

A photograph showing a man on the left, wearing a tan baseball cap, a light blue surgical mask, and a tan t-shirt. He is wearing blue nitrile gloves and is handing a large, brown cardboard box to an elderly woman on the right. The woman has white hair and is wearing a light blue surgical mask and a colorful, multi-colored knit sweater. They are standing in front of a window with blue patterned curtains. The text "Helping PEOPLE Changing LIVES" is overlaid in white on the right side of the image.

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!



CAMPAIGN STEERING COMMITTEE

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Marion Cheney, Co-Chair
Thomas Lavasseur
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Kristen Welch



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Chief Program Officer

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Chief Finance Officer

Rick Aubin
Director of Admin. Services

Lauren Berman
Director of Housing & Economic Programs

Stephanie Eno
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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!



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



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



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

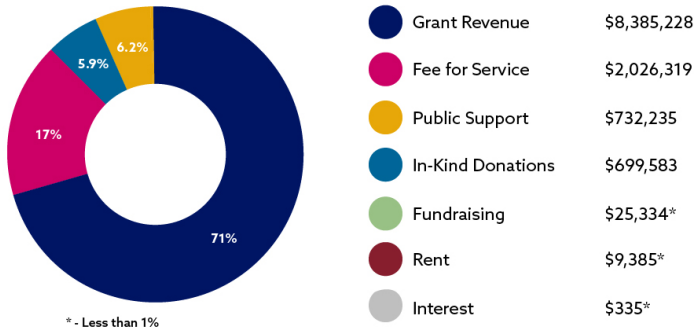


**1,900 Meals
Safely Delivered to Seniors**

THE YEAR IN REVIEW

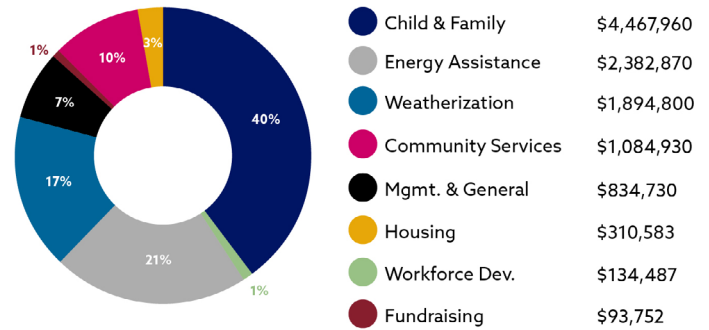
Revenue

Fiscal Year ; January 1st - December 31, 2019



Expenses

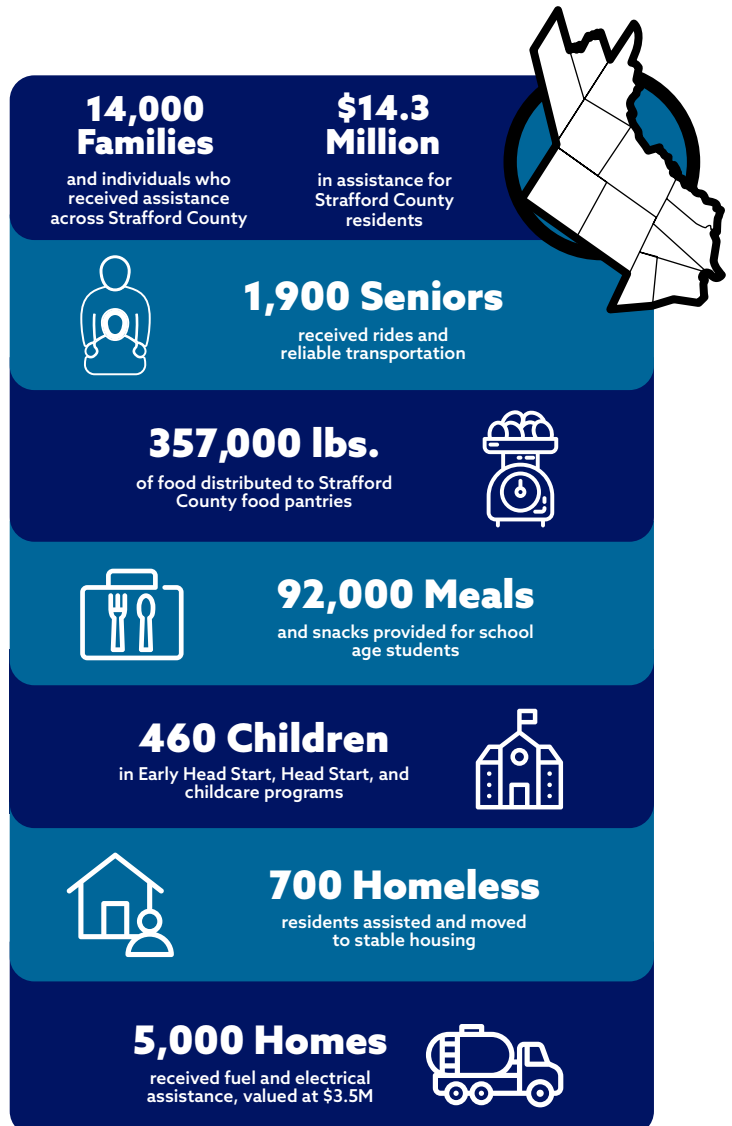
Fiscal Year ; January 1st - December 31, 2019



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 64 coordinated programs that serve the whole person or family and include nutrition, housing, fuel and electrical assistance, weatherization, parent and child education, child-care, 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
Strafford	76	\$98,364
TOTAL:	\$8,329	\$14,301,744



THANK YOU TO OUR CORPORATE SPONSORS



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

DONORS

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¹ - Donor to Open Doors Campaign

² - Donor to COVID Emergency Response Fund

***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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 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
 City of Rochester
 City of Somersworth
 Town of Barrington
 Town of Deerfield
 Town of Durham
 Town of Lee

Town of Madbury
 Town of Middleton
 Town of Milton
 Town of New Durham
 Town of Rollinsford
 Town of Strafford



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