



Helping People. Changing Lives.

2021

ANNUAL
REPORT





A Letter from Our CEO: Betsey Andrews Parker, MPH



Dear Friends,

At Community Action Partnership of Strafford County, we know that a strong community is built by fostering strong partnerships. The work that we do is not possible without the support of generous donors, local businesses, and the vibrant municipalities that we serve. CAPSC is committed to addressing the causes and conditions of poverty—not just its symptoms.

In a year plagued with a detrimental local housing crisis, CAPSC embraced the New Hampshire Emergency Rental Assistance Program (NHERAP) and was able to provide more than 4,000 people with rental and utility assistance for a total of over \$11 million.

With help from the entire Tri-City community, CAPSC mobilized to assist dozens of unsheltered individuals after a large homeless encampment in the area was cleared in November 2021. With strong support from the community, the Warming Center of Strafford County was able to open every night during the winter of 2021-2022 and served 340 unique clients for 5,848 bed nights. We cannot thank our staff, volunteers, and donors enough for your dedication to bettering our community and fighting for the safety of others.

Our Bradley Commons office has dramatically improved access to services for clients. This is a “one-stop-shop” that reduces the burden on clients who may have limited transportation or ability to take time off work and expedites the application process. Clients can now access our food pantry, fuel and electric assistance, Head Start, and more all in one place. Building and maintaining this Center would not have been possible without your generous donations through our Open Doors Campaign. Thanks to you, we exceeded our goal for the campaign!

CAPSC held multiple COVID-19 vaccine clinics for the entire community and was able to provide initial vaccination and the COVID-19 booster vaccine to over 2,000 individuals.

Thanks to you, we are better able to serve our community. I invite you to get to know CAPSC better by volunteering your time, making a donation, or simply reaching out to learn more about the programs we offer. CAPSC plays a pivotal role in our community, and we greatly value your partnership. Together, we are making life better for thousands of individuals and families in Strafford County.

"The team at CAPSC is one of the first calls when our cities or towns in the county have an issue that they need help with. They are a trusted leader in our community."

- Alan Brown, Board Chair

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CAPSC by the Numbers

CAPSC is the sole provider in Strafford 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 60 coordinated programs that serve the whole person or family and include nutrition, housing, fuel and electric assistance, rental and utility assistance, weatherization, parent and child education, childcare, family support services, and transportation. All of which are locally defined, planned, and managed in partnership with community agencies.

TOWN	HOUSEHOLDS SERVED	VALUE OF SERVICES
Barrington	419	\$831,890
Dover	3,285	\$6,121,883
Durham	216	\$270,625
Farmington	926	\$1,629,692
Lee	144	\$252,181
Madbury	31	\$123,445
Middleton	123	\$141,124
Milton	446	\$766,413
New Durham	103	\$168,573
Rochester	4,713	\$7,510,591
Rollinsford	149	\$308,262
Somersworth	1,471	\$2,600,611
Strafford	122	\$164,080
Total	12,148	\$20,889,369

3,691

households received fuel assistance from December to April.



301

homes provided with weatherization improvements.



126,707

meals and snacks provided for school-age children.



739

households received food from the CAPSC pantry.



4,132

households received emergency rental or utility assistance.



552

children in Early Head Start, Head Start, and childcare programs.

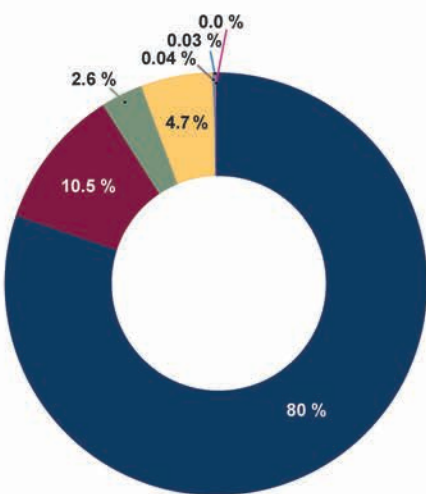




The Year in Review

Revenue

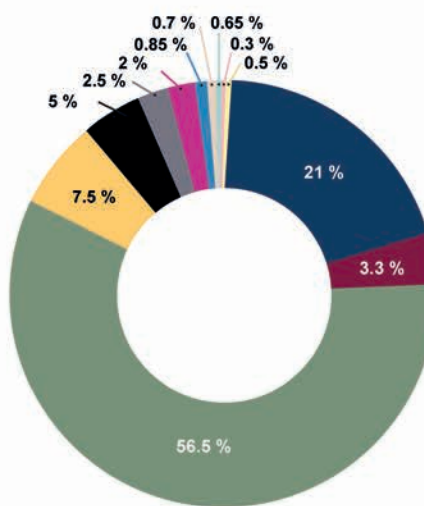
Fiscal Year : January 1st - December 31, 2021



Grant Revenue	19,810,447
Fees for Service	2,724,726
Public Support	637,414
In-Kind Donations	1,172,590
Fundraising	20,050
Rent	9,118
Interest/Other	107
TOTAL	\$24,924,132

Expenses

Fiscal Year : January 1st - December 31, 2021



Compensation	4,895,990
Payroll Taxes and Employee Benefits	779,209
Direct Client Assistance	14,364,192
In-Kind	1,173,728
Fees and Supplies	1,026,153
Occupancy and Utilities	514,656
Repairs and Maintenance	423,175
Insurance	180,624
Training and Conferences	141,997
Interest Expense	133,975
Other Program Support	65,208
Loss and Transfers	96,680
TOTAL	\$24,108,849

*Unaudited financials

Thank you to our Corporate Sponsors



Kennebunk Savings Bank has kept the same Community Promise for the past 25 years. They pledge to give 10% of their annual earnings to local nonprofits. We are delighted to continue a strong partnership with Kennebunk Savings Bank rooted in community and volunteerism.



D.F. Richard Energy has been a valued community partner and champion for CAPSC's mission and programs for years. Founder, Daniel F. Richard's core business principle that he passed along to his children was "when you keep your focus on the customer and community, you both will thrive." CAPSC is thankful for the continued sense of community and support D.F Richard Energy has fostered!



Liberty Mutual focuses their philanthropy on advancing access for people with disabilities, empowering individuals experiencing homelessness, and expanding educational opportunities for underserved students. We at CAPSC are thankful for Liberty Mutual's continued support and partnership!



A-D Archambault Plumbing & Heating, Inc. opened its doors in 1990 and has been serving the Tri-City area's plumbing, heating, and air conditioning needs for over 30 years. They are a family-owned and operated company and are committed to the community, their customers, and employees. CAPSC thanks A-D Archambault Plumbing & Heating for their continued support and partnership!



Strafford County's Housing Crisis

Lack of secure, affordable housing has been one of the largest barriers for members of our community and has caused a major increase in the number of people experiencing homelessness or on the verge of becoming homeless. CAPSC offers a broad spectrum of housing and homeless services to ensure that individuals and families in our region can access and maintain a safe place to sleep at night.

Over the past five years, New Hampshire's median gross rent for a 2-bedroom unit has increased by 24%. This figure is even higher for Strafford County. **Since 2016, Strafford County has experienced a 29% increase in median gross rents for a 2-bedroom unit.** One factor that is driving up rents are vacancy rates. The vacancy rate for all apartment units in Strafford County is currently 0.9%. The nationwide rental vacancy rate is 6.8%, further demonstrating the extremely tight rental market that Strafford County and New Hampshire are currently experiencing.

High demand for apartments coupled with low vacancy rates, limited supply, and rising rents make it incredibly difficult for individuals and families with unstable incomes, low credit scores, housing vouchers, or past evictions to obtain and maintain stable housing. The income level needed for a Strafford County household to afford rent for a 2-bedroom apartment is \$55,800, which is above the average renter household income of \$47,379. This means that rents in Strafford County are not affordable for many of our neighbors, family, and friends. **Only 14% of all of Strafford County's rental units are considered affordable**, leaving families with financial constraints even fewer rental options in a very tight rental market.

In order to combat the lack of affordable housing options and keep people housed, CAPSC provides an array of housing and homeless programs. CAPSC has been providing homeless outreach and prevention programs for over a decade, but the services have become more necessary than ever before in the current housing market.



51%

The average rental cost in Strafford County has increased by 51% since 2011



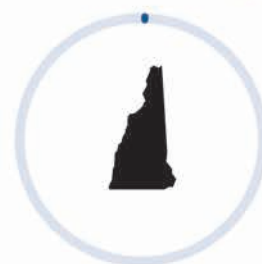
19%

Income levels have only risen by 19% since 2011



6.8%

National rental vacancy rate



0.9%

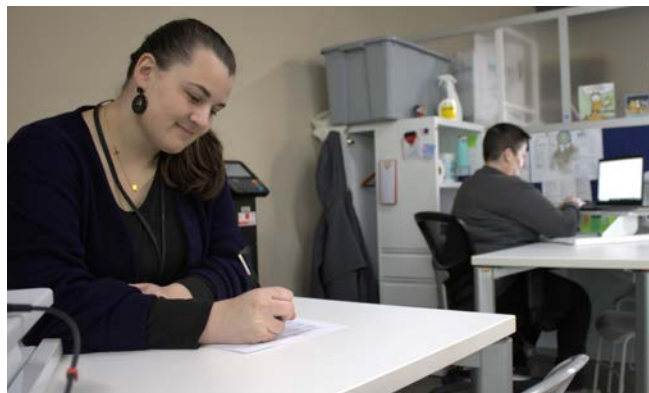
Strafford County rental vacancy rate



CAPSC is currently administering several programs that provide rental and utility assistance to individuals and families who are behind on their payments. Through New Hampshire's Emergency Rental Assistance Program, **CAPSC assisted over 4,000 households with rent and utility payments for a total of over \$11 million in 2021.** This program has allowed thousands of families on the brink of homelessness to stay housed. In addition, CAPSC operates a rapid re-housing program, which helps families most in need in our community to secure housing.

CAPSC helps enrolled families with their housing search, budgeting, and case management with the goal of helping families with financial assistance while they make a plan to sustain housing costs on their own after the assistance has ended.

CAPSC also provides homeless outreach programming through street outreach and our Drop-In Center. Through our street outreach efforts, CAPSC staff go out and meet people where they are and provide basic needs and make referrals to housing and other community providers based on each individual's needs and goals.



Members of CAPSC Drop-In Center Staff



CAPSC opened our Drop-In Center in 2021. Located at our headquarters in Dover, it provides a safe, welcoming place for unhoused individuals to connect to supportive services such as obtaining important documents like a birth certificate, applying for jobs and housing, signing up for benefits, accessing referrals to other community resources, working with CAPSC case managers to receive care coordination, or enjoying a hot meal or snack. **In 2021, the Drop-In Center served over 160 unique individuals.**

Individuals continue to receive services through our homeless outreach programming until they move into housing. At that point, they move along the spectrum at CAPSC to the programs and services that help individuals remain in stable housing and prevent re-entries into homelessness. **In 2021, 11.4% of individuals experiencing chronic homelessness transitioned into permanent housing.**

"The unsheltered and housing insecure population has become accustomed to having a blind eye turned toward them. Not in the Drop-In Center. Everyone who enters our space each day is greeted with a smile and the simple validation that we are happy they have stopped by."

- Zach Marx,

University of New Hampshire, Social Work Intern



Will and Danielle

"We were at our absolute rock bottom and didn't think anyone else would be there to help us."

Danielle and Will were effectively homeless from August of 2020 until November of 2021. The couple met and fell instantly in love with one another at the start of 2020, but **never could have imagined the trials and tribulations that they would face in the two years to come.**

"I didn't know love until I met Will. He has stuck by me through the absolute darkest times of my life," Danielle says.

Will laughs easily and wraps his arm around Danielle. "We could be homeless together, at rock bottom together, in a mansion together, as long as we're together. I'm gonna stick with you through it."

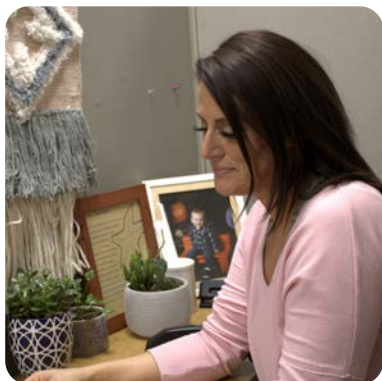
With nowhere else to go, Danielle and Will lived with a friend for a few months and then **resorted to living in their Jeep.**

"We packed up and stayed in the Jeep for about a month and a half before we found out about any homeless shelter. **It was freezing cold, and we felt like we had hit our rock bottom,** but it wasn't even rock bottom."

Eventually the **couple began to stay at the Garrison Hotel**, which was used as a temporary low-barrier emergency shelter for the Tri-City area due to the COVID-19 pandemic. This was operated by CAPSC during the winter of 2020-2021. While the Garrison provided a roof over the couple's head, it was not ideal. Danielle recalls the depression she felt during this time.

However, the time that Will and Danielle spent at **the Garrison Hotel connected them to CAPSC's Housing Navigation Program**, which eventually helped to "change their whole lives," in Danielle's words.

In April 2021, after months of odd jobs and unemployment, Danielle and Will ended up at Complete Labor and Staffing in Dover. They worked seven days a week for months to save money. During the months while the couple worked for Complete Labor and Staffing, Danielle and Will no longer stayed in their car or at the Garrison Shelter. **With assistance from CAPSC, they were able to stay at a local hotel.**



While living at the hotel and working for a different temporary job agency, Danielle and Will received the call that would change the rest of their lives. **CAPSC's Housing Navigator, Lauren Phillips, was able to find the young couple an apartment** in Somersworth, which came with heat, hot water, cable, and electricity.

Through New Hampshire's Emergency Rental Assistance Program (administered by CAPSC), all costs for the apartment would be covered beginning in November 2021.



"When she told us, I remember looking at Will and we both burst into tears," Danielle says. "I can't talk about Lauren without crying. . . . **She went above what was necessary to help us. When no one else wanted to, she did.**"

"When we moved in, it was fate. My uncle had lived in the exact same apartment years ago," Danielle shares. "We couldn't have done any of this without CAPSC. For eight months, we were in that hotel room. We didn't socialize, we got up, we worked, we were exhausted. **To be in our own place is amazing.**"

"I can't imagine now, sleeping in the vehicle," Danielle smiles. "The whole community really helped us a lot too. We posted on Facebook that we had nothing. And when I say nothing, I mean nothing."

The couple laughs easily with one another and Will points to a couple of beach chairs tucked in the corner of the living room. "We had those," he says. "At least we could kick back and pretend we were at the beach!"

The couple now works in hospitality throughout the Seacoast. "We love the hospitality thing! . . . We have the same schedule, which is really nice, and now **we have a place to come home to that actually feels like home,**" Danielle shares.

CAPSC's goal through our housing and homeless programs is to provide help securing housing, financial assistance, and case management, so that each individual and family can maintain success on their own. **Danielle and Will are on their way to achieving this goal.**



"When we were ready to give up, Lauren didn't let us. When we didn't know how to move forward, she got us there."

"I feel like once this time is over, where CAPSC is helping us, we won't even need help anymore," Will says. "We feel like we will be back to a comfortable place, able to pay our own bills, and not worry anymore. **We would have never gotten to this place without CAPSC.**"

Walking out of the front door, Danielle turns to show off her favorite part of their new home. "Our names are on a mailbox! I never thought that would happen again! We feel so lucky. **You forget what it feels like to be proud of yourself until it happens again.**"

"Our names are on a mailbox! I never thought that would happen again!"



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**We apologize for any errors or omissions in these lists. Some donations may be missing due to printing deadlines. Please contact our Advancement Office at (603) 435-2480 so we may properly recognize and thank you in the future.

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