submit a request for your ongoing support of our youth mentoring program. We are grateful for the work you do to help strengthen the community.

There is no denying that the pandemic created many significant setbacks for youth; isolation, loss of normal day-to-day activities, time spent with friends or in the classroom, to name a few. As you can imagine, this was especially difficult for children in at risk situations. The pandemic was a reminder to us all just how fragile any of our situations can be. It takes just one moment for any of our lives to be impacted by a circumstance out of our control.

Despite such an unusual year, our mentors continued to provide consistency and a safe place for youth to turn outside of their immediate family. For some children in our program, that connection made all the difference to them. As we move forward, mentoring will continue to play a pivotal role in helping kids to get back on track to reaching their full potential. Our services remain free of charge to the family and the volunteer mentor.

Our request is for \$1,200, the same amount requested last year. This contribution would help us support ongoing matches and serve any additional Durham children applying to the program.

Enclosed is the application form and additional information about our organization. I am happy to answer any questions you may have at (603) 430-1140 ext. 1002 or asprackland@bbbsnh.org. Thank you for your consideration again this year.

BOARD OF DIRECTORS

Amir Rosenthal, President
Joan Brodsky, Vice President
Roy Ballentine, Vice President
Aaron Sharabaika, Treasurer
Andrew Gibson, Secretary
Michael White
Rachel Therrien
Matthew Becker
Judith Jolton
Eleanor Dahar
Stephen Catalano, Ph.D.
Victoria Auger
Nicole Paul
Dr. James Fuller, MD
Michael O'Reilly

Sincerely,



Abby Sprackland
Grants Manager
Big Brothers Big Sisters of NH

Date of Application: August 5, 2021

Organization name: Big Brothers Big Sisters of New Hampshire

Business Mailing Address: 3 Portsmouth Ave. #2, Stratham, NH 03885

Contact: Abby Sprackland, Grants Manager

Telephone number: (603) 430-1140 ext. 1002

E-mail address: asprackland@bbbsnh.org

Tax exempt status: 02-0348477

Year organization was founded: 1966

CEO: Stacy Kramer

Amount of grant request: \$1,200

Town of Durham Statistics:

- **Fiscal Year:** January 1, 2021 to December 31, 2021
 - **Unduplicated youth served from the Town of Durham:** 6
 - **Unduplicated volunteers served from the Town of Durham:** 3
 - **Total Durham residents served by BBBSNH:** 9
-

Organization Mission: Big Brothers Big Sisters of New Hampshire (BBBSNH) is a mentoring organization, established to provide guidance and friendship to youth who lack supportive surroundings and face significant adversities in their lives. Our mission is to provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever. This is accomplished by matching children with caring, committed volunteers from the community, in a professionally supported one-to-one mentoring relationship.

Big Brothers Big Sisters has been serving the Granite State for more than 50 years. First started in Manchester in 1966, regional agencies later opened to serve the Greater Seacoast, Western New Hampshire, and Greater Nashua and Salem. Since then, Big Brothers Big Sisters has matched tens of thousands of children facing adversity with caring, supportive mentors. After merging in 2015 to form Big Brothers Big Sisters of New Hampshire, we've continued to serve youth from regional offices located throughout the state.

Providing children with a one-to-one mentoring relationship is all we do. All of our efforts, service delivery systems, child safety procedures, volunteer training, parent coaching and match activities are focused solely on effecting positive outcomes for children through mentoring. We partner with parents/guardians, volunteers and others in the community and hold ourselves accountable for each child in our program achieving higher aspirations, greater confidence, better relationships, avoidance of risky behaviors, and educational success.

Program Description: Big Brothers Big Sisters of New Hampshire provides two core one-to-one mentoring programs to youth, ages 6 to 17.

- **Community Based Mentoring** BBBSNH matches carefully screened adult volunteer mentors (Big Brothers/Big Sisters) in professionally supported mentoring relationships with youth (Little Brothers/Little Sisters). Bigs and Littles spend quality time together participating in a variety of activities of their choosing.
- **Site Based Mentoring** utilizes an elementary or middle school student's lunch period or after school program as the venue in which the mentor (Big) and mentee (Little) meet. Time is spent doing homework, enjoying lunch together, reading, playing a board game or outdoors on the playground.

Mentoring programs provided by BBBSNH are based on the mentoring model used by Big Brothers Big Sisters of America, which has a proven track record as a successful prevention program. A study conducted by Public/Private Ventures was used to test the effectiveness of the mentoring programs developed by Big Brothers Big Sisters of America. Findings indicated that during the 18-month study period, those in the group assigned a Big Brother or Big Sister vs. the control group were:

- 46% less likely to initiate drug use
- 27 % less likely to initiate alcohol use
- Almost 1/3 less likely to hit someone; skipped one-half as many days of school; and felt more competent about doing schoolwork

Community Need: Independent research has told us for some time that Big Brothers Big Sisters improves the odds that the youth we serve will succeed educationally and socially. BBBSNH recognizes that one-to-one mentoring is a successful approach to address many of the issues facing youth today. An adult mentor is the single most important thing in a child's life. Mentoring sets youth on a different path, providing positive impacts that help them dream a little bigger.

Outcome Evaluation System: BBBSNH uses a *length + strength = outcomes* framework to drive results for mentored youth. All matches are measured for success within this framework.

Length: BBBSNH uses a 12-month retention rate as its primary indicator of match length. Twelve-month retention rate is the percentage of matches that are still open after 12-months.

Strength: This is measured using a survey that consists of 10 questions for mentees and 15 questions for mentors that help BBBS determine the strength of the mentoring relationship. The survey will be given at the 3-month point and annually thereafter.

Outcomes: The Youth Outcomes Survey is designed to track outcomes in the following areas: scholastic competency, educational expectations, self-assessment, social acceptance, parental trust and attitudes toward high risk behavior. It is given to children at the start of a match and each anniversary.

Budget: Big Brothers Big Sisters of New Hampshire maintains detailed fiscal records meeting all requirements set out by funders and the American Institute of Certified Public Accountants. Our current operating budget and audited financial statements are available upon request.



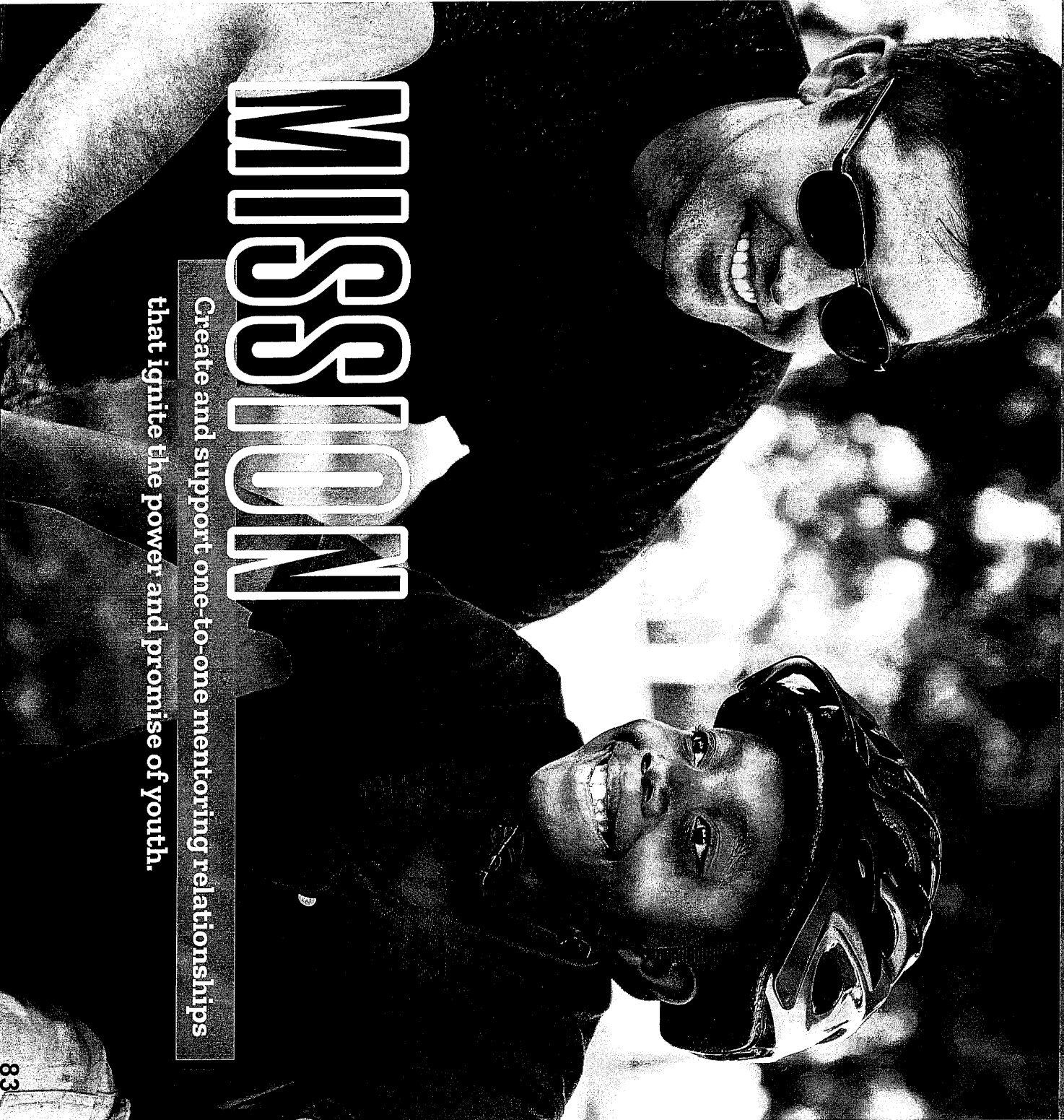
**Big Brothers
Big Sisters®**
OF NEW HAMPSHIRE

2020

OUR VISION IS THAT ALL YOUTH ACHIEVE THEIR FULL POTENTIAL.

MISSION

Create and support one-to-one mentoring relationships
that ignite the power and promise of youth.



OUR EVIDENCE-BASED MENTORING IGNITES POTENTIAL FOR NH'S YOUTH.

Youth Served

55+

youth ages
6 to 17 statewide.

79% COMMUNITY BASED
21% SITE BASED

35 MONTHS

average length of a match

232 Children in NH are
waiting for a mentor.

35%

Have a
parent
suffering
from
substance
misuse

21%

Have a
parent
in jail or
prison

16%

Live in
foster care
or with a
caregiver
other than
a parent

KIDS ON WAITING LIST



75% BOYS

|

25% GIRLS

LITTLES SURVEYED REPORTED:

90%

believe their Big provided
stability when they needed it.

77%

say that their Big helps them
make better choices.

86%

grew or maintained in their
parental trust.

78%

improved or maintained
social acceptance.

90%

say their Big made them feel
better about themselves.

92%

improved or maintained their
attitude towards school & their
grades.



ONE FRIENDSHIP. ENDLESS POSSIBILITIES.

Our mentoring is recognized nationally as an evidence-based, preventive practice by the U.S. Substance Abuse and Mental Health Administration. We help children build resilience that lasts a lifetime against risk factors, including:

- academic struggles
- child abuse or neglect
- substance misuse
- emotional trauma
- discrimination
- socioeconomic disadvantage
- low self-esteem
- difficult temperament
- family instability
- incarcerated parent
- family mental health
- peer rejection

356 ENROLLMENTS COMPLETED



26,784 VOLUNTEER HOURS

75% FEMALE VOLUNTEERS | 25% MALE VOLUNTEERS

COST PER MATCH

It costs on average, \$1,800 to make and support each mentoring match per year.

We do not charge fees to families or volunteers.

All our funding is raised locally, and we rely on the support of foundations, individuals and businesses.

\$200
VOLUNTEER
RECRUITMENT

Printed Materials & Recruitment Supplies



\$350
CHILD
SAFETY

Multi-layered Background Checks
Thorough Reference Checks
Ongoing Training
Regular Check-ins & Supervision
Policies & Procedures to Ensure Child Safety



\$50
MAKING
INTRODUCTIONS

Coordinating First Meeting,
Finalizing Paperwork &
Sending Match Card



\$750
SUPPORTING
THE MATCH

Big & Little Check-ins with
Match Support Specialist,
Training, Support & Referral



\$250
ENROLLMENT
PROCESS

Interviewing, Assessment,
Review & Approval

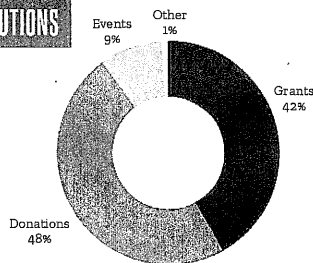


\$200
PROGRAM &
OPERATIONAL
COSTS

Insurance, Outreach,
Communications, Enrichment
& Activities

FINANCIAL HIGHLIGHTS

CONTRIBUTIONS



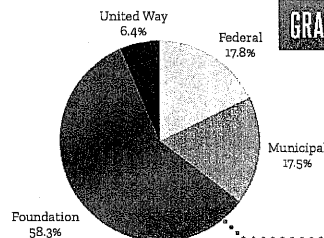
\$450,520 GRANTS

\$503,849 DONATIONS

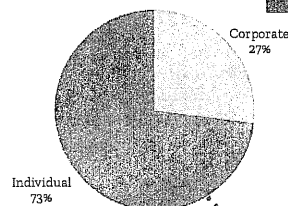
\$84,174 EVENTS

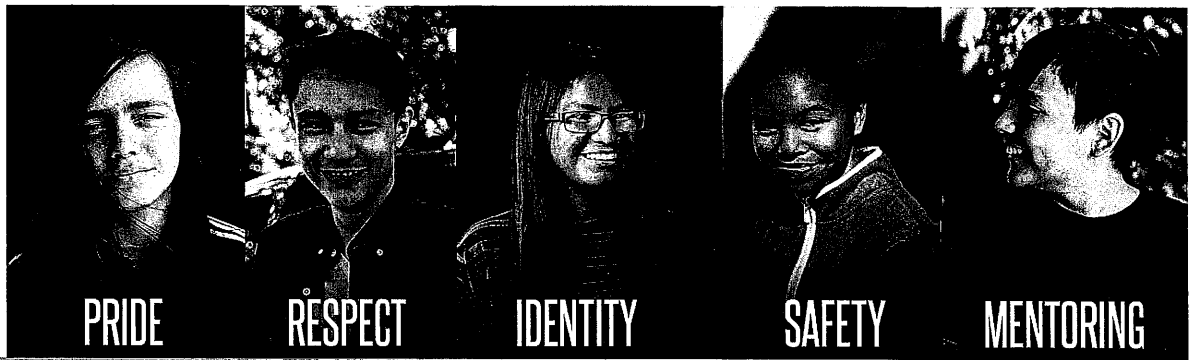
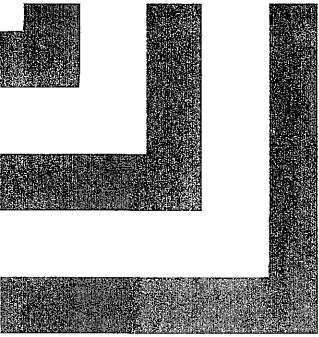
\$2,666 OTHER

GRANTS



DONATIONS





PROGRAM HIGHLIGHTS

CRISIS DOES NOT CHANGE US, IT AMPLIFIES WHO WE ARE.

In ways large and small, the COVID-19 pandemic frayed and stretched the invisible thread between us all: connection to our families, our friends, our community. Yet, as always, Bigs and Littles remained a light in each other's lives.

Penning letters of hope, laughing over video chats, or visiting parks and trails, Bigs and Littles forged and strengthened friendships in spite of the distance. In-person meetings at our four workplace and two Bigs in Badges mentoring sites in the state were discontinued, but those matches remain in touch and ready to pick up where they left off.

Pivoting swiftly to tackle 2020's challenges, BBBSNH also made strides in better reaching

marginalized youth. We launched PRISM (Pride, Respect, Identity, Safety, Mentoring)—a partnership with Seacoast Outright focusing on LGBTQA+ youth and mentors. Serving a growing number of LGBTQA+ youth, we're improving enrollment practices and training for mentors and staff. We also ramped up training about trauma for mentors and staff, allowing them to better support youth who have histories of adversity, such as abuse or neglect.

In the year to come, we continue to balance our strategic efforts to serve more youth, meet the complex needs of each child, and advocate for equity in the Granite State.

MATCH SUPPORT CHECK-INS 5,876

WAYS TO GIVE

375 NEW DONORS IN 2020



INDIVIDUAL GIVING

Your support matters. All funding is raised locally.



CORPORATE GIVING

Sponsorships, Matching Donations & Partnerships



IMPACT CIRCLE

Monthly Giving for Mentoring.



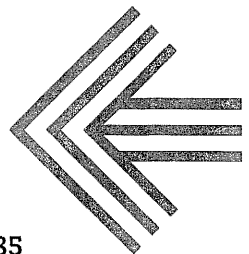
**Big Brothers
Big Sisters.**
OF NEW HAMPSHIRE

web: www.bbbsnh.org
email: info@bbbsnh.org
phone: 1-844-NH4-BIGS

3 PORTSMOUTH AVE. #2, STRATHAM, NH 03885



FIND US ON FACEBOOK & INSTAGRAM @BBBSNH



TOGETHER, WE ARE DEFENDERS OF POTENTIAL.



Town of Durham
Request for Funding for Social Service Agencies
for the FY 2021 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Wednesday, August 5, 2020.** Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: Ready Rides

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): _____

Key Contact Person: Karen Hilton or Tahja Fulwider _____

Mailing Address: P.O. Box 272 Northwood NH 03261

Telephone Number: 244-8719 E-mail address: info@readyrides.org

Amount of funding requested from the Town of Durham \$1500

1. Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served. (see attached below)
2. Attach a copy of your most recent audit and Form 990. (no audits ever required, but I can attach budget see attached below)
3. Describe how these funds will be used .

The funds provided will be used to cover the cost of mileage reimbursement to our volunteer drivers, administration salary, comprehensive insurance, office expenses, driver vetting fees, driver defensive driving courses, church donation for meeting usage, outreach materials and admin fee for use of the share software and website domain fees and call center triplink fees.

4. Does the organization receive funding from other municipalities? YES

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
Barrington	1500	1500	1500
Durham	1500	1500	750
Lee	500	500	500
Madbury	250	250	250
Newfields	1500	1500	1500
Newmarket	1500	1500	1500
Northwoods	1500	1500	1500
Nottingham	1500	1500	1500
Strafford	1500	1500	1500

5. Does the organization provide services to Durham residents? YES

Program #1 Description:	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served/Anticipated
Residents of Durham	1374	867	171/1000
Residents of Barrington	161	58	58/160
Residents of Lee	180	90	85/180
Residents of Madbury	52	50	2/40
Residents of Newfields	34	35	0/30
Residents of NewMarket	973	466	295/800
Residents of Northwood	332	140	29/350
Residents of Nottingham	338	262	53/300
Residents of Strafford	342	292	304/600
Total Clients Served	3786	2260	997/3,460

Total Trips provided, down 46.9% from previous year due to covid and sum of total miles driven for Durham residents.

<u>Row Labels</u>	<u>Count of Trip Status</u>	<u>Sum of Trip Miles</u>
<u>CONFIRMED</u>	<u>171</u>	<u>1713.54</u>
<u>DURHAM , NH</u>	<u>171</u>	<u>1713.54</u>
<u>Grand Total</u>	<u>171</u>	<u>1713.54</u>

For your application to be considered complete, please respond fully to the following questions:

6. Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

We ask \$1500 from each represented town to help defer our costs in case of financial grant decline. This figure has not increased since 2013 even with rising operating expenses. We unfortunately have seen with the Covid 19 pandemic precautions and closure of all doctors for non emergent services over the last few months that in fact we did have a decline in grant income. We have begun to resume normal operations with all necessary precautions but will continue to struggle possibly until next year.

Looking at our numbers one can see that our service was on track to grow and flourish last year as our residents aged in place. As you know NH has one of the higher 55 yrs and older resident populations. With the new 2020 census coming out we will be able to better gauge where NH 55 and older population stands. There is a new independent living construction opening this year in our area. We did not see that growth this year due to Covid 19 and saw our numbers drop dramatically as we only were providing rides to the most critical appts for half the year, but we feel that the rest of the year as things improve we have and will see more increases as riders who have been putting off doctors appointments and therapies are coming back and making up for missed and postponed appointments.

7. What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Unfortunately at this time because of the recent decision from Lamprey health to no longer provide rides there is a huge population of riders who will now be depending even further on Ready Rides and our services. If Ready Rides were not available it would hugely impact the health of a whole section of the elderly population. There are so many in need right now. Ready Rides has expanded our services to provide grocery and pharmacy pickups to help those in need to receive food and medication also. We plan to continue this expanded service during

this pandemic. Ready Rides is often the only choice many residents have to reach much needed medical appointments that cannot be done over the new telehealth program. We are here to help the elderly and disabled in the community to maintain and improve their health with trips to Dialysis, regular medical care, therapy and rehab appointments. Our hope is that with our service we will allow our riders to maintain their independence to live on their own and to have less stress from the feeling of helplessness that can come with not being able to take care of your own transportation needs such as going to the doctor. Studies have found that the elderly who do not get regular medical care get more depressed which can lead to other health problems such as substance abuse or even suicide. Our service has also been shown to relieve some of the pressure and the stress on whole families who were trying to juggle their elderly family members' needs for transportation to appointments or dialysis during the day, the demands of their jobs or juggling their younger family members' transportation needs. Some elderly never had children so don't have family or do not have family nearby and are on a fixed income and cannot afford a \$50 taxi or Uber or Lyft ride each week to therapy or dialysis. Living in the rural communities as they do there is not an extensive bus system they can utilize. We hope to be able to keep this growing population of retirees and over 55 residents as independent and healthy and in their homes as long as possible.

Ready Rides Currently has a trifold brochure that is distributed to all possible medical offices in each town and to each Town hall, Library and Community Center to get the word out. Ready Rides tries to let those in need of our services see what is available to them. Ready Rides is always looking to grow its base of Volunteer drivers.

What To Do

To Receive free Rides

All that is required to receive free rides is to be 55 or older or have a disability. Contact us to fill out a Registration form

To Volunteer to Drive

Reach out to us and we can help you get started to help out those in your community. You must be 21 or over and have your own vehicle and valid drivers license and insurance.

Referral Program

If you refer a driver to us and they become a driver and drive 3 times in 3 months we will send you \$50!

Contact us here

www.readyrides.org

Email: info@readyrides.org

Phone: (603) 244 8719

Snail Mail: P.O. Box 272 Northwood NH 03261

Like us on Facebook ReadyRides

**DISCOVER
THE
FREEDOM
THAT WE
CAN OFFER**



Ready Rides

Serving the residents of
Barrington, Durham,
Madbury, Newfields,
Lee, New Market,
Northwood, Strafford
and Nottingham

We are a curb-to-curb free transportation service. Our fully vetted volunteer drivers use their own vehicles to offer rides to adult residents to Health related appointments. Readyrides can also offer accessible rides.



Ready Rides is a Nonprofit that provides FREE Rides

The mission of Ready Rides is to ensure that everyone over 55 or disabled in our communities has a ride to **Medical, Therapy, Dental and Health** related appointments

Ready Rides would like to thank our volunteer drivers, our donors and the communities that support our work.

If you would like to make a donation in support please make checks payable to Ready Rides and mail to: P.O. Box 272 Northwood, NH 03261

We are always looking for Volunteer Drivers

At times a special person takes time out of their busy day to help someone else.

Ready Rides is looking for people who are willing to help others in need.

Many of our drivers find deep satisfaction in driving those in need and love to payback to the community in a way that only a volunteer driver can. The friendships and bonds that drivers form with our riders is truly amazing.

Often our passengers have no family nearby to take them to these very important appointments that keep them healthy. Some patients have dialysis 3 times a week and its impossible for their family take that much time off from work. So when you volunteer, many times you are helping whole families feel at ease knowing their loved ones are getting to places to receive life saving services.

We reimburse for GAS!

Contact us to Volunteer!
more details inside



**DISCOVER
FREEDOM
GO PLACES
GET THERE FOR FREE**

Town of Durham
Request for Funding for Social Service Agencies
for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Friday, August 11, 2021.** Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: Strafford Nutrition & Meals on Wheels

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): July 1st - June 30th

Key Contact Person: Jaymie Chagnon

Mailing Address: 25 Bartlett Avenue - Somersworth, NH 03878

Telephone Number: (603) 692-4211 E-mail address: ExecutiveDirector@SNMOW.org

Amount of funding requested from the Town of Durham \$1,500

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.
- ☐ Attach a copy of your most recent audit and Form 990.
- ☐ Describe how these funds will be used (attach statement if additional space is required).

Funds allocated by Durham will used specifically to provide meals and services to the residents of Durham.

We face two main challenges in providing meals in Durham. First is raising the matching funds from local sources as required by the federal/state grants. In other words, although the federal/state contributes towards providing meals in Durham they will only pay about 70% of the cost for 3,748 meals served in Durham. If we are unable to raise the match we will be ineligible for the grants.

The second challenge is raising 100% of the cost for 1,108 meals served over the contract limits(3,748 limit). SNMOW works hard at raising funding from various sources in order to avoid wait listing a senior who needs meals. Currently, we anticipate needing to raise \$19,615 for services provided in Durham this year.

- ☐ Does the organization receive funding from other municipalities? X YES NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019/20 Received	FY 2020/21 Received	FY 2021/22 Received or Requested
Barrington	\$1,200	\$1,200	\$1,500
Dover	0	\$5,000	\$5,000
Durham	\$1,500	\$1,500	\$1,500
Farmington	0	0	\$2,000
Lee	\$1,500	\$1,500	\$1,500
Madbury	0	0	\$ 500
Middleton	\$ 250	\$ 150	\$ 250
Milton	\$1,500	\$1,500	\$1,500
New Durham	\$1,200	\$1,200	\$1,200
Rochester	\$2,000	\$12,000	\$12,000
Rollinsford	\$1,000	\$1,000	\$1,000
Somersworth	0	0	\$5,000
Strafford	0	\$1,000	\$1,000

Note: We started needing Town support in our FY 18/19. Request were made to all towns services were provided in. We are currently working towards building support in all towns/cities where services are provided based off the level of service in that community.

- ☐ Does the organization provide services to Durham residents? X YES NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program #1 Description: Senior Dining Clients	FY 2018/2019 Clients Served	FY 2019/2020 Clients Served	FY 2020/2021 Clients Served
Residents of Durham	0	1	Due to Covid restriction participants that would have normally been served through congregate program were fed through
Residents of <u>Barrington</u>	1	2	
Residents of <u>Dover</u>	73	88	
Residents of <u>Farmington</u>	2	3	
Residents of <u>Lee</u>	0	1	
Residents of <u>Madbury</u>	0	0	
Residents of <u>Middleton</u>	0	0	
Residents of <u>Milton</u>	4	5	
Residents of <u>New Durham</u>	0	0	

Residents of <u>Rochester</u>	84	117	homedelivered or grab'n go services and are incorporated into our HD client counts.
Residents of <u>Rollinsford</u>	0	1	
Residents of <u>Somersworth</u>	128	171	
Residents of <u>Strafford</u>	0	2	
Total Clients Served	288	413	
Program #2 Description: Home Delivered Clients	FY 2018/2019 Clients Served	FY 2019/2020 Clients Served	FY 2020/2021 Clients Served
Residents of Durham	21	20	22
Residents of <u>Barrington</u>	27	26	29
Residents of <u>Dover</u>	242	237	240
Residents of <u>Farmington</u>	39	57	65
Residents of <u>Lee</u>	14	17	17
Residents of <u>Madbury</u>	1	6	7
Residents of <u>Middleton</u>	3	8	10
Residents of <u>Milton</u>	14	30	34
Residents of <u>New Durham</u>	10	13	10
Residents of <u>Rochester</u>	338	363	356
Residents of <u>Rollinsford</u>	12	12	14
Residents of <u>Somersworth</u>	111	103	246
Residents of <u>Strafford</u>	21	22	20
Total Clients Served	853	903	1,070

Program #2 Description: Meals Served	FY 2018/2019 Meals Served	FY 2019/2020 Meals Served	FY 2020/2021 Meals Served
Residents of Durham	4,328	4,856	4,083
Residents of <u>Barrington</u>	3,540	3,662	3,661
Residents of <u>Dover</u>	32,411	32,429	31,141
Residents of <u>Farmington</u>	4,913	7,620	7,571
Residents of <u>Lee</u>	1,870	2,442	2,382
Residents of <u>Madbury</u>	644	868	1,066
Residents of <u>Middleton</u>	883	1,010	1,235
Residents of <u>Milton</u>	1,998	4,009	3,173
Residents of <u>New Durham</u>	1,293	1,780	1,518
Residents of <u>Rochester</u>	45,352	50,062	50,047
Residents of <u>Rollinsford</u>	1,480	1,624	1,685
Residents of <u>Somersworth</u>	19,325	18,334	19,806
Residents of <u>Strafford</u>	2,730	3,070	2,753
Total Meals Served	120,768	132,049	130,130

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

The primary factor is the cost of providing the service in Durham. The cost is calculated by the number of meals served along with the type of meals as some are more expensive to provide than others. Our anticipated cost for providing services for FY21/22 in Durham is \$38,945. These estimates are based on historical data of services provided in Durham and the current cost of providing these services. We are continuing to see a steep increase in the cost of providing the meals and have serious concerns about our ability to meet these obligations if all funding requests are not received, especially as fundraising abilities have been dramatically impacted since the onset of the pandemic.

As a program we are about 92% homebound services. Every homebound client's eligibility and needs are assessed initially and annually thereafter. Based on their assessment an individual could receive from one meal - five days a week up to three meals - seven days a week. We also provide some meal type options based on dietary restrictions such as pureed or ground, diabetic friendly, lactose intolerance, etc. Based on the individual's level of need the cost for providing one year of services ranges from \$2,210 to \$7,160.

We realize the Towns are primarily interested in how many of their residents we serve, so we present that information in our funding request. However client counts alone can provide a skewed perspective when you are talking service needs. For example if you have 50 residents that only attend a couple of monthly specials throughout the year may add up to around 150 meals. Or you could have 10 residents with high level of need that could be receiving over 6,300 meals. So for further clarification we have included the number of meals served along with the client charts.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Our program is designed to help keep individuals safely in their homes in lieu of more costly alternatives by delivering nutritional food, support services, and daily safety checks.

Provision of our program has a ripple impact that goes well beyond the recipient. For the recipient they receive much needed nutrition helping them improve or maintain their health and independence. For family members (who may also be residents and can't stay home to take care of their elderly relative), they have the peace of mind knowing their loved one is being seen and monitored. For the community we reduce the demand on emergency services, reduce the number of potential residents being placed in the nursing home systems.

Meal on Wheels impacts every tax payer out there, especially with the growing number of seniors, people living longer, and the increase levels of need among the people requiring assistance. Rough cost equivalents:

One year of Meals on Wheels = Ten days of Nursing Home care = One day of Medical Care



Strafford Nutrition & Meals on Wheels
25 Bartlett Avenue Suite A – Somersworth, NH 03878
Tel (603) 692-4211 Fax (603) 841-5525

August 6, 2021

Durham Town Council
8 Newmarket Road
Durham, NH 03824

Dear Councilors:

SNMOW requests the Town of Durham's support to help provide meals and safety services to the residents of Durham who look to us for assistance as part of their next budget cycle. As we all are very much aware Covid-19 Pandemic has increased challenges and financial burdens for many business. Meals on Wheels is no exception, we are seeing increase need, increase costs, and unfortunately losses in revenues due to fundraising constraints under the current environment. We believe this pandemic has helped demonstrated the importance in assisting Meals on Wheels programs continue their mission. Meals on Wheels provides a true value to each community we serve.

OUR MISSION

To promote the well being of the elderly and disabled adults of Strafford County by providing services to foster independence in their own home and prevent or delay the need for institutional care. Through the delivery of hot nutrition meals in home or community settings, daily safety checks, nutrition education, and nutritional assessments SNMOW will promote physical and emotional health, protect their quality of life, and aide in the social & economic needs of the elderly and disabled.

SERVICE PROVIDED TO DURHAM RESIDENTS

22 Durham Residents (on average we are feeding 16 Durham residents per day)

4,083 Nutritious Meals

2,064 Safety Checks and Support Services

SNMOW provides services all year round from the Waldron Towers in Dover. We provide meals Monday – Friday, with provisions for evenings and weekends for clients certified with greater needs.

TOWN SUPPORT PROVIDES MEALS FOR TOWN RESIDENTS

Cost of providing Meals on Wheels to Durham residents: \$38,945.00

**We are asking the Town of Durham to contribute \$1,500.00
towards the cost of these services.**

A lot of individuals mistakenly believe that Meals on Wheels is fully funded. They tend to think we are what many refer to as an entitlement program and maybe that is why less than 2% of philanthropy money is put towards senior related programs. The truth is we must raise about \$150,000 each year just to maintain the current level of service. Town funding is needed for these specific reasons:

- Meeting Matching Grant Requirements. The Federal/State funding we do receive is a matching grant that requires we raise about 30% of the cost of each meal from local sources. In Durham, that meant we had to raise the match for 3,212 of the meals served. We only ask the Town to contribute a small portion towards the local match requirement. We make up most of the match through various means, including the donations made by the clients towards the cost of their meal.

- Town support helps prevent waiting lists. Town support also helps us to feed clients who need and qualify for the service, but we have exceeded the amount of units allowed under our grants. In Durham we had to raise 100% of the cost for 871 more meals served beyond the 3,212 units allotted through the grant.

SNMOW'S IMPACT AFFECTS A BROAD SPECTRUM

Individual Impact — *"I am very grateful to all the Meals on Wheels staff that make a warm, nutritious meal for me every day. Your care and thoughtfulness does not go unnoticed."*

In addition to the nutritious meal helping promote physical health, our staff with their everyday gestures and training also promotes emotional health, especially for those clients who are more isolated.

Family Impact — *"I would like to let the public know how understanding the Meals on Wheels people are. They just don't cook and deliver meals; it's the smile, and someone checking in on shut-ins. Like this past Friday, when they brought my Dad his lunch. My Dad had thought he was coming down with a cold, the MOW people didn't agree, and called an ambulance. It was another heart attack. He's doing just fine. Again, my personal thanks to all of you."*

In a world where families no longer have a stay at home member or may live great distances apart, we are able to help support them by feeding and checking in on their loved ones, with the reassurance that as any concerns arise we will bring it to their attention.

Community Impact — *"As a former Budget Committee member for years, I wish I knew then what I do now! Meals on Wheels is such a worthwhile answer to helping people stay out of institutions."*

Meals on Wheels benefits go beyond the impact on the individual, we benefit the town too:

- Town welfare costs, as Meals on Wheels feeds residents in need.
- County taxes, as Meals on Wheels impacts nursing home placements.
- Demands on the local police force, fire department, and ambulance service as this at-risk elder population is fed and checked on through the daily Meals on Wheels service.
- Working Durham residents can have peace of mind, knowing their loved ones are being fed and checked on during the day.

One year of Meals on Wheels = **Ten days** of Nursing Home care = **One day** of Medical Care

MEALS ON WHEELS A WORTHWHILE INVESTMENT WITH A HISTORY OF SUCCESS

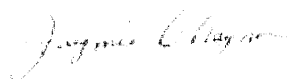
Meals on Wheels is a financially sound response to the greatly increasing number of elderly, some of whom require assistance to continue to remain at home. Our most recently tabulated survey conducted Fall 2020 showed service going to high need clients:

- 62.2% of the clients over 70 years old,
- 69.6% responding that this is their only meal of the day,
- 96.4% telling us that, Meals on Wheels benefited their health, and helped them to remain living independently.

SNMOW has been serving the communities of Strafford County since 1973 providing a ready hot meal and safety checks for those in need. We strive to do our best to keep our requests reasonable, our costs under control, including an Administration cost which is about 9.7%, and of course to provide a quality service to the seniors of Durham.

Town support is critical in our ability to continue serving the seniors and disabled adults of your community and a cost effective way to deal with your aging populations needs.

Sincerely,



Jaymie Chagnon
ExecutiveDirector@SNMOW.org

Town of Durham
Request for Funding for Social Service Agencies
for the FY 2022 Budget Year (January 1, 2022 –December 31, 2022)

For your organization's funding request to be considered, **complete applications must be received no later than Wednesday, August 11, 2021.** Applications should be sent to:

Gail Jablonski
Business Manager
8 Newmarket Road
Durham, NH 03824

or via e-mail to: gjablonski@ci.durham.nh.us

Gail Jablonski can be reached by phone at (603) 590-1378.

Name of Organization: Cross Roads House, Inc.

Organization's Fiscal Year (for example: Jan 1 – Dec 31 or Jul 1 – June 30): July 1 - June 30

Key Contact Person: Jessica Parker, Development Director

Mailing Address: 600 Lafayette Road, Portsmouth, NH 03801

Telephone Number: 603-436-2218 E-mail address: j.parker@crossroadshouse.org

Amount of funding requested from the Town of Durham \$1,000

- ☐ Attach a prospectus of the organization outlining its mission, the specific programs provided, and who is served.
- ☐ Attach a copy of your most recent audit and Form 990.
- ☐ Describe how these funds will be used (attach statement if additional space is required).

Funds will be used to provide operating support for the shelter, which is open 24/7/365. Operating expenses include food for residents and other resident services, payroll, insurances, utilities, and facility maintenance. Our staff includes social work case managers who work directly with our residents to identify their housing, employment and health needs and make referrals to connect them appropriate supportive services.

- ☐ Does the organization receive funding from other municipalities? X YES _____ NO
If yes, list the other Towns or Cities providing funding and the amount of funding provided:

Name of Town or City	FY 2019 Received	FY 2020 Received	FY 2021 Received/Anticipated
PLEASE SEE ATTACHED LISTING			

- ☐ Does the organization provide services to Durham residents? X YES _____ NO

If yes, please provide information in the table below on the number of Durham residents relative to the total number of clients served. This information should be made available for each category of services or programs provided to Durham residents. If the size of the table below is not adequate, please provide an attachment with this information.

If you are unable to provide this information, please (a) attach a statement detailing why this information is not available; and (b) provide a statement on how your organization directly benefits the citizens of the Town of Durham.

Program #1 Description: Emergency Shelter	FY 2019 Clients Served	FY 2020 Clients Served	FY 2021 Clients Served
Residents of Durham	0 Residents; 0 Bed Nights	3 Residents; 650 Bed Nights	1 Resident; 42 Bed Nights
Residents of ALL OTHER	446 Residents; 34,124 Bed Nights	361 Residents; 36,910 Bed Nights	367 Residents; 27,536 Bed Nights
Total Clients Served	446 Residents; 34,124 Bed Nights	364 Residents 37,560 Bed Nights	368 Residents; 27,578 Bed Nights

For your application to be considered complete, please respond fully to the following questions:

- ☐ Please describe how you arrive at the amount of funding you are requesting from the Town of Durham. (Attach statement if additional space is required):

The level of funding requested is not directly related to the actual services provided to Durham residents. Nearly two thirds of our funding comes from private donors. We depend heavily upon municipalities to support our services and maintain our capacity. Over the years, the residents of Durham have generously supported Cross Roads House, and are one reason we are still able to meet the needs of local people experiencing homelessness.

Each year Cross Roads House submits funding requests to all the local municipalities in our service area (Eastern Rockingham and Strafford Counties in NH, and Southern York County in ME). The level of funding and the number of people we serve from each city and town varies from year to year. Historically, we have served a relatively small number of people from Durham each year and have therefore kept our funding request level. As you will see in the data attached that shows the level of funding from various municipalities, it varies greatly as does the number of people who stay at the shelter from each town.

- ☐ What would be the impact to Durham residents if the services provided by your organization were not available? (Attach statement if additional space is required):

Cross Roads House is the largest shelter in our region and provides the most comprehensive level of services to homeless men, women and children. If our services were not available to Durham residents, the town would be responsible for finding alternative housing for people who have no place to go. Even at a modest hotel rate, the nightly cost would add up quickly and people would not be receiving the case management and supportive services that would assist them in ending their homelessness. Cross Roads House provides a critical safety net for some of the most vulnerable members of our community. If our services were not available, the health and well-being of the people we serve would be greatly jeopardized.

For nearly 40 years, Cross Roads House has been providing shelter and supportive services to men, women, and children in the NH Seacoast area who are experiencing homelessness. We are guided by our mission, to meet the immediate needs of families and individuals with nowhere else to turn, and to provide them with the tools and guidance they need to successfully return to permanent housing. Cross Roads House is open and staffed 24 hours a day, 365 days a year, and on most nights, our beds are full or over capacity. In our Fiscal Year ending June 30, 2021, we provided 27,578 bed nights of shelter to 368 people, including 24 families with 50 children. Of those we served, 1 Durham resident stayed at the shelter for a total of 42 bed nights.

At Cross Roads House, all residents have access to:

- Safe shelter
- Basic needs such as three meals a day, showers, laundry, phone, mail, and internet
- Supportive services that provide direction and support for returning to permanent housing including needs assessment, individualized case management, “Rent Ready” and “Ready to Work” seminar classes, and referrals to services throughout the community
- A wide variety of wrap-around services provided by partner agencies, including mental health and substance use disorders counseling, and primary medical care
- Post-shelter support to help maintain housing provided by Housing Stability Case Managers
- HUD Funded Permanent Supportive Housing (Housing First) Program
- Permanent rental housing in our Greenleaf Avenue facility for up to 12 individuals who previously experienced homelessness

In March 2020, our community was presented with previously unforeseen challenges related to the COVID-19 pandemic. As an essential service provider, Cross Roads House undertook the daunting task of changing nearly every aspect of our service delivery, all while remaining open 24/7. It quickly became evident that in our shelter setting there was not adequate space to separate people, keeping six feet apart as the CDC recommends. Our residents were sleeping in dorms with up to 24 beds each, sharing bathroom spaces, and eating meals together in our crowded dining room. Most of our staff needed to work on-site to provide direct care to the people we serve.

To meet CDC guidelines and keep residents and staff safe, Cross Roads House implemented a pandemic response plan that includes:

- Decreasing the population of the shelter by leasing private motel rooms for those who are medically frail or working
- Implementing new cleaning and social distancing standards
- Instituting daily health screening and a mandatory mask wearing policy for all residents, staff, and visitors
- Offering vaccination clinics and weekly COVID-19 testing for all staff and residents
- Temporarily halting on-site volunteering and donation drop off
- Working with partner agencies to facilitate telehealth appointments
- Supporting the remote learning needs of our school age children
- Making extensive renovations to our building

Our vision is “Breaking the cycle of homelessness”. We do this by continually striving to improve our resident outcomes, which are measured annually. Every year we measure the number of residents served, resident lengths of stay, number of residents who successfully move to permanent housing, and recidivism rates, in order to develop effective programs and services. Outcomes from our last fiscal year (ending 6/30/2021), include the following:

- Our average length of stay was 75 days, a 27% decrease from the previous fiscal year.
- Of those who stayed 90 days or more, 98% overall moved to permanent housing.
- Post-shelter Housing Stability Case Management services were provided to 63 households and 116 individuals; 90% of households were able to maintain stable housing through the end of the fiscal year.

Our community is safer, healthier, and more prosperous when we all have a place to call home. Cross Roads House provides vital services to the men, women, and children in our community who are experiencing homelessness. As the largest shelter provider in our area, we provide a critical safety net for those in need. If our

services were not available, local towns would be obligated to send families and individuals who are experiencing homelessness to shelters out of the area or provide those people with motel rooms which would be very costly. Additionally, there are many benefits to keeping people close to support services, employment, and schools in their own community.

Throughout the pandemic, Cross Roads House has remained open, providing access to critical emergency shelter, assisting in finding stable housing, providing referrals to local agencies, and offering post-shelter case management support, all vital tools in helping people get back on their feet, and move from homelessness to a home of their own. Given the breadth of service we provide at the funding level we are requesting, we hope the town sees Cross Roads House as a good value and will consider this request for support for the coming year.

Town Funding for
Cross Roads House

City & Town Funding to Cross Roads House			
	July 20-June 21	July 19-June 20	July 18 - June 19
CDBG			
City of Portsmouth	17,000	17,000	17,000
City of Dover	7,650	7,650	8,019
City of Rochester	10,500	12,000	12,000
Total CDBG	35,150	36,650	37,019
CDBG (EMERGENCY COVID RELIEF FUNDING)			
City of Portsmouth	25,000		
City of Dover	8,436		
City of Rochester	10,045		
Total CDBG	43,481	0	0
Town Warrants			
City of Portsmouth - Welfare Dept.	60,000	55,000	50,000
City of Somersworth	1,000	1,000	1,000
Town of Barrington	1,000	0	0
Town of Durham	0	0	750
Town of Eliot, Maine	0	0	0
Town of Exeter	3,500	3,500	3,500
Town of Greenland	1,000	1,000	1,000
Town of Hampton	15,000	15,000	15,000
Town of Kittery, Maine	2,000	2,000	2,000
Town of New Castle	250	0	0
Town of Newfields	0	400	400
Town of Newmarket	0	1,000	1,000
Town of Newington	2,000	0	0
Town of North Hampton	2,120	2,500	2,500
Town of Rye	1,250	1,250	1,250
Town of Seabrook	2,800	0	3,168
Town of Stratham	1,000	1,000	1,000
Town of York, Maine	2,500	1,500	1,500
Town of Wakefield	1,000	1,000	1,000
Total Town Warrants	96,420	86,150	85,068
TOTAL	175,051	122,800	122,087